

MGMA Newsletter

August 2011

PRESIDENT'S MESSAGE

Now that we have a new Property Manager (PM), we have taken careful steps to transfer all PM responsibilities from the Board members who assumed those duties while we were without a state licensed PM. With Lynn Linfante on board as our PM, the Board can focus less on day-to-day operations and more on the big picture. We will continue to rely on Board appointed committees and specific Board members to lead on selected projects. But, the Board's emphasis will be on making progress toward achieving the Association's 2011 goals, new/revised policies and rules, all designed to improve the clubhouse and other association assets for Madison Green residents.

To be sure that everyone is clear on their roles and responsibilities, we conducted several individual meetings with Lynn where the lead Board member transferred his/her knowledge on their task/project(s) to her. We also completed and signed employment contracts for Lynn, as PM, and Dianne, as Assistant PM. All of these actions are intended to provide a clear understanding of what is expected from both our PM and APM, going forward. Finally, we plan to conduct semi-annual performance evaluations for each employee beginning in September. These will be based on their respective job descriptions and will identify good performance and areas for future improvements. They will be the basis for salary adjustments/bonuses in the coming year.

Now that these transitions and planning actions have been completed, Lynn has already found herself immersed in both day-to-day operational issues and more strategic/project oriented activities, including those discussed in the following paragraphs.

MGMA PROJECTS. The Lanai/Party Room area is now enclosed and work continues to complete the project, including: electrical, air conditioning and new furnishings, as approved by the Board. Thanks to Joe Gall's tenacity (with assistance from Lynn), we expect that the project will be completed by September and be fully functional for parties and meetings in October. We have competed and contracted for the replacement of the Tennis Court canopy and expect that to be completed by September.

Finally, we continue gathering cost and other information for replacement of the playground sand, and replacement of the two elliptical trainers in the gym. As soon as we have sufficient information to provide a complete estimate and recommendation for Board approval, we will begin each of these projects.

CLUBHOUSE ACTIVITIES PROGRAM. The Fourth of July Party was a success, which suggests that we should do more of these community celebrations. We will continue to look for opportunities to come together with our neighbors at the clubhouse. If you have any ideas, please let the clubhouse staff know or drop a suggestion in the Suggestion Box.

We are close to resuming activity classes at the clubhouse, beginning with Zumba exercise classes. There are about 50 people signed up, at this point. The classes will take place in the Lanai/Party Room. Check the website, stop by the clubhouse or call for schedule and cost details. We also intend to offer Yoga and Water Aerobics classes, as soon as proof of the required licenses and insurance are provided.

We continue to meet with the managers from The Links at Madison Green (our golf course neighbor) to work together for the good of the community. There are a few issues that they have committed to resolving; some

through a joint effort. We have agreed with them to try to identify mutually beneficial activities, such as: the golf course offering some discounts to residents on memberships and food and our clubhouse informing residents of food and drinks that can be ordered and delivered from the Links' kitchen. Again, any thoughts you have on this subject would be appreciated. The Suggestion Box can be used or contact the clubhouse with your ideas.

DELINQUENT ACCOUNTS

As we've said throughout the year, the Board continues to work on the very critical and sensitive area of assessment delinquency collections. There continue to be significant numbers of delinquent homeowners, not paying their quarterly Maintenance Assessments, placing the burden on the rest of us. Working through our collections attorney, the Board continues to encourage delinquent homeowners to get on a Payment Plan to resolve their delinquency, without jeopardizing their home. We closely monitor existing payment plans to ensure timely payments, while adding new plans, monthly. It is a difficult problem for everyone.

Also, we are working on new alternative approaches to delinquency collections. We are now investigating several techniques being used by other homeowner associations to address this problem. For example, we have attended several meetings of the newly established Florida League of Neighborhood Associations which was formed to provide a way of homeowner associations to share their lessons learned on matters like this. Also, we are also looking into the new Royal Palm Beach Village and Palm Beach County ordinances on foreclosed properties to see what assistance might be available through local governments. We will keep everyone informed and will work closely with affected villages, as we develop new approaches to dealing with this serious, sensitive issue.

LAKES and LANDSCAPING. Overall, our lakes look better this year, than last. There are a couple of issues that arise from time to time, but Palm Beach Aquatics appears to be very responsive and has, for the most part, effectively resolved these situations, when brought to their attention. The association staff closely monitors their efforts to ensure quality and timeliness.

Jason's Arborcare, who was awarded a contract late last month, completed the trimming of our tallest trees on August 5th to prevent/minimize damage from falling branches, fronds and trees, during the current hurricane season. We also have several landscaping projects underway. All significant non-recurring projects are competitively bid out. One long-standing problem area is being dealt with by our contract landscaping company, High Standards. For years, the berm, on Oakwater Drive has allowed a short-cut through Wyndham. The berm is now getting new plantings that should deter cut-throughs. This is being done on a trial basis to determine how best to handle the entire berm short-cut problem, along Okeechobee Blvd. Also, there are missing, dead and dying Queen Palms, sod and other plantings throughout the community that are being addressed aggressively, but in a phased approach and within budget constraints.

As always, we look forward to Residents' input on all MGMA matters. We will respond and take action on all feedback, as quickly as possible. We invite everyone to find out more about what's going on by attending the MGMA monthly Board meetings, watching Channel 63, visiting our Website and reading the MGMA Monthly Newsletter.

Jeff Hmara