

## **Laurel Hollow and Associa Gulf Coast Property Management Partnership**

### **Frequently Asked Questions & Answers - Edition March 8th 2023**

#### **1) What will be different with a management company and enforcing compliance with those in Laurel Hollow that do not follow the Rules, Regulations, Standards, and Governing Documents?**

At the direction of the LHCA Board of Directors the Community Association Manager (CAM) from Associa Gulf Coast (AGC) which visits LH at least one a month will cite violations and notify owners of the violation. The board will be notified of such violations if they so choose. The board is evaluating the need of a violations committee which would have the authority to recommend fines for violations which the board would approve. The monthly violations review is included in the basic monthly fee.

#### **2) How much is the basic monthly fee?**

1,000.00 a month for 93 units.

#### **3) How are bills paid?**

Two LH Board members, one being the Treasurer, will have daily access to a real-time highly secure online system to view information, invoices, bank statements, etc. and make approvals or changes as necessary. Comprehensive and secure financials are all done through the StrongRoom at no extra cost. Bills are paid electronically.

#### **4) How do residents communicate, request services, and make payments?**

All owners receive a user id and password to access the secure TownSquare application. By using TownSq you can stay connected, collaborate with others, and stay up to date on community news and access community documents. More information will be in the Welcome Letter you will receive from AGC.

#### **5) Why does LHCA need a Property Manager and not remain Self-Managed?**

In September of 2022, the prior board began looking into securing a property manager for several reasons. Board members resigned in second and third quarters, volunteerism continued to decline on the facilities team, there were not enough volunteers to sustain managing important tasks and repairs during May through October, and the same handful of volunteers indicated they no longer would be continuing their roles. In addition, a review was conducted of new or transition of ownership since 2020 and results showed that over 80% do not volunteer. In the

county and country wide, 90% of the condominium communities have property managers as no longer, in part or in whole, is self-management sustainable.

As such, the current board continued to search for appropriate property managers for LH and these discussions were held at board meetings. The board determined and voted unanimously, with large support from the majority of volunteers and other community members that it would seek to find the best choice of a management company for LH.

The presentation sent to the community on 1/24/23 provides a generous amount of information regarding the search and companies in viable contention for LH to partner with. All three top companies were vetted, and reference checks completed. Currently, the board of directors in conjunction with their attorney is reviewing an agreement with AGC.

It's not a question that LH has good volunteers, it's a need for the right number of volunteers in the right roles that want to work countless hours maintaining this condominium infrastructure on a regular and consistent basis because that is what this older facility requires for self-managed.

**6) When AGC contractors or the same contractors LH has today come in to make repairs, who follows the job?**

The CAM from AGC assigned to LH will follow the jobs and keep the LH board informed of status.

**7) How does AGC know what LH needs?**

During the initial transition phase, the LH board will have many tasks to complete to inform AGC on exactly what our community is about, what vendors we use and could use recommendations on, what types of actions to take (home inspections, ARC requests, etc.) and when to take them. While we embark on this partnership for one solution, we also want to Experience Community Our Way.

**8) When will LHCA residents get to meet AGC staff?**

As you may have already seen on the LH website and in a recent Community Update, a CAM from AGC will be at the LH Cabana on Tuesday, February 14<sup>th</sup> at 3pm. Residents will hear from AGC how they partner with communities and what they can do to service LH. Please join members of the board for this presentation. If you have a question you want to make sure is asked, send your question into the [lhoffice@laurelhollowfl.com](mailto:lhoffice@laurelhollowfl.com) .

**9) Will LH retain all current contractors?**

At this time, that is highly likely. Keep in mind that LH has been searching for a different landscaping company and has had presentations scheduled for the community.

**10) What is the launch date for AGC to become the property manager?**

Currently 4/1/23 is slated to start the engagement. However, we want to do things right and provide enough time for residents to assimilate into a smooth transition, so 5/1/23 could be the next target date.

Update: AGC will be the Property Manager effective Monday, May 1<sup>st</sup>.

**11) What is Associa's relationship with BrightView and how do they work together?**

They have a strong relationship and have been vendor partners. Associa hold BV to high standards and they meet the requirements. A 6% carry over rebate is included with the partnership for the association. They also do business with TruScapes.

**12) How does Associa handle ARC? Can we keep what we have and transfer over later?**

Associa will handle ARC at the board's direction for \$30 a month, plus \$10 per application. Requests can be done on paper or online in the TownSq portal. LH will need to work closer with BHOA, our website master/owner, to determine how things will work best.

**13) What are the administrative services included in the monthly fee?**

Nick Pilafas, Director of Business Development for AGC, mentioned a few of the services. The proposal showing all the information is located on the LH website and was emailed to the community.

**14) If the community approves a budget that relies an assessment to increase reserves being placed in the general funds account and used for expenses, how will Associa handle the situation?**

Although Nick has not had access to the LH governing documents, he indicated typically the money assessed is to pay for specific items and not fund the reserves.

**15) With Associa Gulf Coast (AGC) Management Company in place will the President or any Board member have the ability to send out a community update telling the community a Rule, Regulation and Standard has changed before there has been a vote to change it?**

Nick was contemplating the question as the owner was not present at the session. He indicated that the board could send community communications and AGC and LH Board would collaborate on any questionable items.

**16) Can LH keep their own contractors if they choose to?**

Yes. However, if seeking new options, AGC can leverage several bids and oversees project very closely. They can also affect great savings on new projects too.

**17) I don't have a computer or do a lot of technical work. How can AGC help me?**

You can call the Call Center and have your requests and questions processed. Items can also be mailed at an extra charge.

**18) How does Associa (AGC) know a job request is completed?**

Dan, the General Contractor at the session, follows the jobs from beginning to pictures taken of completion. He knows what time the job starts and finishes. He can be called by a board member at any time for status updates.

**19) Is the LHCA Board looking into any other Property Managers?**

No. An extensive search was conducted from September 2022 through January 24, 2023. A presentation of how the search was conducted and who all the players were and how the group to be considered was narrowed. At the January 26<sup>th</sup> board meeting the three contenders were narrowed to two, then one was voted on by the board. Associa Gulf Coast (AGC) was unanimously chosen.