

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

BOARD OF DIRECTORS MEETING

Monday, October 23, 2023

A Board of Directors meeting of the Eagle Tree Condominium Association, Inc. was held on October 23, 2023

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

Guests present from Timbers Resorts: David Kalnas, Jessica Kluth, Dana Salsbury, Richie Pittner, Chris Goger, Verne Burden, Jillian Tice, Lori Miller, Pauline Kawasjee, G. Marasco

CALL TO ORDER

The meeting was called to order by Louise Berkman, President, at 12:32p.m., 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 and the motion was unanimously carried out.

APPROVAL OF PREVIOUS BOARD MEETING MINUTES

- A motion was made by Louise Berkman to approve the meeting minutes from October 23, 2023. It was seconded by Tom and the motion was unanimously carried out.

FINANCIAL UPDATE

- Jessica Kluth gave an overview of the financial performance for September 2023. Overall, there was a surplus in operations of \$22,864. There was a deficit in revenue of \$4,400. In the Common General Expenses there was a surplus of \$20,103. For Vacation Plan Specific Expenses there was a surplus of \$7,161. The current life-to-date fund balance surplus is \$727,565.
- Louise Berkman had concerns about the per diem always being short. Jessica reported that we have adjusted the per diem for 2024 to avoid any shortcomings.

- **OPERATIONS UPDATE**

- After a slow September we kicked off the season on Saturday, October 7, 2023. Our occupancy went up from 16% to 66% for the first two weeks of the season.
- Owners came back quickly. The first Saturday we had over 30 check-ins.
- We have been working on some of the off-season projects. One of the items we wanted to do was build our bike inventory. We are at 70 bikes now. They have been staged in the homes prior to the owner's arrival. This has freed up the Bell Services team to greet Owners as they arrive on the property.
- We continue to build up the beach chair and umbrella inventory as well as staging these items in the garages. We have over 60 beach chairs and are continuing to work on the umbrella stock.
- We're focused on getting back to a lot of the basics that make us great. We have implemented the morning meeting at 9:15 A.M. every day with all departments.
- Concierge and Bell Services are fully staffed for the season. We have a wonderful team in both departments. In the first few weeks of the season, we have received positive feedback from the Owners. We feel this is the strongest and most consistent team we have had since pre-covid.
- Survey comments have been coming through from Owners and Guests with several name mentions. This makes us very pleased.
- Richie is doing a tremendous job with the team and Melissa has a steady presence with her new role as Lead Concierge.
- One of the big challenges that our Concierge has faced over the last couple of years in addition to staffing is the overall amount of information that we provide to the Owners and Guests. We have built a Link Tree that can be provided for pre-arrival or when they check in. There is a QR code that can be given out as well. The Link Tree will provide them with most of the information needed while on property. It is also mobile friendly and can be updated within minutes.
- There is a newsletter that is in the process of being developed. It will contain highlights for the Fall and early Winter at the Cravis Center, Maltz Jupiter Theatre as well as other information.
- Several months ago, we were a little nervous about having enough staff in the housekeeping department for the season. We are pleased to report that the staffing company has been able to accommodate our needs. Many of the contractors are new and there are going to be some language challenges that we will have to manage with this team. However, they have shown willingness to work and even better they have a very pleasant attitude. They performed well in the first three weeks of the season and all homes were ready prior to the 4pm check-in time.
- After a short period of time without a manager in the facilities department, we have welcomed back Bill Kerr. It has been a great first two weeks with him. His knowledge of the homes from his previous experience of the property is invaluable.
- The Fire Safety vendor, LSM, has been busy installing cell radios on the homes for the monitored service. Cell dialers have been installed on about (3) three dozen homes. It is anticipated to be complete by the end of October.
- We have been receiving alarm calls now when the alarms go off. We had a period last week of (3) three days where we had several false alarm calls all at one time. We think this was due to condensation in the homes. We had a humid time where a lot of moisture

built up in the houses. Since the cold front has come through and the humidity has decreased, the alarm calls have stopped. We had fire/smoke alarm inspections last week from 10/17 to 10/21. They will need to come out and do some additional inspection work, but we are continuing to move forward with LSM.

- We have been working on some IT related projects that will be coming down the road to include front door locks, possible opera server, and windows virtual servers.
- On the Trump side the clubhouse has reopened for dinning including Burger night on Thursday and Al la cart dinning on Fridays and Saturdays. Beginning November, they will reintroduce pizza and Italian night.
- The spa renovation is far enough along that they have been able to reopen. There are some small items that are needed for the salon and water treatment room. The improvements look wonderful.
- Most of the new gym equipment has come in and been set up.
- Trump is still working with the Town of Jupiter to install the pickle ball courts. They are optimistic they will receive approval shortly. With the additional delay it is going to push it back another season. They are looking to start construction in May of 2024.

SALES & MARKETING UPDATE

- There have been (2) two – (4) four-bedroom home closings.
- There are (2) two – (2) two-bedroom sales agreements signed and ready to go.
- There are (2) two – (2) two-bedroom sales agreements.

NEW BUSINESS

- The next Board meeting is scheduled for Monday, November 20, 2023, at 3:30 pm ET.

ADJOURNMENT

- **There being no further business to discuss, a motion was made by Louise Berkman to adjourn the meeting seconded by Tom and the motion was unanimously carried. The meeting adjourned at 1:12 pm ET.**