



PHOENIX V

A NEWSLETTER FROM
YOUR BOARD OF DIRECTORS
SPRING 2021

A MESSAGE FROM THE BOD PRESIDENT, JIM REDWINE:

We are on our way – hopefully to a much better place! As you all know by now, Brett-Robinson notified us that it was terminating its management agreement with us. The HOA did not terminate the management agreement with B-R. Rather, B-R took this action unilaterally -- and without warning or offer of discussion -- after we gave B-R notice that we wanted to take over our security and janitorial services due to performance problems. At the same time, we gave B-R notice that it was at least in part responsible for the \$1 million dollars we have had to spend to fix the garage. We believe it is their loss and we look forward to a new and improved Phoenix V experience with our new management company.

Things have been changing so fast we haven't been able to get this newsletter out before something else happened. We have SEVEN (7) major announcements:

- We have selected a new management company.*
- We have reached a settlement with ServPro.*
- We had our special meeting, and it approved changes to our condo documents, subject to mortgage holder approval.*
- Our new security company has started work.*
- Our new custodian services company has also started work.*
- The new lobby furniture has been purchased.*
- Covid-19 restrictions have been eased in Alabama, meaning our hot tubs and saunas can now reopen.*

Thanks for your patience and support as we navigate the best path forward for our Association.

*Thanks,
Jim*

NEW MANAGEMENT COMPANY

First, the Board is very pleased to announce that we have selected a new management company. Our new management company is Coastline Management, LLC. Coastline will provide both association and facilities management services. The Board believes Coastline offers us the best combination of experience & expertise -- they manage approximately 50 HOAs -- and willingness to customize their offerings to us. Perhaps best of all, the combination of Coastline, Securitas, ServiceMaster offers us more and better services for about the same price we are paying Brett-Robinson now!

To arrive at this decision, the Board met with four (4) potential replacement management companies. We were very encouraged with what we heard from all of them. ALL of these potential replacement companies offered (without asking) the kind of transparency, procurement, energy management, and other systems that our building needs, and all of this is available on-line. Kind of like emerging from the Dark Ages into the light of the 21st Century all at once! (These on-line platforms include pages where members can check on the status of their accounts and make payments, enter work orders, and do other things. Amazing!)

Our goal here is to work with Coastline to create a better, more attractive, and more cost-effective building. Through April 2023, Coastline will be handling association management, maintenance for the common areas ("outside maintenance"), as well as sale of parking passes, wrist bands, codes for the fitness center and the like. Those of you on B-R's rental program can continue on it, but like owners who already use other rental companies, some of the things that have been handled by B-R will be handled by the HOA and Coastline. Thanks much to VP Norm Anderson, who headed up this effort.

We have already begun the transition process to Coastline. Our schedule calls for Coastline to start on-site operations in our building by May 1st, and overlapping with B-R's staff for two weeks, so there are as few bumps in the road as possible before the high season begins on Memorial Day weekend. We are sure that there will be a few issues, but with the time we are putting in up-front, we think those bumps in the road will be lower and further apart. Brett-Robinson's official last day as our management company is May 20, 2021.

We are also looking at what we can do around the building in the next couple of months to improve its appearance and attractiveness, and function better, so we can create a "clean(er) slate" and baseline for our new management company. Suggestions for maintenance and clean-up issues that need attention are welcome, as are any reports of issues with the building or the new arrangements, and suggestions for improvements. Send them to phoenixvhoa@gmail.com. Heck, we might even (eventually) sponsor a contest for a new name for our building (suggestions also welcome)!



SPECIAL MEETING

As you also know by now, we had a Special Meeting of HOA members beginning on March 31, 2021, and concluded on April 7, 2021. At the meeting, our owners voted to adopt and approve the proposed Second Amended Declaration of Condominium and Second Amended By-laws.

At the meeting, 77.8 percent of owners participated in the voting. Of those, 96.74 percent voted in favor of the amended documents, meaning that 75.3% of the total voting power of the association voted in favor of the amendments. We only needed 66.67% in favor, so we got the votes we needed to approve the new documents, and then some! Our action is subject to consent by holders of mortgages on those units that voted for the amendments. We are pursuing that actively, and hope to have it done in time for hurricane season. We will keep you posted.

The changes owners approved (including the deletion of the notorious section 14.4 of the condominium declaration) are designed to prevent the unexpected and unwelcome results we experienced this year from Hurricane Sally. Those unfortunate results included forcing owners to bear their own ServPro charges, costs to repair or replace hurricane-damaged air conditioners, and to replace wet, damaged drywall and cabinets in their units. None of this was supposed to happen, and it only did because of ill-considered legislation that we were not informed about. The Second Amended By-laws make permanent many of the procurement and proxy reforms we have fought for over the past couple of years.

AMENDED SAFER APART HEALTH ORDER

On Wednesday, April 7th, Governor Kay Ivey issued her twenty-sixth supplemental emergency proclamation transitioning the state from an amended Safer at Home Order to a new Safer Apart Order, the third phase of COVID-19 pandemic health orders. Masks will no longer be mandated statewide, but individuals are strongly encouraged to wear a mask or other facial covering when in public and in close contact with other people. This order went into effect at 5 p.m. on Friday, April 9, 2021 and extends until 5 p.m. on Wednesday, May 5, 2021.

See the proclamation [here](#).

This means that we can now open the hot tubs and saunas. It has been a long time coming, and we are not fully out of the woods yet on the pandemic. Please continue to use prudent precautions. We don't want any of the variants now circulating to threaten the progress we have made so far. And it goes (almost) without saying, that our hearts go out to those who have lost loved ones or been sickened due to Covid-19.

Board of Directors

WELCOME

Gary Pacos joined the PV HOA Board in December 2020. Along with his wife Laura, he has been an owner in PV since 2018. Gary has been in banking for over 30 years and is an executive and the Chief Compliance Officer at Bank OZK, Little Rock, AR. In addition to regulatory compliance, he has a background in financial crimes investigation, internal audit, and consumer lending. Gary is also a retired U.S. Army/NY Army National Guard Major and Senior Army Aviator. When he retired, he had flown every type of helicopter in the Army inventory. We are very excited to have Gary's expertise!



SERVPRO AUDIT

We are pleased to announce that we have been able to reach an amicable settlement with ServPro for the charges for drying and restoration to units.

Depending on how you calculate it, we achieved a discount of between 27% to 30% of the original amount invoiced by ServPro! Brett-Robinson is tallying up the amounts individual units are responsible for, and we anticipate having those to owners on or about April 16, 2021. Payments will be due July 1, 2021. We are also looking at the root causes of the wet walls so many of us experienced, so we can help prevent problems from recurring. Thank you so much for your patience.

Thanks much to Directors Mark Escue, Gary Pacos, and Wendell Behel who assisted with this effort.

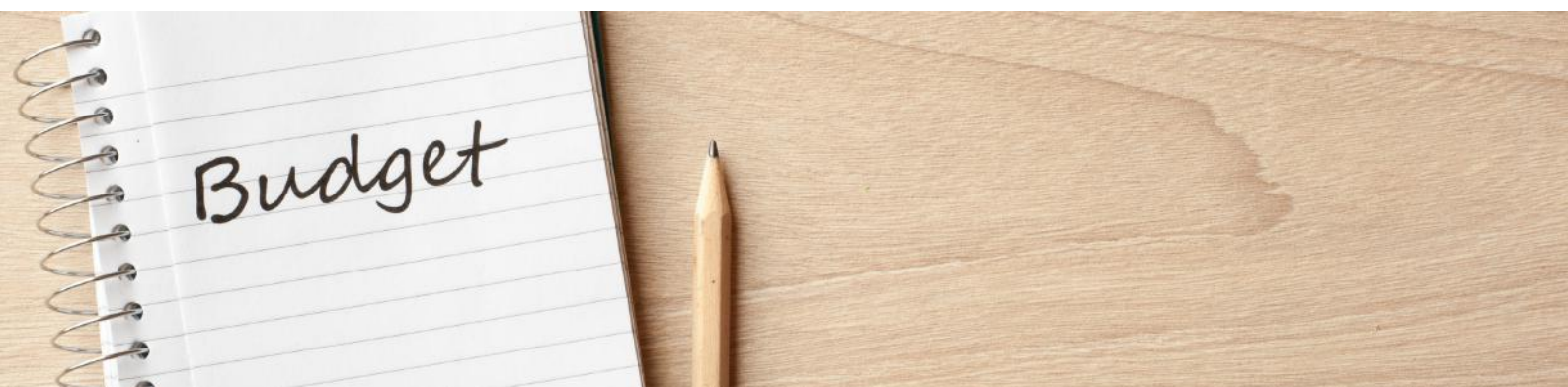
Thank
you!

INSURANCE

Our insurance renewal is already underway. Our property policies renew on May 1, 2021. Fortunately, this year we are greatly assisted by the new insurance committee we have formed. Thanks much to Jack Chaffin, Donna Halstead, David McDaniel, and John Young, our committee members who are already working hard to make sure we can get the best package possible for our owners.

We have received an update on our building valuation, and our broker, Rick Manasco of USI, has already submitted a package to the various underwriters.

With all the hurricanes that entered the Gulf of Mexico last year, we have been warned to expect increases in property insurance premiums of at least 25%-30%. Our schedule calls for the insurance committee and the full Board to consider the insurance package as soon as it is available. We will give you as much detail as we can as soon as possible. We are also evaluating the damage from, and corrective measures for, the severe thunderstorms that hit the building on April 10, 2021. Fortunately, damage to the building itself seems to be minimal, and we will not have a separate assessment to deal with these modest costs.



FINANCIAL REPORT

The Board reviewed our financial performance for Feb, 2021 year to date. A summary of these results follows.

FINANCIAL SUMMARY AS OF FEBRUARY 2021:

OPERATING FUNDS:	\$ 109,046.10
CAPITAL RESERVES:	\$1,834,273.42
CASH ON HAND:	\$1,943,319.52

Highlights of the February 2021 Year to Date financials are included on the next page.



FINANCE

Feb 2021 Revenue		YTD Revenue	
Actual: (less assessment income)	\$172,297.51	Actual: (less assessment income)	\$342,876.67
Budgeted:	\$192,034.59	Budgeted:	\$384,321.18
Variance: Under Budget	(\$19,737.08)	Variance: Under Budget	(\$41,444.51)
Feb 2021 Expenses		YTD Expenses	
Actual: (Less Cap. Exp.)	\$177,139.55	Actual: (Less Cap. Exp.)	\$388,419.74
Budgeted:	\$180,765.76	Budgeted:	\$362,162.52
Variance: Under Budget	\$3,626.21	Variance: Over Budget	(\$26,257.22)

2021 operating expenses are over budget primarily because:

Professional Service \$27,856.86

All in Claims \$6,457.64

In addition, total spending on the 2020 Assessment Projects thus far was:

Tennis Court Resurface Project \$31,440

Parking Garage Project \$552,219

Hot Tub Project \$23,236

Lobby Enhancements \$30,932

Turtle Lighting \$20,903

Rooftop Exhaust Fans \$15,000

Indoor Pool Resurfacing \$41,680

The total actual spending related to Hurricane Sally Repairs was \$505,486.57

As you know, we are operating off the budget approved by owners at the 2020 Annual Meeting. Inevitably, there are variances from the budget -- budgets are merely projections at one point in time. This Board has instituted controls on spending like limits on what our management company can spend without Board approval, our weekly check control process, and the like, to make sure that expenditures are being scrutinized and can be managed in real time.

Finally, the four (4) items we owners need to be concerned with today are:

1. There is an approved dues increase that was effective on January 1, 2021.
2. Hurricane Sally assessment was due prior to April 1, 2021. (Please contact Hugh Gither at hughg@brett-robinson.com if you are behind on payments ASAP to avoid late fees.)
3. Amounts for ServPro's drying and restoration services are due on July 1, 2021.
4. The Capital Assessment is due in two payments on April 1 and October 1, 2021, if you choose that method of payment.

All owners have received notification of the dues increase and assessments and should refer to those documents for amounts for your condo(s) and where to send payments.

DURING THE MANAGEMENT COMPANY TRANSITION FROM BRETT ROBINSON TO COASTLINE THE MAILING ADDRESS WILL CHANGE TO FACILITATE CHECK PAYMENTS TO THE PHOENIX V HOA. EFFECTIVE MAY 1, 2021, CHECKS SHOULD BE MAILED TO:

**PHOENIX V COA
PO BOX 5037
GULF SHORES, AL
36547**

REVENUE ENHANCEMENTS

The Phoenix V Board has been discussing revenue generation ideas over the past several meetings to help assist with offsetting some of the owner expenses. There are already several revenue generation aspects in place that help generate income to the Home Owners Association, but with costs ever increasing, your PV HOA is looking at new ideas, both shorter and longer term. Some ideas that we are currently exploring include: Phoenix V Apparel which could be purchased online by both owner and guests is expected in the very near future. We will notify all owners as soon as the site is up and ready for orders. We are exploring several ideas including: partnering with local retailers to sell limited beach and souvenirs items within the building/front desk, enhanced beach rentals to supplement the chair rental service (paddle board, kayaks, etc), guest concierge service to book local attractions (wave runner rental, dolphin cruises, fishing excursion, parasailing etc.), poolside drink service, and increased parking revenue generation ideas to name a few. We are hoping that some of these ideas come to fruition to help offset our ever increasing costs. If you have any ideas or would like to serve on the revenue enhancement committee, please email Gary Pacos at gpacospv313@gmail.com.

PARKING GARAGE

The scheduled work for the parking deck repairs is now complete. As mentioned in earlier reporting and now confirmed, the costs for design and construction of this work was less than the original SGH Engineering estimates, which resulted in significant savings to the Association, as compared to the assessment amount set aside for the project.

We are in the close-out phase of the job, whereby the engineer makes final confirmation of the contractor's submitted pay quantities and the suitability of work performed. At the same time, the contractor will be issuing all specified warranties and maintenance documents as required by contract. These documents will include before and after photos of the work items, representing the main elements of the designed repairs. Once the close-out process is successfully completed and the final pay application is approved, the Board will be able to summarize the associated costs and answer any specific questions concerning actual cost savings. Attached are some photos showing various deck repair components. Many more will be uploaded for your review once the close-out documents are finalized. The Board gives a big "Thank You" to everyone instrumental in making this deck repair project a success!

A HUGE SHOUT OUT TO GARY DEAN, THE BOARD DIRECTOR WHO MANAGED THIS PROJECT. THANK YOU, GARY!





PHOENIX V FACILITIES UPDATE

Phoenix V (PV) HOA Facilities Management (FM) for our condominium property common areas is in transition, with the departure of Brett-Robinson (BR) Facilities Management anticipated to occur about May 1st, 2021, and Coastline Management, LLC, the new Facilities Management contractor for Phoenix V, starting the transition takeover of Phoenix V about April 12th. Coastline is a highly experienced, technically sophisticated, and deeply-resourced Facilities Management contractor with nearly fifty (50) HOAs under management. Going forward, every Phoenix V owner will be provided an owner portal for communicating to Coastline and the HOA their issues and concerns regarding the condominium property and work order requests.

(By the way, we also learned that Coastline has a robust written hurricane response plan and pre-placed response contracts, something lacking in the response to Hurricane Sally.

We are also taking the opportunity to find out the root causes of the wetting we experienced, and to read up on the standard operating procedures that restoration companies use to know how we can adapt them to meet our circumstances, and the like.)

NEW SECURITY AND CUSTODIAL SERVICES

On March 31st, 2021, PV welcomed new contractors for security and custodial services of the condominium property common areas. We welcome Securitas Security and ServiceMaster to the PV family.

Securitas Security is a large global security company which provides Phoenix V uniformed roving security guards 24/7/365, site-entry control security guards from 7 A.M. to 11 P.M. daily during March – August, and additional security for high property use periods. Securitas will focus on enforcing PV parking rules and requirements, controlling access to the PV property including enforcement of site access wristbands during March – September, and the safety of all owners and guests of PV year round.



ServiceMaster is a large national janitorial company that provides uniformed custodial services for all PV common areas from 7 A.M. – 11 P.M. daily year-round, and additional custodians for high property use periods. ServiceMaster will also provide daily on-site supervision and quality control to ensure all common areas are receiving attention. Needs for custodial services in the PV common areas can be reported to the PV HOA Front Desk, through the Coastline Owner portal, or the Coastline 24/7 contact center (which will go into effect on May 1st) by calling 251-948-7001.



**PLEASE WELCOME THE SECURITAS AND SERVICEMASTER STAFF
YOU ENCOUNTER ON THE PV PROPERTY!**

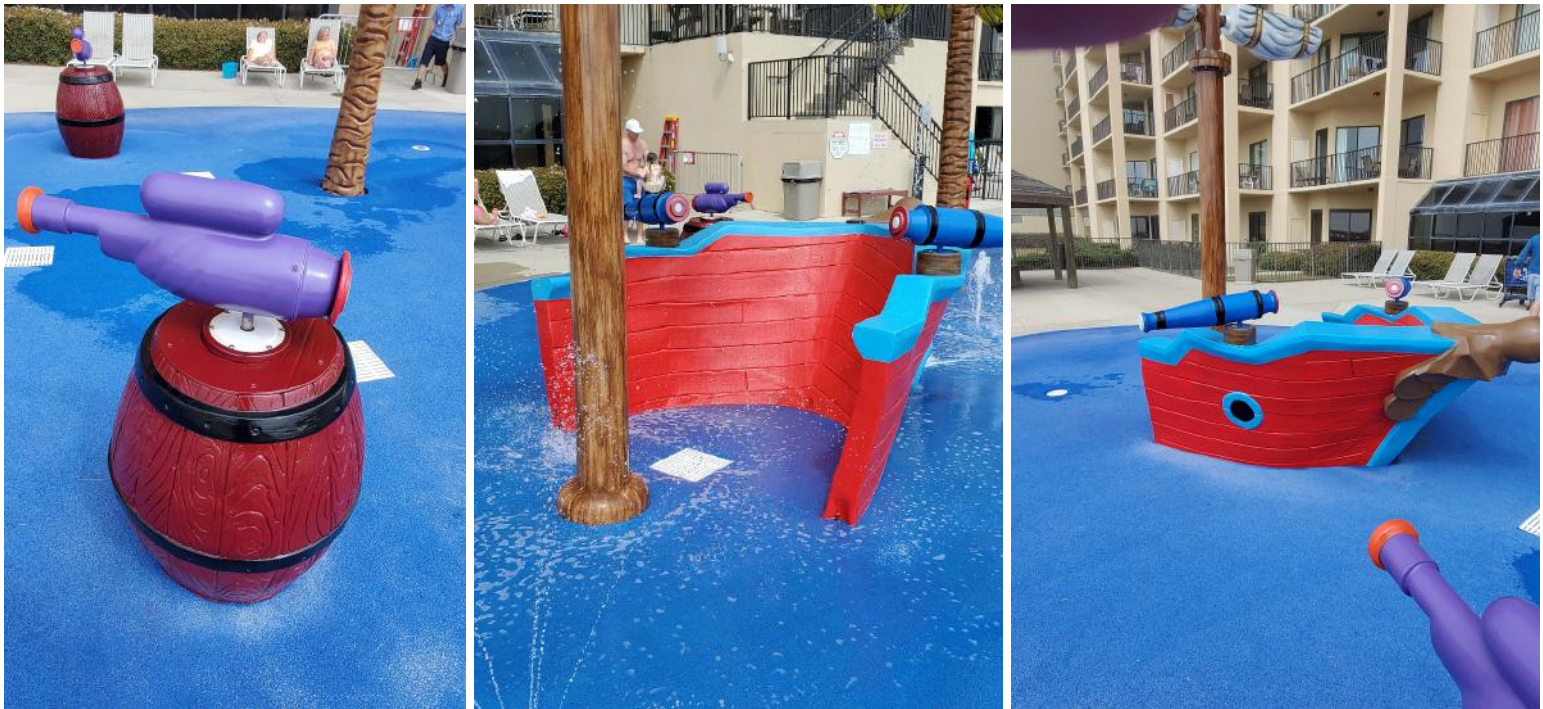
SALLY RESTORATION PROJECTS & CAPITAL ASSESSMENT PROJECTS

Splash Pad – The restoration of the splash pad was completed in mid-March with the installation of two new water dumping features, repaired water cannons, repainting of all the features and upgrades to the splash pad water treatment and pumping system. The splash pad seems to have survived the April 10, 2021, thunderstorms just fine.

BEFORE



AFTER



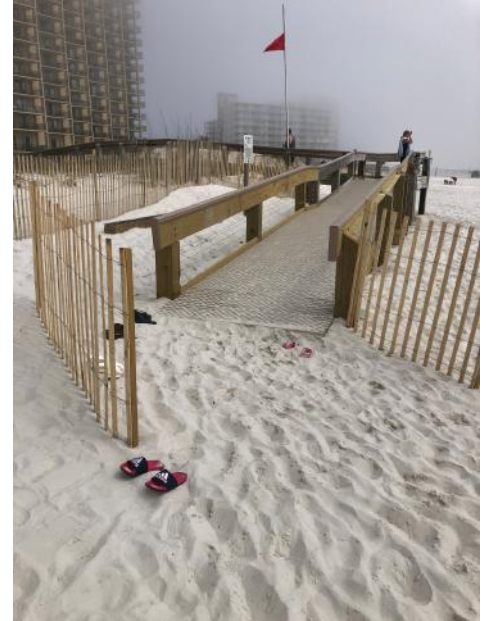
TENNIS COURTS

Repair of the tennis court fencing has been contracted to American Tennis and completion is scheduled in April. The damaged tennis court lighting has been repaired and upgraded to LED lighting as of March 10th.



BEACH ACCESS WALKWAY

After Hurricane Sally, the Association made provisions to add temporary steps to the end of the remaining boardwalk allowing access to the beach, pending final repairs of the boardwalk ramp extension. During the end of February and the beginning of March, these steps were removed and the permanent ramp extension was installed. This includes the installation of 30 feet of new TREX walkway to the sand and the repair of the handrails and shoe holders. All the lights on the beach access have been repaired and are turtle safe. Unfortunately, some of the plastic caps on the railing out to the beach were damaged during the April 10, 2021, thunderstorms. We will get these fixed ASAP.



ELEVATORS AND LOBBY WINDOWS

All the lobby windows broken during Hurricane Sally were repaired. Unfortunately, one of the lobby doors was blown in during the April 10 thunderstorms. We will get that fixed ASAP. We will also look at how we can harden these doors and/or come up with an alternative entry during heavy weather. Also, two cracked windows on the 4th floor North elevator shaft will be repaired in late April when a crane will be brought on site to access/replace the windows. Water damage repairs to the elevators and shafts has been contracted to Thyssenkrupp and will be ongoing in April and May. Additionally, Thyssenkrupp and ServiceMaster have been contracted and will be scheduling the long overdue cleaning of the interior elevator shaft glass panels in late April.

GAZEBO ROOFS

The repair of the pool area gazebo roofs has been contracted to Coastal Construction. The gazebo shingle roofing will be replaced with royal blue metal roofing to provide a more reliable roofing system and work is expected to begin in May 2021.

PARKING DECK LIGHTS

The parking light posts and fixtures, destroyed during Hurricane Sally, have been repaired with new concrete poles and LED fixtures.

Capital Project Progress

BOLLARDS/POOL AREA LIGHTING

All the wall lights and the bollard lights in the pool area and around ground level units have been replaced with turtle-safe LED lighting fixtures. The new lighting will save power cost for the building and avoid interference with turtle activity.

STAIRWAY REFURBISHMENT

The east, central, and west stairways and exit doors at Phoenix V have been treated to remove rust and corrosion, and the doors, walls, floors, and ceilings repainted. The fire system piping and signage has also been repainted to protect these assets from deterioration. Please help keep the stairways clean and free of debris so they are ready for use as a walkway and fire exit. Our new custodial staff has placed a large garbage can on each floor for easy disposal of waste.

INDOOR POOL

Certified Pool Resurfacing has completed resurfacing of the indoor pool, and replacement of the perimeter tile, to match the hot tubs. All the indoor pool area tile and grout has been pressure washed, and the wall/ceiling painting touched-up. The indoor pool lighting was also replaced with LED lighting that has color control, to enhance the beauty of the pool. With the hot tubs being reopened on April 10th, 2021, the indoor pool is now fully renovated and open for all to enjoy.

BALCONY CLOSET AND UNIT ENTRY DOORS

The project to renovate balcony closet doors and steel entry doors/frames will begin with painting in May and continue with door replacements in September. Fifty balcony closet doors will be replaced, and all the steel doors/frames will be painted and renovated.

GUARD SHACK AND ENTRY WALL REPAIR

The front gate security guard office will receive much needed repairs beginning in May. The rotting door, window, and AC wood frames will be replaced, and all the exterior wood trim resealed and repainted. Beginning in May, all visitors coming to the Phoenix V property will be required to have a parking pass, that includes either a short term 1–4 hour visitor parking pass (contractors, realtors, cleaners), or an owner or guest parking pass, or be subject to parking violation tickets and fines.

UNIT BALCONY - RED LIGHT FIXTURE TURTLE LIGHT BULBS

A dozen special unit balcony red light fixtures have been purchased and installed on the first floor that completes getting the southside of Phoenix V in compliance with the US Fish & Wildlife Service turtle lighting requirements. Every existing unit balcony red light fixture bulb has also been replaced with a turtle compliant bulb. **Owners and guests unfortunately continue mistakenly to replace the turtle approved light bulbs in the red balcony fixtures with white bulbs and other yellow non-turtle approved bulbs.** Unit owners and their rental management companies must report balcony lights that need bulb replacement to the Front Deck or Facility Maintenance and allow them to install the correct bulb or provide the correct bulb for replacement. This is a US Fish & Wildlife Service requirement, and they could fine Phoenix V up to \$25,000 for each violation, so we ask everyone to assist with this issue!

LOBBY

The lobby will be furnished with new furniture this summer. The exact date is to be determined but we are excited to complete this project. The old furniture will be for sale to current PV owners (first come, first serve) and must be picked up by a certain date. This information will be provided once we know the delivery date of the new furniture.

In the meantime, we hope you get excited with this sneak peak.

Special thanks to the Phase I lobby committee members Christine Curtis, Jean Maurin, and Nancy Brecciaroli who helped to select the lobby tile. A huge thanks to our directors, Lauren Bethancourt and Norm Anderson, who spear-headed Phase I and II of the project. There were many setbacks along the way, and many issues that needed to be addressed first, like COVID-19, Hurricane Sally, and the upcoming transition, just to name a few. However, we are glad we waited due to the damage that the furniture could have received if it had arrived earlier, especially with this last thunderstorm on April 10th which blew out the lobby doors. We know the timing was meant to be and we are proud to have really put in the time and thought into making this furniture purchase a cohesive design and long term look for the Phoenix V lobby.



Did You Know?

TURTLE LIGHTING

Here at PV, the HOA has started to phase out lights that are not turtle compliant. You will notice the new bollards have more of an amber lighting than bright light. This is important because Wildlife and Fisheries can fine us \$25,000 for each violation. We ask for your cooperation and notification when your patio light goes out. We will be buying turtle approved bulbs and ask you to report the lights to maintenance and allow them to install the correct bulb.

IKE'S BEACH RENTALS

Did you know... that the PV Board approved at the March 17th Board meeting to allow Ike's to rent kayaks and paddle boards at PV? Be on the lookout for these fun water activities which are included in our revenue enhancements project. There will be 2 paddleboards, 2 single kayaks, and 1 double kayak.

Did you know.... That PV owners get a discount on Ike's beach chairs? Check out the flyer [here](#) for more information!



A paddle board holder like this one will be installed on our lifeguard post.



WIFI

Did you know....that if you want to add a password to your unit's WiFi, simply send an email to sales@secvis.com and let them know you own a unit in Phoenix V and the unit number. You can choose the password, and it should be at least six characters.

CLOSING REMARKS

As always, we want to thank all our owners for their help and support. The Board takes very seriously its responsibilities to owners. We do our best to make sure that we can get the best value for our money, that we can maintain and even improve the building, to make the building an attractive destination for ourselves and our guests. This Board has instituted financial controls where none existed before, improved our financial position & reserves, instituted a true procurement system, fixed our insurance valuations and coverages, fixed our garage, redecorated our lobby, and other reforms.

Now, we are going to be “under new management.” Although change is always a little unnerving and challenging, the entire Board is actually quite excited about the possibilities our independence brings. We have the opportunity to have our new management company act just in our interests and to get exactly what we want for our building. We have lots of ideas, have already taken control of our facilities management processes, and started addressing long-standing issues in anticipation of our new relationship with Coastline Management.

We look forward to continuing to work with all our owners to make our building a place that meets and even exceeds our expectations. Thanks again.

**SINCERELY,
THE PHOENIX V ASSOCIATION, INC. BOARD OF DIRECTORS
PHOENIXVHOA@GMAIL.COM**

**JIM REDWINE, PRESIDENT, 225-281-4089
JMRPHOENIXVBOD@GMAIL.COM**

**NORM ANDERSON, VICE PRESIDENT, 904-228-6483
NCABUILDER@GMAIL.COM**

**TED SENDAK, TREASURER, 256-325-3709
TSEDAK@AOL.COM**

**LAUREN BETHANCOURT, SECRETARY, 985-774-9363
LAUREN.PVBOD@GMAIL.COM**

**WENDELL BEHEL, DIRECTOR, 256-710-1236
WENDELL.PV5@COMCAST.NET**

**GARY DEAN, DIRECTOR, 205-445-3610
GARYPITTD@GMAIL.COM**

**MARK ESCUE, DIRECTOR, 817-821-0736
MARKESCUEBOD@YAHOO.COM**

**GARY PACOS, DIRECTOR, 716-560-3342
GPACOSPV313@GMAIL.COM**

