

3/8/22 Board Meeting

Good Morning and welcome to our first in person Board Meeting in quite a while. For those who have not been in the office I would like to introduce Liliana Ortega our Admin Assistant. She is a true blessing to Villas West and such an asset to have in the office. Thank you Liliana for all you do.

I am not much of a public speaker so I will try to keep this short.

I have looked at our delinquencies and it looks like we have 5 accounts past 90 days, unfortunately I know that three of the owners are deceased and we are waiting on Estate docs.

We have removed the chaise lounges from the pools due to the safety issue----people were falling through. I have looked into purchasing replacement fabric but came across new lounges at a lower cost than the fabric so I will slowly be ordering replacements and hope to have the pools furnished before summer.

Speaking of the pools, we had both North pools down for awhile awaiting parts. The North Pena pool is back up and running. North Sarta has received new parts and awaiting a pilot. If the heater does not work after replacing the pilot, we will be looking at purchasing a new heater. We did have a pool tech who repairs pools with Leslie's and he looked over the heaters and instructed us on what to do.

There are pool covers on order for these pools also. I have heard one is finished and they are waiting on the second one. Once we receive them, the techs will get those installed.

We should be starting our annual painting in April. I currently have 21 buildings on the list for painting. I will look at adding more if funds allow.

Our tech's are very busy and are doing roof cleaning and inspections as time allows. We are down two men right now so I am asking for some patience when it comes to non-emergency issues. I have hired one person to help Humberto and the Masons. This hopefully will allow them to get through the work orders faster.

I have had some complaints regarding the emailing of statements. We unfortunately had an update issue with Caliber (our software) which caused everyone to receive printed statements along with some being sent to past owners and tenants. We have worked extremely hard on trying to get this bug cleared up and I think we are close. If you are getting mailed statements and prefer to receive email, please call the office to check and see if we have an OPT IN form on file.

As many of you are aware, I send out Friday updates. This seems to very popular and I hope to continue this. For those owners who do not have access to email, I print up these updates and have copies in the office. As much of the information in the updates pertain to things happening, please make your tenants aware of the printed updates also.

I am a big fan of community and helping others. I would like to take a moment and thank Lou Kifer in stepping up and creating a group called the Villas West Wanderers. Lou plans and guides some walks which she will get into more detail in her report . Thank you Lou!

I have received many suggestions in the past month's and you will soon see some things coming from those suggestions. One recent suggestion was a board where residents could post for jobs. For an example, you are a carpenter, you create a notice that you are available for work and we post it. If a resident is looking for a carpenter, we can direct them to your posting. I know we have many owners looking to stay busy and make some pocket money so I think this would be advantageous to our resident's. We will be clearing a spot on our board in front of the office for those who would like to post. Due to space limitations, please make your notice no larger than an index card.

