



Orange Peel

President's Message

CITRUS GLEN NEWSLETTER
January 2016

Happy New Year – It's going to be an exciting year!!

This is an important newsletter with a lot of information you need to know. You will also notice this newsletter looks different. Our last printer retired and we are in the process of looking for a new one. In the interim, the news must go through!!

Each morning we wake up we can decide what kind of day we're going to have. I talk to so many people who have either had some really bad things going on in their life or they only think what they're going through is bad. I have a saying when I start thinking this way, "It can always be worse". I am declaring 2016 is going to be a great year!! Try to wake up each day and say "It's going to be a great day"!! It's amazing how much your attitude changes from there on.

Citrus Glen will be seeing a lot of good changes in 2016. I will be discussing as many of them as I can in this newsletter so please be sure to read it so when these things start to happen you don't have to call us and say, "I never heard anything about that!" There is hardly a week that goes by that I don't get an e-mail, phone call, etc. where the person will ask me a question that I have either covered in a newsletter(s), direct mailing via USPS, etc. We work very hard trying to keep everyone informed so please take advantage of our efforts.

Once again, Happy New year to all!! It's going to be a great year!

January 26th, 2016 – Put that date on your calendar

In the past few weeks you will have received a Notice of our Annual Meeting. Inside that envelope was a "Voting Proxy". It is important that if there is the slightest possibility you won't be at this meeting, please fill this form out today and drop it off at the office or return it in the self-addressed stamped envelope.

We must have a quorum of residents for this meeting to be able to conduct business and nominate New Board Members to the Board of Directors. These proxies play a very important role in us having a quorum. I look forward to seeing everyone at this very important Annual Members Meeting.

As everyone is aware of by now I will no longer be President of our wonderful community. I have served for 4 years and it's time to pass the baton.

We have one person who has indicated their willingness to take over my position and that is Jill Connolly. Jill is currently a Board Member and loves our community as much as I do. I feel she will make a great candidate for this position.

Please don't forget, we don't vote for who will be President, Treasurer, etc. We vote for who we would like on the Board. After the Annual Members Meeting, the New Board of Directors meets briefly and they decide who will take each position.

Would you like to run for the board? You get to learn the why and how things happen. You provide your input as one of 5 board members. If you would like to run for the board, please send in a written request just simply stating your name & address and provide a brief history about yourself and why you want to be on the board. Please send this information to EEBBHOA, 195 Temple Avenue, Boynton Beach, FL 33436 or drop it off at the office in the Clubhouse. If you want to run for the Board, you can also go online to: www.Citrusglen.org and click on "Contact Us" and submit your information there. If you submit your nomination online, you will receive a confirmation of your submission within 24 hours. If you don't receive it, please let us know so we can make sure we have received your nomination. Nominations will also be taken from the floor but it is always nice to receive them in advance so I can share them with the residents

When is the New Comcast Rollout going to happen?

“IGNORE THE LETTER THAT Comsat sent you around January 16th)

To start with, Comcast jumped the gun and sent out a letter that should not have gone out yet. Please read the following to better understand what you can expect:

I signed the contract back in November and we are awaiting for Comcast to sign the contract so we can move forward. I am “hoping” that the new services will start to rollout by the end of March.

The New Services have been explained in past newsletters along with a statement in the Annual Budget Mailing that went out weeks ago. These New Services will bring us into the 21st century. We will be keeping everyone updated via e-mail, USPS mailing(s) and/or mailbox tube mailings. Please keep an eye on these items for updated information.

We plan on holding 2 events at the Clubhouse where each resident can come to the Clubhouse, review their existing services with a Comcast Representative and arrange for the new services to be installed. Comcast will have staff on site to perform the installations. As with any rollout of this type, there will be problems. Plan on it, expect it and know there will be problems. When a problem does occur, you will have a number for Comcast to call and they will handle it accordingly.

Stay tuned, as we learn more, we will be in contact with each and every resident. Please remember, if you receive anything from the association via USPS, it will most likely come in an envelope from “Gulfstream Services”. This is our Property Management Company. Make sure you don’t throw this away as there will always be important information that has a direct impact on you.

Note: I accidentally misquoted the New Internet Speeds in a past newsletter. The Internet Speed that is included in our new contracted price is 25mbs download and 5mbs upload. (Disclaimer by Comcast: Internet speeds may vary from those quoted). You will be offered the opportunity to upgrade those speeds if you desire to.

Selling your Home?

If you are either currently selling your home or thinking about selling, make sure you get a good price. Several months ago I challenged everyone that the first person to sell their home for over \$300k would not have to pay an application fee of \$250.00. I explained while realtors will tell you that you are crazy for asking that much, stick with it and hold out for a good number.

I’m here to tell you we had a resident do just that. In app. 2 months’ time they sold their home for \$327,500.00!! They had many people interested in their home, one who made an offer and then withdrew it, etc. The bottom line, by holding out they sold their home for app. \$50,000 more than what the average home has sold for. It may have taken them 2 months but for an extra \$50k I think you would have to agree it was well worth it.

Homes prior to this have been being sold for too low of price. “WE” can change this. Simply rid yourself of that old mind set and value your home at a good price. Don’t worry about what others are selling for, fix up your house, clean up your yard and the community already looks good. Be prepared to wait a little bit but if you do your job in getting your house up to date and looking good, it will sell for a good price. The community has never looked so good. If you make sure that the inside of your house and the back yard of your house look great, it will sell for a good number.

Quit listening to realtors who just want to sell it for a cheap price so they can collect their commission. Tell them how much you want, justify it to the realtor by showing them the improvements you made and at least make the attempt to sell it for over \$300k.

While the Free Application offer is no longer available, if you can get an extra \$5,000 - \$50,000 then it is well worth the effort. You have to do your job in making sure the house is ready for the market. This part a good realtor can guide you on. Get the advice of several realtors. Ask for feedback when the house is showed. If they loved the house but thought the price was the only issue then you most likely are in the position to get your number. If they say the house has never been updated and it is still in original condition, then you may want to consider making an investment so that you can get top dollar. Updating a kitchen, bathroom, cleaning out the garage, cleaning up and planting and mulching the back yard can go a long ways to you making a profit on your home. Good luck everyone!! Stay tough and together we can drive the numbers back up in Citrus Glen!!

Annual Inspections

Annual Inspections are planned to happen during the first week of February 2016. This is a non-invasive inspection that occurs by a designated team of people walking down the street and making notations of items they see that are in need of improvement and/or repairs on your home. Each and every person on the team must agree on each item they find. In the event there is an item they cannot all agree on, it will be turned over to a secondary team to make a determination if that item should be placed on your "To Do List". Once all of the reviews are completed, you will receive a letter in the mail letting you know if your home passed the inspection or if there were any items found that need your immediate attention. Here is a list of some of items they will be looking for: House Condition; Fascia Board; Front Entrance; Roof Condition; Garage Door; Mailbox Condition; Rear House; Patio/Awning; Screen Condition; Driveway (including the apron); Fence Condition; Zero Lot Line Wall and Side Wall (opposite the Zero Lot Line Wall; Bronze or White Window Frames, etc. Take a look and see if any of these items are in need of repair, cleaning, painting, replacing, have mold or mildew on them, etc.

"Everyone" will receive a letter (even if your house passed) letting you know the results of this inspection. **Read this letter in its entirety** as it explains exactly what the items are that need to be corrected, when you have to have them corrected by and what happens if you fail to make the repairs.

Community Safety

As many of you are aware, we had multiple cars that were opened and items removed from them. The items taken for the most part were the "Clickers/Remote Controls" to the resident's garage door. In all 4 cases, none of the vehicles were locked. These were what we call, crimes of opportunity. A couple of cars had a tail from a Foxtail Palm tied around the door handle possibly letting an accomplice know that that the car had been hit already.

Why would they take Remote Controls? Simple, this will give the thief access to your garage. Luckily each person who lost a clicker immediately reprogrammed their garage door rendering this remote control useless before the thief had a chance to come back and gain access.

I have brought this up in the past and yet we still have people who leave their car doors open. **LOCK YOUR DOORS!** I can't be any more clearer than that.

If this happens to you, call the police! 3 out of the 4 people did not call the police until instructed to do so. Don't wait for me to tell you, **CALL THE POLICE** if this happens to you!

The safety of the community is not the responsibility of the Association, it is "your" responsibility. Start by "LOCKING YOUR DOORS". Next, if you don't have a house alarm system and you have a few hundred dollars available to you, get one installed. It cost about \$25 a month for the monitoring of your alarm system. If your alarm system goes off, a remote location called a Central Station will receive a signal, attempt to contact you and then they will call the police unless given instructions not to. One of the biggest deterrents against crime is for you to have cameras installed on your house. Don't install dummy ones, thieves know the difference and you will end up being the dummy. You can get a decent system installed on your home for app. \$1,000 - \$2,000. You can then monitor your home from anywhere you are as long as you have access to the internet. If you have a smartphone, you can see all of your cameras right from your smartphone. Many companies also offer packages that include your Home Security and Cameras for a low installation fee and then charge you a little more each month. There is no reason why every resident in Citrus Glen should not have an alarm and camera system. Once installed you have now made your home incredibly safer than it is today.

Last, if you see anything suspicious, call the Boynton Beach Police Department "immediately". Boynton Beach like any other municipality is underfunded and under staffed so they have to dedicate their resources to where they are needed most. If people don't report these events to the police, they will assume all is good and they will focus their attention elsewhere.

Do you want to contact the President of the Association?

The New E-mail address for the President of the HOA is: President@Citrusglen.org . The office phone number is: 561-742-9604. Messages are retrieved from the phone on Tuesdays and Thursdays from 9:00am - 11:00am.

As of January 26, 2016 the email address: CGPresident@Comcast will no longer work.

Moving forward, President@Citrusglen.org will be the email address of all future HOA Presidents. Have an issue, you can also go to our web site at www.Citrusglen.org , go to the "Contact Us" page and complete the form. Somebody will get back to you Monday through Friday. Remember, the President is a "volunteer" of the community. Treat them like you would like to be treated. I have met some of the sweetest people during my 4 years as President and I have also met some of the nastiest people.

Resident Directory – Last call!!

This is the final call for this information. Recently we mailed out a form and a stamped envelope to determine what information you wanted included in our Resident Directory. We have received app. 50% of them back. Having a community directory is a nice feature of any neighborhood. In the event you want to contact your neighbor you have their information. In the event your neighbor needs to contact you they have a way to do so. If you have misplaced this form, simply e-mail myself at: President@Comcast.net and I will make sure you receive a new one. You can also obtain one from Scott on Tuesdays and Thursdays from 9:00am to 11:00am.

Once completed, we will distribute this directory only to the residents of Citrus Glen. We hope that each and every resident takes advantage of this by completing this form so we can provide your neighbors with the details that you want shared. In the event we don't receive a form from you, we will follow the Florida Statutes regarding the information we can legally disseminate to the community.

We will be finalizing this directory by February 15, 2016. An e-mail copy will be sent out to everyone on the Master E-mail list. Printed copies can be ordered from Scott at the office. Simply let him know you want a printed copy and we will get one to you.

What's the New Red and Green Light for at the Residents Gate?

Answer: "ALPR", Automatic License Plate Recognition. Through negotiations and being a good customer of Envera, this new system was installed at no cost to the community. When a guest arrives, in a matter of seconds the special camera that was installed recognizes the license plate number, enters it into the database, the database of the community is then scanned looking for that license plate number. If it doesn't find it, it will automatically enter the information once the guard identifies the guest. The guest is then let into the community if they are on a guest list. The next time that person enters the community, the system will scan the community database and if that license plate is associated with a guest in the database, they will automatically be let into the community. This will cut down the processing and entry time drastically.

If the guest was only temporary and is no longer on your guest list, that guest will go through the whole procedure again. If they are in the database and on a guest list, they are automatically let into the community in a matter of seconds. They will see the light turn green and hear a recording to please proceed while the gate arm goes up. If for some reason their license plate is unreadable, they will still have to talk to the guard every time they enter.

Thank you!

Last, I would like to say "Thank You" to all of our volunteers that keep our community running on a daily basis. We have Inez Guglielmo who handles the orientations of New Residents and also handles the rentals of the clubhouse. I don't know for sure how long she has been doing this but I know she interviewed us when we moved into Citrus Glen in 1998. She puts in more hours a week than any other committee member from any of the committees. The A&E Committee. These are the people who review every application for an architectural change. This committee consists of Richard Heinick, Joe Eichenlaub, Tapio Salin and Michelle Urban. These people dedicate their time every week to try and get your application approved as fast as possible. Landscape Committee, Pris Neulander. Pris helps us recognize areas that are in need of attention and a horticultural enthusiast. As time allows, Arlene Aslanian assist with this committee also. Together, we have worked hard in keeping our landscaping looking good. Technology Committee and Gate Keeper, Bob Moreno, former 3 term President. In addition to helping me keeping the computers running, gate arms working, etc., Bob has been a great mentor to me over the years. Any time I was ever in a quandary about a decision, I could count on Bob to give me a word of wisdom that made my decision very clear. Next up, a committee that is not so popular but one that is needed, the Fining Committee. We have Bonnie Valentino, Bob Moreno and recently joined, Julie Beals. Luckily we don't have to use this committee to often, but to follow the Florida Statutes and bring fairness to fining decisions, this is a very important committee. Bonnie Valentino also was our Newsletter Designer and Editor but recently retired. She is going to be missed but we wish here a Happy Retirement. We have our Orange Peel Distribution Team. Did you ever wonder who delivers the Orange Peel to your house? You can thank Inez Guglielmo, Teresa Moreno, Harry Eichenlaub and a few others.

As I am running out of room to continue on, thank you to all of our great neighbors who played a positive role in my 4 years as President. I look forward to still helping in the background to keep Citrus Glen the great place it is. Thank you to my fellow Board members and our dedicated Property Manager, Scott. Scott has been an invaluable asset to myself in helping to keep Citrus Glen running on a daily basis. I could go on and on recognizing many more people but the time has come for me to end this newsletter and as of January 26th, my final term as President. **Bob Foster**