

ST. RAPHAEL NEWS

April 2008

It certainly was a whirlwind season! February and March kept us very busy with many owners and guests in residence. If you are in residence right now, you know this is our busiest time of the year. And why wouldn't it be with our perfect weather, beautiful sunsets and all kinds of events to attend. We currently have 125 families in residence. The guest suites are booking up quickly, people are enjoying the swimming pool and other amenities. You can feel the positive energy all around.

Included in this newsletter is information on the Guest Suite rentals, reminders of our contractor and delivery policies, interior corridor painting, information on drought conditions and what it means to St. Raphael's landscaping, social events at St. Raphael and information on resident insurance.



Sincerely,

Lisa Philip

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Dusk Sky View

Guest Suites Rentals

Our guest suites are always busy during our peak months of February and March. There are still some weekends available during these times. Call now and talk with Madlyn if you want to reserve a room. Our policy is a two week cancellation if you want a full refund, otherwise we refund the dates we are able to back fill. The Board of Directors at their November 16, 2007 meeting decided to update the pricing of the guest suites. We now have a tiered pricing effective for rentals starting April 1, 2008 of \$65/night for off season, May 1 to October 31 and \$90/night for high season, November 1 to April 30. We had checked several other communities within Pelican Bay and this is more in line with the pricing at neighboring communities. This offers a lower rate during times when few people use this amenity and a higher rate during the most desired times. This will also allow us to update the rooms over the next year.

Our four guest suites all have a queen size bed, television/VCR combination, coffee pot, small fridge and a microwave. Please consider this an extension of your home while your guests are here. We provide linens and towels but do not offer daily maid service. Owners must be in residence when they have rented a guest suite.

Drought in South Florida and Water Restrictions

We are having a major drought in South Florida and our rainy season was not very rainy. The South Florida Water Management Division has placed mandatory water restrictions on our area. As a building with 5 or more acres, we are allowed to water only one day a week for 12 minutes per zone. We are attempting to ask for a variance due to the number of zones we have. The rule allows for only an 8 hour period during that one day per week. Because we have so many zones, we have to limit our watering to 12 minutes to cover all of the zones in 8 hours. Our request would ask that we be allowed to water for 2 days but no more than once a week for each zone so that we can increase our watering times. We do not anticipate concerns with our plantings until the weather gets warmer in April and May. The combination of heat and lack of water will stress most plants and the sod at that time unless it starts to rain. Some of the stress you are seeing on the plants now is mainly due to the two recent cold snaps we have had. There are several plants that really dislike temperatures under 50 degrees

Contractor and Delivery Rules for St. Raphael

We have had many issues this past year with everyone adhering to our rules for contractors and deliveries. Here is a summary of the most important points:

- 1) First we want to define contractors. It is anyone you hire to perform a service such as housekeepers, house assistants, home watch, plumbers, AC Technicians etc.
- 2) We allow contractors in the building Monday through Friday from 8AM to 4:30PM- absolutely no weekends. Contractors are directed where to park and **must sign in at the front desk** before they go up to your unit. Do not meet them in the garage, they must sign in at the front desk so we can determine if the elevator should be padded and we know who is in the building. We are padding them now for contractors that are taking up any tools due to the renovations to the woodwork so it does not become damaged.
- 3) All deliveries must be scheduled with the office so that we can determine if an elevator is available for you. We can only accommodate one delivery per tower at a time. All deliveries must be completed by 4:30PM so that the elevators can be unpadded and cleaned before the end of the day. When scheduling deliveries, clarify if it is a unit delivery or a curbside delivery. We have had several deliveries arrive unannounced at the property and they are curbside only deliveries which means that you need to arrange getting the delivery from the Pelican Bay Blvd curb up to your unit. We can assist you with this through our resident service program but it is disrupting to our schedule when they come unannounced and we need to have them wait while we contact you as well as scheduling of staff time.

Individual Owner's Insurance Rebates or Credits

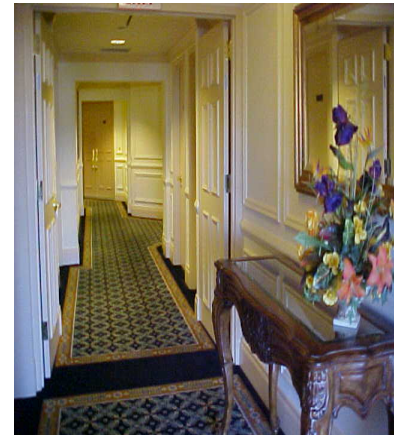
Many of our owners have been told by their insurance agents that they may be eligible for a credit or a rebate on their insurance premiums if they have a "Wind Mitigation Form" completed. In the past, this involved paying a licensed engineer or licensed building inspector in the State of Florida to fill out this form. We are happy to inform you that the engineering firm we use at St. Raphael, W.J. Johnson, has agreed to complete these forms for our owners at no charge. Please stop at the office and we will tell you how to have this done. If your agent has not told you about this available credit on your insurance policy, please contact them to discuss this.



Getting started

Interior Corridor Painting Project

The hallway painting project will be completed in Tower 3 shortly and will be moving to Tower 2 this week. We have notified the owners in Tower 2 of what they can expect over the weeks we are working on their hallways. This project continues to be going very well. We also updated the floral arrangements in the hallways and the lobby level. All of that work has been completed.



After!!

Grocery Carts and Bike Racks

We recently purchased new grocery carts that are made of plastic resin for our resident's use. They are much lighter and we hope that with no metal parts, they won't be as damaging to the elevator walls. We also purchased new bike racks so that we can accommodate more bikes for our residents. We placed these racks in the South East area of the garage.

Bicycles without Owners!!

We have been working on identifying all of the bicycles in the garage. We had talked about this in prior newsletters and just about everyone that owns a bike contacted us to claim their bikes. We had placed the unclaimed bicycles in the Southwest corner of the garage and asked that you claim them or we were

going to dispose of the bicycles. **We will give one more week until February 11, 2008 and then we will be donating these bikes to a worthy charity.**

Additional Services Offered this Season

Our front desk staff, Madlyn Ciccantelli, has reported that the newest of our services have been very well received. Fashion Fresh Dry Cleaning is here every Monday, Wednesday and Friday to pick up and deliver. Many owners are taking advantage of this service. Also, the flower truck that brings fresh cut flowers on Wednesdays is well attended. Mark your calendars for 11AM on Wednesdays to come down and purchase fresh cut flowers at very reasonable pricing.

Social Events

We have had several social events over the past couple of months. We had a New Year's Brunch party on January 5th and the Super Bowl Party on February 3rd. These were both very well attended parties.

We are planning a Ladies Tennis Round Robin on Sunday, Feb 9th at 9:30AM for all of our lady tennis players. This will be a great way to meet other tennis players and socialize for a couple of hours.

Watch your email and the mailroom bulletin board for upcoming socials we are working on. We hope to have a mixer party here shortly.



Ice Sculpture at the New Year Brunch Party

