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May/June 2021

Inside:

- 2021 CAI-SEFL Golf Tournament
- F.L.A.'S Legislative Session Update
- First Impressions
- Associations & Vaccine Passports
- HOA Debt Collections
- Complex Projects: What Went Right?
- CAI Award Nominations
- CAI Gives Back and FEA of Broward
- CAI Membership Drive

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The Official Publication of the Community Associations Institute - Southeast Florida Chapter





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June 2021

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'Community Living' is published quarterly by the Southeast Florida Chapter of the Community Associations Institute, 304 Indian Trace, Ste. 538, Weston, FL. 33326

POSTMASTER: Please send address changes to 'Community Living' c/o CAI-SEFL,

304 Indian Trace, Ste. 538, Weston, FL. 33326

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Community Associations Institute (CAI) is a national organization dedicated to fostering vibrant, competent, harmonious community associations. For more than 40 years, CAI has been the leader in providing education and resources to the volunteer homeowners who govern community associations and the professionals who support them. Our members include community association volunteer leaders, professional managers, community management firms, and other professionals and companies that provide products and services to associations. Our local chapter serves over 500 members with annual events including Trade Show & Expo, Golf Tournament, CAM & Board Member Education events and so much more.

READER COMMENTS & ARTICLES ARE WELCOME

Columns and ideas from all our members are always welcome. Send submissions in Microsoft Word format to: ced@cai-seflorida.org

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National on the web: www.caionline.org

SE FL Chapter on the web: www.cai-seflorida.org



June 15, 2021 | Miami-Dade Social Mixer

Top Golf Miami Doral | 6:00pm - 9:00pm

Social networking event. Tickets vary by membership. Entry includes three hours of play with food and drink.

June 29, 2021 | Hot Topics Breakfast

Jacaranda Country Club | 7:30am - 9:30am

CE credit seminar, networking and a hot breakfast!

July 27, 2021 | Hot Topics Breakfast

Jacaranda Country Club | 7:30am - 9:30am

CE credit seminar, networking and a hot breakfast

August 11, 2021 | CAI-SEFL Expo & Day of Education

Signature Grand | 9:00am - 3:30pm | "Endless Summer"

Several seminars (many for CE credit), trade show floor

August 18-21, 2021 | CAI National Conference

Las Vegas, Nevada (Caesars Forum, Harrah's & The Linq)

Several seminars (many for CE credit), trade show floor

Also coming soon....

Sept. 10: Islamorada Keys Expo & Education

Oct: **Broward After Hours Mixer** - Announced soon on CAI-SEFlorida.org

Nov: **Miami Networker** - Announced soon on CAI-SEFlorida.org

Dec: **Holiday Gala** - Announced soon on CAI-SEFlorida.org

Check cai-seflorida.org/Events for specifics of each "Hot Topics Breakfast", as well as for all other events. Registration and payment links also provided online! All events listed above are subject to change and will follow required safety protocols. Hot Topics Breakfast is monthly on the final Tuesday (thru November).

From the Desk of the Executive Director

Jill Proietti, CED, ced@cai-seflorida.org



Hi everybody! I hope you are all doing well and staying safe. Spring is in the air! We welcome you back and are finally returning to a somewhat normal event schedule, YAY! We are on the fast track to scheduling all of our exciting events and more.

We started meeting in person back in February. Our first networking event

at the Beachcomber was a huge success. On April 2, our Annual Golf Tournament took place at Jacaranda Country Club. 148 extremely happy golfers attended and enjoyed the dinner after a beautiful day on the golf course. Thanks to the sponsors and participants, we were able to provide funding to a local charity, Food Rescue US.

On April 28, we celebrated and honored our Chapter Sponsors at The Grateful Palate. As you can see, we have returned in full force and look forward to seeing you at our next big event on June 15 at Top Golf in Doral. We are so excited to be able to bring these fabulous events to our members. We welcome you to make your nominations for CAI-SEFL's first Annual Excellence Awards (For Outstanding Manager and for Outstanding Homeowner Volunteer)! Visit <https://cai-seflorida.org/nominateexcellence/>.

I am happy to report that your Board of Directors is bringing back our SEFL CAI Expo after a short hiatus. On August 11, we will bring you our long-awaited return to the Signature Grand. There will be education, networking and many of our business partners providing you with great information regarding their services. Please join us!

On September 10, we will be bringing our members down South, to the Keys, a Day of Education and Networking, returning to the Islamorada Resort, The Islander.

As you can see, we are back... bigger and better than ever. All the information for the events coming up can be found on our website – www.cai-seflorida.org or you can contact me directly at 954-816-0661. We greatly appreciate our members, sponsors, business partners and new members.

Stay tuned to our emails and if you are not receiving them, make sure to visit the website and scroll down to the bottom right of any page and simply add your name and email address! Follow us on Facebook, LinkedIn and Instagram, too!



We always encourage suggestions and participation on our committees so that we may bring you all the programs you, as members, are interested in, so please feel free to email me at ced@cai-seflorida.org or call 954- 816-0661. Please check our website regularly for all of our upcoming events; you wouldn't want to miss any!

I look forward to seeing you at our next event!

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We welcome our new (and renewed/re-joined) Chapter Members! February 15 to May 19, 2021. New members highlighted in bold.

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Note: existing companies and organizations may appear in bold (as new) if they added new individual members through the company, as Business Partner Members. In addition, existing individual members may appear as 'new' if he/she rejoined while changing membership type.



FIRST IMPRESSIONS

It Starts At The Front Desk

Written by: Marcy Kravit, CMCA, AMS, PCAM, CFCAM,
Hotwire Communications

Q. What tips do you suggest for a good first impression with my Front Desk Team of my high rise?

A. My experience in managing luxury high rises has provided me with the wonderful opportunity to create a great first impression for a memorable experience, a five-star lifestyle in training my Front Desk Teams to maintain, preserve and protect some of the most impressive condominium associations.

When it comes to refined service and exquisite hospitality, one name comes to mind, The Ritz -Carlton Hotel Company. I have read *'The New Gold Standard' 5 Leadership Principles for Creating a Legendary Customer Service Experience*, by Joseph A. Michelli. I highly recommend that Managers read it and follow the key principles that provide a customer experience unlike any other.

Studies indicate that first impressions are made within the first 17 seconds of meeting someone new. 55 percent of that impression is based off of appearance, 7 percent is based on the words used and 38 percent is based on tone of voice. This means that before we even get sufficient time to display our abilities, the first impression is already formed.

Body language, mannerisms, behaviors, appearance, and personal grooming can influence a customer's first impression.

A condominium high rise is a 24/7 operation. First impressions are critical. The first step in creating a great first impression is selecting Front Desk personnel that are professional, committed to customer service and willing to take an oath of protecting resident's privacy, maintaining confidentiality, handling emergencies professionally, securing the building through access control and performing as an ambassador.

It is essential that the Front Desk Staff are trained to be focused, have a good attitude, listen effectively and communicate clearly. Your employees are an extension of you!

Phone lines are ringing, residents are asking questions, inquiring about a package, prescriptions and/or perishables, food delivery personnel and guests are waiting at the desk to be called up to a unit and for the door to be released, the security cameras go out, or a power outage and then the activation of the fire alarm sounds.

Front Desk Staff are like octopuses and must be prepared for the unforeseen incidents!

Their physical space at the desk is an important part of their image that should not be neglected. It is important that they are organized and maintain clean desk space and a professional environment.

How do the Front Desk personnel handle several people, events and inquiries simultaneously with professionalism and poise?

It's the small details that can portray a friendly, positive attitude in handling customers, residents, guests and vendors. It is just as important to do so over the telephone. It is critical to use appropriate greetings that are warm and welcoming and place callers on hold politely. Front Desk Staff should exude confidence and always smile. It comes through on the phone.

It is also just as important to take messages quickly and accurately, transferring calls with ease and grace, and ending calls with the chatty callers that have a complaint or just want to be heard without being abrupt or rude.

Another critical skill that will enhance professionalism and promote exceptional customer service is their communication skills and to greet every individual that approaches the desk. It is just as important for them to understand how people differ, how to "read" them and to adjust their wording to answer questions and not only know what to say but how to say it! They need to satisfy the needs of those they serve. Their tone of voice and effective listening skills are an integral part of the communication process.

Body language is another important factor that can portray the employee's professionalism. Posture, arm and hands placement, eye contact and facial features speak volumes. Being aware of their own body gestures will contribute to improving a professional personal image and increasing Front Desk Staff's customer service skills.

The sign of true professionalism is their ability to work effectively with problematic customers without losing their patience, internalizing the issue or taking it personally.

Continued on page 28

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Vaccination I.D.'S

To Require or Not to Require, That is The Question

-Jeffrey A. Rembaum, Esq., BCS | Kaye Bender Rembaum

Florida's community association board members are wrestling with many amenity re-opening decisions these days. One such decision is whether or not to open the community clubhouse including the card rooms, bingo, and even off-Broadway like shows. As a part of that decision making process, board members may be considering requiring proof of vaccination as a pre-requisite to such use.

While ultimately a decision within the business judgment of the board, requiring proof of vaccination prior to allowing use of an association amenity is not recommended. Do you remember the ol' adage, "no good deed goes unpunished?" Well, requiring proof of vaccination from the members prior to allowing use of the clubhouse, no matter how well intended, could likely lead to significant and costly problems for the association who fails to heed the warnings set out in this article.

When acquiring medical information of members, the board's duty, pursuant to relevant law, is to keep such acquired medical information confidential. Requiring proof of vaccination to use amenities will no doubt lead to a significant breach of that duty.

Another reason not to require proof of vaccination is that doing so will lead to creating two classes of members. The vaccinated members who are allowed to use the amenities and the unvaccinated members who are not allowed to use the amenities. Yet, all members pay for access to use the amenities in proportion to their assessment obligation. Therefore, this practice could expose the association to adverse litigation from the upset unvaccinated members.

If the aforementioned two reasons are not sufficient to dissuade you, then consider this: A member may choose not be vaccinated for



religious reasons. In this situation, by requiring proof of vaccination the association will be exposing itself to a claim of religious discrimination.

If the association opens an amenity, then the amenity should be available to all members for use without consideration of vaccination. If that is a concern, then perhaps waiting a short while longer to open the clubhouse or other amenity makes the most sense.

Remember, too, that when you do re-open to adhere to CDC protocols as may be appropriate for your community such as mask wearing, social distancing, and sanitizing. As a part of the re-opening procedure, please consult with your association's attorney regarding the do's and don'ts.



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HOA Debt Collection Under the Fair Debt Collection Practices Act

-Jonathan Louis | RealManage

This article is not intended as legal advice or a replacement for consulting with your associations attorney. Federal, state, and local laws may be different where you live and it's important to consult a licensed legal professional to ensure you are following the law.

The novel Covid-19 pandemic presented inevitable challenges to housing. Many individuals were rendered unable to meet their financial obligations, including mortgages, HOA fees, and other housing payments.

Homeowners Associations (HOA) set specific rules and regulations that every homeowner is required to follow. You have to pay HOA fees if you live in an HOA-controlled community.

Some people risked losing their homes and were forced to either sell or defer payments. Homeowners keep looking to the government for protection against debt collectors. Some homeowners were able to defer payments. However, there lacked additional assistance regarding HOA debt collection, and many communities could not halt assessments.

HOA can contract professional third parties to carry out some of their services like payments and debt collection. However, third parties, such as RealManage, have no prerogative to waive fines, fees, or assessments. Only the HOA board can make such financial decisions.

Third-party management organizations only provide payment platforms and have no role in financial decision-making. Some homeowners are left wondering whether they are making payments to the third party managers or the HOAs.

However, it is worth noting that the HOA board and ONLY the HOA Board receives payments and has the authority to waive fines, fees, or payments as the ultimate authority figure.

The Fair Debt Collection Practices Act (FDCPA)

Homeowners associations normally operate under state laws. However, it is not to say that federal laws and statutes don't influence how they operate.

The Fair Debt Collection Practices Act (FDCPA) is a federal act passed by Congress in 1977 designed to shield consumers or homeowners against unjust, manipulative, and misleading collection practices. The act also ensures that HOAs and management companies can work together and with homeowners to bring their accounts to good standing.

Who and How Does the Act Protect?

Generally, FDCPA ensures that creditors don't harass debtors. The Act prohibits harassment and deception during debt collection.

HOAs usually seek the services of third-party companies to collect debts from consumers. Therefore, the HOAs' collectors have to work under the law during debt collection from homeowners.

The FDCPA covers consumer debt and not business debt. It also applies to community assessments' collection.

The Act does not apply to HOAs collecting debts themselves and management companies. It applies to debt collectors and third parties hired or contracted to collect someone else's debt. Below are some requirements for debt collectors under the FDCPA:

Mandatory Notices

Under the FDCPA, a debt collector is required to give the consumer a written or verbal notice indicating the intention of collecting the debt. The debt collector then has to serve the homeowner with another written notice containing all the debt details within five days.

General Acts

The FDCPA prohibits debt collectors from discussing debts or delinquencies with other people, except the consumer. It is also wrong to call before and after business hours, reach the consumer's employer, violate attorney involvement, or still communicate after the consumer requests to stop communication.

Abuse and Harassment

Debt collectors should not try to teach consumers a lesson. The FDCPA protects the debtor from any form of abuse, embarrassment, or harassment. A debt collector has no right to shout at or use profane language with a debtor.

Questionable Practices

A debt collector should not: impersonate a law figure such as an attorney, threaten arrest, prosecution, property seizure, or exposing the customer's credit information.

Collecting or unauthorized amounts is also illegal under the FDCPA.

What To Do In Case of a Violation of the FDCPA

As a consumer or homeowner, you have the right to sue if you feel that the creditor or the HOA violates the act even if you still owe the debt. The law spares homeowners the stress and burden of unscrupulous creditors. You can make a federal complaint or case to the FTC, CFPB, SCRA, or the State AG's Office.

Conclusion

Residents have an obligation to pay utility fees and assessments to the Homeowners Associations. However, things get tough, and you find yourself unable to make these payments. This does not give room for unfair treatment by the associations and debt collectors. The fair Debt Collection Practices Act defines the regulations to ensure a cordial coexistence among associations, debt collectors, and homeowners.



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Florida 2021 Legislative Summary Report

-CAI Florida Legislative Alliance | Michael S. Bender, Esq., Chairperson

The Florida Legislature passed a number of bills during the 2021 Florida Legislative Session impacting community associations. The CAI-FLA committee, which lobbies on behalf of Florida community associations and their managers and business partners, was instrumental in shaping these new laws, and in some cases, defeating unwanted legislation. Next time you see these CAI-FLA volunteers, please thank them for the hundreds of hours they spend volunteering their time to advocate for strong public policy for Florida communities. For those of you who responded to our calls to action, thank you for taking the time to contact your legislators. CAI's strong grassroots efforts was instrumental in moving the legislation to support communities and stopping legislation that would be challenging.

Approved Legislation (Bills that passed in 2021)

- Senate Bill 0630 Community Associations
- House Bill 0463 Community Association Pools
- House Bill 0649 Petition for Objection to Tax Assessment
- Senate Bill 0056 Community Association Assessment Notices
- House Bill 0421 Governmental Actions Affecting Private Property Rights
- Senate Bill 1966 Department of Business and Professional Regulation
- House Bill 0403 Home-Based Businesses

WHAT THE NEW LEGISLATION MEANS TO YOU

SB 630 Community Associations

Senate Bill 630 is the most significant legislation affecting community associations. The CAI-FLA committee championed much of this legislation, and mitigated some of the less desirable provisions, in order to address a number of community needs. The most significant changes include:

627.714(4), Florida Statutes Condominium unit owner insurers may not sue condominiums for subrogation unless the condominium's insurer may sue the unit owner

for subrogation. This is intended to eliminate the recent spate of questionable subrogation lawsuits against condominium associations.

718.1265(1), 719.128 and 720.316, Florida Statutes Expands condominium, homeowners' and cooperative association emergency powers to address pandemics. Powers include holding any type of meeting by phone or video conference. Associations may now implement plans based on the advice of public health officials. Associations may not stop owners from accessing their homes and units unless a government order also prohibits access.

720.306(1)(h), Florida Statutes Limits homeowners' association rental restrictions adopted after July 1, 2021 to those owners who consent and to anyone who buys a home after the amendment. Rental restrictions adopted after July 1, 2021 will not apply to owners who do not consent or owners who acquire title through inheritance or transfer for estate planning or some types of business acquisition. This change does not apply to amendments that prohibit or regulate leases of six months or less or prohibit more than three leases in a year. All homeowners can be subjected to such "short term" restrictions, even if they do not consent to them.

718.111(12)(2)(i), Florida Statutes Condominiums may charge a transfer fee of \$150 per applicant. The fee may be increased every five years per the Consumer Price Index as determined by the DPBR. Spouses, parents, and dependent children are considered one applicant.

720.306(1)(g), Florida Statutes Deletes the requirement that homeowners' associations send meeting notices using the county property appraiser's address records. Homeowners' associations may go back to using the last address provided by the homeowner.

718.111(12)(c)1 and 719.104(2)(c), Florida Statutes Condominiums and cooperatives may not require that unit owners give reasons for their records inspection requests. Renter records access is limited to the declaration, bylaws and rules.

Continued on page 18

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Legislative Session Update

Continued from page 14

718.111(12)(g), Florida Statutes Condominium associations required to maintain a website may make their official records available on mobile apps as well as websites.

718.111(12)(g)(2)k and 720.303(2)(c), Florida Statutes Condominium and homeowners' association boards may adopt rules for posting notice of meetings on websites and mobile apps, provided website and app notices are emailed to members who have consented to receive electronic notice. Notices must also be posted on the property and when required mailed, e-mailed or personally delivered.

718.112, 719.106, and 720.3075(6), Florida Statutes Condominium, homeowners', and cooperative associations may get rid of discriminatory language through Section 712.065, Florida Statutes by the approval of a majority of the board.

718.112(2)(d)2, Florida Statutes Start counting condominium board member eight-year term limits for terms that began on or after July 1, 2018.

718.112(2)(d)3, Florida Statutes Written notice of condominium meetings must include an agenda. If the bylaws do not specify when written notice of meetings other than annual meetings must be given, notice must be sent and posted at least 14 continuous days before the meeting.

718.112(2)(d)4, Florida Statutes Second notices of condominium elections must be sent 14 to 34 days before the election.

718.111(12)(2)j, 719.106, 719.1255, and 720.303(10) Florida Statutes Anyone wishing to challenge a recall has the option of filing a court action as well as a petition for arbitration with the Division of Condominiums.

718.1255, Florida Statutes Adds pre-suit mediation to the list of mandatory alternative dispute resolution options required before a lawsuit is filed. The other option is mandatory arbitration. All residential condominiums are subject to the alternative dispute resolution mediation and arbitration process in Section 718.1255, Florida Statutes.

718.111(12)(2)(p), Florida Statutes Deleted the prohibition against condominium associations contracting with companies owned by board members or their relatives. Board members must still disclose any conflicts of interest and abstain from voting as required by Section 718.3027, F.S.

718.113(8) Florida Statutes Expands the ability of condominium unit owners and associations to install electric charging and natural gas fueling stations on condominium property. Addresses where they may be installed and who pays to install and use them.

718.121(4), Florida Statutes Condominium notices of intent to lien are deemed to have been delivered on

mailing, provided the notices conform substantially to the form in the statute.

718.303(3)(b) and 720.305(2)(b), Florida Statutes Condominium and homeowners' association fines are now due five days after notice has been provided to the person who was fined.

718.111(12)(a)11 and (b), Florida Statutes Condominium associations must keep bids for at least one year from receipt of the bid.

720.303(6), Florida Statutes Homeowners' associations are not required to fund or continue funding reserves unless mandated by a vote of the members or the association's governing documents. A budget created by the developer which includes funded reserves no longer will result in mandatory reserves.

718.202(3), Florida Statutes A condominium developer may use the sales and reservation deposits collected prior to closing for the actual cost of construction, which is strictly limited to construction costs, not marketing, attorney, loan, insurance, or accounting fees.

719.106(1)(b)5 and 128(a), Florida Statutes Real time phone and video conference attendance at board and committee meetings counts towards a quorum and votes may be cast as if physically present.

720.303(4), Florida Statutes All homeowners' association election records must be kept for at least one year.

720.303(5), Florida Statutes Gated homeowners' association visitor records are exempt from inspection and copying.

HB 403 Home-Based Businesses

§ 559.955 Florida Statutes is created: This legislation, passed in the final moments of the Session, prohibits some of the current local government regulation placed on home-based business. CAI had concerns with this bill when it was originally filed and immediately went to work to have all associations (condominiums, cooperatives and HOAs) exempted from it should it go on to pass. Much the same as we did with the Vacation Rental legislation. This bill did pass but we made certain our "association protection" language stayed in place. So, whatever restrictions are in place by an association currently, (or created in the future) are not overridden or preempted.

HB 463 Community Association Pools

§ 514.0115(3), Florida Statutes Private community association pools serving 32 or fewer units are exempt from Dept. of Health supervision, except to ensure water quality.

HB 649 Petition for Objection to Tax Assessment

§ 194.011, Florida Statutes Condominium, cooperative, and homeowners' associations may protest tax assessments on behalf of their owners.

Continued on page 22



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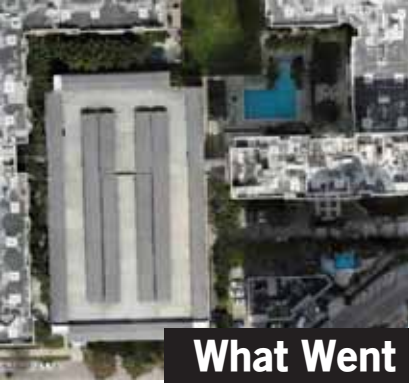
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What Went Right: Five Tips For Complex Projects

-Andrew Shrader, PE, Munyan Painting

From kindergarten, we've been taught to ask for help when we need it. So why do so many of us insist on doing it all ourselves? We've all seen the board president who "used to be in construction" struggling to manage a complex project as their newest post-retirement hobby. It's not easy. That's why professionals get paid to do it.

When the time came for an all-encompassing exterior waterproofing and repair project, Cite Condominiums Association in Miami, FL planned ahead, used professionals and reaped the benefits. Here are five things they did right—and how you can apply these lessons to your own complex projects.

I. Start With a Design Professional

Seek out a licensed professional engineer (PE) or a registered architect (RA) early in the planning process. Ask them to provide an existing-condition survey your community and produce bid documents so contractors can give you comparable quotes. And when the project kicks off, allow the engineer or architect to act as your construction advocate—also known as an Owner's Representative.

As a rule of thumb, hiring a design professional to design and oversee a project will account for 10% of the total cost. So on a million-dollar job, expect to pay out \$100K to the engineer or architect. Most seasoned associations consider this a reasonable expense to let someone else take on that liability—and those headaches.

Although it's tempting, avoid foisting construction project management duties on your community association manager. Too often this often ends with everyone being unhappy. The Association is upset that the manager didn't properly oversee the work. The Contractor resents answering to what they may see as an unqualified interloper questioning their means and methods. And of course, the association manager may be overloaded by the extra time they're working and stress they're absorbing. The small savings gained by a manager trying to manage the job are often overshadowed by the eventual negative outcomes.

In this case, Cite Condominiums hired Willcott Engineering, Inc. to handle the project from start to finish. This brought two big benefits. First, the contractors were more interested in bidding on the job since they knew they would be working with a fellow licensed professional. Second, the association manager (Sharon Crisotomo of First Service Residential) was able to maintain her focus on servicing the condominium residents and commercial tenants.

II. Continuity is Key

Jumping around between different service providers makes it

tough for anyone to keep long-term records or see developing trends of the association's property. This holds true for management companies as well as construction contractors and service providers.

June Willcott of Willcott Engineering has served the Cite community since 2006. As a result, she can consult 15 years of running records on the buildings and anticipate bottlenecks and issues beforehand. This came in handy when the City of Miami's permit office delayed work start with bureaucratic red tape.

Thanks to her longtime site-specific experience at Cite, June was able to direct the Contractor exactly where to focus his efforts and perform emergency repairs on selected units. By contrast, an engineer who was new to the property may not have had the corporate knowledge—or foresight—to maintain forward progress on the job.

III. Minimize the Finger-Pointing

Imagine visiting a steakhouse and paying separately for each component of the meal. While driving to the restaurant you call the butcher to cut your steak and deliver it to the kitchen. Separately, you pay the chef to cook your steak. At the end of the meal your server charges you for "meal facilitation services."

You'll be handed three separate bills for just one meal. And if the steak comes out overcooked, the kitchen staff will say the waiter told them the wrong thing. The waiter will blame the kitchen staff for not listening, and they'll both blame the butcher for sending a lousy cut of meat.

Sounds crazy, right?

But when it comes to waterproofing the exterior envelope (outside) of a condominium, some associations take the same approach. They'll hire a roofer for the top side of the building. Next they find a painter to apply waterproof coatings on the walls. In some cases a third contractor even performs stucco or concrete repairs.

If water leaks or issues arise later on, who is the Association going to call and what response will they get? Just like with the "sub-contracted steakhouse" above, it will be easy for each contractor to blame the other's work and go around in circles. Meanwhile, the Association, who just wanted one simple end result, is pleading with three separate entities to come service their work.

For their exterior repair and waterproofing project, Cite Condominiums hired Munyan Painting, Waterproofing & Restoration of Florida LLC.

Continued on page 21

What Went Right

Continued from page 20

Since Munyan is a licensed roofer as well as a Certified General Contractor, they were able to self-perform all aspects of the job. Since this single contractor is responsible for all of the exterior components, if this thing leaks later on the Association will have just one number to call for service.

IV. Maintain Eyes in the Sky

On such a large and complex project stretching out over an entire city block, it's hard to see the whole picture of what's going on. Or when construction crews are spread out over 4 ½ acres of property, it can be challenging to show the condo residents where crews will be working and when. Scheduling (and explaining the schedule) to condo residents is a never-ending task. In particular, informing residents when they have to move their cars, or when they'll have to remove furniture off their balconies (and when they can put it back!) often becomes an unexpected priority.

Providing residents with a continuously updated bird's-eye view of the project makes this task easier. At Cite the Contractor utilized drones and proprietary mapping software to produce high resolution maps and 3-D models of the buildings before the project started. This software works by stitching together separate photographs of different locations into one giant high-resolution image called an *orthomosaic*. If you've ever seen a Google Maps satellite view, then you

have some idea of what this looks like. But the drone-based aerial imagery provides higher resolution and is available in close to real-time. The single-image site map orthomosaic for Cite was made up of 343 separate photos.



Munyan Painting was able to share these weekly updates with the board on an ongoing basis via email links, so everyone could see the progress for themselves from their couch. The weekly updates also included geo-tagged annotations showing, for example, areas of special concern or clarifying contractor staging and material storage locations.

The Contractor also used drones to document the pre-construction existing conditions of Cite Condominiums from the air with photo and video. By sharing these high resolution details with all parties from the start, everyone was on the same page about what the building looked like before work began. This makes it easy to figure out down the road if the roof membrane really was cut in that area beforehand, or if those palm trees next to the building really were dead before the project started.

Continued on page 30



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Legislative Session Update



SB 56 Community Association Assessment Notices

§ 718.116(6), 719.108(3), and 720.3085(3) Florida Statutes Condominium intent to foreclose notices must now give 45 days warning instead of 30. Condominium, cooperative, and homeowners' association assessment and rent invoices must be delivered by first class mail or to the owner's e-mail address. Before changing the method of delivering an invoice for assessments or rent, associations must first deliver written notice of the change to the owner by first class mail at least 30 days before sending assessment or rent invoices. Owners must affirmatively acknowledge the change electronically or in writing. At least one "notice of late assessment" in the new form provided, must give delinquent owners a 30 day notice and opportunity to pay without also having to pay attorney's fees.

HB 421 Governmental Actions Affecting Private Property Rights

§ 70.001, Florida Statutes Private property owners burdened by government actions keep their right to make claims even after they have transferred ownership of their property.

SB 1966 Dept. Of Business & Professional Regulation

§ 718.112 and 719.106, Florida Statutes Condominium board members are only subject to disqualification for assessment delinquency instead of any monetary obligation. Defines the due date for payment. Requires that condominium and cooperative boards adopt annual budgets at least 14 days before the fiscal year otherwise the prior year's budget continues in effect until a new budget is adopted. Further, if a Board fails to timely adopt the budget a second time, it will result in a minor violation and likely monetary penalties from the DBPR.

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Broward's Future Educators of America Reaches Its \$15,000 Scholarship Goal



Every year prior to the pandemic, FEA typically awards 20-25 scholarships in the amount of \$750 to \$1,000 to senior students in Broward County that apply for this scholarship.

CAI launched the fundraiser on Monday, March 29th to collect funds throughout the month of April. CAI also hosted a fundraiser dinner event on Thursday, April 22nd to say "Thank You" for those that made a generous donation to this great cause. Our goal was to raise \$15,000.

Due to the tremendous support of our Business Partners at CAI, we were extremely excited to reach our goal of \$15,000. The CAI Fundraiser dinner event was attended by several of those Business Partners that made generous donations, Michelle Wilson (teacher), Felicia Burgin (teacher and former scholarship recipient), Matthew Singh (Student Recipient of 2020), Xenia Santiago (Student Activities Liaison), and School Board Member, Debbie Hixon.

On Friday, April 30th, 2021, we are proud to say, fifteen scholarships were awarded to senior student members of FEA.



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First Impressions

Continued from page 8

Delivering exceptional customer service to those who may not necessarily deserve it requires special skill and extraordinary self-control. It is a skill to handle visitors who show up to see the Manager without an appointment, those residents and visitors who are angry and impatient, and those who might actually pose a threat to the well-being of those in the building. It is important that you meet with the Front Desk Supervisor first thing in the morning and on a weekly basis review any items of concern or staffing issues. As the Manager, you should stop by the property and conduct a surprise visit on the weekends, call after hours and check in with the Front Desk.

The Ritz Carlton **“Back to Basics”** training teaches the following:

- The Importance of Personal Accountability in Delivering Legendary Service
- You Never Have a Second Chance to Make a Great First Impression
- The Benefits of Positive Employees
- The Relationship with Your Supervisor is a Two-Way Street



It is important to consistently draft a list of goals and objectives for your Front Desk Team and provide them with updates and memos regarding any pending or upcoming events or activities. With specific goals tailored to meet the condominium's and the individual's needs, immediate improvements will be perceived and greatly appreciated. Have an open-door policy and make your staff aware that you are open to their feedback and to listen to their ideas in order to improve. If you follow these steps, this will be of a great benefit to the staff, the Board of Directors, the condominium residents and create a great first impression for a five-star experience!



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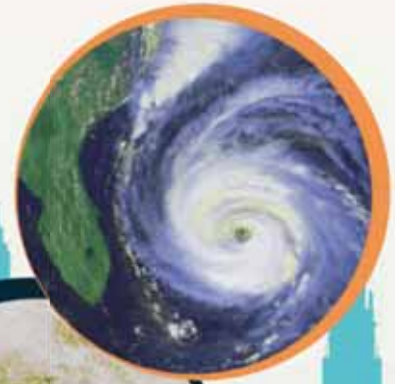


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What Went Right

Continued from page 21

V. Trust But Verify

Performance bonds are often referred to as an “insurance policy” that will allow the Association to finish the job in case the Contractor goes out of business, or in case of major disagreements which cause the Contractor to walk off or abandon the job.

In reality, a performance bond’s arguably greater value is in keeping the contractor ON the job. This is because bonding companies (sureties) require personal indemnification from the owner of the construction company. In other words, if the Contractor walks off the job and the surety suffers a loss, they’ll lay claim to the Contractor’s personal assets such as their home, their boat and their bank account. And nobody wants that.

In this case, Cite had all of the bidding contractors for the job show proof of bonding capability, and required Munyan Painting to furnish a payment and performance bond before mobilizing onsite.

So follow Cite’s example on your next construction project—even if you don’t elect to purchase a payment and performance bond, at least make sure that you are only receiving bids from bondable contractors.

We’ll check back in with Cite Condominiums as the project progresses. Along the way we’ll examine how they address the challenges and

Cite Condo Miami Weekly Construction Progress Report

Created on April 1, 2021

Draw Date Captured: April 1, 2021



unforeseen conditions which often emerge on large projects with many moving parts.

Andrew Schrader is a licensed professional engineer (PE) and serves as the Special Projects Coordinator for Munyan Painting, Roofing, and Restoration.

www.munyanpainting.com

Label	Title	Notes
1	Commercial Shops—maintain access	Overhead protection for pedestrians has been installed.
2	Commercial Shops—maintain access	Overhead protection for pedestrians to be installed this weekend.
3	Contractor Materials Staging Location	Paint, paper and tape storage, debris dumpster, Port-a-Potty located here
4	Exterior Stucco Repairs	Stucco repairs in this area to be addressed in Phase 1
5	Parking Entrance/Exit: Watch for Flagger	Contractor will have ground crews to direct vehicles. No work this weekend.
6	Pool Area-Special Overhead Protection Zone	Contractor to maintain resident pool access / enhanced overhead protection.
7	Project Starting Location	First swing stages to be installed here, will move clockwise around building.

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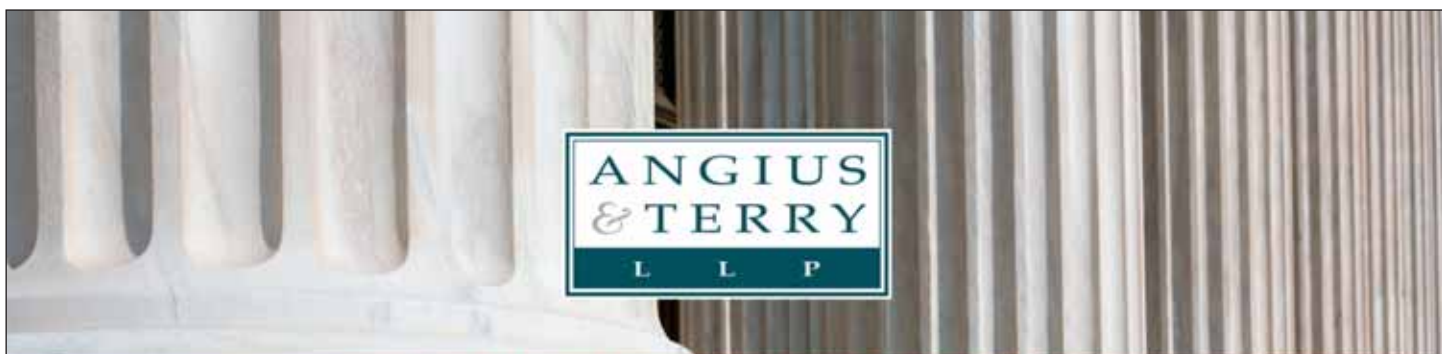
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