

# **GM OBJECTIVES 2008**

(revised 19-Feb-2008)

## **FINANCIAL**

1. Manage the Operating Budget by bringing total annual operating expenses in at or below the budget target of \$8,681,419 pesos.
2. Execute as many of the projects listed on the Major Capital Expenditures Budget as feasible and bring them in on or below their cost projections.
3. Manage expenditures under the Minor Capital Expenditures Budget so as to not exceed \$150,000 pesos for the year.
4. Assist the Board in meeting its objective of increasing owner use of Vida's email billing service by 50% during 2008 to reach a total of 84 owners (out of 140).

## **UTILITIES**

1. Implement techniques to reduce VDM total annual water usage by 20%, especially through improved landscape irrigation procedures (i.e. better sprinkler control coverage, optimum timing setting for dry vs. rainy seasons, grey-water plant utilization, etc.), and monitor VDM's actual water usage on a monthly basis and recommend any changes which would further conserve water.
2. Work with the appropriate governmental agencies to get the Grey-water Plant system into operation so that this water can be used in our gardens, thereby conserving water.
3. Since Vida has now received approval to conduct a chemical analysis once every 6 months on our sewer system water, work to ensure that we don't violate any government regulations in order to retain this level of testing approval.
4. Identify and implement ways to conserve on electrical usage (e.g. through more efficient lighting, light timers, conservation techniques, etc.) and on gas (propane) usage (e.g. through more efficient hot water heaters, improved maintenance procedures, replacement with better technology, etc.).

## **MAINTENANCE/PHYSICAL PLANT**

1. Complete at least 95% of all COBR listed work that is within budgetary guidelines and economically feasible no later than November 30th (that is, before the majority of owners start to arrive).
2. Implement a "preventive maintenance" inspection program in each condo to keep expenses down for water damage repair due to leaks.
3. Develop and then implement a plan to professionally prep and then paint at least four buildings per year on a rotating basis, so that over three + years all buildings will have been painted once. Target date for completion of the painting cycle each year will be November 30<sup>th</sup>.

## **COMMON GROUNDS**

1. Conduct weekly walk-a-rounds by the Assistant Manager and GM during the fall/winter season with board members and COBR representatives of each building so management can get clear direction on necessary improvements directly from owners.
2. Conduct weekly walk-a-rounds by the Assistant Manager and GM during the summer season for the purpose of assuring that the property maintains its appearance standards year-round (and importantly during the Mexican "high season" in July/August).

3. Assign year-round overall common grounds appearance responsibility and accountability to the Assistant Manager.
4. Keep a list in the office of “all things done and those things which need to be done”, which will be accessible to all owners at front desk.
5. If within budgetary guidelines, retain an external landscape consultant who can assist our Gardener Supervisor on improving the appearance of our landscaping/gardening.
6. Complete all parking lot expansion projects before the start of the rainy season (July 1<sup>st</sup>).
7. Ensure minimal overflow and better protection of trash by improving trash collection and storage procedures at each building site.
8. Institute a plan for better pest control throughout Vida’s grounds (armadillo, stray cats, etc.).

### **EMPLOYEES**

1. Develop strong team work and effective leadership skills of staff through on-the-job training, regular staff meetings and one-on-one mentoring. Focus especially on building a stronger, more efficient team in Housekeeping.
2. Improve staff performance at all levels through employee “motivation/incentive” programs as approved by the Board.

### **FRONT DESK OPERATIONS**

1. Develop and implement an inter-office control system to assure all confidential information is treated in a confidential and secure manner.

### **SUMMER CONSTRUCTION PERIOD**

1. Assign responsibility to the Assistant Manager to visit the individual condo construction sites at least 3 times per week during the construction period (May 1 to November 30) to ensure that all contractors are complying with the approved remodeling plans and with Vida’s construction rules (e.g.. use of bathrooms, trash pick-up, parking of vehicles, proper clean-up, etc.).
2. Ensure that all contractors working within the Vida grounds completely understand the Vida rules with regard to construction on Vida’s grounds.
3. Institute an improved direct communications system with individual contractors which will ensure them entry for approved projects, and provide rapid notification in case of problems.

### **EXTERNAL RELATIONS**

1. Work with city officials to gain better illumination on the main road, and continue the maintenance upgrades on the main and back roads.
2. Work with city officials/agencies to find the best solution for a garbage collection point outside of and close to Vida’s front gate.
3. Work to strengthen and build new relationships with our neighbors on the Peninsula to improve VDM’s overall security and enable better leveraging of our combined political strength with local and state officials.