

**Matanzas Shores Owners Association**  
**President's Report – September 2020**

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The 2020 board year was a challenge on many fronts. We continue to feel the impact of change as new houses go up and we welcome new owners into our community. We look forward to the day when all houses are built and life returns to our new normal.

The restrictions and precautions imposed by COVID-19 impacted our lives in unexpected ways. Our beautiful community with its walking and biking paths allowed us all to continue to enjoy the Florida sunshine and fresh air without fear. I have never seen so many people walking and riding bikes as I did during those first few months of "isolation". We made some changes in our amenities and hours of operation for everyone's safety and as a result we were able to keep them open throughout.

Our Amenities Committee, with many community volunteers, completed development of the new kayak racks early in the year and we are pleased to be able to make them available to more people in the community.

We started roll-out of the new RFID tags for access through the automated gates early in the year and will be wrapping it up very quickly as we work through any outstanding non-responses to make sure all residents are prepared when the old system is shut down.

Supporting the distribution, action on, and collection of fees for Kayak rentals and RFID tags involves a lot of work to prepare and distribute Kayak renewal mailings, respond to owner special requests, review paper work on RFID requests, enter information into our system, prepare the envelope for the owner, and answer the follow-up calls and special requests. We brought in additional part-time administrative help to support that activity. Both of these activities require on-going support. However, in both cases we also receive additional income not accounted for in the proposed budget to offset the costs.

MSOA North Tract will be reimbursed \$485.83 per month by the Waste Water Treatment plant for administrative costs involved in answering questions about payments, helping to track income, ensure that fees begin when certificates of occupancy are issued on new home builds, tracking invoices and responding to vendor questions, and maintaining permit, contract and other documents. While exacting an estimate for income based on other activities is difficult, we expect to receive approximately \$5000 for kayak renewals and \$4000 for new RFI tags to offset our costs.

Some of you have wondered what our office staff does. In addition to the things already mentioned this is some of what they do:

1. Maintain community gate software – add/remove codes and RFI tags, update resident directory with move-ins, move-outs and foreclosures, coordinate gate repairs with the Gate Store.
2. Coordinate work with some contractors, i.e., scheduling, coordinating payment and ordering checks.
3. Maintain computerized Resident Database in Excel and Association software – phone numbers, off-site mailing addresses, email addresses, access control, lease status and tenant information.
4. Greet walk-in residents, buyers and realtors and respond to their queries.
5. Maintain office supplies for guards and office; vendor and visitor passes. Order and maintain levels of inventory for janitorial supplies throughout the property. Check for quality and pricing.
6. Prepare deposits by categorizing and recording checks on forms for Kayaks, RFI's, miscellaneous checks and cash to send to accounting in Orlando.
7. Create logos for car and kayak decals and maintain inventory to keep up with demand.
8. Reconcile the cash drawer to maintain established amounts of petty cash for MSOA and WWTP.

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9. Coordinate and prepare board meeting agendas and packages
10. Prepare meeting minutes
11. Handle the copy and distribution of all our materials
12. Review all rental agreements and leases to ensure they are approved by appropriate people prior to issuing instructions for access
13. Review all access logs weekly and provide them to all associations
14. Provide information to new owners about how to access the property, use of amenities, establishing payment processes
15. Maintaining and updating our website
16. Review and validate all invoices and apply appropriate GL code splits
17. Maintain insurance documentation on all vendors
18. Preparing all our audit materials for review
19. Maintaining official documents
20. Payroll: track hours, vacation time and report any adjustments for employee direct deposits
21. Responding to owner calls, explaining process
22. Providing support to board members
23. Purge and store vendor files annually in an orderly manner to allow easy follow up into perpetuity
24. Coordinate rental reservations for the Community Clubhouse with collection of fee and reservation information. Answer questions regarding required rider insurance.
25. Liaison to external groups for the board
26. Calendar scheduling
27. Special Event documentation review, fee collection
28. Preparing owner communications

We have kept all our meetings open to owners throughout the isolation of COVID-19 using Go-To-Meeting. While many of you are not fans of the product, and have not attended, we have worked to try to improve it to the degree we can and have made the meeting recordings available to all after the meetings. We need to continue to limit our gatherings to enable social distancing so we will need to continue this practice into the future.

Earlier this year we reformatted our amenity rules and those reformatted rules will be affirmed today and are available for all owners.

The board spent 3 long sessions to prepare budgets that reflect the work that needs to be done in the community while attempting to consider costs and reallocate money where we spend the money as needed to keep the increase down. We continue to hear rumors and misinformation and do our best to stay focused on what we believe to be the right thing to do for the good of all despite the criticism and dissention that is epidemic in the country today. Thank you for those of you who encourage and demonstrate faith in our ability to do the job.