EST. 2022
BOYNTON BEACH
FLORIDA

CASA COASTER

NOVEMBER 2026
VOLUME V
ISSUE 8

★★★★

OUR SPONSORS

CC BUILDING SERVICES

ROBERT CONTE
PERSONAL DRIVER

Gold Standard
Financial Group

VIP
DRIVE SERVICES

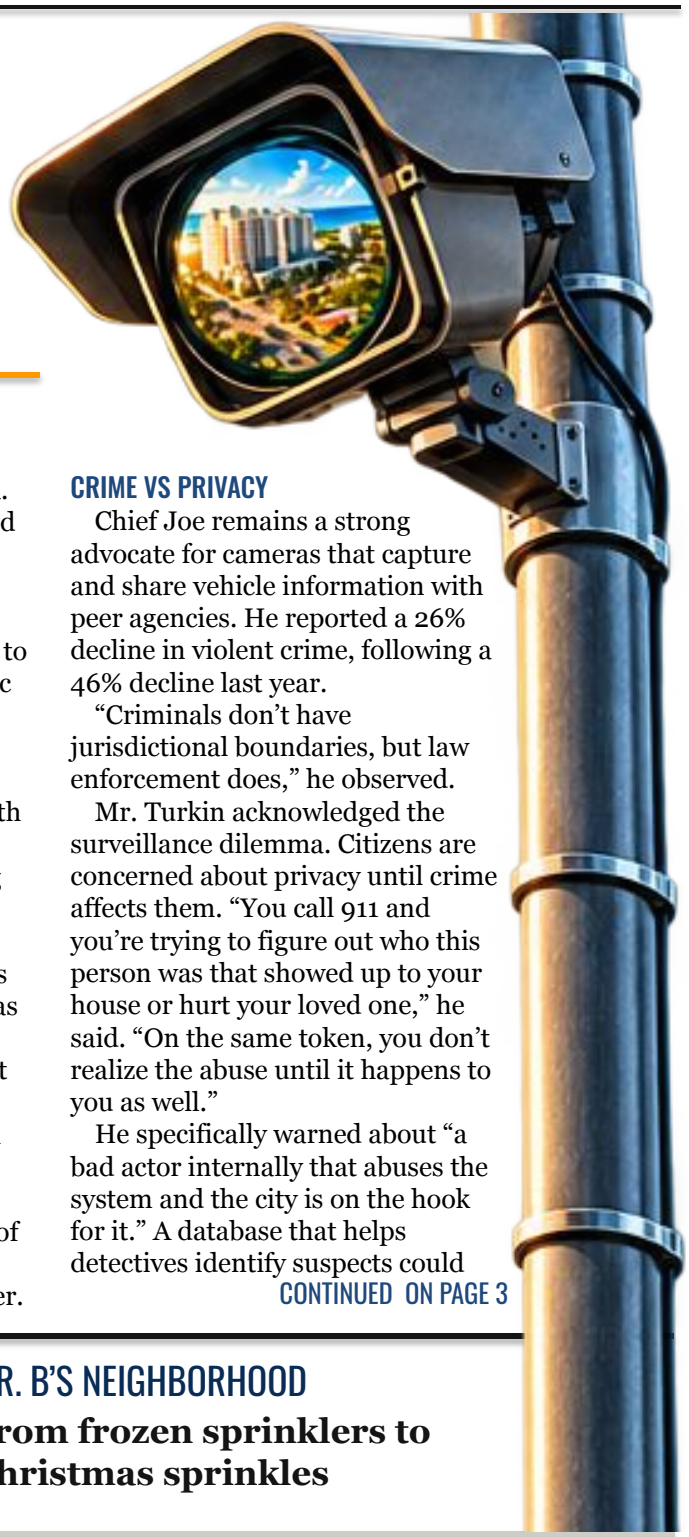
casa costa resorts

CASACOSTA
SOCIAL

MAKE IT TO THE BACK PAGE TO LEARN HOW TO SPONSOR US

FLAK FOR FLOCK

Boynton Beach rethinks its surveillance network while cops reject Casa Costa's camera feed



Boynton Beach commissioners are breaking up with Flock Safety, the company behind the city's license plate-reading cameras. But they aren't eager to surrender technology police say helps solve crimes.

"We should block Flock," Commissioner Thomas Turkin declared at the October 6 City Commission meeting. He nevertheless opposed an immediate shutdown, calling for a transition that would preserve the police department's investigative capabilities.

Commissioner Aimee Kelley was equally critical, calling Flock's nationwide response to privacy concerns "lackluster at best." Both questioned whether Flock collects more footage than police can see, and who else might have access to the company's nationwide surveillance network.

It's a quick and remarkable reversal from March, when a $7.7 million Flock "Safe City" package nearly sailed through.

Police Chief Joseph DeGiulio described the ambitious system during his April visit to Casa Costa. But Flock failed to deliver promised drones, and the chief now says its integrated software is inferior to what BBPD already had. The company that once seemed poised to become Boynton's all-in-one public safety provider is now headed for the exit.

Like officials across the country, Boynton's leaders are wrestling with how to protect citizens from criminals without empowering Big Brother to watch everyone else.

The controversy has an ironic parallel at Casa Costa, which wants to improve its own security cameras and expand their usefulness internally for parking management and speed detection – and share some feeds with the cops. Boynton police, however, have refused to connect Casa Costa's Hikvision cameras to their network because of federal national security concerns involving the Chinese manufacturer.

CRIME VS PRIVACY

Chief Joe remains a strong advocate for cameras that capture and share vehicle information with peer agencies. He reported a 26% decline in violent crime, following a 46% decline last year.

"Criminals don't have jurisdictional boundaries, but law enforcement does," he observed.

Mr. Turkin acknowledged the surveillance dilemma. Citizens are concerned about privacy until crime affects them. "You call 911 and you're trying to figure out who this person was that showed up to your house or hurt your loved one," he said. "On the same token, you don't realize the abuse until it happens to you as well."

He specifically warned about "a bad actor internally that abuses the system and the city is on the hook for it." A database that helps detectives identify suspects could

CONTINUED ON PAGE 3

MEDICARE MATTERS

'Tis the season for better plans and local scams



MR. B'S NEIGHBORHOOD

From frozen sprinklers to Christmas sprinkles

CASACOASTER.COM | SOUTH FLORIDA'S #1 POOLSIDE AMUSEMENT

CASACOSTA SOCIAL

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

OPINION



LETTERS TO THE PUBLISHER

Assault on batteries

I've installed dozens of keyless locks at Casa Costa. When battery life suddenly began draining, many residents asked for my help, including Mr. B (October 2026).

Hotwire's powerful upgraded routers are aggressively pinging our older Schlage locks to connect at high speeds they cannot handle, reducing the battery life when the lock should be in deep sleep. I've conducted a series of experiments over the last month to solve the problem.

Buy a low-tech router that only offers a 2.4 Ghz wireless connection. I recommend the $20 TP-Link N300 Extender. I plugged it in, downloaded the Tether app and it installed itself. Then I used the Schlage app to connect my lock to this slower network, identified as _EXT.

I now have a supply of these extenders on hand. I'm standing by to help any tech-averse residents for a very nominal fee.

An alternative is to keep your lock connected as is and buy a 48-pack of AA Energizer batteries from Lowe's for $25. This supply will last 3-4 years.

Contact me for help.

STEVEN MILLS
SOUTH TOWER
steve@cc-buildingservices.com

CASA COASTER

SOUTH FLORIDA'S #1 POOLSIDE AMUSEMENT

Volume V, Issue 8

J.T. Harrington
Publisher

John Battista
Head Writer

Gayle Brousseau
Head of Advertising

Send contributions, corrections and tips to casa.coaster.news@gmail.com

Visit casacoaster.com to read archives, advertise and subscribe

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

CASACOSTA SOCIAL

OCTOBER 2026

BY THE NUMBERS

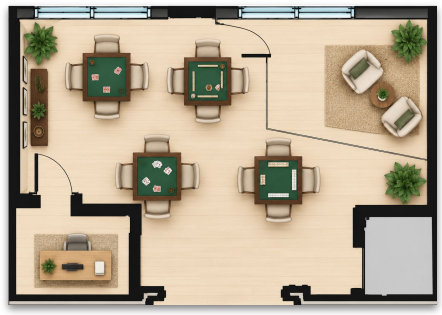
2	Units Sold — NO CHANGE	4	New Leases — NO CHANGE
545	Visitors — DOWN 4%	220	Contractors — UP 7%
2,745	Packages — UP 8%	0	Violations — DOWN
52	Work Orders — UP 10%	36	Reservations — DOWN 11%

COMPARISONS ARE TO PRIOR MONTH

Deal the room in

Let's make a permanent offer for the room that "needs a real job" (October 2026).

We do not need another resident lounge area. Once the third- and fourth-floor middle elevator areas are repaired, we will have ample lounge space. Both are lovely, sunny areas with comfortable furniture that can accommodate either small or large groups.



I don't believe we need – nor can we effectively accommodate – a yoga room. We already tried this concept, plus we now have the Wildflower Yoga Studio just steps from Casa Costa.

And since we are fresh out of entrepreneurs, I believe that leaves us with one excellent option: a dedicated card room.

It would not compete with our new, beautifully decorated Club Room. Residents could certainly continue to play cards there, but the Club Room is a multipurpose space, so card players cannot always count on its availability. A dedicated card room would provide a consistent space specifically for playing cards and mahjong.

The investment would be minimal: a few small card tables and matching chairs. Let's not make the space available to rent for private parties. It would be strictly for residents and exclusively for card games and mahjong.

I realize the details need to be worked out and I would be happy to serve on a committee and help develop the space so that after 17 years, we can put that room to work!

MARNA ATKIN
NORTH TOWER

Make room for crafts

I would like to plead my case. The room would be of great use as a craft/hobby room for residents only. I have many ideas of what would be needed to make it practical, appealing and fairly allocate the space should it become a popular amenity.

If this is up for consideration, I would like to chat to the people in the brainstorming and decision-making position.

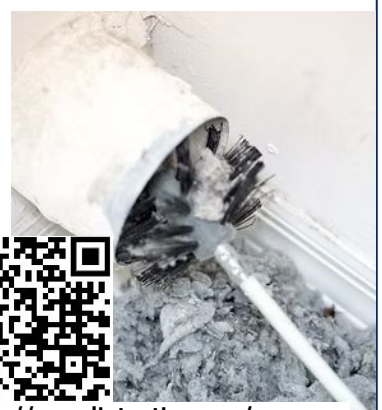
SANDI SACKS
SOUTH TOWER

WRITE THE PUBLISHER

casa.coaster.news@gmail.com
We may edit letters for length and clarity.

FROM THE FRONT DESK

Reduce the risk of fire in your vents and improve dryer efficiency by joining our community-wide dryer vent cleaning service **Friday, November 20**! Take advantage of our group rate of $105. The deadline to sign up is November 13. Click the link and use the name "Casa Costa Condos."



https://www.lintoutinc.com/group

FLAK FOR FLOCK | FROM PAGE 1

also be misused by an officer tracking someone's movements for an improper purpose. Chief Joe told the *Casa Coaster* that no Boynton officers have been disciplined for misuse. At the October commission meeting, he emphasized camera policy changes: fewer users, more audits and a website with surveillance stats that he said is their most visited page.

Ms. Kelley raised a different concern. She recalled Flock representatives assuring commissioners that their cameras collected only license plate photos. She now questions whether the company collects additional footage unavailable to its police department customers. She asked: "If we don't have access to that video, who does have access to that video?"

Chief Joe replied: "I can't answer that question, because I don't know what they have and what they see."

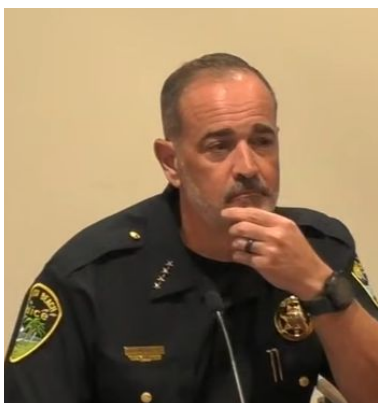
Following his April visit, the *Casa Coaster* followed up about Boynton's 30-day retention policy and how information shared with other agencies is used under their own policies.

At the time, the chief defended the 30-day period, explaining that complex investigations often require detectives to connect incidents over several weeks. He wasn't sure about exported records after Boynton deleted its data.

By October 6, his department had tightened things up. Data retention was cut to seven days, sharing was limited to selected Florida law enforcement agencies, and BBPD gained greater visibility into searches by outside departments.

THE PRICE OF BEING FLOCK

For reading license plates, Flock has become what Google is to search and Kleenex is to tissues. Its rapid success, however, has allowed privacy concerns to outrun the company's explanations. Boynton is not alone in complaining that the company hasn't been sufficiently transparent as its reach grew to 120,000 cameras across 49 states – all potentially connected.



CHIEF JOE: Head of the flock

Amid a public outcry, some cities began unplugging Flock, only to replace the cameras with similar versions with a different logo. Denver de-Flocked and then installed 50 cameras from a competing firm. Boynton is following suit, plotting a transition rather than pulling the plug.

According to Boynton's city attorney, no Palm Beach County municipality had suspended its plate-reading system, though transportation officials disconnected three Boynton cameras on state roads. Boynton has 47 cameras, but only 39 are operational. Eight are awaiting permits.

CASA COSTA'S CAMERA PLANS

Our aging Hikvision system has coverage gaps and glitchy software. Its Chinese manufacturer is subject to national security restrictions, and BBPD won't connect the equipment to its network. Reserve plans call for new cameras in two years.

Replacement could improve security while adding functions the current system can't provide. License plate recognition could help manage garage access and improve parking oversight. Speed detection could help address unsafe driving in the garage.

An upgrade that meets police requirements could also revive Casa Costa's proposal to share its camera feeds with local police, giving officers additional views of a burgeoning downtown Boynton Beach.

Apparently, in the surveillance business, the hardest thing to keep an eye on is the camera company.

SPONSORED BY

ROBERT CONTE
PERSONAL DRIVER
Reliable • Comfortable • Convenient
CASA COSTA RESIDENT & NEIGHBOR



AIRPORT TRANSPORTATION
TRIPS TO PBI $45
TRIPS TO FLL $80
TRIPS TO MIA $120
LOCAL TRIPS $40 per hour

AIRPORT TRANSPORTATION | BUSINESS & SHOPPING TRIPS | SHORT & LONG-DISTANCE RIDES

954-260-5986 | rconte414@bellsouth.net

SPONSORED BY

I'D LIKE TO SOLVE THE PUZZLE

Casa Costa neighbor and retirement expert Brian Goldman helps residents navigate Medicare's alphabet soup before the December 7 deadline



Brian Goldman knows his way around an alphabet. He also knows his way around a football field.



On Saturdays, he works in the press box for the Pittsburgh Panthers. On Sundays, he does the same for the Steelers, supplying the precise statistics that broadcasters rely on. His wife Lauren settled the question of whether he should accept the NFL assignment: "You can't say no to the Steelers."

But Brian has another specialty, one that may be more useful to Casa Costa's residents than knowing exactly how many yards the Steelers gained on third down.

He helps us make sense of Medicare.

A financial adviser and retirement specialist, Brian runs Gold Standard Financial Group, where Medicare planning is part of a broader practice. He spends much of his time explaining the difference between Original Medicare, Medicare Advantage, prescription drug coverage and supplemental insurance.

The alphabet is only the beginning. What matters is whether a plan covers your doctors, your prescriptions and the care you may need in the future.

For snowbirds, the puzzle gets more complicated. A plan that works beautifully in Pittsburgh might be considerably less convenient in Boynton Beach.

Brian favors looking beyond premiums to the coverage itself. And because insurers change their plans every year, he encourages clients to review their options annually.

"Like it or not, always review it," he says.

The good news: There's still time to solve the puzzle. Medicare's annual open enrollment runs through December 7, with changes taking effect January 1.





Gold Standard Financial Group



Original Medicare
THE TRADITIONAL PATH

A + B

A: Hospital coverage

B: Medical coverage

OPTIONAL ADDITIONS

D: Prescription drug coverage (optional)

MS: Medicare Supplement (optional)

Medicare Advantage
THE ALL-IN-ONE ALTERNATIVE

C Part C

Combines hospital, medical and usually prescription drug coverage in one plan from a private insurance company.



Open Enrollment Deadline

Schedule a free plan review with Brian.

412-897-0760

GoldStandardMedicare.com

MEDICARE

‘SOPHISTICATED OPERATION’

An alleged $3.34 billion Medicare fraud scheme led investigators to an unlikely headquarters in Delray Beach





The warning signs were hiding in plain sight. Sunshine Senior Solutions, a Delray Beach medical equipment supplier, had accumulated more than 200 one-star Google reviews. Seniors across the country complained that Sunshine was billing their Medicare for equipment they had never ordered or received.

WPTV investigative reporter Jamie Ostroff, already hearing from bewildered seniors, discovered the reviews and followed the trail to Suite 404B of an ordinary office building on Linton Boulevard.

There, she found the apparent headquarters of an operation generating claims for more than 20% of the entire country’s Medicare spending on medical equipment and supplies. A sheet of paper was taped to the door.

A woman inside couldn't explain what the company did or what “durable medical equipment” meant. It means Sunshine’s entire product line, at least on paper.

“I'm just a follower. I just do the paperwork,” she told Ms. Ostroff.

She may have been describing the operation more accurately than she realized.

Federal prosecutors say foreign conspirators generated the fraudulent claims, while the American companies provided the Medicare billing credentials and bank accounts needed to collect the proceeds. Millions allegedly flowed to shell companies in Hong Kong, mainland China and Indonesia.

The fourth-floor Delray Beach office may have been little more than a prop in an international billing operation.

Federal prosecutors allege that when new operators took control of Sunshine in November 2024, it became a shell company devoted entirely to fraudulent billing to stolen Medicare accounts.

The merchandise was impressive: knee braces, wrist supports, back braces, prosthetic devices, wound dressings and enormous quantities of urinary catheters. Prosecutors say the operators never purchased the equipment they supposedly supplied.

Ohio retiree Marty Rowe discovered an $11,760 charge for urinary catheters on his Medicare statement.

“If I use them, I would certainly know that,” he said.

Sunshine used stolen patient and physician information, likely from a thriving underground marketplace. Georgia State University cybercrime researcher Dr. David Maimon found Medicare identities for sale online for $8 apiece. Healthcare data breaches and phishing scams helped supply the market, although investigators have not identified the precise source of Sunshine's records.



CLAIMS DENIED: Ibrahim Khaldoon Hilmi, owner of Sunshine Senior Solutions, following his arrest in Cyprus in June 2026. He faces federal fraud and money-laundering charges. PHOTO: FBI MIAMI

Sunshine allegedly submitted $3.34 billion in fraudulent claims – roughly $10 million a day. Medicare's fraud-detection systems apparently spotted trouble almost immediately, suspending direct payments just weeks after the scheme began. But the system's alphabet soup kept simmering. Medicare continued processing claims and forwarding them to private supplemental Plan G insurers, some of which paid even though Medicare had stopped its own payments.

The operation pocketed $5.7 million. Sunshine’s owner fled Delray Beach in May 2025. Six months ago, he was apprehended on the Mediterranean island of Cyprus, and was dragged back to Florida to face federal fraud and money-laundering charges.

Dr. Maimon, who investigated Sunshine and visited its Delray Beach office himself, was struck by the scale and organization of the scheme. “It's mind-boggling to see how sophisticated this operation is,” he told WPTV.

That office was a mere 679 square feet. Let that sink in as Casa Costa’s owners consider how sophisticated the empty concession room in the north tower could become.

MATTERS



MR. B'S NEIGHBORHOOD



AHEAD OF THE GAME: Our new engineering boss is playing from behind, but he is mounting a comeback story inspired by three decades of preparation. PHOTO: JOHN BATTISTA

If you've noticed a new face around Casa Costa lately, you may have met Carlos Serrano, our new Chief Engineer. With more than 35 years of experience in building maintenance and engineering, Carlos has a game plan for improving our building. And he's asking residents to give him six months to show results.

After spending some time with Carlos, I came away impressed by his knowledge, enthusiasm and conviction that the best way to solve problems is to prevent them. It's a philosophy shaped by an unusual career that began on the baseball diamond.

Born and raised in the Bronx, Carlos dreamed of playing professional baseball. After high school, he headed to Ranger College in Texas and spent summers playing in Puerto Rico. But an injury ended those ambitions and set him on an unexpected path.

While recovering in Puerto Rico, Carlos worked alongside a friend who supervised building maintenance. The experience sparked an interest that would eventually become his career. First, however, came another detour: the New York City Police Department.

Carlos graduated from the police academy and spent more than four years as a patrol and narcotics officer. When his daughter was born, he decided to change careers, returning to school for maintenance training.

> "Give me six months and we'll all see the difference."
>
> – CARLOS SERRANO, CHIEF ENGINEER

He worked in hotels and residential buildings before becoming head superintendent of a New York community of private homes, a position he held for 12 years. For more than a decade, he's worked with KW Management, overseeing properties and helping buildings transition to new management.

Along the way, Carlos married his wife, Belinda(!), and raised two daughters. Today they have three grandchildren, and baseball remains part of his life through coaching and playing men's softball in Florida.

A LESSON LEARNED THE HARD WAY

When I asked Carlos what experience had most influenced his approach to maintenance, he recalled a particularly difficult winter early in his career.

He had joined a New Jersey building where preventive maintenance had been neglected. That winter, 18 sprinkler heads froze, forcing 18 families from their homes.

"It taught me to be ahead of everything," Carlos explained. Certain equipment and systems need to be checked regularly, not just when something goes wrong. His guiding principle became simple: "If you're ahead, you're never behind."

That experience inspired a preventive maintenance program Carlos says KW still uses today. He's since brought the approach to numerous properties he has supervised.

For Casa Costa residents accustomed to seeing maintenance problems addressed after something breaks, that emphasis on prevention should be especially welcome.

But Carlos knows that even the best plan is only as good as the people carrying it out.

He recalled another memorable assignment, when a fire displaced several families and his team was given just 48 hours to prepare 21 vacant apartments for them. Everyone pitched in, and they finished on time.

"Watching the families move into a new place after everything they had gone through in a fire is a feeling I will never forget," he said.

The experience reinforced his belief in teamwork. Carlos trains employees to handle multiple responsibilities so someone can step in when a colleague is unavailable. He's particularly proud of former team members who have gone on to become supervisors and maintenance chiefs themselves.

That's where baseball comes back into the picture. Every player has a position, but winning requires everyone to understand the game plan and work together.

A GAME PLAN FOR CASA COSTA

Carlos is now assembling his team and evaluating Casa Costa's building systems. His priorities include regular inspections, consistent preventive maintenance, better organization and accountability for vendors.

He's also paying close attention to construction next door, reviewing how dust and debris could affect our building's equipment and systems. His goal is to move his department away from reacting to emergencies and toward anticipating problems before they disrupt residents' lives.

Carlos is optimistic about Casa Costa's potential, but he recognizes that meaningful improvements take time. He's asking residents for patience while he evaluates the building, trains his team and establishes new procedures.

Then he offered a challenge: "Give me six months, and we'll all see the difference."

As our conversation ended, Carlos shared something else that stuck with me: "I don't have to come to work, I want to come to work."

His enthusiasm was unmistakable, as was his confidence that preparation, teamwork and attention to detail can make Casa Costa a better place to live.

Welcome aboard, Carlos. You've laid out your game plan, and we're rooting for you.

Six months from now, we'll check the scoreboard.

For the past three years, Casa Costa residents have helped make Christmas brighter for local families in need. And if you've participated, you know how rewarding it feels.

One of my favorite moments comes in December, when we deliver the gifts. Seeing the appreciation on the parents' faces makes it all worthwhile, knowing their children will have a more special Christmas because of our neighbors' generosity.

This year, the Casa Costa Social Committee is bringing back the Giving Tree, and we're hoping you'll join us again!

We're partnering with Mary Mares at St. Mark Catholic Church, right next door. Mary knows the families personally, understands their circumstances and helps us identify those who could use a hand.

The families have provided wish lists that include toys, clothing and shoes for their children, along

with household essentials such as pots, pans, dishes, towels and blankets.

HERE'S HOW THE GIVING TREE WORKS

At our Thanksgiving Kickoff Dinner on November 8, choose a tag from the Giving Tree. Purchase the gift listed and bring it to the Hotwire Holiday Party on December 3. That's it!

Take one tag or several. Every gift helps, and together we can make a meaningful difference.



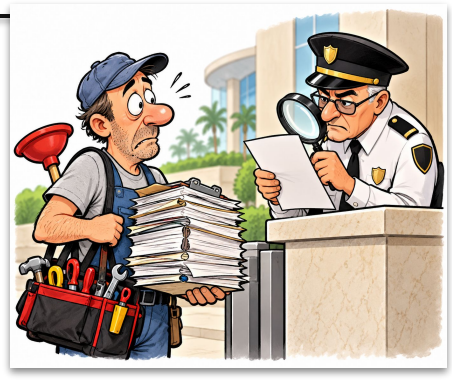
A special thank-you to Mary and our friends at St. Mark, and to all the Casa Costa residents who have made the Giving Tree such a success over the past three years.

So, when you come to the Thanksgiving Kickoff Dinner, don't forget to pick a tag. After that evening, the Giving Tree will remain in the Club Room so residents can grab any remaining tags.

Let's make this another wonderful Christmas for our neighbors! Thanks, Casa Costa, for showing once again that our community has a big heart!



MR. B INVESTIGATES



A resident hired someone to fix his A/C and then enlisted me to understand the next steps – particularly the insurance requirements.

I looked into this process. Every company or vendor working in the building must provide proof of insurance with specific language. Even delivery companies that use the elevator. The proof is called a Certificate of Insurance with:

- General Liability Insurance (at least $500,000)
- Workers' Compensation Insurance
- Named insured: Casa Costa Condominium Association and KW Property Management & Consulting

This requirement has been a Casa Costa rule for a long time to protect the building in case of accidents or damage. The good news is that if your vendor has worked in the building recently, the office may already have up-to-date insurance on file, so you don't need to obtain the form. The catch is that COIs are generally only valid for a year, and an expired certificate is no good. Another catch is that some "one-man" shops don't have adequate coverage, so to get them in the door, owners need to take personal responsibility for injury and damage by signing a special form.

Jorana Dorsonne in the management office maintains the list of currently approved vendors. If yours isn't on the list yet, Jorana can email instructions. She also said she'd post the list on our resident portal.

Once approved, make sure the vendor checks in at the front desk. For longer projects, or cases when you're not home, add them as a temporary visitor in the portal.

Email Mr. B: **casa.coaster.news@gmail.com**

SPONSORED BY



BACK PAGE

YOU MADE IT.

UPCOMING CASA COSTA EVENTS

Sign up at casacosta.com/events



SUNDAY
NOVEMBER
8TH

Thanksgiving Kickoff
TURKEY + POTLUCK
6:30PM | $15



MONDAY
NOVEMBER
9TH

Monthly Book Club
6:30PM





THURSDAY
NOVEMBER
26TH

Poolside Mingle
BRING A BEVERAGE
5PM



THURSDAY
DECEMBER
3RD

Hotwire Holiday Party
LIVE MUSIC + BAR + DINNER
6PM | $25

SOCIAL COMMITTEE PROGRAMS

Neighbors Helping Neighbors

Care Closet
Lil' Coasters Closet

GIVING TREE

CASACOSTA SOCIAL

DUNCE OF THE MONTH



ANYTOWN, USA. Taking Kramer's lead from season 9, someone mistook a south tower hallway for a front porch, potted plant included. Serenity now!

SPONSORED BY







SPONSOR THE CASA COASTER

Larger format, same low rates!
Business card: $45 | **Half-page**: $110
Full-page: $205

All advertising materials are printed full-color with design services and email distribution included.