



Office Management Report

March 2025

Prepared by: Roseane Souza

Tasks Executed by: Roseane Souza and Andres Hernandez

Oversight by: Board Member

Overview:

In March, we collaboratively managed the day-to-day operations of Highland Towers, prioritizing the needs of our shareholders, tenants, guests, contractors, and staff. Our primary focus was on efficient communication, timely task execution, and ensuring the overall safety of our community.

Key Tasks

1. Daily Operations Management

- Oversaw daily office functions and operations.
- Addressed incoming calls and resolved various issues as they arose.
- Assisted shareholders and tenants with their specific requests.

2. Annual Shareholders Meeting

- Prepared all necessary paperwork and materials for the upcoming meeting.

3. Contractor Coordination

- Continuously followed up with current contractors, including:
 - Genset for Fire Alarm installations.
 - Economy Fire Protection for fire sprinkler installations.
 - Denis Brothers Electric for work performed in the pump room.
 - USSI for ongoing column repair.

4. Fire Safety Compliance

- Ensured all items in the Fire Inspection report were addressed or in progress for the soft Fire Inspection conducted by Joseph Brooks.

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5. Documentation Preparation

- Prepared documentation for the Property & Wind Policy building survey.
- Created a Material Safety Data Sheet (MSDS) folder for the Maintenance Room.
- Organize Board Meeting Agendas and Minutes in the office files and made it available in the website.

6. Window Cleaning Coordination

- Coordinated with Florida Rope Access to schedule window cleaning.

7. Landscape Project Assistance

- Collaborated with Alex from Delray Garden Center on a new landscaping project.

8. Project Management

- Followed up on estimates for:
 - Pump Room ceiling demolition.
 - Electrical work in the pump room.

9. Financial Operations

- Received invoices from various vendors, processed them, and sent to the bookkeeper for payment.
- Prepared payroll for board approval and submitted to the bookkeeper.
- Maintained control of the HT calendar and managed future projects.

10. Team Collaboration

- Worked closely with:
 - Jose for maintenance tasks.
 - Andre for cleaning services, ensuring compliance with HT standards.

11. Documentation Updates

- Updated forms including information for new Board Members, ensuring proper posting.

12. Shareholder Communication

- Prepared an email to inform all shareholders about the Maintenance Survey for their units.
- Keep shareholders informed on ongoing A1A construction project.



13. Landscape Transition Support

- Assisted in the transition from Greener Image to Sevilla Landscape.

14. Financial Administration

- Worked closely with the bookkeeper to manage vendor invoices, shareholder payments, and bank deposits, maintaining thorough records.

15. Fire Safety Compliance Updates

- Sourced and purchased new handles for the fire cabinets as per Fire Department requests.

16. Website Management

- Collaborated with Louis Mazza to learn and update the website as needed.

17. Admissions Committee Support

- Working with the Admissions Committee to update forms and rental rules for the upcoming season.

Conclusion:

This report highlights our dedicated efforts to maintain a well-functioning community at Highland Towers, focusing on communication, safety, and responsiveness to the needs of all shareholders.

Please reach out with any questions or feedback!

Your Office Team at Highland Towers



Monthly Maintenance Report

March 2025

Prepared by: Roseane Souza

Tasks Executed by Jose Arango

1. Contractor Oversight

- Supervised Denis Brothers Electric during their work.
- Accompanied Joseph Brooks for the soft Fire Department Inspection.
- Assisted shareholders in granting access to contractors for work inside apartments: Island Air for A/C maintenance and Half Price Kitchen to complete installation.
- Collaborated with John from Custom Plumbing during the replacement of water heaters in units 706 and 301.
- Assisted Florida Rope Access while they were window cleaning throughout the entire building.
- Supported Gencon during the pump room ceiling demolition.
- Oversaw Roo Electric as they conducted electrical work in the pump room.
- Managed USSI staff schedule (days and hours) during repairs on the column by the central stairwell.
- Assisted Economy Fire Protection with fire sprinklers installation.

2. Maintenance and Cleaning

- Initiated the apartments maintenance survey to assess ongoing needs.
- Accompanied ORKIN technician for pest control services in the approved units.
- Conducted pressure cleaning of the entire pool patio and cleaned all lounge chairs.
- Pressure cleaned the building's main entrance.



- Painted the beach access stairs and primed all new doors (pump room, dungeon, and central stairwell).
- Painted the propane gas meter and cage with rust-oleum.
- Removed zinc from the maintenance room.
- Painted white lines in the parking lot.
- Replaced the water valve in the west parking lot car wash.

3. Ground and Pool Maintenance

- Supervised the pool guy during all his visits.
- Conducted regular walkarounds of the building grounds to identify necessary maintenance and repairs.
- Lubricated door hinges to ensure smooth operation.
- Cleared debris from the pool area during regular checks.
- Inspected the entire property to confirm that all lights are functioning properly.
- Pressure cleaned the north and south stairs and gates.
- Purchased iguana's food trap and managed the iguana population on the property.

Conclusion:

Jose's work assisting with various maintenance tasks has significantly enhanced our property, ensuring it remains safe and compliant with all regulations. His ability to collaborate with multiple contractors and effectively manage various responsibilities is an invaluable asset to Highland Towers, greatly benefiting our community and Shareholders. We are fortunate to have him on our team!

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