



## THE HEMISPHERES NEWSLETTER

September 2016  
Volume 9, Issue 9

### MESSAGE FROM THE BOARD

#### Together We Pull, Together We Succeed !

Dear Owners,

The Sprinkler Retrofit Special Membership meeting was a wonderful success. A big thanks goes out to the 845 owners who voted and helped to conclude the «Sprinkler Retrofit» final chapter loud and clear. The Hemispheres' owners have decided by a majority of 836 votes to opt out of retrofitting our fire sprinklers.

Not only do we wish to extend our sincere gratitude to every owner who voted, but praise and accolades are in order for those unique community individuals who helped accomplish this Olympian task in gold medal fashion. This special appreciation is for those who generously gave their time to speak to their neighbors, and for those who volunteered to make phone calls, and to those who took the time to explain the voting procedure to anyone who asked, and for those who assisted our special needs owners. We also would like to thank Management, the Hemispheres' employees, and Field Force Security agents who worked so hard to help the Board. Overall, and despite those who believed it could not be done, this success is a wonderful example of how community teamwork can reach any goal when we all pull together in the same direction.

Now here is another goal worthy of some pull together community teamwork: Reducing the cost of mailing. The Sprinkler Retrofit notice cost owners \$2700 for paper, printing, and postage. Would you believe that in 2015, \$103,171 dollars was spent for these expenses? It adds up pretty quick does it not? Over, the last five years \$400,000 dollars was spent on these items. The good news is that there is plenty of room for improvement, easily and quickly too. Email costs nothing. By simply authorizing the Hemispheres to use your email address, we could save enough money in a short period of time to replace old pool furniture, address much needed roof repairs, and help to fund a variety of other much needed repairs, projects, and improvements. Here is exactly how you can proceed:

**Send an Email to:** [residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com)

**Subject:** Email Authorization

**Message:** I authorize The Hemispheres Association to use my email address as a formal method of communication.

Let's all pull together one more time and make this new mission our next success story!

**Louise Lachance, President**

**Lubomira Nentcheva, Vice-President**

**Nabih Mangoubi, Treasurer**

**Gerlando Chiara, Secretary**

**Peter Kozo, Director**



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## A Tribute to Two Skillful Employees: Gabby & Luz

Dear Owners,

We don't always give enough thanks and forget to recognize the great work of our employees. On behalf of all the Hemispheres Residents, we wanted to write a special column this month about two wonderful women who are providing us day in and day out with their dedication, skills, and great talents.

Mrs. Gabriella Gonzalez, our dearest Gabby 😊, has been with the Hemispheres for so long it seems it has been forever. It actually has been 16 years this past June. She has almost done it all and surely has seen more than she would have liked to see at the Hemispheres. Gabby has the skills to fill in for all the positions in the office when someone calls in sick and has helped us to overcome the many challenges in that regard. There are numerous instances where she could have simply said nothing and not taken ownership.

However, she hears a need and steps up to the plate to help, with a positive attitude no less. Gabby is now back in her long time office at the end of the corridor and coordinates all maintenance work orders and contractor issues for Residents. She is quick, has extensive knowledge, of course, and knows how to stay on top of things and deliver the service to Residents they expect, even though we expect sometimes a little too much from her. On behalf of everyone at The Hemispheres, dear Gabby, we want to extend our thanks and appreciation for your 16 years of loyal services. Residents may contact Gabby at 954-456-1257 or visit her in the office or email her at [maintenance@thehemispheres.com](mailto:maintenance@thehemispheres.com).



*Mrs. Luz Arias*

Mrs. Luz Arias might not have been serving the Hemispheres Residents for as long as Gabby, but all the Residents adopted her immediately when she came on board. She is very organized, always quick to deliver, everyone in the office says that she is a gem to work with, and the Residents appreciate her greatly. She is to be commended

for her prompt and accurate attention to detail. She also has her CAM license since 2012. But her biggest accomplishment and asset is that even though Luz might be one of the busiest employees in the office, she impressively always remains calm, helpful, and very pleasant to everyone. She is a true professional. Luz handles every issue relating to Access Control, foremost the ID

cards and the parking spaces. Residents may contact Luz at [accesscontrol@thehemispheres.com](mailto:accesscontrol@thehemispheres.com) Ph: 954-457-9732



*Mrs. Gabriella Gonzalez*

Dear Gabby and Luz, since Castle Group has joined the Hemispheres team to administrate the office, we noticed smiles are back on your beautiful faces. Castle Group has the same philosophy as the board, which is to treat all employees with respect, consideration, fairness, loyalty, solidarity, openness, care, acceptance, and recognition. Please know that you are two important members of The Hemispheres Team and your abilities and contributions are an important part of creating a happy community.

People are and will always be the foundation for sustaining a thriving and happy community. If we care for the employees, respect them, and are grateful to them, then all the employees will feel appreciated and be happily motivated and to serve the Residents well. Employees are the Hemispheres greatest asset for creating a satisfied and harmonious community. All the people working at the Hemispheres, no matter if they are paid by SOI, by Castle Group, by Field Force Protective, by Park One, Inc., by American Services Industries, by Dynamic Accounting, or by Greenway USA, they are all part of one GREAT TEAM. They are greatly needed and wholeheartedly appreciated.

**Louise Lachance, President**  
**Lubomira Nentcheva, Vice-President**  
**Nabih Mangoubi, Treasurer**  
**Gerlando Chiara, Secretary**  
**Peter Kozo, Director**



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# Working with you for a better Hemispheres

## Questions and Answers - Methods of Payment

**Q** - I am currently on ACH (AUTOPAY). What do I do?

**A** - Currently there is nothing for you to do. All is exactly the same.

**Q** - When will my ACH (AUTOPAY) payment occur?

**A** - Withdrawal will occur on the 3rd day of every month.

**Q** - I used to drop off my check at the office for my monthly dues. What should I do?

**A** - Write your check for the correct amount, date it, sign it and mail it with your new coupon to **The Hemispheres Condominium Association, Inc. P.O. Box 628207 Orlando, FL 32862-8207**

**Q** - I had already sent a series of 12 checks to the office to pay my 2016 maintenance fees. What will happen?

**A** - All is the same until the end of the year for you. Each check will be deposited on time every single month. You only need to make new arrangements starting after that last check.

**Q** - May I continue to post date my checks for the year and send them to the office for next year?

**A** - No, we are accommodating the existing checks and will not accept them in the future.

**Q** - I would like to make a payment other than to pay for my monthly maintenance fees, as an example, to pay for my parking or for a maintenance invoice I received. How do I pay?

**A** - You may choose one of the following 2 options:

- Write your check for the desired amount and **make sure to add on your check** your building and unit number (i.e. OS-12B) or your "bill pay account number" and then mail it to the address above.
- Log onto your personal bank online payment service and make a payment, to the amount of your choice, by using your "bill pay account number".

**Q** - May I write a larger check than my monthly due and mail it with my coupon?

**A** - No, but you may write 2 checks: one first check for the amount of your coupon and a second check for the additional amount separately, in which case, proceed as explained above.

**Q** - I pay for my monthly dues but my tenant pays for the parking or other expenses to the Association. What should be done?

**A** - No problem.

- You make your payment for your regular maintenance fees.
- Your tenant pays by mailing his check to the above address by writing the building and unit number on the check or pay by Bank online.

**Q** - Why will you not accept post dated checks other than the ones already in house?

**A** - The automated process is much more efficient and eliminates most errors. BB&T is the one doing all the work and at no cost to the Association.

**Q** - Are we really improving service and saving the owners money by doing so?

**A** - Yes, We will save \$20,000 every year in labor and material costs.


**Q** - I still need help. What may you do for me?

**A** - Dynamic accounting and management will help you set up AUTOPAY if you wish and will answer all of your questions on the following 2 days:

**You are invited to the Office, please make an appointment if possible.**

- Thursday September 8th from 5:00 PM to 7:00 PM
- Saturday September 10th from 9:00 AM to 11:00AM
- Please bring your checkbook and coupon book.

## SEPTEMBER 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Tennis Round Robin 8:30am – 10:30am (Every Day @ Bayside Courts)	Table Tennis Round Robin 6:00pm – 7:30pm (Tuesday & Thursdays @ Oceanside)					
				1 Local Bus Service	2 Local Bus Service	3
4	5 <b>OFFICE CLOSED</b>  <b>HAPPY LABOR DAY</b>	6 Local Bus Service Bingo - OT 7pm	7 Trip or Local Bus Service	8 Local Bus Service	9 Local Bus Service	10 OFFICE OPEN 9AM - 1PM
11	12 Local Bus Service Zumba Class 7pm - BR	13 Local Bus Service Bingo - OT 7pm	14 Trip or Local Bus Service Art Class 1pm Yoga Class 6pm - BR	15 Local Bus Service	16 Local Bus Service	17 OFFICE OPEN 9AM - 1PM
18	19 Local Bus Service Zumba Class 7pm - BR	20 Local Bus Service Bingo - OT 7pm	21 Trip or Local Bus Service Art Class 1pm Yoga Class 6pm - BR	22 Local Bus Service	23 Local Bus Service	24
25	26 Local Bus Service Zumba Class 7pm - BR	27 Local Bus Service Bingo - OT 7pm	28 Trip or Local Bus Service Art Class 1pm Yoga Class 6pm - BR	29 Local Bus Service	30 Local Bus Service	



### BUS SCHEDULE – Winter Schedule

The Hemispheres courtesy bus will run Monday, Tuesday, Thursday and Friday. **Wednesday** will be for Special Trips. The bus will **NOT** run on New Year Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Bay North	Bay South	Ocean South	Ocean North	Publix
9:15am	9:20am	9:25am	9:30am	10:10am
10:25am	10:30am	10:15am	10:20am	11:10am
11:25am	11:30am	11:15am	11:20am	12:00pm
12:15pm	12:20pm	12:05pm	12:10pm	1:00pm
1:15pm	1:20pm	1:25pm	1:30pm	2:10pm
2:25pm	2:30pm	2:15pm	2:20pm	3:00pm
3:15pm	3:20pm	3:05pm	3:10pm	1:00pm

Connect to The Hemispheres Residents And Beyond

### MONTHLY NEWSLETTER ADVERTISING

Prices Effective September 2016

BLACK AND WHITE ADS	Price
■ Full Page Inside	\$150
■ ½ Page Inside	\$ 95
■ ¼ Page Inside	\$ 70
■ Business Card Ad	\$ 45
■ Classified Ad For 3 Lines + additional line(s)	\$ 10 \$ 2/line

COLOR ADS	Price
■ Full Page Inside	\$250
■ Full Back Cover Page	\$350
■ ½ Back Cover Page	\$175
■ ½ Page Inside	\$135
■ ¼ Front Cover Page	\$300
■ ¼ Page Inside	\$ 95
■ Business Card Ad	\$ 55

To place an ad, please send an email to [residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com) or call the Administration office: 954-457-9732 ext 559, or drop by Monday through Friday 8:00am to 4:00pm.

The deadline for your advertisement to be placed in the next month's Newsletter is the **18th of each month.**



# Working with you for a better Hemispheres

## Smart Buying = HUGE Savings

Dear Owners,

As the Treasurer for the Association, my duties include studying the financial statements for accuracy, assessing any possible savings, and making the proper recommendations when needed. Everyday I carefully study the Association's financial documents to try and identify some possible budget savings.

The audited financial statements for the Association show an amount of \$33,331 paid by the Association in 2010 for postage, printing, and office supplies. That amount more than doubled the following year to \$76,487 and reached an unbelievable summit of \$103,171 in 2015, even tripling the annual figure of 2010. In the past five years, it appears that an amount of over \$400,000 was spent on paper clips, stamps, envelopes, paper and printing costs. There seems little justification for such drastic increases and especially for such items. Taken individually, buying paper clips, stamps or envelopes might not seem like an expense worth thinking twice about, however, when all those little expenses get added up and total over \$400,000 in five years, then this is the time for one to realize that being a cost effective buyer is highly valuable and very much needed. And this is the goal of the current administration; to establish protocols in order to manage your money carefully and avoid any undue waste. Every owner works hard to make a living, and the Association's eleven million dollar budget represents

### MAILING EXPENSES COSTS PAID 2011-2015

Year	Postage	Printing	Office supplies	Totals	Emails
2015	\$20,076	\$53,958	\$29,137	\$103,171	
2014	\$13,642	\$38,859	\$33,194	\$85,695	
2013	\$10,438	\$35,360	\$35,323	\$81,121	
2012	\$13,709	\$15,000	\$25,455	\$54,164	
2011	\$10,479	\$26,832	\$39,176	\$76,487	
2010	\$5,146	\$5,853	\$22,332	\$33,331	
<b>Totals</b>	<b>\$73,490</b>	<b>\$175,862</b>	<b>\$184,617</b>	<b>\$433,969</b>	<b>0 \$</b>

all of that hard work, and thus I continue to be vigilant with your monies, leaving no excuses for frivolous spending.

Consequently, in an attempt to reduce the postage, printing, and office supplies costs, we urge you, once again, to please email Resident Services to authorize the Hemispheres Association to use your email address as the formal method of communication. Using email, will allow substantial savings but it will also have other benefits; notices will be delivered to all unit owners worldwide in an eco-friendly manner, almost instantly and without any delay.

**Send an Email to:** [residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com)

**Subject:** Email Authorization

**Message:** I authorize The Hemispheres Association to use my email address as a formal method of communication.

Thank you in advance for your kind cooperation.



**Nabih Mangoubi**  
Treasurer



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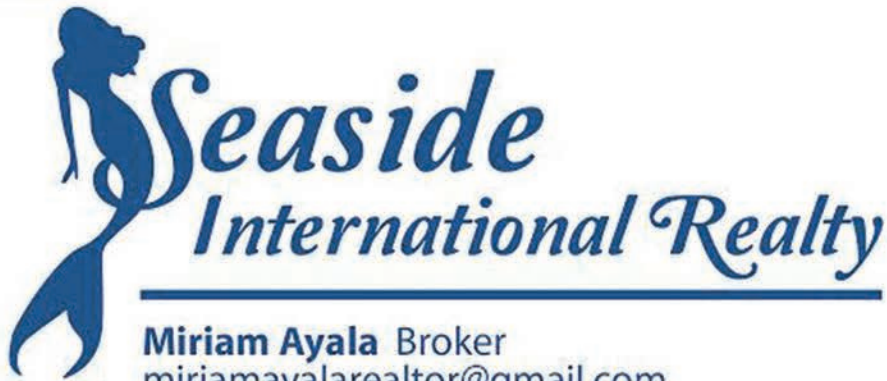
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**1950 S. Ocean Dr. GL-4**  
**Hallandale Beach, FL 33009**  
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# Working with you for a better Hemispheres

## Your Security & Safety; Our Priority

Dear Hemispheres Residents,

My name is Anthony Rodriguez and I am the CEO of Field Force Protective Services, your Security partner serving The Hemispheres since 2010. Field Force is a full service security company committed to the highest standards of excellence and dedicated to one clear mission : keeping you and your property safe and secure.

We are grateful for the opportunity granted us to communicate with the Residents through this Newsletter. It allows us to offer you helpful monthly recommendations to promote and ensure your safety as well as your security.

Our first topic is related to Medical Emergencies. What is a **Medical Emergency**? « A medical emergency is an event that you reasonably believe threatens your or someone else's life or limb in such a manner that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, injury, a serious illness, or a medical condition that is quickly getting much worse. »

In the event that you experience an URGENT HEALTH CARE NEED, please **FIRST call 911**. Then call your security front desk guard. Please

make sure to keep that phone number handy (you may find it on page 11). When your front desk security guard receives your phone call, he or she will immediately retrieve your unit keys from the locked key box located behind the desk and will rush to your unit in order to open the door for the arrival of the paramedics. Field Force Security Guards are all CPR/AED trained and will be able to give you first aid assistance while the paramedics are on their way. Once they arrive, the security guards will work at making sure the freight elevator is locked on your floor and ready for the stretcher. Every second matters in emergency situations.

Please make sure that your front desk Security has a copy of your unit keys in their lock box. In the event that you are incapacitated and are unable to open your door from the inside, security, fire or police may have to force your unit door open if no key is available. If this occurs, you will be responsible for the damages to your door.

If you are interested in attending a CPR certification class, please contact Resident Service. Once we have a group of 12 residents, we will schedule a class at no cost to you.

More to come !

Cordially,

**Anthony Rodriguez**  
CEO/ Field Force Protective Services



6001 NW 153<sup>rd</sup> St. Suite 185, Miami Lakes, FL 33014 Tel: 305-827-8278

[www.FieldForceSecurity.com](http://www.FieldForceSecurity.com)

# Working with you for a better Hemispheres

Dear Neighbors,

Another Newsletter has been completed and a hearty thank you goes out to all those who helped make it happen. I am happy to report that we continue to publish the Newsletter in the black with a healthy profit:

## Newsletter Financial Recap:

### 2016 Newsletter Accounting:

August 2016 Ad Revenue .....	\$1,745.00
August 2016 Printing Costs .....	\$1,205.00
August 2016 Surplus .....	\$539.75
May to July 2016 Surplus .....	\$1,032.75
Total Surplus Since May 2016.....	\$1,572.75

### 2015 Newsletter Accounting:

2015 Advertising Revenue .....	\$13,134
2015 Printing Cost .....	\$24,660
2015 Newsletter Deficit .....	-\$11,526

We are committed to listening to the Residents needs and desires and continue to work hard in order to provide satisfaction whenever possible. Recently our Resident Service Department has been receiving emails from Residents regarding the Bay Side Gym. It seems the gym becomes over crowded at times, especially in the high season, and there is also a shortage of space. In addition to lack of space there is a shortage

of equipment too, especially treadmills. To try and resolve the concerns and satisfy the expressed needs, but before putting any kind of plan into motion, we would like to propose a suggestion to you and would like your feedback. Concerned Residents have noticed that the Bay Side Gym might not be quite adequate for users needs and would benefit from some adjustment and change.

We have many under utilized rooms and space on the inter-coastal water way beneath Juniper's Restaurant. It may be possible to reorganize all the space, relocate areas, and provide us with a larger gym. What do you think of that?

We invite and welcome every one of you to comment on this suggestion by sending an email with the subject line «Bay Side Gym Suggestion» to [residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com) I hope you all had a wonderful summer and that your fall season will be a great one too!

Committed to Quality ! Committed to you !



**Gerlando Chiara**  
Secretary



## YOUR EMAIL ADDRESS PLEASE!

In order to allow Association's notices and communications to be delivered to all unit owners world-wide, without any delay, nor expensive cost and in an eco-friendly manner, please send an email at


[residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com)

and write that you authorize The Hemispheres Association to use your email address as a formal method of communication.

Thank you in advance for your kind cooperation.

*the Management Office*

**THE HEMISPHERES**  
**MARINA**  
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*Hemispheres owners, currently there is availability space in the Marina.  
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**Hemispheres Administration Office:**

1980 South Ocean Drive,  
Hallandale Beach FL 33009

Office opening Hours:

**Monday through Friday 8:00am to 4:00pm**

**Departments:**

- Resident Services (954) 457-9732 ext. 559  
residentservices@thehemispheres.com
- Gabby/Maintenance/Contractor (954) 456-1257  
maintenance@thehemispheres.com
- Luz/Access Control (954) 457-9732 ext.305  
accesscontrol@thehemispheres.com
- Office Manager (954) 457-9732 ext.304  
officemanager@thehemispheres.com
- Receptionist (954) 457-9732 ext.301  
reception@thehemispheres.com
- Joe Tocci/Chief of Construction  
(954) 457-9732 ext.317  
jtocci@thehemispheres.com
- Hector Franco/Chief of Maintenance  
(954) 457-9732 ext. 314
- Dennis Valentin/Pool Supervisor  
(954) 457-9732 ext. 321

**General:**

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AT&T Repairs (877) 353-5963  
AT&T Uverse Customer Service (866) 299-6824

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**954-458-6735**

Neil I. Lechtner, Attorney (BS)

**954-457-4357**

Nohmis Construction (BS)

**954-591-8361**

Seaside Int'l Realty (ON)

**305-219-2297**

Stone Services Group (ON)

**786-326-7185**

**Emergency Phone Numbers**

**Security (954) 456-1626**

**BN Front Desk (954) 456-1965**

**BS Front Desk (954) 456-1985**

**ON Front Desk (954) 456-1950**

**OS Front Desk (954) 456-1980**

Roy Bromley (954) 457-9732 ext.551  
(Security Supervisor) roybromley.ffps@gmail.com

**Board of Directors:**

Louise Lachance, President

Lubomira Nentcheva, Vice President

Gerlando Chiara, Secretary

Nabih Mangoubi, Treasurer

Peter Kozo, Director

Gilbert Rich, Director

Tom Gleeson, Director

**Contracted Services:**

Castle Group - Management

Dynamic Accounting - Accounting

Field Force Protective - Security

Park One, Inc. - Valet

Greenway USA - Lawn Maintenance

American Services Industries - Housekeeping

<http://thehemispherescondo.vertilinc.com>

**The Hemispheres Condominium Association****Treasurer's Report**

**As of July 31, 2016**

**Checkbook Balances**

Operating	1,391,608.10
Capital Projects	1,065,929.09
Security Deposit/Clocker/Marina Deposit	508,410.58

**Total Checkbook Balances as of July 31, 2016**

**\$ 2,965,947.77**

**Revenue and Expenses**

	Month	Year-to-Date	Budget (Year-to-Date)
<b>Income</b>	\$ 909,663.97	\$ 6,355,267.37	\$ 6,324,420.67
<b>Expenses</b>			
Salaries and Benefits	113,430.43	773,070.73	845,982.67
Administrative	30,416.29	228,651.73	246,872.50
Insurance	115,048.98	834,486.40	968,800.00
Utilities	200,514.35	1,606,808.65	1,640,212.00
Contracts	212,404.82	1,602,657.36	1,654,438.33
Rep & Maint - Building	9,606.22	58,912.05	86,580.13
Rep & Maint - Equipment	16,524.64	98,631.20	98,271.46
Rep & Maint - Grounds	15,447.66	48,039.00	58,041.69
Rep & Maint - Special Projects	0.00	88,262.82	681,472.75
Bad Debt	2,159.30	2,159.30	43,750.00
<b>Total Expenses</b>	<b>715,552.69</b>	<b>5,341,679.24</b>	<b>6,324,421.53</b>
<b>Surplus/(Deficit)</b>	<b>\$ 194,111.28</b>	<b>\$ 1,013,588.13</b>	<b>\$ -0.86</b>

## MAC PAPERS

Geoffrey Colton

Sales Manager

O: 305.362.9699 / C: 305.773.1145

E: gcolton@macpapers.com

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- Available for part-time or full-time
- Kind-hearted, loving individual with a bubbly personality



## REPAIRS AND REMODELING

Your Neighborhood of the Hemispheres

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## We Care Program

If you live alone, or have special medical needs and would like Security to check on your well being on a daily basis please pick up a "We Care" form at the Lobby front desk of your building and have it filled out. Leave the form filled out with your front desk of your building and Security will turn in the form to have the "We Care" list updated.



## Buildings' Condition Update: Challenges

Dear Neighbors,

The main goal of the Board of Directors is to improve the quality of life of the residents of the Hemispheres Condominium and to increase the value of our property. Twenty years ago the Association has decided to separate the commercial units of the Ocean South building and take them off the central chilled water air conditioning system and an air cooled condensing unit was placed outside of the Ocean South building. This has caused noise discomfort for the residents and over the years it has cost us actually more to maintain the unit. The separation was done without a building permit. The problem was brought to the attention of the new Board at a staff meeting on April 20th 2016. We were informed that the residents have been complaining about the noise for years and that in January the City of Hallandale has cited us for violating the building code. After discussing possible solutions it was decided to permanently solving the problem by reverting the air conditioning system to its original design. Additionally, that would lower the maintenance cost, improve the quality of life, and increase the property values for our residents. We have requested an engineering assessment of the proposed solutions. The engineering report was recently completed with the help of Castle Group. After analyzing and evaluating the cost effectiveness of the options presented to us we have concluded that replacing the DX air handler with a new chilled water unit is the most feasible and cost-effective solution.



The Board also learned about leaks in penthouse units of the Bay South building, which have been persisted for more than 18 months. We addressed the problem, with the seriousness that it deserves, and ordered a moisture survey on the roof, which has not been performed for four and a half years. Additionally, we have requested reports on the roof fixes by the roof maintenance company and ordered an engineering evaluation assessment. The moisture survey of the Bay South roof is now ready and the results are beyond what we have expected. The scientific data shows that roof replacement was due a long time ago. With this news, moisture survey for the Ocean North, Ocean South, and the Bay North buildings was



ordered right away. While planning the replacement we are also gathering the necessary construction documentation, specifications, and blueprints to obtain a permit and repair the leaks in the affected units.

These are some of the unexpected challenges that the Board is facing, in addition to the renovation projects, and our effort to tackle them. Castle Group is providing us with access to experienced and proven engineering companies and contractors. Additionally, we enjoy the benefit of preferred pricing due to the large amount of business our property management company does with them. With the help of Castle, proper planning and spending our money wisely I am confident that we will meet the challenges and achieve the Association's goals.



Lubomira Nentcheva,  
*Vice President*



# Working with you for a better Hemispheres

## Hemisphere Team tasks completed in August 2016

Dear Residents,

During the month of August, Castle has been layering its best practices onto your existing operations in order to fully realize the Hemispheres' potential, enhance your quality of life and the value of your property. We are consistently inspecting the property and focusing on creating an environment where each resident feels important and cared for and we are working to do our best to fulfill your needs as well as anticipate them.

On the Hemispheres' website, each week, we are posting a report called "Resident Weekly Report" which is showing the membership the tasks that are getting accomplished. Below are highlights of the reports for the month of August:

- Housekeeping is removing gum embedded from parking lot pavers throughout the community. This is an ongoing project that requires the use of a scraper and an electronic compressed gas duster. They are currently working on the Bay-side and will move onto Ocean side shortly.



- Castle Group continues to streamline the office focusing on customer service and efficiency. This begins by insuring that the office runs efficiently by providing contract renewal spread sheets; binders with everyone's updated licenses and proof of insurance. Management is reviewing certain contracts and obtaining bids to ensure we are getting the best price suited to the job. We are also recreating the sales and leasing application package by introducing a new program that will be presented to the Board utilizing an electronic format to conduct the S&L applications thus moving forward to free up time for Luz in Access Control. Management is also reviewing all the commercial binders to ensure spreadsheet matches and request any items that have been outdated.

- Maintenance has serviced all common area air handlers at ON & OS. They replaced pleated filters and pocket filters on BS & BN.

- New chair leg caps were installed on chairs located around Roman's Snack Bar in O.S. Pool Deck. This was done in order to prevent chair legs from scratching tile floors.



*Before*



*After*

- Genset Fire & Alarm technicians completed the last portion of the annual testing of the elevator recall in the OS building.

- Committees: Management has begun setting up appointments with those residents that have signed up for Committees. Although the deadline to provide the Association with Committee Volunteers bio's has come and gone, it has been extended to allow more volunteers the opportunity to submit their respective bio's. If you are interested in joining a committee, we ask that you please kindly send residentservices@thehemispheres.com a short biography no later than September 15th. Management will then be interviewing potential candidates. Once committee members have been appointed, they will be invited to attend a Committee Orientation Meeting.

- Maintenance adjusted the sensor reader on BN upper parking valet as it was facing the wrong way.

- The canopy mounting brackets in the OS Pool deck were starting to rust. Maintenance treated rusted areas with a rust inhibitor & repainted brackets. Bracket Treated with Rust Inhibitor.



*Before*



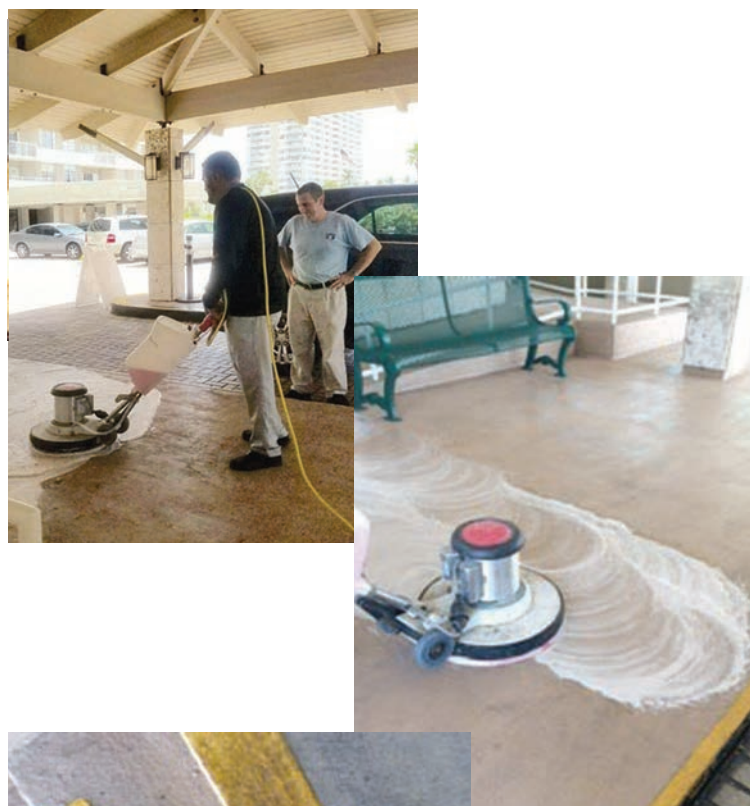
*After*



## Working with you for a better Hemispheres

- Management continues to aggressively pursue illegal short-term rentals posted on vacation sites that have been reported. We request the post to be shut down and if found, contact the owners advising them to shut down the post and inform them that short term rentals of less than 3 months within the 12 month period are not permitted at the Hemispheres. They are informed that the Association may fine them if they continue. Roadtrippers.com has positively responded via email removing 3 posts that were reported. Management continues working as a team with Security and Access control by setting up policies to enforce the illegal temporary rentals.

- Housekeeping cleaned walkway in front of Juniper Restaurant entry.



*Before*

*After*

- The new Resident Services department is very busy and takes the time to courteously and effectively take care of Residents' issues. We invite and welcome everyone of you to contact the Resident Services Specialists at: [residentservices@thehemispheres.com](mailto:residentservices@thehemispheres.com), or call the Administration office at 954-457-9732 ext 559, or drop by Monday through Friday 8:00am to 4:00pm, and the Resident Service Specialist will respond to your questions and inquiries with great pleasure, and greet you with a smile as well.

- New shower curtains and floor mats were installed in the OS shower stalls.



- Housekeeping cleaned out all elevators' tracks & thresholds in all four buildings.



Cordially,



**Cathy Grimaldo**  
*Director of Quality Assurance /  
Castle Group*



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