

GENERAL MANAGER'S REPORT

March 2016 updated

COMMUNITY TOPICS

1. Finances –

Net operating expenses were approximately \$155,000 under budget for the year 2015. This is an audited figure.

In February 2016, operations realized a surplus of approximately \$7,000. Year-to-date, operations are approximately \$20,000 under budget.

In the first two months of 2016, there have been 52 transfers generating approximately \$168,000 in contributions.

2. Insurance –

Updated insurance information can be found on the homepage of LWMC.com. The document, located on the left side of the page, will provide your homeowners carrier with pertinent information of the Master Policy coverage that is provided.

3. Tech Committee –

The committee will submit their strategic plan to the Board of Directors in March.

4. Comcast – customer Service

Management of LWMC is working with Comcast to initiate an “Ambassador Program”, which would provide a customer service representative in the lobby of a Clubhouse to address customer service issues.

LEISURE WORLD OF MARYLAND CORPORATION

1. Shredding Day –

Management will be setting a date in the second half of April.

2. **Need Assistance? Residents of Condominiums.**

Residents who reside(own) in condominiums (non hi-rise), below is a listing of Mutual Assistant's (MA). You are encouraged to contact the appropriate MA for any issues or question relative to your unit.

Mutuals: 11, 12 and 22		
Alicia Drummond	598-1031	adrummond@lwmc.com
Mutuals: 9, 13, 14 and 15		
Kenia Callejas	598-1338	kcallejas@lwmc.com
Mutuals: 10, 16, 25 and 27		
Marygrace Serra	598-3989	mserra@lwmc.com
Mutuals: 5,7,8, 19A and 19B		
Renee Steward	598-1369	rsteward@gmail.com
Mutuals: 6A and 18		
Gloria Robar	598-1316	grobar@lwmc.com

Montgomery Mutual members and residents in Hi-rise condominiums can contact their Mutual offices directly.

3. **PERSONNEL**

NEW HIRES

<u>NAME</u>	<u>TITLE</u>	<u>DOH</u>
Freeman, Maureen	Senior Editor	2/22/2016
Eaton-Martinez, Ruth	Administrative Assistant	2/29/2016
Peters, Sidney	Maintenance Assistant	2/29/2016
Daniels, Isaac	Carpenter	2/29/2016
Aquino, Victor	Security Guard	2/29/2016
Cabral, Miquel	Carpenter (temp.)	3/3/2016

DEPARTURES

Willis, Wayne	Building Engineer	2/26/2016
Valentine, Victoria	Director of Communications	3/24/16

OPEN POSITIONS

Building Engineer	Mutual Position
HVAC Mechanic	PPD
HVAC Foreman	PPD