

SIENA OAKS HOMEOWNERS ASSOCIATION

COMMUNITY UPDATE

Spring/Summer 2020

We hope this letter finds you all healthy and staying safe. This is "uncharted territory " that we are all facing, and the Board wants you to know that our community's safety is our highest priority. Your Property Manager & Board of Directors have received many inquiries regarding the reopening of our recreational facilities. Due to CDC, State & Local recommendations and mandates, we are **required** to have both our pool and tennis courts constantly supervised to be compliant. We are monitoring the rules for community recreation facilities and will reopen them as soon as possible.

Another subject everyone should be aware of is that our current contract with Comcast is expiring in October. Members of your Board have been in negotiations with Comcast, as well as other vendors to get the absolute best deal for our community. We have attached a copy of the current Comcast proposal (expires June 15th) for your review. Please note that the new proposal includes internet service as our current contract does not. The Board has scheduled an informational meeting on Tuesday, June 2, 2020 at 4:00 PM where residents will be able to ask questions with a representative from Comcast present. The meeting will be held on-line via an online meeting website. To attend you will need to use the login information provided herein. Also attached is a resident contact form. Please complete the form and return it to the office ASAP.

Here are a few other projects we are currently working on:

- Repairing select street gutters and sidewalk sections (Reserve account funding)
- Trimming the Palms throughout the community
- Updating select areas of landscaping around the clubhouse, main entrance and other common areas. (Reserve account funding)

Stay Safe & Healthy, Your Board of Directors

MEETING LOGIN INFORMATION

You're invited to join a Microsoft Teams meeting.

Video conferencing, screen sharing, and more.

Join with a video conferencing device

31808802@v.comcast.com

Video Conference ID: 1153981475

Or join by phone (audio only)

[+1 267-358-6564](tel:+12673586564),[,550648558#](tel:+1550648558)

Phone Conference ID: 550 648 558#

\$78.95 bulk rate			
\$84.29 bulk rate w/ <u>estimated taxes</u>			
Units:	299	Rate:	\$78.95
Description		Total	
Total All Units:		\$23,606.05	
State Tax:	7.44%	\$1,022.18	
Local Tax:	4.10%	\$563.30	
FCC Fee:		\$11.30	
Estimated Total		\$25,202.83	



7201 North Federal highway
Boca Raton, FL 33487

May 15, 2020

Siena Oaks Homeowners Association, Inc.

100 Siena Oaks Circle West
Palm Beach Gardens, FL 33410
Attention: Dave Blackburn
Via Email: rdbj88@aol.com

RE: Revised Proposal for Siena Oaks

Dear Members of the Board:

Comcast is pleased to present a revised proposal to continue to provide cable television on a bulk basis to the approximately 299 residential units of **Siena Oaks Homeowners Association, Inc.** (the "Association"). It is our intention to conclude a new agreement for bulk services and to replace the existing Services Agreement (the "Agreement").

We are proposing to keep **Digital Starter High Definition** tier of service, upgrade to **DVR service, X1 Platform with Xfinity Blast™ High Speed Internet** for a 6 year term.

All information in this Proposal is confidential and privileged and shall be used solely by the Association and Comcast. All offers are subject to the execution of a definitive standard Comcast form agreement inclusive of Grant of Easement, Exclusive Marketing Support and some terms and conditions which may not have been stated in this proposal.

The provision of new bulk services will commence approximately **90 days** after the Agreement Effective Date.

This offer is valid for **30 days, June 15, 2020**.

Should Comcast and Association not conclude a new agreement, our current Agreement will remain in full force through remainder of its current term; unless otherwise replaced or amended. Also note, this letter does not constitute Comcast's termination of the current Agreement which includes successive two-year term extensions.

Thank you for taking the time to review this proposal. I look forward to going through this proposal with you and accomplishing a mutually satisfactory agreement. I am available at your convenience to meet and discuss any questions or concerns regarding our proposal.

Sincerely,

Samra Wilson

Samra Wilson
Commercial Account Executive/Sales

Cc Brian Flores, bflores@grsmgt.com



***Revised Bulk Proposal
Presented To:***

***SIENA OAKS
HOMEOWNERS ASSOCIATION, INC.***



Presented by:

**Samra Wilson
Commercial Account Executive/Sales**

May 15, 2020

**Comcast Cable
7201 N. Federal Highway
Boca Raton, FL 33487
Office: 561.815.6756
Samra_Wilson@cable.comcast.com**



With the nation's largest high capacity fiber-optic network, Comcast is America's leading cable operator with a fully converged video, voice and data network. The network is "carrier class" which means that it is built with redundant systems that ensure availability, scalability, reliability and uses the industry's most advanced optics/lasers and IP routing technologies. The Comcast hybrid fiber coax (HFC) optical network allows for simultaneous delivery of multiple High Definition streams and Internet speeds of up to 1 Gigabit. In addition, Comcast provides the best High Definition viewing experience via the X1 Operating System with cloud DVR and the world's largest On Demand™ library of content.

Currently a Hybrid Fiber Coax (HFC) network serves your community. The network today can deliver all Comcast products and services including advanced Over The Top (OTT) Video Streaming and High-Speed Broadband. All Comcast XFINITY Communities™ are monitored proactively 24/7. HFC network events are responded to quickly and repaired and replaced as needed. Finally, XFINITY Communities™ networks are upgraded as needed to deliver new XFINITY products and services now and well into the future.

CURRENT BULK VIDEO SERVICES OVERVIEW

Bulk Video - **Digital Starter High Definition** service which includes **Limited Basic, Digital Starter, Limited Basic HD, and Digital Starter HD** tiers of service. This level of service includes more than 90 digital program channels, over 70 High Definition Channels, Interactive Program Guide, access to over 195,000 hours of Channel One Video on Demand programming and 46 audio channels of Music Choice

Equipment	Escalator	Current Bulk Rate
1 High Definition Digital Receiver 2 Digital Adapters	5%	\$44.06 Increasing to \$47.28 10/1/2020 <i>Rate includes Broadcast TV Fee (Not Capped)</i> Retail Rate: \$100.63

CURRENT PENETRATION OF SERVICES

Service	No of Units	Percentage
Digital Preferred	125	42%
Internet	244	82%
Phone	73	24%
DVR	136	45%
X1 Platform /cloud DVR	186/126	62%
Video on Demand Usage		51%
My Account App Usage		36%
Wi-Fi Hotspot Usage		35%
Stream App Usage		14%



PROPOSED BULK SERVICES

Digital Starter High Definition Bulk Video, DVR, X1 Platform, Blast Internet

- VIDEO SERVICES:** Comcast is pleased to offer its **Digital Starter High Definition** service which includes **Limited Basic, Digital Starter, Limited Basic HD, and Digital Starter HD** tiers of service (the "Bulk Video Service") to all 299 residential units of the Association, if needed for the discounted bulk rate options listed below.

This level of service includes more than **90 digital program channels**, over **70 High Definition Channels, Interactive Program Guide**, access to **over 195,000 hours of Channel One Video on Demand programming** and **46 audio channels of Music Choice** (see *Channel listing below*). Based on 100% participation of all residential units.

- HIGH SPEED INTERNET SERVICES:** Includes Comcast's **XFINITY Blast™ High Speed** Internet Service. This High Speed Internet offer provides up to **200 Mbps download and up to 10 Mbps upload speeds** with value-added features that include: 7 email addresses, Norton Security Suite, XFINITY TV Online and ESPN3.com. Based on 100% participation of all residential units.
- EQUIPMENT:** The Bulk video service will include service up to **3 outlets** in each home. Comcast shall provide each resident with **one (1) X1 High Definition Digital Video Recorder, two (2) X1 High Definition Digital Receivers and one (1) Wireless Gateway Modem**, if needed. For residents paying for such equipment, Comcast will adjust the customer's individual bill to reflect equipment being included in the Bulk Service.

4. INITIAL RATE, TERM, ANNUAL INCREASE, COMPENSATION:

Proposed Bulk Rate	Term	Annual Escalator	Compensation
\$78.95 per unit, 62% discount <i>Rate includes <u>capped</u> Broadcast TV Fee</i> Retail Rate: \$209.50	6 year with 2 year auto renewal	4%	\$29,100.00 (\$100/per unit) Payable within 90 days after Agreement is fully executed

- INSTALLATION:** Residents can pick up the digital receivers and wireless gateway for self-installation, have equipment shipped or schedule a professional to drop off equipment.
- COURTESY VIDEO OUTLET:** Comcast shall continue to provide **one (1)** outlet at no charge to Association with **High Definition Digital Adapter** tier of service (the "Video Courtesy Outlet"). **The Courtesy Video Outlet does not replace any services you may be paying for through Comcast Business Services.**
- COURTESY INTERNET OUTLET:** Comcast shall continue to provide **one (1)** outlet at no charge to Association with **residential Xfinity Blast™ High Speed Internet** tier of service (the "Internet Courtesy Outlet"). **The Courtesy Internet Outlet does not replace any services you may be paying for through Comcast Business Services.**
- COMMON AREA WI-FI:** Comcast will provide **one (1) common area Wi-Fi Hotspot** at no to the Association (Site survey required).
- The provision of new bulk services will commence approximately **90 days** after the Agreement Effective Date.
- This offer is valid for 30 days, **June 15, 2020**.

All prices quoted above do not include applicable governmental fees and taxes.



KEY BENEFITS STATEMENT

Customer Service

- **Local Bulk Escalation Team** is available to property management and board members only. If a resident has an unresolved issue, board members or property managers can reach out to the escalation team at **866-367-6452** or by e-mailing **CENFLR-Bulk_Escalation@cable.comcast.com**. The Bulk Escalation Team hours of operation are Monday to Saturday from 9 AM to 6 PM.
- **1-800-Xfinity:** 24/7 telephone support - including 2 Florida call centers in Ft. Myers and Jacksonville.
- **Walk-in Xfinity Stores:** Customers can pay bills, replace or upgrade equipment, without having to make an appointment, 7 days a week.
- **Comcast Customer Central:** An online database containing manuals, tutorials, FAQs and Forum support for any product and billing related issues at XFINITY ONLINE: <http://xfinity.comcast.net/>
- **ONLINE customer support:** <http://customer.comcast.com/help-and-support/>
- **Online chat support:** <https://www.comcastsupport.com/chatentry/>
- **Technicians:** 250 in house technicians in Palm Beach County. Appointments available 7 days per week.
- Video tutorials available on Channel 1, Video on Demand, X1 Help

Advanced Services

- Ancillary Video Tiers: additional video packages available, such as premium, sports and international programming.
- Internet tiers include 25 Mbps, 100 Mbps, 200 Mbps and 300 Mbps and 1 Gigabit in select areas.
- Wireless Gateway: One device for Internet, Phone, and wireless access.
- Video On Demand: over 195,000 choices of Video On Demand content including over 10,000 HD On Demand choices.
- AnyRoom On Demand - Pause any On Demand program and continue in another room (requires digital receiver).
- **X1 Platform DVR** – Voice Remote, Pause, fast forward, rewind, record up to 5 shows while watching a 6th
 - **Netflix** – Comcast now provides customers with access to the **Netflix App** through their Xfinity X1 TV box.
 - **YouTube** – Comcast viewers have quick, easy access to **YouTube's** vast online video collection through their **YouTube** app on the Xfinity X1 digital receiver.
 - **Amazon Prime** – Now available on Xfinity X1! With the addition of Prime Video on X1, you can watch your favorite Amazon original content, along with the full Prime video library - right from your X1 TV Box.
 - **Hulu** – Access is now available on Xfinity Flex and eligible Xfinity X1 customers! Hulu is a popular subscription over-the-top (OTT) video service for streaming TV shows and movies from many broadcast and cable networks and studios.
 - **Peacock** – Access is now available on Xfinity Flex and eligible Xfinity X1 customers! Peacock (Bird is the Word) is NBCUniversal's new streaming service and features more than 15,000 hours of current TV shows and classic favorites like *Law & Order: SVU*, *30 Rock* and *Friday Night Lights*, popular movies like *Jurassic Park*, *E.T.* and *Ray*, and kids programming. Also features timely live and on-demand content across news, sports, reality and late night.
- **Xfinity Branded Applications (Apps):** take your video service with you; available when/where you want, 24/7 (available on computers with Internet access, most smart phones and tablets),
 - **Xfinity Stream App** - X1 Customers: Turn any device into a personal TV screen anywhere in your home. Stream any channel live, watch XFINITY On Demand™ and access your DVR shows on your tablet, smartphone or computer. Plus, you can download your recordings to watch on mobile devices, even when you are offline.
 - **Xfinity My Account App** - Introducing the Xfinity My Account App. Pay your bill, check your connection status, manage your appointments and troubleshoot technical issues. And now you can even request a call back or chat with an expert on Twitter. NO LINES, NO WAITING.
 - **Xfinity TV Remote App** - X1 Customers: With a mere tap, swipe, or shake of your smartphone, you can change channels and browse TV listings with ease. Plus, use voice commands to search for shows, schedule DVR recordings, and even get personalized recommendations.
 - **Xfinity Wi-Fi App** – enables users to quickly locate and connect to over **22 Million** Xfinity Wi-Fi and Cable Wi-Fi hotspots on their mobile devices.
 - **Xfinity Connect App** – Stay connected with the Xfinity Connect app to get the best out of your home phone service at home and on the go. Enjoy unlimited talk and text, Caller ID across multiple screens and Readable Voicemail.
 - **Xfinity Home App**– connect/manage home security settings, alerts and system access remotely.
 - **Xfinity xFi App** – allows customers to personalize their home Wi-Fi network, create a Wi-Fi name and password that's simple to remember, see all devices on your home network, assign devices to profiles for easy management, get alerts if new devices access your network.



3900 Woodlake Blvd, Suite 309, Lake Worth, FL 33463 Tel 561.641.8554 Fax 561.641.9448

HOMEOWNER INFORMATION

Siena Oaks Homeowners Association, Inc.

Homeowner Name: _____

Homeowner Name: _____

Property Address: _____

Mailing Address (if different than Property Address)

c/o: _____

Address: _____

City: _____

State, ZIP: _____

Foreign Address: _____

Email Address: _____

Phone Numbers:

Home: _____ Work: _____ Cell: _____

LEASE INFORMATION: Is the home Leased: ____ yes ____ no

If yes, please provide the tenant information and attach a copy of the current lease agreement

Tenant Name: _____ Tenant Name: _____

Tenant Phone: _____ Tenant Phone: _____

Tenant Email: _____ Tenant Email: _____

At your earliest convenience, please mail, fax or email the completed form to:

3900 Woodlake Blvd, Suite 309, Lake Worth, FL 33463 |

Fax: 561.641.9448 | residentservices@grsmgt.com

Please remember, for easy access to all your community and account information, please register on the GRS Website, www.grsmgt.com. From our website's main page select Residents then Homeowner Login click on Register and follow the prompts.