



# THE HEMISPHERES NEWSLETTER

July 2018  
Vol. 11 Issue 7

## MESSAGE FROM THE PRESIDENT

Dear Friends and Neighbors,

We have just completed our first 3 months since you have elected us as your new Board and we have been working diligently to make the Hemispheres a better place for everyone. We have adopted and maintained a highly collaborative relationship with Management in order to build consensus and move things along. In keeping with our promise of professionalism, transparency, openness and good communication, I would like to bring you up to date as to where we are and what has been accomplished in the last 3 months.

- Under the blanket permit that we have concluded with the City of Hallandale Beach, you have surely noted that Hector has been busy to make the necessary repairs and improvements around the property.
- We have hired Greenway as our new landscape contractor. Greenway worked for the Hemispheres in the past and is fully familiar with the property. We hope to see some visible improvements shortly.
- We hope that you have observed that there is much less rotation of security staff and every day you see a familiar face at the front desks. We have also tightened up the parking situation as in the past there has been much abuse in this area. Hopefully this will bring back order and more control to the benefit of all residents.
- Alfred Marzouk and Yvette Serluco have done much work to sort out the IT issues that we have experienced in the past and hopefully shortly we will have the Wi-Fi service in the common areas restored. We are in the process of coordinating the activities of the three vendors dealing with IT, Access Control and the CCTV camera installation so as to ensure smooth operation overall.
- With the assistance of Barbara Drabkin, Gerry Fojo, who has been diligently working on the standardization of the commercial leases, has succeeded to get most of the commercial spaces rented and signed. This will provide additional much needed revenue for the Hemispheres.
- Gerry, with a hands-on approach, also has been instrumental in regularizing the financial situation of the Hemispheres and in resolving many outstanding issues to the satisfaction of the residents.
- Hank Rosenblum has provided oversight and assistance with

the pools and gyms to ensure smoother operation.

- David Simhon has been providing valuable assistance in our communications with the engineers and has been instrumental in moving things along in the area of the upcoming construction projects.
- We have had discussions and meetings with the Engineering firm in order to bring their findings into focus following the survey of the condition of the Hemispheres and to develop an appropriate approach to plan the work spread over a period of time while focusing on the most urgent interventions. We are planning to hold a town hall meeting shortly to allow the Engineering firm to present their findings to you and their approach to the planning of the works.
- Following the recent flooding of the Ocean Garage, we have engaged the services of a company to clean out the catchment wells in the garage to alleviate the level of flooding that may occur in the future.
- We have signed a contract with an elevator engineering consultant firm to assess the condition of our elevators and to come up with recommendations as to what needs to be done. Their report is expected in August.
- We have been working closely with Management to develop a somewhat modified management structure to better meet the ongoing needs of the Hemispheres and the challenges ahead. These changes will be presented to you at the planned town hall meeting shortly.
- Last but not least, Unit ON 22Q, which had been acquired by the Hemispheres in a legal settlement, is finally in a condition where it can be put up for sale. The Unit will first be offered for sale internally to Hemispheres Owners and Residents.



Lawrence A. Doczy  
President

You have been made aware that we have a new General Manager, Gilberto Martinez. Gil has started in his position on June 11 and he has not stopped since he arrived. We the Board are giving maximum support to Gil to succeed in his job. Carole Lasker has agreed to stay on for a short time to provide the necessary transition. We very much thank Carole for her hard work during her tenure as General Manager.



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night

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MOTOWN TRIBUTE"



*Jazmin Sabyna*

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7<sup>TH</sup>**

**SATURDAY  
21<sup>ST</sup>**



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## MANAGER INTRODUCTION

Dear Hemispheres Residents,



Gilberto Martinez  
New General Manager  
Hemispheres Association

Let me introduce myself, my name is Gilberto Martinez and it is my privilege to be your Hemispheres Association General Manager.

My diverse background includes many years in the property management business and I look forward to working closely with the Hemispheres Board of Directors and residents. As we move forward the goal of our team is to develop operations that not only meet but exceed expectations and enhance the quality of life for all who live, work and play in our beloved community.

Of course, most of my management activities are coordinated in partnership with the Board of Directors, which has demonstrated their commitment to serving the best interests of the Association. The challenges we face at the Hemispheres concern us all, but there are opportunities and solutions if we come together and think creatively with an innovative approach to problem solving.

As your Community General Manager, I want you to know that I am committed to assisting you in any way that I can in times of urgent need. My email address is [generalmanager@thehemispheres.com](mailto:generalmanager@thehemispheres.com) with any questions or concerns. It will be my pleasure to meet everyone and I look forward to building relationships in the future.

## A FOND THANK YOU TO CAROLE LASKER



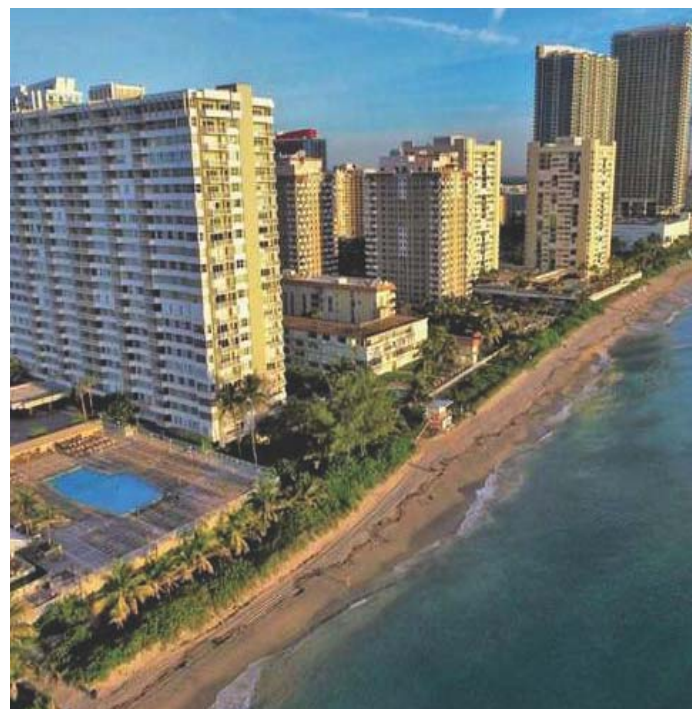
Carole Lasker  
General Manager  
Hemispheres Association

For the past year Carole Lasker has served admirably as the Hemispheres General Manager.

For many years prior, Carole was both an association manager and regional manager for First Service.

These many experiences allowed her to overcome the many challenges management has faced as the Hemispheres association moved away from self-management.

Carole's dedication, knowledge base, and patience have been appreciated by both residents and the board. When you get a chance stop by and say thank you for the efforts that she has provided to our community.





**I WANT  
YOU**

**FOR A HEMISPHERES COMMITTEE**

**Activities**

**Finance**

**Rules**

**Renovations/Amenities**

**Safety**

**Violations**

**Welcome**

For additional details please contact  
[volunteers@thehemispheres.com](mailto:volunteers@thehemispheres.com)

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## NEIGHBOR TO NEIGHBOR

When living in a community like the Hemispheres residents have to learn to get along by following the rules and regulations of the association. Today's condo living environment is a community of residents who live, work, and play together. Nobody wants to be that annoying person who gets a complaint filed against them on a regular basis. Put yourself in the other person's shoes and think about your pet peeves. Chances are, whatever annoys you, gets somebody else's goat as well. Building relationships with your fellow condo dwellers and following the association's rules will open more doors than you realize. To improve common area lifestyle, the board is continuing to review existing association rules and regulations.



Alfred Marzouk,  
Vice President

## Towing Reminder

As a reminder Field Force is strictly monitoring parking areas and towing cars that are habitual violators. Please follow our parking regulations or contact the management office to prevent towing.

***Be informed that your Hemispheres Blue Book allows us to tow without any warning for any car parked in violation of the rules.***

Another parking issue now being enforced is rental passes provided by the office. The pass at the right is no longer valid and has changed to a yellow paper pass and a violation ticket will be posted. This will allow management to provide more information, allowing better enforcement. Also, the transponder will now be separated from the tag. If you still have this old pass please stop in the office to exchange.

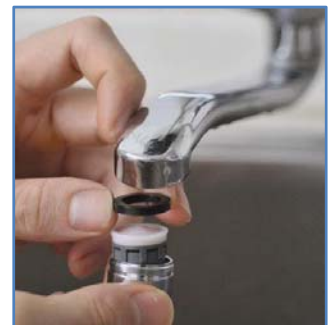


## Saving Water = Cost Savings

As of May, Water/Sewer costs have risen **\$122,000 or 20%** from last year. To produce cost savings, as residents we must learn to **"live green"**. To further inspire you here are some facts. According to the U.S. Environmental Protection Agency, more than one trillion gallons of water are wasted every year on household leaks alone. That amount of water is equal to the water consumption of 11 million homes. Below is a list of tips that can help with our living green goal:



- Rinse your produce in a bowl of water instead of under the faucet.
- Do not let the water run when brushing your teeth or shaving.
- Reuse the water from boiling vegetables or pasta to water your indoor plants once it has cooled.
- For a cold glass of water, place a pitcher in your refrigerator instead of letting the tap run until it's cold.
- Only run the dishwasher once it is completely full.
- Don't use your toilet as a wastebasket. Flushing a small piece of trash wastes 5 to 7 gallon per flush.
- Let your dirty pots and pans soak in the sink rather than letting the faucet run while you clean them.
- Turn off all faucets completely after each use.
- Be sure to alert maintenance staff if you notice a leaky toilet or faucet. Do something about those leaks!
- Putting an inexpensive tank ball or float booster in your toilet tank is estimated to save ten or more gallons of water every day.
- Install aerators in your faucets. This is a very affordable investment that is guaranteed to cut down water bill in your condo.





## *Happy Birthday* **MAZIE FORD**

On June 28, 2018, our eldest resident at the Hemispheres will turn 112 years old! She is also the oldest living resident in Broward County and the second oldest in Florida.

Mazie first moved to Hallandale Beach in the early 70's soon after The Hemispheres condo was built. She has lived here for over 50 years and enjoys overlooking the ocean from her living room window. For years, she has had a passion for knitting. She still knits hats for newborns and cancer patients at Memorial Regional Hospital. She also enjoys creating art. Her collection of oil paintings, hand beaded flowers and knitted hats for babies are her most precious passions.

Mazie Ford has inspired many in the community with her volunteer efforts. Her artistic talents, enthusiasm for life and generous heart derived from her parent's sound teachings. She attributes her long and wonderful life to being active, reading a lot, keeping her mind busy and keeping in contact with all her loved ones. Mazie Ford is a true inspiration to all and we are proud to have her with us at the Hemispheres!







## *Celebrate Summer* **\$24.99 Dinner for Too!**

*Includes:*

- **Choice of two Soups or Salads**
- **Two entrées:** from our Dinner for Too Menu
- **Two beverages:** Upgrade to wine or beer for \$3 each
- **Choice of dessert to share**

### **Entrée Selections:**

Shepherd's Pie • Café Strawberry Citrus Salad with Chicken • Café Salmon Caesar Salad  
Fish and Chips • Chipotle Bacon Burger • Broiled Cod • Open Faced Turkey Sandwich  
Liver and Onions • Dinner Blintzes • Stuffed Cabbage • Turkey Dinner • Combo Deli Platter



### **\$24.99 Dinner for Too!**

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Expires 7/31/18. Not valid with any other offer. Excludes online orders. Must present coupon before ordering to receive discount. Entrée from Dinner for Too entrée list. House or Caesar salad. Drink choices: iced tea, coffee or fountain soda; excludes canned soda and alcohol. Beverage upgrade is per drink. Dessert choices: slice of cake, cheesecake or key lime pie; excludes combo dessert. Additional charge for some soups. No copies.



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Beach**

2018



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Johnnie M. 2018



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## HEMISPHERE REPORT

### CONDO MARKET ANALYSIS

Current Unit on the Market	57
Median Listing Price	\$287,000
Closed Sales in 2018	26
Median Closed Sale Price	\$279,950



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**UNIT 2F** Listed & Sold  
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**UNIT 5P** Sold

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1/4 page inside	\$95
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Classified Ad	\$20 for 4 lines (5\$ each add. line)
Reserved page placement additional charge	\$100

The deadline for your advertisement to be placed in the next month's Newsletter is the **25<sup>th</sup> of each month.**

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**The Law** is the bedrock of civilization, and only with the law can organized society peacefully exist. A set of rules and regulations within the law helps us to live together without conflict. When you become a member of the Hemispheres Condominium Association you are legally committed to abide by the rules and regulations set forth in our Blue Book. In this space, in the coming months we will publish those rules and explain the reasons they are in effect.

Last month we covered Pool and Beach, this month let's look at the rules and regulations allowing us to enjoy our tennis courts.

## TENNIS COURT RULES & REGULATIONS

### A. Eligibility to Play:

1. Court reservation privileges are limited to unit owners or renters in residence.
2. Reservations must be made by the reserver, in person, and "sign-in" time begins at 11:00 AM at the Pool office near the Bayside Pool.
3. The name of individuals reserving playing time must be recorded on the reservation sheet before play begins and, in the case of resident players, each name must be followed by the resident's building identification number.
4. Guests may be invited by Hemispheres residents only.
5. Failure of players to appear on the court within 10 minutes of the beginning of reserved time shall result in the forfeiture of the court to other waiting players.
6. Any resident player must show a card key issued to the resident's unit upon request of Security.
7. Individuals under 16 years of age may play under adult supervision.
8. The daily reservations sheet shall be available for inspection in the Pool office.
9. Security shall have the right to ask any player to leave the courts for violations of the Tennis Rules & Regulations.

### B. Playing Times:

1. "Sign-in" times begin at 11:00 AM at the Pool Office.
2. Doubles may reserve the court for an hour.
3. Singles, including threesomes, may reserve a court for one-half hour, if others are waiting to play, or for one hour if no one is waiting.
4. There is a daily "Round Robin" from 8:00 AM TO 11:00 AM on both courts, except that, beginning at 9:00 AM, if others are waiting to play, the Round Robin shall be limited to the East Court. Participants in the Round Robin will be rotated into play every four games.

5. No play is permitted before 7:00 AM or after 10:00 PM. All court lights must be turned off by 10:00 PM.

### C. Prohibitions & Restrictions:

1. Regulation tennis shoes only will be permitted on the courts.
2. No food or beverages permitted on the courts.
3. Clothing or other personal belongings must not be hung on the chain link fence.
4. Individuals not actually playing are not permitted on the courts.
5. Continuing to play beyond the reserved time period is strictly forbidden when others are waiting to play.
6. There shall be no pattern of individual or group monopolization of the courts, which violates the spirit of "Fair Play".
7. No player shall be permitted on the courts if the Security declares the court(s) to be in unplayable condition.
8. Proper decorum and sportsmanship will be expected of all players at all times.
9. No Pets are allowed on the court at any time.

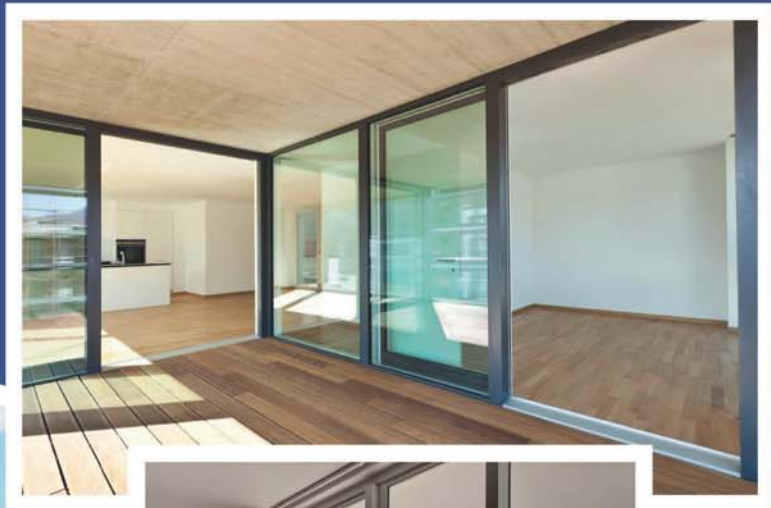
Your feedback is greatly appreciated. Please send comments to: [hemispheresresidents@gmail.com](mailto:hemispheresresidents@gmail.com).

- Hank Rosenblum, Director





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- Replacement of Cast Iron Vent Pipes and other Cracked Cast Pipes
- Replacement of Floor Drains
- Repair Toilets and Replace Wax Rings
- Replace Toilet Tank and Repair Flushing Mechanisms
- Toilet Installation
- Minor Pipe Repairs and Replacement including Service Valves
- Bathroom Vanity Repair and Replacement
- Bathroom Faucet Replacement
- Shower/Tub Faucet and Cover Plate Replacement
- Shower/Tub Overflow and Shut Off Valve Repair
- Shower Head and Arm Replacement
- Kitchen Faucet Repair and Replacement
- Garbage Disposal Repair and Replacement
- Snake Drain lines
- Repair and Replace Pipework for Dishwashers

### **ELECTRIC**

- Minor Electrical Repairs including Replacement of Outlets, and Photocells
- Changing out and Replacement of Existing Light Fixtures
- Replacement of Low Voltage Pool Lights
- Replace Smoke Detector and Battery
- Replacement of Fluorescent Bulbs
- Replacement of Wall Switch and Cover Plate
- Replacement of Electronic Light Ballast
- Replace Broken Element Boxes
- Replacement of Balcony Electrical Cover Plate and GFI Receptacle
- Replace or Repair Broken Conduit
- Replacement of Various In-Unit Breakers

### **BUILDING**

- Minor Repair and Replacement of Drywall damaged by water leaks
- A/C Closet Acoustic Ceiling Tile Replacement
- Miscellaneous Stucco Repairs
- Mailbox Lock Replacement
- Various Caulking including Bathrooms
- Paint Balcony Floor
- Repair Damaged Concrete Blackwalls
- Minor Concrete Repair
- Paint Front Door
- Paint Various Areas within the Unit

### **MECHANICAL**

- Replacement of Pool and Other Pumps
- Minor Ice Maker and Refrigerator Repairs
- Minor Dishwasher Repairs
- Dishwasher Installation
- A/C Thermostat Replacement
- A/C Speed Switch Repair
- A/C Motor Repair and Replacement
- A/C Condensation Drip Tray Replacement
- A/C Fan Blower
- A/C Coil Cleaning





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Hemispheres Administration Office	Places to Eat	Emergency Phone Numbers	
<p>1980 South Ocean Drive, Hallandale Beach, FL 33009</p> <p>Office Hours: Monday through Friday - 8:00am to 4:00pm</p> <p>DEPARTMENTS:</p> <p>- Resident Services                      954-457-9732 ext. 559    residentservices@thehemispheres.com</p> <p>- Gabby/Maintenance/Contractor                      954-456-1257    maintenance@thehemispheres.com</p> <p>- Luz/Access Control                      954-457-9732 ext. 305    accesscontrol@thehemispheres.com</p> <p>- Stephanie/Admin Assistant                      954-457-9732 ext. 304    adminassistant@thehemispheres.com</p> <p>- Ali/Receptionist                      954-457-9732 ext. 301    reception@thehemispheres.com</p> <p>- Selassie/Accounting                      954-457-9732 ext. 550    accounting@thehemispheres.com</p> <p>- Carole/Manager                      954-457-9732 ext. 310    baymanager@thehemispheres.com</p> <p>- Selassie/Accounting                      954-457-9732 ext. 550    accounting@thehemispheres.com</p> <p>- Gilbert/General Manager                      954-457-9732 ext. 308    generalmanager@thehemispheres.com</p> <p>- Hector Franco/Chief of Maintenance                      954-457-9732 ext. 314</p> <p>- FPL                      954-797-5000</p> <p>- AT&amp;T Uverse (Customer Service)                      866-299-6824</p> <p>- Hemispheres Office Fax                      954-456-8376</p>	Blue Bar and Grill (Oclub) 954-251-2658	Security                      954-456-1626	954-456-1626
		Bay North Front Desk                      954-456-1965	954-456-1965
	Juniper (Bayside) 954-544-3370	Bay South Front Desk                      954-458-1985	954-458-1985
		Ocean North Front Desk                      954-458-1950	954-458-1950
	Roman's Snack Bar (Opool) 954-454-1111	Ocean South Front Desk                      954-458-1980	954-458-1980
	Snowy Mini-Mart (OS) 954-458-2930	Roy Bromley (Security)                      954-457-9732 ext. 551 roy.bromley.ffps@gmail.com	
		<p><b>Board of Directors</b></p> <p>Lawrence Doczy, President</p> <p>Alfred Marzouk, Vice President</p> <p>Gerry Fojo, Treasurer</p> <p>Yvette Serlucio, Secretary</p> <p>Barbara Drabkin, Director</p> <p>David Simhon, Director</p> <p>Hank Rosenblum, Director</p>	
	<b>Commercial Units</b>		
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	Neil Lechtner, Attorney (BS) 954-457-4357	<p><b>Contracted Services</b></p> <p>Atlantic Pacific - Management</p> <p>Atlantic Pacific - Accounting</p> <p>Field Force Protective - Security</p> <p>Park One, Inc - Valet</p> <p>Luke's Landscaping - Lawn Maintenance</p> <p>Amercian Services Industries - Housekeeping</p>	
	Nohmis Construction (BS) 954-591-8361		
<p><b>thehemispherescondo.vertilinc.com</b></p>			



Miriam Ayala  
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Ocean North Unit #14C  
1 bed/1.5 bath \$290,000



Bay South Unit #21Q  
3 bed/2.5 bath \$429,000

## THE HEMISPHERES

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# WHAT'S **NEW** THIS MONTH AT THE HEMISPHERES?

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Service Coordinator

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NO GLASS, PAPER, METAL. LIQUIDS,  
NEWSPAPER, WOOD, PLASTIC, CARPET, ETC.

ALL TRASH MUST BE SECURELY  
BAGGED AND TIED

MAKE SURE YOU DON'T USE  
REUSED GROCERY BAGS

USE BAGS THAT ARE STRONG FOR SAFE,  
SANITARY HANDLING

NO FOOD WASTE OR KITTY LITTER  
DIRECTLY IN THE CHUTE

NO BATTERIES, OILS, BOTTLES,  
CANS OR PETROLEUM

NO HAZARDOUS, TOXIC OR  
COMBUSTIBLE MATERIALS

NO FURNITURE, ACCESSORIES OR  
CONSTRUCTION DEBRIS

PLEASE COMPLY WITH RECYCLING  
RECOMMENDATIONS

Dear Residents,

With the return of Hurricane season our team is working on establishing the protocol that allowed us to weather Hurricane Irma last year. We wish to continue working as a team to ensure resident safety at The Hemispheres during any weather event. As a precaution please read the information enclosed in the Hurricane Preparedness Guide available at the office, so that you can be informed and have a plan. We advise all snowbirds to remove any furniture from the balconies.

It is also a good idea to leave a copy of your keys with security in case of an emergency. We will provide updates to all residents if there are issues with an approaching storm. Also, please leave all contact information with the management office so that you can be on our call/email list. This will allow us to communicate with you during a weather event.

Please feel free to call at any time and let's be safe during this hurricane season.

## WARNING



**DUMPING OF  
BULK ITEMS  
PROHIBITED**

Due to a large amount of bulk items being left in common areas of the buildings, we will be enforcing a \$100.00 fine to any trash that is determined to be yours. Please make sure to dispose of bulk items on the days assigned by the management office. We value your residency here at the Hemispheres and enjoy providing you with clean surroundings.

THANK YOU FOR YOUR  
COOPERATION.

## SECURITY NOTICE





**THIS PROPERTY  
IS PROTECTED BY 24 HOUR  
ELECTRONIC SURVEILLANCE**



**NO DUMPING OF RUBBISH**

# July 2018 - Event Calendar

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1  <i>Fees Due</i>	2 Local Bus Service	3	4  <b>OFFICE CLOSED</b>	5	6 Local Bus Service	7
8	9 Local Bus Service	10	11 Local Bus Service	12	13 Local Bus Service	14 <i>Management Office Open 9am to 1pm</i>
15	16 Local Bus Service	17	18 Local Bus Service	19	20 Local Bus Service	21
22	23 Local Bus Service	24	25 Local Bus Service	26	27 Local Bus Service	28
29	30 Local Bus Service	31				

## BUS SCHEDULE



### Summer Hours

The Hemispheres Shuttle Bus runs every Monday, Wednesday and Friday, local trips only, from May through October.

**THE BUS DOES NOT RUN ON** New Years Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

Bay North	Bay South	Ocean North	Ocean South	Publix
9:15am	9:20am	9:30am	9:25am	10:10am
10:15am	10:20am	10:30am	10:25am	11:10am
11:15am	11:20am	11:30am	11:25am	12:00pm
1:15pm	1:20pm	1:30pm	1:25pm	2:10pm
2:15pm	2:20pm	2:30pm	2:25pm	3:00pm



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- ✓ Extractions
- ✓ Periodontal Therapy
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*Dr. Nadhale Vera  
and Dr. Eric Schwartz*

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## **Hemispheres Treasurer's Report as of May 2018 Financial Statements**

As we informed you at the last open Board meeting, The Hemispheres accounting team has made significant advances with our finances and we have accumulated \$1.9 million in cash that is not obligated. Moreover, we are also holding monthly collection meetings, as well as additional financial remedies which have substantially improved our 90 day delinquent accounts (please see attached). I can satisfactorily report that we have made great progress with our finances while keeping our accounting records and practices in place as required.

As we already informed you, a copy of the yearly audit is now available to all unit owners. You can pick up a copy at the Administration Office. We are pleased to share our financial information with our residents.

I would like to once again thank Selassie Bailey, our Accounting Manager for a wonderfully well-done job. Also would like to thank Tom Smith from Atlantic Pacific, who has done a yeoman's job in improving the accuracy of our monthly financial statements.

Finally, regarding ON 22Q, we have completed all obligatory renovation work. The Board plans to have two open-house events in the first two weeks of July solely and exclusively for current Hemisphere owners.

# Hemispheres Condominium Association Financial's Report

## As of May 31, 2018

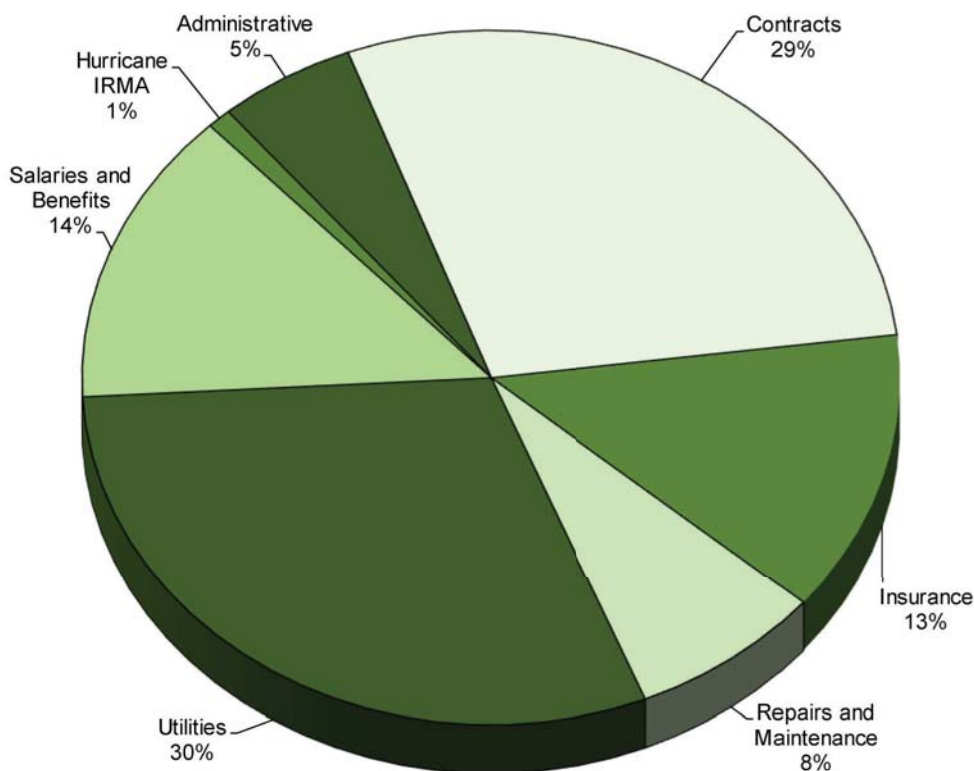
### Checkbook Balances:

Operating	\$	3,102,103.21
Capital Projects		1,005,347.51
Security Deposit/Clicker/Marina Deposit	\$	569,066.75
<b>Total Checkbook Balances as of May 31, 2018</b>	<b>\$</b>	<b>4,676,517.47</b>

Account Receivable Delinquencies	\$	247,478.87
Accrued balance of prepayment of our Insurance Premium		277,678.08
Accounts payable to the trade		264,397.32

### Revenue and Expenses:

		Month		Year-to-Date		Budget (Year-to-Date)
<b>Income</b>	<b>\$</b>	<b>887,014.14</b>	<b>\$</b>	<b>4,612,976.96</b>	<b>\$</b>	<b>4,515,589.15</b>
<b>Expenses:</b>						
Salaries and Benefits	\$	144,437.37	\$	601,335.47	\$	649,960.80
Administrative		81,120.42		260,314.02		171,105.85
Insurance		123,591.40		560,238.12		586,511.55
Utilities		288,390.68		1,291,043.07		1,194,262.30
Contracts		257,153.76		1,207,897.16		1,168,809.00
Repairs, Maint, Supplies		104,436.62		284,492.11		160,256.75
Rep & Maint - Special Projects		18,062.64		91,065.79		553,432.90
Bad Debt		24,227.36		24,272.34		31,250.00
Hurricane Irma		7,100.00		39,036.00		0.00
<b>Total Expenses</b>	<b>\$</b>	<b>1,048,520.25</b>	<b>\$</b>	<b>4,359,694.08</b>	<b>\$</b>	<b>4,515,589.15</b>
<b>Surplus/(Deficit)</b>	<b>\$</b>	<b>(161,506.11)</b>	<b>\$</b>	<b>253,282.88</b>	<b>\$</b>	<b>-</b>



### Where does the Money Go?



Gerardo Fojo,  
Treasurer



## 90 Day Delinquencies Comparison - 2015 to 2018



### Delinquencies

Fiscal Year	90 Day Delinquent Accounts	Expense change from prior year	% change from prior year
2018 - May	\$ 167,318	\$ (211,445)	-126.4%
2017 - May	378,763	(47,815)	-12.6%
2016 - May	426,578		
2015 - May	825,259		



Dear Hemisphere Residents,

ASI would like to thank you for the opportunity to serve the community over the years and appreciates your involvement in the process of our success.

Our philosophy is simple: to ensure that the Hemisphere Residents are completely satisfied with the cleaning of the community. We involve everyone in your cleaning needs: the VP of ASI Operations Janie Guirola, the Area Manager Alberto Jimenez, the On-Site Manager Jaime Castano, and the most important asset, our dedicated cleaning team. We are always here to ensure that we get it right, each and every time.

In closing, please know that ASI is in constant contact with all the Hemisphere managers to ensure that the lines of communication remain intact thereby, making sure all requests are handled immediately!

Sincerely,

Lewis Rossi  
ASI CEO



**Please feel free to contact America Service Industries  
OUR LINES OF COMMUNICATION ARE ALWAYS OPEN**

***Congratulations to our New On-Site Manager!***



**Janie Guirola**  
ASI VP of Operations  
[jguirola@asiflorida.com](mailto:jguirola@asiflorida.com)



**Jaime Castano**  
On-Site Manager



**Alberto Jimenez**  
ASI Area Manager  
[ajimenez@asiflorida.com](mailto:ajimenez@asiflorida.com)



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view of ocn and intracoastal



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**Hemispheres BN 5H studio**  
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