

Regency Board of Director's Meeting

November 18, 2020

Daft Minutes

The meeting was called to order at 3:05 pm.

Members Present: Via Zoom: Judy Intraub, Ira Bernstein, Ivar Goldart, Marv Boehm, Steve Lasser, Rita Menitoff, Pam Saba, Nancy Silverman, Christopher Partida Manager.

Motion by Ira Bernstein to approve the Minutes of the July 20th, 2020 Board Meeting seconded by Pam Saba and approved unanimously.

1. Reports:

- A. President's Report – Judy Intraub
- B. Treasurer's Report – Ira Bernstein
- C. Manager's Report - Chris Partida
- D. Sales Report – Pam Saba
- E. Committee Reports:
 - Cultural Committee-Nancy Miller Goldart
 - Governance Committee-No report
 - Construction Committee-Stephen Lasser
 - Common Area Committee-Jake Wilson
 - Ambassador Hotel Committee-Ivar Goldart

Old Business:

Motion: No old business.

New Business:

Motion: No new business.

Motion to adjourn by Rita Menitoff seconded by Ivar Goldart: Approved.

Respectfully submitted,

Christopher Partida
Association Manager

THE REGENCY

PALM BEACH

November 8, 2020-Management Report

Good afternoon, it's so nice to see you all today.

I'd like to start by thanking everyone for the warm welcome and support you have shown me during the early days of my tenure here at the Regency.

I have divided my report into 3 sections which will focus on the physical management, policy and procedures, and personnel, and I promise to try to keep it brief! I am also happy to answer any question you may have, but I ask that you hold them until I have finished my report.

Physical Operations

As you could probably guess, transitioning into a new role presents it's a unique set of challenges, and my transition into the Regency was no different. Walking in, I was greeted with the concrete restoration project, pool house repairs, concerns over the Ambassador Hotel, the constant threat of hurricanes, all during a pandemic. Still, the standard preventative maintenance performed each summer was performed this year and included the following: Testing of our fire alarm system and smoke detectors in each apartment by Redhawk, pest control services performed in each apartment by Bug Off, service of all AC units in the building by Climate Control, tree trimming by our landscaper David Arocho, storm shutter service and inspections by Apex Shutters, servicing of the fitness equipment by Speedy Gym, servicing of the Fire pump by Railsbach, tune up of the generator by the Generator People, elevator inspections by Jim O'leary inspections, improvements to the storm drains on the pool deck to prevent ponding water, as well as repairs to the umbrellas on the pool deck.

Additionally, this summer, the drain line serving all kitchens in the 1 stack developed a vertical leak which was attributed to age forcing us to take immediate action. Due to the location of the drain line, a traditional repair of cutting it out and repairing the affected area was not a viable option due to the location, so the decision to line the drain from the roof was made and the entire drain line is now new. Additionally, we have a 10-year warranty on the workmanship, and 50-year warranty on the drain line itself, and I am very pleased to announce, that no kitchens were harmed during this repair.

From June 15th (my start date) through today, over 130 work orders were generated and closed. Of those, 25 were work orders that were assigned to Climate Control, and most work orders were responded to in less than 24 hours-time. There were 20 apartment inspections conducted over the summer with water tests being conducted monthly.

In-house work performed by the staff this summer included shuttering of the storm shutters and safeguarding the kitchen doors, deep cleaning of the catwalks, repairs to the asphalt in the parking lot, daily sanitization of the common areas, power washing the pool deck and painting, and the creation of a seating area for those in residence to escape the constant noise of the concrete restoration project. Much to rejoice of many of you, we are now servicing and painting all doors throughout the building with our in-house staff, and I expect to have this completed in the next few weeks.

Policy and Procedure

Management has worked with the various committees over the summer to establish several new procedures with the primary focus being that of COVID. Examples of these include the cleaning and sanitizing protocols to keep the building as clean and safe as possible, along with the creation of procedures for the use of a sanitizing sprayer, the implementation of a training and face mask program for use by the staff, and the creation of a binder for hazardous materials which are now commonly referred to as SDS sheets which are kept in a binder in the office.

Other changes in managerial operations include the implementation of a solid collection practice that has recently recovered over \$26,000 of past due maintenance owed to the building, organizational updates to monitor for lapses in the personal liability insurance for Shareholders, the implementation and use of Building Link for work order tracking, and the creation of the weekly bulletin titled the Building Brief.

Personnel

Staffing has been a challenge this summer, and as you will recall, we had two staff members stricken with COVID. I am however pleased to report, that they have made a full recovery. Still, other factors have contributed to our staffing issues including vacations, Iram's surgery, and natural attrition. I am pleased to announce that there is god news. Iram is recovering and doing well after his surgery and is expected to return to work in the near future.

The position of General Manager comes with great responsibility, a task I have gladly accepted, and my approach is to defend this building as if it were my own, and care for the Shareholders and staff as I would my family.

That said, I would also like to introduce the newest members of the team who brought in to balance out the staffing shortfall, and that is Ana Perez in housekeeping,

Richardson Desir and Ellen Ciambriello at the front desk, and Chris Mikaulsen rounding out the mtc. team.

Other notable personnel updates include Juana Miguel who has been cross trained at the front desk, Dani Duvall who we have sent to become a notary, and Jay Castillo who we sent to class to earn his pool operators license.

Closing

In closing, I would like to thank the staff for all their help this summer and extend my sincere appreciation to the various committees and Board for their ongoing support and guidance during this transition.

While I think we can all agree that 2020 has been no joyride, my plan is to keep the building safe to the best of our ability, and finish 2020 strong!

Respectfully submitted,

Christopher J. Partida
General Manager