



2011 FLORIDA COMMUNITIES OF EXCELLENCE CONFERENCE & AWARDS CEREMONY

FINALISTS



FLORIDA COMMUNITIES OF EXCELLENCE
FINANCIAL INNOVATION

Presented by Continental Management Company



SMALL COMMUNITIES

(Under 400 Units):

Central Park on Lee Vista Condominium Association—Orlando

Central Park on Lee Vista Condominium faced an increasing number of foreclosures and delinquent accounts. During this time, they increased their budget from \$33,000 to \$300,000 while the management company supplemented staff payroll. To save money, the manager renegotiated several vendor contracts, which resulted in savings for the community. The community saved about \$30,000 from renegotiating the property insurance contract. In addition, about \$6000 was saved from the hiring of part-time maintenance.

Jade Residences at Brickell Bay Condominium, Inc.—Miami

Jade Residences reduced operating costs by over \$150,000 per year by asking all major vendors for a price reduction without affecting service, which they agreed to. Significant energy savings have been obtained

by installing variable frequency drives. To combat budget shortfalls from maintenance fee delinquency, the association adopted a policy enabling collection of delinquent fees from renters. The association has successfully pursued motions forcing banks to proceed with foreclosure or start paying fees and has proceeded with the foreclosure process if the bank did not.

Tuscany Bay Homeowners Association, Inc.—Boynton Beach

Tuscany Bay has reduced labor costs by revising vendor contract policies and negotiating many contracts at a lower cost. Staff positions have been eliminated and consolidated, and energy costs have been reduced by use of timers and motion sensors. The association pursues accelerated settlement in the case of delinquent maintenance fees, taking title and offering the property for rent until the senior creditor takes title.

LARGE COMMUNITIES

(Over 400 Units):

The Great Outdoors Premier RV/Golf Resort Community Services Association—Titusville

The Great Outdoors renegotiated contracts, sought and obtained a Florida Division of Forestry grant, and increased revenue by expanding newsletter ads to non-resident businesses. Changes to solar water heating, a new payroll system, and

improved wastewater treatment also provided a financial bonus. Projects were performed in-house and employee benefits were adjusted for further savings. A written collection policy was developed, including legal counsel, which resulted in all bad debt expense for 2009 being collected in 2010.

IslandWalk Homeowners Association of Naples—Naples

IslandWalk is debt free and has volunteers involved in monitoring expenses, delinquencies, and reserves. The Finance Committee has evaluated bank strengths and their association's needs, resulting in changing to two new banks.

Geothermal pool heating has been installed, saving over \$40,000 per year in energy costs. As a non-profit association, they requested and received a refund of sales tax and will no longer be paying sales tax on common area electricity use. Contracts have been renegotiated, resulting in savings of over \$400,000 per year.

VillageWalk of Sarasota Homeowners Association—Sarasota

VillageWalk reduced their expenses in 2010 primarily through renegotiation of contracts and installation of geothermal heating of pools and cooling of their café. Renegotiation of the television cable service enabled more service with savings of over \$500,000 from 2009–2012, while lawn maintenance contract renegotiation resulted in savings of over \$200,000 for that



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period. Geothermal heating and cooling is saving over \$60,000 per year, and the community received a refund and is no longer paying sales tax on electricity used in common areas.



**FLORIDA COMMUNITIES
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BEST WEBSITE
& INTERNET
COMMUNICATION**

Presented by Comcast



SMALL COMMUNITIES:

Bridgestone at Legends Golf and Country Club—Clermont

Bridgestone introduced their website three years ago, and it has become the primary source for association communication. The website includes current events, board agendas and minutes, governing documents, contact information, budget information, and payment of assessments.

Nova Village Homeowners Association—Davie

Nova Village introduced their website in 2007 and added enhancements in 2010, including features just

for owners. Owners can now view board meeting minutes, update contact information, pay monthly fees online, view letters, request repairs or service, etc. The site includes current events, Facebook connections, contact information, a community bulletin board, pictures, sales information, hurricane preparedness information, and more. Benefits have included more community participation and an improvement in fee payment since credit cards can now be used.

River Bend Condominium Association of Brevard, Inc.—Cocoa Beach

River Bend Condominium Association introduced their website in 2004 and features information on current events, registration for the newsletter and emergency e-mail alerts, a property manager blog, contact information, a community bulletin board and calendar of events, and pictures. An "action request form" feature has generated more attention to the property by the owners. Public information includes recorded documents and sales information, while only owners have access to board and budget information, rules and policies, activity photos, etc. The site provided valuable up-to-the-minute communication during the 2004–2005 hurricanes, and record

storage and owner communication costs have been reduced by minimizing printing and mailing of materials.

LARGE COMMUNITIES:

Avalon Park Property Owners Association—Orlando

The Avalon Park website has been recently upgraded and includes current events, newsletter signup, Facebook and Twitter connections, contact information, pictures, surveys, and a community bulletin board and calendar of events. The website's organization is based on the community theme of "Live, Learn, Work, Play" with HOA documents and information found in the "Live" category. Residents can sign up to be notified of website updates and can pay assessment fees online.

The Great Outdoors Premier RV/Golf Resort Community Services Association—Titusville

The Great Outdoors first introduced their website in 2005, with a complete redesign implemented in 2010. The website includes current event information, newsletter and emergency e-mail alert registration, contact information, a community bulletin board, pictures, association documents, and an improved,



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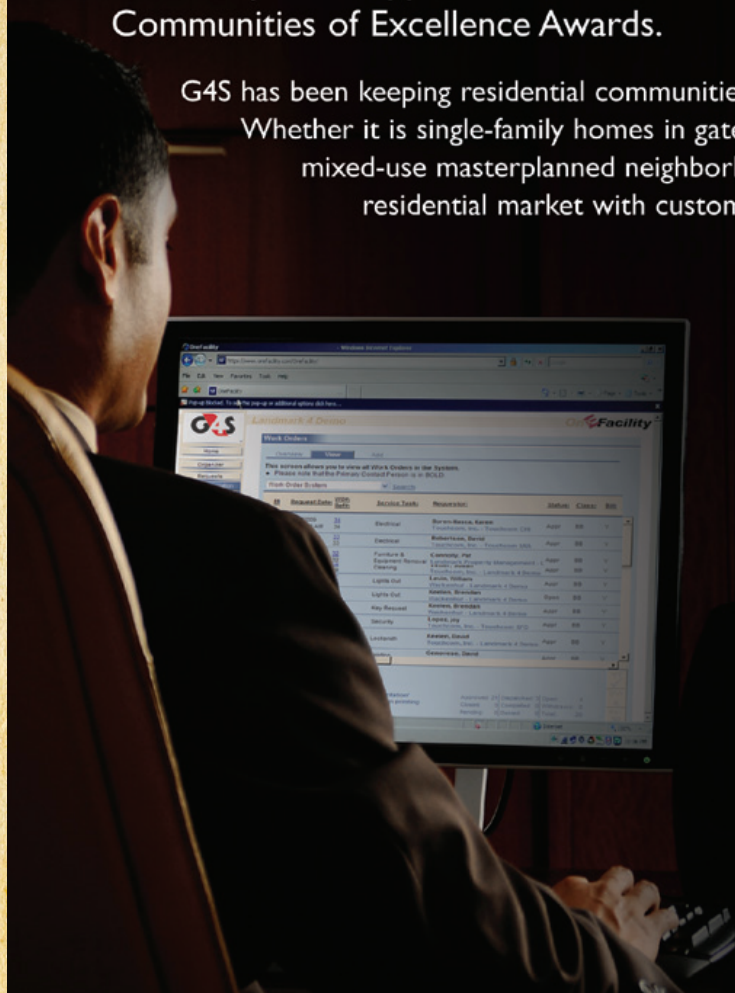
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searchable community calendar. The bi-weekly newsletter is posted on the website, as well as the "Manager's Corner" and recognition of employee of the Quarter. The community uses a mass notification system to send e-mails and can also generate texts and phone messages in an emergency.

Green Cay Village—Boynton Beach

Green Cay Village's website was created in 2007, within six months of

the start of the community, and it is kept current with new information each week. A community bulletin board and calendar of events, newsletter and emergency e-mail alert sign-up, property manager blog, and pictures are available, as well as key documents, surveys, and contact information. In 2010 a mobile version without graphics was introduced for easier use on smart phones. Since the community is very diverse, the

website is vital in providing a single reliable source of information.



Presented by TD Bank



SMALL COMMUNITIES:

Country Creek Club Homeowners Association—Davie

Country Creek is promoting activities for all ages in the community through their Neighborhood Watch Committee. They have used posters and door-to-door delivery of newsletters to invite all ages to a "Back to School" barbecue/fair, movie night, and 5K run.

Hollywood Oaks Homeowners Association—Hollywood

Hollywood Oaks intentionally reaches out to new residents and provides activities for their large population of children and their families. A "dive-in" theater held by the pool, rock wall climbing, barbecue parties, face-painting contests, and sports contests (such as east side versus west side basketball) provide family-centered entertainment. The community has also provided CPR classes.

Palm Bay Yacht Club Condominium—Miami

The Palm Bay Yacht Club has created a playroom for children and toddlers where parents and their children can meet together. Reading and nature classes have been presented and holiday events specifically for children have been organized. The safe, child-friendly environment has been an attraction drawing new residents to the condominium.



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LARGE COMMUNITIES:

Avalon Park Property Owners Association, Inc.—Orlando

Avalon Park maintains a mix of events aimed at fun, education, and service to engage the different age groups in their community—creating a small town atmosphere. Large family events include winter's Avalon Aglow, a 4th of July celebration, Spooktacular, Octoberfest, and more. Their National Night Out event provides safety education for various ages. The Teen Club has partnered with the Garden Club to maintain the community garden.

IslandWalk Homeowner Association of Naples—Naples

IslandWalk employees and a large corps of volunteers engage children as well as adults in a busy schedule of activities— attracting children, grandchildren, and prospective renters and owners. Adult fishing and golf enthusiasts sponsor events for the children. Other activities for all ages include holiday parties, concerts, nature cruises, family movie and pizza parties, classes, Kids Against Hunger Project, offsite trips, and more.

WaterColor Community Association—Santa Rosa Beach

WaterColor Community Association offers a wide variety of family and youth-oriented activities. Holiday events, plays at the amphitheater, movies in the park on an inflatable screen, garden tours, family campout night, tennis programs, and bike trails appeal to various ages. Yolo board races, canoe paddling, kids' water sports lessons, and a kids' camp are aimed at younger residents. A Mommy and Me tea pulls the girls together, while father and son flag football appeals to the guys.



FLORIDA COMMUNITIES
OF EXCELLENCE
SAFETY & SECURITY
INITIATIVES

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SMALL COMMUNITIES:

Solaire at the Plaza—Orlando

Solaire at the Plaza employs tightly-controlled access and admittance

of guests, which is explained to all new residents, to prevent theft, vandalism, and other crimes. An electronic fob and fingerprint must be scanned to enter specified areas, and an additional electronic device provides access to parking areas, providing traceable records. Staff monitor the property's video cameras, security guards are posted at each elevator, and additional security is employed during high-traffic periods.

Turnberry Ocean Colony—Sunny Isles Beach

Turnberry made the move to bring security measures in-house, hiring a public safety director and implementing new policies, to ensure that access control, emergency response, and safety and security policies were adequate. Advanced video surveillance cameras are now utilized, stricter guest procedures were initiated, CPR/first aid/AED training has been provided, and security-related education has been offered to residents. Because a club is located in the community, special attention has been given to liquor storage and access and security at large events.



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The Tuscany of Palm Beach Condominium Association, Inc.—South Palm Beach

The Tuscany of Palm Beach, located directly on the beach on A1A, was encountering excessive trespassing and appointed a committee of residents to address the issue. As a result, decorative locking gates were installed, controlling access from the beach, parking lots, and parking garage, and an electronic entrance keypad was installed at the entrance. Motion lighting, security cameras, and an outdoor emergency telephone were placed at strategic points. To control unauthorized parking, a towing company is used and appropriate signs have been installed.

LARGE COMMUNITIES:

Ibis Property Owners Association—West Palm Beach

The Ibis POA, with over 5000 residents, employs a staff of 27 in the Department of Public Safety. This group is trained to provide access control, medical/emergency response, traffic control and enforcement, disaster planning, community patrol, and public education. Additionally, over 100 Ibis volunteers are trained and participate in the Community Emergency Response Team (CERT.) Traffic safety, health, employee safety, disaster preparedness, and crime prevention have been addressed, with employee training and advanced technology implemented to enable optimum protection.

University Park Country Club—University Park

University Park focuses on controlling access to the property to prevent crime. Their gatehouse is manned 24 hours/day, cameras monitor entry of all vehicles, non-resident cars are tagged, and a perimeter fence has been installed. Both uniformed and plainclothes officers patrol the neighborhood, and a Neighborhood Watch program enlists residents as well, resulting in no crimes reported

for 2010. A mobile radar sign and restriction of entry points for repeat speeders help control traffic.

Valencia Shores Master Association, Inc.—Lake Worth

To deter uninvited guests, Valencia Shores has installed 33 video cameras to supplement the round-the-clock entry gate guard. Over 50 residents participate in COPS (Citizens on Patrol) and 175 participate in the CERT, providing additional security presence and backup. The Palm Beach County Sheriff's office patrols the area several times each week, and the association includes security monitoring services for all homes.

Parkshore Plaza Condominium Association, Inc.—St. Petersburg

Parkshore Plaza has developed a comprehensive disaster plan, explaining community priorities, delineating between association and personal responsibilities, and assigning tasks for each phase of a developing emergency. Details are provided for the most likely scenario of a hurricane, though issues such as security, loss of utility services, communication, and dealing with floodwater may apply in other emergencies. The plan is site specific, considering access to outsiders, location of the generator, trash and sewer arrangements, etc.

Seagate Towers Condominium Association—Delray Beach

Following severe damage from Hurricane Wilma, Seagate Towers began the process of pulling together information from local emergency response organizations and other



SMALL COMMUNITIES:



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professionals. A comprehensive emergency handbook has been distributed to unit owners. Since Seagate Towers is a 55+ community, a buddy system has been developed to ensure that all residents receive the assistance they may need.

Turnberry Ocean Colony Condominium Residences— Sunny Isles Beach

Turnberry developed a new emergency response plan in 2010 to address hurricanes, tornadoes, floods, hazardous materials incidents, terrorist attacks, fire/electrical emergencies, pandemic flu, nuclear exposure, elevator failure, death on the premises, or medical emergencies. Response tasks, evacuation plans, communication, assisting disabled residents, re-entry evaluation, and supplies are among the topics addressed. The community holds mock drills and conducts regular testing of emergency systems. Training for first aid, CPR, and AED use has been provided and first aid kits and AEDs are on site.

LARGE COMMUNITIES:

Ibis Property Owners Association— West Palm Beach

Ibis Property Owners Association has a 27-member staff, which coordinates with other employees, CERT volunteers, residents, off-site emergency responders, and contractors to prepare for and respond to potential disasters. A secure, equipped command center has been established, a registry of residents with special needs has been developed, and training and drills contribute to further improvement of plans and readiness. Hazardous materials, terrorism, flooding, biological threats, and other hazards are addressed, as well as hurricanes.

Majestic Isles Association— Boynton Beach

Majestic Isles initiated their disaster plan in 2005 in time for Hurricane Wilma. It is regularly updated and communicated to the residents—via a seminar with a local meteorologist in 2010—and to the staff, who are treated to lunch at the meeting. Detailed assignments for preparation are provided, and attention is directed to clearing roadways first in the aftermath to enable other response. The community has a resident alert system and also provides hurricane preparation information to residents.

Ocean Village Property Owners Association—Fort Pierce

The Ocean Village disaster preparedness plan covers a wide range of possible disasters, with emphasis on hurricane preparedness. The plan is updated prior to and following hurricane season. All departments have specific tasks for hurricane preparation, and the Ocean Village website is designated as the prime means of communication.



**FLORIDA COMMUNITIES
OF EXCELLENCE**
**ENERGY & WATER
CONSERVATION/
SUSTAINABLE PRACTICES**

SMALL COMMUNITIES:

Bonavida Condominium Association, Inc.—Aventura

Bonavida has reduced energy used for lighting by upgrading to high-efficiency fixtures and lights and by installing timers, dimmers, and motion sensors. A variable drive system has reduced energy used for cooling. Tankless Energy Star water heaters are used, as well as energy-efficient pool and hot tub heaters. Recycling containers are available for all non-organic materials.



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**Madeira Beach Yacht Club
Condominiums—Madeira Beach**

The Madeira community has come together as a team to reduce environmental impact by minimizing chemical use, disposing of damaging wastes properly, and encouraging use of low-flow water fixtures and recycling of materials. Energy use has been reduced by following utility audit recommendations, and the association uses low-energy lighting, digital thermostats, and solar-powered landscape lights. Units are inspected in the summer for water leaks and excess energy use.

**The Pointe at Pompano Beach
Condominium—Pompano Beach**

The Pointe at Pompano Beach recycles water for landscape irrigation, saving almost \$8000 on water bills in 2010. They have cut energy use by changing their pool to electric heating and by upgrading light fixtures and bulbs to energy-efficient models.

LARGE COMMUNITIES:

**IslandWalk Homeowners
Association of Naples—Naples**

To conserve energy and money IslandWalk recently made the move to geothermal heat pumps for their two pools, with an anticipated savings of over \$500,000 in maintenance and energy costs over the life of the system. Motion sensors and timers for lights and programmable thermostats have reduced energy consumption, saving over \$7000 last year. To conserve water, approximately 80,000 sprinkler heads were replaced, rain sensors have been installed, and moisture sensors have been installed at the tennis court. There is a weekly inspection and repair for any indoor plumbing leaks.

**SummerGlen Golf Club
Community—Ocala**

SummerGlen has incorporated conservation into the design of their latest community building with open-cell Icynene insulation and a high-efficiency air conditioning system that minimizes energy use with CO² sensors controlling the fresh air recovery system. Their green-certified carpet is made from recycled materials. Community buildings utilize passive solar lighting, waterless urinals, and very low-flow toilets and faucets. They also have minimal windows, limited duct system leakage, programmable thermostats, and zoned air conditioning. Community garden plots are available for residents to grow their own produce, and drip irrigation and recycled water are used in conjunction with soil moisture sensors.

Vanderbilt Country Club—Naples

The Vanderbilt community is promoting conservation through communication, upgrades to existing systems, and replacement of old systems with higher-efficiency models. Rain sensors, remote control of irrigation, and drip-line irrigation have reduced water use. Timers, motion sensors, and energy-efficient fixtures and bulbs have cut lighting costs. Cooling costs have been reduced by installation of solar screen window shades, addition of air vents, and installation of programmable thermostats. Recycling receptacles are available at several locations.



SMALL COMMUNITIES:

**Anclote Point Town Homes—
Tarpon Springs**

Anclote Point, located by the Anclote River, sought assistance from the Pinellas County Extension Service

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to reduce water usage. They installed drip lines and removed unnecessary sprinkler heads, replaced turf with Florida-friendly plants, and installed mulch. Frequency of sprinkler use was reduced, and water meter monitoring revealed leaks—which were fixed—resulting in a 10,000 gallon/month reduction in water use. Fertilizer and pesticide use is minimized, and 10 truckloads of Brazilian pepper trees have been removed.

Casablanca Condominium Association, Inc.—St. Petersburg

The Casablanca community started a six-year plan to improve the property's appearance while lowering water and grounds maintenance costs. The Pinellas County extension has assisted in developing a plan utilizing some of the existing landscaping, grass, and trees, while adding drip lines and upgrading their existing sprinkler system.

Heather Hill One Condominium Association—Clearwater

The Heather Hill One Association has followed advice by Florida Yards and Neighborhoods and city experts to design a Florida-friendly landscaped community entrance. Volunteer residents performed much of the labor, installing drought-resistant plants. Micro-irrigation with a rain sensor was used to help establish the plantings, but there is no regular irrigation, fertilizing, or chemical control of pests. Landscape waste is recycled, and the community now requires board approval of new landscaping around owners' homes.

LARGE COMMUNITIES:

Pelican Cove Condominium Association—Sarasota

The Pelican Cove community has adopted Florida-friendly principles and also actively pursues educating

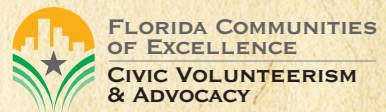
the residents. They have hired an arborist to create a long-range tree canopy plan and have removed some invasive species. Drip irrigation is replacing the older system when new plantings are installed. Reclaimed water is used, and mulch comes from recycled yard waste. Pelican Cove minimizes fertilizer and pesticide runoff and has a joint project with a neighboring property, preventing storm water runoff from entering Little Sarasota Bay.

Vanderbilt Country Club—Naples

Vanderbilt replanted 33 acres of lake banks with native grasses and littoral species. These will serve as a buffer area, protecting the water from chemical runoff and also prevent erosion and encourage wildlife. Sprinkler overspray was corrected and minimal irrigation is required. Wetland areas have had 500 cubic yards of nuisance plant material removed and used as mulch to allow re-growth of natural habitat.

VillaRosa Master Association—Tampa

Following training and education for leadership, the VillaRosa community adopted Florida-friendly principles and educated residents at a "Florida-Friendly Day" with activities and presentations by experts. Appropriately-maintained rain barrels and compost bins are permitted. The association received a grant from Hillsborough County for promoting low-volume irrigation.



SMALL COMMUNITIES:

Cypress Pointe Homeowners Association—Orlando

Cypress Pointe community leadership organized a food and

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clothing drive with the Second Harvest Food Bank of Central Florida. Residents were informed by the community newsletter, website, and hand-delivered notices. The successful collection was recognized by Second Harvest and the community is looking forward to more charitable efforts.

Solaire at the Plaza Condominium Association—Orlando

Solaire at the Plaza has created a Social Committee, which plans monthly events benefiting the residents, as well as those in need. Fundraising and activities have benefited Ronald McDonald House, Toys for Tots, Relay for Life, cancer and AIDS organizations, and charities combating hunger.

Turnberry Ocean Colony Condominium Residences—Sunny Isles Beach

Both employees and residents at Turnberry Ocean Colony have

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participated in several charitable drives. Donations were collected to aid Haitians following the earthquake. The community helped organize and sponsor the Third Annual Chocolate Festival to raise funds for the Children's Craniofacial Association and also collected donations for a Thanksgiving Food Drive and Toys for Tots.

LARGE COMMUNITIES:

University Park Community Association—University Park

University Park established a Community Outreach Committee to select worthy charities and promote service in the surrounding area. They are involved in the local Feed the Hungry program; the Migrant Shirt Drive; the Hugs and Smiles Second Mile Program, serving local schoolchildren; Project Heart, promoting educational support for the needy; and Golf for the Troops.

Vanderbilt Country Club—Naples

The Vanderbilt Association has supported the American Cancer Society's Relay for Life since 2000, holding several fundraisers each year. The community has been recognized as a partner for their service to Habitat for Humanity over the last five years with over 3000 hours donated. Baby Basics, a local charitable organization serving needy children, has 80 Vanderbilt volunteers.

VillageWalk of Sarasota Home-owners Association—Sarasota

VillageWalk residents volunteer their time inside the community, with approximately 40 resident-led groups, as well as in service to the surrounding area. The newsletter provides regular reports on volunteer activities and opportunities, several of which have gained community focus. The association now supports 105 students through Hope in a Backpack, providing low-income children food for the weekend. Care packages are sent by the association to troops overseas and a food bank collection box is kept in the community year-round. The association collects for Toys for Tots in conjunction with their holiday celebration. ■

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