DECEMBER 2024

CASA COASTER

This publication of the Social Committee does not necessarily reflect the views of the Board of Directors nor the managing agent of Casa Costa.

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★★★★



MARNA ATKIN

GOOD GRAVY: By popular demand, the Thanksgiving Kickoff returned to its roots as a potluck on Nov. 10. Our attorney sponsored the event by buying turkeys. A newer tradition resumed with the giving tree. A4

News in brief

- The association is transitioning its operating account to Banco Popular, so owners must adjust the destination of monthly dues.
- Residents donated over $18,000 toward a holiday fund for the staff at Casa Costa.
- Over 60 residents now subscribe to have the *Casa Coaster* delivered to their doors.
- The board plans to send surveys to owners regarding grills, pool rules and other items that residents have suggested.
- The board is forming its 2025 committees and seeks broad participation from fellow owners.

EST. 2022

CASA COASTER
Volume III, Issue Nine

casacoaster.com
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SOUTH FLORIDA'S #1 POOLSIDE AMUSEMENT

Newcomer joins familiar names

A veteran of the energy industry, Frank Ameo is looking to spark new ideas at Casa Costa. At the association's annual meeting on Dec. 4, owners elected him to a two-year term on its board of directors.

The role will be Mr. Ameo's first as director, though he has served on committees here. He was elected alongside Robert Hall and Ronald Hirsch, both of whom have served previously.

For the last four years, Mr. Ameo has split his time between Boynton Beach and northern New Jersey. He told the *Casa Coaster* that the building is now "on the right track" and he hopes to build on positive momentum.

He said he hopes that the board forms a new committee that bridges gaps among the various stakeholders that influence our quality of life.

"At first, I was focused on developing a feedback loop with city officials since there are so many projects planned and already underway around us," he said. "But it also makes sense to engage folks closer to home: our property's commercial component and resort suite owners. Seats at the table for them can improve things across the board. The Neighborhood Committee? I'm still working on the name." *CC*

INSIDE

YEAR IN REVIEW
We look back at the fellow Coasters who helped to make 2024 a wild ride. **A6-A7**

OPINION

Where's the pet wash room?

BY KARA PAIGE LANDRY

With seven snowbird seasons under our belts, our goal is to stay longer each year. Along with my husband Bo and rescue dog Saint, I love living here! But getting acclimated to Casa Costa has been a challenge. Can you relate?

At first we rented a townhome. We didn't expect a welcome parade when we moved in, but we felt isolated.

Thanks to our communicative landlord, we found our way. We swam regularly at the pool and met people casually – a blend of renters, owners and short-term guests. We thought official social events were exclusively for owners, which was frustrating because we wanted to meet people from the community and be here long term.

Regardless, we loved the location, with easy access to events from Jupiter to Miami. In the spring of 2021, we purchased a unit on the fifth floor facing the pool deck. It was a welcome change; with so many people coming and going, we felt like parts of the community.

Having rented for three years, we thought we knew the property pretty well. After we closed escrow, we received our keys and fobs – but nothing else. I called Hotwire to install cable and internet, which they did for a fee. Nobody ever said it was pre-wired and already included in our monthly dues. I then learned there are steam showers and dry saunas on the fifth floor. Last year I learned there's a pet wash room. I still have no idea where it is.

I found a binder of Casa Costa reference materials left by the seller. I have only flipped through it a few times because it's outdated and disorganized. But if this was my experience renting and then buying a unit, how do others figure it out?

> Imagine if we had centralized, consistent communication.

We need to embrace change with better communication. Boynton Beach is growing, technology is becoming easier to embrace and the demographics at Casa Costa are diverse. Yet most social events are the same core group – many of whom have lived here a while. How can we reach more people?

This year, 94 new people have moved in. Did they receive some version of a binder? A warm welcome? Or did they rely on trial and error like we did?

* * *

We call ourselves a luxury resort condominium. If you have ever traveled to a luxury resort, you may recall that you were well-informed.

Imagine if we had centralized, consistent communication here. Today we have emails and emergency texts from management, an unofficial Facebook page, the *Casa Coaster* you're reading now and official board and committee meetings. All of these channels are occasional one-offs.

BuildingLink has lots of information but it's poorly organized and not very user friendly. I recall the Social Committee created a website but if I cannot find it by this point, how do others, especially new owners? I am guessing that renters and guests are left in the dark.

Let's consider two tools to start. First, create an orientation video for Casa Costa to cover property procedures and best practices. Did you know that you should shut off your water when leaving for long periods? Or that some units have two shut-off valves? I learned this one the hard way.

The second idea is to use strategically placed QR codes that link to useful content. Examples: a map of the property at the front desk and recycling instructions at garbage chutes. The beauty of an online library linked by QR codes is that we don't need to hang a new sign when things change; we just update the page where the link leads.

I would love to hear your ideas on how to improve communication at Casa Costa and how you feel about those shared here.

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CASA COASTER

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LETTER TO THE PUBLISHER

Gratitude for restaurateurs

The convenience of having a pizza joint and French café at the foot of our building is a plus for us at Casa Costa.

Nearly every morning when I take my dog for a walk, I stop for a coffee and maybe a delicious croissant and good conversation. At night we can sit and have a drink, a slice of delicious pizza and to socialize.

Thank you so much to the owners who work so very hard to please us. We are so thankful!

MILDRED KLEIN

Letters may be edited for length and clarity.

CASA.COASTER.NEWS@GMAIL.COM

Chief engineer wins top prize



SUE GUTIERREZ

DIY DAN FTW: On his way to setting up the pool deck for the Hotwire Holiday Party on Dec. 5, Danilo Cajina (center) received Castle Group's Maintenance Person of the Year. The firm employs nearly 3,000 employees. Mr. Cajina is flanked by Castle regional director Jason LaPaglia (left) and regional vice president Ryan Johnson.

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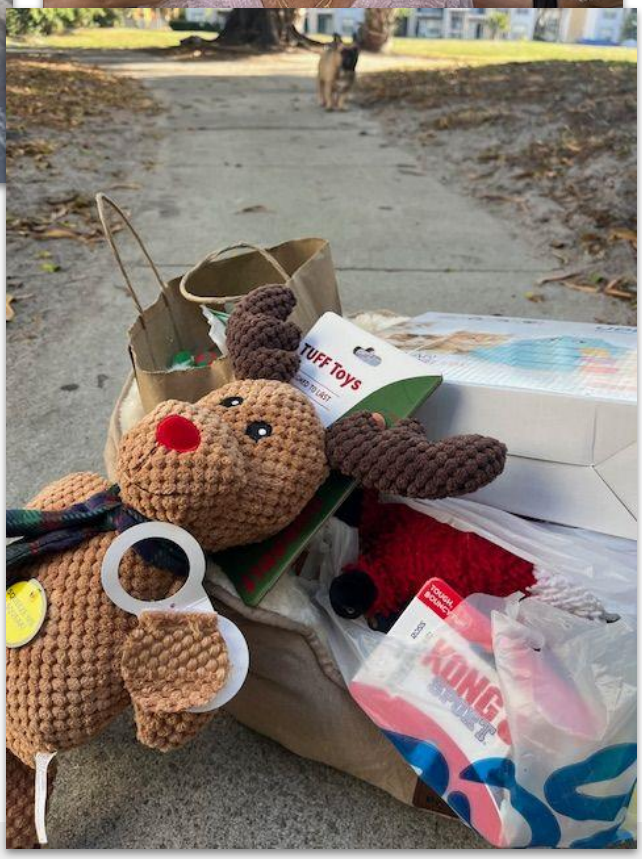
GIVING TREE













My wife Belinda and I found two needy families and asked what they wanted for Christmas. We brought the list of Pokémon slippers, Superman toys and kitchenware basics back to Casa Costa's residents, who went shopping. On Dec. 9, the Social Committee met back with the families to deliver the holiday generosity. –*John Battista*

The single mom with four kids told me: "You have no idea how wonderful this is for our family." I presented her a Publix gift card and she started to cry. "Now we will have a real Christmas dinner."

Grandma with three kids and a dog has been texting me since we first met: "Bless you and your community." When we delivered the gifts, the tears welled up. "How did you pick me? We're so lucky. God bless you."

Hotwire party caps festivities

On Dec. 5, over a hundred residents celebrated in the club room and pool deck with live music. The evening marked the 24th event organized by the Social Committee in 2024. Thanks to members Marna Atkin, Belinda Battista, John Battista, Gayle Brousseau, Carla Geisler, Elaine Hirsch, Roberta Mann, Jay Shapiro – and countless resident volunteers.







MARNA ATKIN

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Happy Holidays

I'm your neighbor and a real estate pro dedicated to serving our wonderful community. As a small holiday gift, I'm offering complimentary home evaluations and personalized market updates — perfect for starting the new year with insight into your home's value.

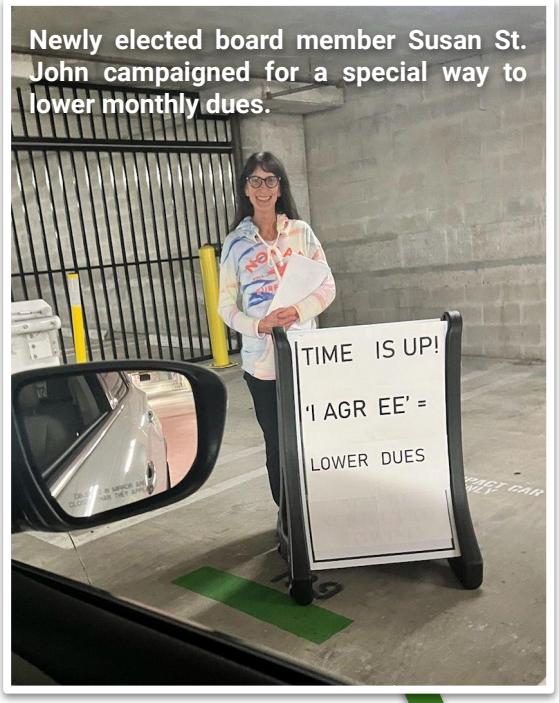


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We look back at some of the folks who made 2024 a wild ride.

YEAR IN



Newly elected board member Susan St. John campaigned for a special way to lower monthly dues.



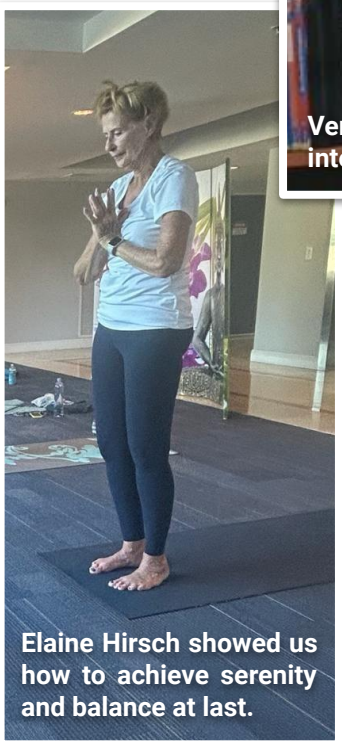
One elevator modernist brought new meaning to whistle-while-you-work.



Verena Schock Karr may be the most interesting woman in the world.



Carla and Steven Geisler taught us the benefits of golf volunteerism.



Elaine Hirsch showed us how to achieve serenity and balance at last.

Catch up on all the thrills, chills and spills in our archive: **casacoaster.com**

REVIEW



Restaurateur Mohamed Kaada is always ready for his close-up.

DUNCE OF THE MONTH

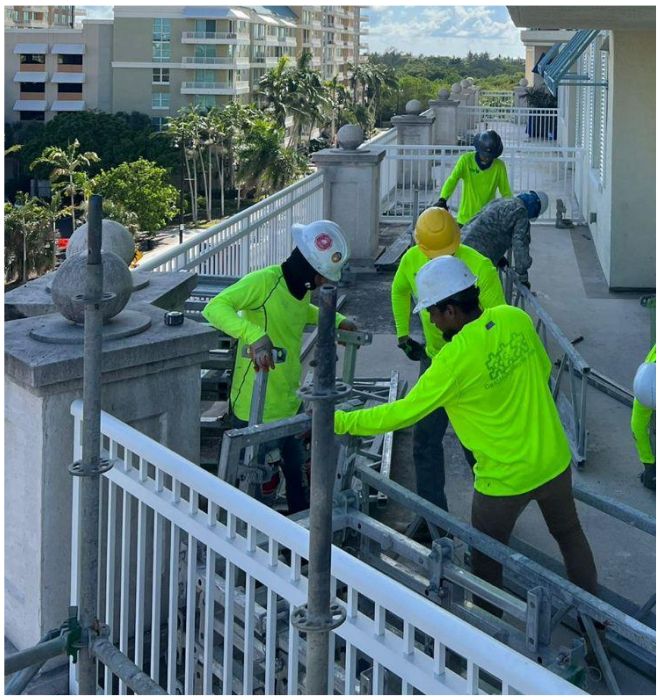
A SHAMEFUL SPAN: In fewer than twelve months, someone smashed through drywall twice in a day, knocked down the garage height limit sign, clogged the trash chute with a roll of carpet, crunched a sauna light fixture, bent a rinse shower supply line, left a used sanitary napkin on the pool deck and called the fire department during an overly-communicated alarm test.

It begs the question: Is this all the same person?


DANILO CAJINA

On Dec. 3, a dog vomited on brand new carpet on the fifth floor of the north tower. No cleanup, no call, no shame. *CC*

The team from Valcourt wishes to remind us that they helped to throw us a casino night.




Phishunt Charter's Robert Pulley and Natalie Naffis blew us away with storm relief.




Ryan Booker checked in and said hospitality is everything.

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Email Steve: casa.costa.locks@gmail.com



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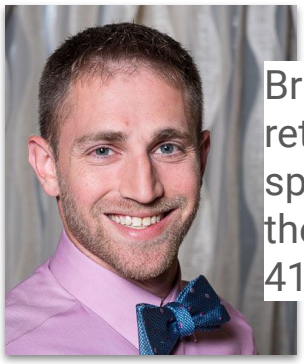
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