

From: "Farkas, Andrew L." <[REDACTED]>
To: Florida Science Foundation <jeevacation@gmail.com>
Subject: Responsive Report
Date: Mon, 09 Jul 2018 19:15:28 +0000

I requested very specific responses and these are set forth below. There is one more related directly to the roof that I will forward presently. I am personally very sorry for all of the inconvenience and what may appear to be lack of attention, but I assure, is not.

From: "Jones, Kenny" <[REDACTED]>
Date: July 9, 2018 at 2:05:37 PM EDT
To: "Mukamal, Thomas" <[REDACTED]>
Subject: RE: RE:

Tom

In no particular order:

Leaking roof, Eric explained the materials not being available and their attempts to do all they could before the storm.

The tiles across the property have been lifting for several years and the maintenance team have been concreting in these areas and paint matching, as these tiles are no longer available to buy. We know this issue, as the project to redo the entire facility tiled areas is on Eric's schedule, after the roof and as well as the painting. On a daily basis Shadow walks the location and finds new areas that have lifted and deals with them. There has been a lot of rain so it's been worse than normal. Beth saw both these areas this morning, Shadow had already seen them and others and was getting to it. Tomorrow there will be other places that will have lifted, Shadow knows to do this daily until the total refit takes place and has been doing this task for months. (see communication) Eric is going to give Beth and Gili a date.

The chairs, these belong to the market tenant and Beth had already given him notice to remove them from the Marlin deck. I have also instructed Beth not to give longer than 24hrs notice if there is something wrong also to use me or Eric if intimidated. The chairs have been damaged even more over the past 24hrs and look even worse. There is a capital request to put IGY owner tables and chairs on the Marlin Deck coming.

General cleanliness, the stairs are power washed every month, but will now be done more often.

Standards, I have instructed Beth to employ a 'hard arse' standards person, (I will also interview the final candidates over the phone) that will report to her directly and do the following and more:

- Hold the tenants to task for noncompliance and standards regarding everything the public can see.
- Aesthetic maintenance. Work to prioritize and if needed request more support in assets.
- When Beth is not on site be her eyes and ears and get things fixed quicker. Either the standards person (title not correct) or Beth will attend the site 365 days a year.
- They will also send a monthly, if not weekly newsletter to all tenants, highlighting what has been done, what is in process and what is planned, as well as highlight positive tenant/boaters support initiatives/events.

Communication, I have told Beth that she now needs to keep a log book of formal visits to Mr Epstein's office on a Monday and Friday that records who she spoke to. She must ask if there is anything that is a worry or a concern and again record her (Beth's) actions. Beth did say that she talks to Mr Epstein's staff at least every day if not more. I have explained she needs to log these communications.

Tom, to be clear there are loads of reasons for some, if not all of this (storm, staffing, timing), what I have made clear is in our business reasons don't make excuses, so we need to accept it and move on. We can dwell on the improvement on the docks, the security and the Staff commitment, but Beth knows we will be measured on what's not fixed more than what is fixed.

I will have a follow up call with her on Wednesday and will leave it with Gili for 48hrs. FYI he was on my call, and I walked Beth to the three areas and discussed on the phone. Finally, neither Gili, Beth or I are taking these observations lightly.

Kenny

Sent from my iPad

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