



## Citrus Glen Summer '24 Newsletter

### Welcome to Summer!

It may not be 'officially' summer but obviously summer has arrived early to South Florida and Citrus Glen. Lots of exciting news and progress to talk about in the neighborhood. You likely have already noticed our new front entrance signs and our landscape refresh to the entrance of the community.

On behalf of the community I'd like to thank Marie Travis for her time and dedication to the sign replacement project and Megan St. Amand for all her effort on the entrance landscape refresh project. We still have a little more work to do up there, updating the lighting to make it look spectacular at night, but quite a transformation already!

This will be summer e-newsletter volume 1 of 2. Due to the size of the updates below on the community property management changes, I'll give a short introduction below to our new Association Management System (AMS), and a second newsletter with richer details on the features and use of the AMS will follow in a later update.

### Hurricane Season '24

Hurricane season is now upon us, and with ocean temperatures above normal, experts are predicting a more active season than normal. In the upcoming board meeting we will be discussing preparations for the community, but it's never too early to start preparing from a personal perspective for your family and residence. Here is a link to give you a primer on building a preparedness plan for your family. This is something you want to start thinking and planning well in advance, not when a disaster is impending:

## **New Property Management Team:**

At the April Board meeting, we announced that our current property manager: Gulfstream Management Services/Scott Straleau have resigned effective June 1<sup>st</sup> 2024. At the May Board meeting we thanked Scott and Gulfstream for their more than 10 years of service to our community and announced our partnership with our new property management services: Phoenix Management. The selection of Phoenix was the result of many weeks of research across multiple service providers for the best fit for the Citrus Glen community. The HOA Board and I are excited about this new partnership and the advantages it will bring to our residents going forward. In the subsequent paragraphs, I will try to outline some of these new advantages and some of the long-standing problems we hope to solve via this change. I will also provide an overview of the associated changes that will impact our residents and what will stay the same. So please read on for important details. All of the following noted changes in this newsletter are effective beginning June 1st 2024.

Phoenix Management Services, Inc. (PMS) is a well-respected leader in property management firms in South Florida, with an A+ Rating from the BBB. Phoenix has been serving South Florida communities since 1996 and manages over 250 communities and 25,000 units across the state of Florida. Phoenix handles this volume of communities with a different approach than what we have had in the past.

Phoenix's approach to management, together with our new Association Management System (more on this later) will provide some exciting game-changers with regards to service to Citrus Glen residents. Foremost among those differences is that Phoenix's approach to property management includes a multi-tiered service model that will include the on-site property manager we have become accustomed to for handling property related issues such as gates & security, facilities/vendor management and property inspections, but adds a fully staffed back-office team to support resident's day-to-day needs such as handling of resident maintenance/trouble tickets, Envera Systems assistance, New resident/tenant processing, clubhouse rentals, and many other functions in a much more efficient and effective manner. Phoenix has 3 offices in vicinity of the community, but we will have a local primary office that is staffed 8 hours a day, 5 days a week and will be able to assist via email, phone, in-person visits and

Association Management System (AMS) ticket submissions. The new back-office team will offer a vast improvement in responsiveness and availability for day-to-day needs from what we have been accustomed.

The community will continue to have an on-site property manager in the Citrus Glen clubhouse office. For that role, I would like to welcome Claudiu Cernat to Citrus Glen. Claudiu is a highly-experienced, certified, professional property manager with an eager-to-assist personality, who based on my interactions to date, I believe will be a welcome presence in our community. Due to the division of responsibilities with the new back-office team, the on-site property manager's hours are being reduced to one day a week, on Wednesdays, from 8-10 a.m. (rather than 9-11 am). I requested this shift in hours due to the feedback I received from many residents regarding the conflict of the 9-11 timeslot with working/commuting hours. The ability to shift to one day a week for on-site management is due to there being far fewer reasons to need to visit the on-site office. For example, the on-site office/Claudiu will no longer be accepting HOA dues payments beginning with the June payment. To offset this, we are offering multiple payment options going forward:

- You may set up an automatic electronic payment (ACH);
- You can set up a one-time (or recurring) electronic payment through the Zego service via the Victory Accounting website. Instructions can be found on the Citrus Glen website by searching "dues" from the home page.
- You can use your bank's Bill Pay Service. Please keep in mind that Bill Pay Services may simply be a check mailed on your behalf. Checks are to be made payable to Executive Estates of Boynton Beach Home Owners Association, Inc. (EEBBHOA) The checks should be mailed to the lockbox address shown below
- You can hand deliver checks to the offices of Victory Accounting located at 1500 Gateway Blvd. Suite 220
- You can mail checks to the Victory Accounting Lockbox service at the following address: Citrus Glen HOA, c/o Victory Accounting Services, Inc, P.O. Box 669356, Miami, FL 33166-9431

As you may have noted from the above, our accounting services, and related payment and account issues, will continue to be managed by our current accounting partner, Victory Accounting. There will be no changes with respect to payment of dues; your automatic payments are not effected by this change nor are our monthly dues amounts.

The vast majority of our related vendors and services, including Envera, South Florida Booting (park-in-spot), our landscaping services (F&H), irrigation and many others are not impacted by this change. Over time, we may elect to take advantage of our new partnership with Phoenix and their experience with a multitude of new vendors to bring new vendors/service options to the community where we feel they will make service and/or cost improvements. We will keep you posted on any changes that impact the community.

### **Back-Office Functions:**

As noted above, we will be re-organizing many of the previous functions that were performed by Scott/Gulfstream to be performed by Phoenix office personnel. Nearly all resident related questions, concerns and issues will now be initially directed to the Phoenix back-office staff, not to the Property Manager - Claudiu. If needed, the office staff will direct your inquiry or issue to the property manager for resolution. Because the office is staffed 5 days a week, 8 hours a day, this will lead to the fastest resolution and response to your issues. The email address below is monitored daily and the phones are staffed throughout the day. Calls that are not answered overflow to one of the other Phoenix offices.

To contact the administration staff via email: [propertymanager@citrusglen.org](mailto:propertymanager@citrusglen.org)

To telephone the office: 561-964-1550

To visit the office in-person: 6131B Lake Worth Rd, Greenacres, FL 33463.

In the coming weeks, you will receive information regarding how the new Association Management System - ManageCasa, will be an even more convenient entry point for resident service issues for landscape/lawn, irrigation, Envera problems etc.

Effective today, June 1st, please do not contact or process any Citrus Glen requests or business with Scott or Gulfstream Management Services. If you have any applications or requests in process, please forward them to myself or Phoenix

The Board and I expect that these changes will bring welcome improvements in the service to our community. But we also understand that change can be difficult or stressful on residents and that it will take several months before the changes become natural and can be seen for their true value. There will be some bumps in the road. We request everyone's patience and indulgence in working with myself, the Board and Phoenix to adopt and embrace these changes.

As always, the Board and I welcome your feedback and constructive criticism regarding all the upcoming changes. Together we will continue to advance and improve Citrus Glen.

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## **ManageCasa: Citrus Glen's new Association Management System**

Way back in February/March of last year, in a previous Orange Peel, I introduced the concept of an Association Management System (AMS). Since then we've evaluated dozens of systems for helping to manage and organize our community, and we've also hit a few unplanned delays, but now I'm very pleased to announce that a solution is on the horizon.

The ManageCasa system is now up and running for our community with all the residents already added to the system. We are now just putting the final touches on the configuration and setup before we enable the system for access for all our residents.

ManageCasa will not only direct all of your association related requests, issues and questions to the appropriate place, but it will provide you much needed visibility and tracking into the status and progress of your requests.

In the next few weeks you will receive an invite to the system to your community registered email address. At that time I will also be sending volume 2 of this newsletter that will introduce the ManageCasa system and the initial features that will be introduced as part of our staged rollout of the system.

Until the Next Update,

Mark

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