

# *the Casa Connection*

2/29/2016

**THANK YOU** to the many owners who attended the BOD meeting Saturday, and all who have called and emailed with referrals, suggestions and support for the transition process. Change is never easy, but we are business partners and are in this together. Due to much help and support, this transition process is progressing quickly and meeting the necessary timeline.

## **From the BOD:**

Your BOD is committed to being ethical, proactive, transparent, accountable and doing their very best to make decisions that are best for all of us and the association as a whole.

Our goal is to run a hospitable community while maximizing the revenue to our owners.

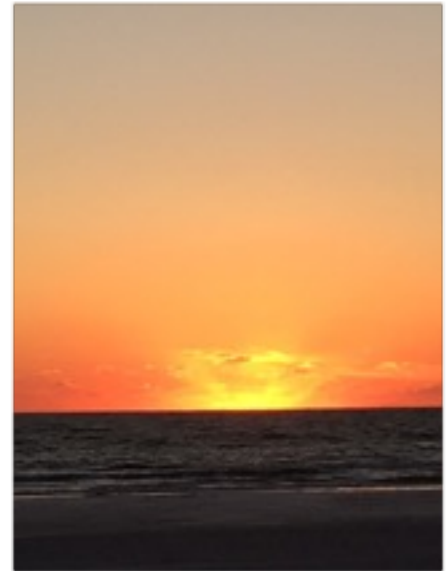
The BOD is moving quickly, but purposefully.

The BOD serves the membership. Management, in whatever form, serves the wishes of the BOD. There are many options and we will find the best fit for us.

The BOD's goal is to return as much control and staffing to our Association as possible, while protecting our assets. Management structure will be determined, then financial, then staffing.

We are seeking an experienced, ethical, hospitable team.

We will not settle for less than excellence.



## **BOD Meeting Highlights:**

**Spring Break Procedures and Security:** The BOD approved additional night security for the period of March 7-April 2. Dates were determined by reservations. Guidelines for Renters, Staff, Check-In and Parking have been developed to increase oversight and give staff backing in enforcement of policies.

Wristbands will be required for anyone on the property using beach chairs, the pool or common areas. Owners and owner guests should stop by the office for their wristband.

All vehicles on the property MUST have an Owner, Guest or Visitor Parking Pass.

**2 Week Minimum Policy:** Owners are reminded to contact the office IMMEDIATELY if you want to put a 2 week minimum on your unit for Spring Break rebooking.

**Plumbing:** The Common Element Plumbing remediation project is scheduled to be completed in 2017. The remaining villas will receive notice and scheduling information soon.

**Audit:** The BOD approved additional funds to complete an in-depth audit for 2015 through 3/31/16.

**Attorney for CBVR:** The office of Wells and Olah has been retained to represent CBVR. This firm currently represents CBA.

**BOD changes:** Director Bob Biggins has resigned from the BOD and Bruce Miller was appointed to fill the vacancy. We thank both for their service for us.

**Management Structure:** While various management options have been investigated, the BOD believes we need the assistance of a company with experience transitioning all areas of Association and Rental business.

**Management Company: Lighthouse Property Management** will provide all CAM and financial services for CBA. They have experience transitioning other associations from PCM, have many positive references, exhibited very positive attitudes and had a very strong presentation of their services for us.

**Staffing:** Staffing will be through CBA and CBVR. We are currently finalizing agreements with a Property/Rental Manager, Head Maintenance, Maintenance and a cleaning company/Head Housekeeper.

There will be additional services needed for CBVR, a Broker of Record and financial.

**Survey:** The survey link is active through 3/4. Please participate.

[https://www.surveymonkey.com/r/Casa\\_Blanca](https://www.surveymonkey.com/r/Casa_Blanca)

### **Transition Plan:**

#### **Completed: (2/12 > 2/26 day 15)**

- meeting with attorneys, retained attorney for CBVR
- auditor contact
- insurance company - policies, recommendation for additional liability coverage for BOD
- contacts with various Rental managers and companies, referrals, references
- interviewed 3/3 Management Companies
- interviewed 2/3 Rental managers
- interviewed 3/3 cleaning companies
- interviewed Head Maintenance
- contact w/ accountant for CBVR
- office access, keys, photos
- computers backed up
- bank signature cards 5/5, new account

#### **To Do: (2/27 > 3/11 day 30)**

- retain Management Co (BOD mtg)
- property/Rental Manager
- financial component for Rental Program
- office staff interviews (pre-screened resumes)
- Head Maintenance
- Maintenance
- Cleaning Company
- bank signature cards
- finalize additional liability insurance/BOD
- transfer all Financial /Banking information and records, Documents, Contractual Information, Contractor Bids, Owner Information, Website and Constant Contact Information from PCM
- locks, keys
- website and reservation software transfer
- inventory
- 2nd quarter maintenance payment information to owners
- Feb rent checks (PCM)
- audit (in depth) through March 31

### **From the President:**

The Florida Condominium Statutes, which govern the actions of Board of Directors and individual board members, state that condo boards and board members have a fiduciary responsibility to the association and its owners. A fiduciary responsibility is a legal duty to act solely in another party's interests. Your Casa Blanca Board of Directors acknowledges this duty and has been fulfilling this duty this past month with vigor, and we pledge to always be mindful of this position of trust you have placed us in. We recognize that your investment, and ours, is in our hands. I personally, am extremely proud of the effort of our board in making certain the change of management is accomplished in the proper time and is in keeping with our goal of returning control of our common investment back into the hands of the Casa Blanca Board and owners and having only persons of high integrity and skill work for and with us. This is purposefully and ethically being accomplished.

I also must thank all of you who have offered suggestions, shared recommendations and ideas, names of possible companies and individuals and, yes, shared concerns or rumors. Please remember, if you have a concern, call or email me or any board member. We will answer your questions or get you in contact with someone who can. Change is sometimes a frightening thing, but change is necessary for growth and improvement. If someone shares a fear or rumor with you, please respond with, "Have you contacted Tom or another board member?" If the answer is "No", direct them to do so and don't forward the question or concern until you or the other person has made contact with the board. For your board to comply with their fiduciary duties, we as owners must fulfill our responsibility to keep the board informed of our positions and concerns. As most of you know, I am a retired educator, so please forgive me for giving a short Casa Blanca civics lesson.

Let me finish with two kudos to our owners. First, obviously, our owners are excited at the possibilities the future offers for Casa Blanca because within just one month the call for volunteers to serve on committees has been answered with 28+ owners wishing to serve - AWESOME! Second, attendance at our board meetings so far has been terrific. Watching the sausage being made is not pretty at times or easy to understand, but what we do in board meetings is truly your business, both literally and figuratively. I encourage everyone to take part. Your business will be taken care of in the open. Come watch, take part and, if necessary, critique. That is our responsibility as owners.

Good things are happening!

*Tom Wiggers*

Owner of 102 and  
CB BOD President

