



Office Management Report May 2025

Prepared by: Roseane Souza, *Assistant to the Board of Directors*

Tasks executed by: Andres Hernandez and Roseane Souza

Oversight by: Board Members

► Overview

In May, Andres Hernandez and I continued working collaboratively to manage the day-to-day operations of Highland Towers, with a focus on serving our Shareholders. We prioritized efficient communication, timely task execution, and ensuring the safety and satisfaction of all residents.

► Tasks Executed

1. Vendor Management and Board Support

- Continued follow-up with American Eagle and Denis Brothers Electric on pump room projects.
- Maintained ongoing coordination with vendors on pending projects, including:
 - American Doors
 - FP&L
 - Town of Highland Beach - Irrigation pipe replacement in the west parking lot
 - Scheduled Fire Extinguishers Annual Inspection (White Palms)
 - Scheduled Annual Roof Inspection (Infinity Roof)
 - Coordination with USSI

2. Maintenance Coordination

- Together with Jose, supported and coordinated maintenance activities throughout the building and grounds.
- Conducted regular meetings with Jose and Andre to review compliance with maintenance and cleaning checklists.

3. Financial Assistance

- Reconciled bank statements.
- Printed checks in accordance with bookkeeper's instructions.
- Managed weekly and bi-weekly payroll processes for Board approval.

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- Secured Board approval and forwarded invoices to the accounting department/bookkeeper for payment processing.

4. Administrative Duties

- Organized and maintained systematic record-keeping of all office files.
- Managed daily phone calls and coordinated responses to resident inquiries.
- Cleaned and reorganized office files to improve efficiency.
- Maintained regular communication with Shareholders through website email blasts, providing updates on ongoing projects at Highland Towers.
- Provided support to Technology, ARC and House Committees as needed.

5. Shareholder Support

- Assisted Shareholders with in-unit maintenance-related questions.
- Arranged bulk trash removal services with the City of Highland Beach.

6. Communication and Updates

- Maintained open lines of communication with Shareholders to ensure prompt response to requests and concerns.
- Managed the “Calendar Reminder” system to effectively organize and track tasks.

► Conclusion

The contributions of the Office Team remain essential to the smooth daily operation of Highland Towers. Our collaborative efforts this month have focused on facilitating maintenance activities, enhancing communication with Shareholders, and ensuring the continued wellbeing of our community.



Maintenance Report May 2025

Prepared by: Roseane Souza, *Assistant to the Board of Directors*
Tasks executed by Jose Arango

► Overview

This report outlines the maintenance tasks performed by Jose Arango during the month of May 2025.

► Tasks Completed

1. Pool Area Maintenance

- Verified the condition of safety equipment and control pool water level daily.
- Wiped down the pool deck to remove debris and ensure safety.
- Oversaw the work of the pool company – Atlantic Pool.
- Inspected the pool room and equipment.

2. Property Walkthrough

- Conducted a daily thorough walkthrough of the west lot.
- Checked the west exit, west entrance, and pedestrian gates. Inspected and repaired pedestrian gate mechanisms.
- Reviewed conditions in the east lot and checked irrigation as needed.
- Maintained car wash area, ensuring it is clean and functional.
- Maintained both west and east parking lots, touching up the white lines as needed.
- Repaired pedestrian gate lock in the west parking lot.
- Cleaned parking signs and EXIT signs as needed.

3. Regular Maintenance and Safety Checks

- Checked propane stock levels.
- Inspected and repaired lighting around the property, both interior and exterior.
- Maintained trash chutes and roof drains, ensuring they remain clear.
- Inspected elevator rooms and addressed any identified issues.
- Managed iguana control trapping and disposing.
- Installed a new faucet in the lobby restroom.

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- Repaired a jammed dumpster door.
- Touched up parking lot white lines between vehicles.
- Primed laundry room doors, roof doors, and elevator lobby doors using Marine Primer.
- Painted the ground floor catwalk.
- Monitored A/C filters in common areas.

4. Collaboration with Contractors and Technicians

- Accompanied Island Air technicians performing maintenance on various units.
- Worked alongside Orkin technicians during pest control services.
- Met with various vendors including:
 - Denis Brothers Electric
 - Town of Highland Beach
 - Infinity Roof (annual roof inspection)
 - White Palms Fire Extinguishers (annual inspection)
 - Sevilla Landscaping

► Observations and Recommendations

- All scheduled maintenance tasks were completed successfully, and the property appearance remains satisfactory.
- It is essential to conduct regular checks based on Jose's checklist to ensure all areas continue to be properly maintained.

► Conclusion

Jose performed excellent maintenance work this month, making a significant contribution to the building's appearance and overall functionality. Ongoing proactive maintenance and consistent follow-ups remain essential to upholding the property's high standards.