

ST. RAPHAEL NEWS

August 2008

Summer in Naples... If you have ever taken the opportunity to come to Naples in the summer months, you know that the town is quiet, you can eat out at any restaurant without a wait, the evenings are meant for walking the beach with beautiful sunsets against the clouds left from the afternoon rains and the Gulf of Mexico waters are 90 degrees. This is also the time of year that we have many dolphins, manatees and sting rays in the warm waters. Everyone should visit at least once in the summer.

Included in this newsletter is information on the Guest Suite rentals for holidays and throughout season, replacing water supply lines with flexible stainless steel lines to prevent water leaks, interior corridor and unit door painting, hurricane preparedness, update on the rooftop garden project, getting ready for season and Massage Room usage.



Sincerely,

Lisa Philip

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Guest Suites Rentals

We recently sent out an email to all of our ownership regarding the Thanksgiving High Holiday Lottery for the Guest Suites. If you are interested in renting our a Guest Suite during the Thanksgiving holiday from November 24th to December 1st, you can enter the lottery by sending in your payment for this week of \$693. On August 26th (90 days before the rental period) we will draw for the four rooms. We will notify everyone the next day and return checks if you did not secure a room. We have used this lottery system for the High Holiday Periods for Thanksgiving, Christmas, New Year's and Easter. These are the most popular times for using the Guest Suites. As a reminder, you are welcome to rent the Guest Suites 90 days in advance of your stay. Besides the High Holidays, the most popular times are the months of February and March. If you think you want to rent during those months, mark your calendar to call us 90 days in advance.

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.

Tower Two Water Leak

During June I had emailed the ownership about a water leak from a refrigerator supply line that had caused water damage down 17 floors. After this unfortunate incident, we have determined that flexible supply lines would function better in the locations where the lines are susceptible to vibration, such as the refrigerator and the washing machine. We are attempting to get 100% compliance from our ownership to replace these 2 supply lines with a flexible stainless steel line. To date, we have had 90% of the ownership contact us to have this work completed or to have us inspect that it had already been completed! This is great news and now we want to reach the other 10% of the ownership. If you have not yet called or emailed to schedule this work, please contact our office and we will be happy to assist you. The cost for this replacement is minimal compared to the damage that was caused by this leak. The price estimate for the lines for the washing machine and the icemaker is \$35 for the parts and \$38-60 for the labor. The toilet supply lines and the faucet supply lines could also be replaced if you wish to have those completed at the same time. We can give you a price estimate if you wish to have those lines also completed.

Summer and Hurricane Preparedness

We just went through our first tropical storm of the season with damage only to landscaping. As usual, we prepared for the worst and hoped for a non event and Tropical Storm Fay cooperated. We had heavy rains and winds that you would not want to drive or be out in but overall, Naples and the vicinity were very fortunate to have minimal damage with this storm. On the day after the storm, the sun was out and the surf was up! When a Hurricane Watch is posted like in this storm, we do an inspection of the building including all unit lanais. Again this year we found several units that had lanai furniture that had to be secured by bringing it into the condo. Our published charge to secure your lanai furniture inside your unit when a storm is named is \$150.00. It is the owners' responsibility to prepare their unit for hurricane season if they are not going to be in residence. If you start to receive emails from our office regarding an upcoming storm, and you have made arrangements with a contractor to do this work for you, please respond to the email so that we do not take care of your unit. We do not have the luxury of waiting until the day of the storm as the building takes 3 days to prepare. Many people contacted us late on Monday when the storm was scheduled to arrive early Tuesday morning. In these cases we had already done the work that was needed because that would have been too late. Our protocol is to prepare early making St. Raphael the priority. Once the community is prepared, we allow all staff to leave to get their own homes and families ready.

Massage Room Usage

In the past, we had one massage therapist that offered services to our ownership using our facilities at St. Raphael. Because there was only one therapist using the room, we allowed her to make her own schedule. Well we are happy to report that the ownership has been utilizing this room more often and wanting to use other therapists that they have brought to St. Raphael. Because of the increased usage, we would like to change how this room is scheduled. We will now manage this at the front desk at St. Raphael. The resident wishing to use the room or their therapist may call our front desk and reserve the time in two hour increments on a first come, first serve basis. All therapists must provide licensing and insurance certificates to St. Raphael before they can operate in our facility. We are very happy to see this area being utilized so frequently. If you wish to use this area and do not know a therapist, you may stop at the front desk or call us and we will provide you with the names of the therapists who have been operating at St. Raphael that have provided us with their necessary paperwork.



Interior Corridor and Unit Door Painting Project

The hallway painting project is near completion. The contractor is finishing the last floors in Tower One and will be moving next week to the Lobby Level Hallway Corridors. There may be limited access on the Lobby Level during this process. For the ownership that is in residence please accept this as notice of this limited access. We will post signs to assist with directions around the construction areas. Our in-house staff has been painting individual unit doors. We have completed Tower 4 and Tower 2 is almost finished. We hope to have the unit doors all painted before residents return for season.



2nd Floor Garden Rooftops and Cabana Rooftops

The contractor for this project has completed the roof surface and is now working on the pavers and planter boxes. It has been exciting watching the cranes lifting materials to the roof surfaces. For those owners in residence, we continue to post notices on access to certain areas that are under construction. While the crane is near the front entrance, we ask that no one enter or park in this area. We will have cones up at the bottom of the drive when this area is restricted.

Preparing for Season!!

I know it is only August but it is never too early to start preparing for season. We usually have five times more occupancy during season than our summer residents! Living in a multi family community has many advantages such as shared amenities, 24 hour staff service and socializing with others that desire to live at St. Raphael. We do have some perennial issues that come up when our occupancy increases. It is usually the same concerns each year regarding compliance with our rules and regulations and noise issues. Many residents have guests at this time of year due to our wonderful weather and beaches. Sometimes it is just a matter of guests not knowing what our rules are. We would like to assist this year with notifying all residents and guests of the most reported issues. We are developing a one page summary of the rules that we want our visitors to know. We will laminate this summary and offer one to every owner so that they can place this in their unit next to their telephone for their guests to read.

One other complaint that we had last year was regarding noise from the movement of furniture in units and on lanais above. The way to remedy this concern is to place felt on the bottoms of all your chairs and table legs. This is a very easy way to ensure that the noise from the chairs that drag on the tile and marble floors does not cause noise for your neighbors. These felts can be purchased at any hardware store such as Home Depot or Lowes. If you wish to have our staff perform this work, we would be happy to be of service. Just contact our office to schedule this work.