

FEDERATION OF KINGS POINT ASSOCIATIONS, INC.

1902 Clubhouse Drive, Suite A

Sun City Center, Florida 33573

Telephone: (813) 633-2083

Please find attached a copy of the reports from the Federation Board of Directors Meeting that was held on Wednesday, June 14, 2017.



TO: Federation of Kings Point Associations Board
FROM: FirstService Residential – Rick Dowswell, General Manager
DATE: June 14, 2017
SUBJECT: The FirstService Residential Management Report

All Federation Directors presently sitting on this Board are current owners of condominium parcels or single family dwellings in the District they represent within Kings Point. This verification is based on information published in the public records of Hillsborough County on June 7, 2017.

Financial statements and reports continue to be completed and delivered accurately and in a timely manner by the 21st of the succeeding month. FirstService Residential provided individual association accounting conferences at the Kings Point FirstService Residential office during the month of May. The association treasurers and presidents that utilized this meeting were provided answers to any questions regarding their financials by Debbie Lauber. Please contact the FirstService Residential office to schedule a conference in June/July.

OLM completed a three-day graded inspection on May 22, 23, & 24th. The full report of OLM along with additional information regarding Work Schedules etc. is available on the KPSCC.com website Landscape page. OLM will have a random inspection on June 28th. OLM's full report will be posted on the KPSCC.com Landscape page.

SWFWMD has announced a one day a week watering restrictions. Information has been sent to all residents. Additional information is available on the KPSCC.com website Landscape page.

FirstService Residential and MainScape will present a President/POC Lawn and Landscape Information Meeting on Wednesday, June 21, 2017 10 am to 12 pm in the Veterans Theater. The agenda will include various topics such as: Landscape Best Practices, Association Irrigation and Landscape Options, Florida Friendly and Question and Answers.

FirstService Residential and Mainscape will also present Follow up Landscape Workshops in July for Presidents/POCs. The Follow up Workshops are July 12th and July 20th, 10 am to 12 pm in the 2020 Forum Room. Please register for the workshops at the FirstService Residential Office. Looking forward for your great participation at the June 21st meeting and the Follow up Workshops in July.

Currently, FirstService Residential management is coordinating various projects and contracts with three (3) associations for painting, two (2) associations for roofing, three (3) associations for pavers/driveways/sidewalks and twelve (12) general maintenance repairs.

FirstService Residential Customer Service Representatives have processed for May 2017:

- 61 Property Transfer Applications YTD 280 compared to 2016 YTD of 223
- 54 Lease Applications YTD 236 compared to 2016 YTD of 204

In preparation for the Hurricane Season FirstService Residential along with Greg Waltz of Mack, Mack & Waltz and Team Members from American Strategic Insurance (ASI) held the Annual ASI Hurricane Disaster Planning Meeting - May 25th. ASI's Team provided information regarding their Response Partners, Claims overview, Initial Contractor Response Teams and the Catastrophic Emergency Plan for Kings Point. Various Kings Point Organization Representatives were in attendance. Thank you to Louise Landry for assisting with the meeting details. Various Hurricanes related Documents have been uploaded to your Association's FSRConnect's Community Website. Once you have signed in to your Association's Community website click on my community, click on forms and documents and click on Association Documents. They are also available on the KPSCC.COM website on the bottom of the Home page.

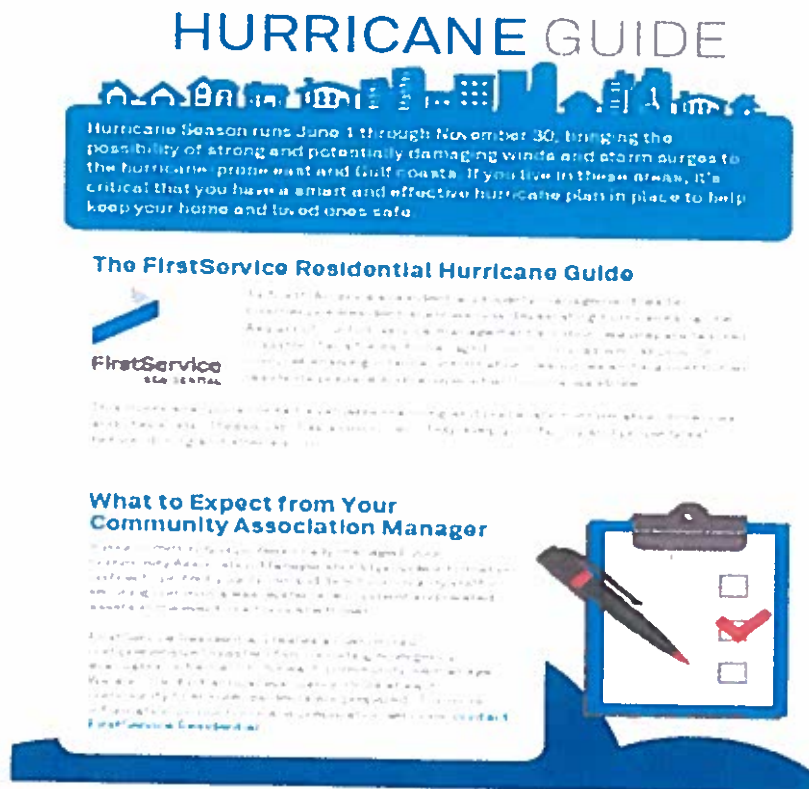
2017 Catastrophic Emergency Plan - This plan has been updated with the contractors who will serve American Strategic Insurance (ASI) and FirstService Residential if a disaster should occur. This document was sent to Board Members. This document is available to all board members.

2017 Kings Point Hurricane Disaster Planning - This document is available to all unit owners.

2017 MainScape Emergency Action Plan - This document is available to all unit owners.

FirstService Residential Hurricane Guide - This document is available to all unit owners.

Please update your Emergency Information with the FirstService Residential office. This information is extremely important whenever emergency assistance is necessary. Your continued assistance in returning this information is greatly appreciated.





BOARD MEMBER NOTICE

RE: RESIDENT BILLING AND PAYMENT CHANGES

Dear Board Member,

At FirstService Residential, our mission is to deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in our care. One of the ways we make a difference in the communities we serve is by continually improving the services we offer. As a board member, we'd like to notify you in advance that we have selected **ClickPay** as the new online payment processor for your community beginning August 15, 2017, simplifying the payment process for our residents.

As the leading provider of billing and payment solutions in the real estate industry and a client base consisting of the biggest names in real estate, including FirstService Residential for over three years now, **ClickPay** has proven to be the best choice for providing our residents with an improved and accelerated way for managing payments. With industry-leading expertise and best-in-class service, we are confident this new provider will improve customer service, facilitate more timely payments to associations, and streamline the way residents manage and submit payments.

ClickPay's fully customizable and intuitive online platform for managing and accepting all forms of electronic payments (ACH/Direct-Debit at no cost and credit/debit card for a nominal fee) will be replacing our existing online payment providers.

Advanced registration will be offered for this new platform beginning July 26, 2017, allowing residents to set up automatic payments in anticipation of this change. On August 15, 2017, **ClickPay** will be open to all residents in accepting both one-time and automatic recurring payments.

No action will be required from residents set up with automatic payments through KliknPay or our Direct-Debit program as these payments will continue to withdraw automatically through **ClickPay** after August 15, 2017.

In order to support the upcoming changes being made to resident billing, our team, including your community association managers, is currently enrolled in comprehensive training programs with **ClickPay** to ensure the highest level of support for residents once live.

No action is required at this time. Advance notification will be provided to both you and your fellow residents in anticipation of these billing changes going into effect. Once **ClickPay** is available, we will be communicating these changes directly to residents through numerous channels in an effort to properly inform residents of any action that may be required.

We are extremely excited about this expanded relationship and look forward to providing your community with this fast and convenient way of managing payments. If you have any questions regarding these upcoming changes, please contact your community association manager.

Thank you,

David Diestel
Regional President, South | FirstService Residential



**Federation Board of Directors Meeting
June 14, 2017
General Manager's Report**

I. Recreation

A. Administration:

1. Accell Auditors begin their site work on June 12.
2. Vesta engaged ICG, a consulting firm, to perform an energy audit for the Trust accounts. We are pleased to report they have recovered \$58,289.16 in erroneous charges from the TECO accounts over the past years. Their fee is 50% of recovered funds, therefore \$29,144.58 was credited to our TECO accounts. (yea!!) They are now evaluating the Florida Natural Gas charges.

B. Operations:

1. **2017 Summer Series:** The Summer Series shows have been contracted for \$11,900. Current revenue for 2262 tickets is \$16,875 recovering 142% of the contract cost. The next show is June 20, 2017, Branson to Vegas.
2. **Fitness Center and Spa Usage:**
 - a. **Fitness:** Fitness Center usage for May is attached below.

May	2017- May- Fitness													
	KPCH 17	KPCH 16	KPCH 15	KPSC 17	KPSC 16	KPSC 15	2017	2016	2015	Total Apr 17	Total Apr 16	Total 15		
Group Pass	1,393	1,246	975	595	661	1,134	2,252	2,291	1,535	4,240	3,192	2,147		
Fitness Center	Closed	Closed		2,194	2,316	2,940	4,831	4,770	4,560	7,025	7,036	3,540		
Orienteers				10	0	6	26	24	76	36	21	6		
Total	1,393	1,246	975	2,799	2,977	3,980	7,111	7,085	7,171	11,301	11,249	4,743		
	* Fitness		Group X									Total YTD 17	Total YTD 16	Total YTD 15
Overall YTD May 15	7,142		6,275									24,021	25,644	13,905
Overall YTD May 16	15,522		9,472											
Overall YTD May 17	14,559		8,762											

- b. **Spa:** The Spa performed 652 services in May on 366 clients. May figures for services and merchandise sales showed a seasonal drop to \$20,258. These services are still 56% up over the same period last May, and right on budget.

3. **Pointer advertising:** There were \$2,016 in ad sales for May with YTD sales at \$3,317.

4. **Guest pass and badge sales:**

2017-18 Sales:	May	YTD '17-18
1-Day Pass	\$3,540	\$9,640
Replacement Badges	\$70	\$170
Total	\$3,610	\$9,810

5. **The Florida Lottery:**

Online Tickets:

May Sales	\$3,587
Total Sales	\$141,155
Total prizes Paid	\$23,057

Scratch Off Tickets:

May Sales	\$24,337
Total Sales	\$319,223
Total prizes paid to date	\$210,234

II. Operational notables:

1. Final 216-17 Project Improvement plan update:
 - a. Theatre Backstage Dressing Room renovation project is completed.
 - b. The additional paving to the cart path is in progress with the seal coating to be completed 3 weeks later. (weather permitting)
 - c. New panic hardware installation on the theatre entrance doors is completed.
2. Projects for 2017-18 are underway:
 - a. New 2017 Tram Model E-450 was delivered.
 - b. Nantucket pool deck resurfacing project is scheduled for completion before July 4th weekend (weather permitting)
 - c. Replacement bridges to the North parking lot is in progress.
 - d. North Club lake filtration system to provide irrigation to the hedge row is in progress.
 - e. New AC unit for South Club is being custom built and tentatively scheduled for mid-July.

III. Transportation

A. Occupancy

1. <u>Special Event Trips:</u>	<u>Revenue</u>	<u>Trip Ct</u>	<u>Sold/Avail</u>	<u>Occupancy</u>
May	\$1,547	2	47/48	98%
2. Fuel average cost:	\$2.30/gallon			

IV. Security

A. May data:

1. *Passes:* Total issued in May: 9,905
2. *Security Patrol:* 2839 miles driven
3. *HCSO report:* 159 miles, 26 stops

B. Operations:

1. May Stats:

- a. Total number of incident reports written: 45
- b. Total number of phone calls received: 8,822
- c. Daily avg number of phone calls received: 285
- d. Highest call volume: May 13 306

2. Notables:

- a. Security was called by a resident who was concerned about a "suspicious looking" young man walking around the pond area near their home. A Security Patrol was dispatched and it was determined that the man was working at a home in Kings Point and decided to fish on his break. The Security Officer informed the worker he was not allowed to fish during his breaks or whenever he is in Kings Point. The man apologized, said he would return to work, stated he would not do that again, while asking if he could keep the fish he caught!
- b. A resident called Security worried about their neighbor. Newspapers were left in the driveway and the recycle container had not been put away. After knocking on the door and calling out, Officers heard the resident yelling in response. County rescue was called and entered the home to help the resident who had been on the floor for 2 days.