

January 8, 2024

Dear Fellow Tuscany Homeowners,

We hope you had a great holiday season and the start to the New Year is even better.

We thank each of you for responding so quickly to our 2024 budget and acceptance of the Insurance payment as a special assessment. We have been told the insurance cycle may bring in better pricing next year. We can hope this is true.

We achieved a lot in 2023. The biggest change is that your Board is engaged and for the most part knows when an issue arises and attempts to oversee that a correction has been made. The “get it corrected quickly” remains a challenge. Like most of you, none of us are here every day to monitor any building happenings. We depend on the Management Company to keep in communication with the Maintenance Company to address both in and out of routine matters. We are working on a plan to improve this situation. More to come.

2023 Major Achievements with Active BOD involvement:

Electrical and flexible conduit replacement on roof A/Cs

Health Inspection finally remedied

Most items on the 2022 Fire Inspection completed (remaining are balcony doors that are in the works and Piper continues to be difficult to schedule for outside balcony sprinkler heads but it will get done),

The painting and restoration of our building was completed (minor follow ups)

We secured an Insurance Policy in a difficult market

The 2024 Budget was thoughtfully developed and approved

The pool and north spa operations were repaired and are in good working order

We completed the SIRS (Structural Integrity Reserve Study mandated by the state of Florida

We are now in compliance with the Indian Shores codes & ordinance on hedge heights, we did extensive trimming of sea grapes and are now on a palm trimming regular schedule. More planned landscaping improvements in 2024.

Routine Maintenance, property cleaning, and pool/spa operation in accordance with Health Inspections,

Beginning in August, it seemed we were making progress managing building problems until November and December. Then there came continual and unresolved issues. We continue to have the South Garage gate waiting for repair, the key pad system has failed and we are having trouble with our doors into the building. The south elevator continues to have intermittent issues despite the many additional service calls to remedy issues caused by a long period of multiple construction projects. The doors remain sensitive to being held open or from stopping them to close.

We had a potable pipe leak that ended up being a bad pump. This pump has been removed and is being repaired. It shouldn't cause a water pressure problem unless 60% or more of the Homeowners are in residence according to the plumber.

A roof leak was found by the painters in mid-November above Unit 702. We have warranties with two roofing companies from work done in 2014 and 2021. This problem needs focus and action.

We are pleased with TCM (Total Community Management). Sofia and Juan have executed on our agreed upon contract terms. They keep WCM informed and elevate problems to be handled by another specialist vendor beyond the routine that they can fix themselves.

We have endeavored to keep you informed through these Board letters and other information that the Management Company sends. We feel assured that this is more communication than you have ever received in the past.

We have made a lot of progress. We have hope that our Management Company will be able to rectify the issues I discussed above in the couple of weeks to come. The Board has been an active partner and our desire is to be less hands on for matters that should be the responsibility of both the Management and Maintenance companies. We are a volunteer Board. Our mission is to make Tuscany a great place to live and to continue to increase property value.

From your neighbors and Board,
Bonnie, Dick, Brad, Larry and Pat

