

CASA COASTER

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J.T. HARRINGTON

Another holiday party with no pool rescues

DANCING ON THE EDGE: The Social Committee wrapped up 2025 with its 30th event of the year at the annual holiday party sponsored by Hotwire Communications. With over 100 attendees, 120 pounds of Italian food, a live band and two owners behind the bar, the real magic of the evening was that no one fell in the pool.

Casa Costa's pool deck stretches 50,000 square feet but is infamous for its cramped design and limited clearance around the water. Critics say that fencing, planter boxes and a hulking gazebo limit its capacity and utility for sunbathers and partygoers.

Budget comes with a twist

The board slashed the operating budget but dues are going up again.

Three of the biggest annual expenses – insurance, staffing and cable TV – are together decreasing nearly \$200,000 in 2026 thanks to contract negotiations. However, Casa Costa is not immune to the category stymying condo associations across Florida: structural integrity reserves. New laws require most properties to fully fund an account that estimates future expenditures on roofs, plumbing and other major components. As these costs rise, so do the required annual contributions.

Fortunately, the board anticipates that the bill for the repair and paint job for the face of the building will wrap up under budget, allowing them to apply the surplus to the reserves and reduce dues midyear.

An option to lower dues earlier isn't expected to garner enough votes from owners at a December 22 meeting, putting pressure on the board to deliver on the plan to repurpose the surplus. **CC**

New property manager departs after 19 days

The ink was barely dry on the newspaper profile of Erica Diaz when she told her boss she was resigning her post as Casa Costa's property manager.

"This was a first for me," said Sara Forcinio, KW district manager. "This property has had a lot of firsts for me."

The management company cited personal reasons for the change on November 13 and refused further comment to the *Casa Coaster* other than saying it was presenting the board with new candidates for the top on-site role while reinstating temporary resources from its transition team. **CC**

News in brief

- ❑ Our south tower bakery debuted a fusion concept on December 6, now serving breakfast and lunch six days a week.
- ❑ In response to comments over cleanliness, KW managers plan a series of meetings with Image Companies, the housekeeping service, to improve consistency.
- ❑ The Board weighed proposals to rebuild a pool equipment room prior to the plunge pool reopening expected in April, following extensive repairs.
- ❑ The club room reopened after a protracted remodel job, with the Grounds Committee eager to buy new furniture and complete the makeover in early 2026.

INSIDE

NOW ON THE FRONT LINES

Mr. B tries keeping up with our busy admin and twists his tongue with our man from Krakow. **A6**

LETTER TO THE PUBLISHER

Volunteers created unforgettable party

Thank you for hosting such a wonderful holiday gathering on December 4. The food was delicious and the company was outstanding. The evening reminded us once again why our community is such a special place to call home.

A very special thank you to Annie Blake and Candace Harrington, who did an amazing – and highly entertaining – job as our guest bartenders. They kept the spirits high in more ways than one!

To everyone who contributed their time, talent and energy to making the event such a success, please know that we extend our heartfelt appreciation to each and every one of you. Your efforts created a memorable evening that we will not soon forget.

IRIS & BOBBY HALL

We may edit letters for length and clarity. Opinions expressed may not reflect those of Casa Costa's Board of Directors, Social Committee nor managing agent.

CASA.COASTER.NEWS@GMAIL.COM

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CASA COASTER

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**SOUTH FLORIDA'S
#1 POOLSIDE AMUSEMENT**

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DUNCES OF THE MONTH



MARIUSZ ONICHIMUK

Castle Group handed off the property on Oct. 1 with iced over air conditioners, pipes filled with debris and moldy pedestals holding up expensive rooftop equipment. 

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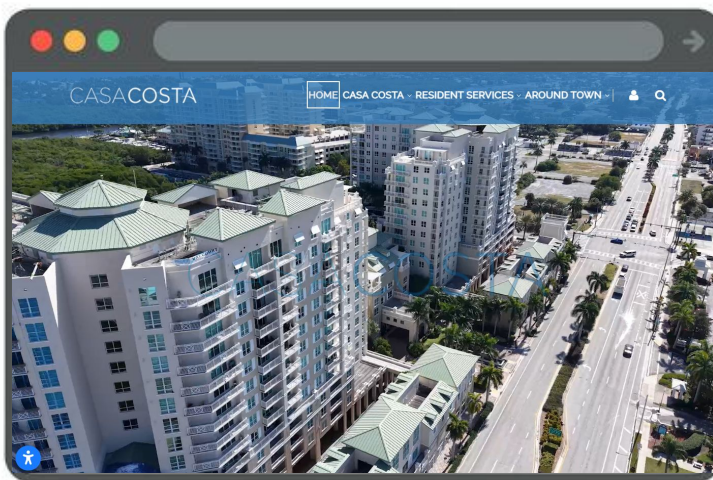


KW launching flashy new site

Camera drones deployed by Casa Costa's new management company encircled the property in late November. That footage now serves as the centerpiece of a new website.

The Social Committee created a website three years ago to combat the misinformation online from real estate brokers about the property. Back then, top search results linked to websites promoting a free beach shuttle and two years of waived HOA fees to buyers. The 2022 board president initially criticized the effort but grew to embrace the "official" online presence for Casa Costa that also allowed residents to sign up for Social Committee events. Today, CasaCostaBB.com ranks as the top search result, even topping Zillow.

KW came on the scene with its own digital platform to replace BuildingLink, for which the association paid over



\$13,000 in 2025. Known as "KWIC" for KW Information Center, the hub's primary purposes are for owners to pay dues, request work orders, track deliveries and reserve amenities. But the website's photography is designed to attract interest among potential buyers, renters and guests.

"We want to make Casa Costa stand out," said Bianca Monti, a KW transition manager.

BuildingLink is set to go dark in mid-December and the committee

will redirect its homepage to the new website. Ms. Monti is still organizing some of the content, but was able to transfer a majority of the data from BuildingLink — at least what was in there.

"Storage cages, leases, pets, vehicles, parking assignments, contracts — nothing was organized," Ms.

Monti said. "Residents should confirm their information online is correct."

Short-term rental hosts will need to register future guests in KWIC so front desk staffers can check them in. Guests will be searchable by name, a feature that BuildingLink lacked, leading to frustration in the lobby.

The committee is working with KW's tech team to ensure that residents can still register for social events and pay for tickets online using the old website, keeping the accounting separate. 



MARNIA ATKIN, J.T. HARRINGTON, GUY FROM THE GYM

DECEMBER TO REMEMBER: Residents donated gifts to a giving tree for local families and filled boxes with toys and food. In a holiday party first, two owners volunteered when a last-minute Hotwire policy change threatened to dampen spirits.



TRASH TROUBLE: Broken dumpsters, careless residents make a mess

Day One of KW's transition into management was a Wednesday – trash day – but their predecessors hadn't moved the garbage containers to the street for pickup. The trash overflowed in the garage out of dumpsters with broken wheels. It was a sign of things to come.

Casa Costa's delicate ecosystem for waste management fell apart this winter, and property leaders are struggling to pick up the pieces.

"For whatever reason, this building produces more trash than its peers," said Sara Forcinio, KW's district manager. She told the *Casa Coaster* that aside from sheer volume, the property's infrastructure for collecting

refuse has been poorly maintained and the bins are too small in the first place. "Our team was able to repair the dumpster wheels as a temporary fix, but then the hinges broke. What we need is a better system overall," she said, noting that the dumpster rooms at the base of each tower can accommodate containers that fit another ten cubic yards.

Aging and neglected equipment is nothing new at Casa Costa under previous management, but some residents are piling on.

In October, maintenance staffers unclogged a blockage in the south tower trash chute that was caused by residents shoving in pillows, hangars, cardboard boxes and carpet squares. Unbagged or bulky items can get caught in the chute. In this instance, the backup reached past the access doors on the second floor, where trash fell out of the chute into the hallway.

New, bigger dumpsters are on the way, but size won't matter if residents and guests keep creating a dirty logjam. **CC**



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KW PROFILES

NOW ON THE FRONT LINES



Casa Costa is under new management. I'm meeting with the new folks.

I am pleased to introduce our new chief engineer: Mariusz Onichimiuk. It's pronounced "MAHR-yoosh oh-nee-hee-MYOOK," so thankfully he goes by Mario. With a strong technical background, decades of hands-on experience and a genuine dedication to resident satisfaction, Mario is already making a noticeable impact on our community.

Mario was born in Poland and moved to the United States in 1992 with his parents. Though he grew up here, he later returned to Poland to pursue his education at the University of Krakow, where he earned a degree in structural engineering. After graduating, he returned to New York City, where he met his wife of 24 years, Agnieszka. She's a physician assistant specializing in cardiology. They built their family in New York, eventually relocating to Florida with their three sons – now 19, 17 and 12 – to support Mario's parents who live in Pompano Beach.

Mario's career gave him experience in some extremely large and complex facilities. In New York, he served as the construction superintendent of a vast retail building spanning 2.3 million square feet with a staff of 20. The role required strong leadership, constant problem-solving and the ability to manage multiple mechanical and structural systems at once. After moving

to Florida, he became an engineer at PGA National Resort, a golf club and hotel project in Palm Beach Gardens. He again managed the day-to-day operation of large-scale facilities, including infrastructure, safety systems and preventive maintenance programs. Over five years, PGA National overhauled its amenity spaces, club house, pools, spa and restaurants but never closed its doors to guests and golfers. A London-based company bought the 807-acre project in early 2025 for over \$400 million.

Looking for a new opportunity, Mario applied to KW Property Management, impressed by the company's professionalism and emphasis on training. After an extensive interview process, the board hired him. Mario appreciates the support he receives from KW's engineering department.

"I'm never on my own here," he said. "If I have a question or concern, I can reach out and get guidance right away." He also values KW's strong communication and the detailed training they provide. When he first arrived, KW brought in inspectors for two weeks to evaluate the entire property. They prepared a full report and the team will return in three months to review progress.

At Casa Costa, Mario oversees all upkeep operations: maintenance, landscaping, janitorial and housekeeping. He takes a hands-on approach and believes visibility is essential. One of his

top priorities is the evaluation and stabilization of our mechanical systems, which he describes as the backbone of the community.

He is currently developing a comprehensive preventive maintenance schedule, so all systems run reliably and efficiently. Without it, the property suffers from "deferred maintenance" – a practice of delaying repairs that leads to equipment downtime and higher costs over time.

Mario and his team perform daily inspections to identify issues early. Each day, maintenance staffers check the

electrical rooms, mechanical rooms, pump rooms, the generator and the fire suppression system. Mario himself conducts a daily walk-through of the property and completes a full stairwell inspection once a week. This constant attention helps catch small issues before they become costly problems.

He shared an example that illustrates his approach. During a routine walk on the north side of the

building, he noticed a small puddle of water that didn't belong. After following the trail, he discovered a drain pipe that was releasing water into the garage. He developed a plan to reroute it to prevent future pooling. "It was a quick fix," he said, "but stopping it now prevents bigger issues later."

Mario also appreciates KW's digital maintenance documentation system.



Mariusz Onichimiuk

KW PROFILES

Every mechanical and electrical system in the building is logged in the program, along with the full history of work done. “Even if I’m on vacation,” he said, “someone can look up exactly what was done and how the system works.”

More than anything, Mario enjoys seeing residents satisfied. “When I see the smile on their face,” he said, “I know the work was worth it.” He also understands the resident perspective well – he serves on the Board of Directors where he lives, giving him insight into HOA operations and expectations.

Mario’s message to residents is simple: “If you see something, report it.” Calling the office allows staff to create a work order so the issue reaches him quickly. And, of course, he responds immediately to anything that is an emergency.

With his experience, dedication, and proactive style, Mario is a tremendous addition to Casa Costa. We look forward to the improvements and long-term care he is already working hard to put in place.

My first encounter with our new administrative assistant, Jorana Dorsonne, happened while planning a social event. I had requested tables and chairs for the club room, but on the day of the event, the room was empty. Fortunately, it was a beautiful evening, and we adapted by using the outdoor tables. The next morning, I stopped by the office to let her know what happened. Without hesitation, she apologized, asked me to sit with her, and suggested that we work together to create a better system so the issue wouldn’t happen again.

That moment captured exactly who Jorana is: thoughtful, solution-oriented and deeply committed to making things run smoothly for residents. And true to her word – the problem has never happened again.

Born and raised right here in Boynton Beach, Jorana graduated from Atlantic Community High School and has always been someone who juggles school, work and responsibilities with determination. She began working at age 16 in retail,

earning her own money and gaining the independence and customer-service skills that still shape her approach today.

Currently, while working full-time at Casa Costa, she is in her final semester at Palm Beach State College, finishing her associate degree in health science. Her next step is a two-year program at PBSC in dental hygiene, a field she’s excited to pursue. She continues to live in Boynton Beach with her mother and sister, remaining close to home and family.

Before coming to Casa Costa, she worked part-time at a KW-managed property, gaining experience at the front desk. At the same time, she also served as an after-school counselor for a local elementary school, working with young students in the afternoons.

This combination administrative work, customer service and helping children – gave her a well-rounded skill set that serves her well in a busy condominium office.

Residents often notice that she is one of the most welcoming faces in the office. She always offers a smile and a hello, no matter how hectic the day may be. In her administrative role, no two days look the same. She helps residents with fobs and keys, manages community-wide email blasts and

oversees the ClickPay system that residents use for fees. She jokingly calls ClickPay her “baby” because she has taken the time to learn every part of it and is always ready to walk a resident through any issue.

When a front desk position opened at

Casa Costa, she applied – but the KW Vice President had something else in mind. During her interview, it quickly became clear that Jorana had the professionalism and motivation suited for more responsibility. She was offered the Administrative Assistant position. Today, she works closely with Assistant Manager Elizabeth Taylor, speaking often about how much she learns from her and how well they work together.

Communication and teamwork are the core of the office. The staff meets frequently throughout the week, and every Monday they hold a huddle with the entire team – a chance to organize priorities, identify what needs extra attention and choose a weekly focus project. Recently, they have been tackling the enormous task of organizing and cataloging the building’s many keys.

The team checks in with one another regularly to make sure progress is being made and support is available.

With the ongoing construction, Jorana has become a first point of contact for residents seeking updates. She reaches out to Valcourt with questions and relies on Jim Brousseau, the owner liaison for construction, for clarity and guidance. More than anything, Jorana wants Casa Costa residents to know

that she is approachable, available and happy to help.

And when she’s not working or studying, she enjoys spending her rare free time baking. This hobby, much like her work, requires patience, precision and a generous spirit. 



Jorana Dorsonne



With over 40 years of experience as a dedicated realtor, I specialize in listings, sales and rentals, proudly serving as **the go-to agent for our building**. Having lived here full-time for the past 12 years and leading the social committee, I offer local expertise and genuine commitment

to helping you with all your real estate needs. Let me be your trusted resource in achieving your property goals.

-Roberta Mann

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creative collaborative

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