

# Tower Talk

A Newsletter for the Residents of
**Plaza Del Prado Condominium**

Volume 25 Issue 2 September 2026

**PLAZA DEL PRADO CONDOMINIUM**
18071 Biscayne Blvd, Aventura, FL

**Follow us on Instagram**
*#delpradoonthebay*

**BOARD MEMBERS**

**President**..... Beatriz Allende
**Vice President** ..... Ted Snider
**Treasurer** .....Miguel Montanez
**Secretary**.....Dan Spevack
**Director** .....Michael Labella
**Director** .....Clint Gillete
**Director** .....Marleine Ghabby

**IMPORTANT #'S**

**Office**..... 305-931-5643
**Fax** ..... 305-931-9685
**Front Desk**..... 305-931-3544
**Gatehouse** ..... 305-682-7952
**Security Dispatch** ... 305-395-7150
**Maintenance**..... 305-931-3544
**Del Prado Market**.... 305-974-0058
**Front Gate** ..... 786-852-3551
**Beauty Salon & Spa**... 305-931-3415
**Total Appliance** ..... 954-454-6801
**FiberNow** ..... 1-855-303-4237

**DEL PRADO STAFF / EMAILS**

**Manager** ..... Kip Dugal
*manager@plazadelprado.com*
**Asst. Manager**.....Nicole Kjos
*assistantmanager@plazadelprado.com*
**Front Desk**..... Tisha Chow
*frontdesk@plazadelprado.com*
**Admin Asst.** .....Facundo Efimenco
*admin@plazadelprado.com*
**Rotunda** . *rotunda@plazadelprado.com*

**OFFICE HOURS**

**Monday**..... 8:00am - 4:00pm
**Tues-Thurs** ..... 9:00am - 3:00pm
**Friday**..... 9:00am - 5:00pm
**After Hours Call:** ..... 305-931-3544

**TOWER TALK LIAISON**
**Kip Dugal, Property Manager**
For article submission
*manager@plazadelprado.com*

# MESSAGE FROM THE BOARD OF DIRECTORS AND MANAGEMENT

Projects continue moving forward across Plaza Del Prado. This month, the exterior restoration update is presented tower by tower, together with current information on the ELSS project, garage work, the seawall permit, building services and resident resources.

| PROJECTS | COMMUNITY |
|---|---|
| Exterior restoration by tower | New security company |
| ELSS progress | Elevator information guide |
| West garage coordination | Hot water information guide |
| Seawall permit | Storage and bicycle access |

Work on Plaza Del Prado's major mandated projects continues to advance. While there is no single major milestone to announce this month, steady progress continues across the exterior restoration and Engineered Life Safety System projects, along with several supporting scopes being coordinated in the lower garage.

For this issue, the exterior restoration update is presented tower by tower, giving residents a clearer view of where work has been completed, where crews are currently active, and what remains scheduled. Dates shown for work in progress and upcoming work are projected and may change based on construction progress, field conditions, and weather.

This issue also includes useful information about elevator service, hot water concerns, storage locker assignments, improved bicycle cage access, a simple air conditioning reset option, and the transition to South Florida Security Group. We encourage residents to keep this edition for future reference, particularly the informational guides that may be helpful when common building issues arise.

Owners should also watch for notices regarding several important upcoming Board meetings, including the budget workshop, Special Assessment approval meeting, and annual budget meeting. The budget meeting will include a membership vote related to the capital reserve funding option. If you have not already enrolled in electronic voting, now is a good time to do so. Please contact the Management Office to confirm your enrollment status or for assistance with enrollment.

*Continued on page 2*

## Message from Board & Management *(cont. from page 1)*

Thank you for your continued cooperation and patience as the Association moves these major projects forward while continuing to address the day to day needs of the community.

**Inside This Issue**

- Project Updates and Coordination
- Exterior Restoration by Tower
- Introducing South Florida Security Group
- Bike Cage Access Improvements
- Storage Locker Assignments
- Remote AC Reset Tip
- Understanding Elevator Reliability and Service
- Understanding the Hot Water System and Common Problems

# PROJECT UPDATES

### CONSTRUCTION AND INFRASTRUCTURE PROGRESS

**Exterior Restoration and 40 50 Year Certification**

The exterior restoration project continues making progress throughout the property. This month's detailed update is organized by tower and shows completed work, work in progress and scheduled work. Projected start and completion dates remain subject to change based on construction progress, field conditions and weather.

**Lower Deck West Garage Coordination**

The lower deck west garage painting is still awaiting final scheduling with the painting contractor. At the same time, the Association has established a deadline for the upper deck general contractor and project engineer to correct the areas where water reaches the lower deck during rain. The engineer has advised that the work involves minor corrections along the curbed islands and has issued the repair protocol to the contractor. The Association continues to retain a portion of the contract balance until the corrective work is completed and successfully tested.

**Painting Sequence and Resident Notice**

The newly installed fire plumbing in the lower garage is being painted. LGC, the Association's project management company, will coordinate the sequence of the leak correction work, fire pipe painting, and garage ceiling and column painting, then finalize the combined schedule. Management is already coordinating with affected residents so vehicles can be temporarily relocated. Residents will receive approximately two weeks advance notice before their parking area is affected.

**Engineered Life Safety System**

The ELSS project remains on schedule. In the coming weeks, the contractor will perform the water pressure tests required by the Miami Dade Fire Department before proceeding with connections to the main risers already installed. The fire alarm crew is also continuing installation of the wiring network for the new alarm system.

*Continued on page 3*

B&B CONCEPT DESIGNS
CERTIFIED GENERAL CONTRACTOR
CGC 1530584
Family owned & operated, providing our clients with quality service and work, for over 20 years
CALL US TODAY for a *no obligation assessment and quote* and be sure to mention this ad!
305-322-2652
www.bbconceptdesigns.com
*To us, it's not just about the outcome, it's about the total experience*



## Message from Board & Management *(cont. from page 2)*

### Hallways and Lobby Areas

After the fire line pressure tests and riser connections are completed, work can begin moving into the residential hallways. This anticipated phase includes restoration of affected walls and ceilings. The Board is expected to review contractor bids for the hallway restoration work and appoint a contractor. Additional drywall work required to install sprinkler lines in the garage level lobbies is also progressing. Once the fire plumbing is completed, tested and approved, the general contractor will refinish and paint the ceilings. The second floor main lobbies are included in this scope.

### Seawall Restoration

The seawall permit application continues moving slowly through the Miami Dade County review process. Management and the project team continue following up as the application advances through County review.

## EXTERIOR RESTORATION

### Tower by Tower Construction Progress

Completed work, active work and scheduled work for the North and South Buildings

**Please note** Start and completion dates shown for work in progress and scheduled work are projected dates and are subject to change based on construction progress, field conditions and weather permitting.

### North Tower 1

NORTH TWR 1 8 — COMPLETED / DE-RIGGED

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Mar 31, 2025 | Sep 30, 2025 |
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | Jan 12, 2026 | May 15, 2026 |
| LINE 02 NORTH FACE | | COMPLETED / DE-RIGGED | Jan 12, 2026 | Apr 24, 2026 |
| LINE 03 SOUTH FACE | | COMPLETED / DE-RIGGED | Jul 21, 2025 | Jan 16, 2026 |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | Oct 22, 2025 | Apr 10, 2026 |
| LINE 04 WEST FACE | | COMPLETED / DE-RIGGED | Sep 22, 2025 | Feb 8, 2526 |
| LINE 05 SOUTH FACE | | COMPLETED / DE-RIGGED | Aug 11, 2025 | Feb 13, 2026 |
| LINE 05 WEST FACE | | COMPLETED / DE-RIGGED | Sep 22, 2025 | Feb 20, 2026 |




### North Tower 2

NORTH TWR 2 7 — COMPLETED / DE-RIGGED

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Feb 20, 2025 | Sep 10, 2025 |
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | Jan 12, 2026 | May 25, 2026 |
| LINE 02 | | COMPLETED / DE-RIGGED | Jun 19, 2026 | Jul 29, 2026 |
| LINE 03 | | COMPLETED / DE-RIGGED | | |
| LINE 04 | | COMPLETED / DE-RIGGED | | |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | | |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | | |

## EXTERIOR RESTORATION

### Tower by Tower Construction Progress

### North Tower 3

NORTH TWR 3 7 — COMPLETION UNDERWAY

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Mar 12, 2025 | Aug 5, 2025 |
| LINE 01 NORTH FACE | | WORK IN PROGRESS | Jun 18, 2026 | Oct 12, 2026 |
| LINE 02 | | WORK IN PROGRESS | Jun 15, 2026 | Sep 25, 2026 |
| LINE 03 | | COMPLETED / DE-RIGGED | Sep 3, 2024 | May 12, 2025 |
| LINE 04 | | COMPLETED / DE-RIGGED | | |
| LINE 04 NORTH FACE | | WORK IN PROGRESS | Jul 20, 2026 | Sep 25, 2026 |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | Apr 3, 2026 | Jul 7, 2026 |

### North Tower 4

NORTH TWR 4 8 — COMPLETION UNDERWAY

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Mar 12, 2025 | Jul 8, 2025 |
| LINE 01 NORTH FACE | | WORK IN PROGRESS | Jun 8, 2026 | Oct 12, 2026 |
| LINE 02 NORTH FACE | | WORK IN PROGRESS | Aug 3, 2026 | Oct 27, 2026 |
| LINE 03 SOUTH FACE | | COMPLETED / DE-RIGGED | Mar 20, 2025 | Aug 8, 2025 |
| LINE 04 NORTH FACE | | WORK IN PROGRESS | Sep 14, 2026 | Nov 24, 2026 |
| LINE 04 EAST FACE | | COMPLETED / DE-RIGGED | Feb 27, 2026 | Jun 12, 2026 |
| LINE 05 SOUTH FACE | | COMPLETED / DE-RIGGED | May 5, 2025 | Aug 29, 2025 |
| LINE 05 EAST FACE | | COMPLETED / DE-RIGGED | Feb 27, 2026 | Jun 12, 2026 |

## EXTERIOR RESTORATION

### Tower by Tower Construction Progress

### South Tower 1

SOUTH TWR 1 8 — COMPLETED / DE-RIGGED

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | Sep 26, 2025 | Jan 23, 2026 |
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Feb 23, 2026 | Jun 12, 2026 |
| LINE 02 NORTH FACE | | COMPLETED / DE-RIGGED | Sep 17, 2025 | Jan 9, 2026 |
| LINE 03 SOUTH FACE | | COMPLETED / DE-RIGGED | Feb 9, 2026 | Jul 16, 2026 |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | Oct 28, 2025 | Mar 13, 2026 |
| LINE 04 WEST FACE | | COMPLETED / DE-RIGGED | Dec 16, 2025 | Mar 27, 2026 |
| LINE 05 WEST FACE | | COMPLETED / DE-RIGGED | Dec 22, 2025 | May 8, 2026 |
| LINE 05 SOUTH FACE | | COMPLETED / DE-RIGGED | Jan 26, 2026 | Apr 24, 2026 |

*Continued on page 4*

## Message from Board & Management *(cont. from page 3)*

### South Tower 2

SOUTH TWR 2 6 — COMPLETION UNDERWAY

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | Sep 15, 2025 | Feb 18, 2026 |
| LINE 01 SOUTH FACE | | COMPLETED / DE-RIGGED | Feb 23, 2026 | Jun 12, 2026 |
| LINE 02 | | COMPLETED / DE-RIGGED | Aug 18, 2025 | Jan 16, 2026 |
| LINE 03 | | COMPLETED / DE-RIGGED | Sep 8, 2025 | Dec 26, 2025 |
| LINE 04 | | COMPLETED / DE-RIGGED | Aug 8, 2025 | Nov 14, 2025 |
| LINE 04 SOUTH FACE | | WORK IN PROGRESS | Jun 10, 2026 | Nov 5, 2026 |

## EXTERIOR RESTORATION

### Tower by Tower Construction Progress

### South Tower 3

SOUTH TWR 3 6 — COMPLETION UNDERWAY

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | May 19, 2025 | Jul 25, 2025 |
| LINE 01 SOUTH FACE | | WORK IN PROGRESS | Sep 14, 2026 | Dec 23, 2026 |
| LINE 02 | | COMPLETED / DE-RIGGED | Jul 23, 2025 | Oct 21, 2025 |
| LINE 03 | | WORK IN PROGRESS | Jul 6, 2026 | Oct 20, 2026 |
| LINE 04 | | COMPLETED / DE-RIGGED | Aug 8, 2025 | Nov 18, 2025 |
| LINE 04 SOUTH FACE | | WORK IN PROGRESS | Jul 6, 2026 | Oct 30, 2026 |

### South Tower 4

SOUTH TWR 4 8 — COMPLETION UNDERWAY

| Subitem | Owner | Status | Sart Date | Compl. Date |
|---|---|---|---|---|
| LINE 01 NORTH FACE | | COMPLETED / DE-RIGGED | Apr 28, 2025 | Sep 19, 2025 |
| LINE 01 SOUTH FACE | | WORK IN PROGRESS | Sep 14, 2026 | Dec 29, 2026 |
| LINE 02 NORTH FACE | | COMPLETED / DE-RIGGED | Aug 29, 2024 | Oct 4, 2024 |
| LINE 03 SOUTH FACE | | TENTATIVE SCHEDULE | Sep 28, 2026 | Jan 15, 2027 |
| LINE 04 NORTH FACE | | COMPLETED / DE-RIGGED | Aug 29, 2024 | Apr 9, 2025 |
| LINE 04 EAST FACE | | COMPLETED / DE-RIGGED | Oct 7, 2024 | May 29, 2025 |
| LINE 05 EAST FACE | | COMPLETED / DE-RIGGED | Dec 2, 2024 | Jul 11, 2025 |
| LINE 05 SOUTH FACE | | TENTATIVE SCHEDULE | Nov 9, 2026 | Dec 30, 2026 |

Exterior restoration continues to progress throughout the property.

## NEW SECURITY COMPANY

### *Introducing Our New Security Company*

Beginning September 16, 2026, Plaza Del Prado will transition its security services from St. Moritz Security Services to South Florida Security Group.

The change is intended to strengthen the overall quality, supervision, responsiveness, and accountability of the security services provided to our community. Management and the Board look forward to working with South Florida Security Group to better support the property's security needs and deliver the level of service expected by our residents.

This transition does not reflect negatively on the individual security officers who have served Plaza Del Prado in their respective positions. We recognize and appreciate their service to the community. The decision concerns the overall direction, management, and support of the Association's security program.

## BIKE CAGE ACCESS IMPROVEMENTS

*Easier access for registered bicycle owners*



Illustrative photo • Joe Zlomek / Unsplash

Residents who keep bicycles in the North and South bike cages can now look forward to more convenient access. Both cages, located in the lower garage areas, have been equipped with electronic locks featuring biometric access. Once enrolled by Management, registered bicycle owners will be able to enter without visiting the front desk or waiting for a security rover to unlock the gate when taking out or returning a bicycle.

**A shared space for active use**

This improvement supports the intended purpose of the bike cages: providing a secure, convenient place for residents to keep bicycles they use. We recognize that not everyone rides regularly. However, as noted in previous communications, these shared spaces are not intended for indefinite storage of forgotten bicycles. Some appear to have remained untouched for years, collecting dust and deteriorating.

**Registration and payment must be current**

All bicycles stored in the cages must be registered with Management, and owners must be current with the annual bicycle storage payment. Management will notify registered bicycle owners with instructions for enrolling in biometric self-access.

**Security and future improvements**

The new locks maintain an access log, complemented by security cameras monitoring the cage entrances and exits.

*Continued on page 5*

The views expressed here are not necessarily those of Coastal Group Publications, Inc. (CGP) or its staff. CGP assumes no responsibility for any text or illustrations submitted for publication.

**Message from Board & Management** *(cont. from page 4)*

Management is also exploring the future installation of metered charging points for electric bicycles. Further information will be shared as that proposal develops.

**Please keep your registration current**

Bicycles that have been abandoned or whose storage payments are not current will be subject to removal. Please contact the Management Office if you need to confirm your registration, update your payment status or arrange to remove a bicycle you no longer use.

We ask all bicycle owners to cooperate in keeping these shared facilities secure, orderly and available for active use. We hope the easier access encourages residents to get out and enjoy their bicycles more often.

## STORAGE LOCKER ASSIGNMENTS

*Helping every resident use the correct space*

Every unit at Plaza Del Prado has an assigned storage locker. Management maintains the Association's longstanding assignment list, but over time, some residents have knowingly or unknowingly begun using lockers assigned to other units.

**Contact Management first**



This has led to disputes and instances of residents cutting locks and removing belongings because they believed a locker was theirs. **Please do not cut locks, clear a locker or remove another person's belongings. Contact the Management Office first so staff can verify the assignment and help resolve the issue.**

**Help verify your locker**

Management is reviewing locker use against the official records and addressing discrepancies. A recent email asked all residents to identify the locker they currently use and confirm whether they have belongings stored inside. If you have not yet responded, please provide this information to the Management Office.

*Continued on page 6*



**Gustavo Ortega**
***REALTOR®***
480-550-1817
gustavosellsfl305@gmail.com

***LOCAL EXPERTISE. EXCEPTIONAL RESULTS.***

SELLING
Maximize your property's value.

LEASING
Find the right tenant. Protect your investment.

INVESTING
Smart strategies. Stronger returns.

SCAN TO SEARCH HOMES

South Florida • Costalegre, Mexico
gustavoortega.net

UNITED Realty Group
20803 Biscayne Blvd
Aventura, FL 33180

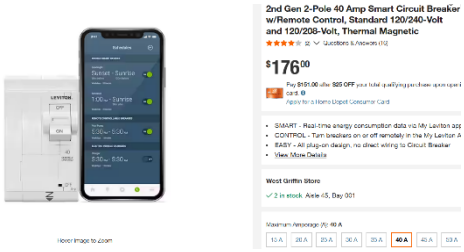
**Message from Board & Management** *(cont. from page 5)*

Each response will be checked against the Association's records, with discrepancies reviewed and corrected as appropriate. Once an assignment is verified, Management will place an official identification tag on the locker.

**A reliable record for the community**

We are committed to completing this project so that owners can use their assigned spaces with confidence and the Association has a reliable record for today and the future. Thank you for helping us keep our shared storage areas orderly and properly assigned.

## REMOTE AC RESET TIP




**TIP:** AC riser shutdowns happen from time to time, when owners need to replace old shutoff valves to their AC unit in the apartment. On other occasions, the AC risers are closed for maintenance and repairs. Each time a shutdown is done, some of the units require a hard reset (from the breaker panel) for the cooling to resume. For ease and convenience, this function can be controlled remotely (Wi-Fi Required). A licensed electrician can install this breaker for you. Here is a link to an electronic breaker interface that can be installed to control your AC's breaker, remotely - https://www.homedepot.com/p/2nd-Gen-2-Pole-40-Amp-Smart-Circuit-Breaker-w-Remote-Control-Standard-120-240-Volt-and-120-208-Volt-Thermal-Magnetic-R15-LB240-STR/327840631

## UNDERSTANDING ELEVATOR RELIABILITY AND SERVICE

An informational guide for Board members, owners, and residents

**The central point**

A qualified maintenance provider can improve preventive maintenance, response time, communication, and repair execution. It cannot guarantee that aging mechanical and electronic equipment will never fail, prevent utility or building related interruptions, or make obsolete parts immediately available.

**Property configuration and operating reality**

Plaza Del Prado has eight residential towers, North 1 through North 4 and South 1 through South 4. Each tower is served by one elevator. Consequently, a shutdown affects the vertical transportation within that tower until the elevator is restored.

The buildings are approximately 56 years old. Elevator components have been repaired, replaced, and updated at different times, so not every component is necessarily original. Nevertheless, the systems include legacy equipment, and some parts are obsolete, discontinued, unsupported, or subject to extended procurement times.

Where building connections permit, residents may use an adjacent tower elevator and the connecting crosswalk or common corridor. This provides an alternate route, but it does not eliminate the inconvenience, especially for residents with mobility limitations, injuries, deliveries, or heavy items.

**What elevator uptime means**

Elevator uptime is the percentage of time an elevator is available for normal operation. High uptime is an appropriate service objective, but continuous operation cannot be guaranteed. An elevator may be unavailable for a short reset, troubleshooting, a safety shutdown, testing, repair, inspection, or an extended parts delay.

A shutdown is not automatically evidence of poor maintenance. Elevators are designed to stop when safety circuits detect an abnormal condition. In many circumstances, taking the elevator out of service is the correct safety response until a licensed mechanic identifies and clears the condition.

**Important distinction**

The proper performance measure is not whether a failure ever occurs. It is whether preventive maintenance is completed, service calls are answered within the agreed time, diagnosis and repairs are competently performed, covered parts are supplied, delays are documented, and recurring problems are properly escalated.

*Continued on page 7*



**Message from Board & Management** *(cont. from page 6)*

**Why elevators may go out of service**

| Cause | What it means |
|---|---|
| **Normal wear** | Brakes, relays, contacts, rollers, door components, ropes, bearings, switches, and electrical parts deteriorate through age and use. |
| **Electronic or controller failure** | A controller board, relay, drive component, position indicator, or other electronic device may fail without a long warning period. |
| **Obsolete parts** | A failed component may no longer be manufactured or supported. A compatible, remanufactured, or specially sourced part may be required. |
| **Sequential diagnosis** | One primary fault can prevent the mechanic from testing the next stage of the system. A secondary failure may become apparent only after the first failed component is replaced. |
| **Door operation** | Door systems perform frequent cycles and are among the most common sources of service interruptions. |
| **Safety devices** | Interlocks, governors, limit switches, and other protective circuits can remove an elevator from service when an unsafe or irregular condition is detected. |
| **External conditions** | Power loss, loss of an electrical phase, voltage fluctuation, water intrusion, excessive heat or humidity, fire alarm interfaces, and other building conditions can interrupt operation. |
| **Misuse or damage** | Forced doors, blocked tracks, vandalism, overloading, or interference with fixtures can cause failures outside the maintenance provider's control. |

## MAINTENANCE, REPAIR, AND MODERNIZATION ARE DIFFERENT

**Preventive maintenance**

Scheduled inspection, cleaning, lubrication, adjustment, testing, and identification of developing conditions. Preventive maintenance reduces risk and can extend equipment life, but it cannot eliminate every unexpected failure.

**Covered repair**

Repair or replacement of components included within the service agreement when failure results from normal usage and wear, subject to the agreement's exclusions and parts availability.

**Modernization or capital replacement**

Modernization and capital replacement are separate projects that may involve replacement or redesign of major elevator systems. These projects require evaluation, scope development, planning, scheduling, procurement, approval, and dedicated funding. They are not automatically included in the Association's regular operating budget or in the elevator service maintenance contract and must be planned and funded separately.

**What a maintenance contract can reasonably provide**

- Defined preventive maintenance visits and tasks.
- Qualified mechanics and round the clock dispatch capability.
- Defined response standards for entrapments and service calls.
- Coverage for specifically listed parts, labor, and eligible overtime work.
- Coordination of required inspections and correction of covered violations.
- Service records, management meetings, shutdown updates, and parts tracking.
- Financial credits or termination rights when measurable service obligations are not met.

**What a maintenance contract cannot reasonably guarantee**

- One hundred percent uptime or the absence of future breakdowns.
- Immediate availability of obsolete, discontinued, or unsupported components.
- Coverage of modernization, redesign, or custom fabrication unless expressly included.
- Prevention of outages caused by utility failures, building power conditions, water, heat, humidity, misuse, or vandalism.
- A permanent repair before the failed component has been diagnosed and obtained.

**What happens during an outage**

1. Management or building personnel confirms the reported condition and places the service call.
2. The elevator is secured out of service when continued operation may be unsafe or unreliable.
3. A licensed elevator mechanic attends, troubleshoots the system, and identifies the repair required.

*Continued on page 8*

**Message from Board & Management** *(cont. from page 7)*

4. If a covered part is available, the mechanic repairs or replaces it and performs the required testing.
5. If a part must be ordered, management requests identification, ordering confirmation, delivery information, and continuing status updates from the provider.
6. After repair, the elevator is tested and returned to service when safe operation is confirmed.

**Examples of conditions that affect restoration time**

For example, a failed drive controller board may prevent a mechanic from completing tests of other parts of the system. After the board is received and installed, continued testing may identify a separate relay or other component failure. The secondary condition may not be conclusively diagnosed until the primary fault has been corrected.

In another example, a utility transformer failure, loss of an electrical phase, or other building power condition may interrupt one or multiple elevators. The elevators may require power restoration, individual resets, testing, and precautionary inspection before being returned to service. A maintenance provider cannot prevent a utility supply failure.

**Reasonable expectations**

- Expect management to report outages promptly and pursue restoration with the service provider.
- Expect the contractor to meet its written response, maintenance, repair, reporting, and inspection obligations.
- Expect some repairs to require more than one visit, especially when diagnosis is sequential or a part must be ordered.
- Expect longer delays when a component is obsolete, discontinued, unsupported, or unavailable locally.
- Do not assume that every shutdown proves neglect or that changing contractors will eliminate equipment failures.
- Recognize that an Association funded onsite spare parts inventory is reasonable preparation based on repair history, recurring failures, and provider recommendations. An elevator contains thousands of parts, boards, relays, and subcomponents, so a breakdown may or may not involve a stocked item. Inventory can reduce downtime when it does, but cannot guarantee quick restoration for every outage.
- Recognize that modernization decisions address long term equipment limitations, while maintenance contracts address ongoing care and repair within a defined scope.

**Balanced expectation**

Management and the service provider should be held accountable for matters within their control. At the same time, expectations must account for the age of the equipment, the safety function of shutdowns, parts availability, external building conditions, and the difference between maintenance and modernization.

**Questions frequently asked**

**Why can an elevator fail shortly after preventive maintenance?** *Preventive maintenance addresses observable conditions and scheduled tasks. An electronic board, relay, contact, or other component can still fail unexpectedly after a maintenance visit.*

**Does a long outage always mean the provider is not responding?** *No. The provider may have responded and diagnosed the failure, but restoration may depend on obtaining a component, completing a repair, discovering a secondary fault, or coordinating specialized technical support.*

**Would a different provider prevent future shutdowns?** *No provider can prevent all failures. A different provider may perform better in response, maintenance, communication,*

*Continued on page 9*




Mobile (786)-277-7355
patrickjaimez@gmail.com
COLDWELL BANKER
GLOBAL LUXURY
Hablo Español/Falo Português
Selling Real Estate for over 20 years!
THINKING OF SELLING OR BUYING?
I CAN HELP. I AM AT YOUR SERVICE.
Get Honest Experienced Help Selling or Buying your Home.
TRUST the advice of a professional.
When it comes to Selling or Buying a home, it is important to trust in a Real Estate Agent who cares about your neighborhood as much as you do. When you are ready to buy or sell give me a call, your local real estate expert.
Call me today for a FREE, no cost obligation, comprehensive market analysis of your property.

**Message from Board & Management** *(cont. from page 8)*

*staffing, or parts sourcing, but the equipment's inherent age and design remain.*

**Why are obsolete parts excluded from service contracts?**
*A provider cannot reasonably guarantee a part that is no longer manufactured or supported. It may locate a compatible or remanufactured part, but the cost and availability must be addressed by the written agreement.*

**What is the long term solution to aging equipment?**
*Planned modernization or capital replacement can reduce dependence on unsupported components and improve reliability, supportability, and parts availability, but it cannot eliminate all future failures.*

## UNDERSTANDING THE HOT WATER SYSTEM AND COMMON PROBLEMS

*An informational guide for owners and residents*

**The central point**
The building supplies and circulates hot water, but the water must still pass through interconnected piping and the plumbing, valves, fixtures, and controls inside individual units. A poor hot water experience may result from a building condition, a condition within one unit, or a cross feed originating in another unit. The location of the symptom must be investigated before the cause can be determined.

**How the system serves the property**
Plaza Del Prado uses a shared hot water distribution system. Heated water is circulated through the building and delivered through vertical plumbing lines that serve multiple units. Each unit then receives that water through its own branch piping, valves, pressure controls, faucets, showers, appliances, and other plumbing components.

Because portions of the system are interconnected, a problem inside one unit can sometimes affect other units on the same line. At the same time, a problem experienced at only one faucet or shower is frequently related to that fixture or the plumbing serving it, rather than to the building supply.

**Why the first impression can be misleading**
When water is not hot enough, takes too long to warm, changes temperature, or has weak flow, it is understandable to assume that the building is not producing hot water. That is one possible cause, but it is not the only cause. The same symptoms can result from a failed mixing valve, a pressure imbalance, a partially closed valve, a clogged aerator or shower component, altered plumbing, or a hot and cold cross feed.

**Important distinction**
Temperature, pressure, and flow are related, but they are not the same problem. Hot water can be available at the building line while a fixture has weak flow, or hot and cold water can mix improperly within a unit and lower the temperature reaching other units.

**Common conditions and what they may indicate**

| Condition | Possible explanation |
|---|---|
| No hot water at every fixture | A building supply or circulation issue, a closed unit supply valve, a unit pressure condition, or a cross feed may be involved. Reports from nearby units help narrow the cause. |
| Problem at one faucet or shower | The aerator, cartridge, mixing valve, shower valve, supply stop, or branch piping serving that fixture may need service. |
| Water starts hot and then turns cool | A mixing component may be failing, cold water may be entering through a cross feed, or system demand and circulation conditions may require investigation. |
| Water temperature changes unexpectedly | Pressure changes, a defective mixing valve, a cross feed, or use of another fixture can disturb the hot and cold balance. |
| Low flow or pressure | A clogged aerator, shower head, cartridge, partially closed valve, pressure reducing valve, or unit piping restriction may be responsible. Low flow alone does not prove that hot water is unavailable. |
| Warm water or warmth rising from a toilet bowl | This is an important warning sign. Hot water may be entering the cold water piping through a cross feed within a unit. |
| Several units on one line are affected | A shared riser or circulation condition is possible, but a cross feed or defective component in one connected unit may also be affecting the line. |
| Many towers or broad areas are affected | A central production, circulation, power, valve, or scheduled building work condition becomes more likely and should be reported immediately. |

*Continued on page 10*

**Message from Board & Management** *(cont. from page 9)*

**Water pressure concerns and who to contact**

A water pressure problem isolated to one unit or one fixture generally does not indicate a failure of the building's water supply system. A building related supply problem would ordinarily affect multiple units connected to the same riser, tower, building, or common equipment.

Building Maintenance cannot increase or correct water pressure within an individual unit when the cause is a clogged aerator, restricted cartridge, defective mixing valve, partially closed valve, pressure reducing valve, or another component within the unit.

Unless Management has issued a notice confirming a building water supply problem, residents experiencing low pressure, restricted flow, or inconsistent fixture performance should place a service call directly with Total Appliance at 305 949 0325.

There is no charge for the initial service visit under the Association's service contract. Many common repairs or component replacements may also be covered, depending on the cause and the terms of the contract. If the required repair is not covered, the service visit will still help identify the problem and explain what the resident or unit owner must do to correct it.

**Total Appliance service**

**305 949 0325** Call Total Appliance for low pressure, restricted flow, or inconsistent fixture performance unless Management has issued notice of a building water supply problem. There is no charge for the initial service visit under the Association's contract.

**Why plumbing symptoms may appear after a water shutdown**

Plaza Del Prado is an older property, and the majority of the building's plumbing risers are original or have been in service for many years. Over time, mineral deposits and sediment can accumulate along the interior surfaces of the piping.

When a riser or building water supply is shut down and restored, the change in pressure and water movement can disturb small amounts of existing sediment. Fine particles may then travel into individual units and restrict faucet aerators, shower heads, cartridges, mixing valves, or other plumbing components.

Therefore, when a resident reports that a pressure or temperature problem began immediately after a water shutdown, the timing may be relevant. However, it does not necessarily mean that the building equipment is malfunctioning. The shutdown may have disturbed existing deposits that subsequently affected a fixture or component inside the unit.

Future water shutdowns will occasionally be necessary for repairs, inspections, and building projects. Although Management and the contractors take reasonable precautions, minor sediment disturbance cannot always be prevented when water service is restored in an older plumbing system.

The Association addresses common piping replacement and repairs in phases, based on project planning, observed conditions, and identified needs. When a fixture problem develops after a shutdown, the practical solution is to inspect and clean or replace the affected aerator, cartridge, mixing valve, or other unit component.

**What a hot and cold cross feed is**

A cross feed occurs when hot and cold water connect or mix where they should remain separated. The pressure on one side can push water into the other side. Because the building piping serves multiple units, the effect may travel beyond the unit where the defective or altered plumbing is located.

The building's plumbing specialist has advised that this mixing occurs through single handle plumbing fixtures, including single handle shower valves, bathroom faucets, and kitchen faucets. When a cartridge or internal check valve fails, hot water can enter the cold water line, or cold water can enter the hot water line. A cartridge or check valve may fail through age or may begin causing a problem following an individual riser shutdown.

A cross feed can also be created during unit remodeling. For example, a plumber may install the body of a new single handle shower valve before the walls and tile are completed, while leaving the cartridge out until the faucet trim is installed. Without the cartridge in place, the unfinished valve can leave a connection between the hot and cold water lines and affect other units on the same plumbing line.

The unit creating the cross feed may not experience the most obvious symptom. When a mix develops, Management may need to determine whether remodeling is underway in the tower and arrange inspection of units on the affected line.

**Why access to units is sometimes necessary**

When multiple units on a plumbing line report similar symptoms, Management may need to inspect units above

*Continued on page 11*

**Message from Board & Management** *(cont. from page 10)*

and below the reported location. The investigation may include checking temperatures, operating or isolating valves, inspecting fixtures, and determining whether closing a particular unit valve changes conditions elsewhere.

If access cannot be obtained, the investigation may remain incomplete. A source cannot always be identified from the affected unit alone, particularly when the actual cross feed is located in another unit.

**How Management investigates a report**

1. Upon receiving a report, Management and Building Maintenance first check the building's common hot water system in the boiler room to confirm that the equipment is operating and that hot water is being produced and circulated.
2. Management checks whether other units, the same plumbing line, a tower, or a broader area are reporting the same condition.
3. Building personnel then reviews the resident's information, including the fixtures affected, the time and duration of the condition, whether it is constant or intermittent, and the temperature and flow observed where access is available.
4. If the pattern suggests a shared line problem or cross feed, connected units may be inspected and valves may be temporarily isolated to locate the source.
5. When the source is within a unit, the owner is notified to retain a licensed plumber and complete the necessary repair.
6. After corrective work or adjustment, the affected locations are retested and residents may be asked to continue monitoring the condition.

**What residents should check and report**

- Check more than one fixture. Note whether the problem affects the kitchen, both bathrooms, or only one faucet or shower.
- Allow the water to run for a reasonable period and note whether it becomes hot, remains warm, or changes temperature.
- Compare temperature with flow. Report whether the flow is normal, weak, or restricted.
- Check the toilet bowl for unusual warmth or warm air rising from the bowl. Report this even if it occurs intermittently.
- Note the date, time, duration, affected fixture, and whether neighbors are experiencing the same condition.
- Report recent plumbing work, a new faucet or shower valve, appliance installation, valve adjustment, or other change within the unit.
- Provide access when requested. Access to connected units may be essential to locate a cross feed or shared line condition.

**Building responsibility and unit responsibility**

| Area | Typical responsibility |
|---|---|
| Building equipment and common distribution | The Association investigates and maintains common hot water production, circulation equipment, common piping, and common valves within its responsibility. |
| Plumbing and components inside a unit | The unit owner is generally responsible for maintaining and repairing unit fixtures, cartridges, mixing valves, branch piping, appliances, pressure controls, and alterations serving the unit, subject to the condominium documents and the facts of the condition. |
| Diagnosis involving both areas | Management may coordinate initial investigation because a unit component can affect the shared system. Responsibility for the repair is determined after the source and applicable governing responsibility are identified. |

**Actions that can make the problem worse**

- Reopening a valve that building personnel temporarily closed to isolate a suspected cross feed.
- Installing or altering plumbing without required approval, permits, or a qualified plumber.
- Assuming that a single fixture problem proves a building wide failure and delaying inspection of the unit fixture.
- Failing to report intermittent symptoms, especially warmth at a toilet or unexpected temperature changes.
- Refusing or delaying access when other connected units are also affected.

**Questions frequently asked**

**If my shower is not hot, does that mean the building has no hot water?** *Not necessarily. If other fixtures in the unit have hot water, the shower cartridge, mixing valve, flow restriction, or local plumbing is more likely. Testing several fixtures helps distinguish the cause.*

**Can one unit really affect other units?** *Yes. A failed or improperly connected component can allow hot and cold water to cross between shared lines. The source may be in one unit while the clearest symptoms appear elsewhere.*

**Why does Management need access to units that are not complaining?** *The source of a cross feed may not be in the unit reporting the problem. Access to units on the connected line allows personnel to isolate valves and determine where the condition changes.*

*Continued on page 12*

**Message from Board & Management** *(cont. from page 11)*

**Why would water pressure be low if hot water is available?** *A clogged aerator, shower head, cartridge, partially closed valve, pressure reducing valve, or piping restriction can reduce flow. Removing or servicing the restriction may restore flow without any change to the building hot water supply.*

**Why does the issue sometimes come and go?** *A cross feed or mixing problem can change when fixtures are used, pressures shift, or a defective component moves between positions. Intermittent conditions are still important and should be reported with the time and location.*

**What should I do after plumbing work in my unit?** *Use a properly licensed contractor, obtain required approvals and permits, confirm that hot and cold lines and valves are correctly connected, and promptly report any new temperature or pressure problem.*

| | |
|---|---|
| **Balanced expectation** | Management should promptly investigate building equipment and patterns affecting multiple units. Owners should maintain unit plumbing, provide access, disclose recent plumbing work, and correct defective components within their responsibility. Accurate reporting and cooperation are often the fastest way to determine whether the cause is in the common system, the affected unit, or another connected unit. |

## Social Committee Events

Upcoming Events:
September 23rd 7pm-9pm Bingo
October 3rd-4th 9am-5pm Garage Sale
October 28th 7PM-9PM Bingo
October 31st Kid's Halloween Party




NO JOB TOO SMALL
SATISFACTION AND QUALITY GUARANTEED





YOUR FULL SERVICE CONTRACTOR SINCE 1980
- Condo Specialists
- Kitchens & Bathrooms
- Cabinets & Countertops (New & Resurfaced)
- Garage Conversions
- Room Additions
- Interior & Exterior Painting (Our Specialty)

DIAMOND REMODELERS
305-865-9005
Call Today for your
FREE ESTIMATE
Serving Miami-Dade & Broward

Condo Specialists
www.DIAMONDREMODELERS.com
Special Discounts will be applied for mentioning this ad.
Jeffrey Diamond Lic# CC94BS00437 | Anthony Lasorsa Lic# CGC031497

Published monthly at no cost for Del Prado Condominium by Coastal Group Publications, Inc. Contact CGP at 305- 981-3503 or www.cgpnewsletters.com to advertise in one of our newsletters or to get a free newsletter for your property.