

05-12 Meeting: Facility Maintenance, Owner Engagement, and Financial Management

2025-05-12 10:01:08

Monday, May 12, 2025

10:00 a.m.

(First Floor Meeting Room)

I. CALL TO ORDER Meeting called to order at 10:01 a.m. by R. Deavers

II. ROLL CALL – Roll call given by R Williams

Tonda Meadows: Present by zoom

Steve Saker: Absent

Ron Williams: Present

Diane Baker: Present

Randy Deavers: Present

BOD Minutes of February: R. Deavers makes the MOTION hold minutes due to technical difficulties transcribing. MOTION: Seconded by R. Williams. All in favor. MOTION Passes.

CAM REPORT AS PRESENTED by TruResults Community Management. Written and provided in your packet. Specifics given.

FINANCIAL REPORTING : Financial reporting is tabled until next meeting.

C Richardson notes all BOD members have completed the four hours credit needed per new legislative requirements. All present BOD members have received and presented a certificate of completion.

LLC REPORT: B. Trudeau notes for the Oasis Restaurant that cost of alcohol is at 33% and cost of soda is higher at 36%. This may be due in part to the heat index. That usually is an indicator. Food as high at 28%. Labor costs are down slightly with some adjustments in employees factoring into this,

Rental program 2025 versus 2024: we had 1680 room nights in April, 1474 same time last year, running at a 61% this year versus 57% last year the dollars and cents equates to 184,801 this year versus 162,956 last year.

We have had some complaints of cloudy pool water and this is usually caused by sand and on rainy days which we have had our share of those rainy days. The South door is sometimes working well and sometimes acting up. Seems like the North door is beginning the same actions. R. Deavers notes: I just came in that door and, yeah. It's not as bad, but it is. It started already. It's the same exact thing. R. Williams Adds: Yeah. I've already had the companies out here to measure doors, so that's already in the process. But at the same time, when we take these doors off, I want to keep them because I want to see if I can weld a plate in beside them, next to them, or inside them. B. Trudeau continues: Did you and Brad have a conversation? He said you guys were brainstorming that. I thought that one idea was not a bad idea. the world of ideas, so that door's been a problem for as long as I've been here. R. Williams answers: Yeah, we talked about inseting it, and making a bit of a vestibule before that door, which would change the whole dynamics of that door.

B Trudeau continues another never ending problem to make a note of, and it happens every few years is the self closing shower valve and it was changed out again on the foot wash. But that's a never-ending thing. That's been there every few years. Maintenance just changed this out this week.

In the pool pump room Vince had just worked on that. The south side stucco work is pretty much wrapped up. And I say that because I pushed Calvin to finish what he was on to, and he said he was done, but I haven't really committed to him or, you know, make him commit to that it's 100%. He feels good about that. The north side had some areas that really he needed to jump on, and he's doing it, but it's slightly more involved. You can go out and look at it. We'll talk. So, you know, and with that, the boom is scheduled to the end of the month. With summer coming up, I mean, do you want us to push that? I need an answer for this. I hate to have that boom here through our summer months.

R. Williams adds: Well, my question would be, how far can he get from the north end? We have the north end corner we're starting at. It's got to be accessible for that sealing that we had done on the south side. They've ordered that material. Okay. So we're waiting on that material to come in so that he can do that, or so that those seams can be done. I don't know, that stuff must be gold, because you can't buy by it. I mean, you can, but you can't order it, though. And it's been 30 days now. Oh, both somewhere from China. Anyway, so that's coming. It may never get here. That will take, well, it'll be a tariff on it by the time it does. But the corner there, that's the north end. That's why it hasn't been sealed, because I know it's going to get asked about anyway.

So it's already, there's the answer to it ahead of us. The sealer's been ordered. Even the company that came out and did the south side hasn't got it, because I called them. While we're talking balconies and Calvin's labor to do and redo and

redo, we really seriously need to consider these balconies. There's one here, one there. Let's go ahead and find how we're going to do it and start doing it.

B. Trudeau notes: We don't have to jump on balconies every one at a time, but we've got to start doing something. There's a list of ones that have broken tiles, and those are the ones we'll start on. We have done some broken tiles, pulled them up. We haven't pulled all the tile off the balcony. I looked at one this morning. They've done, I don't know, like they did Penny's. She doesn't like it and I can't blame her it's not a aesthetically pleasing fix and we did say we go in and try to stain it haven't got around to it and that's part of the part of the challenge is epoxy coating. Calvin recommends a brand it's a hundred dollar product but I'm guessing you're gonna get more than one balcony out of it I think we're probably getting multiple and I'd like to try that he says you got a seal you got to do something right this is this is he says this is a he, recommends it. He said water and gravity and rust is our enemy. So he says you know even if it's to stop the bleeding then this it's this way he makes it sound you got to do this and then you buy yourself time if you we actually he actually told me on the side it wouldn't hurt to do it right over top, trowel it in right now well that's what he told me to and I mean that's not our answer but I mean you've got different colors you can come in a tan something neutral well great whatever we'll see what can be resurfaced. The top some of them drag on them some may need more than just a sealing so there's gonna be the difference in a quarter inch in some doors or more although we'll talk about this we don't need to talk about it in the meeting but there's an interest we can go look at a balcony to see. As far as so the boom you can think about that and let me know. If we need it longer we can you know it's cheaper by the month but you can do a weekly rate. R Deavers interjects: okay well why don't we talk right now about that why don't we, what Calvin's thought is from that corner to where the worst is which is mostly right there right there and that and that's why he was going to address the worst what appears to be the worst and so because worse come to worse i mean we still i mean we don't use the the overflow parking and I i mean we do use it I'm not saying we don't use it all but if it if it had to go up against, the somewhere we we're managing it on the weekdays where it parks right behind the dumpster, haven't gotten any complaints there i know it's not a pretty site for you know i chose people who are working anyway i mean i i think that's what it is i'd rather see it parked over there than right against the front of the building yeah it is we lose like our web pictures should yeah you you don't get your weekends to work with it but that's you know we tried to get them out here on saturday because it was a slow friday for us but uh it just did not work out if things started to fill up and it just maybe we need to see if then we can get someone that can help him that will work weekends well he does he has a guy that he pulls on and maybe we put that on him to say you need to you need to or or tell the guy if he can help you do the major part of it on the, weekend part of it this other guy that he works with can come in and maybe do the finish part of it let's see if we can just talk to them. You rent the boom by the week you get about two weeks and you pay for the month or maybe three weeks and you pay for the month so yeah the month is like what two weeks of rental is yeah so it's it's always smarter to rent this equipment by the month so why don't we say we're full go on. R Williams notes: If it takes extra money we

can manage it we've saved money I'm trimming the trees and things like that as well so yeah I mean when you look at it from that aspect an extra month, yeah we're using it for things, And I need it over there to get that other tree down too but i just think safety-wise we need it over there everybody good with another month on the boom and we have to keep the momentum I saw what happened the other one in that that lot over there yeah it was a nightmare got stuck with it

B Trudeau continues: I did get your pool monitor. I wasn't able to get him that first weekend which was Easter he'd already had plans but he's back out there really good at what he does i think he is anyway he yeah he's a pretty nice guy too i talked to him yesterday people yeah he's he gets along with everybody and just got a good way about him for that type of work, Not an easy job because people push back a lot. So he's got the great personality. So I'm happy to have him weekends, and we'll worry about weekdays when we get closer to Memorial weekend. We'll come up with a plan for that.

We just shampooed the carpet in here recently. Maybe that's where these bugs are coming from, maybe the moisture in the carpet. I don't know.

The effort on the drink rail coming into fruition, everybody's had a hand in that. It's starting to come together. The drink rail looks amazing. He's done a hell of a job. It's never looked as good, never.

It looks amazing. It was like the effort you all put into it was coming together. I think there's one last little lip they want to put on the back so things don't slide off. The backslash. And kudos to your son. He did put a lot of work in there. Yeah, between the two of them, I haven't seen anything look as good.

R Williams notes: That tool that Brad bought, I'm borrowing it. It's a nice, it's a nice thing for that kind of work.

DISCUSSION: What kind of tool is it? It's, it's, it fits it, it spaces it, it shoots the nails in it. It's cool. And you don't, so you don't, you don't see nails in the decking, so it's a nice, a nice finished look. So you don't have to fill it, the nail holes? It's just because it's a fiber, it, it, once it pushes in, you don't see, you don't see that. Th

Brad is very meticulous about his work. And so is her son, Kyle. It came out amazing. They've done a great job B Trudeau continues: I think for the first time in all the years I've been here, between your shade and getting rid of those planters, I think your deck is the nicest I've ever seen it. I think it has a really good vibe out there, it really feels like a resort.

Saturday the pool guy, Brad, texted me that he appreciated the help down there. He sent me a picture of two guys down there, one's got a net helping to clean up and he's like, I've never seen this place looking this good, and thanks for the help. That's nice to hear from an outside vendor like that as well. I'm happy with it, there's always something, you can always find something, but in the world of FBR since I've been here, next June will be 16 years and I think that I can honestly say that it looks better than it ever has.

R Williams notes: I think so too. And we get the kick out of it. back from our guests, people that come year after year, and say, oh, you guys are always doing something, and so it's, that's what keeps them coming, I think. I had a complaint on the heater on this weekend, that it wasn't hot. Now, yesterday when I was here, there was an elderly lady in there, and I'm saying that, she's probably my age, maybe younger.

But anyway, you're setting yourself up there. She was in there, and she said it was amazing. Amazing. So I don't know, maybe somebody left the, bubbler going you know, if you leave that, if you keep that bubbler going, it cools the temperature a lot. So it might just be that, but we probably ought to make sure. Is the bubbler turning off automatically? I haven't seen it run, I think it is. I mean, I see it on the cameras, if it's bubbling too much, I'll have the guys check it.

But I'm pretty sure it's working. But that's something to follow up with. One of the stupid little timers that always causes problems. But other than that, let's see. I did purchase, one of our front desk gals had half a dozen of that click of vinyl flooring. It's the stuff they sell at Home Depot. So I bought it from her. We're going to redo the floor behind the front desk. I had Vince trim the elevators. We've got more of that same product. I'm going to have him replace it.

He just hasn't had a chance for it. The floor mat. Because he did replace that. And then he trimmed it because it's got to really take time for it to lay down to lay flat. But I think it looks pretty good. Yeah, he trimmed what's in there. But we've got newer, brand new stuff that's still on a roll. I bought a whole roll of it years ago. They were going to use it in the restaurant. So it looks newer. Got a little bit more bounce to it. It stretches it right there inside the door and you have to replace it periodically. So that's still on the list, but he did address the immediate concern and then so the front desk flooring, we're going to pick the carpet up because it's just too much traffic back there. We shampooed it a million times. This vinyl is going to be the answer, I think. We'll be able to keep it clean and she, you know, I gave her a couple bucks for it, but she didn't really want anything, but I gave her a little bit of money for it and then bought four more out at Home Depot so we cover the bases, be able to get that done. And that really is it. So the last thing was on the balcony flooring, which you kind of talked about, so you tell me, do you want to try that stuff? Is that what you came up with? I'll look at the one that Cindy found from our roof company and I'll look at it. It's your decision, and we'll talk about it.

If nothing else, and we do it as needed, start knocking them off. We'll put them on a grid. Here's the problem with that, and I know everybody thinks I'm here more often, and I'm not going to say that the crew, the maintenance, I'll say they're not a ball of fire but they're always working on something, whether you think they are or not. Ninety percent of the time, they're doing something. And their work's mostly in rooms. They're not visible. They're changing light bulbs, doorknobs, and holes in walls, hanging pictures, hanging headboards. I mean, cabinet doors coming off. You don't see them. What they're doing is not projects like what we talk about. Their projects are stupid stuff and that's what hotel maintenance is. Are those items being.

R Deavers asks: Are these items billed back to the owners?

B Trudeau: Yes there's a system in place that they track their time they put it in a log sheet and every month I go I take that log and I transpose it from the the maintenance log onto each of the owners maintenance sheet and there's some things we don't charge for like changing light bulbs I got I had too much pushback from owners charging them five bucks. That's just the courtesy that will go along the way. I think it does and the amount of time I have to argue it with people was never worth it so so there's a couple things we don't charge for.

R Williams notes: I will say I didn't realize this until this morning because that last night we came here and I noticed that where my bed had rubbed against the wall had been painted. When I was here last time I said when I get time I will do that, And it's painted, so I'm sure that's not my bill coming up, but it's done, and if that's what it takes to get it done, then I don't do it.

OLD BUSINESS/NEW BUSINESS:

1. Pool and hot tub update: R Deavers reports: We finally got a spa heater under warranty I have not seen an installation bill for it I don't know if they've sent an email to you not yet so we're just gonna I was told like I'm supposed to install it at the time they, did provide a heater with all the grief.

2. The door on 600, are we complete there? No. No, the door on 600 is not complete because the owners requested to have Vince call them prior to adjusting the hinges. And when I talked to Vince, I said, well, the unit is not going to be used at all until they come. We should just wait until they come and adjust it then because we want to make sure it's adjusted to their likings.

But you do know that it's not the correct door, that they ordered the door from the manufacturer and it's not the one that we suggested.. How did that happen? That shouldn't happen. The only thing that's different is... the threshold but they already had the door here ready to install before anybody let us know. Well, that's that's where we need to in the future the installer/ supplier whatever on things that we are dealing with they deal with us and not the owner. Yet the circumstance was a little different than that i understand that one but yeah we just need to put that in the file to contact the, representative is telling you right you are dealing with us.

3. Any word on the FPL doors. FPL came out they measured the doors there's four doors in total on those, they measured and looked at the south side door, i'm gonna call. I talked to them because they said they didn't get paid and they did get paid, And I'll call her back and say, I need that estimate on the FP&L doors. They measured them. That was three weeks ago, I think. I met with them. It was right after this past meeting. Yeah. And they haven't gotten back with us on that. And they could have been holding them off because they didn't think they got paid. But they did get paid. They just, somebody's not talking to somebody else in their company. They're new as far as the office part of it. So that's where the problem lies. The FP&L doors now, those have to be installed by them.

They actually, FP&L will be here during that installation. All right. We get those, we have to get with FP&L. I want to keep those doors; I'll have to bring them over to my house if we have to, but I want to keep all these doors to see what we can do to even to pull the doors down to the bottom. If we can get one more door out of all these six doors that we can reuse or figure out something to do, all those doors.

DISCUSSION:

I don't know if it's too late to mention this, but the FPL doors, what is your opinion about maybe spraying them with that? That's my other suggestion. If you guys want, I mean, if you look at the electrical boxes, they look just as good as they were put in, and that's been over a year now. If we get the doors and you give them, all you've got to do is pay for materials.

I'll shoot them with self-etching primer and the primer sealer, and then coat them with bed liner, and they're much more durable. And it's, it just, I know, I will say I don't know the tolerances on the door, on the side end, but, I mean, it's still going to improve the frames and all that. The problem with that, though, is there's not a real touch-up for that. I mean, what about colorations?

You can, I can get, I can get paint mixed, it's going to be more expensive, but I can get paint mixed with that spray to any color. But, your cheapest is going to be black. Alright. Because you can buy, and you can actually... Black doors on the side of the building, that's where I'm going with this, instead of the, turquoise there. There, I mean... It's your building.

I don't know. Have you ever thought of vinyl wrapping those things? The door company without the tolerances. I don't know much about it. Let's start with that. The tolerances can be adjusted. How much more is it to get a color? Well, it's probably \$100 a door more. I don't know if I'd write you a check. For \$100, you're not going to get the right thing. Okay, well here's the difference. How much do we pay out there in the store? I don't know.

Okay. I'm not saying I couldn't. If we did all the doors one color, we could probably order an extra gallon of automotive paint which is what should be on these doors anyway. Automotive paint mixed in with your bed liner. If you don't put the activator in it, you could take a little bit out. But you're talking, one gallon is going to be now \$300, but a gallon is enough to do everything. It's enough to touch up the doors is all it's going to be. Enough to touch them up. Or if you taped them, I could shoot them. Do you think that this will stop the rust process? It'll slow the rust process and chipping. It doesn't chip as easy. So how much touch up would you envision then? If you hit it with a cart, you might get a chip in there. You touch it up with a... When I say touch up, I'm not talking about like you guys touch up a hole.

This is like that. Yeah, I hear you. With a brush or a roller, a small roller. I mean, it's a little worn that's all. But it is, it's much more durable. I mean, Bedliner, they use the armed force vehicles now on the exterior when they put them anywhere.

They'll go and solve it. They'll drive it, and it doesn't rust over. It'll rust anything that has a crevice that it can get through.

Talk to the door company about tolerances and doing that and see what they have to say. Because I'm, after looking at the panel box, the electrical boxes down there, in that environment... That's amazing. Yeah, you know, because we've got other panel boxes... The boxes on the north side that we need to replace, they're going to need sprayed, too. We'll get you a barrel of this stuff..

All right, well, I'll look into it, and we'll see where we're at with it. Okay. Tolerances can be adjusted prior to installation. For the cuts, all they have. We were set up as a cash customer. Yeah, I know. So she's going to do that today to change us over, and then... And that's where the confusion lies with the other person in their office. They explained it to me.

Okay. The other person didn't realize that we were commercial account because it was an individual door on an individual unit that's why yeah so yes so she's setting us up as a business she's got all my contact information for any invoice related questions perfect that was the payment on the door thing it was that it's their fault it was their fault all the way around they have two different people not talking to each other but it's done.

Elevator Safety Feature: R Williams reported: The elevator safety feature that we're okay so i don't know if you guys know okay but i called him and said if you look here on the web page it shows our, elevator, it's got a bunch of model numbers, and he said, oh, let me look at it.

But yes, he did find it, and he did, so there's no cost involved in that. So we're just waiting on them? Okay, so we're waiting on them. So that's a plus. Good.

ONR: Anything more on O&R, Diane? D Baker: Is there a magic way to get these people to respond? Do you want us to start again if they come to the property? Yeah. I mean, every little bit helps, I guess.

We can just put it in their welcome packet. That's a really good idea, actually. Anybody, any owner that comes, if you call to say, we can help you while you're here. Do you have any of the letters left? R. Trudeau - I believe I do, yeah. If not, I'll send you one. Yeah, send it to me. I can put that in with the next resort fee, too, if you want me to just mail that to them. I already had started them, that's why I didn't bring the list with me, it's sitting on my desk, I've already started addressing them, going up to them, and Kim brought me an up-to-date list just to make sure that all are correct.

Have you tried to, maybe we send another note to say you need to do this? Don't be so nice about it. I understand if they don't want to do it, but as long as they understand that if they don't do it, they really don't have room to complain.. Because all the information is going to be coming from them, basically, other than these meetings, which we have, what, maybe 0.1% of interest in these meetings? It's age old, sadly. I know, I know. You've got a handful of people

running the place, and I joke, but it's true, you do a good job, nobody cares about it.

If you started screwing up, you'd hear from these people. Like, there were two of them, there was a problem with the emails, so we got them to... Some people had duplicate emails, so we didn't know if that was part of the problem, so they fixed that. And like I said, she's pushed, I've pushed out all new welcomes. We need 20% more is what we need. How many is that? That's probably 10.

Because right now we're only at 73. Tonda, what did we need, 76, when we do a vote? You're muted, Tonda. Yeah, I think it was 76. It was something positive, but I think it was 76. Just round it up to 80. 76, we need 20 more for our percentage. And I mean, I just hope the owners understand that if they don't get information about anything they don't really know what is going on here.

They really have no recourse to what we do, and we go like that. They're stopping any forward progress, because certain pieces, we have to have so many votes to move forward. And we need the participation. Right, we've got to have a simple yes or no. So maybe we can change the verbiage of the introduction of that, to make it more... You need to do this. Your participation is required.

We know who is on and who isn't. And it's just a matter of going on and consent, that's it. The letter has said, if you don't know how to do it, call me, I'll walk you through it. Maybe that's how you start. All you're going to do is go in and consent. It's that easy. And then maybe shame them with the simplicity of it. Some people are funny. When you get the email, just say, you know, I couldn't figure it out. That's why you need to call me now. No, I've always got it figured out.

I tried to make the instructions on this last letter very, just to the point and simple. They don't have like a YouTube clip to help people? This company doesn't have a video.

Hurricane Planning: The hurricane planning, we still got to figure out how we're going to deal with one of these. C Richardson: I just have a question on that. We watched the presentation by Erin, and she's part of Wright and Casey and she said she had a letter for clients. I think it might be a good resource. We wanted to say that these windows have to be replaced based on hurricane necessity, the hurricane strategy. If they're not hurricane proof, and we have to think about that. We did do all these, all that first floor. But when one of them breaks, we get \$160,000 worth of water in the building.

Roof Inspection: I don't know if it's worth us pressure washing it versus them pressure washing it, but the dollar amount is pretty substantial for them to pressure wash. And they did it last year. We do it every year. And there's areas that create an issue because of the drainage part. And of course, it's like any drain in a sink or something. Where it drains, you're going to have some discoloration around that drain part. can talk about. The biggest thing I see with us pressure washing it versus them, if something happens, it's their problem. It's not us .

I don't believe their warranty lets somebody else do it. Yeah, that was the other thing. I think they... I want to say that I remember them saying one of those things like, no, you can't do it. Okay, well, the pressure washing part, I can agree with that. I can tell you though... When I was up there with Tonda's husband, we fixed some of those, the little pods that hold the thing, and the guy came up and said, oh yeah, you guys did a good job.

So that doesn't affect anything. It was just reattaching to the pod, Thank you. Yep. All right, so we'll look at that, and we wouldn't do it until end of the season anyway, so we're looking at somewhere around October, no, November. because that's about when we used to do it anyway. So that's in the future.

Pool Railings and Gates. R Williams: The gate, I had it out there, my bend was by memory, my memory isn't any good, so I'll re-bend it. But it will work. And that holds to the railing and attaches to the lock. But that's not what I want to do. I want to do this as a temporary, but I want you to come out there and look at it, because there's a good permanent method.

T Meadows:.. I'm sorry, but I gotta jump off. all right thank you

Pool Equipment Room: R Deavers: So that's basically the pool rooms and stuff. I mean, I'm not saying that this is going to be the best thing in the world, but it will get us through a year or two where we can make sure we're in financially good enough shape to do whatever we need to do.

MISC: The attorney paperwork solicitation, was it in your package? Yeah, that started from a lis penance on one of the units. So, notice they're fixing it before it goes on to bankruptcy.

What unit is it? I wanted to ask you if there's anything out there that you know of that. No. As far as? It was filed April 10th of this year. What's the unit? From what I can see here that's 201. That doesn't surprise you, does it? That's the people that were far behind on their fees, on their resort fees, the realtors, the investment. Yeah. At least they sent you some money, didn't they? Didn't they get caught up pretty good? They got caught up. Are they failing again? A little bit, yeah. I had to send an urgent letter.

Well, it doesn't matter. Are they caught up at all? She sent a check for \$8,000, and I just put it right into special assessment. Then she sent me another check for \$8,000, and I put it towards her monthly assessment. And so then I sent her. a copy of where she stood a statement and said when can I expect this payment.

Okay basically everything will go in the estoppel yes.

Insurance Options: Okay, so basically what's happening is, believe it or not, and it's hard to believe, legislation has pushed through some things that says to these insurance companies, you can't do that. You can't do that. No, we can't. So we can entertain it, but we probably ought to wait until we find out what his bid is, because if they'll start giving us bids, that would work. This is for just one portion of our policy.

I would be concerned that if you take a section of it out of this one person's hands, he's not going to give us a better deal on the one that is huge. But we can try anything. Insurance companies have a tendency to get you in the door and jack up your price. It's worth a try. We've had good results with this agent and fair communication.

OWNERS COMMENTS: Are there any owners present or on zoom that have questions or comments -

D Griswald: I saw pictures of the flowers planted along the south side of the building it looks really nice and see colors, yes thank you.

There being no further comments: MOTION to adjourn made by R Deavers,
Seconded by D Baker. All in favor, MOTION: carried Adjournment at 11:12 a.m