

Eagle Tree Condominium Association, Inc.
108 Night Hawk Drive
Jupiter, FL 33477

BOARD OF DIRECTORS MEETING

Tuesday, January 17, 2023

A Board of Directors meeting of the Eagle Tree Condominium Association, Inc. was held on January 17, 2023

Present from the Board of Directors: Louise Berkman, President; Jerry Rokoff, Vice President; Earle Yaffa Treasurer; Peter Ciccone, Board Member; Tom Gilpin, Secretary

Guests present from Timbers Resorts: David Kalnas, Sarah Smith, Dana Salsbury, Chris Goger, Richie Pittner, Erin Santana, Jesse Geremia, Paulene Kawasjee.

CALL TO ORDER

The meeting was called to order by Louise Berkman, President, at 9:31am, Eastern Time.

ESTABLISHMENT OF QUORUM

With four Board members present at the time of roll a quorum was met, and Robert's rules will apply.

PROOF OF NOTICE OF BOARD OF DIRECTORS MEETING

Notice of the meeting was posted to ownership 48 hours in advance of the meeting.

APPOINTMENT OF RECORDING SECRETARY

Ms. Berkman appointed Dana Salsbury as Recording Secretary.

APPROVAL OF AGENDA

- A motion was made by Louise Berkman to approve the agenda as presented. It was seconded by Earle Yaffa and motion was unanimously carried.

APPROVAL OF PREVIOUS BOARD MEETING MINUTES

- A motion was made by Louise Berkman to approve the meeting minutes from January 17, 2023. It was seconded by Earle Yaffa and motion was unanimously carried.

FINANCIAL UPDATE

- Jessica Kluth gave an overview of the financial performance for December 2022. Overall, there was a deficit in operations of \$19,719. There was a surplus in revenue of \$21,386. In the Common General Expenses there was a deficit of \$18,433. For Vacation Plan Specific Expenses there was a deficit of \$22,672. The current life-to-date fund balance surplus is \$860,767.

OPERATIONS UPDATE

- Currently we are a little over 40% of the way across the season. The next 10-12 weeks are the busiest time of the year.
- Concierges are continuing to work short staffed. Veronica Gomez has stepped up and is doing well in her new position as Lead Concierge. Concierge Jean has moved on. We have hired a new concierge by the name of Carlos Pena and he is doing well. We sent out an offer to a concierge that has been accepted and her name is Sarah.
- Bell is short staffed also. Tim is still out on workers compensation hopefully to return in February. We hired a new Bellman by the name of Henry Penna who started last Saturday.
- We want to commend our bell staff for all the work they put out over the holidays with just 3 bellmen. The number of packages, bins and house calls they completed was just amazing.
- Housekeeping is just a little short staffed due to illness and moving out of the area. We have a hard-working group currently. The property was packed over the holidays and this team turned 36 homes on New Years Eve of which 29 arrived before 2pm.
- We have not had to turn any of our guests away that have requested housekeeping, they are doing a terrific job.
- Facilities remains busy on all fronts. We are full staffed in this department but do have an ad up; unfortunately there has not been a great response.
- A/C preventative maintenance program has produced great results. In 2021 we had over 3 dozen calls during the cold snaps. This past year we had 7, which were all minor issues.
- Owner events continue to be a hit and are packed with guests. Christmas week we held family feud and everyone loved it. We are also continuing with Trivia nights. Focusing on trying some new activities soon.
- The per diem site has been rebuilt and is operational. It went down in mid fall of last year. The link has been posted on the scout website. A communication will be going out to the owners.
- Our survey scores have continued to increase over the years. 2021 our end of the year score was 88.86 out of 332 surveys. For 2022 we ended with a score of 89.15 out of 342 surveys.
- The two areas where there was a 2–4-point increase was facilities and housekeeping. We are getting feed back in regard to the Trump Organization increasing the service fee to 23%. This increase has affected food and beverage and the cabana rentals. They are also charging a processing fee should the membership be paid by credit card.
- There has been a lot of pet activity on the property. We want to be good partners with Trump and ensure that this does not continue. We will probably put out a notice to owners.
- Overall, the owners are very pleased with the property and how the homes look.

SALES & MARKETING UPDATE

- As of the last board call, we have had zero home closings.
- We have (2) Two Bedroom sales agreements signed and (3) Four Bedroom sales agreements signed. These will all close within the next few weeks.
- Ended 2022 with (41) forty-one closed sales and (44) forty-four sales agreements.

NEW BUSINESS

- The next Board meeting is scheduled for Tuesday, February 21, 2023, at 9:30 am ET.

ADJOURNMENT

- There being no further business to discuss, a motion was made by Louise Berkman to adjourn the meeting seconded by Earle Yaffa and motion was unanimously carried. The meeting adjourned at 10:00am ET.