

CASE STUDY



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CASE STUDY 154: San Matera The Gardens, Palm Beach, Florida

SITUATION: This community features a large volume of investor-owned residences. Due to improper management, there were no enforceable rules and regulations regarding the leasing of units. Owners were taking it upon themselves to rent units, making it impossible to know exactly who was residing in the community. To compound this confusion, many owners were delinquent on their HOA fees creating serious cash-flow issues.

SOLUTION: The Continental Group was brought in to assess the situation, gain control over the problems and collect the outstanding dollars owed to the association. To begin, a parking decal program was created for owners and tenants. As a result, it was discovered that many tenants had never been approved by the Board to lease their unit. Most of these individuals were paying rent to owners who were in foreclosure and in some cases not paying their HOA fees. New rules and regulations were instituted to ensure only approved tenants were granted residence.

RESULTS: Continental was able to locate and remove tenants unauthorized to live in San Matera The Gardens. Our new programs also helped identify those owners who were not paying HOA fees in a timely manner and collect the monies owed. The result is a community of owners and renters who share a commitment to keeping their home beautiful.