

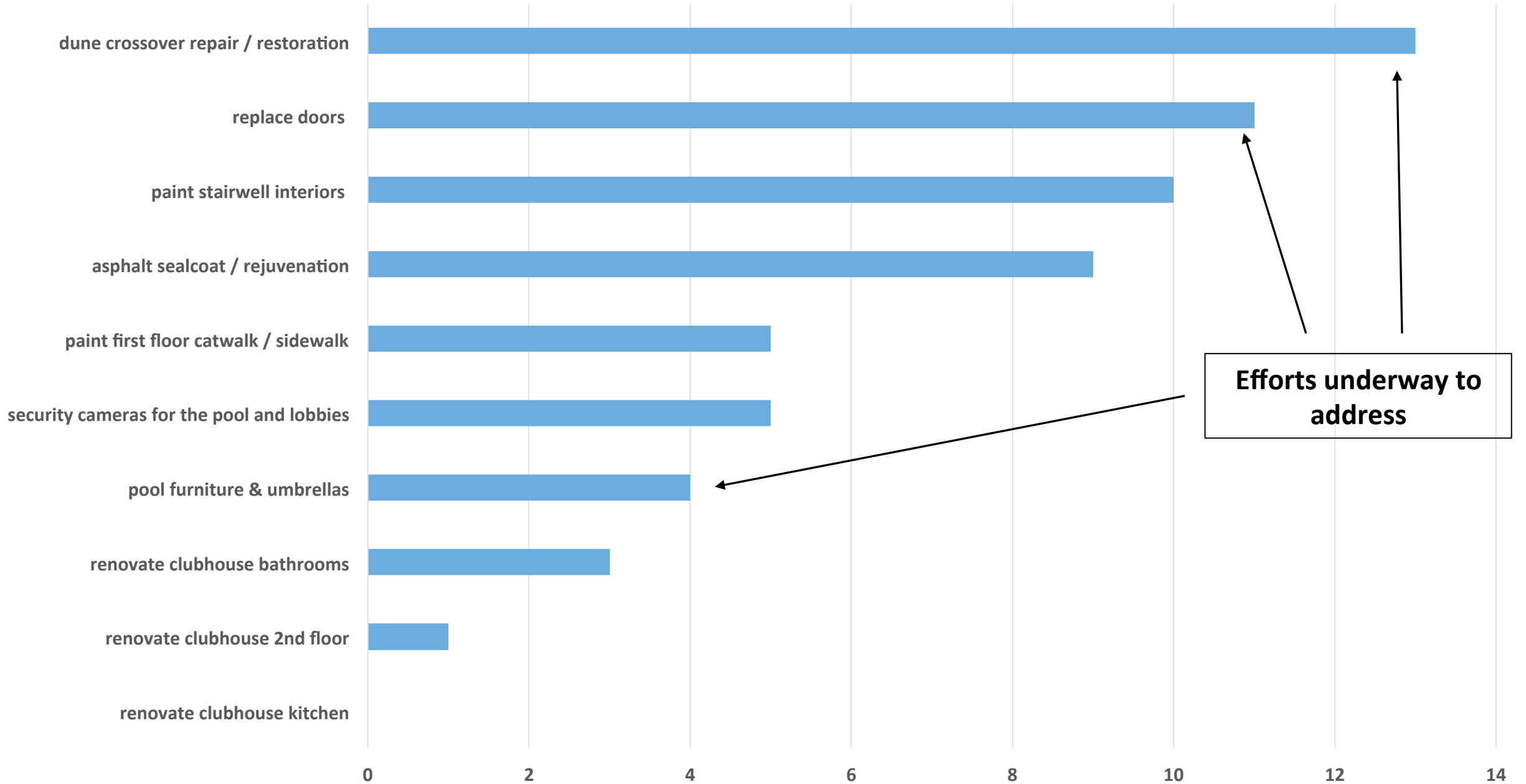
# 2018 Owner Survey

## *(with board responses)*

- 16 responses (17%)
  
- Survey Asked 4 Questions
  - Top 5 Reserve Items that should be Addressed
  - Other Major Projects that should be Addressed
  - General Comments on Spending
  - Board Effectiveness / What can we do Differently?

***K. Shaw***  
***2/19/2018***

### Top 5 Reserve Items that should be Addressed (16 responses)



## Other Major Projects that should be Addressed

### Exterior

- Replace entry system the reserve schedule spends \$25K in 2020 for a new entry system. Moving up the date depends on priorities and available funds.
- Keyless FOB entry system see above
- More plants with brightly colored flowers in the landscaping. Hibiscus removal in lobby gardens detracted from appearance of the buildings we are actively discussing short and long term landscaping plans
- Better landscaping, tropical & colorful. More palm trees...various heights or clusters see above
- Security cameras for the parking areas and building entrances the reserve schedule spends \$7.5K in 2018 for security system / cameras. No discussions have yet taken place on this topic.
- Balcony light fixtures corroded...who is responsible? unit owners
- Install pavers in exterior lobby entrances comment noted, nothing planned on this topic

## Other Major Projects that should be Addressed

### Other

- Create reserve for insurance deductible done, started in 2017. We are setting aside ~\$9K per year for insurance deductibles
- Switch to LED lighting to save on energy costs we have already changed some lights to LED, will address this further with APM
- Cardio and gym amenities in the clubhouse nothing planned at this time
- No clubhouse renovations until owners are surveyed and the expense is justified agree, no major renovations are planned at this time. We did collect insurance money for painting, replacing baseboards and possibly a new floor covering.

# General Comments on Spending

## Reserves

- Upset maintenance reserves inadequately funded in past us too
- Communicate major future maintenance & repairs this will be accomplished within the quarterly financial newsletters
- Do not renovate clubhouse, clubhouse bathrooms...it is a waste of reserves comment noted
- Build up reserves vs raising assessments comment noted but there are several expensive reserve items that need to be addressed

## Procurement

- More effective project mgmt with SOW, measureable goals for the basis of evaluating proposals & work performed the board's current approach is to utilize a General Contractor for the more complicated reserve projects
- Obtain 3 bids for projects lantana procedures, which are posted on our website, require 3 bids for procurements >\$10K
- Involve board members with procurement & engineering expertise for procurements all board members have an opportunity to ask questions and vote on major procurements

## General Comments on Spending

### Dunes

- Clean dunes once per year, not twice dunes are trimmed and maintained twice a year per guidance from our local DEP rep. (DEP – Dept of Environmental Protection)
- Maintain dunes pruning...to maintain health see response above

### Other

- Try to repair items before replacing makes sense

## Board Effectiveness / What can we do Differently? (1/4)

### Communication

- More openness of planned board activities notice and agendas of Board meetings are posted in the lobbies and by email at least 48 hours in advance.
- Establish website done. Lantana's website's address is <http://lantanaoceanfront.com/>. You may access the residents-only area using the password "sunshine".
- Dedicated Facebook page done. Lantana's Facebook page is <https://www.facebook.com/groups/lantanaoceanfront/>. We look forward to seeing you there!
- Use conference call to allow owners to listen to board meetings this requires buying a conference speakerphone. We have tried this in the past using a smartphone and it was very disruptive to the meeting. The board will discuss this in the near future.
- Monthly newsletter in addition to a monthly Board meeting summary, which is posted and emailed shortly after meetings, the management office regularly sends timely email updates.
- Good start to increased communication, keep it up thank you!
- Email blasts regularly not received. Did not receive the January President's, Treasurer's letters and survey If you (or your neighbor) has not received any emails from APM, please contact their office to make sure they have your correct email address. Please also check your junk or "clutter" email folders to make sure that you're not missing out on Association emails. You may want to add apmfla.com (our management company) to your "safe senders" list so the email always gets through to you.

## Board Effectiveness / What can we do Differently? (2/4)

### Communication

- Open & clear communication from the board to owners is imperative we agree
- Be open and transparent to all owners we agree
- Detailed minutes of BOD meetings posted in lobbies and website official Board meeting minutes are posted in lobbies and on the website shortly after being approved. Approval of meeting minutes occurs at the following Board meeting, so there definitely is a delay. To bridge that gap, we have begun posting and emailing unofficial meeting summaries shortly after each meeting.
- Summary of each board meeting should be sent to owners we agree! Starting in 2018, Board meeting summaries are posted and emailed shortly after each meeting.

# Board Effectiveness / What can we do Differently? (3/4)

## Financial

- Accountability on the way funds are spent **monthly financial statements, board financial presentations, annual audits and current contracts are posted on the Lantana website**
- Account how are money is spent **see response above**
- Be more budget conscious **comment noted**
- Better explanations and justification of why assessments are needed BEFORE the assessments are charged **comment noted but this is discussed beforehand 3-4 times in annual budget meetings and board meetings...all of which are open to owners**

## Board Meetings

- Board President or other Board members should run board meetings **we are comfortable with the CAM running board meetings**
- Move board meetings to evenings (3 x's) **board meetings are currently scheduled at times that are most convenient for board members. However, we agree that we should strongly consider holding some meetings (i.e. budget meetings & special assessment) in the evenings. This has been done in the past with limited success.**
- Important meetings held in evenings **see above**
- Rotate Board meeting times & days...for those owners who work **see above**

## Board Effectiveness / What can we do Differently? (4/4)

### Other

- Distribute board member contact info...frustrating when management company does not respond, have no one else to contact. We have further addressed this with APM and believe the issue has been resolved. Allow 48 hours for APM to respond. APM's phone number is 321 636 4889, x7 for emergencies.
- Better enforcement of COA rules, may be time to revisit and modify rules (working shutters & rentals) (3 x's) agree, there will likely be a 2018 effort to update our rules and regs. FYI, it is the owner's responsibility to maintain and/or replace all shutters as needed.
- Off-year replacement of board members this item was previously presented to homeowners as amendments and did not pass.
- Work with each other, not have a split board agree. although Board members have different opinions and perspectives, we strive to treat each other with respect and operate in a professional manner at all times.
- Remember that we employ APM, they work for us comment noted

## Miscellaneous Comments

### Rules

- No grill on crossover...noise & smoke issue, dirty, potential liability agree
- Post pool hours on gates, people swimming at night contact APM if this is an issue
- Easier access to the roof for AC repair / replacement we have a procedure in place (and posted on the website) that addresses this topic

### Pool

- White pool lights too bright and intrusive, keep blue lights the Board will discuss in the near future
- Always keep beach gate open, consider buying extra lock assembly comment has been communicated to APM

### Social

- Social events to bring the community together, consider a social committee good idea but we need unit owners who are willing to put in the time and effort to make this happen. If you are interested, please contact a board member.
- A resident yearbook may help create a community. Resident photographs, names, contact info, backgrounds, hobbies, interests, etc... see above
- Received several “thank-you’s” for serving on board you are welcome!