



### Message from CEO/Owner

*As Greenacre Properties closes in on 50 years of service, we are proud to say that we are still going strong and remain one of the very best management companies in Florida!*

*With the current trend of larger companies buying up smaller companies...we remain one of the few privately owned companies in the state and still outperform our competitors.*

*While our focus on technology, education, and efficiency has never been stronger, it's our people that separate us from the rest!*

*Thank you to all our communities for allowing us to be your management partner. The best is yet to come!*

*Ryan Greenacre*

### Inspection Requests for Official Records of an Association

The Association will be informed when a record inspection is received. A letter is automatically sent to the owner to acknowledge the request and to set up a date and time for the owner to come to our management office for the inspection. Some inspections are sensitive in nature and the Association Attorney will be required to handle the inspections. Associations are required to make records accessible to owners within 10 business days, or else fines can be imposed.

The Florida Statutes contain regulations and directives that outline what association records are required to be produced and how they are to be produced to owners. Associations are allowed to adopt reasonable policies and procedures for handling inspections. It is highly advisable that associations adopt an Official Record Inspection Policy, requiring all homeowners to follow the same policies and procedures, eliminating any possible claims of discrimination that owners are being treated differently in the record inspection process. Record Inspection Policies should include requirements such as requests must be sent by Certified Mail, owners must go to the management company's office to inspect records, limit the number of inspections to one a month.

Most inspections are now being conducted on a laptop, providing

records electronically as allowed by Florida Statute. Some association records are continually or permanently posted to the association's website for the owner's reference. If only paper copies of records exist, then a witness needs to sit in on the inspection to protect the integrity and chain of custody of association documents. There are records that are privileged and confidential, as defined by Florida Statute, that are not allowed to be disclosed during records inspections. Records such as medical, personal/personnel and legal are not discoverable.

Unfortunately, there is confusion by owners about what records exist as an official record, so if an owner requests a record that doesn't exist, some owners have a misconception that the association is "refusing" to show or "hiding" records. Some owners misinterpret the Florida Statute. There are also owners under the wrong impression that the Florida Sunshine Law applies to association records, which it does not because community associations are private corporations.

An important note for our Board Members to be aware of is that emails that they receive and send on behalf of the Association are considered Official Records of the Association and can be requested to be seen by owners.

### Greenacre Accounting Department • Banking Relationships:

**Greenacre has proudly partnered with Bank of the Ozarks since 2015 to provide banking services to the community associations we manage.**

During our tenure with Bank OZK they have offered competitive banking services to our communities. As we continue our relationship with Bank OZK we are excited to announce some additional benefits offered to our association communities. Positive Pay, which is a service designed to help mitigate fraud by matching specific details of check and ACH transactions presented for payment against transactions previously authorized and/or issued by the association. Transactions that cannot be verified will be sent electronically so that a decision to pay or return the transaction can be made. This service will now be offered to all Greenacre associations free of charge.

In addition to offering Positive Pay to our clients, Bank OZK will also waive all NSF fees for homeowner returned payments and will waive stop payment fees associated with ACH and credit/debit card payments. Bank OZK will also offer credit card processing for our associations, which will allow owners to make credit/debit card payments from a kiosk in our Greenacre office.

To continue providing competitive services to our associations, Greenacre Properties has also partnered with Valley Bank to provide an additional banking option for our communities. Valley Bank will offer competitive banking solutions for association operating and reserve accounts, as well as credit card accounts if applicable. Please contact your Community Manager for additional details regarding Greenacre's banking partnerships.

## LEGAL HIGHLIGHT



**Aaron J. Silberman, Esq.**  
*Board Certified Condominium and Planned  
Development Lawyer*

### My insurance bill increased by how much?! Tips for funding unbudgeted expenses

Determining the best option to pay for large unbudgeted insurance premium increases is a dilemma faced by many Florida community associations as they scramble to determine how to pay for such premiums, which in many cases have more than doubled this year. Additionally, as communities age, unanticipated expenses for major repairs may not be provided for in the budget or in available reserve accounts. In most cases, the dates for insurance policy renewals, and any binding quotes for premium increases, comes after an association has adopted its budget. The same holds true for certain large unplanned expenses for major repairs. In these situations, communities must consider available options for raising the necessary funds.

To raise significant funds quickly, amending the budget is generally inadvisable as this approach will take the remainder of the fiscal year to receive the amounts needed from monthly assessment payments. Instead, associations must consider the option of specially assessing the membership and/or obtaining a loan to pay for the insurance premium or unplanned expenditure. The Association needs to work with legal counsel to confirm whether authority exists to specially assess or to borrow funds without membership approval and the proper procedures to follow with respect to either approach.

Although applicable Florida law permits the Board to adopt a loan or special assessment without a vote of the membership, many governing documents require a vote of the membership prior to borrowing funds or adopting a special assessment. All too often, Boards fail to consider membership approval requirements. Unless the Board understands its procedural obligations and resulting options, it could be in a position where it adopts an uncollectible special assessment or borrows funds from a financial institution without the requisite authority.

After the Board determines which option best suits the community, it is wise to hold an informational meeting, and to otherwise communicate with the members of the Association, so that they are aware of, and can plan for, this potentially significant financial impact. At this informational meeting, we recommend that the Board invite the relevant professionals (e.g. insurance agent, engineer, contractor, or attorney) to assist the Board in explaining the need for the loan or special assessment. In our experience, the members seem to respond better when professionals explain the options that are available than when this information is solely presented by the Board.

Planning ahead, and working with the professionals assisting the Association, is the key to effectively handling these types of financial obstacles.



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BAY PORT COLONY



The Hillsborough County Neighborhood Awards program recognizes neighborhood organizations that have fostered healthy, safe, and engaged neighborhoods through exceptional programs, projects and events. We would like to take the time to recognize Bay Port Colony Property Owners Association in our community spotlight. Bay Port Colony is one of the distinguished communities that has been recognized by Hillsborough County and is the winner of the 2022 Neighborhood of the Year award. Bay Port Colony has also received the “Engaged Through Volunteerism Award,” because of the hard work of the Board and community volunteers. Greenacre Properties is proud to partner with the Board of Directors and community, with one of our dedicated Community Management professionals at the helm, Ray Leonard. Congratulations Bay Port Colony!



## Greenacre Management Department

Greenacre Properties, Inc is staffed with licensed Community Association Managers (CAM) who are each assigned to manage specific Associations on behalf of our team. Each manager is assigned an Assistant Manager who is also a licensed CAM and provides administrative support for the CAM and Association. We pride ourselves on the quality of our team members who strive to continually learn and stay current on best practices in the industry. As part of these efforts, our CAMs and Assistant CAMs attend monthly continuing education training; internal mini trainings; board certification classes; financial training; and attend other industry related continuing education events. Additionally, the staff is supported by the Leadership Team who is always available to provide additional support to our team as well as to Board members.

### GREENACRE LEADERSHIP TEAM



#### **Ryan Greenacre**

##### **President/CEO and Owner**

Ryan has over 20 years in the association management industry, starting with his father in early 2000. In 2012 he took the lead as President and CEO of the company and as owner in 2020. Ryan has designed and implemented proprietary management and accounting software that is the best in the Community Association management industry. He is licensed as a Florida Community Association Manager (CAM) and is a member of the Community Associations Institute (CAI) and active in Chief Executive Officers of Management Companies (CEOMC). Ryan received his Bachelor's degree from Florida State University with a double major in Management Information Systems and business. He was a project manager and developer with Eckerd Corporation for several years before coming to GPI.

#### **Cindy White**

##### **Chief Financial Officer and Director of Human Resources**

Cindy has been managing Greenacre Properties, Inc. since 1986. She received her Bachelor's degree from the University of South Florida. She oversees the day-to-day operations at GPI and holds a license as a Florida Community Association Manager (CAM). One of Cindy's major roles at GPI is Human Resources, and she is especially proud of GPI's winning the Alfred P. Sloan Award for Business Excellence in the Workplace from the National Chamber of Commerce. She started and manages Greenacre Management Systems, Inc. (GMS), a specialized company that serves the needs of onsite association employees.



#### **Jamie Bryan, CMCA, AMS, PCAM**

##### **Chief Operating Officer and Senior Vice President of Management Operations**

Jamie brings over 15 years in the association management industry, with a proven track record of maintaining the highest level of professionalism and leadership. Jamie oversees the management operations for GPI. Jamie is a graduate of the University at Albany in New York, with a Bachelor's degree in Women's Studies and Sociology. She is a Florida licensed CAM and is accredited as a Certified Manager of Community Associations (CMCA), an Association Management Specialist (AMS) and Professional Community Association Manager (PCAM). Jamie is also an active member of Community Association Institute (CAI).

#### **Janet MacNealy, CMCA, AMS, PCAM**

##### **Vice President of Management Operations**

Janet began her career with Greenacre Properties in 1999. Janet is an Air Force Veteran and has received her degree in Business Administration. She is a Florida Licensed Community Association Manager and is accredited as a Certified Manager of Community Associations (CMCA), an Association Management Specialist (AMS) and Professional Community Association Manager (PCAM). Janet is a hands-on manager and helps to oversee the operations of our management department. She has been intrinsically involved with all our clients throughout the years, assisting Board of Directors and other Managers with the day-to-day operations of the Associations. She is an active member of the Community Association Institute.





**Jovan Billings-Miranda, CAM**  
**Vice President of Management Operations**

Jovan is a Florida Licensed Community Manager, who has been with Greenacre for over 6 years, and has over 15 years of management industry experience, with a broad knowledge in all areas of Community Association Management. She prides herself on her effective communication skills and desire to help others. Jovan is involved in the daily operations of our Management Department, overseeing GPI's team of Community Association Managers and the homeowners they serve. She is an active member of the Community Association Institute (CAI).

**Jennifer Connerty, CAM**  
**Senior Community Manager**

Jennifer joined Greenacre Properties, Inc. in 2019 as a Licensed Florida Community Manager and Realtor offering knowledge and understanding from both sides of the Homeowner Association experience. Driven by her commitment to client relations and strong team building, she takes pride in assisting Community Managers and Board of Directors to achieve their business goals.



**Paulette Bodge**  
**Controller**

Paulette has been on the GPI Team for over 7 years. She received her Bachelor's degree from the University of Central Florida and has been an accounting professional for over twenty-eight years. Her strong interpersonal skills have built a bond of confidence with her colleagues as well as clients. As Controller, Paulette enthusiastically pursues all challenges and uses her stalwart ability to communicate and get the job done.

**Deanna S. Katz, CAM**  
**Executive Assistant of Management Operations**

Deanna is the Executive Assistant of Management Operations and a Florida Licensed Community Manager, who has been with Greenacre for over 20 years with broad knowledge in many areas of Community Association Management. She worked 10 years in the Criminal Justice System prior to a career change. She enjoys working with people and building relationships. Deanna assists in the daily operations of our Management Department.



**AT GREENACRE PROPERTIES**

- ⇒ Our goal is to be the best community management company in West Central Florida. We are driven to achieve this goal through ethical means.
- ⇒ We believe that personal service to our clients is our highest duty and their loyalty and referrals are the best measures of our success.
- ⇒ We are committed to helping to create and deploy the technology to help boards and associations deliver better service at lower cost.
- ⇒ We impart our experience and knowledge through education and training for both boards and team members.
- ⇒ We strive to nurture a workplace that celebrates excellence, rewards innovation, invites collaboration, and attracts top talent.
- ⇒ We aspire to be a workplace that gives every team members opportunity to thrive and to develop their talents to the fullest so that they find their daily work rewarding.



Adam K. Lopatin  
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### Community Association Insurance Update

#### Workers Compensation Best Practices:

The If-Any Workers Compensation policy provides coverage if a Board Member, Volunteer or Committee Member gets hurt while performing association duties (picking up trash, etc.).

We also encourage your association Board of Directors, Volunteers and Committee Members NOT to perform the following duties:

- DO NOT stand on chairs to hang decorations.
- DO NOT go up any ladders or get off the ground for any reason (the OSHA Death Height is 6 feet).
- DO NOT go on any roof without a parapet wall.
- DO NOT use power tools.
- DO NOT use a pressure washer without the “hoover pad” which contains flying debris or without using eye protection.

- DO NOT perform any physical work that a licensed and insured contractor or vendor should be doing (electrical, plumbing, roofing, etc.).
- DO NOT use hand tools without Personal Protective Equipment (Safety Glasses, Gloves, etc.)

**As a best practice, associations should require all contractors to carry Workers Compensation policy.**

An “uninsured subcontractor” can make a claim against the association for workers compensation benefits if they are injured while performing work for the association.

The cost of the If-Any Workers Compensation policy is \$565 annually.

If you have any questions about the insurance placement for your community, please call Adam Lopatin (727) 580-8080.

## G P I E M P L O Y E E S P O T L I G H T



Laura Coleman has been a valuable member of the Greenacre team for a little over a year. She has proven to be a dedicated Community Association Manager and leader within the industry. Laura is originally from Long Island, NY and has been a resident of Florida and the Tampa Bay area since college. Her career path in property management started in 2008 when she received her CAM License and started working as a multi-site manager of both developer and owner owned condominiums. She has extensive experience working in both portfolio and on-site condominium management. She excels in Board and owner communications, budgeting, financial management and large-scale project management. Laura takes pride in the many relationships she has formed through the years with her Boards and members of her communities. Her experience has made her a mentor in her field. Greenacre looks forward to Laura’s continued success as a member of our team.

### Welcome to our New Community Partners!

- Buckhorn Ridge HOA
- Cross Creek at Summertree HOA
- Garrison Condominium
- Highland Woods HOA
- Long Lake Ranch Master
- Oakstead HOA
- Parker Pointe HOA
- RSVP Plaza Condominium Association
- Schooner Cove Condominium
- Summerwood of Oak Creek HOA
- Summit View of Dade City
- Birchwood at Live Oak
- Waterford at Lakeview Village



### Greenacre Sponsored Events (Via Zoom)

**May 9, 2023** at 6:00 PM– Association Insurance Seminar Presented by Mitchell Insurance Services

**May 25, 2023** at 10:00 AM – Fundamental Financial Training & A/P Approval Process

**June 6, 2023** at 6:00 PM - Board Certification Presented by Aaron Silberman, Esq. Silberman Law

**July 27, 2023** at 10:00 AM – Fundamental Financial Training & A/P Approval Process

**\*\* Contact your Community Association Manager for Zoom credentials for these events.**