



PORT MALABAR HOLIDAY PARK
MOBILE HOME PARK RECREATION DISTRICT

215 Holiday Park Blvd. NE
Palm Bay, Florida 32907-2196
Office: 321-724-2240

June 12, 2023

Port Malabar Holiday Park Trustees:
Manager's Report

1. Safety and Security:

- Island lights: Eau Gallie Electric and Deltron electric have submitted proposals to repair the lighting located on the Marquee Island. Both proposals are under the \$4999.00 purchase policy limit that requires board approval, however, because our guard shack/gate is over budget now, the District office is requesting the Board of Trustees to allow this repair to take place. This is a safety issue as lighting is required to illuminate the roadway leading into the park, and the island lights have been down for more than three months. Eau Gallie electric's proposal is for \$1100 to run a new conduit underground and connect to the main Marquee electrical panel located at the nearest utility pole. Deltron electric's proposal is for \$3420.87 to fish the new wiring through the existing Marquee conduit and connect to the Marquee electrical panel at the same utility pole. Eau Gallie's proposal is significantly lower than Deltron's proposal because the District challenged Eau Gallie electric on previous work orders that were still not satisfied. Although the guard shack panel was not installed by Eau Gallie electric, we found open violations inside the electrical panel that Eau Gallie electric failed to notify the Park about.
- Entrance and guard shack irrigation: Space Coast irrigation will provide full repairs to both irrigation control boxes located outside the guard shack. The control boxes serve the timer functions for the front sprinkler systems. They will also replace the front pond-light timer box that has not been working consistently in the last month. These services will cost the park approximately \$500.00 and are within our irrigation budget.

2. Main Recreation Hall and Updates:

- Pool update: Health inspection passed for the following six months. Residents please be informed that shouting or swearing at our employees because of inspection delays at the pool is unbecoming. The pools chemicals and balances can be thrown off during storms and/or when we have high residential pool traffic through the weekend. Our licensed CPO employee Jose Rivera routinely ensures that we have the proper chemical balances every morning before opening the pool, however, when the City of Palm Bay inspectors show up the District office has no power to delay their obligations. Residents should be notified that our evening custodians do not have the knowledge, nor the required license to work on the pool's chemicals. To that end, Jose Rivera has trained both our custodial staff Enrick Ferguson and Justice Schare to prepare for their CPO (certified pool operator) test. We are actively setting up a test date and location for both employees.



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- Roof leaks in the pool and card room: Both leaks have been inspected and repaired by Dura-Last roofing, who installed our roofing membrane more than a decade ago. Unfortunately, the current warranty did not cover these repairs which totaled approximately \$600.00. The existing warranty only covers manufacturer defects or poor installations, both of which did not prevail as a culprit. Our warranty expires in 2027.
- Garage/Yard sales: Because of recent confusion toward the rules of having yard sales by some residents, I am requesting the Board of Trustees to adopt language to our Park's policies and/or Rules and Regulations sections. As it stands today, there is no language in our About us Book that pertains to these yard-sale events. I would like this to be completed before the next workshop meeting.

Section 15 of the Deed Restriction: A small sign announcing "yard sale" may be temporarily placed on the owner's property but shall not remain longer than twenty-four(24) hours.

- Employee Payroll: Due to very poor performance by the current payroll system "Connectpay", the District is in motion to move our payroll operations to ADP or Paychex payroll services. Both services are nationally recognized providers with exceptional "cloud-based" capital management solutions, such as, payroll, attendance, tax, and Human Resource services.

For years Holiday Park used the services of CPA payroll until this fall when they were absorbed by Connectpay. Unfortunately, the merger created a PTO(Personal time off) accounting mess because Connectpay and CPA failed to notify Holiday Park on the pending merger which caught the District office by surprise back in January.

Additionally, I understand there has been mention of handling payroll exclusively within the District, however, I heavily caution going in this direction, as human error and/or potential bias could prevail in the long run and create more of a problem than a solution. The District must move forward with cloud-based technologies and generate streamlined reports and analytics that would help in evolving the District into the future.

- Human Resource change: After discussions with members of the HR team, the District office and members have agreed to change the title of the group from Human Resources to Conflict Resolution Team. It was determined that having such a title as Human Resources could potentially lead to some legal entanglements where decisions are being made without certified professionals within the specialization. Having an HR department would also require external HR compliance auditing to go over policies, risk mitigation and best practices. These compliance elements go above and beyond what the original intention of the committee was meant for.



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The role of the Conflict Resolution Team is to provide a buffer or voice for employees who might have a grievance against certain Holiday Park officials. The CRT team will not be able to provide an absolute judgement or decision, however, they can provide information and suggestions to the Board of Trustees and the District to resolve open-ended questions that might arise.

3. Lawn Service Summer:

- **Holiday Park Lawn Service (6/12/2023):** With last week's rainfall the overall condition of the green spaces has improved allowing for Motivated to fully commit to their scheduled cuts. That said, Motivated Lawn service is slightly behind due to playing catchup since Memorial Day, as well as losing two to three team members who walked off the job last week. The lawn service supervisor requested if they could enter the park on a Saturday to make up for lost time. We are asking residents at this time to please be patient and reach out to the District office if a cut has been missed on your property.

Last week, the District received a call from the Lawn service supervisor regarding a resident in the park who came out of his home, walked across the road, and verbally attacked one of the members of the lawn service team. The verbal attack included racially motivated language and swearing; the supervisor indicated this resident had a previous run in with their team when he verbally attacked another team member for blowing too close to his property.

There is no reason whatsoever for any resident to go out of their way and verbally attack any of the Park's contract service providers. Residents are encouraged to reach out to the District office first and/or bring their issues to a District meeting. At this time, the District office is asking the Board of Trustees to investigate this matter and decide if a motion can be made to stop lawn services with the resident in question. Although an apology was given to the vendor owner by the resident the following day, nevertheless, the language used against the lawn care employee could have turned violent.

- 4. District Manager vacation:** The District manager will be on vacation from Tuesday, June 20th, 2023, and will return by Wednesday, July 5th, 2023.

5. Static notes for the remainder of 2023 Pet protocols:

- Please be informed that service dogs (dog only) and ESA dogs are allowed within Holiday Park, including the amenity areas of the Recreation Hall. Service animals and ESA animal owners must submit all legal and professional documentation to the District Office that meets the FHA and ADA



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regulations' expectations and respects the existing deed restrictions on animals/pets within Holiday Park.

Under no circumstance should anyone, regardless of title, or residency, publicly chastise or harass ESA owners. Emotional Support Animal circumstances are protected under FHA laws as "reasonable accommodations."

The District reserves the right, however, to request the owner of either the service or ESA animal to leave the premises, if it is clearly determined, that the animal's behavior is aggressive and a nuisance to residents trying to enjoy the Recreational Hall amenities.

- All dogs are to be leashed by the owner when leaving the confines of the mobile home. Under no circumstance should a dog be off his/her leash.
- Please be advised that all dogs/pets must be below 25 lbs. If any resident has a dog more than 25 lbs. the District reserves the right to request additional information on the compliance of your pet.

This statement is not meant to harass any pet owners, but rather, to ensure that all Holiday Park compliances, including both the existing FHA and ADA laws, have been satisfied. If you have any additional questions or concerns, please do not hesitate to contact the District office at your convenience.

- **Guard Shack access for contractors: Overview (static for the remainder of 2023)**
 - a) Gate attendant stops a contractor at the gate and requests general information, i.e., work location, license information, name of the owner, etc...
 - b) Once all the information has been collected the Gate attendant must acknowledge if the owner called in the contractor for access. If by chance, an owner failed to contact the gate attendant prior to the contractor arriving, then the Gate attendant MUST reach out and contact the owner for access.
 - c) Once the Gate attendant has been informed by the owner to provide access, the Gate attendant is to instruct the contractor to head directly to the Recreation Hall for a contractor pass, (ORANGE PASS), NO EXCEPTIONS. At this point, the office administrators and/or District Manager will vet the contractor to ensure the service call does not require an ACC application and/or City of Palm Bay permit.
 - d) Once a pass has been provided to the contractor, the contractor can then operate within the park and service at the designated address where work is to be performed.
 - e) Once service has been completed by the contractor, they're to return the pass to the Guard shack.



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- **Guard Shack access for Real Estate Agents: Overview**

- a) Gate attendant is to stop any client and/or agent at the gate to collect their general information, I.e., property location, vehicle license number, etc....
- b) All clients MUST be accompanied by their agent to access the park to review a property. Under no circumstances should a Gate attendant allow a client to inspect the park without having representation by a licensed agent.
- c) Once relevant information has been gathered, the Gate attendant is to instruct the agent and their client to head directly to the Recreation Hall to pick up a pass.
- d) The office administrators will then provide the agent with a pass while also providing the agent with park literature referencing the About Us Book and Deed Restrictions.

Once the agent has completed her time with the client, they MUST leave together and drop the pass off at the Guard shack.

6. District Manager Appointments:

- Please be advised that I have provided a static weekly appointment schedule for residents wishing to speak with the District Manager on pressing or concerning issues. A meeting window of 15-20 minutes will be allocated for each appointment. The schedules are as follows:

Tuesdays 2:00 PM to 3:00 PM
Wednesdays 12:00 PM to 3:00 PM
Fridays 1:00 PM to 2:00 PM

Please ensure to schedule accordingly and call a timeslot in advance. I am unable to guarantee a meeting on the fly unless it is an emergency.

Best Regards,

Miguel Garcia Jr.

Special District Property Manager