



Office Operations Report

Month: June 2025

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

Work Performed by: Roseane Souza

Supervised by: Board Members

► General Overview

Throughout June, Roseane worked closely to oversee the administrative and operational functions of Highland Towers, with a strong emphasis on assisting the Board Members and Shareholders. The office goals remained centered on clear communication, prompt task handling, and maintaining a safe, well-managed environment for all residents.

► Activities Carried Out

1. Vendor Coordination and Board Liaison

- Continued follow-ups with American Eagle and Denis Brothers Electric regarding pump room improvements.
- Maintained active communication with vendors on outstanding projects, including:
 - American Doors
 - Florida Power & Light (FP&L)
 - Town of Highland Beach – west lot irrigation line replacement
 - LSM – Annual fire alarm testing and inspection

2. Maintenance Oversight

- Supported building and grounds maintenance in collaboration with Jose.
- Held routine check-in meetings with Jose and Andre to ensure tasks aligned with maintenance and cleanliness protocols.

3. Financial and Accounting Tasks

- Performed bank statement reconciliations.
- Processed check printing in coordination with instructions from the bookkeeper.
- Managed payroll submissions—weekly and bi-weekly—for Board review and approval.
- Collected invoice approvals from the Board and submitted them to the accounting department/bookkeeper for processing.



4. Office Administration

- Maintained an organized filing system for all office records.
- Handled incoming phone calls and addressed resident requests.
- Reorganized and tidied office documents to streamline operations.
- Distributed regular updates to Shareholders through the website, text alerts, and emails on current projects.
- Assisted Technology, Architectural Review (ARC), and House Committees as needed.

5. Shareholder Assistance

- Responded to maintenance-related inquiries from Shareholders regarding their units.

6. Internal Communication and Task Management

- Continued fostering strong communication with residents to address concerns and requests in a timely manner.
- Managed and updated the office task “Calendar Reminder” system to stay on top of priorities and deadlines.



Maintenance Summary Report

Month: June 2025

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

Maintenance Activities Performed by: Jose Arango

► General Summary

This report presents a detailed account of the maintenance operations completed by Jose Arango throughout June 2025.

► Work Completed

1. Pool Area Maintenance

- Conducted daily checks on pool water levels and ensured all safety gear was in good condition.
- Cleared the pool deck of debris each day to maintain a safe and clean environment.
- Supervised Atlantic Pool's service activities.
- Performed daily inspections of the pool equipment and utility room.

2. Property Inspections and Upkeep

- Performed a daily walkthrough of the west parking lot.
- Inspected the west-side vehicle and pedestrian gates; repaired the pedestrian gate mechanisms when necessary.
- Assessed the east lot and monitored the irrigation system as needed.
- Cleaned and maintained the car wash area to ensure proper operation.
- Maintained and touched up striping in both parking lots.
- Cleaned and refreshed parking and EXIT signage where needed.

3. Routine Checks and General Repairs

- Monitored propane supply levels.
- Inspected and repaired both indoor and outdoor lighting fixtures.
- Ensured trash chutes and roof drainage systems remained unobstructed.
- Entered elevator machine rooms for inspection and minor maintenance.
- Set and removed iguana traps as part of pest management.
- Repaired areas along the north wall and in central stairwells.
- Applied FlexSeal to seal visible roof cracks temporarily while awaiting USSI's scheduled roof maintenance.
- Assembled sample metal storage shelves for review.

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4. Contractor and Vendor Coordination

- Assisted Island Air technicians with scheduled service visits to individual units as per Shareholders approval.
- Given access to contractors to work inside units as per Shareholders approval.
- Supported Orkin's pest control operations throughout the building.
- Coordinated on-site visits and meetings with the following vendors:
 - Denis Brothers Electric
 - Town of Highland Beach representatives
 - Infinity Roof (for the annual roofing inspection)
 - Sevilla Landscaping

► Notes and Recommendations

- All assigned tasks were completed effectively, with consistent attention to detail. The overall condition and appearance of the property remain in good standing.