



Greetings from Grenelefe!

NEWSLETTER 4th. Qtr. 2023

Introduction of Board Members for 2024:

As of the November 3rd Annual Meeting Results, here are the new appointed board members:

Joseph Edelkopf aka Yossi, President

Joseph Schechter, Vice President

YeShaya Katz, Treasurer/Secretary

Avi Rapaport, Director

John Brown, Director

Chris Palamidis, Director

John Joseph, Director

Introduction of the new General Manager:

Nasiba Cassidy, GM

Email: NCassidy@grenelefecondominium.com

Short Bio: Growth-focused professional with 10+ years success in creating bottom-line impact through targeted management, sales and marketing initiatives aligned with emergent business strategies. Instrumental in developing and directing execution of business development, customer service, and key account management initiatives to accomplish revenue and profitability goals for any given organization.

Accomplished property manager leader: recognized for managing small - to medium-size business finances through an assessment of financial statements and operational practices that are identified and analyzed by preparing recommendations for best practices and improvements. Mastered developing and delivering presentations to inform board members and key stakeholder developers of the identified issues and recommendations for actions. Known for building, training, and mentoring cross-functional teams for consistently meeting and exceeding set performance goals and delivering best-in-class services to elevate resident and board satisfaction. Graduated from the University of Central Florida with a Business Management Degree as well as licensed Community Association Manager and licensed Real Estate Agent. A competent, enthusiastic individual that is well aware of the value of teamwork and takes pride in the ability to foster a cooperative working environment. Possesses excellent communication and interpersonal skills in working with individuals of diverse backgrounds, strong organizational skills and great attention to detail combined with the ability to adapt to new challenges. Proficient in all up-to-date software systems.

Introduction to the Newsletter

In the fourth quarter of 2023, Nasiba assumed her new role as General Manager, coinciding with the inauguration of our new board. This period has already witnessed significant enhancements in our operations, as outlined in this newsletter. Our goal is to maximize efficiency through technology while minimizing costs. Growth is crucial; without it, we risk a decline from which recovery might be impossible. This urgency is partly due to our insurance expenses nearly doubling from approximately \$500,000 to \$950,000 annually. Without a streamlined approach, these escalating costs could become unsustainable.

For a detailed understanding of our financial strategies, refer to the introduction of the revised proposed budget in a separate file. It highlights our achievement in reducing costs by a quarter million dollars compared to the previously proposed budget back in September 2023.

This newsletter details the improvements we've already implemented and those in progress. Future updates will continue to focus on cost reduction and enhancing the living experience at Grenelefe. Our aim is to realize its full potential, making it a community we are all proud to call home.

Office Contact Info:

For all general inquiries other than billing, please email us at info@grenelefecondominium.com

For all billing inquiries, please email us at accounting@grenelefecondominium.com

To place a work order request, please email us at workorderrequests@grenelefecondominium.com

Phone numbers:

863-422-0077

863-422-0166

We no longer have a fax machine in an effort to save money since we barely have used it for the past years.

Upcoming Meetings and Information:

A budget meeting will be held on December 20, 2023, at 10am via Zoom to adopt the attached proposed draft budget for 2024. Details to access the zoom meeting are noted on the letter included in this mailing. The quarterly board meetings will be held via Zoom going forward. The login credentials will be posted on the bulletin board outside the office a minimum of 48 hours before each meeting. The dates of the 2024 meetings are as follows:

February 7, 2024, at 10am

June 5, 2024, at 10am

September 4, 2024, at 10am

November 6, 2024, at 10am

The 2024 Annual Meeting will be held on the first Thursday of November (November 7, 2024).

Grenelefe Water Utility Management Company:

The Water Management Company - Think Utility Services (TUS) and their contact info is:

www.ThinkUtilityServices.com to set up your account online.

Hours: Monday – Friday, 8am – 5pm

Address: 4685 118th Avenue N., Clearwater, FL 33762

Phone numbers: 888-696-3837 and 727-571-3939

In the event of a supply line break or loss of water, contact their emergency line at 407-572-2053.

Please note that the Association has nothing to do with water bills or water issues.

A/C Agreement Updates:

After discussing the annual income vs expenses associated with current A/C agreements, it was determined that the Association is sustaining a loss due to a flat rate agreement offer where all the materials, regardless of their cost, are included as part of the agreement rate. Also, the A/C units are old and require constant maintenance. So, it was determined that the board will eliminate the A/C agreements as of 1/1/2024. Our on-site A/C technicians will still be available to perform work on an as-needed basis Mon-Fri, (7am-4pm) at a cost of \$45 per hour plus materials, or after-hours Mon-Fri, (4:30pm-7:30pm) at a cost of \$90 per hour plus materials. These services will be billed to the owner's account directly and can be obtained by emailing info@grenelefecondominium.com. NO weekend services will be offered by onsite staff.

Pest Control Info:

As of February 1, 2024, a part of your quarterly Association maintenance fee will include the exterior pest control service. Please note that if you need interior service done, you or someone at the age of 18+ must be

home on the scheduled week of their exterior service and request to be added to interior service. We will not provide any access keys to your unit going forward.

Administrative Software upgrade – Appfolio:

The Association office implemented a new software that will go live and officially be activated as of February 1, 2024. What it means to you as a resident is as follows:

The new software will be live, and you will be able to access your personal info, pay your bills, view your statements, place work order requests and check/monitor their status, access approved meeting minutes, make architectural requests by applying for screen room and washer/dryer applications, and more.

Please provide the Association with the best contact information for us to reach you by emailing your current mailing address, email and phone number to info@grenelefecondominium.com. The new software will allow community-wide e-blasts, enabling us to keep all the residents apprised of ongoing projects, news and updates while saving postage costs. If you rent your unit, please also provide the contact info of the company that manages your rental.

Laundry Washer/Dryer Cost Update:

After carefully assessing the actual income vs expenses it was determined that the laundry expense is more than income, creating a deficit of approximately \$25,000 for 2023. This is largely due to increased utility bills and the costs to clean and maintain 99 laundry room and 222 washers and dryers. The Association is looking into building one common facility to accommodate 781 unit needs to wash/dry clothes and save money by cutting the utility bill in half and bringing the total machines from 222 to 50 commercial size instead. This process might take up to 6-12 months to complete and implement. In the meantime, it was proposed to increase laundry load costs from \$1.75 per load to \$3.00 starting on 1/1/2024, which will help to cover the high utility costs until the permanent solution is implemented.

Storage Rental Update

After assessing the proposed budget for 2024 and checking with local commercial storage companies in the area, the cost for a 10x10 storage unit is about \$100 monthly. Thus, the board approved to increase storage rental fees from \$30 to \$35 starting on 1/1/2024.

Collection Policy for Delinquent Accounts:

Due to the high delinquent account balance of almost \$90,000, the board proposed to revise the terms of the existing policy (making it strict with clear deadlines) and implement a non-payment plan policy. The revised policy will be drafted by our legal representative and upon completion it will be posted on the website.

Landscaping Service Updates:

The Board approved an addendum to the existing Benchmark contract. The Benchmark addendum includes new verbiage to hold the current vendor to the terms of their contract and roadway mowing (highlighted on the proposed map attached) which was added as part of their current agreement at the additional cost of \$2,000 annually. The Orange areas are natural beds we don't touch. The Green areas on the map belong to Scott House and we do not maintain them. Camelot Circle was added to the existing mowing schedule with Benchmark. Sherwood Lane was also added to the mowing schedule. Note, Nasiba was able to have Benchmark honor last year's pricing and remove the 4% increase until the end of their current term. In addition, the mowing frequencies were changed from 36 to 32 annually to add 4 additional parking island & shrub detailing of the beds instead. Furthermore, to keep the cost down, the turf agronomic program was removed and only shrub agronomic program was kept on a quarterly basis. Lastly, the tree trimming up to 10'

was included as part of their existing contract at no additional charge. Nasiba is working on getting a couple of quotes to remove all the atrium trees that are causing easy access for animals to climb up to the roof; to trim back any limb that is causing danger to the buildings or affecting any visibility when driving; and to perform initial cleanup of the 250 palm trees on property.

The Grenelefe staff and I wish everyone a safe and happy holiday season! Please stay tuned for upcoming projects and association improvements.

Sincerely,

Nasiba Cassidy
General Manager