

## Community Information – For All

### A New Era Dawns



*When the sun rises on Sunday, Oct 1 it will usher in a new era of Property Management at the Quintet*

Our new management company is Bluestone Real Estate Services (BRS.)

On Sep 14<sup>th</sup> they mailed and emailed a welcome packet to all owners – it contains *many important details* – emergency contact numbers, Community Manager contact info, and other important information. Do yourself a big favor – read it! It all becomes effective this Sunday - Oct 1.

#### **Why the Change?**

Two primary reasons - Previous management contracts have focused on administrative management, leaving facilities management – the physical inspection, repair and maintenance of our property – largely up to the HOA.

Another shortcoming of previous contracts – they did not link the efforts of our in-house staff to our

manager's staff. Instead of having one team, our management contracts created two – our staff, and the manager's staff - operating in parallel time zones, not always together.

As our property (and our work force) ages, we've grown ever more dependent on hiring outside contractors to carry out routine maintenance.

Our new contract provides an experienced maintenance technician, who will provide 40 hours/week of on-site facilities management.



*Mr. Roberto Velasco, our new Maintenance Tech*

Melissa McDowell (our new Community Manager) will work remotely - actively managing our community and property: the digital inbox and outbox....owner concerns and issues, maintenance requests, vendor contact and coordination, directing and

tracking the work of our on-site maintenance team, participating in monthly Board meetings.

Melissa and the entire Bluestone team consider our office manager (Maria Correa) and our maintenance tech (Pedro Correa) – as “part of the team.”

The fact that Maria and Pedro will remain on the HOA's payroll while Roberto and Melissa will be on Bluestone's payroll -- doesn't matter. They'll be working in concert.

One team. One property.

Roberto will be on site full time Monday-Friday, serving as Melissa's eyes, ears and boots on the ground - routinely walking & inspecting our grounds, buildings, garages, corridors, roofs...meeting vendors on site, coordinating projects with Melissa – while working with Pedro to carry out more maintenance repairs in-house, rather than contracting out to a vendor.

Melissa will be on property monthly to conduct a four hour inspection of our property, meeting with our on-site team, conducting business.

On a separate visit, once a month a Bluestone building

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engineer will spend four hours walking and evaluating the property - then work with Melissa to coordinate repairs by our on-site maintenance team or the appropriate vendor.

### What won't change?

Accounting – Office Manager Maria Correa and our HOA Treasurer will continue to manage the financial empire.

The HOA will maintain responsibility for *all* Accounting duties – 206 owners, dozens of vendors, an annual budget +/- \$1.2 million. Three (soon to be two) employees.

Bluestone's Sep 14 mailing and email have more details.

### The Future is Bright

Last year the Board worked successfully to establish the income stream necessary to shore up a depleted Reserves fund. While that economic "awakening" has been painful, there was little choice.

With a sound financial base secured, we can now look forward to more involved, more on-site property management as well.



*The Quintet's future is a bright one*

While our new contract provides more on- *and* off-site property management than we've known in the past, *engaged and informed owners will continue to be important.*

## VOLUNTEER



### Eco-Lawns

Eco-lawns require less water, fertilizer and mowing while creating a symbiotic pollinator habitat for beneficial insects and pollinators. Our landscaping committee and DeSantis Landscaping, with Board approval, created two test plots on property, where a seed mix named Fleur de Lawn has been seeded into existing lawn. It's a mix of flowers, clover and grasses.

### Pool and jacuzzi closure



While leaks in the jacuzzi have been temporarily patched, more permanent repairs are needed - so the jacuzzi must be drained, dried and plastered.

While the re-plastering work is underway, the pool and pool room will also be closed.

Here's the very latest information, hot off *The Q News* satellite network:

#### Friday, Sep 29

-jacuzzi is drained. Dries out over the weekend. Pool remains open.

#### Monday, Oct 2

-pool closed  
-jacuzzi cleaned, prepped, re-plastering begins

#### Wednesday, Oct 4

-pool closed  
-replaster completed

#### Thursday, Oct 5

-pool *hopefully* re-opens

#### Monday, Oct 9

-jacuzzi is re-filled, put back in service

*While the jacuzzi is closed, take advantage of our wonderful sauna!*