



THE HEMISPHERES NEWSLETTER

OCTOBER 2016
VOLUME 9 • ISSUE 10

MESSAGE FROM THE BOARD

The fine art of **SUCCESSFUL COLLABORATION**

Dear Friends and Neighbors,

Collaboration is defined as a joint effort combining the best skills of two or more individuals for the greater good of the enterprise. One of the top priorities of this board has been to build savings for the association via the strict and sound financial management of our income to provide a financial cushion for our community. This will further help to pay for non-routine repairs or special expenditures such as replacement of roof, elevators and carpets.

After six months of work around the clock, we are proud and pleased to announce that we have reached the first phase of our objective. A surplus of more than one million dollars has been saved so far. This amazing result was achieved by careful review of our expenses: there is no such thing as a small saving. Every contract negotiated, every elimination of unnecessary expenditures, and every partnership formed with a cooperative vendor counts. No economy is too small. Every dollar saved transforms into hundreds and thousands of dollars totaling \$1,196,000 to date. The success of this project lies in the cooperation of everyone.

There is an opportunity to cut back on office expenses through the use of emails. By this simple action we will reduce on printing, folding, stamps, and the associated labor cost. Last month, we asked you for your contribution and if every owner agrees, in

five years, we would have saved almost \$400,000. Owners have started responding positively by sending their authorization for receiving official notices by email instead of regular mail. We wish to extend our most sincere gratitude to every one of you who participated so far. Please send your authorization and note that even though the Association already has your email address and emails you from time to time, the specific authorization mentioned below is an extra legal requirement for official notices of meetings.

The fine art of successful collaboration lies within every owner of our community. Please kindly put your shoulder to the wheel and invest five minutes of your time in order to help build our financial security by proceeding in the following manner:

Send an Email to: residentservices@thehemispheres.com

Subject: Email Authorization

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

Many thanks for your attention and participation.

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



NEW YEAR'S EVE 2017

*Your Privileged
Ticket Pre-sale to the
Event of the Year!*

(Please see details on page 3)

SUCCESSFUL RESULTS OF GREAT TEAMWORK



Dear Neighbors,

Over the last six months, I have been presenting profitable cost reports for our Newsletter. The President of Sav-Quick Printing, the printing company we use for the Newsletter and all the Association's printing needs, has been our collaborator and an important artisan of this achievement. Not only has he contributed to the teamwork on the Newsletter, he has also taken the time to sit down with us and bring a remarkably flexible and creative plan of action forward in order to meet our budgetary goals. He is instrumental in making the Newsletter a current cost efficient endeavor.

In the first months, we had to compromise on the color costs to reach our goal and the Newsletter format was reduced to eight black & white pages and eight color pages. However, thanks to his flexible cooperation, he provided us with the tools we needed to reach our goal so we can now present you with a twenty pages Newsletter, including sixteen pages in color!

Thanks to this effort and some careful planning, the Newsletter is even better than ever and no longer loses \$12,000 a year as it did in 2015. The employees of our printer have been extremely competent and reliable in their services and always deliver the products on time, even when the deadline is tight. As if it wouldn't be enough, every time we contact Sav-Quick Printing,

without exception, we always receive a prompt and courteous response within minutes. We could not be favored with a better printing partner. We value and share their simple but focused philosophy, "Produce the highest quality product in the least amount of time at the most economical price". We are deeply appreciative and grateful for their very personalized and effective services with the Hemispheres and we felt it was worthy of public recognition.

"Great things in business are never done by one person, they're done by a team of people"

-Steve Jobs

Finally, our printer has graciously offered to all our residents of benefit from their personal quality services. Sav-Quick Printing will be giving a welcome promotion to all Hemispheres residents with a 25% discount on all their first orders. You are invited to contact them at **954-458-0405** or **orders@savquickprinting.com**. This generous offer is valid during the month of October with all first orders.

A warm thank you to the President and entire staff of Sav-Quick Printing.

Cordially,



Gerlando Chiara
Secretary

NEWSLETTER FINANCIAL RECAP

2016 NEWSLETTER ACCOUNTING

September 2016 Ad Revenue	—————	\$1,715.00
September 2016 Printing Costs	—————	\$1,205.25
September Surplus	—————	\$ 509.75
May to August 2016 Surplus	—————	\$1,572.75
Total surplus Since May 2016	—————	\$2,082.50

2015 NEWSLETTER ACCOUNTING

2015 Advertising Revenue	—————	\$13,134.00
2015 Printing Cost	—————	\$24,660.00
2015 Newsletter Deficit	—————	-\$11,526.00

Thank You!



Dear Hemispheres Residents,

For the past two years, our New Year's Eve celebrations have been a huge success here at the Hemispheres. I am thrilled and pleased to announce to you that, for a third consecutive year, I will have the pleasure to organize for you the biggest event of the year!

Not only will I serve you with four courses of my most delicious gourmet food, paired with unlimited premium beverages of your choice, but you will be entertained by your favorites from "Levine Entertainment" with a new upgraded show and special lighting, all carefully tailored just for you. The magnificent Hemispheres ballroom will be specially decorated in its most festive design, and of course, we will ring in the New Year together at midnight with champagne and balloons!

This event has been specially planned for the Hemispheres Residents and can festively accommodate only 250 guests in total. For Hemispheres Residents only, an exclusive time

window for pre-sale tickets has been set for the first two weeks of October at a discounted price of \$110 per guest. (Regular price is \$130).

Ticket sales will start on Saturday October 1st at noon, and you have two ways to obtain them: you may buy your tickets in person at the restaurant, or you may make your purchase with a credit card over the phone. Please note that the tables in the ballroom will be set in groups of 10 and 12 people. Ticket sales are on a first come first serve basis. This celebration event has sold out quickly in the past, so be sure to get your tickets early!

Your Gourmet Chef at your service !

Anthony Raggiri

NEW YEAR'S EVE 2017

Get your ticket for the party of the year at a discounted rate during our exclusive pre-sale until October 15th

For the residents of the Hemispheres only **\$110**

4 COURSE DELUXE MENU

Hors d'Oeuvres

Meli-Melo Appetizer Sampler

Maine Lobster & Crabmeat
Roasted Canadian Salmon
Duck Confit & Foie Gras
Angus Beef Prime Rib

Assorted Desserts

Full Open Bar, unlimited champagne, premium liquors, beers and a great selection of wines included



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BLUE BAR & GRILL

1960 S. OCEAN DRIVE HALLANDALE BEACH - FL 33009

Reservation (954) 251 2658 Located in the Hemispheres Condo - Ocean Side



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.

Not only does our security staff ensure the residents security and safety, they are also responsible for enforcing the Association's policies in conjunction with management staff. In this regard, I would like to clarify some information pertaining to «illegal rentals». While it is permitted at other properties, the rules of your association do not allow for short term rentals, which is any rental less than three months. In addition to your

YOUR SECURITY & SAFETY; OUR PRIORITY.

«no short term rentals allowed» policy, owners may only rent their unit one time per year. The recent emergence of internet websites such as Airbnb, and its growth in popularity, specially to popular destinations such as Florida, has resulted in short term illegal rentals in many residential properties throughout South Florida. This practice is not allowed at the Hemispheres.

I am happy to report that during the last six months we have received complete cooperation from both the board and management. This team effort has helped us to enforce your current rules, regulations, and policies. Recently, we have been given permission to research the access control data records and conduct thorough investigations to help identify any possible unauthorized comings and goings in and around the property. Over the last month, our investigations were able to expose some illegal short term rentals. We were able to study the access control system and found some irregular information that helped us expose those rentals. We wish to thank both the new board and management staff for their cooperation.

This investigation was lead by Mr Roy Bromley and I would like to take this opportunity to introduce him to you. Mr Bromley is the 24/7 Security Supervisor whom I have assigned specifically to your Hemispheres property. He has been in the security field for the past twenty-three years and during this time, he has also worked with agencies such as the F.B.I, the Doral Police Department, the Miami Dade Police Department and the Hallandale Police Department.

Mr Bromley has served on the Board of Directors safety committee for OSHA (Occupational Safety and Health



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

www.FieldForceSecurity.com

Organization of the United States Department of Labor) as well as served as a mediator for security and housing development for new housing. He currently holds the following certifications: First Responder and First Aid Certified, Adult and Juvenile CPR certified, Security D & G Certified, MB Certified, Mace and Pepper Spray Certified, PR-24 /Baton Certified, Handcuff Certified, and CW Certified.

Mr Bromley is highly resourceful, and proficient in driving efficiencies, devising safety, security, and enhancing existing Association's assets. He is skilled in converting conflict

“Field Force Security is proud to say that during our six years of service within your community, there has been only minor infractions reported, acted upon, and resolved.”

scenarios into positive outcomes through effective problem-solving and complaint handling skills. His experience in handling emergency situations is above expectations and additionally, the training that he has received has provided him with the knowledge to cope with unforeseen situations. He is responsible for supervising the security staff to make sure they monitor and ensure the safety and security of the Hemispheres' Residents and property.

He is also in charge of facilitating in-service trainings and during the past month, Mr Bromley has organized CPR certification classes held at the Bay North card room. Mr Joe Tocci, the Chief of Construction Projects, Mr Hector Franco, the Chief of Maintenance and Mr Dennis Valentin, the Pool supervisor, attended the classes in addition to many security



Mr. Roy Bromley
Security Supervisor

and housekeeping staff members. This was arranged to ensure continuous training for Hemispheres employees in order to offer Residents first aid assistance in case of emergency situations.

Field Force Security is proud to say that during our six years of service within your community, there has been only minor infractions reported, acted upon, and resolved. We are always working to improve our record and to make your community one of the safest in the State of Florida.

Cordially,

Anthony Rodriguez
CEO/ Field Force Protective Services



Condominium Association Insurance Team



Allow us the opportunity to review and provide the association with several options for the next insurance renewal.

Wells Fargo Insurance is owned by Wells Fargo Bank, and is one of the largest insurance brokers in Florida, servicing more than 1,500 condominium associations.

Our team has the capability to provide quality insurance consultation for association members and the board of directors.

Our services include:

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- Access to more than 100 AM Best "A"-rated insurance companies
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How can we help?

Please contact us to set up a visit to your property.

Wells Fargo Insurance

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Ken Lawson, Secretary

Rick Scott, Governor

VIA US Mail

September 15, 2016

Hemisphere
ATTN: Louise Lachance
1980 S. Ocean Dr.
Hallandale, FL 33009

RE: RETROFITTING REPORT FOR FIRE SAFETY SYSTEM

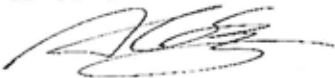
Dear Ms. Lachance:

The Department of Business and Professional Regulation, Division of Condominiums, Timeshares, and Mobile Homes, acknowledges receipt of the Retrofitting Report for Hemisphere. Upon review of the documents, it has been determined that the organization has met the requirement for the requested waivers.

Therefore, the waiver of the fire sprinkler system requirement will be included on the annual report to the Division of State Fire Marshal of the Department of Financial Services, as required by sections 718.1085(2) or 719.1055(5)(2)(c), Florida Statutes.

Please feel free to contact me at 850.487.9832 if you have additional questions or concerns.

Sincerely,
BUREAU OF STANDARDS AND REGISTRATION



Amelia Galván Shekitka, Chief
Voice: 850.487.9832
E-mail: Amelia.Shekitka@myfloridalicense.com
Web: www.myfloridalicense.com/dbpr/lsc

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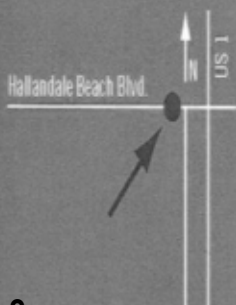
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Connect to the Hemispheres Residents And Beyond **MONTHLY NEWSLETTER ADVERTISING**

Prices Effective September 2016

BLACK AND WHITE ADS

PRICE

Full page inside	\$150
1/2 page inside	\$95
1/4 page inside	\$70
Business card ad	\$45
Classified ad for 3 lines	\$10
+ additional line(s)	\$2/line

COLOR ADS

PRICE

Full page inside	\$250
Full back cover page	\$350
1/2 back cover page	\$175
1/2 page inside	\$135
1/4 front cover page	\$300
1/4 page inside	\$95
Business card ad	\$55

To place an ad, please send an email to :

residentservices@thehemispheres.com

or call the Administration office : **954-457-9732** ext. **559**
or drop by Monday through Friday • 8:00 am to 4:00 pm

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

— THE HEMISPHERES — MARINA

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HEMISPHERES ADMINISTRATION OFFICE		PLACES TO EAT	EMERGENCY PHONE NUMBERS
1980 South Ocean Drive, Hallandale Beach FL 33009		Blue Bar and Grill (OClub) 954-251-2658	Security 954-456-1626
Office opening Hours: Monday through Friday 8:00am to 4:00pm		Juniper (Bay side) 954-544-3370	BN Front Desk 954-456-1965
DEPARTEMENTS :		Roman's Snack Bar (OPool) 954-454-1111	BS Front Desk 954-456-1985
• Resident Services	954-457-9732 ext. 559 residentservices@thehemispheres.com	Snowy Mini-Mart (OS) 954-458-2930	ON Front Desk 954-456-1950
• Gabby/Maintenance/Contractor	954-456-1257 maintenance@thehemispheres.com	COMMERCIAL UNITS	OS Front Desk 954-456-1980
• Luz/Access Control	954-457-9732 ext. 305 accesscontrol@thehemispheres.com		Roy Bromley 954-457-9732 ext. 551 (Security Supervisor) roybromley.ffps@gmail.com
• Office Manager	954-457-9732 ext. 304 officemanager@thehemispheres.com		Board of Directors :
• Receptionist	954-457-9732 ext. 301 reception@thehemispheres.com		Louise Lachance, President
• Joe Tocci/Chief of Construction Projects	954-457-9732 ext. 317 jtocci@thehemispheres.com		Lubomina Nentcheva, Vice President
• Hector Franco/Chief of Maintenance	954-457-9732 ext. 314	Beach Front Collectibles (ON) 1-800-532-3269	Gerlando Chiara, Secretary
• Dennis Valentin/Pool Supervisor	954-457-9732 ext. 321	Beauty Salon (OS) 954-457-8428	Nabih Mangoubi, Treasurer
GENERAL :		Halprin Realty (OS) 954-458-2227	Peter Kozo, Director
FPL	954-797-5000	L. Karlitz, CPA (ON) 954-458-6735	Gibert Rich, Director
AT&T Repairs	877-353-5963	Neil I. Lechtner, Attorney (BS) 954-457-4357	Tom Gleeson, Director
AT&T UverseCustomer Service	866-299-6824	Nohmis Construction (BS) 954-591-8361	Contracted Services:
		Seaside Int'l Realty (ON) 305-219-2297	Castle Group – Management
		Stone Services Group (ON) 786-326-7185	Dynamic Accountinf – Accounting
			Field Force Protective – Security
			Park One, Inc. – Valet
			Greenway USA – Lawn Maintenance
			American Services Industries – Housekeeping
			thehemispherescondo.vertilinc.com

THE HEMISPHERES CONDOMINIUM ASSOCIATION TREASURER'S REPORT

As of August 31, 2016

Checkbook Balances

Operating	1,733,021.33
Capital Projects	1,066,453.35
Security Deposit/Clocker/Marina Deposit	507,915.14
Total Checkbook Balances as of August 31, 2016	3,307,389.82

Revenue and Expenses

	Month	Year-to-Date	Budget (Year-to-Date)
Income	912,217.09 \$	7,267,489.46 \$	7,227,909.33 \$
Expenses			
Salaries and Benefits	113,087.68	914,479.79	966,837.33
Administrative	26,469.37	256,004.06	282,140.00
Insurance	115,048.98	949,535.38	1,107,200.00
Utilities	217,625.32	1,824,433.97	1,874,528.00
Contracts	189,125.71	1,797,212.82	1,890,786.67
Rep & Maint – Building	8,292.64	90,509.92	132,282.08
Rep & Maint – Equipment	18,621.27	119,180.18	114,310.24
Rep & Maint – Grounds	3,422.30	28,786.28	31,000.00
Rep & Maint – Special Projects	300.00	88,562.82	778,826.00
Bad Debt	0.00	2,159.30	50,000.00
Total Expenses	691,993.27	6,070,864.52	7,227,910.32
Surplus/(Deficit)	220,223.82 \$	1,196,624.94 \$	-0.99 \$

TREASURER'S REPORT: The Association's Insurance Contract

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.

During this past month, the Association's expiring insurance packages were reviewed and rebid and I am pleased to report that the new policies have been renewed with a net savings of \$94,834, along with increases in coverage.

Wells Fargo Insurance Agency, our agent for close to 20 years, went out and secured many bids from multiple carriers in order to ensure the association get the best possible coverage at the best prices. They have obtained quotes for "properties" coverage from sixty different companies, for "general liability" coverage from forty eight different companies, "directors and officers" liability coverage from fourteen different companies, for "umbrella" coverage from nine different companies, for "boiler and machinery" coverage from four different companies and one quote for "flood" coverage, which rate is set by the Federal agency, FEMA, and therefore, may not be competitively shopped.

Our insurance coverage starts on September 17th of every year. The best premium we received for "properties" coverage for the year 2016-2017 is \$950,828 compared to \$1,062,043 for the 2015-2016 period, which represents a saving of \$111,215. However, this saving was offset by the Flood insurance Policy premium which rate may not be competitively shopped as mentioned previously since it is set by the Federal agency FEMA. That rate for the last period premium was \$349,570, but was increased by \$28,181 at \$377,751.

The Flood insurance premium increase reduced the property saving by \$28,181, but still we are making a net tremendous saving of \$83,034 in premium.

In the past 5 years, the entire premium was financed every year with one exception in 2014. This new premium due for 2016-2017 is, \$950,828 property coverage + \$377,751 flood insurance = \$ 1,328,579 and it was paid in full instead of financing it in order to save \$11,805.64 in finance charges and service fees. Our advantageous ability to pay for it in full, without financing, was due to the careful financial planning of the first six months of this board's mandate.

If we add the \$11,805.64 savings to the net savings on the premium of \$83,000, the total saving on this year's insurance renewal is \$94,834. In the past, these finance charges and fees were never reported separately but were kept as part of the insurance cost in addition to the premium quoted above.

Our cash flow will now increase by \$132,857.86 in September financial statements, followed every month by \$120,752.64 for the following ten (10) months since there won't be anymore monthly insurance payment.

The Hemispheres' financial condition continues to improve daily with efficient control and monitoring. Another case in point is our accounts payable. Starting the month of January, the Association owed \$867,875. With the new implemented accounting practices, the accounts payable have steadily decreased by \$748,233.77 as of August 31st, 2016 because the debts are now being paid off in a timely manner. Indeed, when each invoice is received, it is reviewed promptly for accuracy and then approved and paid without unnecessary delay.

Month after month, this amount has been reduced from \$867,875 to a mere \$119,641, which is highly advantageous because it improves our relationship with our vendors instead of straining it. In addition to enhancing our reputation the vendors are keener at working with us by providing more for less while avoiding costly late charges. That is one more way we created a win-win situation for everyone.

Respectfully,



Nabih Mangoubi
Treasurer



Trusted **Licensed & Insured** Designers & Contractors
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**1985 South Ocean Dr # GL1
Hallandale Beach, FL 33009**



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.

OCTOBER 2016

SUN	MON	TUES	WED	THURS	FRI	SAT
Tennis Round Robin 8:30am – 10:30am (Every Day @ Bayside Courts)		Table Tennis Round Robin 6:00pm – 7:30pm (Tues. & Thurs. @ OS Game Room)				1
2	3 Zumba Class  7pm – BR	4 Bingo  7pm – OT	5 Trip or 	6 	7 	8 OFFICE OPEN 9AM – 1PM
9	10 Zumba Class  7pm – BR	11 Bingo  7pm – OT	12 Art class 1pm – OT Trip or  Yoga class 6pm – BR	13 	14 	15
16	17 Zumba Class  7pm – BR	18 Bingo  7pm – OT	19 Art class 1pm – OT Trip or  Yoga class 6pm – BR	20 	21 	22 OFFICE OPEN 9AM – 1PM
23	24 Zumba Class  7pm – BR	25 Bingo  7pm – OT	26 Art class 1pm – OT Trip or  Yoga class 6pm – BR	27 	28 	29
30	31  HAPPY Halloween	 Local Bus Service OT Ocean terrace BR Ball Room				

THE HEMISPHERES COURTESY BUS • WINTER SCHEDULE



The Hemispheres courtesy bus runs Monday, Tuesday, Thursday and Friday. Every Wednesday, there is a special trip; the destination will be announced in the monthly newsletter.

	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

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HEMISPHERE TEAM

tasks completed in September 2016

Dear Residents,

During the month of September, 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 September:

- Management conducted interviews with prospective committee members during the whole months of September.
- Landscaper has replaced dead flowers in office flowerbed.



before



after

• The old maintenance assistants' room, which was cluttered for years with non-functional equipment and all sorts of useless items, was emptied, cleaned, painted, organized and converted into a new volunteer committee office. Special thanks to Mr. Joe Tocci for leading the whole project successfully.

• Construction has begun on the adjacent property located to the south side of the ocean garage. Vehicles parking on the South side of the property should exercise caution and/or cover their vehicles for the duration of this construction. Please note that the Association is NOT responsible for any debris or damages caused as a result of neighboring construction. A notice has been sent via the website, notices have been posted in the OS building bulletin board and placed under all doors informing residents of the aforementioned in addition to making them aware that noise and vibration will most likely take place due to the construction. Extra notices have been given to Security to hand out to visitors.

- Greenway Landscaping trimmed all bushes throughout the perimeter of the property as per city code.



before



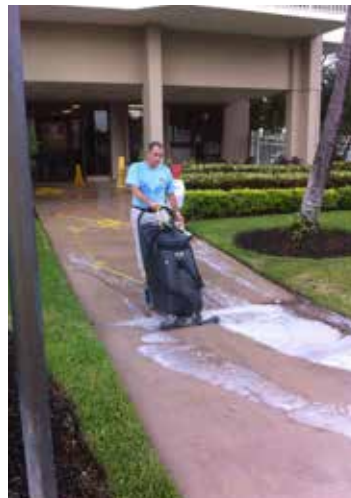
after

- Notices were posted and an e-blast was sent informing residents that weather permitting, the OS pool pavers would be pressure cleaned on Monday 9/19 to Wednesday 9/21 by the pool staff. As the work would be done in sections, the OS pool would remain open.

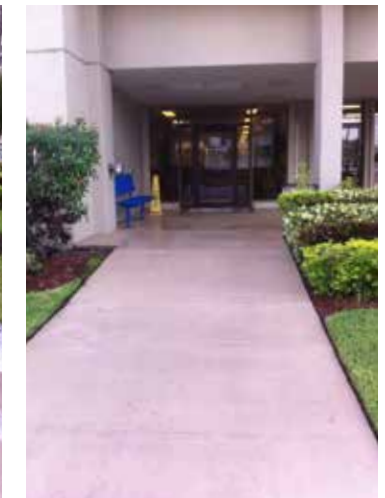
• The Association's Insurance was bound effective 9/20/2016-2017 with Wells Fargo. Maria Castillo, with Wells Fargo was contacted regarding updating information so owners can request COI's. However during this transition period, anyone requesting a COI or insurance summary is asked to contact maig_certs@wellsfargo.com to obtain certificates of insurance or summary.

- Residents have been informed via website to please wash and empty all glass and plastic bottles left in the recycling baskets.

- Housekeeping buffed the floor in front of the Management office.



before



after

- BN trash area column painted.



before

during

after

- Housekeeping shampooed carpets and waxed floors according to schedule.
- Landscaper has agreed to provide the Association with new landscaping for the waterfall area at no additional cost.
- Bayside Juniper Restaurant: the housekeeping staff washed the pavers at the main entrance.
- Marina weeds- we requested removal and clean up. Conducted 9/19/2016 by Greenway.
- Oceanside pool deck pavers were pressure washer by the pool staff. All the dirt was removed from pavers making them look nice and clean.
- Doors throughout the property were sanded, scraped, treated against corrosion, primed and painted by maintenance staff to maintain a fresh appearance and add more life.
- Bayside ladies' pool bathroom ceilings have been painted. Residents have complained the air conditioning is not working in the bathrooms and Housekeeping is leaving the doors open. After further research, Hector advised that the Bayside bathrooms never had air conditioning and instead required cleaning by Housekeeping as there is a lot of moisture.
- Management met with the Pool Supervisor and staff to review their job description in detail instructing them on our expectations of the pool environment.



- Quality assurance inspection and report were completed.

• Cracks were found at Bayside pool. The pool is under warranty and the contractor has been called to conduct repairs.

• BN garage handicap ramp railings were scraped, treated against corrosion and painted by the new painting staff.

• Maintenance performed general maintenance on roof exhaust fans, unit owners an coil cleaning, common area air handle cleaning and filter replacement, rising of stop signs, installation of the delineator post, changing broken wheel stops, vinyl floor repairs at the service elevator area landings and repaired one of the basketball back boards. Mr. Joe Tocci performed a physical inspection of the ocean garage columns beams and joist for concrete damage providing Management with a list.

• Ecolo professionally cleaned the trash chutes on all buildings on Monday August 29th & Tuesday August 30th.

• New gym mats were purchased for the Ocean side gym.



old



new



• New showerheads were installed in the Oceanside women's shower stalls.

• The OS pool equipment room was painted.

• The weeds on the bocci ball court were removed and the sand was evened out. The pool staff is expected to keep this area spic and span clean.

• Maintenance has begun cleaning the lint inside all ocean north dryers at the rate of 2 driers per day per floor.

• BN trash area column painted.

The fine art of SUCCESSFUL COLLABORATION

- The OS pool pump room door was painted.



before



after

- Ocean Terrace Floors at the entrance to Blue were maintained by housekeeping.

- ON: Social Room floor and carpet were buffed and cleaned by the housekeeping staff. Carpet is now clean and tiles have a polished look.

- Additional security was added at the Ocean Pool to accommodate the Labor Day holiday crowd. Security checked ID's and conducted inspections in a respectful and courteous manner. The pool attendants enforced the rules as well in a courteous and polite manner. The weekend was eventless.

- Security found that the smoke detector was sounding off in a residential unit and could be heard from the hallway. Security could not access the unit as only one of the three front door keys to the unit worked. Management sent an email to the absentee owner whom was out of town advising him that we would need access to his unit within 48 hours to replace the battery. Note that we cannot disconnect the smoke detector due to fire safety codes. The owner's realtor provided keys to Security within the 48-hour time frame provided allowing maintenance to replace the battery.

- The OS pool equipment room was painted.



before



after

- Ocean Gym Bathroom showers and Steam room deep cleaning.



The new Resident Services department is very busy and takes the time to courteously and effectively takes care of Residents' issues.

We invite and welcome everyone of you to contact the Resident Services Specialists at:

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.

Cordially,



Cathy Grimaldo
Director of Quality Assurance / Castle Group



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Hemisphere S 7C 1/1.5 Tile Flrs With or without tenant \$240K



Hemispheres ON Q 3/2.5 South East corner Tile Flr updated \$700's



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