

SEA COAST CONDOMINIUMS



CONFIDENTIAL
BOARD OF DIRECTORS
CLOSED MEETING
3/28/2023
VIA ZOOM

Jason called this meeting to order to discuss the following issues:

Staff Performance

- Staff Structure
- Staff Restructure

All Board Members were present with the exception of Dan Coleman and the meeting was called to order at 5:03 pm.

Jason asked each member to give an opinion to begin.

Sheryl began by stating that she cant give an opinion on David but feels that Jane is overwhelmed. She stated the office always ran well with a husband/wife team.

Kevin then stated that he agreed with me that the office is run well with two people in the office at all times. His observation is that Jane is an office person though she was hired to supervise grounds and maintenance as well. Kevin stated he rarely sees her out of the office. He agrees that David needs supervision and to be held accountable. He stated that Jane doesn't remember things... for example, given a task and then has to be reminded David seems to start and he never completes it as he gets side tracked. He agrees that a couple would be ideal.

Linda stated she does not have a lot to say about David other than stating she sees him in the 2nd floor office with his feet up. She stated that she has seen winter renters cleaning the laundry rooms because he does not. She also noticed that the new kitchen is not being done. She does think David needs to be replaced. Jason asked her assessment of Jane and does she thinks she can handle

this property. She will promise you the world, but does not follow through...She constantly needs to be closely monitored. Linda has gotten calls from winter renters with issues that Jane made promises that she has not kept. She does think we need to keep carrying her.

Mike not interested in Managing Seacoast, but does feel we need to look into an outside management company and outsource the rental program as well.

Sheri thinks she is overwhelmed and she goes off on a tangent, she is very nice and guests like her but how many more chances. Sheri would like to see a Management company and to outsource rentals. Sheri does not really have an opinion on David other than what she has been told by others.

Sheryl asked Mike if we went with an outside company, who is in the office during the day, etc He stated that there is a CAM on premises 40 hours a week.

Linda said there are still issues with a Management Company as there is high turnover with that too.

Conrad started with Dave is slacking off and when he asks Jane, she doesn't know what he's us to and really does not manage him. As far as Jane, while she interviewed well, she does not exhibit any of those attributes. He does think she cannot handle all her tasks. Jane hands off things to board members and then just lets it go.

Jason didn't have much to add and agrees with the Board, David does not get direction or oversight, so he slacks. Jane is the captain of the ship and not managing the crew. During Spring break, he asked her to move the "pink wooden box". Told her on Tuesday, not done, asked David about it...not done even by Thursday it was there. Conrad said he it was still there yesterday. We don't have the talent we need to run the ship. She is not a property manager. Jason does not feel Jane is beneficial to Sea Coast.

Conrad thinks Dan would say "do they have a clear explanation of her duties. Mike said she is getting paid the right salary for a Senior CAM plus a condo to live in, electric paid, etc.

Linda agrees changes need to be made, someone in the office, greet people and work on Social Media. Someone to listen to the renters.

Jason said he has a vision that what should work is a property manager and a janitor and a rental agent.

Mgmt Company; restaffing to Prop Manager, Maintenance person.

Linda also states the Manager should know the condition of ALL units in the rental pool. Sheri said Jane does not know the units.

Mike said with an outside Mgmt Company, we would not need a bookkeeper as that is what the Mgmt Co does. We should have a rental agent in the office to handle the rental end of the property/ Linda said an outside rental company who then get all our profits that we get from our RSF.

Conrad asked Mike about a Cam on property, are the knowledgeable of day to day operations.

Jason wrapped up saying we need to look for an office person, computer savvy as an Office support to handle day to day operations.

Mike said he would like to present 3 or 4 management company proposals to get us started thinking about this. Including looking for a Senior Cam .

Kevin agrees that we should look into a 3rd party and see what the cost would be and then to hire an Asst on the office to take over rentals. And then we could rent 112 as rental income.

We should look into hiring a Guest Relations/Rental employee now and expect Jane to handle the property.

Advertise for Rental Service person

Conrad thinks each board member should submit their idea for each of the positions we are looking at.

Jason will summarize the meeting. According to Linda, we should start looking for an Rental/Guest Services Manager sometime the end of July.

Respectfully submitted,

Sheryl Kolessar