



HAPPY NEW YEAR



BOARD OF DIRECTORS' REPORT

QUESTIONS & ANSWERS REGARDING THE 2009 BUDGET

A resident recently sent an email to the Board requesting answers to several budget questions. In the interest of keeping the community informed, the resident's questions and the Board president's response has been published for the community's enlightenment.

The added Security Services and Janitorial Services included into this year's budget amounts to a very small amount of the required increase of the HOA Budget change. The Security Services had been approved by the Board and in effect for the majority of 2008 and many, many residents have expressed their satisfaction with the improved parking enforcement. Furthermore, the Janitorial Change has a very high potential to be budget neutral and hopefully may save money. But more importantly over seventy percent of the increase for the total yearly assessment is due to increased expenses for normal everyday operation costs, which are non-discretionary, and are items required by our Covenants and By-Laws.

Question 1: Last year, security -0-. This year, security \$1,032. What security are we putting in place for this amount?

Answer: Up until this year the Oaks never has had a security company enforcing its Covenants. Residents complained continually about illegally parked cars and trucks in driveways, cars parking overnight in the street. Some cars even parked across sidewalks, blocking pedestrian traffic. We hired Delp Security who randomly patrols the community, tagging vehicles in violation of the Covenants with a first warning and then a towing. He charges per visit to the community. While he comes randomly, he also comes, usually late in the night, with a call from a board member who sees a repeated violation. Since his employment we have seen a dramatic reduction of vehicular violations. The security agent also patrols the community to identify security lapses such as garage doors left open during the night, tennis court gates and bathroom doors left unlocked, and other security breaches that could endanger a resident who is unaware of the breach.

Question 2: Janitorial doubled from \$10,044.05 last year to \$23,296.00 in 2009. What does this cover other than cleaning the clubhouse and restrooms and who does it?

Answer: Be advised that we only employ and pay our property manager five hours per week which includes his travel time, office work, administrative tasks,

and on-site work. A sister DiVosta community nearby employs their resident manager nearly full time. Thus, many of the tasks that a property manager must do here are being done by board members who volunteer their time. As Board President, I find it a full time job, but I and other Board members do it because it saves this community tens of thousands of dollars that would have to be paid to a full time manager.

In addition, there are many other tasks and jobs that need be done in our community. Since we don't have a maintenance staff to do in-house work, all our needs must be contracted with outside vendors. It was decided to relieve our janitor and increase the hours for a person to be on site for 20 hours weekly in the capacity of a janitor/maintenance person. In addition to the current janitorial duties, this person will perform maintenance tasks that do not require a licensed technician. The newly hired person will have a cell phone and an electric cart to patrol the community. These services are included in the budgeted increase. He will be hired with certain skills expected. In addition Seacrest will supervise him to:

1. complete all the tasks that the janitor currently does: change burnt out spot lights, rake the dead fronds from the 2 traffic circles, pick up trash, empty dog receptacles, clean the club house, maintain the pool by adding and draining water; clean the pool area; align the pool furniture wash and hose down the pool deck
2. perform non-licensed handy-man services around the common area such as minor plumbing, pavement cement patching, painting and furniture repair
3. sweep the entrance areas to the community
4. police the tennis courts
5. take down and reinstall tennis court wind screens
6. keep the tennis courts, area, & walkways around tennis courts clean
7. sweep the parking area and keep litter free
8. spray common area drives, walks, sidewalks, pavers and other hard surfaces to kill vegetation and keep a neat appearance (in addition to what Seacrest's pest control currently does)
9. re-caulk windows and doors of the clubhouse
10. pressure clean small areas on an needs basis
11. patrol common property security daily
12. drive a cart to patrol the community to identify maintenance needs, such as minor road repair
13. schedule regular maintenance with contracted vendors and supervise their work
14. communicate with utility companies and schedule for repairs of street lights

BOD's Report Continued

- 15. perform necessary cleaning & painting of common area fixtures, poles, fences

Also, in order to try to reduce our expenses, we hope to train this person to assume some of the responsibilities that our irrigation company currently performs such as:

1. conducting of wet tests and replacing or repairing broken sprinkler heads (a current cost of nearly \$1,000 monthly)
2. maintaining a more accurate assessment of sprinkler replacement
3. spot checking the lawns for dry spots and adjusting the irrigation computerized clocks
4. identifying hedges and other plants that impede proper irrigation and make recommendations to Seacrest.

Question 3: Telephone expense went from \$825.00 to \$849.75. Where is this phone located and why are we paying \$70 a month for it?

Answer: The telephone expense is for the telephone line needed for the operation of the Access Gate System, the computerized gate opener. The increase from \$825 to \$849 is probably due to increased taxes and fees of the government.

Question 4: I thought we watered our lawns from the lake...that's what the board said when we were in a drought and why it was O.K. for us to water. That being said, what is the Irrigation \$35,000 line item for? Electric and repairs?

Answer: Our irrigation budget is not for water but for the maintenance, repair and upkeep of the sprinkler system, the pumps, and the irrigation heads. Most of our costs in this budget item are for sprinkler head replacement. I have often seen monthly bills of over \$1000 for repair and replacement of sprinkler heads, rotors etc. In addition, we pay for "emergency repairs" which means that whenever a head breaks and there is a "fountain" spraying water, we have to have Seacrest come and repair it at their "emergency response" charge. Also, over the course of my first year on the board we had at least three major water pipe breaks that required the shut down of the system and several days of costly repairs.

We need to budget to maintain and service our computerized irrigation pumps, a special task that at times requires Toro Company sending a technician to upgrade and program our system.

Seacrest also conducts monthly wet tests to check the system at each home for broken heads etc. That as well is costly. One of the reasons the board wants a 20 hour maintenance person is that it is our expectation to train him to do some of these irrigation tasks and thus reduce our expenses. He can also keep a closer record of exactly

what heads are being replaced. The more control we have, I feel, the better chance we have to reduce our expenses.

We hope that this answers your questions. While everyone else and I may be unhappy about the increase in maintenance assessments, they are necessary to maintain the quality of life within our community as well as to maintain a standard that prospective buyers find impressive.

CANDIDATES NEEDED FOR BOARD

Once again, we remind residents that the community needs interested, committed people to place their names in nomination to run for the Board. Elections will be held in February on the 24th at 7 p.m. in the clubhouse at Ibis Country Club. You should have received your proxy in the mail if you can not attend the meeting.

DECEMBER LANDSCAPING COMPLETED

At its December Board meeting the Board of Directors awarded its latest plant replacement contract to Sanctuary Gardens. They arrived before Christmas to replace over 120 dead shrubs and plants located at approximately twenty homes within the community. In addition, three Queen Palm trees and one Wax Myrtle were replaced and three dead pine trees and an oleander tree were removed.

A new survey of the community is currently being conducted by Seacrest and board members in order to have a new list of what plants still need replacing in the community. This list will then be used during the 2009 budget year to continue to replace plants and shrubs in the community. A priority of homes not yet served will take precedence over homes that have been recently replanted. If you believe that you are in need of plant replacement, please place a work order with Seacrest so that your request can be evaluated.

UPCOMING MEETINGS

Architectural Control Committee (ACC) Thursday, January 8 - 6 p.m. Carleton Oaks Clubhouse	Architectural Control Committee (ACC) Thursday, February 4 - 6 p.m. Carleton Oaks Clubhouse
Board of Directors' Meeting Wednesday, January 14 - 7:00 p.m. Carleton Oaks Clubhouse	Annual Membership Meeting Tuesday, February 24 - 7 p.m. Ibis Country Club Clubhouse

Please contact Rebecca Seelig at 630-7016 or email her at rebecca.seelig@gmail.com if you would like to add a story or tid-bit to the next newsletter.

