

## **GRAND PANAMA BOARD PLANNING SESSION AUGUST 2025**

### **SECURITY:**

#### **What we said:**

1. We proposed to bring security in house or approve current contract.
2. Chuck and James would provide training, Brad would write job description.
3. Implement booting policy.
4. Add small booth in hall in T-1 for Security.
5. Gate coming up beside Tiki restrooms.
6. Add a tablet for security to access cameras. Hourly checks performed on tablet.
7. Evaluate guard shack. Security camera display screen moved to lobby wall. Security sit at Front Desk.

#### **What we did:**

1. Chuck and James provided numerous training sessions, Brad wrote job descriptions.
2. The board agreed to hire a second security or property patrol person for the summer, but Maxet nor ASA was able to complete this task.
3. Maxet promised to hold security accountable to our job description expectations. It did not happen, so ASA contract was terminated due to continued failures to meet expectations and job descriptions. ASA failed to provide a second security officer.
4. Booting equipment was ordered and training was provided.

#### **Now/Future:**

1. Lance Security was hired. Expectations and job descriptions are being met. 30-day review needs to happen with plans for the number of security officers needed and booting policies enforced.
2. Monitoring programs need to be established with tablets. A review of daily and weekly responsibilities needs to be established.
3. Booting and enforcement of parking rules need to take place.
4. Plans for the 4<sup>th</sup> of July need to be set to monitor parking.

### **MAINTENANCE**

#### **General Maintenance/Unit Maintenance Issues:**

#### **What we said:**

1. Analyze staffing needs, cost of staff, training procedures, job descriptions, uniforms.
2. New signage to match all signage.
3. Hiring documented workers.
4. Switching out handicap parking spots.

#### **What we did:**

1. Still working on the need for staff. Completing training procedures with FirstService. New job descriptions written. Uniforms have been completed. New job assignments.
2. New signage has gone up in parking areas on booting and handicap spaces. New signage for no pets on the beach and no pets/wristbands required at entrance to the pool in Tower 1 are completed.
3. Four handicapped spaces moved from stand alone parking garage to T2 garage, freeing up 6 new regular parking spaces. Two new loading/unloading areas marked in T1 garage.

**Now/Future:**

1. We must complete protocols for emergency situations like elevators and fire watch.
2. We must complete protocols for the condo association areas of responsibility when it comes to emergency situations involving individual units.
3. We need to complete a preventative maintenance schedule for unit owners.
4. We need to address the trash issue, trash chutes and trash pickup.
5. We need to get our owners to use the maintenance work order system so we can track maintenance issues.

**Reserve Maintenance Projects:****What we said:**

1. Elevators need to be fixed.
2. The Walkover area needs to be addressed.
3. Generator needs to work and have a preventative maintenance schedule set up.
4. Columns on both Towers need attention.
5. Fire suppression system needs attention.

**What we did:**

1. Bids were submitted, accepted and approved to begin work on Tower 1 elevators in September.
2. The Walkover area and columns issues are in the process of being bid out. BECI has been hired as the project manager and engineering firm to move forward with completing this project.
3. The generator at Tower 1 is in the process of repair. A temporary generator has been installed.
4. Sprinkler head replacements for units that need attention will take place in September.
5. Fire extinguisher certifications and replacements took place in both Towers.

**Now/Future:**

1. Issues that were not addressed but needed to be completed on an emergency basis were the new sump pumps in the Tower 1 garage, the new well water pump at Tower 1, two new sand filters at Tower 1 pool, the new tank at Tower 2 pool, 3 main water pumps for Tower 1 replaced, a new air conditioning unit for the water pump room at Tower 1.
2. We need new preventative maintenance contracts for all major structural and non-structural equipment.
3. We need to set up a schedule for new water pumps at Tower 2.
4. We need to schedule elevator repair at Tower 2.

**LANDSCAPING****What we said:**

1. Replace and fix the sprinkler system at both Towers.
2. Order new plants and make the area look like a resort.

**What we did:**

1. Contracted for the sprinkler systems to be rewired and reset at both Towers.
2. Purchased new well pump and timer system at Tower 1.

3. Replaced pond pump at Tower 2.
4. Planted new annuals throughout property.

**Now/Future:**

1. Seeking bids for a new landscaping contract that includes maintenance of the sprinkler system, weed management, tree trimming and care/maintenance of grass and plants.
2. Plant new tropical plants in areas that need attention. For example, we need to spruce up the area around the Tiki Hut and pool at Tower 1, the outside areas around the entrances to Tower 2, the pool area around Tower 2, and the grass leading out to the back parking lot.
3. Trimming of the palm trees will take place in October and again in early May. We are going back to a twice a year schedule.

**PROPERTY MANAGEMENT/RECORDS RETENTION**

**What we said:**

1. Expectations of the property manager managing the property, enforcing rules, regulations, bylaws and documents.
2. Property managers manage contracts, labor, security, maintenance, and housekeeping.
3. Property manager gets multiple bids and presents to board.
4. Property manager brings major issues to board and presents solutions.
5. The board's roles and responsibilities include contract approval, budget changes, major items or expenditures and owner issues.
6. We asked for all records and owner files to be stored on a Grand Panama database.
7. Hire an attorney with more experience in association law.

**What we did:**

1. Terminated our management agreement with Maxet for failure to follow all the above expectations, failure to follow their contractual obligations, failure to communicate appropriately with our owners and failure to pay our bills on time.
2. Hired FirstService Residential to manage our property. Purchased the computer systems in order to retain all records at our association.
3. Hired the Burg Law Firm to represent our association. All board members received his certification training to be board members.
4. Re-negotiated new contracts lowering the price on our internet, phone, cell phone and music services.

**Now/Future:**

1. Hold FirstService Residential to their contractual terms and our expectations as described in what we said.
2. Seek out owner information to build the database. Shot records for all pets of owners will need to be gathered in January. Cages and closet assignments have been completed with a database that is current and accurate. New parking passes for owners should be addressed in January.
3. We have moved the CAM office to the old security office and moved security to the old CAM office.
4. The board needs to let the property manager manage the property and follow the boards roles and responsibilities as described above.
5. Board meetings have been set for the third Thursday of every month beginning at 5:00 p.m.

6. Review contracts for landscaping, generators, fire systems, elevators, trash collection, cable/internet, phone service, preventative maintenance etc. to maximize the greatest benefit for our association at a cost-effective price.

## **RULES/REGULATIONS/POLICY/DOCUMENT ENFORCEMENT/COMMITTEES**

### **What we said:**

1. Strict interpretation of the rules, regulations, policies and documents would be enforced.
2. Assessment collection policy needs attention and must be enforced.
3. Explore the changing of the documents to change non-residential board members to residential board members.
4. Explore cable options.
5. Establish committees to address pets, the budget, activities, advertising and fines.

### **What we did:**

1. Sent letters to owners that were violating the documents and enforced our policies.
2. Established a new door camera policy with regulations on where a camera can be placed.
3. Approved a new collections policy and begin enforcing the late fees and lien procedures for delinquent assessments.
4. Revised rules on pets and parking to follow the documents.
5. Established a new Board Room policy for the use of the boardroom by owners.
6. Established the Pet Committee that is responsible for helping develop and maintain clear pet policies in alignment with our governing documents and bylaws. The committee should address pet policy enforcement issues, pet registrations, pet waste and management of pet issues with all owners and guests.
7. Established The Finance/Budget Committee that is responsible for monitoring the association's budget, financial statements, and reserves.
8. Established the Activities Committee that is responsible for planning and organizing community-building events or activities for owners and guests.
9. Established the Advertising/Sign Committee that is responsible for setting up revenue streams for advertising and addressing sign issues within the association.
6. Keep the Fine Committee.

### **Now/Future:**

1. Continue to enforce documents and all rules, regulations and policies.
2. Schedule more committee meetings.
3. Address with our attorney the issue of cable television and our documents.
4. Address with our attorney the ballot language for non-residential to residential board members.
5. Address any other issues board members what concerning any changes to the documents.

## **FRONT DESK OPERATIONS/LEASES**

### **What we said:**

1. Explore the option of Panhandle Getaways managing our front desk operations.
2. Renovate the front lobby area.
3. Establish a welcome packet with rules and regulations for guests
4. Renegotiate our current leases.
5. Enforce the right of first refusal on leases.

**What we did:**

1. Negotiated a lease for Panhandle Getaways to manage our front desk. They paid the labor costs (\$100,000 a year), paid us \$500 a month for the lease, and spent \$30,000 on lights, fixtures and furniture for the lobby renovation. Our hours of operation increased from less than 8 hours a day (9am-5pm) to 16 hours a day (7am-11pm).
2. Purchased new parking passes, changed the pet sleeve colors and purchased new disposable wristbands to eliminate the reuse of the passes, pet sleeves and wristbands.
3. Changed the guest registration process to use Hubspot for tracking all transactions.
4. Eliminated cash at the front desk with credit card transactions only allowed.
5. Purchased new guest registration packets with our association rules clearly posted for guests. All guests and owners must wear wristbands while on property.
6. Changed the vendor parking passes and required wristbands and signed contracts for vendors on property.
7. Removed security from working the front desk.

**Now/Future:**

1. Our front desk operations and changes to the guest registration process have netted our association an average of over \$20,000 a month in new revenue since May 1.
2. Packages are still kept by the front desk.
3. Pet registrations are strictly enforced by the front desk with requirements for pictures and vaccination records before a pet sleeve is issued.
4. We need to make sure to inform the front desk staff of any issues, problems and changes happening at our resort.
5. The committee of Brenda Roberts, Ron Kibble and Gary Middleton need to start meeting with our CAM and plan the strategy needed to begin negotiations for new lease agreements.

Revenue ideas will be discussed in the budget portion of the meeting. Below is the list that was generated at our last planning meeting:

1. Leasing parking spaces
2. Bring Chair Rental in House
3. Bring Restaurant / Tiki Bars In House
4. Sub Divide Restaurant and add arcade
5. Arcade or something in Tiki 2
6. Enforce first right of refusal on all contracts
7. Sell Advertising on Sign at Road
8. Sell advertising in Elevators
9. Golf Cart Rentals – Gary Middleton
10. Market Restaurant and Tikis on and Off Property

Activities discussed at last planning session:

1. Resort style in busy season – could increase rentals and revenue per rental.
2. DJ
3. Music Trivia in the Pool
4. Corn Hole
5. Funny Ballon Games
6. Ring Toss
7. Have GP swag for winners, t-shirt, coozie, free ice cream

8. Movie Night
9. Sports Game Day
10. Football Watch in Restaurant

### **Communication**

1. Outbound only GP News, Notices and Updates Owners Only Facebook Page. Info Only
  - a. Only Board and CAM will Post
  - b. No Comments etc. If you want to discuss it or question it reach out to the board / CAM through proper channels
2. Digital Newsletter
  - a. Linked to the GP Info Only Page
  - b. Emailed to anyone who subscribes.
  - c. Includes future happenings.
    - i. Votes upcoming
    - ii. Major Maint Items
    - iii. Seasonal Reminders for Owners
  - d. Budget Overview
  - e. Minimum of Quarterly
3. Improved signage holders in elevators and bulletin boards.