

Minutes Summary: GP Board of Directors Meeting April 3, 2025

Front Desk Operation Agreement: The board meeting was held with a quorum established, and the agenda included a new business item regarding the operation of the front desk by Panhandle Getaway. The board had previously negotiated a contract with Panhandle Getaway, which included provisions addressing confidentiality and opt-out clauses for the lease. The contract also included a provision to increase rent by \$500 on the store lease starting May 1st. The board unanimously approved the agreement, which will benefit all owners by revamping the front desk.

Front Desk Rules and Regulations: Brad Coleman and Darrell Caudill led the discussion on the front desk rules and regulations. The plan is to consolidate all the rules scattered across various documents into one place. New software programming will be used to improve the guest registration process and address the current system's limitations. Board members highlighted the need for better control at the front desk, including implementing the pet policy, pet sleeves, parking passes, and wristbands. The new system will include a new parking pass for guests and vendors, a new, disposable wristband system, and a guest packet with all the rules and regulations printed on the packet. Darrell will lead the effort for printing and designing the packets. The board unanimously approved the changes to the rules and regulations and packets.

Wristbands and Parking Passes Mandatory: Board members discussed the implementation of wristbands and parking passes for guests and owners, emphasizing their mandatory use and the need for guests to register online. The board clarified that wristbands and parking passes would be based on the occupancy level of a unit, and owners would no longer be able to pre-purchase these items. There will be \$10 replacement fee for lost wristbands. Owners were encouraged to wear wristbands to set a good example for their guests.

Introducing Dexter, New Security Site Supervisor: Joshua introduced Dexter, the new site supervisor for security at Grand Panama, who will train the rest of the security staff. Dexter's role is to ensure security is visible on the property and to enforce rules and regulations. Previously, security staff were checking in guests at the front desk, which hindered their ability to monitor the property. Dexter, a military veteran, will be working with Chuck and James on additional training, including the new booting policy.

Parking Spots: For the handicapped parking spots, it was proposed to remove four of the six spots in the stand-alone garage and move them to P2, P3, P4, and P5, adding a second handicapped spot on each level. The proposal was well-received, with some suggestions for additional spots. The proposal was then put to a vote, which was unanimously approved.

Parking Sign and Policy Discussion: An owner brought up a question about parking on levels 4 and 5 of the Tower 2 garage. The owner raised a question about the parking sign in the garage, which was previously indicating that Tower 1 should park on levels 4 and 5. However, the sign was no longer visible. Joshua proposed encouraging people to follow the parking policy. The board agreed to review the documentation and make necessary adjustments in the future if needed.