



OFFICE MANAGER REPORT April 2021

MANAGEMENT OFFICE

As it was reported before, the Management Office continues to be open to residents with the following restrictions in accordance with CDC guidelines:

- Only one resident is allowed in the office at a time
 - We ask that residents call when they are at the front door. If there are no other residents in the Office, we will let the resident in. If a resident is already in the office, we will ask that the other resident wait outside until the first resident has finished their business.
- All residents and administrative staff must wear masks.
- The front desk is disinfected after each resident's visit
- Pens are available to residents so they may take them with them if they need to use one. If they do not want to take the pen, the pen is disinfected.

We have had 123 individual visits to the Office between 2/19/21 and 3/24/21.

COVID RELATED CLEANING PRODUCTS

The Management Office continues to have a strong supply of disinfectants, hand sanitizer and masks.

2021 POOL SEASON

The 2021 pool ID stickers arrived, and we have begun giving them to residents. This year the stickers are yellow.



After looking at four different companies, we have bought a subscription to Amenity Boss to handle pool reservations. There is a one-time set up fee that cost \$195 and the monthly cost is \$295. The subscription is month to month, so we will not need to pay for it when it is not being used in the fall, winter, and spring.

We have placed the Assumption of Risk Form that all residents must fill out in order to make reservations at the pool on the website and on all of our social media. We also have copies available in the office.

WEBSITE

Erin is researching website designers to assist us with updates to the website that the Grounds Committee has requested.

MAY BOARD BOOK

Erin prepared New Business A through E, this report and the Committee Report for the May Board Book. Marcus compiled the Patrol Officer's Report that is attached to the Operations Manager's Report. Erin will organize and compile the May Board Book into an electronic file that will be distributed via email. Victoria and Marcus will assemble the hard copy binder that will be hand delivered.

OFFICE ADMINISTRATOR 1

This month, Victoria completed 18 condo questionnaires, 22 Resale Disclosures and 15 Dues Requests. She processed the monthly water bills, 13 settlements, 2 batches of Accounts Receivable checks (a total of 19 checks) and 34 assessment checks. She also created 17 Social Media Posts.

OFFICE ADMINISTRATOR 2

This month, Marcus sent 12 violation letters and monitored the Patrol's Report daily. He has been assisting Mark inspecting Verizon Fios and Comcast Xfinity cable installations.

OVERVIEW

In the month of April the Management Office sent over 500 emails, answered over 500 phone calls, processed 149 Work Orders/TownSq Requests, closed 234 Work Orders and registered 10 New Residents.

Respectfully submitted,

Erin Moran, CMCA
Office Manager

April 23, 2021