

Jupiter Bay Condominium Association Newsletter



February 2012

Tom Doyle - President
Ron Ferullo - Vice-President
Spencer Bickel - Secretary/Treasurer
Frank Kania - Director

We hope everyone had a wonderful holiday season. Welcome back to our seasonal residents. We hope the changes and upgrades in our community are apparent and that everyone is happy with what you see.

President's Message: In December 2011, the Jupiter Bay owners were advised that the Jupiter Bay Board of Directors asked Paul St. Clair, former Treasurer, to take an interim assignment of 4 - 6 months as Senior Manager responsible for all functions, operations, and personnel at Jupiter Bay.

Paul's major objectives include:

- Preparation of complete staff job descriptions
- Assist the Board in staff hiring decisions
- Publication and follow up of staff work schedules and office efficiency techniques
- Work order tracking and process review
- Building/grounds maintenance improvement
- Invoice processing and vendor expense management procedures
- Improved owner communications response process
- Website project updates and owner notifications
- Implementation of a formal performance appraisal process
- Development of a building unit maintenance database
- Review of organization structure with recommendations to the Board of Directors

Paul will also assist the Board in the selection and hiring of a new Property Manager who will join the team with more focused operational guidelines. The interviewing process for the new Manager is already underway.

The Board of Directors thanks Paul for his fine efforts and we thank Spencer Bickel for covering the Treasurer role and his Board Secretary function until the next election.

Treasurer's Report: The Association's financials are favorable but we have some difficult challenges ahead. We expect to end 2011 under budget and stay within budget in 2012. Budgeted expenses for 2012 were increased approximately 5% over 2011 actual expenditures, and maintenance fees were only increased slightly (1.45%).

We are continuing to make major investments in our property. We have replaced all East patio sprinkler heads, replaced the booster pump in East A building, conducted an engineering inspection of all West unit entrance doors, repaired the West F ground-floor walkway, ran new power feeds to the US #1 entranceway lights, replaced a broken West pool geothermal heater, replaced the cupro-nickel condenser cores in two other West geo-thermal units with titanium cores, replaced the vinyl cover over the East pool's pavilion, repaired/replaced spa and East tennis court fencing, and purchased new equipment for our maintenance staff. Also, we have begun replacing two walls in our West pool pump room.

Our reserves were reduced considerably (to \$540,000) due to our East/West building painting, East concrete/accessory restoration, and Villas restoration projects. A favorable note is that we have paid back most of the money that the operating fund owed the reserves, reserves are being built at an accelerated rate (\$19,430 per month), and the reserve funds that we do have are mostly secured with a series of laddered CDs.

Delinquencies are being carefully managed. Late notices are being sent, late fees & interest are being charged, collection calls are being made, real estate agent follow up is occurring, rent assignment notices are being sent, and liens are being filed against owners who are seriously delinquent. These measures together with the ease in which our units can be rented are keeping our delinquencies in check.

New Personnel: We would like to welcome Cedric Allen and Shane Clayton to our Jupiter Bay Staff. Cedric joined our staff as a Maintenance Technician. In his last maintenance position Cedric worked for The Reserve and Park at Riverbridge for 9 years. Shane is our new part time Security Officer working Friday, Saturday & Sunday evenings. Shane is a Jupiter resident who served in the U.S. NAVY as a medic. He also has security experience with the military.

Leasing of Units: Over the last several months, the Board of Directors has received many complaints regarding the high number of dogs on the premises. Jupiter Bay's Condominium Docs prohibit pets over 20 pounds, and our Rental Restrictions state that renters cannot have pets. To preserve the value of their unit, we encourage owners to

enforce this restriction with their realtors when contracting with tenants. At the same time you may also want to tell your realtor that your unit is smoke-free.

Bocce Ball Court: Jupiter Bay owners (East/West/Villas) have formed a committee to explore the possibility of installing a bocce ball court on the East side for all owners to use. This group was formed as a result of many owners interest in having their own court. Any suggestions or volunteers to help in the construction can email the Association (jupiterbaycondo@comcast.net), and your information will be forwarded to the committee.

Annual Owners Meeting: Our annual meeting will be held on March 24, 2012 at 10:00 a.m. at the First United Methodist Church on Indiantown Road. The First Notice has been sent out with second notice to follow. Board member candidates are still needed. BOD membership provides a unique opportunity for learning more about your community and for influencing our future direction. Also, we encourage all homeowners to **VOTE** in the BOD elections. Last year only 152 of 359 ballots were cast. This represented less than 50% of our community.

Water Heaters: As one more reminder, please examine your water heater for rust and check its installation date. Water heaters over eight years old can leak causing major damage to your unit and others. When replacing water heaters you must get a permit from the Town of Jupiter and have a licensed plumber install the heater. Due to power surge issues, do not consider replacing your heater with a tank-less unit.

Renovations: When making material improvements to your unit, you must receive approval from the Board of Directors and the Manager of the property. This will assure that you are complying with the Association's color schemes, quality standards, and approved installation methods. A Unit Alteration Approval Form, available on our website or at the Association office, is used to seek approval for your project. The work must be done by a company or worker licensed by the Town of Jupiter with the proper insurance coverage.

West Pool Grill: There is a \$50.00 deposit to use the grill at the West Pool. The grill must be thoroughly cleaned and inspected, key returned, before your \$50.00 deposit is refunded.

Comcast Contract: A meeting was held with Alison Lee, our Comcast Representative, to discuss service issues and our contract which expires in July, 2013. To help determine the types of problems that our residents are having, Alison said that she would run a 6-month Jupiter Bay service call analysis. Based on this she would have a better idea of where follow-up action is needed. She said that our residents could probably get better response by calling the local West Palm Beach customer service number - (561) 688-6800.

Here's some interesting statistics that Alison shared with us:

- 319 of our 359 units (89%) have digital service
- 49 units (14%) have High Definition (HD) cable boxes
- 30 units (8%) have HD/DVR
- 155 units (43%) have Comcast internet (the speed of high-performance increased from 6 Mb to 12 Mb at no additional charge)
- 41 units (11%) have digital voice phone service
- 39 units (11%) have HBO

Regarding our contract, Alison offered the possible option of freezing our 2012 cost per unit rate at \$30.57 (the 2011 rate) and providing every owner with one HD cable box at no-charge. This would require us to commit to another 6-year contract (replacing the last year on the current contract and providing a 5-year extension). Also, the new contract would allow annual rate increases of 5%, whereas the current contract allows for 6% increases.

East Flood Insurance: For many years residents of Jupiter Bay East have been paying over \$11,000 (\$81.50 per owner) annually for flood insurance. We recently contracted to have updated elevation certificates prepared for our East A, B & C buildings. These showed that the building elevations are over 3 feet above the level where flood insurance is required. Consequently, we have contracted to have LOMA (Letter of Map Amendment) documents prepared and submitted to FEMA. We expect to have our request processed within the next 4 - 6 weeks. This will reclassify East buildings A, B & C from flood zone A to zone B (East D is already in zone B). Once rezoning is complete, we'll drop the flood insurance and move the funds saved into the East reserve account.

Landscaping: Over 300 new plants, 10 new palm trees and over 280 yards of vibrant red mulch has been added by our landscaper during the past few months.

We hope everyone is enjoying and relaxing in the beautiful new spa. Many thanks go out to Ronnie McEnerney and Alma Bjorklund for their contribution and hard work organizing the landscaping around the new spa area. Their input for our new awnings at the East Pool and Maintenance Office is also greatly appreciated.

Window Replacements: Many East owners have already contracted with Axle General Contracting to have their windows (and sliding glass doors) replaced. The new windows and doors are sturdier, work better, are better insulated, and use hurricane resistant glass. Work is underway to install the windows in the East, and in the future we will be taking orders for West window replacements. Please note that all future windows installed in Jupiter Bay East/West must use gray tinted glass regardless of vendor or window placement.

Replacement of Appliances: When purchasing new appliances such as a stove, dishwasher, refrigerator, etc., or new furniture, the owner is responsible for removing the replaced items from the property or for making arrangements to have them removed. Waste Management can be contacted to have items picked up at the owner's expense.

Jupiter Bay is a green community! Residents are encouraged to place their newspapers and cardboard boxes into the yellow bins within the recycle areas. Clean plastic, glass containers, metal cans, foil and drink cartons are to be placed into the green recycling bins. Please do not put plastic bags, Styrofoam or food waste into the recycle bins. These items must be bagged properly and placed into the trash chute or dumpster. We appreciate your efforts to recycle!

If you have any questions contact the office at 561-746-5857 or email:
JupiterBayCondo@comcast.net.