

COSTA HERMOSA

Administrator Transition

There is always a period of transition when Costa Hermosa changes administrators. Part of the reason relates to the delay in receiving the certified minutes from the lawyers after the General Assembly that authorizes the new Administrator to assume control. There is then a further delay in gaining access to the bank accounts once they receive the authorization. Paying invoices and initiating new projects are delayed until the transition is complete.

This transition can be 2-3 months. It should be noted that we experienced the same challenges with the previous administration change. It is a factor to consider during the annual review of our property management contracts. PMS will soon be able to move forward with the approved projects for this year.

Security

The security company was changed due to concerns with the level of service and monitoring. The check-in process for Renters will be enhanced including the review of the rules for our complex.



Project Updates:

WATER SYSTEM

The grey water system has presented an ongoing challenge since January. Multiple solutions were explored to repair the existing structure but were unsuccessful. Unfortunately, the drilling of a new well is required as the existing well has been deemed unserviceable. This is a very complex project that requires the coordination of several parties due to its location on the property. We are in the final preparation stage with an engineer as a consultation is required due to the vibration that will be associated with the drilling. Once the new well is completed, the next phase of mineral replacement for the clean water and an analysis of a UV lamp for disinfecting will be undertaken.

PAINTING

The painting of the entire complex is in the scheduling phase. The administration transition had to be finalized prior to engaging contractors and there has also been follow up with owners who have yet to pay their special assessment.



Contact Info

THE BOARD

Can be reached via email at
board.costahermosa@gmail.com

PMS MANAGEMENT SERVICES

For maintenance and safety
 issues (Owners only) WhatsApp
 Franklin Sully 829-589-5815

ACCOUNTING

Arcadio Guzmán García
 WhatsApp 829-964-0465 or
 email
costahermosa_accounting@ggas.esorias.com

SECURITY

Can be reached directly via
 WhatsApp at 829-341-3320

WHATSAPP GROUP

Contact Administrators Sebastian
 Lamoureux 1 (514) 213-1212 or
 Paul Flewwelling 1 (647)
 821-4776 to join the
 conversation.

An email will be sent once a start date is finalized to remind owners of their responsibilities to remove all items from their balconies and terraces to ensure no exposure to potential paint splatter.

ELEVATORS

We continue to experience challenges with the elevators as they are difficult to acquire parts for because of their age. Often the parts have to be refurbished or custom produced because new ones are no longer available. This significantly impacts repair timelines.

ELECTRIC FENCES & CAMERAS

Maintenance and updates to the electric fences and security camera system are on the list for improvements to ensure the continued focus on perimeter security for our complex. While break-ins are infrequent, we are aware of previous incidents during the low season and encourage all owners to also take measures to secure windows and patio doors in their absence.

Communication

Owners have access to the Minutes of all Board Meetings and the General Assembly via the Owners Site. The Board is committed to facilitating open and effective communication with all owners and encourages you to review the Minutes on a regular basis.

Please ensure that you also communicate via the right channel when you have a question or a problem.

Maintenance issues need to be sent to PMS, any Safety/ Security issues via WhatsApp to the Lobby Security Guard, Accounting questions should be sent to Guzman and finally any insurance claims should be directed to ACE. Please also cc the Board email so that they are also aware of the concern.