

Dear Grenelefe Owners,

As we ended the year 2025, the Board of Directors and Management Team are pleased to share an overview of the Association's progress, accomplishments, and priorities for the new year ahead. Our focus throughout 2025 has remained on strengthening financial stability, improving operational efficiency, and enhancing the overall quality of life for our residents.

As General Manager, working closely with the Board, I conducted a comprehensive review of existing contracts and upcoming projects to ensure the Association continues to operate efficiently while making sound financial decisions.

Operational Cost Review

During 2025, management conducted a review of several long-standing contracts that had reached their expiration dates. As a result:

- The employee uniform contract in place since 2019 was concluded, reducing recurring operating expenses by approximately **\$1,850 annually**.
- The office printer lease, active since 2019, ended in June 2025 and was replaced with a one-time equipment purchase, eliminating ongoing lease costs of **approximately \$4,000 per year**.
- The postage meter lease was eliminated, and in-house mailing procedures were implemented, reducing annual postage-related expenses **by approximately \$500 - \$1,000**.
- Following a comprehensive inventory review, outdated equipment and vehicles were removed from service. Battery-operated golf carts were replaced with gas-powered models, resulting in improved efficiency and increased productivity for maintenance teams.
- The community's ADT security system was upgraded to a cloud-based platform, eliminating the need for landlines and reducing monthly expenses. This upgrade also enhanced system monitoring, reporting capabilities, and emergency response effectiveness.
- Pest Control Services- 411 Pest Services now provides comprehensive pest control for all 781 units, covering exterior services and interior treatments as needed, at a flat monthly rate. This cost is included in the monthly assessments rather than billed separately to residents. The transition eliminated individual billing and ensured consistent, community-wide pest control service.
- During the property insurance contract renewals, the Association **saved over \$20,000** in interest charges by making a lumpsum down payment of \$323,180 toward the total premium of \$718,178. Compared to last year's premium of \$820,429, this represents **savings of at least 12.5%**. Special recognition is extended to Board President Yossi Edelkopf for his diligent negotiations and for introducing Franklin Street Insurance Brokers, securing strong coverage at a reduced cost.

These changes were made to reduce fixed operating costs while maintaining day-to-day efficiency.

Enhancements to Grenelefe Condo

Technology Enhancements. The Association successfully launched **Enumerate Central & Engage** in February 2025, providing residents with secure online access to account balances, payment processing, work orders, ARC requests, and community communications. This implementation has enhanced transparency, improved operational efficiency, and increased overall resident engagement.

Additionally, effective September 1, 2025, **Enumerate Financial Services** assumed responsibility for all accounting-related functions for the Association. Enumerate is a full-service firm specializing in community association accounting, enabling the Association to maintain strong financial oversight, improve continuity, and reduce reliance on a single in-house accounting employee.

Throughout 2025, office staff conducted detailed audits and proactive monitoring, resulting in **reduced delinquencies, improved accuracy, and stronger financial accountability**. The Association plans to continue these efforts in the coming year, with the goal of minimizing delinquencies and bringing all accounts current. Achieving this will strengthen the Association's financial position and support the securing of future loans and funding for upcoming facility improvements.

One of the Association's most effective solutions has been to consolidate all financial operations under a single banking platform, enhancing **transparency, efficiency, and convenience**. Through our partnership with **Alliance Association Bank**, all funds are now held in **CDAR and ICS accounts**, providing full FDIC insurance coverage. Additionally, lockbox services have been implemented to streamline assessment payments. Now payments should be mailed to:

Grenelefe Association of Condo Owners No. 1 – Processing Center

PO Box 620743

Orlando, FL 32862-0743

Valet Trash Service. The valet trash program, which includes twice-weekly pickups, has significantly reduced illegal dumping and improved overall cleanliness, particularly in wooded and remote areas of the community. The service has received positive feedback from residents and has allowed staff to focus on broader maintenance and operational needs. The Board continues to evaluate the purchase of valet trash cans for use throughout the entire community.

Program benefits include:

- Reduced illegal dumping and litter
- Improved cleanliness and sanitation
- Increased convenience for residents
- Streamlined waste management operations

In addition, landscaping reserve funds have been successfully transferred into the Operating Account and placed under a designated **Special Projects** account. Following Board approval, a purchase order has been initiated with our vendor to procure valet trash cans in bulk for the entire community. Delivery is anticipated in the first quarter of the year. Once the bulk order is received, the cans will be assigned to each respective unit and placed in designated locations. Residents will then be able to utilize the assigned cans for valet trash service in accordance with the program guidelines.

Laundry Facilities - Currently, the Association is temporarily leasing 22 washers, as newer models are incompatible with the existing doorway dimensions and plumbing infrastructure. To address immediate operational needs, at least 17 machines have already been replaced throughout the community. This leasing strategy will remain in place until a centralized laundry facility is developed, ensuring uninterrupted service without committing to significant long-term capital expenditures. Although the Association has successfully reduced operating expenses, long-term planning remains essential. Future community amenities—such as a clubhouse, pool, fitness center, and centralized laundry facility—may require the consideration of special assessments.

New Amenities - Association’s attorney, it was confirmed that new amenities require common land and, in certain locations, 100% approval from affected buildings. As a result, the Board is exploring the potential purchase of the Rental Office property across from the HOA office to accommodate these future enhancements.

Landscaping & Property Maintenance. At the end of 2024, the Association transitioned to **GreenRock Landscapes**, resulting in cost savings and improved service quality. The landscaping contract was renewed for the 2025–2026 season with **no increase in pricing**. Routine maintenance efforts included cutting, trimming palm trees and removing dead trees to prepare the community for seasonal weather conditions. In addition, 19 dog waste stations were installed throughout the property, promoting cleanliness and responsible pet ownership. Resident feedback has been overwhelmingly positive.

Preventive Building Maintenance. In partnership with **NOX Constructions, LLC**, preventive maintenance and painting were completed on eight buildings in 2025:

- **Abbey Ct – 403**
- **Camelot Cir – 671**
- **Camelot Dr – 308**
- **Camelot Dr – 333**
- **Corner Lake – 201**
- **Corner Lake – 207**
- **Cedarwood – 22**
- **Palm View – 12**

This partnership ensures that at least eight buildings are maintained annually and on schedule, while allowing in-house carpentry staff to focus on repairs and improvements such as railings, soffits, stairs, parking lots, sidewalks, and other safety-related tasks.

Sewer Inspection Program. The Board is exploring a preventive sewer inspection program to identify potential issues early and reduce the need for emergency repairs. If you are aware of any licensed and insured specialists, please share your referrals by email:

info@grenelefecondominium.com

Last but not least, the Association continues to face ongoing water service challenges, including **rising costs, service interruptions, plumbing failures, and limited water irrigation** on both sides of the community. A proposed water rate increase hearing, originally scheduled for **January 6, 2026**, was postponed and is now **rescheduled for January 22, 2026**. Homeowners are strongly encouraged to voice their concerns to help advocate for **fair pricing and reliable service**:

- **Polk County Code Enforcement:** 863-534-6054
- **Florida Public Service Commission:** 888-225-5322

Community participation is critical to ensure the Association's interests are represented and residents' voices are heard.

As we close out 2025 and begin the new year, we are proud of the progress achieved through **careful planning, collaboration, and dedication**. Special thanks go to our staff, Board members, and **Board President Yossi Edelkopf** for their continued leadership and commitment.

Looking ahead to 2026, the Association remains focused on **proactive maintenance, thoughtful investments, and fostering a safe, welcoming, and well-managed community**.

Thank you to all residents for your continued support and engagement.

Sincerely,

Nasiba Cassidy
General Manager
Grenelefe Condominium Association Management

