



PORT MALABAR HOLIDAY PARK MOBILE HOME PARK RECREATION DISTRICT

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

September 11th, 2023

Port Malabar Holiday Park Trustees:
Manager's Report

1. Safety and Security:

- A complaint form was submitted back in June regarding an illegal installation of power to the Gazebo lights. This installation was done before the present administration timeline, and likely created during the Gazebo's initial construction. To that end, for safety and compliance, the connections have been removed and capped off until further notice, or until the Park approves an electrician to have it installed.
- The overall lighting system at the district recreation property needs to be inspected by an electrician for compliance with State and local codes. Outside of mechanical upgrades, i.e., replacing all the outdated timer boxes at both the recreation hall and guard shack, I have concerns about grounding issues, structural pole integrity, and the overall electrical apparatus within Holiday Park. This is a capital improvement topic that needs to be discussed in the very near future. It's my suggestion that a commercial energy audit report be entertained to have a better temperature read of the District's overall infrastructure conditions. An extensive report will be generated by a team of energy consultant engineers who will articulate and establish areas of immediate concern, as well as provide energy/cost saving initiatives that will benefit the overall health of the Park into the future. The cost savings in knowing what to prioritize can save the park hundreds of thousands in the long run. I have already reached out to the department of energy to find agencies who might be able to help the Park.
- The street, parking lot and road conditions are overall poor. Again, this is going to be a capital improvement project that must be discussed in the coming budget cycle to survey. The roads near the orchid area are steadily declining and as weather continues to expand, the street fissures and road surface low points continue to develop. I have already seen evidence of low points throughout the Park where flooding is significantly pooling and creating impassable traffic zones. Areas near blossom, HPB by the back pond, and Shell Ct are good examples of flood zones. There are more areas throughout the Park like the examples provided.
Several years ago the Park apparently attempted to hedge the flooding on Shell Ct. by adding an undersized three-to-four-inch storm drain right on the island edge of the cul-de-sac. The problem is that it's undersized and unable to match the volume of rain that falls, while also increasing the chance of flooding due to sediment runoff into an undersized line. This is going to be a reoccurring issue until the streets are fully redone by an experienced commercial entity.



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- New traffic road hump/bump signs were ordered and installed to replace the old fading traffic signs. Additional signs were ordered and installed at the fence line, nearest Moonlight CT. The signs read as NO TRESPASSING ON PRIVATE PROPERTY. Please take note, this refers to residential properties running along the Tillman Canal off Moonlight. During the drought season earlier in the year, reports came in from numerous residents that trespassers were walking into the park through the Tillman Canal grounds and into private property. At the time, I contacted our security vendor to provide a quote on re-installing a basic DVR camera system that runs off motion detection. A quote has already been provided that would add a camera system on the existing fixture poles off Moonlight and the Americana gate, however, due to budget constraints this has been paused until after October.
- New signs have been added to the Pool amenity to reflect additional concise language on issues with attire, and to ensure safety compliance from city inspectors. Additional signs will be ordered after October to replace some of our older posts that are fading.
- I again ask the Board of Trustees to please approve additional road “humps/Bumps” along some of our long Holiday Park Blvd roads. I have seen too many vehicles from afar speeding beyond 30mph and creating a potential hazard to golf cart riders and folks walking along our narrow sidewalks. I would add a hump/bump deterrence right before accessing the District recreation hall entrance, and an additional hump coming into the Park after the stop sign, right before Blossom. Please let’s make this happen before someone gets hurt.
- Please be informed that the audio/visual camera located at the gate entrance has been successful since its implementation at the end of 2022, and provided a satisfactory deterrent against vendors, residents, and employees from volatile and hearsay events. I would suggest to the Board that the same be implemented at the District Office window, as I have witnessed incidents where vendors and/or residents have needlessly shouted at staff and made dubious false claims against the office personnel to spite. On the other hand, this would also protect residents and vendors and provide assurances that office staff are behaving professionally at the window per their job expectations.

2. Main Recreation Hall and equipment:

- **Recreation Hall Floors:** Because of budget constraints the team and I attempted to use a cheaper wax application that would save us hundreds of dollars; however, the application process was very poor due to several conditions. Firstly, the HVAC cooling system cycle was down due to condensation blockage we were unable to repair, this issue created warm and humid conditions that prevented the wax application from properly curing. Secondly, the floor already has a static seal application which makes it challenging to apply the sort of paste wax we attempted to use. Ultimately, we reverted and applied the liquid wax that had been previously used, however, it never cured fully due to the HVAC issues already alluded to. It’s my recommendation that we remove the wax all together for the



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remainder of the season. Then at the beginning of Spring prepare to have the floor fully liquid waxed, and proactively prepare for the alternative the following budget cycle.

The alternative is to fully strip and sand the floor and add a water-based poly to secure a sheen for the following decade. The concern I have with this option is that we have existing floor sections, nearest the pool access doors, that appear to be warped, this may be due to either an underground leak, or water penetrating the Hall from the pool deck runoff. I do not recall seeing the floor like this when I first started in July of 2022. With that said, I also do not have a record of the recreation-hall floor previously being sanded or screened, this is prudent, because you can only screen/sand a floor so much before thinning the body of the floor panels that can lead to a risk splitting and cracking.

- **Recreation Hall Kitchen:** Three kitchen design vendors were contacted over the summer to inspect and provide a design to maximize space and storage efficiency. Two vendors have responded with their quotes and design, I am waiting on the third vendor and hope to have the information by September 11, 2023. In progress.
- **Internet Service:** The District is currently looking into possibly replacing the Spectrum service connections within the District Office with the Verizon Cube, which offers no contracts, no fees and 5G connectivity with just one business rate of around \$79.00 a month. The potential fixed price would save us hundreds of dollars, and even thousands if we can extend this service to the Guard Shack and remote security cameras. Please be informed that this has nothing to do with the Spectrum service contract beginning on December 1st. I will have more to add at the second meeting in September. In progress.

3. Lawn Service:

- **Holiday Park Lawn Service:** The Mowtivated lawn service owner and I had an extended meeting in mid-August to go over their poor service, in particular their Thursday-section cuts. This area covers the stretch along the 95 wall and streets such as Dove and Joy Ct. The main issues we discussed were poor cuts that left too much grass clipping piles on residential lawns and main streets. Although their efforts coming into Memorial Day weekend were very positive, their routine and outcomes since that holiday week have dramatically dropped. The owner indicated this was in large part due to their turnover of employees, and recent storms which make it difficult to avoid clump clippings as the sod and grounds are overly saturated. I stated to the owner that regardless, it makes it clear in the contract that clumps from clippings need to be removed. That said however, residents also need to be reasonable in that if heavy storms occur you will likely find major ruts and tire depressions during their ground cuts. Ultimately, I have requested that their service pause, if a major storm comes barreling through, and to flex their schedule into Friday to make up for lost time. They have complied with this request thus far and has improved the service-cut outcome in recent weeks.

As for repairs and accountability, I have been very pleased with their ability to respond to residents who have submitted complaints of damage and poor cuts. The supervisor and their team have



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satisfied these complaints within two to five days. To that end, residents need to recall that back in December and January, we made it clear that you **MUST** take pictures of your property before the commencement of the lawn service contract. This was also reiterated by the Treasurer Mark Bodoh during a following District Meeting. The purpose of the photos is to protect both the vendor and residents from false reports being made. To that end, Mowtivated has still repaired many damage claims without resident proof, when they could have fairly rejected repair submittals.

- **Request for Proposals-Lawn service:** Please be informed that I have already started the process of reformatting and editing our Lawn Service RFPs. These RFPs will be submitted to the Board of Trustees before September 11, 2023, for review. Additionally, I have proactively contacted four outside lawn service companies to receive the RFPs, these companies include, but are not limited to:
 - a) Mowtivated Lawn Service (current provider)
 - b) Myers lawn care service
 - c) Brightview
 - d) Space Coast Lawn care service
 - e) Juniper lawn care service.

Each of these companies have already been contacted and are awaiting the RFPs upon Holiday Park Board approval. I have asked Mark Bodoh to be involved in this process and he has accepted.

- **Holiday Park Grounds Team:**

The team has stayed within the weekly scheduled routine, which consists of trying to stay ahead of the lawn service provider by working four sections of the park through the week. This routine consists of general weeding, maintaining memorial benches, cleaning the common greens of debris and overgrowth, and checking for ditch blockage. Residents should be informed the grounds team will always prioritize post storm cleanup, this includes clearing drains of debris, while checking the culverts and canals to prevent flooding. They will then inspect the green areas for fallen trees or limbs. Your grounds team can function effectively with three full-time employees and a couple of part timers who can work as hybrid employees; meaning they split their hours between grounds, office and custodial. This method provides global coverage in case of absence, while providing long-term cost savings. Please be informed that as of the beginning of September, I have decreased one of our full-time ground employees' hours from forty to sixteen.

Grounds team harassment: I understand there is a faction of folks in this park who feel weeds should be pulled ASAP from entrances and main hub areas, but residents should be reasonable and understand that weeds can typically grow two to three inches within 24 hours; and based on our schedule, and the size of the team that must cover roughly forty acres of green space, this is an



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impractical expectation. Additionally, I must focus the team on bi-weekly special projects to maintain the fence line overgrowth and the Park's culverts.

Some of the recent complaints against the grounds crew are full of unreasonable expectations, it has gotten to the point where these same folks are spending the better part of their day stalking and hounding members of the grounds team. Rumors and foolish speculations have also travelled throughout the park creating misinformation. Furthermore, this faction has created a demoralizing and toxic environment for the Park's employees and District Office. Even despite my request for a Special Meeting toward the end of the summer so that the employees could be heard in public, the Chairperson- Carol Summers at the time rejected the Special Meeting, citing that the Park's Attorney recommended they do NOT have one to protect the Park's best interest from a volatile event. I then requested these statements be put in writing so that I could communicate the outcome to the employees, I was told I would have one. To this day, no written statement has ever materialized from either the former chairperson or other governing body official. Furthermore, it has been insinuated by "some", that the team and/or District Manager failed to utilize the Conflict Resolution Team to facilitate a constructive outcome between the employees and their detractors, however, how can you expect the employees of this park to reach out to the CRT team, when the bulk of their grievances are directly related to members of the same Conflict Resolution Team? Hence my request for a special meeting. In my opinion, this is a conflict of interest, and the H.R. or C.R.T committee will never work within the confines of a Special District because bias will inevitably prevail when self-interests are challenged. This sort of internal committee can create collusion amongst governing body officials that precariously open unfavorable outcomes through unethical practices to protect their own personal or constituents' best interests.

I ask the Board of Trustees to consider no longer recognizing the validity of the Conflict Resolution Team, and/or any internal committee with the idea of creating some pseudo human resource application. The best practice in my opinion is to move forward with an outside human resource agency that can effectively protect the Park's best interests from potential misconduct or litigation, while also providing independent assistance to employees with issues.

BELOW - DOES NOT NEED TO BE READ IN A DISTRICT MEETING, BUT POSTED IN THE HALLWAY

4. 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, to include 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 expectations of both the FHA and ADA regulations, as well as respects the existing deed restrictions on animals/pets within Holiday Park.



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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.
- **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....



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- 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.

5. 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