



Manager's Report

June 16, 2021

Completed for the June 19, 2021 Board Meeting

1) Rentals

The rentals through Sentry are being transitioned from being handled through the Errol office by Michael to the Sentry rental office. All calls for rentals through their company are being forwarded to that rental office, as is cleaner scheduling, payments, and the check in processes. Michael still will be assisting with renter questions and is able to take payments if needed but will be able to focus on helping on the Association side of the business more now.

2) Summer Staffing

We will have Michael doing rounds on the pool deck on Saturdays and Eugene on Sundays to help minimize any issues/questions that may occur during those busy summer weekends. We will be posting a sign on the office door during the weekend working hours with an emergency number for a phone that Michael and Eugene will be carrying to make sure we are not missing any important issues while they do their rounds. Voicemail will be checked on Saturdays between rounds on the pool deck.

3) Questions/Issues with Maintenance Fees

I have had complaints and concerns about long wait times while calling the customer service number for Sentry. If you have concerns/questions concerning maintenance fees, please email me at manager@errolbythesea.com. If it is something I am not able to help with, I will reach out to the correct department myself, so you are not having to have these problems with customer service.

Respectfully Submitted,

Kerri Gallagher, CAM