

General Updates

Happy New Year!

The reports and verbal updates from our “staff” and board members are intended to give owners a view into the unnoticed work that takes place across the properties daily. With aged properties (over 30 years old), that have been maintained in a cost sensitive way over many years so their life could be extended, they reach a point where more than patching or maintenance is needed.

Our entrance gates are an example of the impact of a high wind and salt environment, and many years of patching to keep costs down. But they reach a point where repair is no longer an option and the only solution is replacement. This is what happened with the San Carlos exit gate. Unfortunately, further repair was not possible and new posts were needed for the gate to work properly. We apologize to those of you for whom this was an inconvenience or represented additional property access exposure while awaiting repairs. The board, “staff” and vendor responded with a high sense of urgency to react to the situation. The work was completed as quickly as possible, with some special procedures to “secure” the property in the evenings until the work was done.

We have more work to do on the gates, as noted in the maintenance report. Gates are only an example of some of the replacement work that needs to be done around the property. Boards anticipate replacement of part or all of an amenity by establishing reserve schedules that estimate the on-going life expectancy and cost to replace components, based on the future costs to do so. That schedule is subject to review and re-estimation annually and includes “expert” opinion as well as current experience, but is still subject to changes in circumstances and expectations.

We know our tennis and pickleball courts will need replacement in fairly short order. We have done our best to avert that expenditure, but the impact of storms to the things we can't see takes its toll. We continue to make repairs, and further explore whatever we can do to sustain them and allow more time to build up our reserves.

In a trip down “memory” lane to see how prior boards handled issues, I went back to the earlier days when only Lakeside and Surf Club 1 were developed. Access control was an issue at that time in a number of the meeting minutes I reviewed. It is still our most time-consuming issue today, although not the same as it was 20 years ago:

- We still have complaints when we have officer turnover because new access control officers are learning the system and policies. (We address them with the Guard company ASAP)
- We have reports about tailgating.
- We have reports about strangers being on the property, particularly at the dock when people don't see passes or stickers on cars, or don't recognize someone. (Most of these turn out to be guests or owners who haven't put stickers on windshields or passes in the window). Just a reminder to everyone, we could have more than 1500 people in here at any given time, it is unlikely that you will know them all. We do our best to investigate reported problems, but need your help in making sure your over-night guests have blue passes and understand the rules, and if your guest is just here visiting with you for the day, we expect that you will be with them if the amenities are being used.

**Matanzas Shores Owners Association
President's Report – January 22, 2021**

- We have reports about gates being open, gates being closed and roads being chained off. We attempt to address them as we look into them.

In my trip down memory lane, I noticed that in the early days (90's), when MSOA was still developer controlled, the master association took on some of the responsibilities that we associate with being the responsibility of the individual associations. It explained, for me, the origin of some of the perceptions behind requests that have been made in the last few years. As a master association, we cannot take responsibility for the issues, services, rules and regulations of individual private association properties. What might have been done for 230 people during a time of developer control, cannot be done for 835.

We have a lot of work to do in the next few years to maintain our beautiful community. Our project priorities will not align with every owner in here and we ask you to be respectful of your community volunteers, who dedicate their time and talents to do their best for the community; and to the staff and vendors we enlist to help us in the process.

Thank you

Submitted by: Karen Hegarty January 22,2021