MARCH 2026

CASA COASTER

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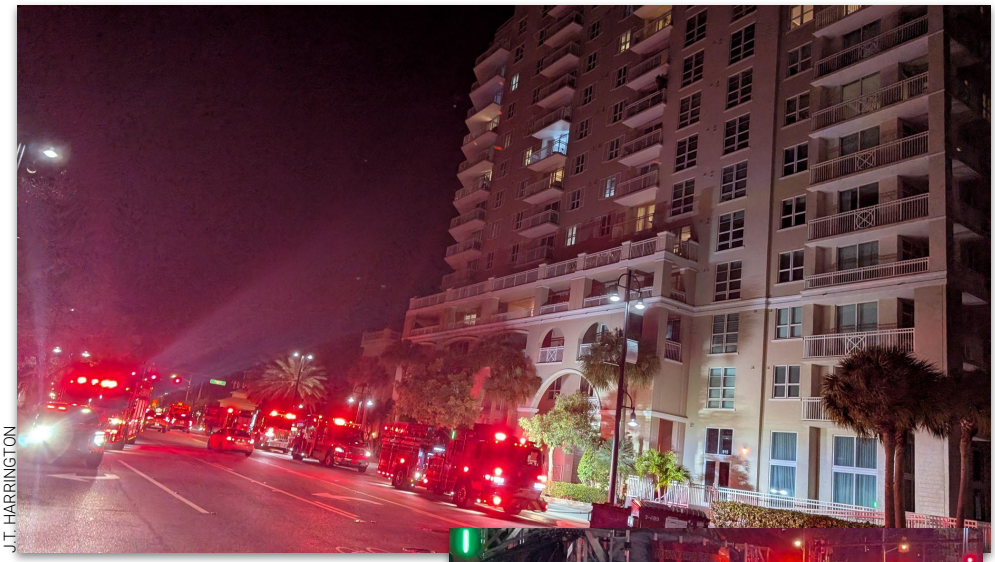
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Strange smell brings the cavalry



J.T. HARRINGTON



HOT AIR: A resident called 911 on the evening of February 18 to report a smoky smell in a south tower hallway. The fire department dispatched a dozen trucks. While firefighters headed upstairs, others connected to a Casa Costa standpipe.

The stinking culprit was an overtightened rooftop belt, connected to a blower that sent fumes through the ducts. The fire engineer on the scene told the *Casa Coaster* that the squad didn't mind the fire drill, as it helped them practice and identify faults or leaks in equipment.

WORD OF THE MONTH: A *standpipe* is a built-in vertical pipe system inside the building that firefighters feed by running water from a hydrant into their truck to boost the pressure, then pumping it into the standpipe so they can hook up hoses on upper floors unreachable by ladders.

Hotwire readies for major upgrade

After the board negotiated a better deal for cable TV and internet last year, many residents have been eager for the upgrade.

According to Elizabeth Taylor, our assistant manager, the timeline is now official: April 14 is the first day that residents can schedule an appointment.

The new agreement with Hotwire Communications represents a serious upgrade to internet speeds that will feel almost instantaneous. The deal also bumps the standard package to include support for two televisions per unit while reducing overall costs to the association.

Hotwire is scheduling a series of town halls and tutorials to aid residents. *CC*

KW PROFILES

Hands-on manager looks to raise the bar at Casa Costa

It didn't take long for Melissa Arbelaez to feel that this community was something special. Our new property manager since late December, Ms. Arbelaez knew Casa Costa was the right place for her after



MELISSA ARBELAEZ

meeting with the board and learned about their vision. Their proactive, forward-thinking approach and commitment to elevating the property sealed the deal.

Please turn to page A3

INSIDE: Will a new restaurant downstairs ever open? Mr. B investigates. **A6**

OPINION

The secrets are finally out

BY JOHN BATTISTA

From time to time, longtime Casa Costa residents ask a reasonable question: are new owners and renters told the rules before they move in? The answer now is an unequivocal yes.

For the last year, all 64 new residents have been required to attend an orientation before the management office approves their move-in date. After a future Casa Coaster closes on a unit or executes a lease, Elizabeth Taylor, the assistant property manager, sends an email with the mandatory orientation details. KW won't sign off on the deal until the introduction takes place.

So then what happens? Volunteers from the social committee coordinate the sessions either in person or via Zoom. Guiding the discussion is a 40-slide presentation we've developed to provide a resident's perspective on community living. It covers:

- ❏ the move-in process;
- ❏ how to navigate elevators, hallways and the parking garage
- ❏ tips like using condensate tablets in your air-conditioning unit and shutting off your water;
- ❏ committees, the board, the management team and the various meetings;
- ❏ rules and violations.

We emphasize pet rules, including the no-pet policy on the fifth floor and the importance of cleaning up after pets. We discuss pool rules, parking regulations, garbage and recycling procedures, plus city bulk pickup guidelines. The volunteers point out the KWIC portal, including where to find the association's governing documents so they can review them on their own. They go over online work orders and facility reservations.

Early buyers at Casa Costa recall sitting down with staff to review policies before getting the keys. As units were resold or rented out, there was no formal procedure, leaving newcomers to rely on sellers, realtors or landlords to teach them the rules of the road – or not. According to meeting minutes, the board directed management to orient new arrivals six years ago, but the property manager at the time, Agnieszka Kiraga of Castle Group, never bothered.

Consistent orientations are making an impact

I was a school administrator. I like to follow the rules. But it's frustrating if the rules are kept a secret. When I moved into the north tower during the summer of 2021, no one told me to reserve an elevator or where to throw out the trash.

Thus began my campaign to improve the settling-in process with a friendly orientation. I joined the social committee in 2023 with the desire to include "welcoming" in its name and mission.

I found an advocate in Jake Harrington, who'd recently joined the board and had already built the association a website that includes a move-in guide. We collaborated on an interactive presentation, adding in elements that were causing headaches at the property at the time: residents flushing foreign objects and setting off hallway smoke detectors with burnt food.

We've learned to be very specific to convey what makes the community run more smoothly. We continue to add more reminders to the orientation. We tell them: You don't want to be the Dunce of the Month in the *Casa Coaster*.

Coordination with the management office has frustrated our efforts. Under Castle Group, I struggled to get information on future move-ins on time – or at all. With KW running the office, the process has been smoother.

Typically, my fellow committee members Gayle Brousseau and Marna Atkin handle in-person orientations – these days displayed on the club room's new 85-inch television – while I have Zoom duty. We are training additional committee members to lead orientations, and may eventually hand off the job to the KW staff.

Naturally, we push new residents to sign up for social committee events, and have found that many show up because they recognize a familiar face. Over 50 attended a casual get-together in late January, including many newcomers.

While short-term rental guests don't receive a personalized orientation, the front desk staff provides a brochure Jake and fellow owner Michelle Srebnik created. The handout includes a map, highlights the storefronts and details garbage and recycling rules. A new insert cautions guests about fragile plumbing.

Importantly, at check-in, the front desk staffer writes down the host's contact information on the brochure. The owner and host are ultimately responsible for these guests. They need to be available.

Newcomers appreciate the orientation program and it continues to evolve with new topics. It plays an important role in helping new neighbors arrive informed, prepared and welcomed. Now we are looking for ways to share this important information to longtime residents who may have forgotten some rules! *CC*

EST. 2022

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SOUTH FLORIDA'S #1 POOLSIDE AMUSEMENT

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OPINION

Lights, camera, Casa Costa!

BY KARA PAIGE LANDRY

Over the past few years, many residents have expressed a desire for clearer, more centralized communication within our community. Across building projects, amenity updates, events and general guidelines, information can sometimes feel dispersed.

Recently, one afternoon while walking my dog, I began thinking about how we might better organize the information we already have available. I reached out to the board president, Jake Harrington. I asked about the "channel" I've seen on my television for our property. I'd noticed that it was mostly empty.

Jake told me that he'd discovered the channel years ago and was excited to utilize it to promote Casa Costa events and maybe even start a newscast. But he said that when he logged in, the interface was nothing more than a bulletin board and it was hard to use.

I wanted to give it a try. He gave me the credentials and I got to work. It took me back to my country club manager days, picking the content for screens around the property; what might be helpful for folks here when they turn on the TV? I immediately understood Jake's frustration: what we can display is very basic. But I figured that we could structure it to give a few key resources to residents and guests, as well as incorporate some of the great photographs of our property that KW recently shot.

The reimagined Casa Costa Community Channel is now available directly on your TV. Press the "Menu" or "My Community" button on your remote, select "Casa Costa," and then "Community Info." From there, you can explore the tabs across the top.

The channel currently shows residents and guests how to:

- ❏ Access and navigate our new community website.
- ❏ Submit work orders and manage account information.
- ❏ View and RSVP to community events and review the monthly "At a Glance" calendar.
- ❏ Reserve elevators and common areas.
- ❏ Enroll in text message alerts.
- ❏ Review community guidelines.
- ❏ Locate amenity details and contact resources.

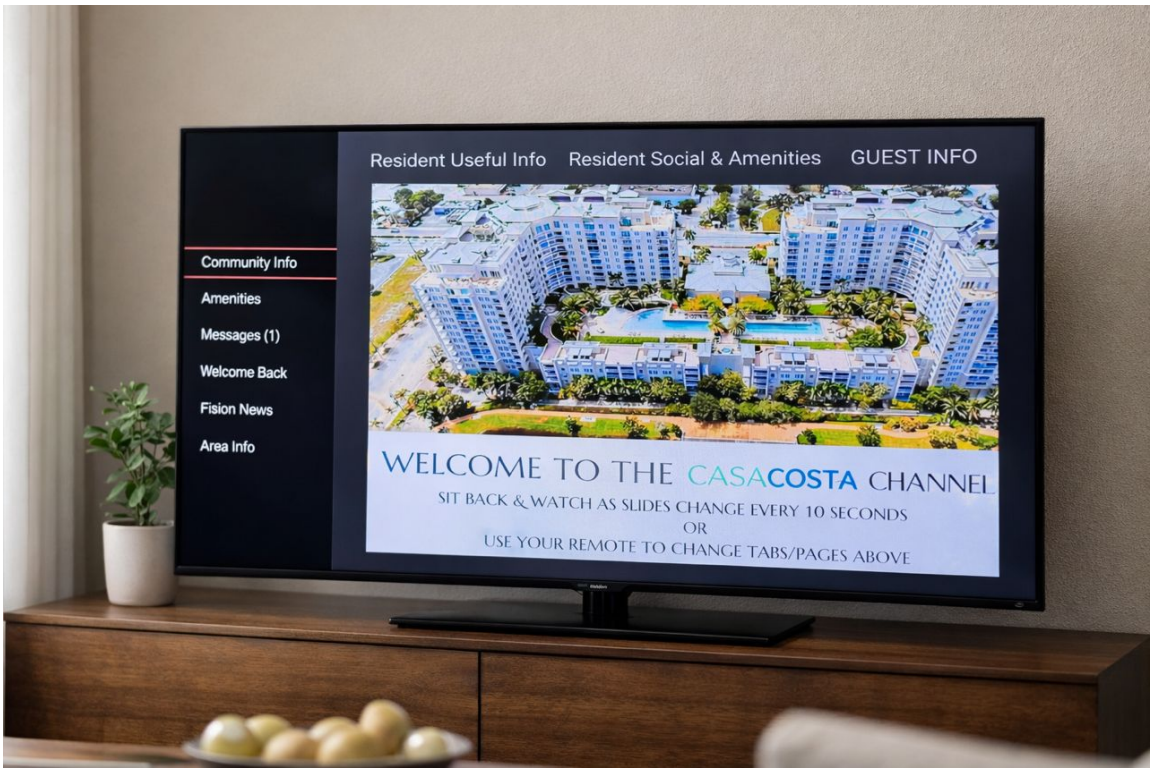
While the channel does not yet provide ongoing project updates or detailed instructional announcements, it is designed to evolve. The recent addition of text alerts is an exciting step forward and reflects a broader effort to improve consistency and accessibility.

I would also like to recognize Jorana Dorsonne in the management office. Her weekly Friday email has become another example of steady, reliable communication. She continues refining it and working to make it more informative, which many of us appreciate. The new CC Channel, text alerts and a consistent weekly email all signal movement in the right direction.

We still have room to grow. Continued clarity around projects and decisions will only strengthen confidence and reduce uncertainty. When residents feel informed rather than waiting for updates, the overall tone of the community improves.

Communication is not a single announcement. It is an ongoing commitment. I am encouraged by the progress we are seeing and hopeful that these platforms will continue to develop in ways that keep all of us better informed.

I hope you take time to view the new channel and will check back often, especially to stay up to date on new community events. With the upcoming Hotwire upgrade, you can expect even more enhancements to our channel! CC



Arbelaez stresses mutual accountability

Continued from page A1

Born and raised in Miami to a family from Colombia, Ms. Arbelaez brings a rich background rooted in service, leadership and attention to detail. She moved to Lake Worth Beach in 2025. Her professional journey began in the world of luxury hotels, where she mastered the art of anticipating needs, solving problems before they arise and delivering high-level service. Those skills became the foundation for her transition into property management and leadership roles.

Over the past five years, Ms. Arbelaez has held several roles with KW, gaining experience across different property types. She once managed a 65-story skyscraper. When the opportunity at Casa Costa came along, she was intrigued. After conversations with district manager Sarah Forcinio and a thoughtful interview process with the board, she was convinced. "The board's genuine interest in improving the community and planning for the future really stood out to me," she said.

One of her biggest and most welcome surprises was the strength of the management team already in place when she took the reigns. She works alongside Elizabeth Taylor, Jorana Dorsonne and Mariusz Onichimiuk – a group she describes as hardworking, dedicated and deeply invested in the building and its residents. Each team member has defined responsibilities, while she focuses on the big picture: removing obstacles, aligning priorities, making sure the team has what it needs to succeed. Daily check-ins and constant communication keep everyone on the same page.



OFF-DUTY, ON POINT: Juan Miguel, Melissa and Carlos.

Regular walkthroughs help them spot issues early and stay connected to the property. Early in her tenure, a resident raised concerns about the sprawling bulk trash area on the north-east side of the building. Ms. Arbelaez and the team investigated, met with city officials and implemented a plan. While the area isn't perfect, it's greatly improved. A hands-on, team-driven approach is how Melissa tackles every challenge.

The property manager wants residents to know their voices matter. If you see something, say something, she stresses. She personally uses the KWIC app to photograph and report issues while on-site and encourages residents to submit work orders the same way. Clear communication and accountability are central to her management philosophy. Residents and staff alike should feel comfortable reaching out, confident their concerns will be addressed promptly and professionally. Emergencies should be reported to the office or to the front desk after hours.

Looking ahead, her priorities include addressing major infrastructure needs, putting a strong preventive maintenance plan in place and generally tackling issues before they turn into problems. Her goal is simple: a well-managed building where residents can enjoy a smooth, worry-free living experience. She is also excited about upcoming landscaping projects to enhance Casa Costa's already beautiful appearance.

Outside of work, she enjoys spending time with her partner, Carlos, and their 18-year-old son, who will be heading off to college this fall. She loves outdoor adventures – including skydiving – and is an enthusiastic foodie who enjoys exploring the area's diverse dining scene.

She says KW's core values – respect, accountability, trust, transparency, empowerment, greeting everyone – aren't just principles on paper. "They guide how I lead and how I serve this community," she said. Her personal mantra is to hold herself, her team and the residents to a high standard of professionalism and respect. She said this philosophy creates the conditions for Casa Costa to truly thrive. CC

HOW I CRACKED A FORGOTTEN LOCKER

AS TOLD BY STEVEN MILLS

A resident referred the association's staff to me a few months back. For a couple years, I've been installing smart locks on Casa Costa owner's doors and I've recently invested in a key cutting machine to copy all types of keys.

The staff reached out to me a few months ago regarding an amenity to which most residents have never given a second thought: the wooden lockers in the men's and women's locker rooms on the fifth floor near the fitness center and club room.

These lockers – 16 of them in each locker room – had been used in the distant past for short-term storage by people visiting the saunas, showers or pools, but at some point, the keys were lost and the cabinets just collected dust.



J.T. HARRINGTON

CALL HIM PICKY: Steven Mills of the south tower found secrets from Taiwan.

My job was to pick the locks open and determine whether it would be possible to get new keys made. Or would have to replace all the locks themselves at a greater expense?

Getting replacement keys made is a relatively simple process, even if you've lost the original. On every lock (or the key that came with it) there is a numerical code, usually four or five digits long, that tells a key maker how to cut a duplicate.

While our locker room locks did indeed have key codes on them, unfortunately, they were manufactured by a Taiwanese company whose codes were proprietary and not shared with locksmiths or key makers in America.

I reached out to the company through their website to ask if they would sell some replacement keys directly to me.

While I was waiting for a response, I got to work estimating a contingency plan to replace all the locks, and I also asked the association to go get a second opinion – something I advise everyone to do, no matter what they're working on.

The other lock professional took a quick look and advised that the only course of action was to replace everything – at at least triple the cost of my estimate.

To be clear: small business owners and contractors are entitled to make all the profits they can. There is no shame in being successful if you're great at what you do. The onus is on the client to make sure the person they're dealing with is actually great.

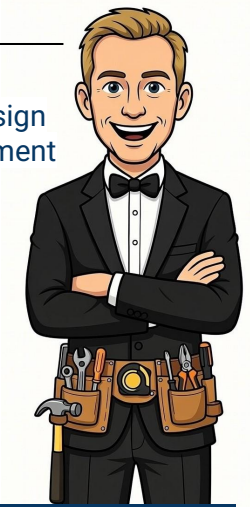
And that's what my business, CC Building Services, is really about. We offer more than picking or replacing locks. People trust me for advice when making big home improvement decisions.

The lock manufacturer from Taiwan got back to me and said that they could sell me the replacement keys – at a very favorable price – and treated me like one of their biggest clients even though I was placing a very small order.

The happy ending to the story is that the lockers will be back up and running for the first time in many years. Just pick a locker to stash your stuff and leave the key when you leave.

Some improvements don't require a big investment. All around us, we have all sorts of unused, underutilized or forgotten spaces. By paying attention to the details, being creative – and always getting a second opinion! – we can restore Casa Costa's former glory and then some. CC

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MR. B INVESTIGATES

Will a new restaurant downstairs ever open?



After years of walking past an empty storefront along the Casa Costa Promenade, residents can finally look forward to a new dining destination that promises to transport guests to the Greek islands without the jetlag.

I recently sat down with Nick Adamis, the new operator of the maybe soon-to-open Dimitri's Taverna, a traditional Greek taverna now nearing completion. Nick describes the restaurant simply and confidently: "No passport needed – just come to a place that feels like you've been transported to Santorini."

Nick brings deep experience to this new venture. For many years, he owned and operated Christos Steak House, a highly regarded and authentic Greek steakhouse in Astoria, Queens. After selling the business, Nick is excited to operate a restaurant that reflects his heritage and his passion for quality food.

Dimitri's Taverna will focus on classic Greek taverna fare, with a strong emphasis on fresh, never-frozen fish. Nick is working with a local attorney, James Cooksey, the investor behind Dimitri's Taverna. Nick says that James has demonstrated a strong entrepreneurial spirit through his involvement in several local restaurant ventures.

Still, residents ask the same question: When will it open? Nick explained that the final delay is due to permits for awnings that were removed during the construction project that shield the dining room from the early evening sun. He expects the permits to be approved soon



DIMITRIS-TAVERNA.COM

ALMOST OPA?: A rendering on the Greek restaurant's website teases a vibrant culinary scene. The online menu includes grilled octopus, fried baby shark and Dimitri's Special: stuffed clams, stuffed shrimp, lobster tail, filet of sole and scallops.

MR. B INVESTIGATES

and he's excited about the grand opening of this restaurant. "It took time because we wanted to get it right," he told me.

Konstantine Vaneris of his eponymous promotional group for the restaurant, also shared insight into the culinary team. Dimitri's Taverna will be led by Chef George, an authentic Greek chef with professional cooking experience in Greece and several high-end Miami restaurants. He has decided that Boynton Beach will be where he brings both his tradition and refinement to the kitchen.

Nick emphasized that Casa Costa's lower overhead allows the restaurant to invest in top-quality ingredients without compromise. "We won't skip on quality," he said firmly.

Produce distributors were auditioning as we spoke and I had the opportunity to sample a few dishes, including spanakopita and stuffed cabbage. Both were outstanding and offered an encouraging preview of what's to come.

Looking ahead, Nick plans to transform the Promenade's outdoor space into a true Mediterranean-style dining experience, complete with lemon trees, enhanced landscaping, and an outdoor bar. "We want the space to have a Mediterranean feel for everyone to enjoy," he shared.

Before the interview concluded, Nick and Konstantine revealed architectural plans for an additional future project: converting the southeast commercial space in the building into a high-end dining space focused on crudo, which is fresh seafood prepared with Mediterranean flavors, similar to sushi. If approved, this concept could open in less than a year with craft cocktails from a mixologist.

With its commitment to authenticity, freshness and quality, Dimitri's Taverna promises to be a welcome and exciting addition to our community. CC

PUT HIM TO WORK: If you have a mystery that needs solving, email casa.coaster.news@gmail.com

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J.T. HARRINGTON

ROYAL TREATMENT: A tree-trimming scheduled for the morning of February 20 stretched past noon, when the pool deck was scheduled to reopen. The sunbathers determined to enjoy the Friday weather seemed unconcerned as coconuts rained down and workers fanned them with palm fronds on the way to the dumpster.

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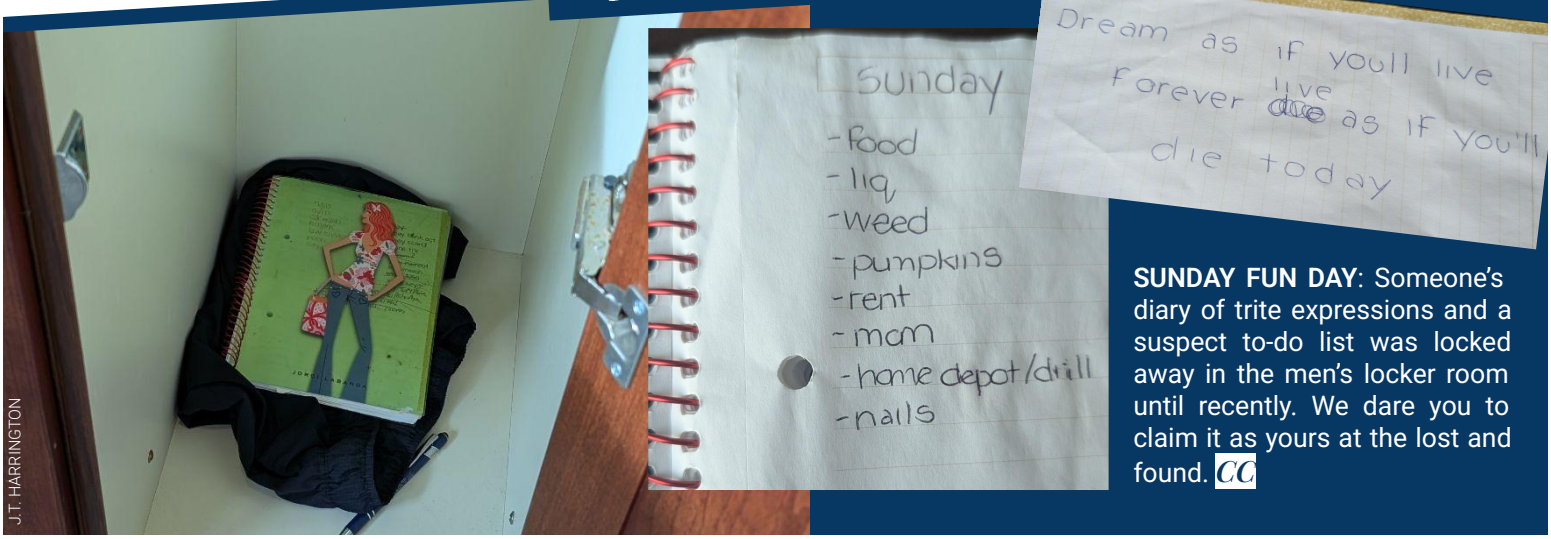
KUGEL
& BINGO
MON, MAR 30

CASA COSTA CLASSIC 2026



GOLF + SPRING BARBECUE
SAT, MAR 14

DUNCE OF THE MONTH



J.T. HARRINGTON

SUNDAY FUN DAY: Someone's diary of trite expressions and a suspect to-do list was locked away in the men's locker room until recently. We dare you to claim it as yours at the lost and found. *CC*