

## **Santa Maria Condominium Associations**

### Special Joint Boards Meeting

#### Self Management /Answering Service Set-up

March 12<sup>th</sup>, 2021

Meeting was called to order at 9:38 am by Jeff Langer, Master President

Directors attending in person or via Zoom included Jeff Langer, Rick Mindemann, John Faenza, Bobbie Hinkle, Rodger Burch, Gert Walter, Mel Bemis, Vern Barker, and Mike Carbone

There was a quorum of all board members present.

Proof of Notice was confirmed via website and postings in buildings.

Jeff Langer began the discussion by going over initial answering service “script” provided by AnsaFone and talking about structure of script and trying to simplify the process as much as possible. A review of format, including handling of calls from owners, renters, and others (service vendors, etc.) concluded that answer phase will be changed to Santa Maria Condo Assoc. of Ft. Myers Beach “call center”, and “immediate emergency” changed to “urgent matter”. The board also agreed to modify wording on new building signs to read “Santa Maria Condo Association Call Center” with phone #. Jeff Jones in maintenance was approached about handling owner maintenance-related calls, and he is agreeable to taking calls. The boards members agreed to be willing to be his backup and respond to emails from AnsaFone, and a master list of service vendors will be established for inquiry recommendations. The board members will also handle non-urgent matter email responses to “All Other Owner/Guest” dispatches. It was agreed that response to “All Renters” will be for AnsaFone to direct them back to rental agency or owner who rented unit to them, and misc. calls (service vendors, etc.) will be dispatched to approved list of board members. Vern Barker will update script with recommended changes and submit a new draft for review by board members.

There being no further business, a motion was made by Jeff Langer to adjourn the meeting and seconded by John Faenza and approved unanimously. The meeting was adjourned at 10:36am.

