

7/20/2020 PROPERTY MANAGER'S REPORT

By Donald Foster, LCAM

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ATLANTIC BROADBAND- At last week's meeting of the UCO Broadband Committee, ABB Customer Service Director Danny Gonzalez was informed of the many recent complaints about ABB customer service- long waits on the telephone, weeks-long waits for in-home service, and frequent equipment failures. Since that meeting, there has been a noticeable increase in the amount of ABB service vehicles entering Century Village, an obvious effort by ABB to improve service and catch up on service requests. ABB has also sent the following message to CV residents:

“At Atlantic Broadband, we set out to deliver best-in-class customer care. We understand that there have been instances recently where some residents have experienced longer-than-normal wait times when calling into our Customer Care team, or when scheduling a Technician to resolve in-home service issues. We know that this can be frustrating and are working diligently to address this.

With respect to the reopening of the Century Village Cable Store, we continue to monitor reported COVID-19 cases in the South Florida Region to determine when we will be able to reopen. In the meantime, we are working on risk mitigation efforts that will not only ensure your safety as our customer, but also the safety of our team members. As we get closer to reopening our Cable Store, we will be sure to provide you with complete details.

We look forward to serving the community of Century Village this summer and we hope to see you soon”

In order to compile and document ABB related issues, CV residents should send reports to UCOMAINTENANCE@GMAIL.COM. These reports will be sent to ABB, and discussed at future Broadband Committee meetings.

PAVING REPAIRS- On 7/15 and 7/16, Atlantic Southern Paving made repairs to asphalt walkways at West, North, East and South Drives.

TREE TRIMMING- On 7/16, Duffy's Total Lawn Care trimmed trees at Century Boulevard, which were overhanging the sidewalk in front of the Medical Building, and removed dead branches from trees at West Drive.

IRRIGATION- Irrigation pump station at Chatham Isle is down for repairs. Irrigation service at parts of Chatham and Kent sections will be down for most of this week, until the pump and pump motor are returned from shop service and reinstalled. Property Managers have been notified to hand water shrubs and flowers at Association properties.

DUMPSTER NEWS- Due to the Pandemic, many seasonal CV residents are now year-round residents, resulting in unseasonal amounts of bulk trash (furniture, appliances) and construction/demolition material (cabinetry, lumber) being put out for disposal. Construction debris is not picked up by Waste Pro for free- the unit owner or the Association must arrange for disposal of this material. Bulk trash pickup day is **Friday**, and bulk items should not be put out before **Thursday**. Associations that discover bulk trash piles put out on weekends, or construction/demolition debris, should immediately call for special pickup by Waste Pro, and back charge the responsible unit owner, if known. Also, bulk trash piles that exceed two cubic yards (the amount that fits inside a regular size dumpster) require special pickup at additional charge. To arrange for special pickups, please send an email, with authorization for additional charges, to UCOGARBAGE@GMAIL.COM.

END OF REPORT



NORTH DRIVE- A SECTION OF ROOT DAMAGED WALKWAY IS CUT OUT.



NORTH DRIVE- WALKWAY REPAIR COMPLETE.



NORTH DRIVE- WALKWAY REPAIR COMPLETE.



CENTURY BOULEVARD- ON 7/16, DUFFY’S TOTAL CARE LAWN SERVICE TRIMMED OAK TREES THAT WERE OVERHANGING THE WALKWAY IN FRONT OF THE MEDICAL BUILDING.



WEST DRIVE- DUFFY'S REMOVING DEAD BRANCHES FROM TREES AT MEDIANS.



CAMBRIDGE SECTION- UNREGISTERED VAN AT ASSOCIATION PARKING AREA. THE ASSOCIATION AND THEIR PROPERTY MANAGER WERE NOTIFIED.



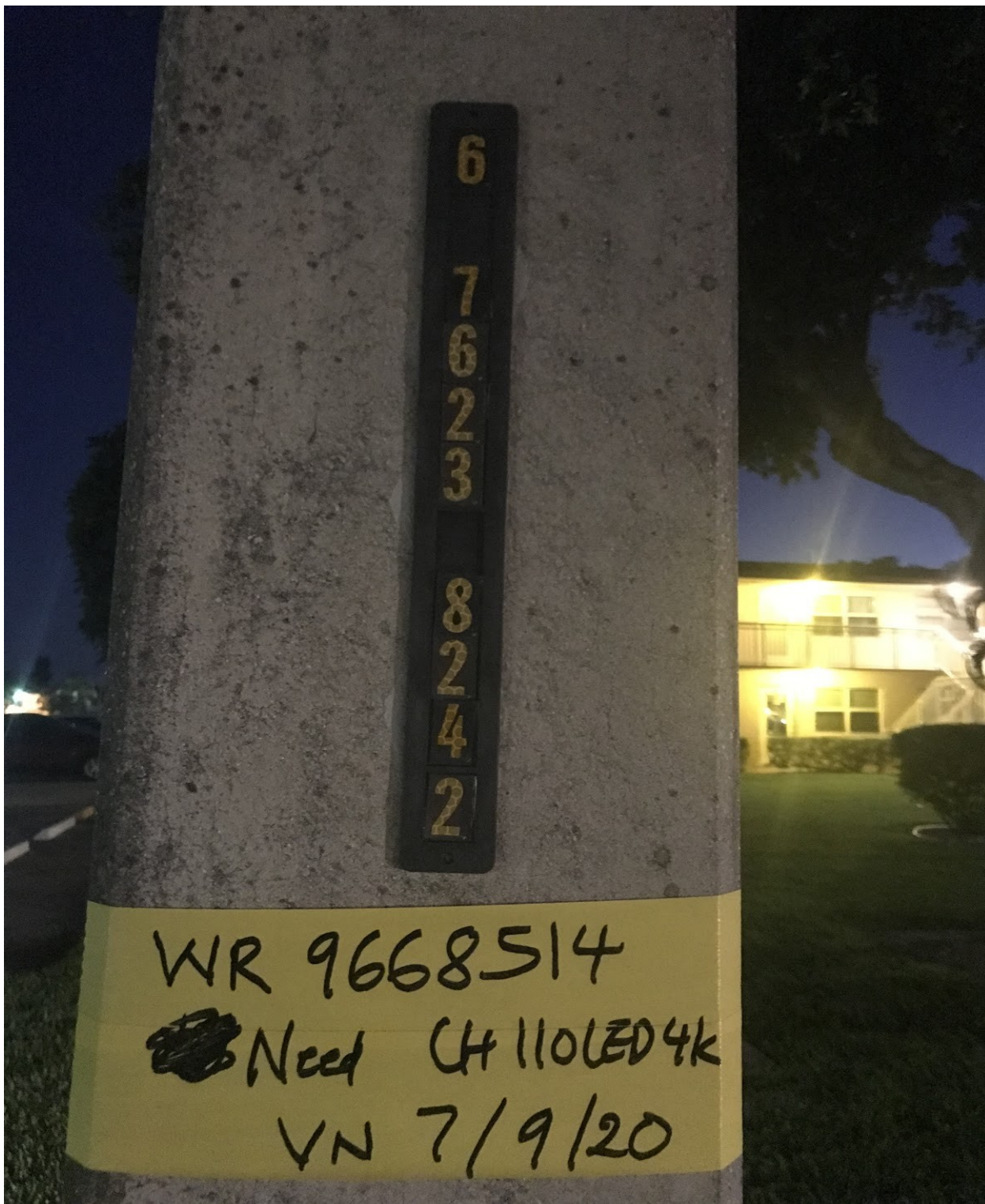
CAMBRIDGE SECTION- EXPIRED TEMPORARY LICENSE TAG IS DISPLAYED ON DRIVER SIDE DASHBOARD. THE EXPIRED TAG IS DELIBERATELY PLACED TO CONCEAL THE VAN'S VEHICLE IDENTIFICATION NUMBER (VIN). AND THE VIN ON THE EXPIRED TAG IS CONCEALED BY A PIECE OF PAPER. BOGUS TAG, UNREGISTERED VEHICLE, REPORTED TO PBC CODE ENFORCEMENT, CASE #C-2020-07140144. ASSOCIATION BOARDS, AND THEIR PROPERTY MANAGERS, NEED TO WATCH OUT FOR THIS NONSENSE, AND TAKE APPROPRIATE ACTION IMMEDIATELY.



CAMBRIDGE SECTION- THIS ASSOCIATION SIGNED A TOWING CONTRACT, TOWING SIGNS WERE INSTALLED, PAPER NOTICE WAS PLACED ON VAN'S WINDSHIELD, AND THE VAN'S OWNER WAS NOTIFIED OF THE IMPENDING TOW.



CHATHAM SECTION- DARK STREETLIGHT, REPORTED TO FPL, WORK ORDER #9668514.



CHATHAM SECTION- DARK STREETLIGHT CHECKED BY FPL AND MARKED FOR FUTURE REPAIR.



CHATHAM SECTION- STREETLIGHT REPAIRED BY FPL.



ANDOVER SECTION- DARK STREETLIGHT REPORTED TO FPL.



WINDSOR SECTION- THIS LED FLOODLIGHT BLINKS EVERY FOUR SECONDS FROM DUSK UNTIL DAWN, WHICH IS VERY ANNOYING TO RESIDENTS OF WINDSOR A, H, AND D. REPORTED TO FPL FOR REPAIR.



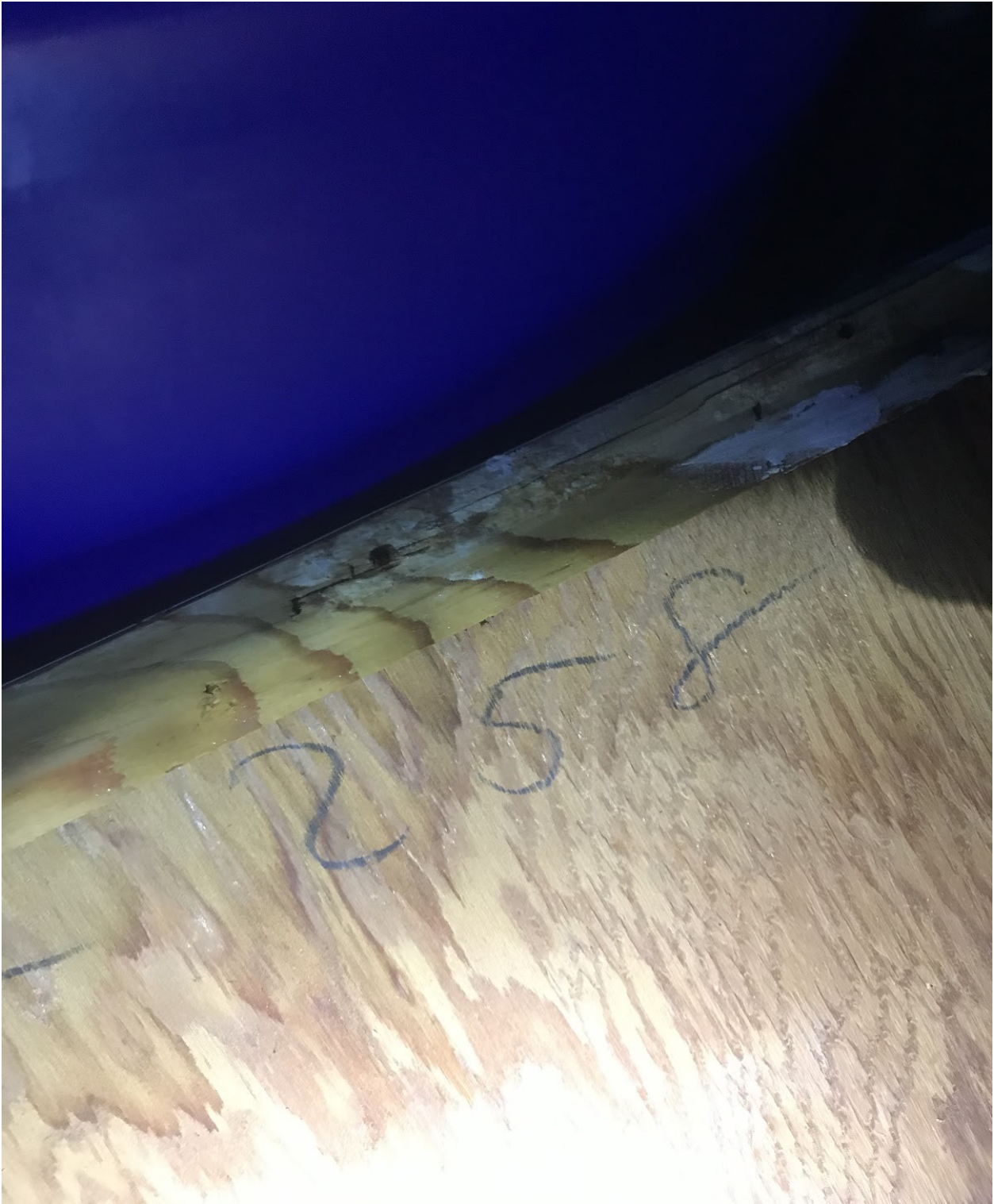
DOVER SECTION- WHOLE UNIT CLEANOUTS ARE NOT PICKED UP FOR FREE. THIS ASSOCIATION PROACTIVELY CALLED FOR SPECIAL PICKUP BY WASTE PRO. THE RESPONSIBLE UNIT OWNER CAN BE BACK CHARGED FOR THIS EXPENSE.



SOMERSET SECTION- THIS PILE WAS PUT OUT ON SATURDAY, WHICH MEANS EVERYONE HAS TO LOOK AT IT UNTIL NEXT FRIDAY. THE ASSOCIATION WAS NOTIFIED, AND ADVISED TO CALL FOR SPECIAL PICKUP. THIS EXPENSE CAN BE BACK CHARGED TO THE RESPONSIBLE UNIT OWNER.



**ANDOVER SECTION- BATHROOM CABINETS ARE NOT PICKED BY
WASTE PRO FOR FREE.**



ANDOVER SECTION- ORIGINAL CABINETS ARE MARKED WITH UNIT NUMBERS, SO TRACING THE RESPONSIBLE UNIT OWNER IS EASY.



BERKSHIRE SECTION- PLATE AND MIRROR GLASS IS NOT PICKED UP BY WASTE PRO FOR FREE- SPECIAL PICKUP, AT ADDITIONAL CHARGE, IS REQUIRED. PLEASE SEND SPECIAL PICKUP REQUESTS TO UCOGARBAGE@GMAIL.COM .



BEDFORD SECTION- TRASH HANGING OUT OF THE BOTTOM OF THE DUMPSTER IS A GOOD CLUE THAT THE DUMPSTER IS RUSTED OUT. THIS WAS REPORTED TO UCO BY A UNIT OWNER.



BEDFORD SECTION- REQUEST FOR DUMPSTER REPLACEMENT SENT TO WASTE PRO. PLEASE SEND BUSTED DUMPSTER REPORTS TO UCOMAINTENANCE@GMAIL.COM



Seacrest Services continues to stay vigilant during the COVID-19 pandemic. This past week, Florida experienced rising numbers of positive cases. Local governments are rolling back reopening plans. Saint Lucie, Martin, Palm Beach, Broward, Miami-Dade, and Monroe Counties have made it **MANDATORY FOR MASK/FACIAL COVERINGS IN ALL PUBLIC AREAS**. Seacrest will continue to practice social distancing; our employees must wear masks and facial coverings while working at our communities. It is important for all of us to make sure that we reduce the risk of infection for our employees and residents. Florida is still requiring all persons traveling from Connecticut, New Jersey, and New York to quarantine for 14 days upon their arrival/return. For more information locally on the COVID-19 outbreak, please utilize the following link;

<http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx>.

For this hurricane season, we have already had 6 named storms. We monitor weather updates and developments. Cyclone development is not favorable for the next five days. Due to the COVID-19 pandemic, hurricane supplies may be difficult to get if you wait until the last minute. Seacrest Services suggests that you act now by obtaining your hurricane supplies, preparing an evacuation plan, checking the Association's grounds for loose items, and keeping up to date on the latest weather developments. Property managers will also be checking for possible projectiles while conducting building inspections. If infractions are detected, the Board of Directors will be notified. Seacrest Services sent Extreme Weather Event Pre-Authorizations forms to all associations. If you wish to utilize this service after a storm, please fill out the form and return to Seacrest Services. For updated information of the 2020 Hurricane Season please utilize the following link:

<https://www.spaghettimodels.com/>.

The Village is having issues with bulk trash placement from residents and their contractors. **Bulk trash is scheduled for Friday; items should not be placed out until Thursday evening.** It is not a pleasant sight to see bulk trash sitting out all week, and this can also be a safety risk for residents trying to discard their normal recycling and trash. Placing these items in front or behind the dumpster could result in missed pickups for normal service as well as make it difficult for residents to discard their normal trash and recycling. Recycling is only picked up on Wednesdays during the summer months. Saturday recycling pick up will begin again in November.. If you have any questions or concerns regarding the Associations or the information above please contact Seacrest Services Customer Service at **561-656-6310** or online at www.seacrestservices.com/work-orders/.

As always, Seacrest Services wishes you health, happiness, and safety.

Christopher M. Gorman

Property Manager

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