



Manager's Report

April 5, 2022

Completed for the April 9, 2022 Board Meeting

1) Guests of the Property

It will be summer before we know it! During the summer season we get many guests on the property. Like I have expressed in my community updates, it's very important for the staff to know who is on property. If there are any emergencies, it is imperative for us to know. All rental programs are alerting the office of their guests, but we do need to know of owner guests also. Every car needs a parking pass. We are towing, so please make sure your guests understand it is important that they have the parking pass! Each unit is allowed 2 parking passes at a time. If a vehicle is towed for not having a parking pass, it is the responsibility of the vehicle's owner to pay for the tow.

2) Property Rules

On a very serious note, please know that all owners, owner guests, and renters must follow the property rules. It is the job of the staff to enforce these rules. If one of the staff tries to enforce the rules and they are cussed at, called names, or spoken down to in a disrespectful manner, I will personally handle the situation. I will have anyone who treats my staff that way removed from the property, and, since owners are responsible for their guests, I will put a complaint in with compliance committee to have the owner of that guest fined. Any guest of any owner will be treated the same way. All owners and guests must follow the same rules. The staff and I are always polite to everyone we speak with and being cussed at or called names is completely unacceptable. I will not tolerate it! If you have questions about this, please come see me or call me.

Please remember that following County ordinances is part of the property rules. If owners are not following rules and another owner comes to me to complain about it, I will be recommending they file a formal complaint to the compliance committee to determine whether a fine should be issued.

3) Maintenance Projects

The concrete work for this year is complete. There is a mulch project starting and should be complete by the end of next week. We have scheduled to have the courtyard side of the building pressure washed Thursday and Friday, April 14th and 15th. All patio furniture needs to be removed from patios/balconies.

The next big project we will be tackling is converting the 2nd floor laundry rooms to storage. It will not be an overnight change, but I will give updates as the changes are happening.

4) Open Forums

On a more positive note, I want to thank everyone who has attended any of the open forums so far! If you

have questions or concerns, this is the perfect chance to let me know so I can get those answers for you. It's been a great way to meet your fellow owners also. I have gotten some amazing feedback that has already helped the staff and I give the owners and guests better service.

Respectfully submitted,

Kerri Gallagher, CAM