

# LETTER FROM THE PRESIDENT

March 2016

## **Summer House Owners:**

Spring is just around the corner, and the Summer House crew is already at full speed ahead for the busy season.

## **New Landscaping Company**

Our new landscaping contractor, DMKoehn, has started with a bang. Feedback is very positive, as are our own observations. From an administrative point of view, communication and cooperation is excellent. The palmetto stands on the Beachside look better than they have in years. Total man hours on the property have been increased dramatically, and the work is obvious. We just about have the normal maintenance routines down pat. The Landscape Committee looks forward to your input both by email [[shresident1@hotmail.com](mailto:shresident1@hotmail.com)] and at the Board meetings.

## **Building 1 HardiBoard Project**

Building 1 construction began on Monday, February 29, following a week's delay for weather and crew sickness. This building project tests whether we have answered the questions necessary to avoid the inefficiencies that always accompany the initial stages of large, complicated construction projects. We have tweaked the subcontractor list, a significant number of construction details and our materials purchasing in order to obtain maximum leverage over time, quality and money. We'll evaluate how we are doing as we proceed, and tweak the process again. Call Construction, our principal contractor, is eager to incorporate our input. Building 1 will be Aquamarine.

## **Beachside Re-Pipe Project**

David Gray Plumbing has completed about 30 Beachside units, nearly a third of the project, as of this writing. The usual fits and starts and issues that accompany the startup phase of any major renovation project have appeared in this project, but they were brought under control quickly. All goes well. Shannon Kolacz, our Property Manager, has proven the advantages of superior communication with this project. Re-piping a living quarters is a highly disruptive process, upsetting the routine of any resident. Only through building realistic expectations and solving small problems before they fester into large conflicts can owners and residents derive, without surprises, the full benefit of these meaningful, but invisible, improvements to their properties. Shannon has done a crisp and professional job, as usual. Hats off to Shannon, again.

Note to Beachside owners: if your unit is scheduled to have its cold water delivery re-piped during this project, please consider taking advantage of the significantly discounted price to also re-pipe your hot water delivery and/or change your water heater. Also, interior toilet re-builds are inexpensive and eliminate costly service calls.

### **Delinquency and Collections**

One of the principal obligations of our property managers is to effectively manage our HOA dues collection process. We must collect our budgeted cash flows in order to maintain Summer House. When our neighbors don't pay their dues to the Association, the rest of us must either pay more to maintain service levels or suffer service level declines. Our managers have focused on this issue. As a result, our delinquency posture has dramatically improved. Again, an invisible but crucial task that our managers perform very well.

### **Our Maintenance Crew**

Many residents know our Maintenance Supervisor, Curtiss Spivey, who is the diagnostician who arrives at your door [usually the same day] when you ask a question about your property. Our three-man Maintenance team [Sebastian and Al complete the team] is truly outstanding and they don't mind a hard day's work. Curtiss' input on the HardiBoard project has also been invaluable.

The truth is that Summer House has accumulated areas of deferred maintenance over the years and our team is working to eliminate the backlog. We are making visible progress. Moreover, we are building routines that expand our in-house capabilities in order to significantly reduce our reliance on outside vendors [outside vendors = high cost + micromanagement needed]. Reducing maintenance costs while enhancing responsiveness and results is a long term step-by-step process. But now that process is well underway. Stay tuned for much more on this important topic over the course of this year as our entire management team polishes their systems.

### **Our New Concierge**

Annette [Annie] Peyton is our newest staff member, and is the smiling face you see at the Main Desk on Mondays and Fridays and over the weekends. Annie has been trained to take care of all the standard resident needs and requests in addition to providing administrative support to the office staff. Drop by and say hello - she'll be happy to meet you.

On behalf of the entire Board and Staff, thanks for your trust and support.

Sincerely,



Joe Gill