

## A Letter From the “Not So Long Term Owners”

Unlike the “long term owners”, we didn’t brave crossing the swamps, Indians, alligators and grasslands to settle here in the Casa. We didn’t have to endure the eight community associations, although we have to repeatedly hear about how awful they were. Thank goodness that Casa Del Sol has evolved from that, but maybe not completely.

Some of us come from communities whose owners placed as much emphasis on what they saw directly outside their units, as they did about what others saw visiting their community as a whole. Places where owners took pride in their community, and knew if the association Board members were more concerned with their “corner” (no pun intended) of the community, that the rest would go untended. Where the board realized that the community was just as important to all of the owners, as their little parcel in it. Places where good, well maintained landscaping was not a luxury, it was essential. The very thought of a bush dying and left till it turned brown was unimaginable, much less it being pulled out by the roots and left for weeks on end. The Board and its president would have been run out on a rail!

Maybe it was a hotel corporate presence, maybe it was multiple businesses in the same complex, or maybe it was just pure pride of ownership that kept associations in line, and alert. One light out was one too many, much less an entire parking area. Missing or damaged appointments or buildings were fixed/replaced immediately. Moldy, dirty paint didn’t exist because it was caught way before it got that way.

Why was it like this? Because the Board, from the president on down, knew that they would be held responsible. If they weren’t responsible, hell was coming. Owners and businesses would not put up with it. Lame excuses about delays would fall on deaf ears...full stop. The owners knew who paid the bills, and held the Board to account.

In short, Casa Del Sol has lost its “soul”. Why don’t more people run for the board, or sign up for committees? Simply two things- complacency and toxicity. Phrases like “things are ok”, “that’s just how things go around here”, “better the devil you know than the one you don’t” are music to an authoritarian’s ears. Complacency is Miracle Grow for piss poor management, and toxicity is rocket fuel for corruption. Even if you cared, even if you suddenly became aware of the nonchalant attitude of management, why would you subject yourself to a narcissistic, egomaniac trying to effect a change? For no pay?

Toxicity is a perfect cover for something that someone wants to hide. The more that someone can intimidate others, the further they can keep them from the truth. Did you know that the computer in the office was just recently taken and then replaced? Did you know a spouse, non-board member has access to the data on that computer? Did you know that person has control of emails in/out of that computer and it’s passwords? Think about that and the environment in which you live.

Casa Del Sol is at a turning point. If you’re comfortable being berated by management. If your happy place is being the last to know about changes, even as they are being voted on. If you don’t mind storm repairs going undone for over a year. If it’s OK to stumble around in the dark parking lot. If dead bushes laying around the pool for weeks is appealing aesthetically. If spending \$44,000 on a chiller pipe dream is better than looking at cost effective alternatives, then the current committee is for you. Look at their track record, look around the community, look at their “common area” yard compared to yours. If this is Casa Del Sol’s destiny, welcome to New York City (where this mentality came from).

A simple change of one or two players WILL NOT change the trajectory. The same president with two cronies gets you EXACTLY what you have now. You will again have a majority on the board that bows to a toxic, narcissistic leader. This is no change at all.

This is NOT A MANAGEMENT PROBLEM!!! It is an OWNER COMPLACENCY PROBLEM!!! Casa Del Sol desperately needs a change at the top. Don't believe us? Ask Leland Management. Ask Pinnacle Management (if they have the guts to tell you). Ask previous CAMs from the last two years, ask previous maintenance personnel from the last two years, ask vendors.

The solution is in **your** hands, and the time is **NOW**...clean house or be doomed to repeat the past two years! Ignore their words, look at their actions... because their actions speak volumes.