



Office Operations Report

Month: July 2025

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

Work Executed by: Roseane Souza

Supervised by: Board Members

Overview:

Throughout the month of July, Roseane remained actively engaged in overseeing the day-to-day administrative and operational functions of Highland Towers. A strong focus was placed on supporting the Board and Shareholders, maintaining efficient vendor communication, and ensuring timely completion of office and property-related responsibilities. The objective continues to be clear communication, timely follow-through, and a well-organized community.

Key Responsibilities and Accomplishments

1. Vendor Coordination & Board Communication

- Maintained consistent follow-up with Genset for Fire Alarm system upgrades.
- Actively managed vendor communications on several pending projects, including:
 - American Doors
 - Florida Power & Light (FP&L)
 - Town of Highland Beach – west lot irrigation work schedule
 - LSM – Annual fire alarm inspection and testing
- Coordinated with C.W. Fischer to organize and confirm scheduling for the common areas' electrical shutdown.
- Worked closely with Sergio from the Town of Highland Beach to schedule contractor access for underground pipe installations.
- Continued follow-ups with FP&L to schedule the replacement of the vault room door.

2. Maintenance Support and Oversight

- Collaborated with Jose on ongoing building and grounds maintenance and Andre to ensure cleanliness protocols.

3. Financial Support

- Completed monthly bank credit card and Home Depot card reconciliations.
- Processed check printing in accordance with the bookkeeper's instructions.
- Submitted weekly and bi-weekly payroll for Board approval.
- Collected Board-approved invoices and forwarded them to accounting/bookkeeping for processing.

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4. Office Operations & Administration

- Maintained a structured filing system and kept office records organized.
- Managed incoming calls and promptly responded to Shareholders inquiries.
- Tidied and reorganized office documents to optimize daily workflows.
- Communicated project updates to Shareholders via email, website postings, and text alerts.
- Provided administrative support to the Technology, ARC, and House Committees.

5. Shareholder Relations

- Responded to Shareholder inquiries related to unit maintenance and facilitated necessary coordination.

6. Internal Coordination and Task Monitoring

- Maintained clear and effective communication with Shareholders to address ongoing concerns and special requests.
- Managed the office's "Calendar Reminder" system to track project deadlines, inspections, and meetings.

Conclusion:

July marked another productive month in maintaining operational continuity and strong communication between the Board, vendors, and Shareholders. The office remains focused on supporting essential building functions while proactively addressing evolving needs.



Maintenance Summary Report

Month: July 2025

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

Maintenance Activities Performed by: Jose Arango

Overview:

During the reporting period, Jose Arago performed regular and day-to-day building maintenance tasks, provided direct assistance to Shareholders, and supported contractors during scheduled and emergency services.

General Building Maintenance Tasks Executed:

- Monitored and assisted Shareholders with specific maintenance needs.
- Conducted daily visual inspections of grounds, equipment, and common areas.
- Filled the pool when necessary and verified equipment was in good working order.
- Inspected pool furniture and outdoor showers to ensure proper functionality.
- Oversaw the work of the pool service company.
- Monitored and maintained both east and west parking lots, including gate functionality.
- Cleaned and performed repairs to the car wash area as needed.
- Inspected propane tanks, beach access paths, and roof drains.
- Verified functionality of elevator fans and generator systems.
- Replaced burned-out lightbulbs around the property.
- Maintained the trash room organized and clean.
- Performed daily iguana control.
- Completed touch-up painting on catwalks and walls.
- Carried out minor repairs in lobby areas after emergency lights installation caused minor damage.

Collaborative & Special Tasks:

- Washed down catwalks and emergency stairwells together with Andre.
- Assisted in keeping the maintenance room organized and clean.
- Primed laundry room doors and north side lobby doors.
- Assembled new sample storage racks for the storage room.

Contractor Oversight & Coordination:

- Oversaw Island Air during units maintenance and repairs.
- Coordinated with LSM during the Annual Fire Alarm Inspection.
- Accompanied ORKIN Pest Control during monthly service.
- Accompanied Folding Shutters during repair service inside one unit.

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- Assisted C.W. Fischer during delivery and organization of electrical equipment. Oversaw C.W. Fischer during the electrical shutdown in common areas.

Plumbing & Drainage:

- Reconnected water lines in the west parking lot.
- Flushed drain lines due to recurring issue in Stack #6; the line cleared of debris. Next flush will be performed end of September.

Ongoing Responsibilities:

- Continues to follow the weekly and monthly maintenance checklist.
- Assists Shareholders closely with their individual requests.

Conclusion:

Jose remains proactive and responsive in maintaining the property, ensuring systems function properly, and supporting both residents and service providers. His attention to detail and cooperation with team members contribute significantly to the smooth operation of the building.