

Hillcrest Condominium Association # 15

An Adult Community
www.hillcrest4800.com

Dear Resident

During the last two years, the board had been working diligently to introduce a management structure that can be passed on from one board to another in hopes to prevent anything falling through the cracks.

- The board has introduced a method of archiving its files electronically. The files are searchable and editable when needed. Paper archiving has been reduced dramatically and will no longer be in the hands of a few. The board has taken advantage of cloud storage methods allowing all board members access through the use of DropBox.
- As many of you are aware, and with considerable effort, our building has a substantial website, www.hillcrest4800.com. The website allows for communication and access to records on our building and provides the necessary transparency that should be part of any Condominium.
- Our website should be the go to location for information on our building. If everyone takes advantage of the website as it was intended, it would allow the board to focus their efforts on building matters.
- Our website offers up-to-date documentation that is searchable and pertinent to our ownership. Information is available covering current events; house rules; by-laws; waste disposal, parking and laundry protocols; contractor's guidelines; financials and budgets; minutes; building projects; insurances; contacts; homeowner directories; community and developer info; tips and links; and so much more.
- The majority of our website information is protected and restricted to homeowners only via a login password portal.
- For a new owner, the website offers considerable support as they settle into their new home.
- As long as we have our website, our personal filing regarding the building has become more manageable.
- The board also recognizes that not everyone is computer savvy or has access to the website. Post mailing methods to non-email homeowners will continue but unfortunately at a much lower informational level.

Our building is lucky to have so many residents that want to help, even those who are not on the board. That's a big bonus for building #15. The board senses that our residents feel they are a part of the continued betterment of our building.

2017/03/17

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Residents from other buildings have praised our efforts to modernize with more current color themes, lighting and landscaping.

Over the years the topic of having a management company to deal with our buildings needs and services was tabled. Our awareness that we are one of the few remaining buildings in the Presidents Council that still self manages seems to become more prevalent every day as the board deals with the constant issues that arise. Those homeowners that have been on the board in the past can only agree that there are challenges. Too often, the weight of handling these issues also falls on the few. It's a large learning curve for any new board and the Florida Statutes are complex and binding with lots of pot holes.

The board had looked at the pros and cons of a management company. Presentations submitted by Allied, Elite, and Command all comparatively cover most service issues. A list of the common services were tabled and discussed at the last Board Meeting on March 2nd to determine what the board handles and where a management company can provide assistance.

The list attached, highlights what was felt would help relieve the board of day to day issues that are deemed and should not be handled by anyone on the board. Since board members are also residents, delicate issues regarding violations, by-law infractions, should and is recommended to be managed by a third party.

During our last Board Meeting, we reviewed all the services that the board currently manages either directly or indirectly.

The following are services we feel need to be managed outside of the boards direct responsibility:

- Elections to allow impartiality
- Screening of new homeowners
- By-Law and House/Condo Rule enforcement
- Government including local, county and state authority, fire and police code enforcement, building and zoning compliance
- Residents' first point of contact to be the management company
- Vendor recommendations

Management companies will be approached to quote on the services listed above. Our intention would not to increase maintenance fees due to the additional service. We estimate that if we proceed such a service would commence late 2017.

All other services and responsibilities will continue to be managed by the board.

Board of Directors
attachment – Condominium Management Service Responsibilities

2017/03/17