

**Telegraph Landing
Board of Directors Special Meeting
Tuesday, June 12th, 2007
Minutes**

Board Members Present: President: Nancy Spero
Vice President: Kevin Gross
Treasurer: Barry Shiller
Secretary: Morton Beebe
Asst. Treasurer: Kathi Barnes

Property Manager: Mark Moreno
Kevin Wiley
CITISCAPE MANAGEMENT
Ed Dale
CITISCAPE MANAGEMENT

1. CALL MEETING TO ORDER & ESTABLISH A QUORUM

- Board President Nancy Spero called the meeting to order at 6:35 PM and announced that there was a quorum present.

2. MEETING AGENDA

- President Nancy Spero addresses the membership in attendance on the topic of the meeting – CitiScape’s new management proposal for Telegraph Landing.

3. MANAGEMENT PRESENTATION

- CitiScape President Kevin Wiley recites the history of CitiScape’s Management of Telegraph Landing; from property managers Chris Corey and Lori Eppstein, to on-site assistant Antoinette DeHaas. CitiScape has been methodically studying the specific needs of the aging complex. After a year and-a-half, CitiScape has concluded that on-site management and a restructuring of maintenance services was the necessary future course for Telegraph Landing.

The current maintenance contractor Genesis, provides Telegraph Landing with both mechanical and janitorial services. Six months ago, CitiScape approached Genesis about separating the current combined maintenance system. Proposals were submitted from Genesis, and two other maintenance contractors that provided for the separation of maintenance services.

CitiScape’s new management proposal that includes an on-site manager, assistant manager, building engineer, and janitorial crew, would ultimately cost the association \$14,000 more than the current yearly budget provides, but the improvement in management services,

and particularly building maintenance, would validate the increase. The new on-site management team would occupy the office space in building 150, for which CitiScape has acquired a lease. All physical improvements to the office space will be paid by CitiScape, at no expense to the association.

Kevin refers the membership to the New Management and Restructuring proposal handout, that delineates maintenance and plumbing issues inherent in older condominium developments. CitiScape is devising a protocol system of maintenance response to these impending issues.

Kevin formally requests that the board change the current maintenance contractor, and accept CitiScape's new management model for Telegraph Landing.

- CitiScape Vice President Ed Dale, states that the new management model will implement a system of preventative maintenance measures. The improved maintenance service will make long term economic sense because the current maintenance practice of "stop gap" service is ultimately more costly to the association.
- Board Treasurer Barry Shiller, advises Ed that the current maintenance staffs' years of experience will be a point of contention among some association members who question the change in maintenance contractors.
- Kevin relays a recent example that, when asked by management, the current maintenance personnel did not know the location of the breaker box for the association's rented office in building one. Kevin further asserts that building maintenance systems are basically universal, and that the new building engineer will quickly become familiar with the complex's system. Also, that a fresh approach to the building systems will ultimately benefit the future of the complex.
- Board Vice President Kevin Gross, asks if the proposed janitorial contractor will continue on a 7 day schedule, and if the total number of weekly hours would remain the same.
- Kevin Wiley answers affirmative, and reiterates that all three maintenance companies bid on the exact amount of total hours.
- Barry states that he and other board members found that the current maintenance contractor was adequate when it came to "soft cleaning,"

but was inadequate for “deep cleaning” projects. He also stated that a satisfactory deep cleaning schedule was never provided, despite repeated requests.

- Kevin asserts that CitiScape attempted to work with the current maintenance contractor, to no avail; as the contractor was unresponsive to management requests and directives.
- Board member Kathi Barnes states that preventive maintenance will improve the current condition of the property.
- President Nancy Spero summarizes the management proposal: An on-site manager, assistant property manager, and a building engineer, plus a janitorial crew, all for about \$14,000 more than currently budgeted.
- Barry states that the increased cost of the new management proposal would have minimal effect on the overall budget since this is less than 1% of the annual budget.
- A homeowner asked if the current maintenance personnel would remain employed?
- Kevin Wiley states that the current personnel works directly for the contractor, not the association, and continued employment would be the option of the contractor. That the association was too dependant on maintenance personnel that was not responsive to the association’s preventive maintenance needs.
- Nancy states that in the past three years, every property manager at Telegraph Landing had noted the lack of cooperation from current maintenance personnel.
- Kevin Wiley informs the membership that the new maintenance team will be instructed not to cross the front door threshold to work in residents units. The new staff will only work for the complex.
- Homeowner states that the new proposals will be positive, but that the current maintenance personnel will be missed by the membership and that there will be a reaction to the change.
- Homeowner asks how many total maintenance personnel will be staffed under the new proposal?
- Kevin Wiley states that a total of 4 maintenance personnel will be staffed: 1 building engineer and 3 janitors. That in six months, a

maintenance performance evaluation will be conducted by CitiScape, and by that time, management may assess that a less than full-time building engineer would be needed at Telegraph Landing.

- Homeowner asks if Genesis was aware of the current situation?
- Ed answers yes, Genesis was very aware of the current situation given the fact that they submitted a bid for a new contract six months ago. Ultimately, CitiScape probably took more than sufficient time in trying to work with Genesis.
- Homeowner reiterates that some association members have an emotional attachment to the current maintenance personnel, although it is clear that they did not work well with management. The homeowner asks what will Lori Eppstein's role be in the new management model?
- Kevin states that Lori Eppstein's role will continue as a Portfolio Manager for Telegraph Landing, overseeing the entire management operation for CitiScape, off-site.
- Ed points out that Lori's role in the management model is an added benefit to Telegraph Landing, at no additional cost to the association. That in his and Kevin's experience, property managers succeed when they work with support staff as a team. CitiScape's company philosophy is one of management cooperation. A cooperative system that mandates a management team approach.
- Homeowner asks how management will conduct certain administration operations such as Club Room reservations. Homeowner advises that a letter informing the association of impending management changes be disseminated.
- Board member Kevin Gross asks what will be the scheduled hours for the on-site management staff? And will off-hours be scheduled?
- Kevin Wiley responds that the new management office will be open to the association Monday through Friday, and will handle all administration services from the on-site office in building one. Kevin further adds that an off-hour schedule will soon be devised.
- Homeowner states that the meeting was one of the most important in the association's history, and that maintenance personnel should not have personal relationships with association members.

- Kevin Wiley responded that when CitiScape bid on the Telegraph Landing account, it vowed to bring the association a professional business model that would not play favorites. It has reviewed and recommended changes with other contractors—security, landscaping, and mechanical—and it is appropriate to do so with regard to the maintenance contractor.
- Board member Kevin Gross advises that a memo informing the association members of new management model be posted immediately.

4. MOTION ON MANAGEMENT PROPOSAL

- Barry Shiller makes a motion to the board to approve CitiScape’s new management model proposal: 5 members vote in favor of the new management model proposal. Motion approved.

5. MEETING ADJOURNMENT

- There being no further business before the board, the meeting is adjourned at 7:45 PM.

Respectfully submitted by CitiScape Management:

Approved by the Board

Date approved by the Board