

Committee Report

SKHOA Transition to Non Volunteer Management and Services Provision

As assigned at the 2018 SKHOA annual meeting, this committee researched several pathways of transitioning away from an all volunteer management and a predominantly volunteer workforce system for the Stirrup Key HOA with the objective being to allow for volunteerism without overburdening the small number of dedicated volunteers, recognizing that the volunteer pool is aging.

Research findings indicate that for a full time HOA manager health, vacation, and holiday benefits, as well as housing and automobile inclusion are typical of this type of position. In addition to these costs, average salaries for south Florida are in the \$90,000 range. This option was deemed to be a dramatic change, undoable, unfeasible and unnecessary at this time. Secondly a full time maintenance person position was researched. Average salary in South Florida for this type of position is in the \$45,000 range with approximately another 30% for benefits. This type of position does not address any of the many management duties the board, officers and other volunteers currently handle, nor does it guarantee full capabilities of the employee to address the diversity and sometimes technically complicated spectrum of community needs. Additionally, this type of position has a large built in down time, so members would be paying for "on call" availability at full time wage prices. Again, the committee deemed this unfeasible. Consequently, the committee recommends contracting with a professional part time management services provider who subcontracts other needed services.

A few of the duties volunteer members are currently performing or in charge of are:

- Maintaining aesthetics of vacant lots and general community landscape ,
- Palm trees and plant life trimming on community property
- Maintaining entry gates and harbor as assigned.
- Inspecting for issues and repair of gate house facility; lighting, water, toilet, locks, windows and air conditioning.
- Trash pick-up and trash can service
- Replacing bulbs on community lights
- Maintain the main seaweed entry gate (barrier, blowers, air supply, line, and floating net

- Maintain harbor wide aeration system, includes compressor seals and reed valve replacement service every two years
- Maintain inner seaweed barrier between Mear's and Petit's
- Maintain Windy Point Circle pond aeration equipment (factory calls for compressor rebuild kits every 2 yrs.)
- Maintain mangroves along harbor in both marinas and in the first flushing canal
- Maintain plumbing and electrical services in community areas particularly around the two marinas
- Hurricane clean up
- Roads and bridge repair and maintenance
- Budget Taxation and Financial management
- Social Media
- Annual Meeting Preparation and Management
- Researching and making recommendations on taxation, legal, community, bylaw and other authorizing document issues
- Handling community complaints and resolving member issues
- Security, including camera system, video recorders, review of video as needed, and maintaining linkages with local law enforcement, emergency services and other government entities.
- Manage resident complaints
- Working closely with government agencies on issues such as canal water quality legal compliance, grant funding for that and for disaster cleanup, working with government technical consultants and project contractors to assure appropriate outcomes for Stirrup Key
- Web site services
- Other duties as they arise and are called for under SKHOA by-laws
- and the list goes on

HOA management service providers in the South Florida area were contacted and it was determined that they can offer a variety of services to customers that cover the gamut of requirements an HOA may have based on an assessment of the property and stated need from the board of directors in consult with current volunteers. After much research the committee was able to locate two Community Association Management (CAM) certified vendors who operate in the Florida Keys area and are interested in providing bids for such a contract. Others may be available and our committee has determined a methodology to advertise for them. The two identified are

a. Richard Ciarsolo, Associa, 15081 SW 13 Place, Ft. Lauderdale, FL
rciarsolo@associaflorida.com
tel. 954-790-5670 or 305-726-5965

b. Michelle Koby, Koby Property Manager
michelle@kobyinc.com
www.kobypropertymanagement.com
cell: 305-849-1142

Companies researched are CAM Licensed • Insured • Bonded

They are members of the Keys Lodging association and Chamber of Commerce

The Companies researched have been operating in the Marathon area for over 25 years and are familiar with and have experienced the same challenges as the homeowners in Stirrup Key.

The companies researched have established resources for supplying or subcontracting for maintenance and other services required/requested.

Some of the services that may be included in the management fee are:

- Initial review of the property to establish a reasonable fee and prioritize needs
- Annual Meeting Preparation and Management
- Budget Preparation and Management
- Contractor Coordination and Management, including landscaping and maintenance
- Hurricane Response Planning
- Special Assessment Preparation and Handling Special Projects
- Website and Hosting for Association

All services can be tailored to fit the particular needs of the HOA.

Cost per year estimates based solely on the number of lots and houses in the community are in the \$25,000 to \$35,000.00 for the management services only. After a site review and discussion with the board of directors and current committee and other volunteers, a firm estimate for management contracting would be provided, as well as estimates for contracted services.

Things to consider:

- The Property Management Service performs regular on-site inspections of the property supplemented by association members and officials to assess needed and emergency repairs, upkeep of common areas and general maintenance issues. They contact service vendors for cost and time estimates, bringing the information to the Board for approval, then follow up to ensure completion of agreed upon contracted work services. The board, committees and/or appointed special project volunteers must be active and in frequent contact with the management service, approve and fund subcontracted services and verify that results are acceptable.
 - The property management services representative takes an active role in the membership meetings and thus coordinates closely with the board and/or appointed committees or special project volunteers to continue to prioritize tasks and budget decisions.
 - Annual association dues will have to be raised to cover the cost of the management service and contracted expenses.
 - Members may be asked to continue with current responsibilities until a plan can be adopted with a selected management company and members will be needed to provide advice and consultation for routine as well as special projects in the future.

The Florida Community Association of Professionals (FCAP) (www.FCAP.com) offers free membership to HOA and Condo Board members that includes a jobs advertising site at Condojobs.com, the FCAP Journal, and a catalogue listing a large number of vendors in Florida.

Respectfully submitted,

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