

PARKSIDE PLACE HOMEOWNERS ASSOCIATION, INC.

MINUTES

BOARD OF DIRECTORS MEETING

MARCH 13, 2014

PURPOSE OF MEETING: Interview Potential Candidates for Property Management Company

PRESENT:

- **MANAGEMENT COMPANY SEARCH COMMITTEE:** Dennis DeSiata, Alex Grisson
- **BOARD MEMBERS:** Charlotte Duplissey, Randi Pollack (Chair, Search Committee), Andy Weeks, Bob Carvin and Sherry Palmer
- **COMMUNITY:** Approximately 20 members of the community

The meeting was opened at 6:30 pm. Randi made a brief introduction to Leland Property Management, the first designated presenter. Representing Leland: Gary Van der Laan, VP; Darcie Madison; Vivian Carvalho and Cheryl Hall, the PSP designated CAM.

General presentation made by Gary about the company history and composition, describing the hierarchy of the company and the various support activities in the back office that allow the individual community CAMs to spend more of their time on the community needs versus activities such as billing and accounting.

Leland has a robust organization with approximately 42 properties in Brevard County and 10 CAMS – each CAM represents approximately 700 units. When the volume of units was questioned, the rationale for why the CAMs were able to manage that volume was because of the back office and other administration support services that are provided, which provides additional time for the CAM to concentrate on the community needs.

Leland has the systems in place to support various functions on the website, but they also have the flexibility to support community members who do not have access to the internet.

Leland's community support functions, e.g., pool maintenance, grounds personnel, etc., are not employees of Leland. They hire support subcontractors who are fully licensed and credentialed and Leland manage their efforts for the communities.

Discussion related to MRs disclosed that Darcie had been able to work and close 300 MRs in one month – this supports the notion of the various functional areas of support working as a team.

Financial question – when would be able to see the monthly financials – answer, typically NLT 15th of the month.

Presentation stopped at approximately 6:50 and questions ensued until 7:20. Good questions and answer period.

7:30, Randi introduced Space Coast Property Management. Kevin Marrs and Scott Armison were the presenters. Kevin is the President of the company and will celebrate 20 years since inception in April. Kevin disclosed that he had not understood the parties to whom they would be presenting and indicated

he would have brought more materials, etc., if he had realized he was presenting to the community. Kevin started the business 20 years ago from the ground up – he is an engineer and after working as a pool man, maintenance man, etc., he saw the need to create a good company that provided high quality property management services – services that offer great flexibility based upon each community's respective needs and requirements.

SCPM under the umbrella of Tower Management is spread out through many states, mostly in Florida and Georgia. It appears their growth has been predicated upon high quality services – based on references and direct comments made at the President's Forum of the Space Coast Community Association. Kevin was very clear that the key to their success was the flexibility they have in meeting community needs. They are not "cookie cutter" providers. While their company has grown, they have remained very much customer-service oriented.

Regarding community services, SCPM can provide employees and/or vendors. They have a bench of employees that is diverse and they are able to tailor the need in the community to an individuals' area of expertise.

They have worked in several Brevard communities with our landscape company and the highly recommend Paradise.

Kevin, as president has backed away from the day-to-day operations of the company; however, he is deeply invested in its success, and it was apparent that he was available should the need arise due to any solution we see in the management of our property.

Presentation stopped at approximately 7:50 and questions ensued until 8:20. Good questions and answer period.

7:30 pm Board Convened. Randi presented brief report of the search committee. Based on the search committee's significant effort, they had concluded that their recommendation was to move forward with Space Coast Property Management. Randi indicated that there should be approximately \$10,000 that will remain in PSP HOA coffers in the selection of SCPM.

Motion Made: Randi moved that PSP HOA move forward with contracting with Space Coast for property management services and provide a termination notice to DPM effective April 13, 2014.

Motion Seconded: Charlotte Duplissey

Motion carried unanimously to contract with Space Coast and notified DPM

Meeting adjourned at 8:45 pm.