

May 16, 2025

Dear Casa del Mar Homeowner,

Summer is nearly upon us, and we are ready! I hope you all have had a wonderful winter season and anxious for some “much” warmer temperatures.

We made the move to our new HOA QuickBooks software on April 1st and the first statements went out using that system on April 16th. Many of you called and said you did not receive them, so they were sent again successfully. Please keep an eye on May 16th and let us know if you don’t receive them.

We also had owners tell us they did not receive our email when we had a power outage on April 8th. These types of emails go out through Constant Contact. Owners have unsubscribed from previous emails sent from this platform which prevents you being able to receive any in the future.

Several owners have come to us with ideas, and we are happy to report that we have been able to provide you with several of them. There is a new handicap ramp at the BBQ area and the table has been adapted to fit a wheelchair. We are glad to be able to make this space available for everyone. We also have new Adirondack chairs and tables at the front of each building. This area has been underutilized for a long time, and we hope to see people enjoying it.

Another area we are improving in is signage. There will now be “Pool Closed” signs on the gates at all times when the pool is closed. Additional signage will be ordered for the entrances in hopes of preventing pool crashers. No smoking signs will be added to the pool tables soon as well.

The Back Flow Preventers that we are required to have on the Fire main water lines has been completed. It went smoothly and we are good for years to come.

The Property Management Search committee is still in the process of answering questions from the applicants but will have an update for the owners soon.

June 1st is the beginning of storm season. We are updating our procedures now and will be as prepared as possible. However, we have learned no storm is the same and no amount of preparation covers everything that can happen. We will be business as usual until the city calls for evacuation. At that time, we will make every effort to update owners via Constant Contact prior to a storm. Updates will be sent after a storm as soon as we are back on property.

Unfortunately, we have had many guests and owners being rude and abusive to our staff. It has become so severe that we have employees asking for protection. We have lost one key manager and a key hourly employee over the past months, and we have had to talk to other key staff members to keep them from leaving too. Employees do not want to come to work every day to be threatened and cursed. We are investigating classes for conflict resolution, and we sincerely ask every owner to please be courteous to everyone here, including each other.

We hope you all have a great Memorial Day weekend.

Sincerely,

Marilyn Cooper
General Manager
Director of Finance & Administration