



FLORIDA COMMUNITIES  
OF EXCELLENCE

# INTRODUCTION

## 2013 CONFERENCE & AWARDS CEREMONY

The 2013 Florida Communities of Excellence Conference and Awards Ceremony will be held in St. Petersburg, Florida on April 5. This event is open to all community leaders and managers. Registration is free for board members, managers, and residents at [www.communitiesofexcellence.net](http://www.communitiesofexcellence.net). Seating is limited, so register soon if you plan to attend.

The Florida Communities of Excellence Awards are presented annually to condominium, HOA, or cooperative communities that demonstrate excellence in one of the following categories:

- Energy and Water Conservation (Non-Landscaping)
- Florida-Friendly Landscaping
- Civic Volunteerism and Advocacy
- Communications and Community
- Family-Friendly Programs and Initiatives
- Disaster Preparedness Initiatives
- Safety and Security Initiatives
- Financial Innovation
- "Comeback Kid"
- Trendsetter Awards

One award in each category is presented to large communities (400 homes/units and above), and one to small communities (below 400 homes/units). From these, the "Community of the Year" winners are selected. This honor is bestowed upon communities that have demonstrated a level of achievement in multiple categories that stands out from all the other award recipients.

For the third year in a row, the Managers of Excellence Awards will be presented to managers at communities who have distinguished themselves by their participation in the Communities of Excellence Awards program.

Each of the categories was judged by a select panel of independent experts chosen from among educators, policy experts, consultants, public officials, and professionals within each industry/category represented. These experts have given their time to study the submissions and select the winners.

The *Florida Community Association Journal*, Becker & Poliakoff, P.A., and the Pen Group, are the founding sponsors of the Florida Communities of Excellence Awards. Their desire is to encourage and assist communities through recognizing outstanding achievement and to share the success in these communities as a model for other associations.

### **About the *Florida Community Association Journal***

Founded in 1986, *FLCAJ* provides news and vital information to operators of condominiums, homeowners associations, cooperatives, and other multi-unit communities, and has earned the reputation of being the industry's most authoritative voice. The monthly publication contains news and feature articles dealing with areas of interest to managers and board members, including legal matters, accounting practices, insurance, rules enforcement, cost-saving practices, industry events, building and grounds maintenance, security solutions, education, and more. Additional information is available at [www.flcaj.com](http://www.flcaj.com).

### **About Becker & Poliakoff, P.A.**

Becker & Poliakoff is a diverse commercial law firm with more than 155 attorneys, lobbyists, and other professionals in 18 domestic and international offices. Celebrating its 40th year of serving clients, the firm has eight primary areas of practice: Real Estate, Construction Law and Litigation, Community Association, Customs and International Trade, Business Litigation, Corporate and Securities, Government Law and Lobbying, and the Intellectual Property and Emerging Technologies practice. For more about the firm, visit: [www.becker-poliakoff.com](http://www.becker-poliakoff.com).

### **About the Pen Group**

The Pen Group is a leading independent public relations agency in South Florida serving business clients worldwide. The company was founded in 1999 by Alan Penschansky who serves as the Executive Director of the Florida Communities of Excellence Awards program. For more information, visit [www.thepengroup.com](http://www.thepengroup.com).



FLORIDA COMMUNITIES  
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# 2013 CONFERENCE & AWARDS CEREMONY

FRIDAY, APRIL 5, 2013

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FLORIDA COMMUNITIES  
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# AGENDA

## 2013 CONFERENCE & AWARDS CEREMONY

**1:30 P.M. Badge pick-up\***

**2:00 P.M. Sponsor exhibits open**

### Conference Sessions

**2:30 P.M.**

#### Finalist Case Studies: The Safety and Security Category

Stepped up security is the rule in many associations that have seen increased resident turnover due to delinquencies, foreclosures, and vacancies resulting from the economic downturn. Awards category finalists and judges will describe effective programs for safeguarding people and property. The latest developments in security technology, staffing, training, and communications will be examined in this session.

#### Panel Discussion: "Connected Communities— Managing Your Investment in Telecommunications Infrastructure"

Your technology infrastructure is critical to maintaining the community's appeal and meeting residents' high expectations. This session will explore current and future applications that allow residents to manage energy, health, shopping, security, business, and other needs. Panelists will offer an "inside look" at the competitive service landscape now and tomorrow and provide practical tips for developing a strategic long-range plan to address the community's evolving needs while operating within budget and enhancing property investment. Panelists to include representatives of:

- Panelists:**
- Association Communications Services
  - Comcast
  - Converged Services Consulting
  - Verizon Enhanced Communities

**3:30 P.M.**

#### Finalist Case Studies: The Communications and Community Category

Finalists in the Communications and Community category will describe their outstanding initiatives, which cover the range of communications methods from print newsletters to Facebook and Twitter. Their programs bring the community together, promote bonds between individuals, and ensure effective communication in case of emergencies.

#### Panel Discussion: Gray Florida: Preparing Communities for the Aging In-Home Population

With roughly one in five residents over 65 and the percentage growing, Florida is on the leading edge of addressing the needs of the nation's growing in-home aged population. The panel explores steps communities are taking to prepare for the critical challenges ahead.

- Panelists:**
- **Jeff Johnson**, AARP Florida State Director
  - **Ellen de Haan**, Author "Boomer Shock: Preparing Communities for the Retirement Generation," Shareholder, Becker & Poliakoff Tampa Bay Office
  - **Janine Harris**, Community Relations Manager at Florida Department of Elder Affairs
  - **Jeffrey Ulm**, CEO, Association Services of Florida
  - **Gary Pyott**, President South Florida, The Continental Group
- Moderator:**
- **Wanda Sloan**, Hillsborough County Neighborhood Relations Officer

### Awards Event

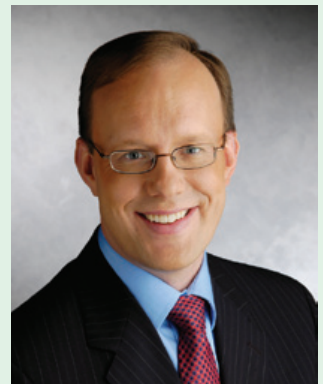
**4:30 P.M. Gala Reception in Exhibit Hall**

**5:30 P.M. Awards Banquet**

**Master of Ceremonies:  
Tom Hudson**

Tom Hudson, Managing Editor and Co-Ancor of America's most-watched daily business news program, *Nightly Business Report* on Public Television.

A 2013 Awards judge, Tom Hudson is one of the country's leading financial journalists. On the NBR, he has covered international, national, and local business trends. In the current economic cycle, housing values, the outlook for interest rates, and the pace of the recovery have been key topics. Tom also writes a syndicated weekly business column that appears in the *Miami Herald* and dozens





of other papers nationwide. We are welcoming Tom back as the awards emcee!

**8:00 P.M. Conclusion**

The 2013 Florida Communities of Excellence Conference and Awards Ceremony concludes.

To reserve your place, register online: [www.communitiesofexcellence.net](http://www.communitiesofexcellence.net).

**Managers of Excellence Reception and Luncheon with Keynote Presentation**

**12 P.M.–2 P.M.**

This special event is not part of the general program and requires separate registration.

Begun in 2011, the Managers of Excellence award recognizes outstanding Florida professional community association managers whose community or communities have received an award or have been a finalist in the Communities of Excellence Awards in two or more years. To date, 19 outstanding managers have been recognized for their achievements.

- Honorees:**
- **Patricia Ivette Quintero**, L'Hermitage I Condominium Association, Ft. Lauderdale
  - **Julie Sanchez**, MetroWest Master Association, Orlando
  - **Bill Tesh**, Timber Pines Community Association, Spring Hill
  - **Bill Smith**, Sandy Key Owners Association, Pensacola

**Keynote: The Business Case for Service**

**Mark David Jones**, Founder and President, Small World Alliance, Inc.

Gain behind-the-scenes insights in a highly interactive session with Mark David Jones, who headed Disney's customer service and leadership initiatives during his 26 year career. Illustrated through Disney's legendary customer service success, Jones makes the case for investing in and delivering world class service.



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FLORIDA COMMUNITIES  
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# FINALISTS 2013 CONFERENCE & AWARDS CEREMONY



## GREEN

### ENERGY AND WATER CONSERVATION

#### SMALL COMMUNITIES *(Under 400 Units)*

##### **Beach Club Three of Hallandale Condominium Association, Hallandale Beach**

Beach Club Three has been researching and making investments in energy and water conservation that will provide a healthy return on investment. LED bulbs, occupancy sensors, an improved HVAC control system, and regular cleaning of the HVAC system have all contributed to reduced energy use. Water has been conserved by replacement of all toilet flappers in the building, both in common areas and individual homes, and by installation of a new cooling tower water chemical mix control system.

##### **Pointe Alexis Homeowners Association, Tarpon Springs**

Pointe Alexis identified projects that would result in higher energy efficiency and lower operating costs and has proceeded with projects as funds are available. Lighting, HVAC units, kitchen appliances, pool and spa pumps, and pool and spa heat pumps have been upgraded to more energy-efficient systems,

with the combined reduction in utility bills reaching 38 percent.

##### **Renaissance I Association, Sarasota**

The Renaissance I Association has implemented a number of upgrades to achieve efficiency, safety, and reliability in systems using water and energy. A Facilities Maintenance Committee spearheaded the projects, which saved money through converting to LED bulbs, installing variable speed motors on domestic and cooling water systems, replacing their heat pump system, installing electronic window shades, replacing the spa heater, and installing a reflective roof coating. A new water treatment system is expected to reduce water usage as well as reduce deterioration of parts such as toilet flappers.

##### **WaterGarden Condominium Association, Fort Lauderdale**

Several years ago WaterGarden began its reduction in water and energy use, which they estimate saves 42 percent in energy consumption. They have retrofitted light fixtures with more energy-efficient models, installed a variable frequency drive in the HVAC water cooling system, installed programmable thermostats, recycled air conditioner condensate, and instituted a replacement and inspection program for toilet flappers. This year they lobbied the city for a change in the city ordinance regarding garage lighting, allowing them to install lower-wattage magnetic induction fixtures with photo-sensor and motion detector technology.

#### LARGE COMMUNITIES

*(Over 400 Units)*

##### **Vanderbilt Community Association, Naples**

The Vanderbilt Community Association has facilitated recycling by community education and providing convenient receptacles, and they are recycling as much material as they are discarding. Energy and water conservation is also achieved by raising thermostat settings when areas are not in use, turning off equipment and maintaining it to run most efficiently, and monitoring water fixtures for leaks.

##### **The Wind Condominium, Miami**

The Wind Condominium has addressed unnecessary use of energy and water by more frequent maintenance checks. Toilets, water heaters, and air conditioning units are inspected quarterly and issues causing extra consumption are addressed. Monthly utilities are monitored to flag any changes.

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#### FLORIDA-FRIENDLY LANDSCAPING

#### SMALL COMMUNITIES

##### **Curlew Landings South Homeowners Association, Indian Rocks Beach**

Curlew Landings South revamped their deteriorating landscaping with the help of Pinellas County Extension Service. Their new plants are demonstrating better health and

appearance as they are now more suited to their environment. Reclaimed water is also being used with the new landscaping.

#### **Pointe Alexis Homeowners Association, Tarpon Springs**

Pointe Alexis has tackled erosion and water use issues in their community. Riprap and aquatic plants were installed to prevent erosion at the edge of ponds, and a slope adjacent to one pond was planted with grasses to eliminate mowing and irrigation. Florida-Friendly plants replaced turf in another area, and the irrigation system is being improved to deliver appropriate amounts of water.

#### **Sea Woods Homeowners Association, New Smyrna Beach**

Sea Woods started with a lush, wooded setting that they have enhanced by maintenance of existing native trees and addition of drought-tolerant species. Older plants have been replaced with Florida-Friendly varieties and homeowners are encouraged to convert sod areas to mulch or other alternatives. The irrigation system has been upgraded and stormwater retention areas are maintained. Invasive species are being combated and chemical use is minimized by using a propane torch to kill weeds.

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### **LARGE COMMUNITIES**

#### **Country Club of Mount Dora, Mount Dora**

The Country Club of Mount Dora has addressed growing problems

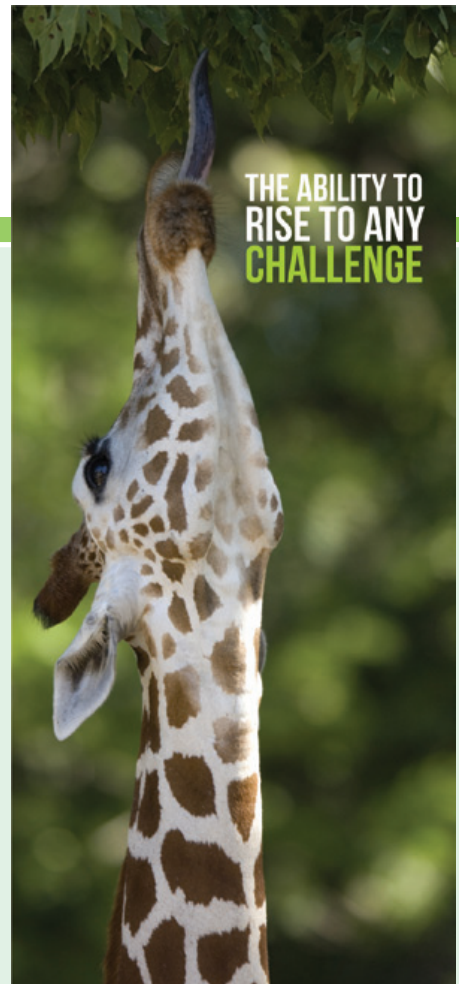
with water consumption and runoff onto roads by collaboration between the city, the association, and landscaping experts. Initial steps of adjusting the sprinkler system have been followed up with switching to more drought-tolerant plants. A Florida-Friendly demonstration area in the community now provides identification of suitable plants to encourage homeowners to modify their personal plantings. Moisture sensors have been installed and further refinements to minimize irrigation are in progress.

#### **Ibis Property Owners Association, West Palm Beach**

The Ibis POA incorporates Florida-Friendly principles in their landscaping and water management practices and educates homeowners as well to promote environmentally safe practices. With a certified horticulturist/arborist on staff, the association is able to perform many landscaping activities in-house and also minimize use of pesticides and fertilizer. To conserve water, the community uses a wetting agent, rain sensors, a weather station evapo-transpiration system, zoned and monitored irrigation, and drought-tolerant plants.

#### **Vanderbilt Community Association, Naples**

Vanderbilt Community Association has incorporated Florida-Friendly principles into maintenance of their 16 lakes, implementing a three-phase revival of the torpedo grass-infested areas. The invasive grass was killed with herbicides, littoral plants were installed, and a 10-foot buffer of native plants with reduced irrigation



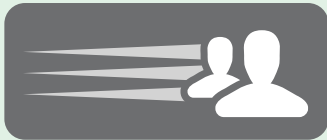
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needs was installed. The community applies Florida-Friendly principles to all new installations or upgrades to landscaping and has removed exotic plants in their wetland area and has also begun Fire Wise plant maintenance.



## ENGAGEMENT

### CIVIC VOLUNTEERISM AND ADVOCACY

#### SMALL COMMUNITIES

##### **Inlet Condominium Association, New Smyrna Beach**

The Inlet Condominium, along with neighboring associations, has been supporting the local Head Start program for more than ten years. The community focuses on collecting gifts at Christmas for the children in need and has a wrapping party at the clubhouse. Funds are also collected for specific needs and trips, and approximately 70 owners were involved in supporting the program in 2012.

##### **Orchid Island Golf and Beach Club, Orchid**

Individually and in partnership with other organizations, the Orchid Island residents have banded together to make a difference in their local area. Three focal efforts have been in funding scholarships, supporting the Indian River Medical Center financially and with service, and providing funds and labor for Habitat for Humanity. Other activities benefit nearby seniors, promote the arts, and support local charities.

##### **The Residences at the Ritz-Carlton of Coconut Grove, Coconut Grove**

The Residences at the Ritz-Carlton of Coconut Grove solicited input to find what charitable organizations the owners were supportive of, and then a committee developed a year-long plan of outreach efforts. Staff and residents participated together in service and donation efforts. Programs included beach clean-up; donating toys, books, food, school bags, and bottled water; and serving meals to the homeless, as well as other donation and service projects.

#### LARGE COMMUNITIES

##### **Ibis Property Owners Association, West Palm Beach**

The Ibis community organizes a number of community-wide charitable efforts and also connects individuals with numerous organizations through their volunteer fair. This year, the community-wide Ibis Does Care Halloween Food Drive collected 14,000 pounds of food and \$5,500. Other community-wide events included collecting 1,500 toys for Toys for Tots, the 4th Annual Ibis 5K Fun Run and One Mile Walk for hospice, and the Armed Forces Day Parade and BBQ lunch for South Florida Wounded Warriors.

##### **Timber Pines Community Association, Spring Hill**

Timber Pines has established a strong tradition of service and fundraising in their 30 years and is a known source of volunteers for Hernando County. Projects support the financially needy, medical funding, arts organizations, environmental stewardship, scholarship funds, children, military, and other needs. A volunteer fair hosting 41 organizations was held in 2012, successfully

matching up more residents with volunteer opportunities.

##### **Vanderbilt Community Association, Naples**

Several charities are supported by community-wide efforts at the Vanderbilt Community Association. The American Cancer Society's Relay for Life has been sponsored since 2000 through numerous fundraisers each year. Vanderbilt has partnered with Habitat for Humanity for seven years, promoting resident involvement and sponsoring and building eight homes. Other community efforts support Baby Basics, providing supplies to needy parents; a student mentor program; Neighbors Helping Neighbors; and additional charitable and civic programs.

#### COMMUNICATIONS AND COMMUNITY

*Presented by Sentry Management*



#### SMALL COMMUNITIES

##### **Ocean Village Club, St. Augustine**

Ocean Village Club uses e-mail, their website, weekly and quarterly newsletters, and social media to reach out to residents. As e-mail is being used as a primary means of communication, three desktop computers have been made available for residents. A communication kiosk has been established in the clubhouse, and almost half the residents participate in an annual survey, providing valuable input.

##### **Punta Rassa Condominium Association, Inc., Ft. Myers**

Routine communication at Punta Rassa is conveyed by e-mail and



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quarterly newsletters, with a comprehensive website, resident survey, meetings, and bulletin boards providing additional routes for information. Emergency communication is made by a speaker system, with e-mail, phone calls, notices, and personal visits as needed.

#### **The Solaire at the Plaza, Orlando**

Communication at the Solaire begins with required orientation and is continued via newsletters, elevator message screens, bulletin boards, e-mail, website, Facebook page, phone calls, letters, text messaging, and events. Emergencies are addressed by automated or personal phone calls or e-mail, depending on the urgency. Positive results have been seen in reduced rule violations, improved attendance at events, and successful preparation for severe weather.

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### **LARGE COMMUNITIES**

#### **Ibis Property Owners Association, West Palm Beach**

New resident orientation, the website, weekly e-mail newsletters, and public safety e-mail alerts form a basis of communication at Ibis. Communication through the 31 HOA neighborhood presidents and the public safety officers keeps information flowing to and from leadership. In an emergency, pre-recorded safety messages, texts, sandwich board sign, emergency door hanger tags, and red newsletter boxes may be utilized. Surveys and social media are used, as well as Suspicious Activity Reporter, a new smartphone application.

#### **Ponte Vecchio Homeowners Association, Boynton Beach**

Personal communication and daily e-mails have facilitated a

harmonious environment at Ponte Vecchio. Newcomers to the community are welcomed by volunteers who present them with a Welcome Binder of information as well as introducing them to the community as a whole. While four to five e-mails per day are the main method of communication, the association also uses newsletters, bulletin boards, text messaging, CCTV (with a large-screen television in the clubhouse), Facebook, and a blog. E-mail alerts and person-to-person contact are used for emergencies

#### **Stoneybrook West Master Association, Winter Garden**

Stoneybrook West starts the communication pattern at new-resident orientation. Their website, e-mails, LED signs at entrances, social media, and other means convey news, activities, and emergencies. Addressing growing areas of non-compliance by e-mail and website notices, including a "How Should It Look" website section, has significantly reduced the number of violation letters issued and, consequently, the costs involved in mailing violation letters.

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### **FAMILY-FRIENDLY PROGRAMS AND INITIATIVES**

### **SMALL COMMUNITIES**

#### **Pointe Alexis Homeowners Association, Tarpon Springs**

Pointe Alexis is meeting the needs of younger families with children by including kid-friendly activities such as a Thanksgiving Day parade, Christmas party, Easter egg hunt and egg-rolling contest, Labor Day party, and Halloween parade. Adults enjoy watching the kids at these events as well as participating in other activities. Free tennis lessons are offered to all ages.

#### **River Run Homeowners Association, Miramar**

The board leads the way in producing an inclusive atmosphere at River Run. The community's activities include a fall picnic—complete with bounce house, local politicians, music, and food—and their National Night out, also with local officials.

#### **Solaire at the Plaza Condominium Association, Orlando**

The Solaire at the Plaza has programs throughout the year that are suitable for all ages. They have partnered with a fitness company in offering a health program for families, and monthly service/fundraising events also provide opportunity for family involvement. Themed events such as cookouts and pool parties help create a family-friendly atmosphere.

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### **LARGE COMMUNITIES**

#### **Fleming Island Plantation, Fleming Island**

Fleming Island Plantation aims to please all age groups, with plenty of events aimed at children and families. Movie nights with free popcorn and soda, Kids Krafts, and various seminars are fun for the whole family. Play pals targets the preschool demographic with trips and activities. The number of children is rising, and grandchildren also enjoy the activities.

#### **Grande Oasis at Carrollwood, Tampa**

Grande Oasis is seeing growing attendance at their numerous activities suitable for families as a result of increasing communication via newsletters, flyers, sign-up sheets, curbside signage, phone calls, and Facebook. Free fitness classes, self-defense classes, and monthly

**BB&T is a proud sponsor of the "The Comeback Kid" category  
presented by  
2013 Communities of Excellence Awards**



We congratulate the winning communities in this category for making the journey from distress to revitalization.

BB&T congratulates all the winning communities in each category and property managers of the 2013 Florida Communities of Excellence Awards for their commitment to community and quality of life for their residents.



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craft-making and events provide opportunities for children through grandparents to participate together.

### **Waterchase Master Property Owners Association, Tampa**

At Waterchase, the majority of residents are families with children at home, so this is the primary group they are serving while seeking to include everyone. A wide variety of classes, clubs, workshops, and camps are offered, along with a monthly festival. Festival events have included Unleashed Pet Fest, Egg-stravaganza Easter Egg Hunt, Mother & Daughter Tea, Daddy & Me Dance, Fitness and Wellness Expo, and more. Their planning and creativity produce events with an assortment of activities to engage various ages.



## **SAFETY**

### **DISASTER PREPAREDNESS**

#### **SMALL COMMUNITIES**

### **The Club at Indian Lakes, Boynton Beach**

Management and the community's Community Emergency Response Team (CERT) coordinate preparation and response for any natural disaster at The Club at Indian Lakes. Monthly drills/meetings keep the CERT prepared, and newsletters, e-mails, and flyers inform residents. The CERT plan includes use of hang tags indicating need for assistance, a bull horn, radio communication, coordination among residents with generators for refrigeration of medicines, and other resident assistance.

### **L'Hermitage I Condominium, Fort Lauderdale**

L'Hermitage I has developed and annually reviews an emergency plan addressing events arising from hazardous materials, terrorism, fire, medical emergencies, blackouts, or riptides, as well as weather. Staff who implement the plan are CERT-certified and perform quarterly drills. A public address system is used as needed, and the emergency plan, including contact information, residents needing assistance, and building layout, is registered with local police and fire agencies.

### **Tuscany Bay Homeowners Association, Boynton Beach**

Tuscany Bay's CERT first developed their emergency plan in 2006, addressing natural disasters, pandemic flu, and fire/electrical incidents. The team meets/drills monthly and coordinates with the local emergency management center and the homeowner association. Included in their plans are immediate assessment of damage, communication, and contractor response in case of an event.

#### **LARGE COMMUNITIES**

### **Ibis Property Owners Association, West Palm Beach**

To ensure prompt emergency response for their community, Ibis has in the last year upgraded their administrative building to be used as an emergency operations center and staging facility for both the community and the West Palm Beach emergency personnel. Satellite communications equipment, retractable hurricane shutters, a 75-kw generator, and other equipment were secured. Public personnel at this EOC will join the 110-member volunteer CERT and Ibis staff in responding

to Ibis's emergency needs. Training of the Ibis public safety department includes preparation for response to hazardous materials incidents, terrorism, and medical emergencies, with two paramedics and six Emergency Medical Technicians on staff.

### **Silverthorn Hernando Homeowners Association, Brooksville**

Disaster preparation and response at Silverthorn is led by their Hurricane and Disaster Preparedness Committee, which has many CERT-certified members. Training and exercises continue throughout the year, and the committee provides ongoing safety and preparedness information to residents through their monthly newsletter and CCTV. In 2012, the plan was completely revised, and additional supplies and equipment were secured to prepare the command center.

### **Villa Borghese Homeowners Association, Delray Beach**

Villa Borghese emphasizes practice, planning, and communication to best prepare for hurricanes and more. Personal preparation for employees and residents is emphasized, and block captains ensure that individual residents are taken care of. Communication with outside agencies and vendors is included in their plan, and coordination with the Lake Worth Drainage District has enabled their community to avoid flooding.

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## **SAFETY AND SECURITY INITIATIVES**

#### **SMALL COMMUNITIES**

### **L'Hermitage I Condominium, Fort Lauderdale**

L'Hermitage I employs a combination of security personnel and

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technology to protect their residents, resulting in minimal theft incidents for the past ten years. Camera surveillance with 24-hour security personnel available for real-time monitoring, a key fob system, and perimeter beams enhance this gated community's defense against intruders. The community has an alert system in place to respond to emergencies or suspected problems within a unit, including providing AED/CPR assistance and opening of access points to enable rapid emergency response.

#### **The Overlook, Jacksonville**

The Overlook has successfully addressed security issues in their community by improving access control, installing additional security cameras, and hiring local officers to patrol several times each week. Switching from a code-accessed gate to magnetic card access, installing fencing, improving an easily-breached gate, trimming trees, planting bushes as a barrier, improving communication, and other measures have all contributed to a decrease in reports of vandalism and crime.

#### **Turnberry Isle North Condominium, Aventura**

The Turnberry Isle North community has improved their safety and security through numerous measures

to restrict improper access and ensure proper policies and training are in place. Access codes and keys, guest procedures, package pickup procedures, emergency response, dealing with unruly visitors, improving visibility, realtor policies, and more have been updated and communicated to personnel, with a reduction in security incidents to validate their efforts.

### **LARGE COMMUNITIES**

#### **MetroWest Master Association, Orlando**

MetroWest has followed up their 2011 Stomp Out Crime initiative with 2012's Kick Out Crime campaign. Multi-faceted communication of problems and preventive measures are communicated via roundtable meetings, flyers, e-mail, online newsletter, and website. Off-duty officer patrols, security cameras, Neighborhood Watch, and a strong relationship with local police have contributed to a drop in violent and property crimes for 2012.

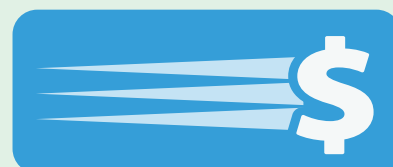
#### **Turtle Cay Homeowners Association, Riviera Beach**

The Turtle Cay community has been strengthened by adding vehicle bar code access control and card reader entry controls at key points throughout the property. Surveillance

cameras, security patrols, and visitor verification have also contributed to cutting trespassing and crime to a minimal level. Community events, information on the website, safety handouts, and posting of rules have helped pull the community together in their efforts.

#### **VeronaWalk of Naples, Naples**

Since its inception, VeronaWalk has placed a strong emphasis on prevention of safety and security problems. Key components include their coordination with local enforcement agencies, their Community Emergency Response Team (CERT), Neighborhood Watch, surveillance cameras, in-house alarm system, security patrol, fire protection, and a 24-hour manned guardhouse with real-time communication with the sheriff's office regarding problematic people or vehicles. The entire staff is trained in first aid, CPR, and AED use, and the Safety Committee meets regularly to address concerns.



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### **SMALL COMMUNITIES**

#### **Punta Rassa Condominium Association, Inc., Fort Myers**

Punta Rassa has taken several steps to avoid fee increases for the

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past three years, while also improving the property and services. Water and energy conservation measures, bringing services in-house, and renegotiation of contracts—particularly insurance—have reduced costs. Delinquent-account procedures now begin when a fee is 10 days late, dramatically reducing delinquencies, and the association negotiates short sales with lenders to reduce legal fees and the time a property is in arrears.

#### **Townes of South Gate, Orlando**

Townes of South Gate reduced expenses by renegotiating several contracts, as well as receiving payment for easement use. Cost-effective improvements include replacing roofs, rather than continuing expensive and ineffective repairs, and improving access control to prevent damage by non-residents. A more aggressive collection policy including earlier placement of liens and collecting rent directly from tenants has also improved finances. Improved community management has boosted property values and spurred residents to more community pride.

#### **Vizcaya of Bradenton, Bradenton**

Vizcaya of Bradenton has vigorously pursued both value and financial savings in their operations. Changes in garbage collection, installation of a geothermal unit for their pool, and contract renegotiations netted the biggest gains. Improvements have been implemented in landscaping maintenance and energy conservation. Delinquencies have been reduced, and with a switch to pooled reserves, the association is fully funded for the first time.

### **LARGE COMMUNITIES**

#### **The Grand Condominium Association, Miami**

Savings on utilities, review of costs of all services and supplies,

personnel reduction, and negotiations with the cable supplier have produced reductions in operating costs for The Grand Condominium. Despite high delinquencies, the association has collected money from tenants of delinquent owners and through seizing and leasing units. These measures have kept fees the same and provided budget surpluses through the economic slump.

#### **The Great Outdoors, Titusville**

The Great Outdoors has generated savings and revenue in several areas. Employee health care costs were reduced, maintenance personnel were used more efficiently through computerized management, phone contracts were renegotiated, mosquito control was relegated to the county, projects were performed in-house, newsletter advertising rates were

increased, and summer help was reduced. The community's collection and foreclosure process promoted collection of delinquent amounts and resulted in foreclosure/rental of several homes.

#### **Vanderbilt Community Association, Naples**

A combination of cutting costs, recovering income, and producing revenue has helped Vanderbilt ease the financial burden on owners. Leasing more efficient vehicles has affected savings in fuel costs, and reorganizing and consolidating communication services to one provider has also trimmed expenses. Firm collection procedures including foreclosure are practiced. Vanderbilt generates additional revenue through a resale capital contribution fee and bulk wine sales to residents.

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### SMALL COMMUNITIES

#### The Enclave Condominium Association of Destin, Inc., Destin

Constructed in the early 1980s, the Enclave had been encountering water intrusion through the years at their window walls. Various methods of sealing the building were unsuccessful; however, the owners did not vote for replacement. With legal advice,

the board passed a special assessment to remedy the situation as a maintenance issue, and the community has since enjoyed rising sales volume and prices.

#### The Greens of Town 'N Country, Tampa

In 2010, new management at the Greens of Town 'N Country tackled the issues that had developed due to economic conditions and lack of attentive management: poor maintenance, crime, delinquencies and budget shortfalls, and lack of neighborhood pride. Staff training, an aggressive collection policy, inspections and notices of violations, increased security, use of in-house staff, and improvement projects have reformed the community's financial situation and community atmosphere.

#### The Sanctuary at Imperial River, Bonita Springs

The economic downturn produced a cascade of negative issues for the Sanctuary at Imperial River, but a team effort begun in 2009 has put them on firm financial ground and resolved issues with permit compliance, maintenance, and crime. The collection process was honed, sales and rentals were heavily promoted, a crime watch program was instituted, and open communication was maintained to achieve a rewarding turnaround.

### LARGE COMMUNITIES

#### Downtown Dadeland, Miami

Downtown Dadeland was faced with a developer who declared bankruptcy before completion, leaving a court-appointed receiver to complete the community in 2009. With the depressed real estate situation, the community was saddled with 148 vacant, unfinished units, dropping values, and significant delinquencies. Through vigorous action, property maintenance costs were reduced by contract negotiations, preventive maintenance programs were created, and the collection process was enforced. By 2012, the community had achieved stabilization of prices, 72 percent reduction in delinquent accounts, and 100 percent occupancy!

#### International Village, Lauderhill

Financial mismanagement over an extended period of time eroded the trust as well as the funds at International Village. Costs were cut by renegotiating contracts, accounting and physical maintenance procedures were put in place, and a special assessment



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was collected to maintain operation. Communication of how the situation developed and steps for regaining viability were communicated via website, town hall meetings, CCTV, e-mail, and individual meetings. As a result, while no bank would provide a mortgage in April of 2012, by November 2012, banks were again willing to provide loans. Maintenance

and financial plans are on solid footing as well.

**Sunrise Lakes Phase 1 Condominium Association, Sunrise**

Two years ago, the management company for Sunrise Lakes left without notice the day before the new board took office. Starting from scratch, the board and

volunteers have proceeded to rebuild a staff as well as improve finances and maintenance of the community. Through training their own employees, communicating with residents, tackling neglected projects, and tightly overseeing contractors, the community's maintenance and finances are in better shape than when the challenge began. ■

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