

SANDESTIN OWNERS  
ASSOCIATION, INC.

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ADVISORY BOARD MEETING

February 25, 2022

Please silence your cell phone.

This presentation will be available on the website following the meeting.

# Operations Update

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Tom Cooper  
Executive Director  
tcooper@soaowners.com  
(850) 424-5959

# 2021 Strategic Plan Recap

## 2021 Focus Areas Measurable Targets

Focus Area	Measurable	Target	Score	Notes
Governance	Non Compliance	0	8	Traffic Rule violations (fine non-payment)
Governance	Plan Actions completed on time	>80%	50%	There were only 2 Actions assigned to Governance Committee. 1 was completed.
Staff	Employee Retention	>70%	80%	Retention formula = # of employees who remained the entire year ÷ # of employees on 1.1.2021 x 100
Staff	Employee Satisfaction	>75%	73%	Survey completed pre pay increase. An additional 18% had neutral response. 8% (4/49) dissatisfied. New survey to be completed Q3-22
Staff	Performance Reviews completed on time	100%	100%	
Owners	Owner Satisfaction	>75%	88%	Survey Monkey results circa March 2021
Owners	Net Promoter Score	>50%	62%	Survey Monkey results circa March 2021
Communications	Website Visits up over 2020	10%	17%	
Communications	Facebook Followers up over 2020	10%	N/A	Old Facebook page would not integrate with Instagram, and all data was lost when we created the new FB page
Communications	Social Media posts per month	10	17	
Operations	Work orders closed on time	>50%	98%	87 of 89 work orders. These do not include BOD approved projects
Operations	BOD approved projects complete on time	>90%	29%	Project delays were local, regional, and national due to supply chain and labor.
Finance	Revenue and expense within budget	Yes	Yes	Pre audit 2021 budget shows a Net Revenue of \$28K
Finance	Board approved projects completed within budget	>90%	100%	
Finance	Reserve Funding Balance Positive for 10 years	Yes	Yes	2021 had a net positive balance



<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>	
□ G1	<i>Monitor Governmental Affairs and their impact on the Association [ED]</i>	□ G1	<i>Monitor Governmental Affairs and their impact on the Association [ED]</i>	□ G1	<i>Monitor Governmental Affairs and their impact on the Association [ED]</i>	□ G1	<i>Monitor Governmental Affairs and their impact on the Association [ED]</i>
□ SA1	Review Salary Survey from 2021 and update pay scale [HR/ED]	□ G2	Review Governing Docs re; All members vote for Board [GC]	□ G3	Review all rules and recommend change as needed [GC]	□ SA6	Improve ARB process to promote electronic submittals [AED]
□ SA2	Determine development of training strategies for security officers [SD]	□ SA3	Redefine the storage convention in the master records database [ED/AED]	□ SA5	Create operational guidelines for Administration regarding all Association meetings [AED]	□ CSR4	Communication with owners regarding who owns what, and the SOA vs SDI responsibilities [ED/CC]
□ O1	Specific targets for work completion on new office [LPC]	□ SA4	Develop and document a succession plan [ED]	□ O3	Make recommendation to the Board regarding East Gate redesign [LPC/SD]	□ SM1	<i>Review opportunities for walking/biking trails/paths [SC]</i>
□ CSR1	Quarterly report to owners regarding completed projects [PSD]	□ O2	Establish a pathway for the use of Reeves Road Property and recommend to the Board [LPC]	□ SM1	<i>Review opportunities for walking/biking trails/paths [SC]</i>	□ SM2	<i>Monitor studies/reports regarding drainage and stormwater [MC/PSD]</i>
□ CSR2	Social Media Links and Owner Dashboard links to website [AED/FD]	□ CSR3	Create golf cart safety videos and others, link to web, social media [CC]	□ SM2	<i>Monitor studies/reports regarding drainage and stormwater [MC/PSD]</i>	□ SM3	<i>Investigate options related to beach parking [MC]</i>
□ SM1	<i>Review opportunities for walking/biking trails/paths [SC]</i>	□ SM1	<i>Review opportunities for walking/biking trails/paths [SC]</i>	□ SM3	<i>Investigate options related to beach parking [MC]</i>	□ SM6	Evaluate / report on adding cameras to locations on the property [SD]
□ SM2	<i>Monitor studies/reports regarding drainage and stormwater [MC/PSD]</i>	□ SM2	<i>Monitor studies/reports regarding drainage and stormwater [MC/PSD]</i>	□ SM4	Develop a multi year paving plan [MC/PSD]	□ F3	<i>Continue developing processes with TOPS One [FD]</i>
□ SM3	<i>Investigate options related to beach parking [MC]</i>	□ SM3	<i>Investigate options related to beach parking [MC]</i>	□ SM5	Complete planning for signage upgrades [ED]		
□ F1	Strategy for another economic downturn [FC]	□ F3	<i>Continue developing processes with TOPS One [FD]</i>	□ F3	<i>Continue developing processes with TOPS One [FD]</i>		
□ F2	Document better tracking for project expenses [FD/PSD]	□ F4	Develop new procedures for reserve checks to vendors [FC/FD]				
□ F3	<i>Continue developing processes with TOPS One [FD]</i>						

## 2022 Strategic and Action Plan Quarterly Checklist

**Note: Actions shown in *italics* are ongoing throughout the year and are reported quarterly**



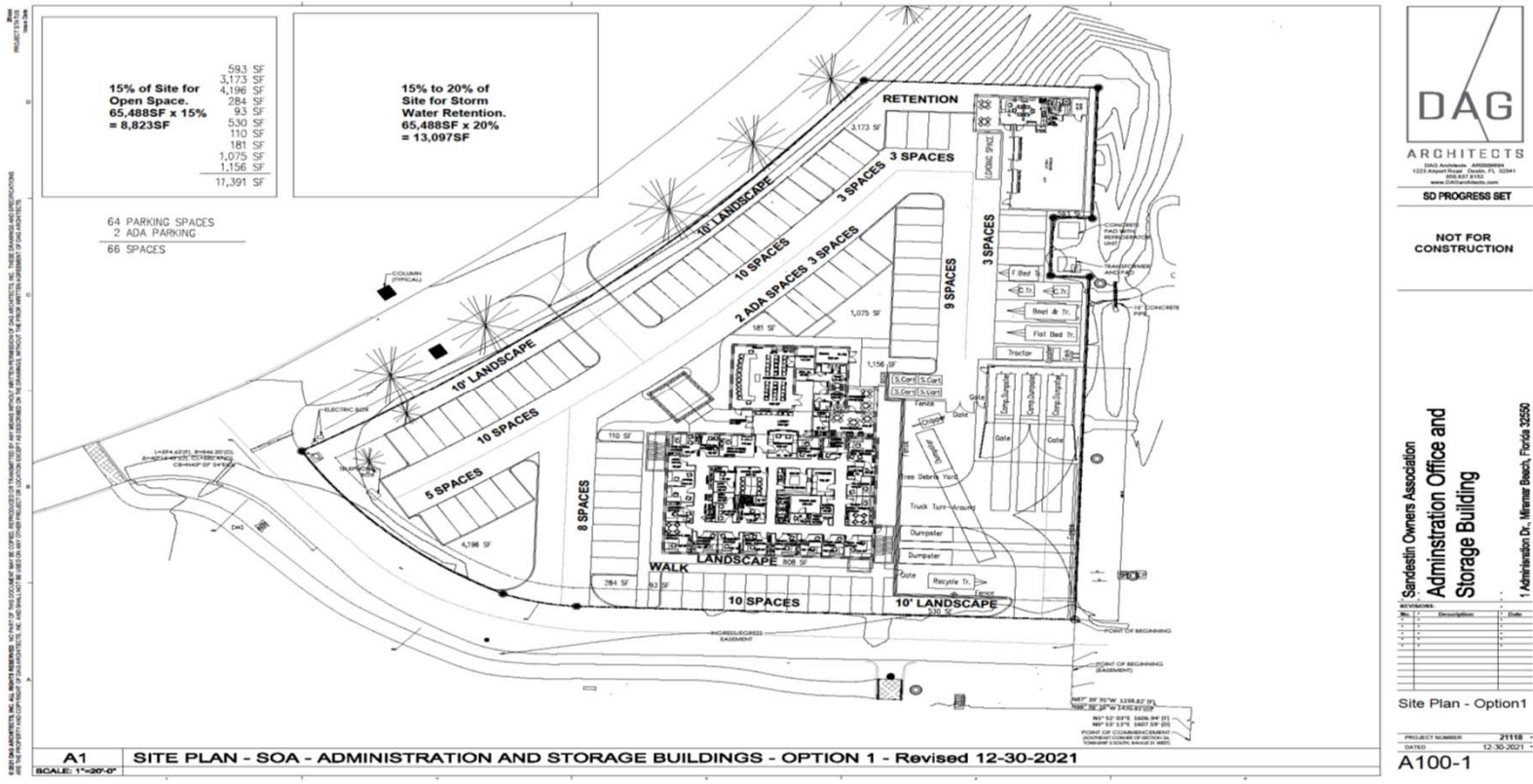
# SOA Operations Complex Update

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These are all conceptual designs and subject to change.

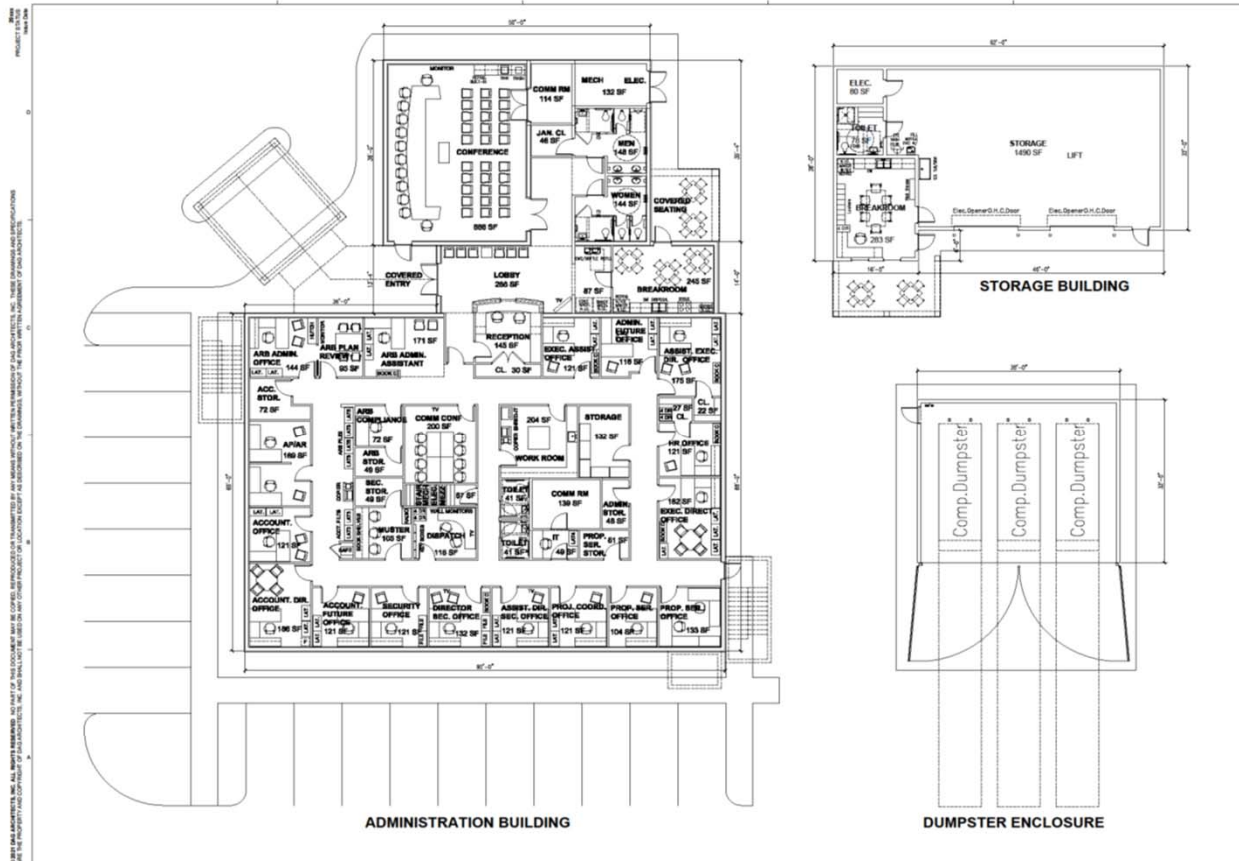
No plans have been formally approved, nor has any costs been determined or funding authorized.

# SOA Operations Complex Update **CONCEPTUAL** Site Plan





# SOA Operations Complex Update **CONCEPTUAL** Floor Plan



**DAG**  
ARCHITECTS

2000 Atlantic Blvd., Suite 200  
1225 Atlantic Blvd., Suite 200  
Miami Beach, FL 33139  
www.dagarchitects.com

SD PROGRESS SET

NOT FOR CONSTRUCTION

Sandestin Owners Association  
**Administration Office and  
Storage Building**

1 Administration Dr., Miramar Beach, Florida 32550

No.	Description	Date
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Admin. & Storage Bldg

PROJECT NUMBER 25118  
DATE 12.30.2011

A101

# SOA Operations Complex Update CONCEPTUAL Elevations





# SOA Operations Complex Update CONCEPTUAL Elevations



# SOA Operations Complex Update CONCEPTUAL Elevations





## 2022 COMMITTEE CHAIRS

**Class A Nominating**

*Jeff Kelley*

**Class B Nominating**

*Kitty Whitney*

*Meet As Required*

**Safety & Security**

*Ken Lloyd*

*Meet Every Other Month*

**Finance**

*Jeff Murrell*

*Meet Monthly*

**ARB**

*K Losson*

*(approved Oct 2021)*

*Meet Semi-monthly*

**Communications**

*Cindy Jefcoat*

*Meet As Needed*

**Grievance**

*Gregg Pierce*

*Meet As Needed*

**Maintenance**

*Terry Cost*

*Every Other Month*

**Human Resources**

*Graham Russell*

*Meet As Needed*

**SOA Governance**

*Jeff Kelley*

*Meet As Needed*

# Property Services

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Kyle Ray

Director

[kray@soaowners.com](mailto:kray@soaowners.com)

(850) 424-5922

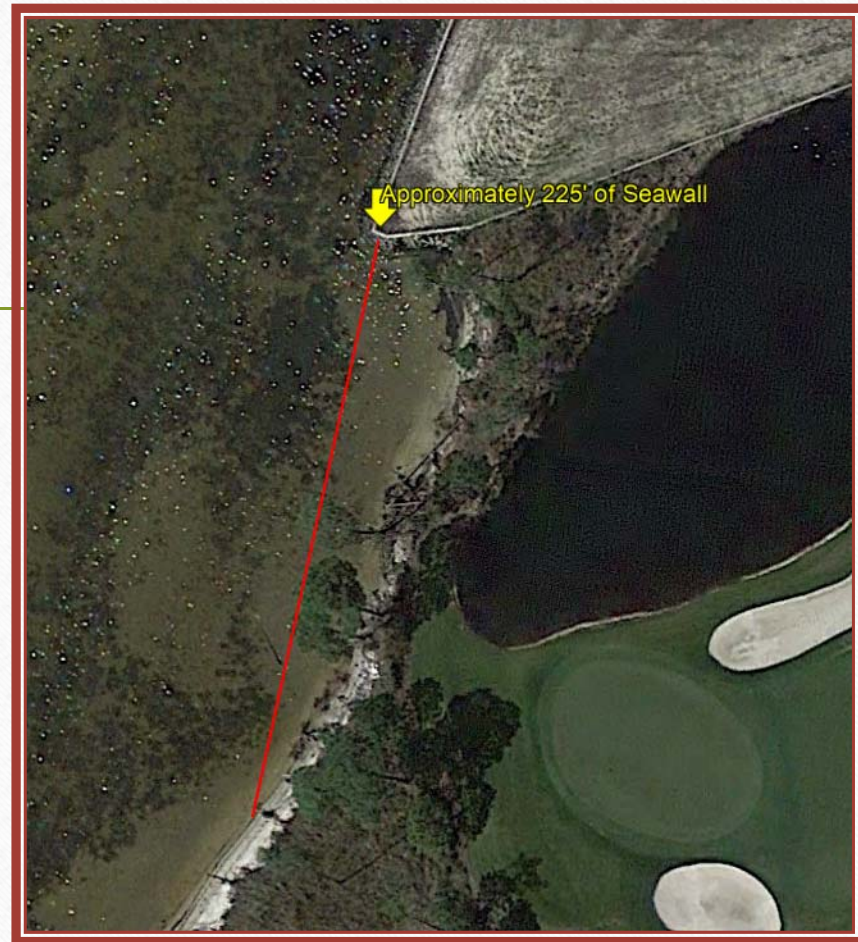


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# Projects Completed

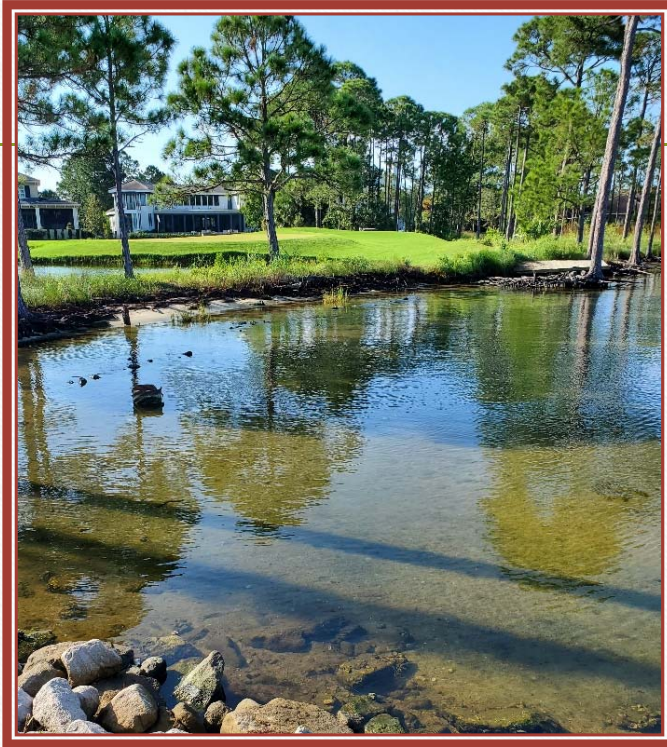
## Burnt Pine 13 Shoreline

Improvements approved  
for \$25K, cost share with  
SDI.





## Burnt Pine 13 Shoreline









# Lake Dredging

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Approved for \$140K from Drainage

Bay Villas

Heron Walk

Genoa

Prestwick

The Fountains

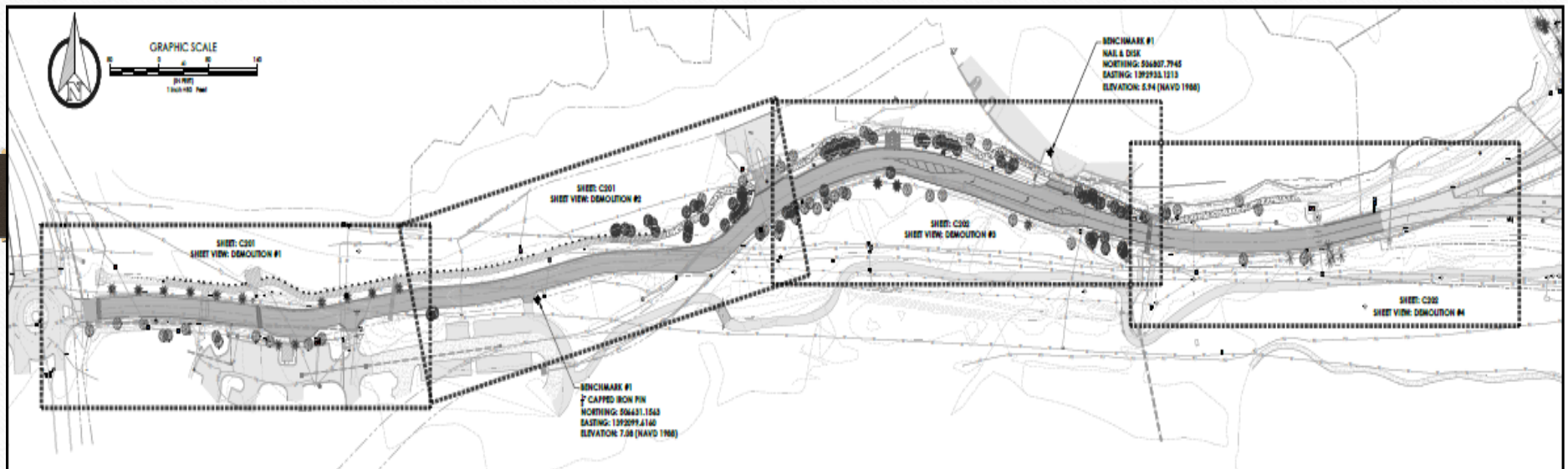
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# Ongoing and Upcoming Projects

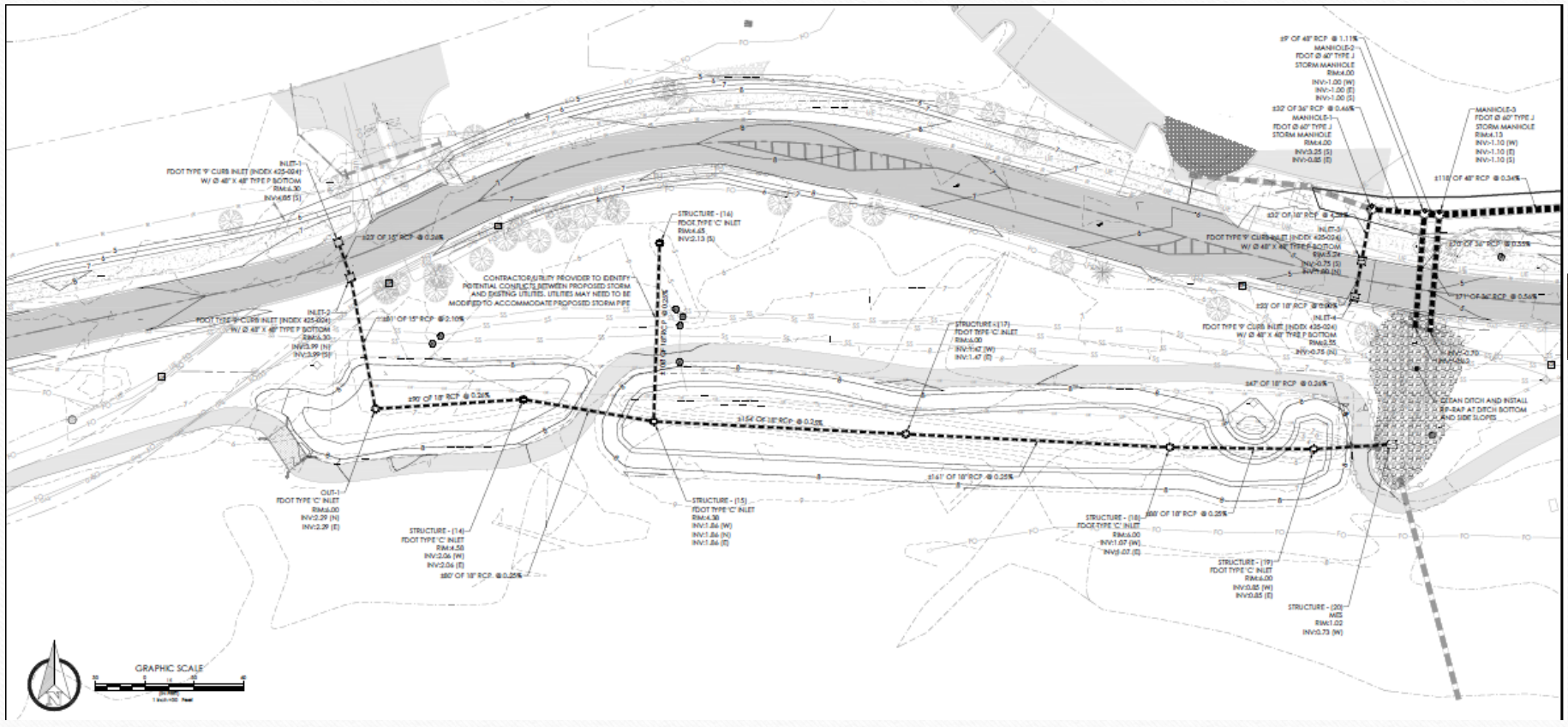


# Heron Walk Drive Improvements

SOA Board approved conceptual plan to move forward with  
Development Order application and RFP

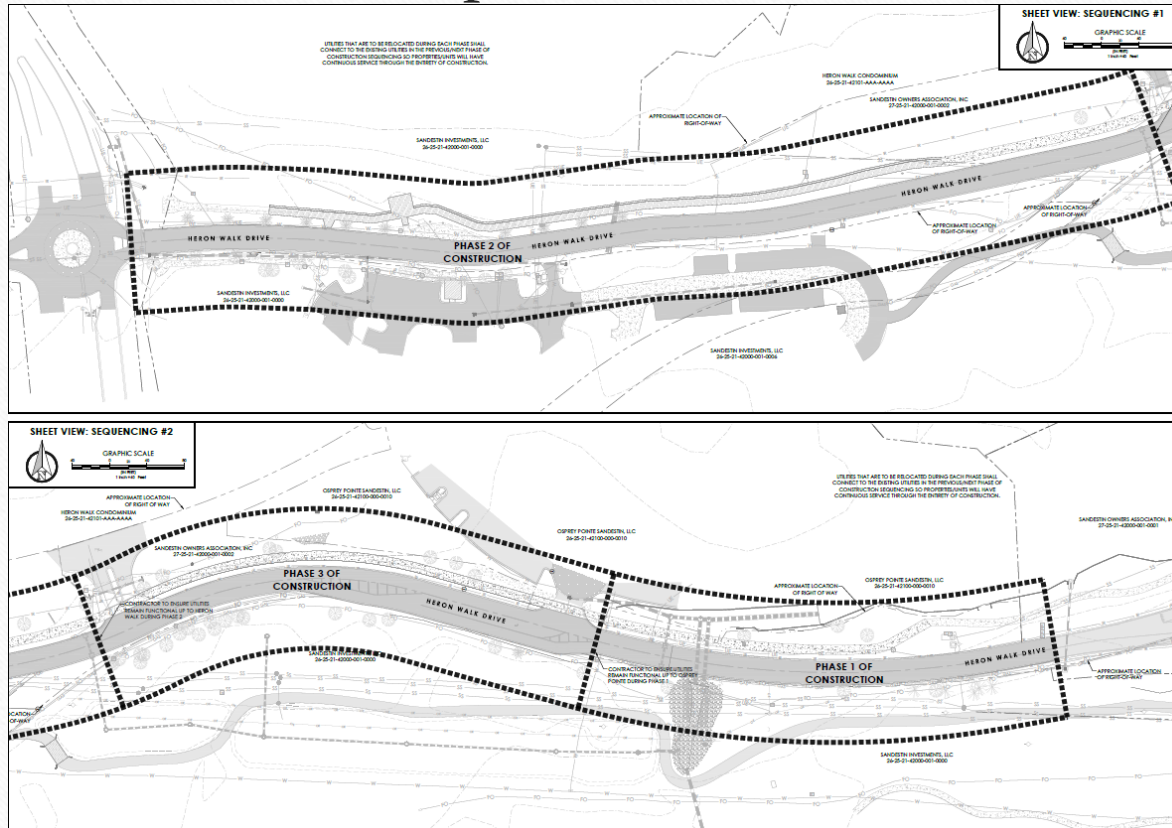


# Heron Walk Drive Improvements **CONCEPTUAL** Plan





# Heron Walk Drive Improvements **CONCEPTUAL** Plan













# Heron Walk Drive Improvements

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## **Project includes:**

- Widening and improving the sidewalk experience
- Improving drainage along the south side of the roadway
- Currently in the construction document phase
- Projected commencement is after Labor Day 2022

Reclaim Water  
New Slab for Pumps beside Regional Utilities  
Wastewater Pond

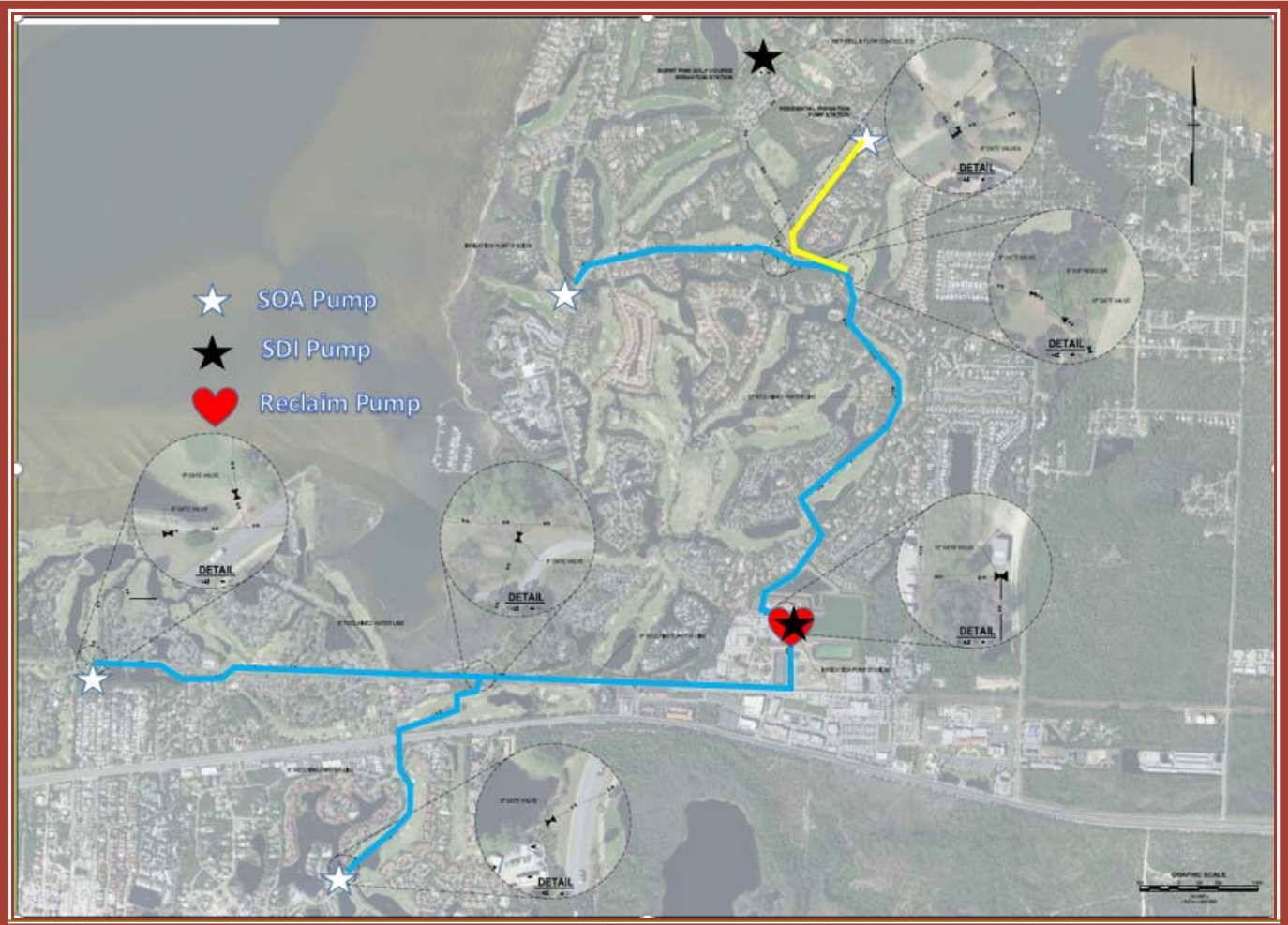




# Reclaim Water Project







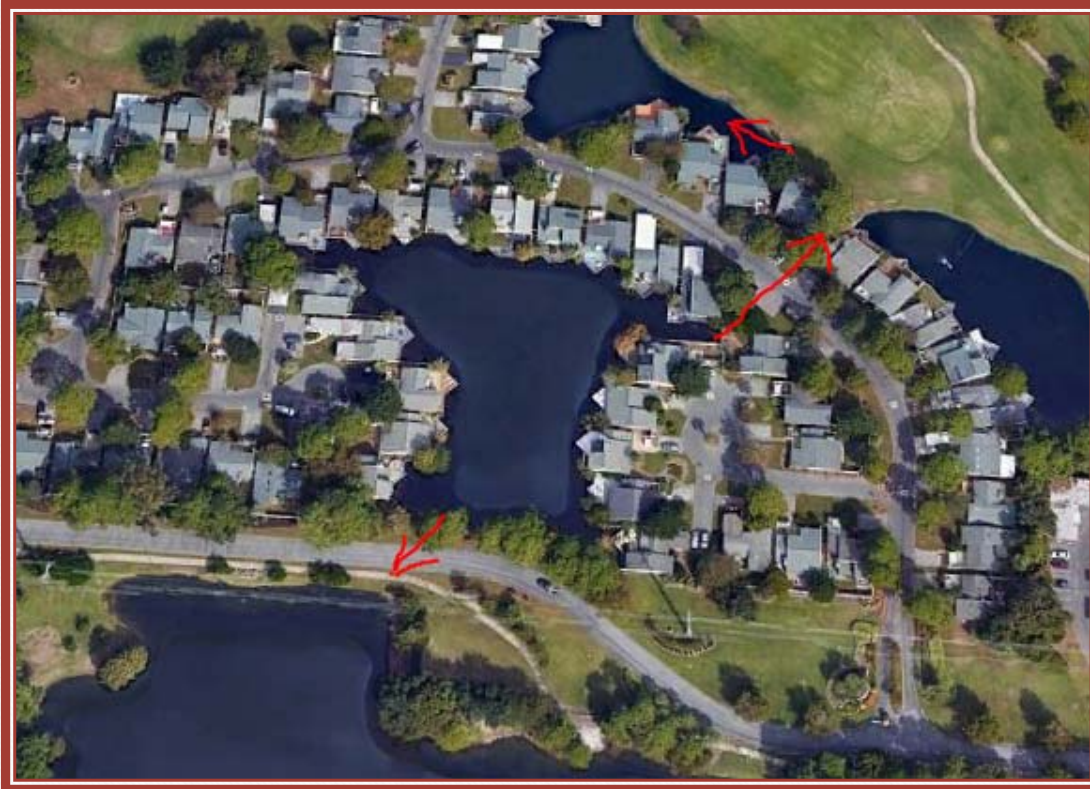




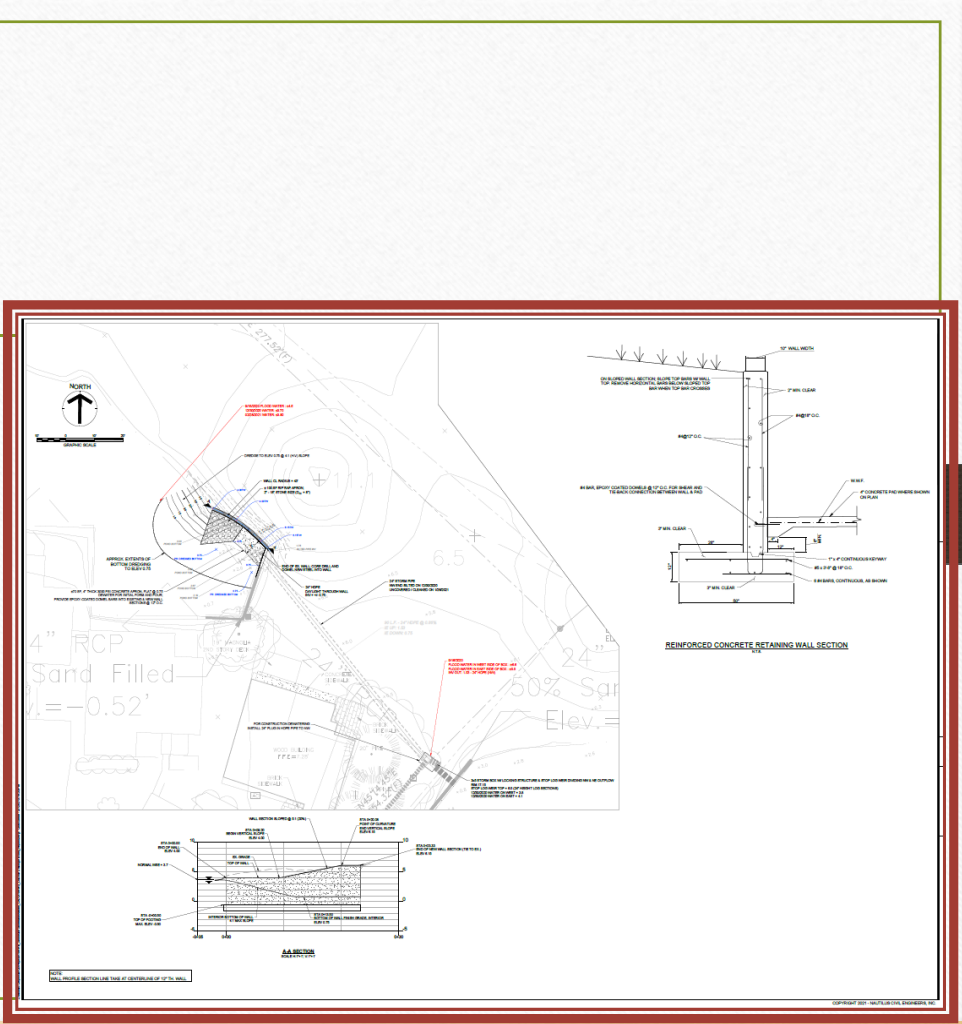
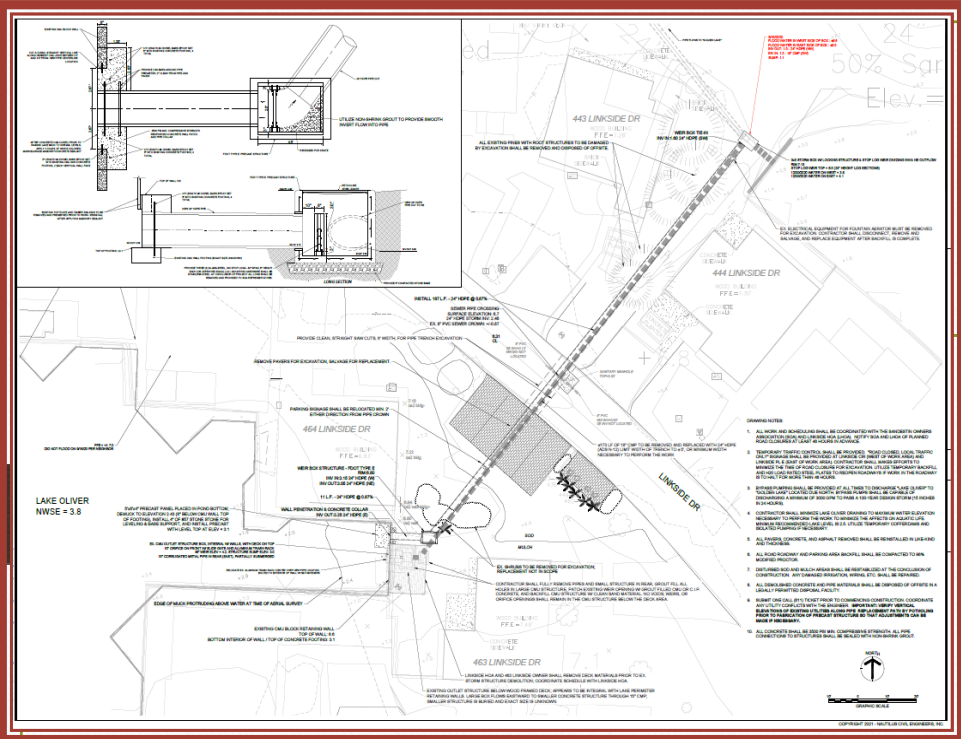


# Linkside Drainage

Project approved for \$315K from Drainage Reserves







# Raven 18 Pipe Repair

- 
- Originally approved to have existing pipe repaired for \$78K
  - Shortly after repairs commenced, additional damages were discovered, which made the original repair method unviable.
  - Additional funding approved for \$205K to have pipes replaced.





failure site

Subject drainage pipe approxinmaley 260'

Google E















# Roadway Paving

Project approved for  
\$911K from Roadway  
Reserves



# Sandestin Blvd North

Before



After





# Upcoming Projects

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- Weir at The Fountains to prevent bay water intrusion- seeking contractor bids.
- Drainage Inlet Conversions – Approved for \$176K from Drainage Reserves
- Hwy 98 West Rejuvenation Pruning – Approved for \$18K from Operating
- Vantage Pointe Drainage Repair – Approved for \$51K from Drainage Reserves

# Security

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Jimmy Willis

Director

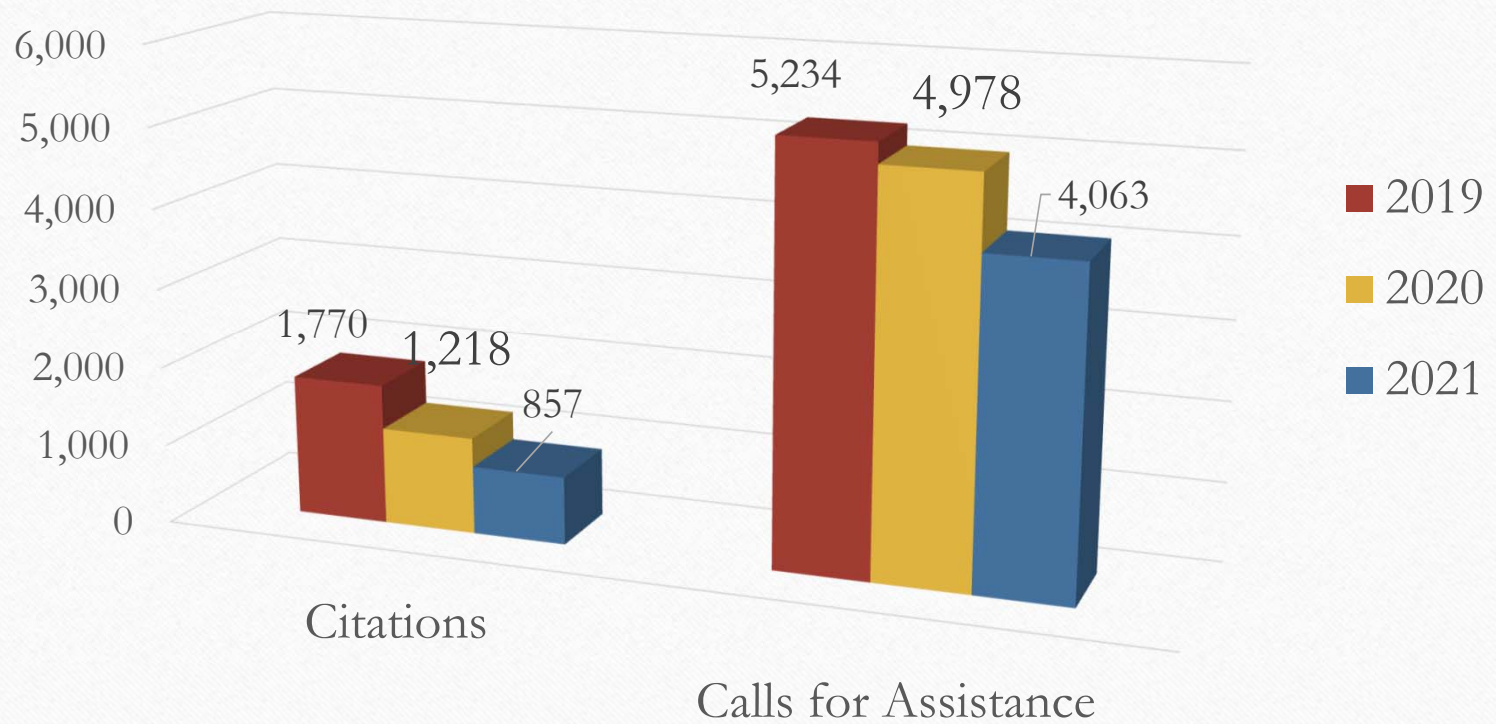
[jwillis@soaowners.com](mailto:jwillis@soaowners.com)

(850) 424-5933



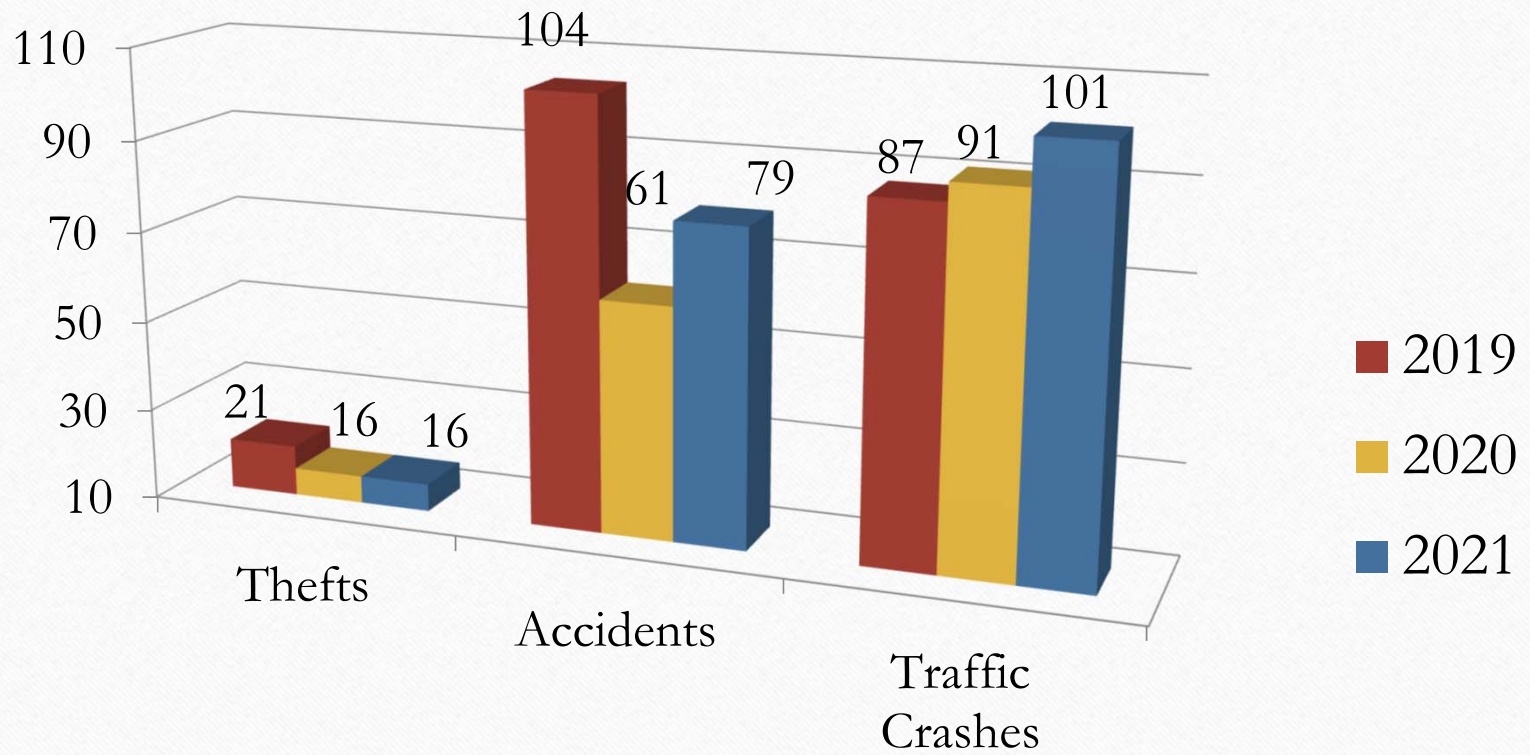
# Security Statistics

## 2019 – 2020 – 2021



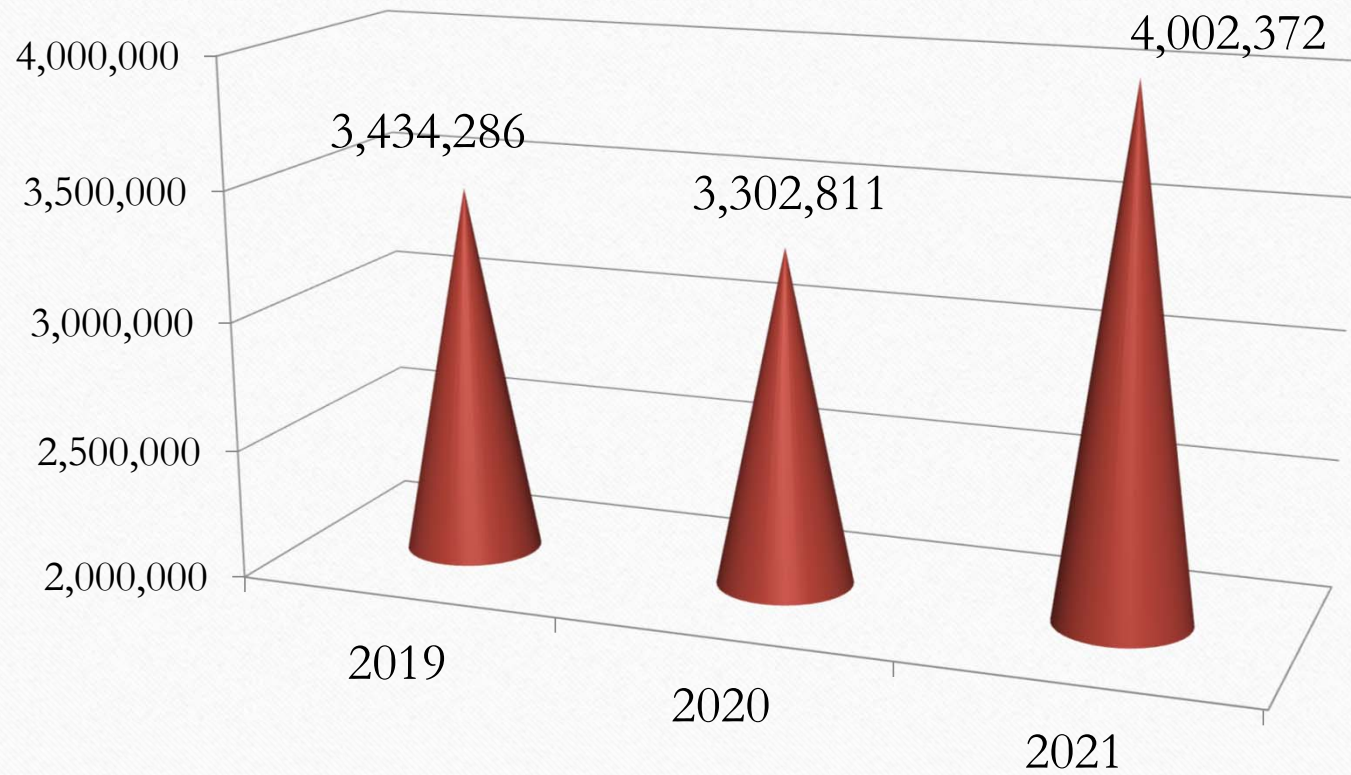
# Security Statistics

2019 – 2020 – 2021





# Traffic Count



# Architectural Review Board

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Anissa Cannon  
Administrator

[acannon@soaowners.com](mailto:acannon@soaowners.com)  
(850) 424-5930

Josh Cummings  
Compliance Officer

[jcumings@soaowners.com](mailto:jcumings@soaowners.com)  
(850) 424-5931



# ARB REMINDERS

## Compliance

- If there is an unapproved modification within your neighborhood, please contact SOA ARB at [arb@soaowners.com](mailto:arb@soaowners.com) or call (850) 424-5931.
- Staff will address it in accordance with the ARB Guidelines, which includes sending the owner a letter with the required language to submit a request for the modification or remove/undo the modification, within 14 days. (Failure to do so will result in the owner incurring daily fines up to \$5K.)
- If the HOA/COA initiates the “notice of non-compliance”, and the owner does not respond, the SOA ARB staff is not able to immediately take over enforcement. (IE: issue fines)

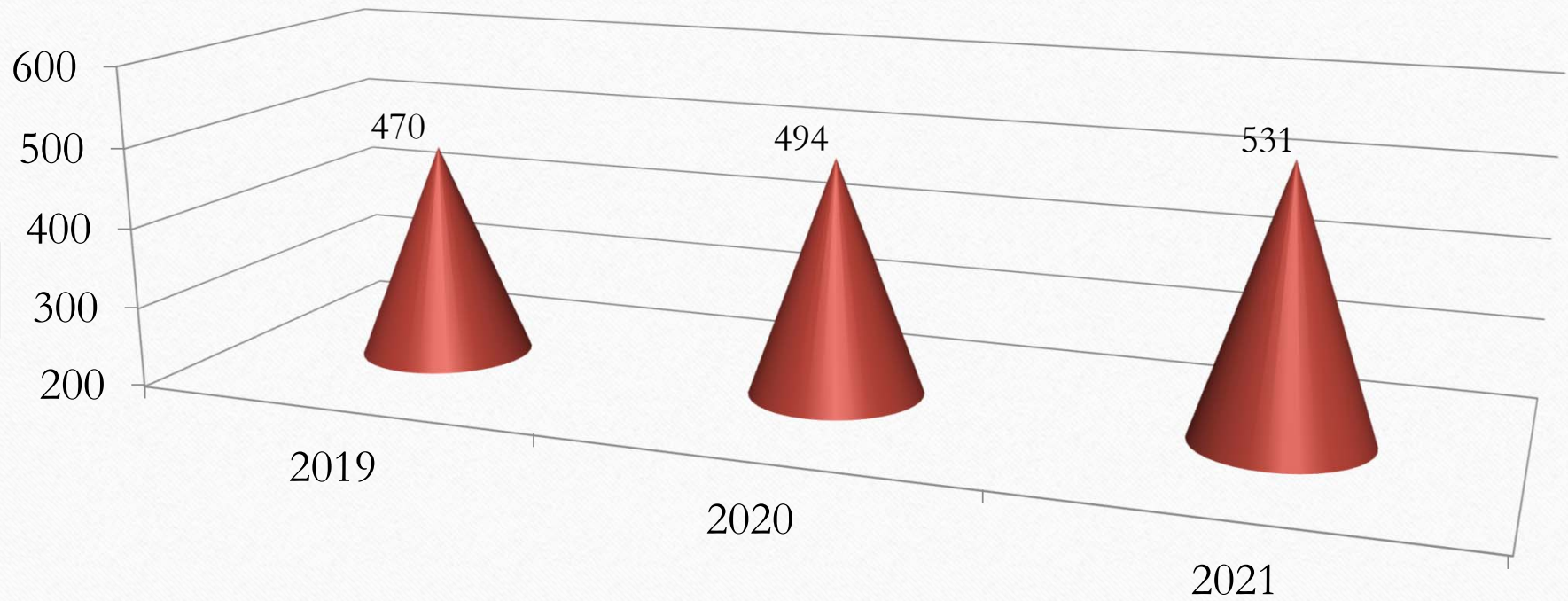
# ARB REMINDERS

## Neighborhood Association Supplemental Guidelines

- Over the last two months, the SOA Board has heard and deliberated 3 ARB appeals, all of which were a result of language not being clear or updated in the neighborhood's ARB Supplemental Guidelines.
- We urge all neighborhoods to review their Supplemental Guidelines and follow the process to update them.
  - Keep in mind that the SOA ARB will not reference your CC&R's for language regarding architectural matters.
  - If there is specific language within your CC&R's regarding exterior appearances, landscaping, etc. please be sure this language is in the Supplemental Guideline. (This does not include any maintenance requirements)
- If there are major changes being proposed, please communicate them and even consider polling the membership prior to submitting to the ARB for consideration.
  - This will avoid delays in the process should any of your members express concern at the ARB or SOA Board meeting when being reviewed for approval.

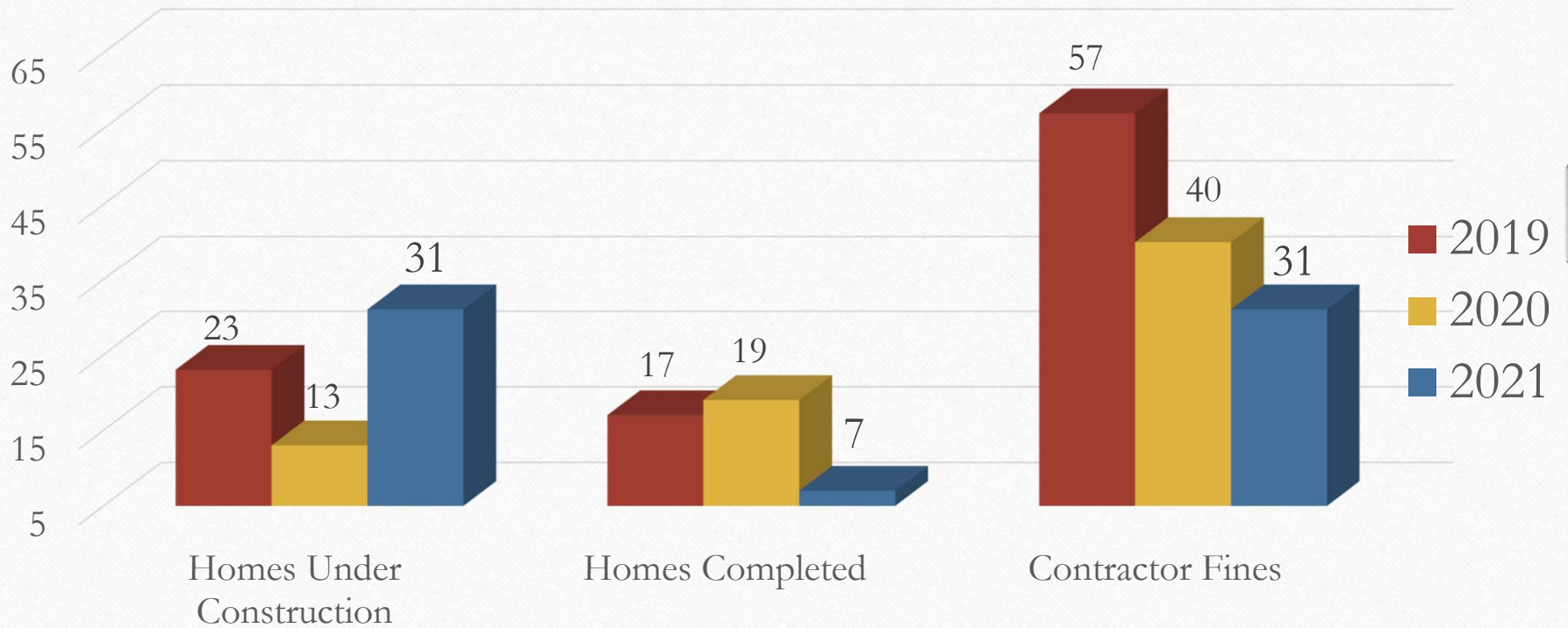


## Total Submittals



# ARB STATISTICS

## 2019 – 2020 - 2021





QUESTIONS?

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# FINANCE DEPARTMENT

Jeff Murrell, SOA Board Treasurer

Jennifer Bailey  
Director of Finance  
jbailey@soaowners.com  
(850) 424-5944



# 2021 Audit Report

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## 2021 Revenue Budget v Actual (\$k)

<u>Type</u>	<u>Budget</u>	<u>Actual</u>	<u>Act v Bud Fav/(Unfav)</u>
Assessment	\$ 7,121	\$ 7,128	\$ 7
Investment income	17	(1)	(18)
Pass thru	1,113	1,113	(0)
ARB	61	95	34
Accounting	161	197	36
Communications	130	135	5
Gate Reimbursement	196	196	0
Landscape & Irrigation	223	229	6
Beach & Pool	41	41	0
Other	<u>57</u>	<u>102</u>	<u>45</u>
Total	\$ 9,120	\$ 9,235	\$115



## 2021 Operating Expenses (\$k)

<u>Expenses</u>	<u>Budget</u>	<u>Actual</u>	<u>Var Actual v Budget</u>
Administration	\$3,830	\$3,788	\$42
Security	2,166	2,203	(37)
Infrastructure	3,388	3,473	(85)
Total Expense	9,384	9,464	(80)
Net Loss	(264)	(229)	35
Dep Cash Adj	266	292	27
Net Income after Dep Cash Adj	2	63	61
<b>Administration</b>	<b>Security</b>	<b>Infrastructure</b>	
SOA Administration	SOA Security	Landscape & Irrig	Building Maint
Accounting	BP Security	Sanitation	Equip Maint
Communications		Beach & Pool	Infrastructure
ARB, Depreciation		Roadway & Drainage	

## Balance Sheet

(12/31/21, \$k)

### Assets

Cash & Equiv.	4,876
Investments	9,471
A/R	148
A/R allowance	(55)
<b>Total Current Assets</b>	<b>14,440</b>
Fixed Assets & Land	4,678
Other Assets	361
<b>Total Long Term</b>	<b>5,039</b>
<b>Total Assets</b>	<b>19,479</b>

### Liabilities & Fund Balances

A/P	230
ARB Deposits	658
Deferred Revenue	1,196
<b>Total Liabilities</b>	<b>2,084</b>
Reserve Fund	4,395
Capital Fund	5,702
Emergency Fund	2,289
<b>Total Funds</b>	<b>12,386</b>
Operating Equity	5,009
<b>Total Liab. &amp; Equity</b>	<b>19,479</b>



## Independent Auditors Report 2021

### **Opinion**

**We have audited the accompanying financial statements of Sandestin Owners Association, Inc. (the “Association”), which comprise the balance sheet as of December 31, 2021, and the related statements of revenues, expenses, and changes in fund balance and cash flows for the year then ended, and the related notes to the financial statements.**

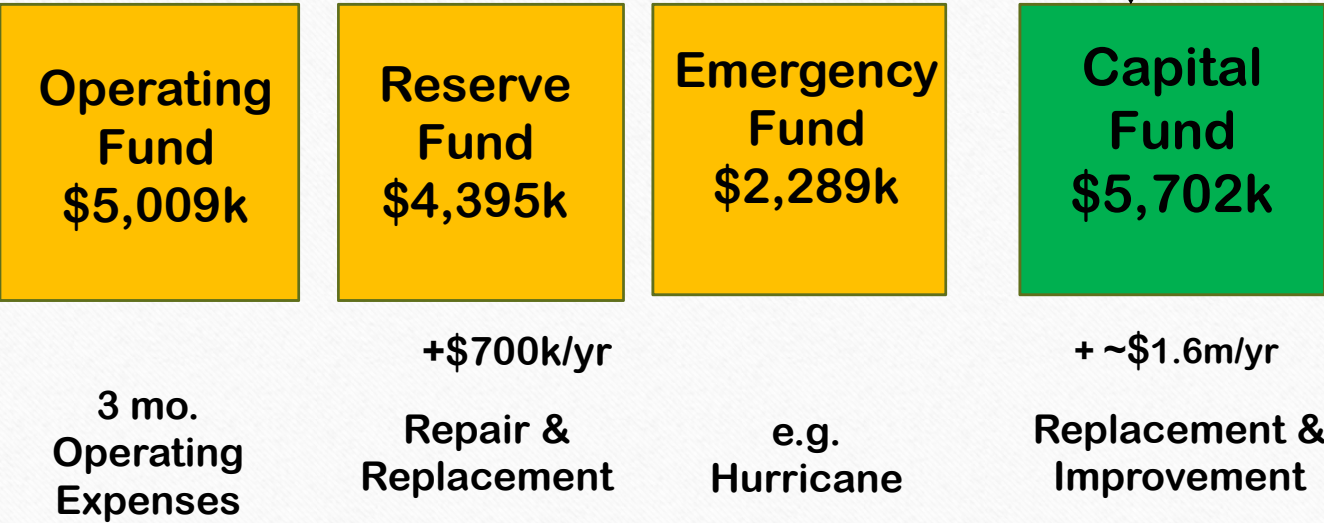
**In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Association as of December 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.**

# Fund Balance Status

(12/31/2021, \$k)

## Owner Assessments

## Property Sales (.5% Purchase Price)





## Reserves Update (12/31/2021, \$k)

	<u>Fcst 22</u>	<u>Fcst 23</u>	<u>Fcst 24</u>
Beginning Fund Balance	\$ 4,395	\$ 3,115	\$ 2,573
Active Projects	1,803		
Projects in planning	75		
Total Active and in Process	1,878	0	0
Forecast Exp. per Reserve Study	402	1,742	1,848
Budgeted contribution	1,000	1,200	1,400
Potential Ending Balance	3,115	2,573	2,125
Future Potential Projects	2,050		

## Capital Update (12/31/2021, \$k)

	<u>Fcst 22</u>	<u>Fcst 23</u>	<u>Fcst 24</u>
Beginning Fund Balance	\$ 5,702	\$ 1,754	\$ 454
Active Projects	1,948		
Projects in planning	3,000	2,300	0
Total Active and in Process	4,948	2,300	0
Forecast Contribution	1,000	1,000	1,000
Potential Ending Balance	1,754	454	1,454
Future Potential Projects	2,929		



## SUMMARY

- **Excellent Expense Management**
- **Strong Capital Contributions**
- **Strong Balance Sheet**
- **Positive Audit Report**
- **Need to prioritize Reserve & Capital Project Spend**

QUESTIONS?

Next Advisory Board Meeting  
October 28, 2022

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Location to be determined.