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# **Property Manager Report**

## **August 27th 2023**

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**NOVEMBER 22<sup>TH</sup>2023**

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**Sea Coast Condominium**  
**Authored by: John Denton**

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## **Overall**

An interesting first week at Seacoast. It provided insight into the current operation with it's positive areas and identified some areas of opportunity.

I am looking forward to contributing to the ongoing success of the condominium.

## **Financials**

This is an area where I had input from Becky Thatcher, Doug Shaw and Dan Coleman. On first glance it would appear that we have a very convoluted method of tracking financials. It is my understanding that there were issues with Escapia and Quickbooks which Doug has been trying to resolve, but with such a relatively simple operation I believe we may have overly complicated the process.

I have been unable at this time to have a true picture of where we stand with regard to performance v budget on either the Association or Rental accounts.

Doug advises that he is close to resolution of the issues he identified and hopefully we will have clarity this week. Dan has a much simpler method of tracking profit and loss and I have used his numbers to enter the Association budget into Quickbooks. The current picture is unclear but will become more accurate as Doug finalizes his corrections.

Becky is apparently heavily involved with Doug on the audit, but going forward I am not sure what involvement she would need to have. It should be possible for the Property Manager to handle the bookkeeping with the Rental Co-ordinator running the bookkeeping for the rental operation.

Practically I would suggest utilizing debit cards rather than credit cards, thereby eliminating the need for a separate account to monitor.

## **OPERATIONS**

### **Administration**

I am becoming familiar with the operation from an office standpoint and am spending some time becoming familiar and understanding Escapia and it's capabilities as well as reviewing

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Quickbooks and other programs. The Email folders are immense with documents going back years and this will be cleaned up and streamlined.

We needed a new printer as the operating one no longer functioned. We are installing the new key cabinet and will have a key audit completed next week.

I noticed a couple of discrepancies in the Governing Documents regarding approvals for expenditures over \$8000.00 for improvements as well as a minor issue regarding dates and times for meetings, these could be amended.

### **Maintenance**

After a good initial walkthrough the property with Conrad and Dan my intention is to walk the property daily to identify issues needing attention and plan accordingly.

I have met daily with David Torres and will be providing feedback on his performance and achievements going forward. I have set expectations that I need to review daily the tasks he has undertaken and evaluate his performance. He is required to submit daily checklists to me to review together . In addition there are weekly, monthly and annual tasks to be accomplished.

Conrad Necrason has provided me with a list of actionable items and I will be utilizing a Project Tracking sheet to follow up.

David replaced some tiles outside the North elevator.

We purchased a hand sander to assist in preparing the handrails for painting.

I understand that the Sea Wall repairs and associated remedial work will begin in September and I am looking forward to monitoring and advising on those projects.

The South elevator will be addressed next week.

Shut off valves for each unit would prevent the need to cut off water to all units whenever plumbing work is needed.

I need to understand the policy with regard to ARCs and approvals for any work being undertaken in Owners' units and enforce accordingly.

### **Housekeeping**

I am learning how we manage the cleaning of the units with the respective cleaning companies and will be analyzing performance and measurement of success.

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I am learning how we account for items needing replacing as well as understanding how Escapia accounts for receipts and payments.  
There may be an opportunity to earn some additional revenue by adding an administration fee to the fees charged .

### **Landscaping**

David Torres is responsible for the regular lawn maintenance, but I understand Cunningham are involved in redesign of landscaping and I will get a better understanding of what has or is taking place .

### **Security and Safety**

I have ordered additional support for Labor Day weekend to ensure we have no trespassing on the property.

The rules regarding Parking and Pets have been explained to me and we will be enforcing them to ensure fairness and equanimity.

I am reviewing our plans for a severe weather event like a hurricane and will ensure readiness.

### **Communication**

It was opportune that I was able to attend a Board of Directors meeting on my second day here and meet the Board members and get an initial impression of what makes Seacoast such a beautiful condominium.

It is my intention to send the President a weekly report and additionally a monthly report and update to the rest of the Board and Owners monthly.

The 2<sup>nd</sup> Notice for the Annual Meeting has been posted and sent out to all concerned.  
I have contacted Hosting NSB to update the website with current rental rates and will be reviewing the entire website to update as necessary.

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## RENTAL OPERATIONS

This is a major area of opportunity and there is a meeting scheduled for September 8<sup>th</sup> to enable me to understand where we are and what improvements could be made going forward.

Escapia is my major area of learning opportunity and I will be focusing on becoming familiar over the next period.

Major opportunities exist to improve collection of management fees on rentals as well as determining budgets and ensuring policies are followed and managed accordingly.

Donna Murphy has some good ideas and experience and I believe we can make major strides in the whole business.

The lack of consistency with regard to minimum stays, commissions payable, VRBO as well as the lack of a proper Marketing Plan present initial challenges.