

# Memo

**To:** Board of Directors  
**From:** Mary E. Boykin- Island Manager  
**Date:** June 5, 2010  
  
**Re:** Island Management Report

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## ADMINISTRATION

- **Committees**
  - ACC –Preliminary review of home construction as well as other requests for maintenance and renovations.
  - Arbitration – held meeting in May
  - CC/BRC Advisory- answered questions to help them make decisions on CC Renovation
  - Environmental Stewardship- received report and forwarded more information.
  
- **Other Activities**
  - Received draft for employee handbook from Alpha Staff, information forwarded to the BOD
  - Sent more information on collections to company attorney.
  - Received final review from Reserve Advisors, will be having additional hard copies of report made for the Board.
  - Reviewed simplified rules to answer Board questions
  - Research performed for attorney, ongoing case.
  - Followed up with vendor for VOIP, materials are in and will be scheduling installation date. Weather has been a factor.
  - Met with Maintenance to review list of items needed for facility maintenance island wide.

## MAINTENANCE

- Repaired irrigation at Ocean Marsh Berm
- Installed Annual Sea Turtle Awareness signs
- Assisted with BRC Shop re-design
- Filled in curbs at N. Harbor and Teal Ct.
- Assisted DNR with installation of Bird Nesting signs
- Assisted BRC with preparations for one rental
- Modified trash pick-up policy for the season to twice a week.

- Attended wildlife class sponsored by DNR.
- Continually spend time making repairs island wide.
- Spending 3 to 4 days weekly cutting grass, edging and weeding. Depending on the weather.
- BW #3 is having some additional work done that we hope to have finished by June 25<sup>th</sup>. Due to the amount of work that has to be done in-season it is taking longer to finish the board walk repairs. We are also having problems with people walking through the work area during construction, even though they have been asked by Maintenance to not do so as it is unsafe. Additional signage is going to be posted announcing that the area is closed.

## **BEACH AND RACQUET CLUB**

- Shop hours will be 9 am to 8 pm 7 days a week. The staff has to patrol the pool, bathhouse and fitness rooms throughout the day. The shop may be temporarily closed during the day due to heavier traffic in these areas especially now that we are In Season
- Additional signage has been posted around the facility reminding everyone that children must wear appropriate swim diapers and that they are not allowed in the big pool, only the kiddie pool.
- Vendor has been contacted in regards to purchase of additional seating around the pool. We do this yearly when the vendor puts the items on sale.
- New items are now in the gift shop. A new kid's line from Stephen Joseph has just arrived with really cute t-shirts for toddlers and youth. If there is something you are looking for and we don't have it please let us know.

## **SECURITY REPORT**

This reporting period the Security Department had a total of 51 incidents, which included owners, guests, renters, contractors and security generated activity. The following is a brief synopsis of what occurred.

### **Employees:**

Officer Bonnie Intryery resigned her position. She will be living with and caring for her elderly mother who recently went through major surgery. Officer Shannon Durrance has completed her First Aid, CPR and AED Instructor Certification training.

### **Owner calls for service (17):**

- Owner complained of alligator in yard. Alligator returned to marsh before security arrived.
- Owner complained of loud noise. Security gave warning to neighbor. Two complaints.
- Owner complained of dented mailbox and believes neighbors worker backed into mailbox. Worker was questioned and denied hitting mailbox.
- Owner complained of worker using spray gun to paint. Painter was issued citation.
- Two owners asked security to check on welfare of spouse. Both spouses were fine.
- Owner called for assistance with dead battery. Vehicle was "jumped."
- Owner complained about dog being inside pool area. Dog owner was warned.
- Owner complained about contractor dumping on empty lot. Contractor issued warning and removed pieces of concrete.

- Owner complained of contractor coming to wrong house. Contractor was warned to check address.
- Two owners complained about Refuse Company taking their trash receptacles. Company was contacted and returned trash receptacles.
- Owner complained of car parked illegally. Car owner was warned and moved vehicle.
- Owner complained of neighbor's guests parking on lawn. Warning was given.
- Owner lost keys to residence and asked security to assist in getting into home. Assistance was given.
- Owner complained of raccoon on stairs. Raccoon left shortly after.
- Owner called BCSO regarding domestic violence. BCSO notified security, we responded and stood by until BCSO arrived and handled situation.

**Owner Citations/Warnings (8):**

Two verbal warnings for parking.  
 Two Citations (monetary) for lights on beach.  
 Verbal warning for speeding.  
 Verbal warning for unsupervised children in pool.  
 Citations (monetary) for running stop sign.  
 Verbal warning for illegal dumping.

**Renter/Guest calls for service (10):**

Complaint of alligator in parking lot. Alligator returned to marsh.  
 Complaint about dog in condominium. Dog belonged to owner.  
 Guest needed assistance with dead battery. Vehicle was "jumped."  
 Guest complained about loud noise. Warning was given.  
 Complaint of kids driving golf cart. Unable to locate.  
 Guest complained of fire alarm being activated. Area and alarm were checked with no results. Alarm was reset and Resort Management was notified regarding false alarm.  
 Renter called regarding snake in home. Snake was removed.  
 Guest had trouble starting golf cart. Security assisted with starting golf cart.  
 Security assisted guest in wheelchair into rest room.  
 Guest was warned about illegal dumping and given directions to dumpsite.

**Renter/Guest/Contractor Citations/Warning (9):**

Citation (monetary) for dog off leash.  
 Citation (monetary) for lights on beach.  
 Verbal warning for lights on beach.  
 Citation (monetary) for reckless driving.  
 Verbal warning for lights on beach.  
 Verbal warning for violation of commercial hours.  
 Citation (monetary) for spray painting.  
 Verbal warning for illegal dumping.  
 Verbal warning for illegal parking.

**Security Activity/Other (7):**

Suspicious vehicle found parked on roadway near Harbour Key entrance. An intoxicated individual occupied the vehicle. BCSO was notified and handle the intoxicated person.  
 Security found dump station emergency lights activated. HIU was notified.  
 Security found two young men teasing alligator. Adult was notified and warning given.  
 Security assisted renter with loose minnow trap.

Security found open car doors in parking area. Vehicle was checked and doors were closed.  
Security assisted renter trying to enter rental home.  
Security assisted Fire Rescue and Coast Guard with search for 9-yr. old boy who drowned off Hunting Island.

Security officers LaRue, Wheeler and Karmendy attended a wildlife class sponsored by DNR.

A new speed limit sign (5 MPH) has been added to the entry road way. We have had issues with near collisions at the gate and need to slow everyone down.