



## From the President: Jeffrey Spiro

We have a very thick file in the office that consists of emails and registered letters from one owner sent to the office. 126 emails from December through the April meeting, and 15 registered letters in just the last 3 weeks. If you call up the office and nobody answers, chances are one of our assistants is dealing with this owner on the telephone.

This is a file that is available for any owner to read. Simply come to the office and request in writing to see the registered letters file. You can see what is demoralizing our staff. You can see the accusations. Michelle has been accused of deliberately altering documents, our security staff is accused of threatening behaviors, and our volunteers of violating non-existing laws. You need to also be aware that this is going to affect each and every one of you because when we are the recipient of demands and threats against our community they get read by our lawyer. At this rate we will have to double our budget in 2012 for legal fees.

We are in an intolerable situation where at certain points it seems as if things almost grind to a standstill. We have our lawyer engaged in writing cease and desist letters and final demand letters. Our next step is to file a petition for arbitration and/or institute other appropriate legal action against this owner. We are working on it, but will only proceed with legal action when the Association's Attorney feels that they have a sufficient amount of information that will win our case. I want to go in fully prepared to stop this egregious behavior and to have our lawyer's fees paid for by the defendant.

As you read the file you need to be aware of inappropriate use of law, where she picks something from Florida Statutes and applies it to unrelated items in order to imply that she knows what she's talking about. For example, the Statute states that the Grievance Committee in a condo exists as a special committee that cannot have any member who is a board member or who is related to, or living with a, board member. It's designed so that if the board or the manager imposes a fine on an owner, the owner has the right to a hearing before an impartial group to review the situation and to determine whether the board acted appropriately. We follow those rules precisely.

### IN CASE OF EMERGENCY

Call 911 and then a front desk or garage security to coordinate support. Garage 954.923-6641  
North 954.925-3336 South 954.925-1270

But in email after email this owner applies this rule to every other committee. You will read that spouses of board members have been the victims of this abuse. Laura Naron has been singled out more than anyone else. She is attacked for being the wife of a board member "illegally" serving on a committee. In fact, she's a volunteer that weeds the gardens and plants flowers, and she's being attacked! My wife, Susan Spiro, has also been attacked.

This is absurd, but it is not funny. When you read the mail and it's your name being used it's not pleasant. I've been called "the devil" and words I cannot say here.

Continental has also become involved in this because Continental employees have been accused of so many things. They're also dealing with this with their own legal department.

Yet, while all of this is going on, some of our residents continue to sit down at the tables with this owner on the pool deck, hear the ranting and not do anything about it. Sitting there *enables* this behavior to continue.

We should not enable self-destructive behavior by providing excuses or by making it possible to avoid the consequences of such behavior. There is probably a little bit of an enabler in all of us. For example, if your spouse smokes and you don't like it and yet you offer to buy a pack of cigarettes while you are out, you are enabling the act that you want to stop.

So if you do like what our owner is doing, you should say, "You're absolutely right." If you don't like what she is doing then you should say "I don't particularly like that." If you choose to not confront her, then, at the very least, walk away. You sitting there enables the continued actions by giving her an audience.

Please don't be an enabler. If you agree with her, say so. But if you don't, don't allow anyone whose words make you uncomfortable to continue a verbal diatribe in your presence.

## Change in Café Management

During May we will be changing the management of our Café. Carmen is scheduled to operate the Café until May 23. The new restaurant team has asked for a week to renovate the facility

Send articles, ideas or feedback to Summit.Observer@gmail.com or office's Observer mailbox.  
Join the Communications Committee to support the Observer, MySummit.org & MiniObserver  
-- editor Steve Naron

before they open. We think residents will be pleased.

Please visit the Café before May 23 to thank Carmen for the years of service she has provided to our community. While we got to this change through a long study of alternative vendors, new restaurant services and financial terms more advantageous to the Summit, that does not change at all how much we will miss Carmen.

### The pool comings and goings

There were many who thought the east pool would never be done. Finally, it is now in service and looks great! We waited for the final spring break crowd to leave and now we are starting on the west pool. The draining started on Thursday, April 28 and by Monday afternoon the tiles were removed and it was ready for the removal of the Diamondbrite™ protective layer.



We are all hoping that once the Diamondbrite™ is removed we will find much less damage to the concrete than on the east pool. We can be a little optimistic because the west pool never seemed to leak like the east pool. But whatever we discover by starting now, we gave ourselves a lot more time than last year to get the other pool done before the crowds of the fall make us wish we had two operating pools.

### Our Floors

Final decisions on the tiles and carpet are being made from a limited number of choices provided by the Beautification Committee. Final decisions will be made over the next few weeks and work should start by early summer.

### Pool deck canopies

New awnings have been ordered for the Café and east and west buildings on the pool deck. It was about time, since several of the old canopies which are well past their prime, have even started shredding.

The order went in for the most popular color picked by residents, Champion.



This comes fairly close to matching the new lighter color on our buildings and promises to both attract less heat and let more light in. Fortunately the existing canopy frames were found to be in good condition and can be reused, avoiding a major expense. We are told that the new coverings should arrive by mid-May in time to be installed before the reopening of the Café by the new management.

### Accelerated Broadband Questionnaires

In the first 50 questionnaires returned the top number of complaints were about phone service (34) and TV outages (27). Accelerated responded very positively to the fact that we ran the survey and has expressed a serious interest in focusing on areas of concern. We will be meeting with them to follow up and will report on progress in future Observers.

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Everybody brings joy to our office,  
Some when they enter and some when they leave  
-- Office saying of the week

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### Someone working on your unit?

We have rules about replacement and installation work done in your unit to help protect the community from having us left with substandard, dangerous or incomplete work that can affect you and your neighbors. BEFORE any work is started, we need unit owners to fill out the "Architectural

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Package.” This includes the vendor’s license and insurance information, project plans, and copies of any necessary permits. We need to make sure the vendor knows our rules, such as work is only permitted M-F 9-5. We also need a \$500 deposit on the project and a separate \$100 deposit for the use of a freight elevator. Deposits are refundable once it is assured that rules were followed and no damage was done. Please contact the office so that you can work through any issues when you are planning your project.

We just had an awkward situation where a owner snuck an installer in. When this was discovered the vendor had to leave and work was stopped. By our rules this owner now owed and lost the \$500 deposit, since they had broken our rules. This represented over 20% of the cost of the job. Do not let this happen to you!

All reputable vendors have no problem following our rules. Most local vendors know about the Summit and its rules. Still vendors continue to show up to work without even having gotten a permit and hope to just get started. This is unprofessional and the sign of a careless vendor. You should not work with such vendors. It takes some time for the office to review paperwork and plans, so do not leave this until the day the project starts.

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Blessed are they who have nothing to say  
And the courage not to say it  
-- Office saying of the week

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### **Celebrating 1001 Ongoing Successes**

We all see the big projects, but at any time there are many dozens of other, much less exciting ones that are needed to keep the Summit operating. For example, Bill Sosa and his team have finished the new brighter hallway lighting, fixed the rain gutters and exhaust in the garage, replaced the A/C thermostats, stained the tiles around the east pool, snaking the A/V wiring in the south lounge, fixed drainage on the pool deck, etc., etc. (For the real list multiply this by 10.) Of course, as soon as one problem gets solved, two pop up. This is thankless, never ending work, so ... THANKS.

### **Storage of Bikes & Tricycles**

We are seeing an increase in the number of residents who are trying to store **adult tricycles** in the bike rooms. These rooms are only for bikes because adult tricycles block the aisles. To help, we have established a marked area in the NE corner of the garage’s 1<sup>st</sup> floor only for use by adult tricycles with 2011&2012 stickers. We will be adding additional wall

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therealestateorange.com

hooks to allow tricycles to be locked.

**On November 1, 2011 we will start removing all bikes that do not have the 2012-2013 stickers from the bike rooms.** We have great plans for the bike rooms, but they depend on clearing out the vast number of bikes that have not been used for years.



Both bicycles and tricycles stored anywhere but the bike rooms and tricycle area will be removed (and locks cut if necessary.) Please send your ideas for improving the biking to [MySummit.Bike@gmail.com](mailto:MySummit.Bike@gmail.com)

### Sports in our backyard

No local condo has the type of land we do. The beachside is especially nice with trees, bushes, and flowers. Now the landscaping committee is hanging orchids on the trees, which (if they take) will result in a wonderland in the back walkway.

Also in the back are a variety of sports facilities. Other than the recently resurfaced shuffle board court, they have not been recently maintained. The tennis courts have rusty fences, the putting range is unusable, and the golf driving net has holes. All this is about to change. Before the end of the summer we plan to have all of these fixed and ... a 1/2 basketball court! In fact, work on the tennis courts has already started.



We are also investigating adding a horseshoe and a bocce area. Now that we are starting to get past some of the big, difficult, expensive and necessary projects like the building's concrete restoration, we can start on some of the much easier and less expensive nice-to-do projects. The improved sports facilities in our "back 40" will give us one more reason to get outside and enjoy our glorious Florida weather.



### Reestablishing the South Game room

The Real Estate Office is being moved from the 3<sup>rd</sup> floor to the 1<sup>st</sup> floor by mid-May, to allow the reestablishment of a south tower game room. Once the room is cleaned up the conversion should be quick. This is the last of the many complex steps that have allowed us to expand our gyms.

On the third floor of each tower we will now have a new cardio gym, a new weight gym, and a new game room. Something for everyBODY!

And, yes, you can now start looking for Ted and Mary Anne on the 1<sup>st</sup> floor of the south tower.

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## Outside Our Fence

Jimmy Buffett's Margaritaville on Johnson Street is scheduled to break ground in February or March of 2012. Building is scheduled to take two years. Therefore you have only one more winter to enjoy the old, funky Broadwalk. Margaritaville is bound to provide us with many new services and start a renovation of the center of the Broadwalk. We understand cars will not be allowed on Johnson Street and there will be a grand new music shell and improved seating and entertainment. Looking forward to 2014!

The legal fights continue about the Miramar just north of us. The owners of the property are asking to be able to build to twelve stories. Many residents of the Summit have signed a petition asking the city to strictly enforce the existing 65 foot zoning limit. The Association is not taking an official position.

## Change to by-laws - Overlapping Board Terms & Simpler Proxy Voting

Starting in 2012 our Board members will have overlapping 2-year terms. Final approval of this change happened at a Board meeting in April with a unanimous vote of the entire Board. We had already received well over the 50% approval proxies from owners. The overlapping terms start with the 2012 Board election in January. The five owners that receive the highest vote count for the board will be asked to serve two year terms. The other four board positions remain 1-year terms until 2013.

At the same meeting the other proposed by-law change was approved in the same manner. It removes the need for both spouses to vote on a proxy. This give spouses the same ability that already existed for other co-owners.

Florida law protects our by-laws by making change difficult. Thanks to the owners and office staff that made the successful effort to get these relatively uncontroversial changes to happen.

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A woman marries a man expecting he will change, but he doesn't.

A man marries a women expecting that she won't change and she does.

-- Office saying of the week

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## Borrowing Valet Carts

24 hours a day we have members of our security team covering our front doors and garage entrance. In addition we always have at least one additional member of the security team "roving" through our buildings making sure the interior and grounds of our buildings are secure. Those watching our entrances cannot leave their station. So, when

you request a valet service, a rover is requested. The rover may be delayed by the travel time across our facility, by being involved in helping another resident or by a security situation.

If you chose not to wait for the rover, you can borrow a cart at either lobby from the security desk. You will need to fill out the log book. If you are taking the cart into the garage, do not leave the grey painted space near the door to avoid picking up grease or oil on the wheels. Also only use the cart in the service elevator. Please return the cart to the security desk as soon as possible.

## Replacement of our Fire Alarm System

In a few weeks, Bass United will start replacing our fire alarm system. The old system has false alarms, does not meet today's code requirements, and has very limited safety functions. In the judgment of the board, leaving the old system in place for any longer created a life and safety concern. Here are some aspects of this project.

1. The new system is much more sophisticated at diagnosing the location and nature of problems.
2. The old system will stay in place and functional until the function is taken over by new system (one floor at a time). We will not need to add expensive and labor intensive 24 hour security fire watch during the install and therefore will save a small fortune.
3. There will be no exposed wiring in units even though new speakers are required in each bedroom to meet code requirements of 65db to the pillow.
4. This is a fixed cost contract. Every large project has surprises (remember the east pool.) The risk here has been taken on the Bass United
5. Water alarms are being added to A/C closets.
6. Our two buildings will be connected with fiber (not copper) to avoid outages or damage from lightning.
7. Prerecorded messages are available to improve the comprehension and speed of the communications of problems to residents.
8. Once installed the new system is expandable for many additional security services.

Placing the new speakers will require access to our units. Our security staff will accompany the installers to empty apartments. Make sure the keys to your units and A/C closets are up-to-date in the office. When the install teams get to your floor we will need access to your unit. If proper keys are not available we will call on the service of a locksmith and charge any expense to owners.

## Secretary's report – Steve Naron

We get plenty of compliments on the Observer, but we **do not get nearly enough articles**. It is hard to understand since we are hardly lacking in smart, opinionated residents. (Just listen in at the pool. ☺) Believe it or not, people do want to hear from you. Send your thoughts or articles to [Summit.ObsERVER@gmail.com](mailto:Summit.ObsERVER@gmail.com) or leave them in the Observer mailbox in the office.

Snowbirds, be sure the office has your correct email so that you can continue to get your Observers even when you are away. You can catch up on previous Observers at any time at [www.MySummit.org](http://www.MySummit.org).

We are taking on as a goal for the summer to put together a how-to summary and index to all services, facilities, and forms at the Summit. Hopefully this will make it easier for our residents and visitors to know how to get things done at the Summit. The on-line version of this material will provide access to all of our forms.

Signage at the Summit is undergoing constant review. We try to avoid having too many signs because signs are not attractive. For example, we do not want to “paper” our 2 ¼ acre pool deck with “No Smoking” signs. Still, if you see any place where we absolutely do need a sign please contribute your thoughts using the Comment forms in the office.

This fall we plan to restart the popular “Sunday Night at the Summit” where we have fun and useful presentations on our 100” screen in the south lounge. Here are some we are thinking of doing:

- Finding Your HaHa – Eileen Wallach
- Fun with technology – Steve Naron
- Crime & Seniors – member of Hollywood police

We could also start showing regular sporting events such as football on the big screen. We might even have some of these events on the big screen on the pool deck. But, to make this happen we need volunteers and ideas. Please contact us at [Summit.ObsERVER@gmail.com](mailto:Summit.ObsERVER@gmail.com) or the Observer office mailbox.

## Crime report

The area outside our fences (referred to as Hollywood “South Beach”) is considered very safe. You may occasionally see crimes of opportunity where someone takes an unlocked bicycle. But recently there were three robberies on the Broadwalk. The Hollywood police were able to quickly make arrests. Since the robberies seemed all to be connected, this may have stopped this problem, for now. The police have increased their patrols and made some of their existing patrols more visible. But we need to be alert and prepared.

The Hollywood police held a meeting at our

next door Community Center in April and provided an excellent education on the type of crimes we face and how to protect ourselves. They are a full service police force with specialists in everything from financial crimes to senior abuse. (see [www.hollywoodpolice.org](http://www.hollywoodpolice.org)) They plan to repeat this educational evening later in the year.

Some of the lessons learned were:

- Carry just what you need in your pockets, not a shoulder bag.
- Bruises on both sides could indicate abuse because bruises from a fall are usually on one side. Report suspected abuse.
- Shred your credit card offers and other financial papers. Dumpster divers steal identify and empty bank accounts without your knowledge. Check free credit report once a year.

The good news (for many of us) is that the chance of being a victim of violent crime goes down very quickly with age. For example, past 65 our chances are being victims of violent crime are only 5% the chance when we are in our 20's! (see [bjs.ojp.usdoj.gov/content/pub/pdf/apvsvc.pdf](http://bjs.ojp.usdoj.gov/content/pub/pdf/apvsvc.pdf)) You can track crime in our area (or hopefully the lack of it) at [crimemapping.com/map/fl/Hollywood](http://crimemapping.com/map/fl/Hollywood).

## Remaining 2011 Board Meetings & Payments

All meetings are 7pm in the south lounge. Tentative dates are all Thursdays except November's: May 19, June 16, July 21, August 25, September 22, October 13, November 15 (Tuesday), December 15, December 29 (Candidates Night), January 19, 2012 (Election)

Please plan ahead to attend as many meetings as possible. Minutes of previous meetings are available to owners at the office or at

[www.continentalconnect.com/summittowers](http://www.continentalconnect.com/summittowers).

### Payments remaining

- May 1 – Special Assessment payment #4
- June 1 – Special Assessment payment #5
- July 1 – Quarter Maintenance
- October 1 – Quarter Maintenance

Please visit [www.MySummit.org](http://www.MySummit.org) for information on how to review your account or make your payments. If you have any questions, reach our office during business hours (M-F 9-5) at 954.925-3337.

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I've been kicked, beaten, lied to, cussed at, swindled, taken advantage of and laughed at.

The only reason I hang around this crazy place is to see what happens next!

-- Office saying of the week

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## Social Club report – Joe Garbis

I have been here since early October and the last six months have flown by in a flash. Here is a summary of the Social Club events since just late December.

- December 26 music on the pool deck was a great holiday event.
- We celebrated New Years Eve with a wonderful party. Special thanks to Freddie Dottavio for arranging the music at this event (and all other activities with music) and Roz Katz and Roz Turkish for their outstanding decorations.

- January we had a sold out trip to the Hard Rock that included a health fair and was organized by Lisa Levine.



- Then in February we filled a motor coach for a memorable overnight trip to Ft. Myers and Sarasota.

- January 18 we had a Karaoke night; great fun.

- February we celebrated with a great Valentine's Day dinner dance.



- March was St. Paddy's day with corned beef and cabbage.
- April 13 there was the murder mystery theatre with Barbara Fox.

- In April we had our "hugely" successful Pot Luck dinner with 75 residents attending and contributing, all coordinated by Julie Dotavio and Ruth Ann Nell and assisted by Betty Thornton, and Maria Argenzio. As usual Keith Dewbury made sure we had plenty of supplies and liquid refreshment.

- Easter Sunday egg hunt and gifts for the children and music for the adults.

- The "Bye Bye Birdies BarB Que" on May 3 had over 100 attendees!

- Movies are shown almost every Tuesday evening on our new large screen. We had well over 50 attendees for many of these showings. Our weekly movies and other events are selected by Susan Spiro with backup up by Charlotte Cohen. Projectionists Keith Dewbury, Jack Cohen, Steve Naron and I run the movies which are open to all residents. Jeff Spiro is the popular popcorn guy.



Clearly, the Social Committee members were really busy, worked hard and enjoyed every minute. I would like to thank all members for your cooperation and help. When asked no one ever said no.

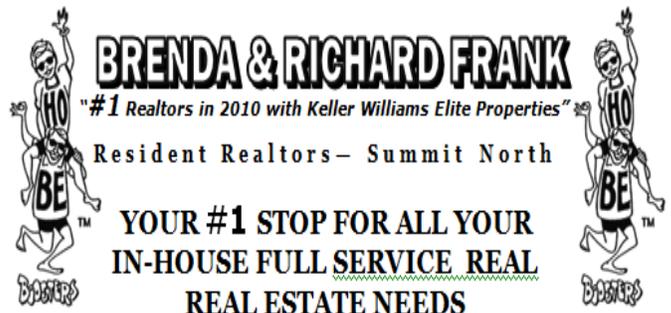
Al Adelson, our co-president is planning a busy spring, summer, and fall season, so if you are not yet a Social Club member, join now.

Please remember, we are all residents and volunteers. Our only reason is to enhance the quality of life at the Summit. We depend on the small membership fee (\$20/year/member) to subsidize many our activities. Looking at the list of activities again you have to agree that this is the best bargain one is likely to find

If at first you do succeed ... try something harder.  
-- Office saying of the week

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*“From Sea to Shining Sea”*

**Going North? (or leaving town for a while?)**

1. Turn off your unit water in the A/C closet – Don't have a leak.
2. Leave your A/C on and set your humistat to 65%. That should reduce your energy bill, while keeping your apartment from getting humid enough to grow mold.
3. Make sure your up-to-date contact information and keys are in the office
4. If will be gone for any part of hurricane season, (June 1 to November 30) either bring everything in from your porches or close and lock your hurricane shutters.
5. Arrange for an apartment watcher.

For more see **“Going North?”** at [www.MySummit.org](http://www.MySummit.org)

**Employee(s) of the Month -- April**

When you see them feel free to add your congratulations and thanks.

At the April board meeting John Bender was recognized for his work as an employee of Kent Security. He is relatively new to the Summit but we were impressed by how quickly he got up-to-speed and took responsibility.



Of course, Brian Kushner, from the Continental Group, is our building manager. We could say lots of good things about his work at the Summit, but he probably deserves the most credit for keeping us moving forward and dealing with our many emergencies and insanities without losing his cool. We are glad someone is willing to do the job!



**Place to go to find things to do**

- Our mailroom bulletin boards
- The next door community center – calendars, brochures, classes, talks and more
- [www.MySummit.org](http://www.MySummit.org), which contains links to many community sites

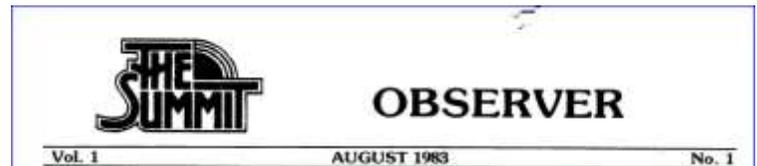
**Useful stuff in the office:**

- Resident suggestions (The Association does not recommend businesses).
  - Contractors Listing
  - Restaurant Listing
- The Insurance Certificate package – get this to your insurance agency for significant reductions in your unit's insurance rates
- Forms and staff support for
  - Car parking
  - Preparing for work in your unit
  - Updating your contact and emergency information
  - Registering your bicycle
  - And much more.

**How Smart Are You?**

Where on Earth can you go one mile north, one mile east, and one mile south and end up in the same spot?

Please submit your entries to the office marked “contest.” The winner, selected by drawing from among the correct entries, will receive a Summit t-shirt.



The Summit Observer has been published, with some breaks, for almost 28 years. Here is a piece from the first issue. We are putting old Observers out at [www.MySummit.org](http://www.MySummit.org).

**EDITORIAL**

Allow us to introduce The Summit Observer a modest little publication at present, but one which, we hope, will observe and report on news and views for the benefit of our Unit owners and residents.

August the first marked the day when our newly-elected Board took over control from Wood Holly Associates.