



Office Management Report April 2025

Prepared by: Roseane Souza

Tasks Executed by: Roseane Souza and Andres Hernandez

Oversight by: Board Member

Overview:

This report summarizes the office management activities conducted in April 2025. The focus has been on ensuring smooth operations, assisting shareholders, and facilitating ongoing projects to enhance the overall efficiency of the office.

Tasks Executed:

1. Daily Operations Management:

- Coordinated and managed day-to-day office operations.
- Assisted shareholders, visitors, and contractors with inquiries and requests.
- Answered phone calls and resolved issues promptly.
- Responded to emails in a timely manner while addressing concerns effectively.

2. Project Coordination:

- Constantly followed up on ongoing projects to track progress and ensure timelines are met.
- Collaborated closely with project managers from USSI, Economy Fire Protection, GENSET, and Denis Brothers to support project needs.

3. Shareholders Meeting Preparation

- Prepared and printed necessary documents for the Shareholders Meeting as requested by Jim Keefe.

4. Unit Inspection Survey Oversight:

- Conducted daily follow-ups with Jose during the unit's inspection survey to ensure thoroughness and prompt reporting.

5. Contractor Coordination:

- Oversaw the work performed by Andre Cordeiro and facilitated communication regarding project status so he can schedule his cleaning services accordingly.
- Assisted shareholders in coordinating outside contractors for work within their units as per their requests.



6. Financial Management:

- Made trips to the bank for deposits to maintain control of transactions.
- Received, processed, and coordinated with the bookkeeper regarding payment of bills.

7. Office Organization:

- Ensured all office forms and website information were up to date and accurate.
- Organized office paperwork, ensuring effective filing and easy retrieval.

8. Communication with Shareholders:

- Maintained close communication with shareholders via email, keeping them informed about ongoing projects at Highland Towers.
- Encouraged compliance with House Rules to promote a harmonious living environment for all residents.

Conclusion:

The office team concluded a busy and productive high season, successfully handling various tasks and projects to ensure smooth operations and clear communication with shareholders, guests, and contractors. As we move into Summer, we remain focused on these efforts to create a great environment and uphold high standards for all residents at Highland Towers.



Monthly Maintenance Report

April 2025

Prepared by Roseane Souza
Tasks executed by Jose Arango

Overview:

This report outlines the maintenance activities conducted in April 2025. Our team, led by Jose Arango, diligently executed various tasks aimed at ensuring the upkeep and safety of the property.

Tasks Executed:

1. Daily Inspections:

- Conducted routine walk-throughs around the property to monitor overall condition and identify any immediate issues.
- Performed daily inspections of the pool and beach area to maintain cleanliness and safety for residents and guests.

2. Wildlife Control:

- Managed iguana populations around the property to prevent disturbances and ensure a safe environment.

3. Irrigation and Utilities:

- Regular checks on the irrigation system to ensure optimal performance.
- Monitored propane levels and ordered replacement tanks as necessary.

4. Lighting Maintenance:

- Inspected the property for burned-out light bulbs and replaced them to enhance visibility and safety.

5. Structural Inspections:

- Conducted a visual inspection of the roof on the 7th floor to check for potential leaks.

6. Painting and Repairs:

- Painted stairwell railings as needed and completed paintwork on the central stairwell wall and gym hallway following repairs by USSI.
- Repainted the main water valve for the building's fire sprinkler system in red for visibility.
- Removed the fire line and repainted the parking space for unit 101, and added "DO NOT PARK" yellow lines next to parking space #8 as requested by fire marshals.



7. Restroom Maintenance

- Replaced the flush valve in the ladies' bathroom to ensure functionality.

8. Sprinkler Repairs:

- Replaced the sprinkler meter box and repaired leaking water lines in the west parking lot.

9. Contractor Coordination:

- Assisted and coordinated work for various contractors, including ROO Electric, USSI, Economy Fire Protection, Denis Brothers, Genset, and Hotwire.

10. Meeting Room Preparation:

- Set up and broke down the meeting room for the Shareholders Meeting held on April 14.

11. Unit Inspections:

- Completed the units inspection survey to assess condition and maintenance needs.

12. Landscaping Oversight:

- Oversaw the work of Sevilla Landscaping.

13. Contractor Access:

- Assisted shareholders by providing access to contractors performing work in their units.

14. Pest Control Coordination:

- Accompanied the ORKIN technician during monthly pest control services to ensure thorough treatment.

Conclusion:

Jose has successfully completed all scheduled tasks for April 2025, maintaining the property's safety and functionality. Ongoing efforts will continue to enhance the living environment for all residents.