

GRAND PANAMA BEACH RESORT

Members of the Board,

I wish to give you my management update for (5/5 – 5/27):

Administrative, Tasks and Projects:

- 1) Mass communication with owner's regarding Pest Control Service (5.4.22).
- 2) Mass communication with owner's regarding Pest Control Service (5.11.22).
- 3) Mass communication with owner's regarding Pest Control Service (5.18.22).
- 4) Mass communication with owner's regarding Pest Control Service (5.26.22).
- 5) Approval of employee hours and billing.
- 6) Oversight of new online guest registration platform for Grand Panama Guests that will be in conjunction with the owner's website www.grandpanamacoa.com. Transition from Square account to Authorize.net complete and registration form updated. New interface has received positive feedback from guests due to ease of use compared to first version.
- 7) Created and completed Balcony Inspection Spreadsheet to be used for soliciting bid for balcony carpet installation as a part of the insurance repair. Proposal to be delivered 5.27.22. Once received, the proposal will be sent to the Board.
- 8) Auto-Owners Insurance is covering the remaining balance owed to the Association in the amount of \$26,300 has been approved and signed by the Association. The check is currently being cut and mailed to the Association. Once received, the Association is paid in full and made whole regarding the claim.
- 9) Assa Abloy has confirmed that the new entry doors for Tower 1 and 2 will be shipped anywhere between June 3rd & 24th. Once shipped, Management will be notified and will inform the Board. The installation manager will be on property next week to prep and prepare for install.
- 10) The Restaurant has opened and business is underway.





- 11) New GUEST pet leash covers were ordered. A quantity of 250 were ordered and received.
- 12) Continued work to communicate with owners and receive up to date entry codes for Association related access.
- 13) With help from security, we are working to identify owner vehicles and update the information into AppFolio concerning owner vehicle decals. We are identifying vehicles with old decals and asking that they come pick up their free decal at Guest and Owner Services in the Tower 2 lobby.
- 14) We are continuing to work on communicating the new registration system with rental management companies. We have been able to notate how guests register and see which units are using the new system. We are continuing to see more guests register PRIOR to coming on property.

- 15) Pest Control issues have been improving. Mice/rodent issues are few and I have only received 1 communication regarding mice in the past month. Unit access is at an all-time high and units are being serviced. If a guest refuses service, we have been successful at having the unit serviced the following week instead of waiting until the next quarter to service. By ensuring units receive service, we are receiving fewer notifications of pest issues.
- 16) Addressed possible trip/fall hazard liability area by painting and installing bollards.



Sincerely,

Jason Bennett, CMCA, AMS
Grand Panama Beach Resort COA
Association Manager

