

LETTER FROM THE PRESIDENT

October 2016

Summer House Owners:

The last few weeks have been quite an experience. Here's an update.

The Stress Test

If there had been any doubt in any owners' minds about the integrity of our property or the excellence of our property management, that doubt should now be laid to rest. Mother Nature administered the ultimate stress test to Summer House in the form of Hurricane Matthew and, as we all can see, Summer House passed with flying colors.

Hurricane Matthew caused no flooding and no material damage in Summer House. We lost less than ten trees and suffered no meaningful harm to any structures when they fell. As expected, our management team had to work through a number of issues such as minor leaks, loose gutters, pump and utility related problems, camera and lighting damage and landscaping debris, but none of those issues represented the kind of severe damage and property impairment common at many sites across St. Johns county. There was no damage to the construction area at Golfside Building 2.

At this point, we have worked through the assessment, repair and cleanup stages of the storm response except for a few open work orders mostly related to minor roof leaks on the Golfside. These are items that must be addressed by our roofing vendor who, like similar vendors in the area, is simply overwhelmed. Many area vendors, particularly landscapers and roofers, have been tasked with work requests that far exceed their service capacity and have to prioritize their time according to severity of damage.

The **first reason** Summer House performed so well was that our management staff started preparing for the storm days in advance...good short term planning and follow up. Thoughtful organization and execution of the steps necessary to take precautions paid off for us all. Our team addressed a number of major issues, like making sure that our construction site would be safe in a hurricane, and also minor issues, like stowing any small objects that had a chance of becoming airborne.

The **second reason** Summer House performed so well was that the property had long ago been evaluated and programmatically maintained to minimize weather issues...good long term planning and follow up. Perhaps you recall my discussion of our recent Insurance Risk Assessment in the August President's Letter which noted that our property and casualty insurer had assessed our vulnerabilities and concluded that our property was extremely well maintained. They were right; there will be no insurance claim from the storm.

About a year ago, our managers addressed a significant number of poorly draining areas they observed on the Golfside. Those drainage issues were tackled using in-house resources to reduce cost. Needless to say, Hurricane Matthew tested our drainage, and our property responded well.

As part of our regular maintenance program, our tree maintenance vendor had recently visited the property and removed trees and limbs that had died, were overgrown or posed obvious threats to our buildings. While the timing of that vendor's appearance on the property two weeks before the storm was a bit of good fortune, the fact that the property is constantly evaluated and systematically maintained is no accident. It's easier to be lucky when you are prepared.

The **third reason** Summer House performed so well was that our managers kept the lines of communication open. Before the storm, our contractors, vendors and all our team members knew what their role in securing the property would be. After the storm, our managers communicated with numerous owners who had questions and concerns, some of whom live far away and some of whom, naturally, had grave concerns about their property. *Thank You* to the numerous owners who emailed and called with compliments about our staff throughout this ordeal.

Here's the lesson from Hurricane Matthew:

Good management is not simply doing what every individual owner wants a manager to do; good management is about consistently doing the right thing for the entire ownership. It's a profound distinction. Genuinely good management also means doing the really important stuff right. Our team got it right.

The Budget Workshop

In early November we will have a Budget Workshop and Board Meeting, and I encourage everyone to attend. I must warn you in advance, however, that the Budget Workshop will likely not produce any fireworks as it is general consensus among Board members that our Association's income is adequate for our task and our money is being spent efficiently and effectively.

The Board encourages comments and suggestions from unit owners regarding our policies and strategic direction. If you have any questions about day-to-day operational, business or maintenance matters, please feel free to ask the staff.

Thanks for your trust and support.

Sincerely,



Joe Gill