

Ocean One Waves

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**OCEAN ONE
Condominium Association**
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MESSAGE FROM THE PRESIDENT

Dear fellow residents,

It is now almost two months that we have quarantined ourselves from each other. During what seems forever, our building has been operating under Miami Dade COVID regulations and restrictions. Nevertheless, work on projects and regular maintenance have continued uninterrupted.

Our most important project to date, the Water-proofing and Painting of the building, seems to be coming to a close, with a termination date scheduled for May 30th. What was originally planned to be a yearlong project ended up taking a year and a half to complete and required additional funds beyond the original assessment. This was due to the large amount of unexpected stucco work, hurricane demobilization fees, and additional work such as replacement of doors and louvers.

As we complete this project, we are already embarking on a new one, which although not requiring an assessment, will require your cooperation. In keeping with the Board's policy of transparency and fiscal responsibility, I would like to provide you with as many details as possible:

In May of 2019 the Board and Property Committee began the process of bidding out our bulk cable and internet agreement in anticipation of a July 1, 2020 expiration date of our current agreement with Atlantic Broadband. Our goal was to select a vendor that would install state of the art fiber optic technology which would result in improved internet services and television programming as well as deliver excellent customer service to our residents. Additionally, we wanted a vendor that could integrate the building's security cameras into the system in order to have constant and immediate monitoring throughout the property.

We met with various providers throughout several months and, eventually, around October 2019, we narrowed the bidders down to Atlantic Broadband and Hotwire. After several meetings with both companies, it was decided in December 2019 that the Association would be selecting Hotwire as their new cable/internet pro-



Continued on page 2

President (cont. from page 1)

vider, and contract negotiations began. From December 2019 to March 2020, we were hard at work negotiating the best possible terms with Hotwire with the understanding that the agreement needed to be signed by March in order to allow for enough time for Hotwire to install their infrastructure before the termination of Atlantic Broadband contract July 1, 2020.

In March 2020 this unprecedented pandemic began around the same time that Management sent out an email to all unit owners advising them that Hotwire would begin to access their AC closets to start running their cables from floor to floor. Before that email was sent, the Board ensured that Hotwire would be taking all necessary precautions to keep our residents safe and that was reflected in the message that was sent. The Project was ultimately put on hold not because it was unsafe or not permitted by the city, but because we had several residents who objected to having Hotwire in their unit, and we felt we could honor their wishes by obtaining an extension from Atlantic Broadband.

When the decision to delay the installation was made, we were confident that Atlantic Broadband, given the extraordinary circumstances we were facing, would be reasonable and extend our contract. Nevertheless, had we proceeded with the installation, cable/internet is considered an essential service and legally we were permitted to start the work so long as all social distancing and disinfecting pre-cautions were taken by Hotwire to ensure everyone’s safety. The safety precautions they intended to take included wearing face coverings, booties, gloves, disinfecting any surface that was touched, and only accessing the AC closets (not the unit in its entirety), as per CDC guidelines.

Originally, we were under the impression that Atlantic Broadband would grant us a one-year extension or less. When we reached out to them, that was not the case. We tried various strategies to reason with them which included:

- α. Conducting a teleconference with their vice president where we requested a 2-3 month extension to which they responded with an offer of either an 18 month contract or a month to month retail rate agreement at \$283 per unit, per month (billed to residents directly) as opposed to the \$79 we pay for the same service today.
- β. As we felt that those fees were highly unreasonable, we had our attorney reach out to their attorney to seek a more reasonable compromise, but their response to him remained the same.
- γ. Finally, we reached out to Florida Senator Jason Pizzo to request he speak to them on our behalf, but at this point in

time he has been unsuccessful in obtaining better terms for us.

After all these efforts, it has become patently clear to us that Atlantic Broadband has no intention of helping us during this difficult situation. Instead, they fully intend to leverage this pandemic to either force us into an 18-month agreement or charge our residents \$283 per month until Hotwire can complete their installation.

Given the unethical business practices Atlantic Broadband has displayed, the Board has decided not to enter into any business arrangement with them going forward. Accordingly, the Hotwire installation project must proceed as we have a July 1, 2020 deadline to meet.

Because time is of the essence, we will need your cooperation and understanding so we can complete this project on time. In order to set up the main feeds for each line, Hotwire will require access to every AC closet as this will be where the main cable line runs through. Installation of the main feed for each line takes approximately 2-3 days

Continued on page 3

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President (cont. from page 2)

and is done by either one or two Hotwire technicians. The time spent inside each unit to install the main feed is minimal and intermittent throughout the day. Hotwire will not require access to any other portion of your unit to run their main feed. **For your safety and peace of mind, Hotwire will be observing all CDC safety guidelines and governmental regulation when they access your AC closet. This will include wearing gloves, mask, and booties as well as disinfecting any door handle or surface they may touch.**

The schedule for the main line installations is as follows:

- 5/4, 5/5 and 5/6 - 03
- 5/7, 5/8 and 5/11- 09 line
- 5/12, 5/13 and 5/14 = 05 and 06 lines
- 5/15, 5/18 and 5/19 - 07 and 08 lines
- 5/20, 5/21, 5/22 - 01 and 02 lines
- 5/25, 5/26 and 5/27 - 04 and 10 lines

While we understand some of you may have concerns about letting Hotwire in your unit, this work is legally considered essential work, and the Association is within its full right to access each unit as per Florida Statute 718 section 5(a) and our Condominium Documents Section 11.1(a). Furthermore, Hotwire will be taking every precaution to keep you and their technicians safe throughout the course of this project. This pandemic has lasted longer than anyone could have predicted, and its effects may linger through next year. For this reason, it is imperative that the Board continue its plans to modernize our internet/cable infrastructure through the replacement of outdated technology with new, faster, fiber optic.

NEXT STEPS:

Once a main line feed has been installed, the next step will be for each unit owner to schedule an in-unit installation and activation with Hotwire PRIOR to July 1, 2020. To that end, each of you will be receiving a welcome letter from Hotwire outlining the details of our new agreement and providing information on how your appointment can be scheduled. Once you receive this communication, we ask that you contact Hotwire for an initial consultation and to schedule your appointment as soon as possible.

Unit owners who do not complete their installation appointment by July 1, 2020 will still receive internet and cable services from Atlantic Broadband BUT will be billed individually by Atlantic Broadband at their retail rates, approximately \$283 per month for as long as they choose to postpone Hotwire's installation.

Continued on page 4

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President (cont. from page 3)

If you are not in town:

- α. You may schedule an appointment with Hotwire and the Association will ensure the installation is completed. An Ocean One security rover will be present with the Hotwire technician during installation. We will also remove your Atlantic broadband equipment from your unit and return it. The only thing you will have to do is schedule your appointment with Hotwire and call Atlantic Broadband to cancel your services as of July 1, 2020.
- β. If you want to be home when your cable/internet is installed, you can schedule your installation for after July 1 BUT you **should** contact Atlantic Broadband to cancel your services as of July 1, 2020 AND advise the management office so we can coordinate removal and return of your Atlantic Broadband equipment.
- χ. If you want to be home for your installation AND you need internet service while you are away from your unit to monitor remote devices such as nests thermostats or security cameras, then you should schedule your appointment with Hotwire for a date when you will be in town AND you should call Atlantic Broadband to cancel **ONLY** your cable services. This will significantly reduce the monthly rate from Atlantic Broadband because you will only be paying for internet services until your Hotwire installation has been completed.

WHAT WE NEED FROM YOU:

We ask that all residents please cooperate with our requests throughout this process. While the decision to proceed with this project was a difficult one, we can assure you that the goal of the Board and Management is always to do what is best for the Association

within the confines of the law, all applicable regulations, and the guidelines of the Board’s fiscal responsibility. Our priority continues to be the health and safety of our residents, and, if we felt that this installation would in any way jeopardize that, then we would not consider proceeding. At this point all necessary precautions are being taken by Hotwire for the safety of our residents and all local and federal regulations are being observed. There is nothing to indicate that this project is unsafe.

Respectfully,
Tamara Benson

PS. Unfortunately the pool, public beaches, Spa, and the Gym remain closed as is required by the City of Sunny Isles. We, the Board, have no authority to overturn these regulations. We must wait for the City of Sunny Isles and the County of Miami Dade to lift these restrictions before opening these areas.

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