



PROGRESS UPDATES

Dear Friends and Neighbors,

Here is this month's update on the state of the important betterments to our property. The work on upgrading our security camera system with new state of the art technology has begun on schedule a couple of weeks ago. The Hemispheres property owners will soon be able to boast ownership of 146 security cameras, four 64 channel NVR units, and 32 6TB memory HD hard drives. The AT&T fiber optic Installation is now over 70% completed. We encourage all the remaining owners who have not yet had the installation done, to schedule their installation by contacting Carlin Whitesell at 954-457-9732 ext. 310 email : baymanager@thehemispheres.com for bay-side owners, or Mercy Alvarez at ext.306 email: oceanmanager@thehemispheres.com for all ocean-side owners.

It will soon be fall and that means budget time. Each fiscal year, the board of directors approves a budget that is prepared based on expected revenues and expenditures for the next twelve months. Thanks to strict policies, hard teamwork, and careful planning, the financial health of your Association has improved significantly in the past eighteen months. Consequently, September is the month we start gathering information needed to prepare the proposed 2018 budget, four months before it becomes effective. This will give us plenty of time to do such things as compare past years' budgets versus actual performance, identify and discuss with experts about the costs of equipment and services, and assess which expenditures are needed to maintain and improve the property.

Management, board members and finance committee members will meet to gather and discuss information and provide sound fiscal recommendations as the proposed budget is developed. The budget is a board's responsibility and will be voted on by the entire board in November. Owners do not vote on

the budget, however, you are invited to attend the two 2018 budget Workshop Meetings that will take place in the ballroom at 7:00pm on September 19th and September 26th.

At the August TOWN HALL MEETING, Field Force CEO, Anthony Rodriguez, and his team were present to discuss with all owners our state of safety and security here at the Hemispheres. The meeting was a huge success and our security partner was proud to report that during their seven years of service within our community, there has been only minor infractions reported, acted upon, and resolved, however, we continue to experience almost daily parking violations and issues.

Therefore, the management has invited Park One, our valet service partner, to attend our next Town Hall meeting on September 27th in the ballroom at 7 pm. Park One will discuss how they receive cars, how they manage parking throughout the property and will provide their suggestions to improve parking overall. Field Force CEO, Anthony Rodriguez and our security director, Roy Bromley, will be in attendance as well for participation in the open forum segment of the program to describe how Valet and Security partner in managing parking at the Hemispheres.

We encourage each of you to attend and share your concerns in order to assist management in our efforts to reduce inconvenience for our residents and to effectively manage parking overall.

Cordially,

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



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SAVE, PLAN, BUDGET

Prudent financial planning and the monitoring of expenditures can go a long way in reducing the chance of a special assessment. As a concerned board continuously focused on prudent financial operations, we have succeeded in accomplishing the following:

Since the end February 2016 we have taken many steps towards making your Association financially sound and healthy. We still have more work to do but have also succeeded with many accomplishments. One of the first steps we took was to eliminate the use of credit cards by any Directors for gas, grocery store, gift shop and florist purchases. In the past, these unjustifiable expenses were recorded under office supplies and on average amounted to \$1,000 per month with 57 unexplained \$100 charges each recorded as gas expenses.

Another step we took that was validated by the state Legislature was that an Association and its officers, Directors, employees, and agents are prohibited from using a debit card issued in the name of the Association, or which is billed directly to the Association for the payment of any Association expense. As reported in the past, ATM cards were used against the advise of the prior CPA. "The use of a debit card issued in the name of the Association, or billed directly to the Association, for any expense that is not a lawful obligation of the Association may be prosecuted as credit card fraud pursuant to §817.61, Florida Statutes." From past records, multiple ATM withdrawals that collectively amounted to thousands of dollars over a three (3) year period were discovered.

This year, by focusing on large expenses, we reduced the cost of our insurance and financing by \$71,167.16 without any reduction of coverage in any area of the policy. At the same time, we also improved coverage in a number of areas: lowering our 3% deductible of \$5,572,060 to 2% and thus reducing it to \$3,714,707. This amounts to a reduction of \$1,857,353 in our deductible exposure. This year's savings added to last year's savings of \$113,020.64 amounts to a total of savings of \$194,187.80.

Contracts are continually renegotiated and savings ranging from a few hundred dollars to as much as \$249,000 per contract was achieved. Another important area of savings is our purchasing finesse. We have saved hundreds of thousands of dollars by using comparative shopping and long hard negotiations. While there is still room for even more improvements, the cast has been dyed and the format continues to achieve splendid results.

By refraining from taken on repair projects without an engineering report, review, and study, and thanks to the guidance of our Vice President Lubomira, we can look forward to more sound savings in the future. Despite the fact that such reports/studies has slightly increased our expenditures, it has reduced our exposure to making costly mistakes in the long run and allowed us to receive competitive bidding based on RFP specifications. This lesser expense will offset the higher expenses predicted for not using qualified engineering firms for large projects.

Our Financial Committee will be meeting again this year to work hand in hand with us to help plan for a strong financial future for the Association. Even though Director Yvette Serluco is no longer on the finance committee since she was elected as a Director, it did not stop her from helping in the finance department. Furthermore, she was mandated by the board to produce a procedure book for the office, and although it is still a work in progress, the early results are invaluable.

All the work mentioned above produced an immediate surplus in 2016 in the amount of \$2,056,468. In 2017 we already have accumulated a surplus of \$868,620. Our total cash surplus is now \$3,808,359.33, which translates to a comparative savings of about \$1,623 per studio unit, \$2,401 per 1-bedroom unit, \$3,338 per 2 -bedroom unit, and \$4,975 per 3-bedroom unit. Such savings and success would not have been possible without the guidance and diligence of our working Directors.

It is our intention to continue the progress and successes within the operating boundaries of our new budget.



Cordially,

Nabih Mangoubi
Treasurer



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STANDARD OPERATING PROCEDURES (SOP)

What are they and why do we need them?

As a director, my recent mandate is to oversee the standard operating procedures of the administration office in order to improve the quality of resident services and to ensure the efficiency of all our operations.

Let's say you walked into our office or telephoned inquiring about something, whether it's the availability of parking spaces or boat slips or charges to your account, you'd want the person to treat you in a courteous manner and to be able to answer your inquiry. How would you ensure this will all happen? The same can be said of the maintenance of the pools or the beach. All operations can be improved by defining exactly what steps to follow and making those steps accessible to all employees. A procedure is a term used to define a series of steps, taken together, to achieve a consistent result. Procedures can be called a standard operating procedures (SOP) or a best practice. A simple process may be described by a single procedure. But a more complex process, like the collection process, will have multiple procedures. Standard operating procedures will help ensure that the various functions of the Association are being administered to in a way that is resident friendly, cost effective, and time efficient.

With the management of a property the size of the Hemispheres, standard operating procedures are vital, and having them ensures the quality of standards desired for all our residents, our lovely community, and our homes. Here are just a few of the benefits when standard operating procedures are in place:

REDUCED LEARNING CURVE/TRAINING TIME

When someone is new on the job, your SOP can be a lifeline to them. In order for the employee to adjust quickly to their environment, having a standard operating procedure

will be a welcomed confidence booster for them and an efficient time saver for the association.

ENSURED BUSINESS CONTINUITY

When a key staff member is on leave or not in the office for any reason, work does not have to come to a stand still. By referring to the SOP, someone else can take over the urgent tasks and do them correctly the first time.

STANDARDIZED PROCESSES

The SOP makes it easy to find out what policies and procedures are in place to handle repetitive situations/tasks.

DELEGATING TASKS BECOME SIMPLE

If you need to delegate a certain task, you can see at a glance who will be able to help you or advise you because the SOP will clearly define who is responsible for what tasks.

ENSURE OWNERS GET BEST POSSIBLE EXPERIENCE

When there is a standard way of dealing with owner queries, refunds, follow-up etc., we can make sure that each owner is treated fairly and equally and therefore enhance their interactions with the office. Utilizing an SOP will help the office provide the best possible service for our residents.

Standard operating procedures are subject to change. It is good practice to review these procedures quarterly or within a pre-defined period as part of a self-assessment. Setting up the SOP in compliance with the condominium rules and regulations is the obligation of the management company. The role of the board is to oversee and verify their effectiveness through management reporting. In summary, this is the next step to better the customer service experience we are all entitled to.



Yvette Serluco
Director



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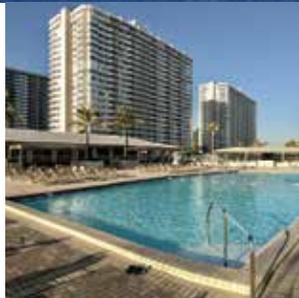
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Erick Marquez
ASI / Hemispheres Housekeeping Supervisor



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7:30 pm Services Begin

ROSH HASHANAH | THURSDAY, SEPTEMBER 21
10:00 am Services Begin
3:30 pm Tashlich (North Beach Park)

ROSH HASHANAH | FRIDAY, SEPTEMBER 22
10:00 am Services Begin

YOM KIPPUR KOL NIDREI | FRIDAY, SEPTEMBER 29
7:30 pm Services Begin

YOM KIPPUR | SATURDAY, SEPTEMBER 30
10:00 am Services Begin
3:30 pm Afternoon Service Torah/Yizkor/Ne'ilah

High Holy Day Tickets available for nonmembers. If you purchase tickets and then join the Temple, the cost of the ticket(s) will be applied to your Temple membership dues. Join Temple Beth El by Rosh Hashanah and receive 25% discount off your Temple membership.

For information, call the Temple office at (954) 920-8225.

To purchase High Holy Day tickets online, visit: templebethelhollywood.org/highholydays

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CAN'T YOU SMELL THAT SMELL?

Dear Hemispheres Residents,

Our living spaces always have particular odors. Some of them are good, and some not so good. There is nothing worse than entering the lobbies or hallways of the Hemispheres and being accosted by a foul odor. In a condominium building, you're not just dealing with your own smells, but also the smells coming from other units, common areas, and some utility rooms/areas.

My name is Erick Marquez. I am the ASI / Hemispheres Housekeeping Supervisor. Although it might be difficult to completely eliminate cooking and garage smells, every resident can do his/her part to help limit the bad odors coming directly from the trash chutes. As you know, the Hemispheres four buildings offer trash rooms with garbage chutes on every floor. You would be surprised at what we find is thrown into those garbage chutes, resulting in an increasing amount of lingering bad odors.

Food being scraped from plates directly into the garbage chutes sticks to the chute doors and walls. The food then rots and stinks, not to mention that it can attract a variety of insects. We are also finding that cat litter is being thrown directly into the chutes. When this type of careless disposal is used, then the housekeeping staff need to wash the chutes by running water from the Penthouse floor all the way down to the bottom. Not only does this create an unnecessary waste of time for the staff, but even with an intense cleaning, the odors can persist for many days.

Here are some practices that can help combat and even eliminate this growing problem:

Please ensure that all your garbage is disposed of in hermetically sealed plastic bags (air tight!). Cat litter and food should never be thrown down the chutes loosely and food should never be thrown down straight off your dinner plates. Using smaller trash bags could be helpful because they get changed more often and help reduce the development of bad odors.

May we remind all residents that when recycling to please reduce all your carton boxes to a flattened/folded state and to rinse all your recycled goods and place them in the correct bins. Your help will shorten the time our team needs to sort items correctly and leave us more time to maintain other areas.

On a final note, due to popular demand and a resounding success with every performance, JUNK IN THE TRUCK DAYS have been held over for September 13th and 14th. Have your trash bulk items picked up from inside your unit. The price is still going to be minimal (\$5 per item) and will only aim to cover the cost of the rental of the container and the labor. Please plan for those days and do not leave your bulk items where they do not belong. Call Resident Services today at 954-457-9732 ext. 559 or email at residentservices@thehemispheres.com and reserve your pick-up time as early as possible so that Management can plan effectively.



Erick Marquez
ASI / Hemispheres Housekeeping Supervisor

DO YOU NEED TO GET RID OF BULKY ITEMS?



Take advantage of the

JUNK IN THE TRUNK DAYS!

Wednesday & Thursday • September 13th & 14th

SCHEDULE YOUR PICK UP TODAY! PLEASE CONTACT RESIDENT SERVICE : RESIDENTSERVICES @ THEHEMISPHERES.COM

Bulky Item Pickup!



954-457-9732 ext. 559

Only \$5 per item!

(Up to 15 pounds items or less)

Over 5 items the charge is \$25 per half hour for any number of items.

Any item over 15 pounds will be charged at \$25 per half hour.

(Bulk item disposal service cost is not included in your maintenance fees because not all residents need this service.)

PLEASE BE RESPONSIBLE :
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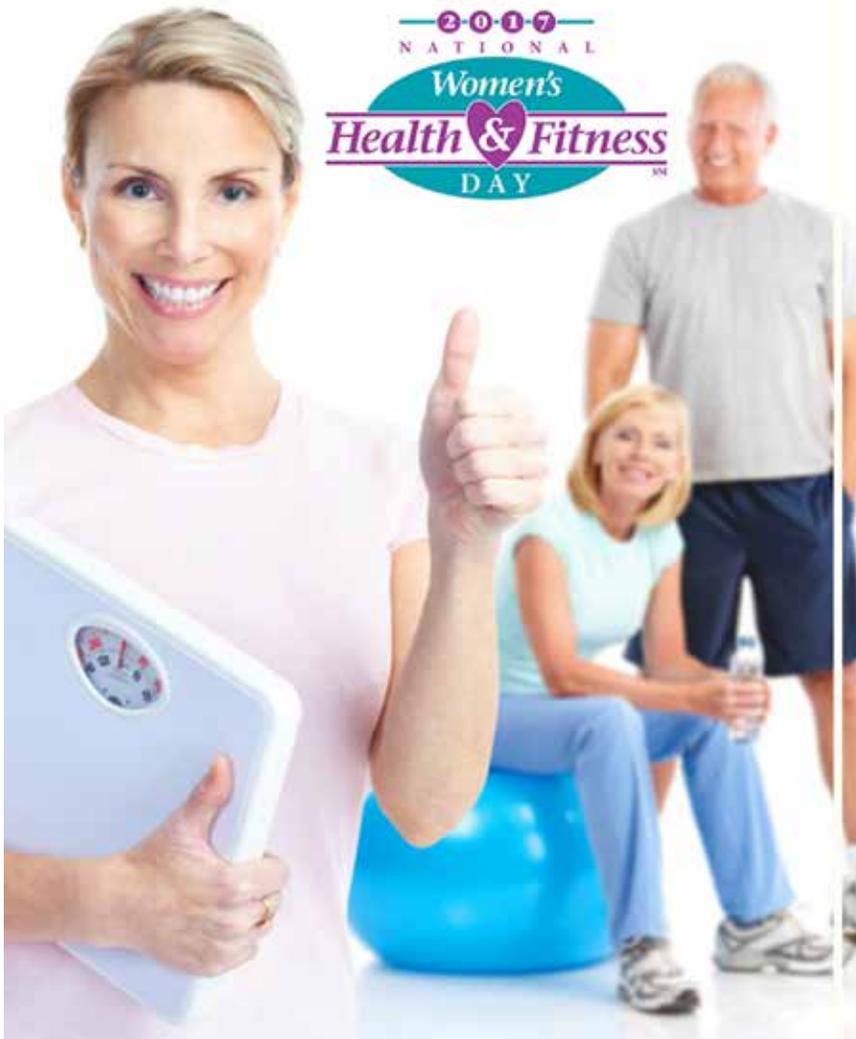


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Table Tennis Round Robin 6:00pm - 7:30pm (Tues. & Thurs. @ OS Game Room)		Tennis Round Robin 8:30am - 10:30am (Every Day @ Bayside Courts)			1 Fees due 	2
3	4 OFFICE CLOSED 	5 Bingo 7PM - OT	6 Yoga 6PM - BR 	7	8 	9
10 	11 	12 Bingo 7PM - OT	13 Yoga 6PM - BR Junk in the Trunk 	14 Junk in the Trunk 	15 	16 MANAGEMENT OFFICE OPEN 9AM - 1PM
17	18 	19 Bingo 7PM - OT BUDGET FIANCE COMMITTEE WORKSHOP BR 7PM	20 Yoga 6PM - BR 	21	22 	23
24	25 	26 Bingo 7PM - OT BUDGET FIANCE COMMITTEE WORKSHOP BR - 7PM	27 Yoga 6PM - BR TOWN HALL MANAGEMENT MEETING BR - 7PM	28	29 	30
31	OS May 24, 2017 - Ocean South Card Room 1:00pm-5:00pm - CPR Training		OT Ocean terrace BR Ball Room		Local Bus Service	

THE HEMISPHERES

COURTESY BUS • SUMMER SCHEDULE

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

	BAY NORTH	BAY SOUTH	OCEAN NORTH	OCEAN SOUTH	PUBLIX
AM	9:15	9:20	9:25	9:30	10:10
	10:15	10:20	10:25	10:30	11:10
	11:15	11:20	11:25	11:30	12:00
PM	1:15	1:20	1:25	1:30	2:10
	2:15	2:20	2:25	2:30	3:00

THE BUS DOES NOT RUN ON
 New Years Day, Memorial Day, Independence Day,
 Labor Day, Thanksgiving day and Christmas Day.

NOTICE

For many years the Association clickers were provided to residents. For over a year all clickers have been turned off and replaced by the transponders. All of these clickers are the property of the Association and are now required to be returned at the latest by

OCTOBER 31TH 2017.

Clickers returned after that date will no longer be eligible for a refund.

THANK YOU OF YOUR COOPERATION.

HEMISPHERES ADMINISTRATION OFFICE	PLACES TO EAT	EMERGENCY PHONE NUMBERS		
1980 South Ocean Drive, Hallandale Beach FL 33009 Office opening Hours: Monday through Friday 8:00am to 4:00pm	Blue Bar and Grill (OClub) 954-251-2658	Security 954-456-1626		
DEPARTEMENTS : • 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 Projects jtocci@thehemispheres.com • Hector Franco/Chief of Maintenance 954-457-9732 ext. 314 GENERAL : FPL 954-797-5000 AT&T Repairs 877-353-5963 AT&T Uverse Customer Service 866-299-6824 Hemispheres Office Fax 954-456-8376	Juniper (Bay side) 954-544-3370	BN Front Desk 954-456-1965		
	Roman's Snack Bar (OPool) 954-454-1111	BS Front Desk 954-458-1985		
	Snowy Mini-Mart (OS) 954-458-2930	ON Front Desk 954-458-1950		
	COMMERCIAL UNITS	Roy Bromley 954-457-9732 ext. 551 (Security Supervisor) roybromley.ffps@gmail.com	OS Front Desk 954-458-1980	
		Board of Directors : Louise Lachance, President Lubomira Nentcheva, Vice-President Gerlando Chiara, Secretary Nabih Mangoubi, Treasurer Peter Kozzo, Director Barbara Drabkin, Director Yvette Serluco, Director Gibert Rich, Director Tom Gleeson, Director	Contracted Services: Atlantic Pacific - Management Dynamic Accounting - Accounting Field Force Protective - Security Park One, Inc. - Valet Greenway USA - Lawn Maintenance American Services Industries - Housekeeping Beach Resort Services - Pool	Beauty Salon (OS) 954-457-8428
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	thehemispherescondo.vertilinc.com			

THE HEMISPHERES CONDOMINIUM ASSOCIATION TREASURER'S REPORT			
As of July 31 th , 2017			
Checkbook Balances			
Operating			\$ 1,789,410.88
Capital Projects			\$ 1,071,774.15
Security Deposit/Clicker/Marina Deposit			\$ 544,967.67
Total Checkbook Balances as of July 30th, 2017			\$ 3,406,152.70
Accrued balance of prepayment of our Insurance Premium			\$ 821,463.21
Accounts payable to the trade			\$ 57,145.05
Revenue and Expenses			
	Month	Year-to-Date	Budget (Year-to-Date)
Income	\$ 890,306.70	\$ 6,377,781.78	\$ 6,350,456.14
Expenses			
Salaries and Benefits	116,898.57	828,950.51	848,720.60
Administrative	20,438.88	289,382.70	239,844.50
Insurance	105,914.89	770,204.23	819,278.25
Utilities	243,762.27	1,652,358.90	1,648,046.12
Contracts	235,990.38	1,578,741.47	1,548,772.40
Rep & Maint - Building	14,765.31	113,397.73	110,544.07
Rep & Maint - Equipment	3,007.87	80,623.19	108,208.45
Rep & Maint - Grounds	160.00	21,940.28	43,750.00
Rep & Maint - Special Projects	500.00	58,279.00	939,541.75
Bad Debt	713.26	115,283.44	43,750.00
Total Expenses	\$ 742,151.43	\$ 5,509,161.45	\$ 6,350,456.14
Surplus/(Deficit)	\$ 148,155.27	\$ 868,620.33	\$ 0,00

TO PARK OR NOT TO PARK

A large number of owners on the Bay side find it more difficult to find parking especially during the high season. This is not a new problem but one that seems to have been neglected for many years. There have always been many suggestions made as to how to resolve the issue but a study was never activated to analyze and investigate the real cause to lessen or eliminate the shortage of spaces through better allocation, management, equipment and software. Of course the main problem has to do with the fact that there are more cars trying to park than spaces available. Please keep in mind that when the Hemispheres was first built fewer owners had multiple cars.

A number of months ago the President Louise Lachance had the foresight to appoint a parking committee to resolve or alleviate the situation and asked me to be the liaison between the board and the Committee. Appointed to the committee are Paul Raducana as chairman, Jorge Gonzalez, Daniil Shtarker and Alfred Marzouk as members.

It is clear in our governing documents that parking spaces do not belong to owners' individual units but to the Association as a whole. Spaces are to be assigned according to our rules and regulations in which the General Manager has been delegated the responsibility and the right to reassign any space based on availability and within the guidelines of our rules and regulations.

The committee is currently reviewing all parking spaces and is creating a proper inventory of users and spaces with the help of the office and management. We have discovered that our parking data is in major need of being updated, more precise, and more accurate. A viable solution is needed in order to maximize the proper use of the parking spaces and to produce the income the Association is entitled to for renting extra spaces to owners with multiple vehicles.

The committee's preliminary count shows that on the bay side we have a total of 391 covered spaces, 116 uncovered spaces, 99 RCA spaces, and 19 spaces allotted for valet amounting to a total of 625 spaces. We also have 326 owners in BS and 302 owners in BN for a total of 628 owners plus the 4 commercial occupants in Bay South. Of course, these totals do not include when visitors come to park nor restaurant patrons parking. Once we take out the valet spaces and the ones allocated to the commercial units we are still short at a minimum 46 spaces if we assume that each unit is using one space. The committee is still working on the numbers and will also factor in the number of units that do not use a car at all.

There are a number of observations that the committee has already made. It appears that some owners have multiple cars and are parking their cars in the RCA area



while parking another car in their assigned space and not paying for it. In addition there are about 60 owners on the bay side that are renting up to 3 spaces while others do not have any and might be entitled to a space. The current focus and mandate for the committee is to produce the most accurate inventory including tenants, owners, multiple cars, and rentals. They will also review who is paying, who is not, who has multiple spaces and who have none in order to produce a recommendation that will lead us toward a resolution and fairness to all owners according to the bylaws.

Once the parking shortage is addressed then the committee will focus on license plate recognition, equipment to monitor that all cars entering are actually issued a parking receipt and all revenues due are properly collected. Electric cars in need of charging stations could be the way of the future in our society, as is the change in the demographics of many new owners. These factors are motivating us to look for innovative solutions to the inevitable changes that come with time. Having our property reflect the changing times helps to bring our property values up and remain attractive to all future owners.

Currently both the finance committee and the parking committee have teamed up to brainstorm possible solutions for restaurant parking and how all those involved, including how the Association can benefit. Finding viable resolutions to challenging issues is a task that will take some time to do and will require much dedicated time to resolve. A special thank you goes out to all the committees for their time and willingness to tackle such an important issue.



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