

LAKESHORE CLUB HOMEOWNERS ASSOCIATION

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MAY 2019 NEWSLETTER

Hello to all of the Lakeshore Homeowners. We have had a very busy month of April and now have a good start on the month of May. Many of our "Snowbirds" have flown north or to other parts of the country and Puerto Rico. It is very quiet here now and the weather is warming up a lot.

INTRODUCTIONS: Our previous manager, has taken another position in the Don Asher Management company. Our new Manager, Diane Miranda began working with us on April 29, 2019. She comes to us from Miami, Florida with a wealth of experience in managing homeowner associations (condo,hoa,timeshare,co-op,commercial and vacation rentals). More about herself later in this newsletter. Welcome, Diane. Sandra, we wish you well in your new endeavors. Sandra has been the manager here since October of 2017.

BOARD OF DIRECTOR UPDATES: Aurelio Rios resigned for personal reasons, his position as President of the BOD and as a board of director at Lakeshore on April 11, 2019. Mr. Rios has been a productive member of Lakeshore BOD since May 2018 and has done much preliminary work on many policies that we will continue to discuss and evaluate. All of us at Lakeshore thank you for your time and energies on this board during your tenure here.

The BOD met in an open meeting on Thursday, April 18,2019. A quorum was present, minutes of the last meeting of April 3rd were read and approved. Aurelio Rios resignation was announced and our documents state that in the event a presiding president resigns or is unable to serve, the Vice president assumes the president position. The BOD motioned and approved Wayne Estes for the President Position, Ruth Ann Godden for the Vice President position, and the BOD further unanimously appointed Jerry Treder as the Director at large for the balance of the term of this board. Jose Solis remains as the treasurer of the BOD. Lydia Torres remains as the secretary of the BOD.

The BOD approved the purchase of a new DVR system to upgrade the surveillance camera system and Wayne Estes and Ron Kessel installed the DVR the following week.

The BOD also approved the replacement by the association, any and all 1"x4" white trim boards that are located above the entry doors of the villas that have begun to deteriorate on many of the villas. This will be taking place over the next few months.

The BOD also approved the Committee Chairpersons and the BOD observer for each of the active committees.

Ruth Ann Godden explained the requirement in our documents and the statute for; Committee members for Violations, Grievance, and Fining. Anyone interested in serving on this, or any committee can **contact** the Management **office** and speak to the Property Manager. **We encourage you to participate.**

The BOD met in an open meeting again on Thursday, May 9, 2019. A quorum was present. Minutes from April 18th,2019, were approved. The BOD passed several motions.

MOTIONS; for all the officers on the BOD to become signatures on the bank accounts. That would authorize Wayne Estes, Ruth Ann Godden, Lydia Torres and Jose Solis for banking needs, also passed a

motion to discontinue accepting Maintenance Fee payments at the Lakeshore Property Management Office, as of June 29, 2019, this is the last date the office can accept walk-in payments.

Discussion clarified that everyone's payments have continued to have a long period of time elapsed from drop off to posting date to individual accounts due to the need for transport of the payments to the BB&T bank three times a week. The property management office does not have the capability to post the payment immediately upon receipt of the check in our management office to your account, It is not posted until the check clears the BB&T bank. This is often causing late fees, especially if the check or money order is brought to the office after the first of the month. The Board realizes that this change is going to cause some difficulties for many of us. **Please refer to your coupon book for information about how to make your payment by one of four methods described there.** We are available in the Management office to assist you in understanding how you can make your payment using the coupon and mailing the payment, or set up one of the other methods of payment described in the coupon book that you received for 2019 and will receive again the new for the year 2020. **THIS CHANGE WILL TAKE EFFECT June 29, 2019. AFTER THAT DATE, NO MAINTENANCE FEE PAYMENTS WILL BE ACCEPTED AT THE LAKESHORE PROPERTY MANAGEMENT OFFICE IN LAKESHORE, FL. WE APOLOGIZE FOR THE INCONVENIENCE THIS MAY CAUSE YOU BUT IT WILL MAKE IT MORE EFFICIENT FOR POSTING YOUR PAYMENTS IN A TIMELY MANNER THAT WILL HELP TO AVOID LATE FEES ON YOUR ACCOUNT.**

The BOD also passed a **motion** to modify the current **parking policy in two phases**. **Phase 1** will include authorized vehicles. Our present sticker and hang tag system is difficult to maintain as people change cars, hang tags are breaking and many people still feel that having the unit number on their vehicle identification is putting them at risk of home invasion. The BOD agreed with that concern. **Phase 2** will deal with identification and parking of Golf Carts, Motorcycles, Boats, Trailers, campers and the parking in the Community Center. **Phase 2 will also** be making decisions about Club 610 request to have a designated event parking area on the Lakeshore property and extra parking area for event parking in the town center. We will also be looking at the present policy that allows for vehicle, boat and trailer parking at the community center parking lot and in the maintenance area of the community center.

The BOD also discussed and passed a motion to authorize project time for the Secretary and the Property Manager to reorganize the filing and operational areas of the Lakeshore Property Management office **Please know that we are grateful for the time and energies of previous and past boards, managers and volunteers who have helped sort things out up to this time.** There is just a lot of material that still needs to be sorted, filed, files updated, etc.

OTHER UPDATES: There are now **ten new lounge chairs in the pool area**. Pool users agree they are very comfortable and a welcome addition to our other pool furniture. With school summer vacation right around the corner this is a **reminder to parents that children under the age of 18 must be supervised** by a responsible party 18 years of age or older, **at all times in the pool area.** THERE IS **NO LIFE GUARD ON DUTY.** Swimming is at **user's own risk** and adults must use their own judgment allowing minors into the pool. **All owner pool users must be wearing a dark blue Lakeshore pool bracelet** if an, to enter the pool area. The complete Swimming Pool Use Policy with rules and regulations is available at the Management Office. **Visitor bracelets, light blue in color,** must be worn by all visitors and can be **purchased for \$2.00** each at the Management Office. Anyone **using the pool without the appropriate bracelet** will be **asked to leave.** Please use the pool and spa carefully and follow the rules. We want everyone to have a **safe and good time.** No running, diving or horseplay will be allowed.

THRIFT STORE summer hours will continue to be **Monday through Friday, 11 am to 1 pm.** Thank you to all of volunteers who continue to make this store such an important part of our community.

BINGO has finished its regular season and will try to have Bingo once a month on the third Thursday of the month through the summer if the attendance remains good. The first summer bingo on May 16 was well attended and we will try another week to see if it is still doing well.

GREENBOOK COMMITTEE:The committee has met several times with a goal of looking at the probability of again having this community be **55 and older.** We will be mailing a survey with this newsletter asking for each unit owner to respond with a “Yes” I would be interested in this, or “NO” I am not interested in this. Please return the survey at your earliest convenience so we can get some idea about going forward with this recommendation from the committee. Thank you for your cooperation with is survey.

Jessica Soto, our secretary/receptionist came to work with us through an Agency in late March. She is still learning and is doing well. Manager and the BOD will be making some decisions over the next weeks.

BLUE WATER LAWSUIT: For those of you who may not be aware In May of 2016, the Blue Water Management contract was terminated by the Board of Directors at that time for breach of contract, in advance of its end date of December 31, 2017. Blue Water Is suing Lakeshore for full payment of the contract to its end date. Now the lawsuit is in the middle “discovery” stages. Ruth Ann Godden, has been established as the Corporate Representative for Lakeshore and over the summer, depositions will be taken from both Lakeshore and Bluewater participants over the summer months.

ROOF INSURANCE CLAIM: We continue to work with the insurance company and the inspectors. We have no dollar amount to report to you yet but will update you as that occurs.

LAUNDRY COIN CHANGER: Due to continued problems with the change machine and the labor needed for counting the change and running deposits to the bank, the Board is looking into having a company provide a card system for running the machines. We will have more information available as it comes to us. No decisions will be made until the Board has more information available.

THE OFFICE COMPUTER SYSTEM: A technician from Don Asher, our management company has been working with us over the past two weeks getting our present interoffice system up to date with new updates and new passwords where needed. That project remains ongoing.

MAGNETIC LOCKS: We currently requested proposals **before the BOD makes any decisions about the next step, minor repairs being done,** no decisions for any new systems are in process.

PUBLIC COMPUTER ROOM: The small computer room with two public computers that were available near the Gym has been discontinued due to misuse of the area and liability. We apologize for the loss of this amenity, and offer one computer in the Management office with printer access, available for owner use.

Entrance areas about the property for beautification in process.looking at everything that is going on. We are presently, at Diane’s direction, cleaning and re-landscaping the area of entry to the town center, the fountain and town square area and the flagpole area in the front of the property. Property owners are

also now aware that cars without the proper identification will be towed and three cars were towed the first day she was on the property. Security has been carefully directed to post violations on the cars that are not identified with either a hang tag or a sticker, bring reports to the office and Diane handles it from there. Security has been instructed not to engage any owner about anything at any time. All violations must come through the management office and be handled by our manager. Any owner with a concern or complaint is reminded that you will need to come to the office and report your concern, in writing, and in some cases, make an appointment with the Property Manager, Diane Miranda to begin the investigation of the matter of concern. Diane has made it clear that she will make time for anyone who needs to sit down and discuss their concerns about the community. You are also encouraged to write or email any concerns you may have.

THE WEBSITE: We are working hard to get this sorted out. The company handling the website has not been easy to get in contact with. We continue to get the company to release the domain name so we can move ahead with our own website. Hopefully this will get done in the near future. We have a new website and a lot of our information is there waiting. As soon as that website is available we will notify all by newsletter. The **Website** will remain **lakeshoreclubvillas.com**. Thank you for your patience as we work through this difficulty.

MONTHLY STATEMENTS: We will continue send out **monthly statements between the 15th and 20th** of each month in the future. When you receive your statement, please call, write or email if there is a discrepancy to your knowledge. **The change in all payments going directly to BB&T after June 29, 2019 should help us to resolve the last of those problems.**

LATE AND OVERDUE MAINTENANCE FEES: **This board has made it a priority** to identify those accounts with long time overdue or just not making any fee payments over a long period of time. **If your account is long past due and you owe large balances,** you will expect to receive notice of same with information about how to cure the debt before further action is taken. We are open to arrangement

BOARD OF DIRECTOR REPORTS:

RUTH ANN GODDEN, VICE PRESIDENT: This board continues to be busy with daily changes and many new things going on here. I am pleased to accept the Vice President position and will continue to work closely with all the board members. At present, Jerry Treder and I are the only BOD members in residence at Lakeshore working with other BOD members by telephone and email. BOD members absent from Lakeshore are available by teleconference for all BOD meetings. The new manager, is working hard to get oriented to all of things that are going on here and has accomplished a lot already.

LYDIA TORRES, SECRETARY: Being a member of this board has been very challenging as we want this community to grow in knowledge of what are the needs and what we all need to do to keep this a special place to live. I trust that eventually we all grow to be and live the word "neighbor" in all its content. In the mean- time, this board has pledged to continue working on your behalf with an open agenda to keep informing you of changes and monetary decisions.

JERRY TREDER, DIRECTOR AT LARGE: Lakeshore Club Villas. We are a community of 500 villas with a combination of owners and renters. We have residents that live here year- round and some that live here for one or two or three months at a time. The population of our community comes from very diverse walks of life. Many of those residents are transplants from places other than Florida. We speak different

languages. Yet we are all together in this one community. We have a new manager and a new receptionist, so we are all adjusting to the way things will be getting done. The community chooses 5 Board of Directors to the business as representatives for all owners. This is quite a responsibility for those five board members. As one of those five, I am ready to do all I can to make this community the best place in which to live.

I have only been on the board for a short time, but what I have seen so far is that this board has many new ideas to improve the community. It is my hope that the owners will fully support the present board going forward so that all these ideas can bring many good things to the community.

Management Summary to Date:

DON ASHER & ASSOCIATES Inc.:

'Proudly Manages the Lakeshore Club HOA of Polk County'

1801 Cook Ave, Orlando, FL 32806

OFFICE & AFTER HOURS

(407) 425-4561 EMERGENCY NUMBER

UPDATE: May 2019 Newsletter:

HELLO EVERYONE:

The following information is brief summary of the last 15 days during the new property manager arrival:

- Town Center Fountain Area – Renovation in process for needed repairs and painting.
- Refurbished New Flower Plants.
- Courtyard landscaping ribbon borders painted, areas mulched, debris removed.
- Flag Poles -Entrance and Dockside cleaned, platforms repainted, New 5 x 8 Flags.
- Office Lobby, Reception, Manager Office, Kitchen, Supply Room, Storage Areas, Corridors cleaned and re-organized.
- Safety Meeting, and Staff Meeting(s) May 2019 with Staff, Management, and several committees.
- Parking, Parking Violations, Towing, Pet Policies, and Procedures Organization in process.
- Monthly Statement and News Letter Mail Out Performed.
- Bulletin Board Re-organization and Update in process for the last week of May 2019.
- Marina Dock is 60% repainted.
- Exercise Room – Equipment Inspected – Two Machines in process for repair.
- Car Wash – New Vacuum Hose Ordered.
- Auditorium Bingo License framed and posted front and rear of auditorium.
- Polk County Fire Marshal Fire Protection Occupancy and Inspections Performed - Everything passed, with the exception of two repairs required on two fire hydrants, in process.
- Replaced back up battery for the camera and magnetic lock system (\$585.00)
- Insurance Policies Renewed.
- Book Mobile will continue in June 2019
- New Safety Ring for Pool
- LED Lighting new bulbs in process for Island.
- Proposals Requested for Laundry System Card for Community in process.
- Agent Agreement for Sherriff Department for Causeway Island Access.

We are proud to serve you, and The Lakeshore Club HOA of Polk County Community, and look forward to meeting you!

Date: May 2019

SURVEY / ENCUESTA

RETURN SURVEY TO LAKESHORE CLUB VILLAS ASSOCIATION, PO BOX 8777, LAKESHORE, FL, 33854, or **drop off** at the Lakeshore Property Management **office** by **mail or in person**. **Thank you** for taking time to share your interest in this manner. We are hoping to get this back from every owner.

GREENBOOK SURVEY

YES, I would like to see Lakeshore Club Villas return to a 55 and older community

NO, I would not like to see Lakeshore Club Villas return to a 55 and older community

Note: This survey is for information purposes only and is not intended for any voting purposes.

Fecha: mayo 2019

REGRESE la encuesta a LAKESHORE CLUB VILLAS ASSOCIATION, PO BOX 8777, LAKESHORE, FL, 33854, o deje en la oficina de administración de la propiedad de Lakeshore por correo o en persona. Gracias por tomarse el tiempo para compartir su interés de esta manera. Esperamos recuperar esto de todos los dueños.

ENCUESTA GREENBOOK

Sí, me gustaría ver Lakeshore Club Villas volver a un 55 y más de la comunidad

No, no me gustaría ver Lakeshore Club Villas volver a un 55 y más de la comunidad

Nota: esta encuesta es sólo para fines informativos y no está destinada a fines de votación