

Administrative Services Report

November 16, 2020 to Present

Access Control

With new homes coming “on-line” and sale of existing homes on the rise, the MSOA office has been busy processing and responding to owner requests. Many of these requests are related to access to the property. Since November, we have processed 53 RFID tag requests and followed up with 83 owners who have not applied for RFID tags after repeated attempts to reach them via phone and email since February 2020. Tags are ready for pickup for 34 owners who submitted forms, but have not been able to pick up tags yet.

The RFID tag system was intended to provide owners with a faster way to get into the property, by using the automated gates, and to provide more control over access to the property than the old card system and stickers alone did. The RFID tags are for personal vehicles registered in the name of residents only, upon presentation of unit ownership (new owners) and vehicle registration as well as completion of the RFID form.

The MSOA office is responsible for following up on owner issues regarding access control, including problems with the gates, reports of access control officer performance concerns and reports of entry refusal. Since November there have been approximately six reported issues:

- 2 gate premature gate closures (addressed with the owners and by loop correction by The Gate Store)
- Multiple tailgating at various gates (addressed with the owners where known)
- 2 gate procedures (addressed with Guard One and additional documentation)
- 1 gate open/close time reset (handled by MSOA office staff)

New Owner Unit Closings

There has been a lot of sales activity in our community since November and this is not limited to just the new properties. The MSOA office handles the gate notifications for new owners who haven't had a chance to complete the RFID information yet, and for whom we receive the authorized notifications. For existing properties, a board approval from the association in which the property is located is required for authorization from MSOA.

Units closed since November:

18 homes in Las Casitas
3 homes in Los Lagos
3 units in Las Brisas
5 units in Surf Club I
4 units in Surf Club II
4 units in Surf Club III
5 homes in Lakeside

Rentals (Short Term 6 mos. or less)

The MSOA office processes access authorizations for short term rentals, verifying that the proper approval from the owner's association is received before notifying the access control officer to prepare a blue pass. The office cannot authorize anything the owner association has not approved.

58 Surf Club Rentals Processed

SC I = 39

SC II = 24

SCIII = 25

Mail Outs

Mail outs handled out of the MSOA office includes cover letters and reminder sheets, labeling, document copies and postage:

1. **1188** households, **40 pages each** (1 cover letter and 39 pages CCRs)
Amended and Restated Declaration of Covenants, Conditions & Restrictions
2. **868** households, **12 pages each** (1 Cover letter, 10 pages Rules & Regs, 1-page RFI Reminder)
Common Amenities Rules & Regulations
3. **154** households, **3 pages each** (2 pages, Kayak Policies/Procedures Letter, 1-page Storage reminder)
Kayak Renewal Letter

❖ Between 2% to 8% of the letters come back. Research and calls to owners are necessary to correct the addresses and reprocess.

Kayak Renewal Processing

Kayak renewal letters (154) went out December 15, 2020, with a due date for renewal fees of February 1, 2021. To date about half of the renewals have been processed.

Invoice Processing

While invoices are paid out of the Orlando office, all invoices are first reviewed by the MSOA office, researched where needed, coded, and presented to the President or Treasurer for approval, prior to review and approval by Leland's Orlando office.

For accounts payable there were 45 WWTP invoices and 136 NT invoices processed. For accounts receivable there were 3 invoices totaling \$900 issued and mailed to Richmond for violation of our construction hours policy.

Workers Comp Audit

MSOA recently conducted an audit of all contractor invoices and Certificates of Insurance. This audit can help us save money on workers comp insurance. We maintain a database of insurance certificates for any contractors we use throughout the year. After the end of our workers comp fiscal year this office matches the calendar year insurance certificates and workers comp insurance or exemption forms to the work done performed.

Once completed we provide it to MSOA's Worker Comp Insurer for their review. I am happy to report since beginning the self-audits we have received credits each year resulting in a smaller premium.

Aquatic Control

Carp Fish were ordered and will be delivered this spring to populate the connected ponds and lakes. The carp are important to control overgrowth of vegetation and help keep the water clear.

Website

The website is still under construction. The process has not gone as quickly as hoped due to prioritized administrative responsibilities, closing out 2020 and preparing for 2021. With that business out of the way more time can be spent on renewing the website.

Sales Support

New home buyers have a lot of questions and they frequently call the MSOA office with questions about the property they are buying. They are referred back to the association in which the property is located but continue to drive the office to answer questions. Please note that we cannot answer questions other than those related to common property or amenities and do our best to avoid frustration on the part of sometimes very demanding prospective buyers.

Additional information for obtaining RFID tags, Kayak space rentals or Rules and Regulations is available at the MSOA Office.

Submitted by: Brit Masters, Facilities & Administration Management
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