

Constance R. Lang (Connie), PCAM, BSICS
5931 Guarino Dr.
Sarasota, FL 34238
850-598-5009
Lang.Constance@gmail.com

8/22/13

Ms. Sandi Bolser, City Clerk
City of Bunnell
1769 E. Moody Blvd.
Bunnell, FL 32110
sbolser@bunnellcity.us

Re: City Manager, Bunnell, FL

Dear Ms. Bolser:

I submit my resume with regard to the opportunity to be the City Manager of Bunnell, Florida. Currently, I am the General Manager of Pelican Cove Condominium Association in Sarasota, one of the largest condominium associations in Florida and the recent winner of the 2012 Florida Condominium Community of the Year Award, awarded by the Florida Community Association Journal (FLCAJ). I was previously employed as the Director of Association Management for Waterstone Resorts & Vacation Homes, managing five resorts in the Destin-Panama City Beach area of Florida. I hold the PCAM, CMCA, AMS, FLCAM, and FLRE designations and I have had a successful eleven-year career in association management. Prior to my career in association management, I worked in the computer technology business after graduating with honor from Georgia Tech with a Bachelor of Science in Information and Computer Science degree.

I have enjoyed my career in association management and am ready to transition into city management for a small-to-mid-sized city. As a part of my prior responsibilities with my management positions, I have worked with and for developers, representing developers in transactions with vendors, attorneys, engineers, the State of Florida, and homeowners and representing homeowners with regard to issues with developers, including construction defects. I have managed transitions in governance from developer control to homeowner control. Also, as a part of my current and prior responsibilities, I have interfaced with city and county government officials and have represented the interests of my associations to those officials. I have managed projects to install caution lights at dangerous crosswalks, to install county-constructed street signs in new developments, and to rebuild beachfronts destroyed by storms. I have recently represented Pelican Cove Condominium Association at a Sarasota County Commission Meeting with regard to a redevelopment plan for a neighboring plaza and at a Sarasota County Planning Meeting with regard to a rezone request for a commercial parcel

within a mile of Pelican Cove and am representing Pelican Cove with regard to a rezone request for a 50-acre parcel adjacent to Pelican Cove. All of these representations involved holding Town Hall Meetings with the residents of Pelican Cove to inform them of these planned projects and to receive feedback. As well, I documented the planned projects in newsletters to inform the residents.

I was intrigued to read about the Bunnell opportunity as it seems to be a perfect match for my skill set. I currently live in Sarasota but am single and am able to relocate. I believe in no-surprises management which has been a successful management method with the Board of Directors at Pelican Cove and with boards with whom I have previously worked. I believe in giving back to the employees by guiding their growth and I believe in working with neighboring communities to improve the area for the future. I believe in strategic planning so that the community surveys its residents and prepares goals and action plans to outline a path for the future.

My reputation is my most valuable asset and I manage with the understanding that the employees and the committee members and the board members are aware of my high expectations in this regard. I believe that the single most important goal I have as a community leader is to ensure that the physical and financial assets of the community are well-maintained and improve with time.

I have managed twenty-five associations, all of them located in Florida. These properties are described in my resume. The largest of these properties is Pelican Cove which includes 731 condominium units on 75 acres. The current budget of Pelican Cove is \$4.8M, the number of staff persons is 40, and the number of board members is 9. I managed Seacrest Beach II in the Florida Panhandle which is a beachfront 502-unit Property Owners Association consisting of multi-million-dollar homes and condominium units. I managed portions of Gulf Place Town Center which is a beachfront commercial/residential town center that includes a large amphitheater surrounded by approximately 30 commercial businesses and approximately 200 residences that include homes and condominiums. I managed Calypso Towers and Beach Resort which is a beachfront 400-unit twin tower resort in Panama City Beach.

I look forward to meeting with the city commissioners to discuss this opportunity in more detail.

Sincerely,

Constance Lang, PCAM, CMCA, AMS, FLCAM, FLRE, BSICS



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CAREER OBJECTIVE

I would like to use my experience managing twenty-five various upscale associations in Florida that have included large-scale homeowner associations and condominium associations and my experience as Director of Association Management and my experience as the General Manager of one of the largest condominium associations in Florida, voted the 2012 Florida Condominium Community of Excellence by the Florida Community Association Journal, to become the City Manager of a small-to-mid-sized city. As a part of my responsibilities in these management positions, I have worked with and for developers, have worked with city and county officials, and have presented at county commission meetings and have attended planning commission meetings.

CAM LICENSES

PCAM	2010	Professional Community Association Manager
AMS	2007	Association Management Specialist
CMCA	2007	Certified Manager of Community Associations
CAM	2003	Florida Community Association Manager

CAI AND COUNTY COURSEWORK

M203	3/06	Community Leadership
M205	8/06	Risk Management
M100	3/07	Essentials of Community Association Mgt.
M201	11/07	Facilities Management
M202	4/08	Association Communications
M206	8/08	Financial Management

M204	8/09	Community Governance
PCAM Case Study	2/10	Atlanta, Georgia
M340	8/10	Managing the Large-Scale Association, Admiral's Cove, Jupiter, FL
M350	9/12	Manager and the Law, St. Petersburg, FL
Sarasota County CERT	6/12	Community Emergency Response Training
M300	7/13	Ethics and the Community Manager
CAI-Certified Continuing Education Courses		Ongoing

OTHER PERTINENT EDUCATION

Florida Real Estate Salesperson License	2003	Current but Inactive
Georgia Institute of Technology	1977	Bachelor of Science in Information & Computer Science with Honor
Westover High School	1973	Graduated as Salutatorian (2/301)

CAM EXPERIENCE

2/11 – Present	Pelican Cove Condominium Assoc	General Manager
7/08 – 10/10	Waterstone Resorts	Director of Association Management & Calypso Towers Resort Community Association Manager
7/06 – 7/08	The Association Office	Portfolio Manager / Scenic Hwy. 30A COAs & HOAs
5/05 – 6/06	The Association Office	Seacrest Beach Branch Manager / Resort Manager
2/03 – 8/04	Dune-Allen Realty	Portfolio Manager / Scenic Hwy. 30A COAs & HOAs

BOARD OF DIRECTORS EXPERIENCE

2007	Pointe of View Condominium Owners' Assoc.	Board Member
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COMPUTER INDUSTRY EXPERIENCE

1986 - 1988	Data General Corp.	Sales & Marketing Representative
1983 - 1985	Data General Corp.	Area Systems Engineer
1977 - 1983	Georgia Tech	Research Scientist II

CAM EXPERIENCE DETAILS

2/11 – Present General Manager, Pelican Cove Condominium Association

I am employed as the General Manager by the nine-person Board of Directors at one of the largest condominium associations in the state of Florida. Pelican Cove was awarded the 2012 Florida Condominium Community of Excellence by the Florida Community Association Journal. Pelican Cove also won the 2012 Disaster Preparedness Initiatives Award in the Large Communities Category. Pelican Cove has previously won the Florida-friendly Landscaping Award, the Environmental Award, and the Water and Energy Conservation Award. Pelican Cove is situated on 75 heavily forested acres with several miles of shoreline on Little Sarasota Bay, directly across the bay from Casey Key. The property includes 731 living units in 71 association-owned buildings, 6 swimming pools, 4 tennis courts, 3 clubhouses that include rental units and rental facilities, an 86-slip marina, 3 kayak/canoe storage sites and launch ramps, a gatehouse, a maintenance shop area, and many wooden and shell walking paths.

As the General Manager, I manage a staff of 40 persons that includes carpenters, painters, plumbers, an electrician, housekeepers, a pest control specialist, a pool service person, grounds persons, an irrigation specialist, gatehouse attendants, front desk agents, an administrator, and a business administrator. The staff coordinates the many activities of the thirteen standing committees, the many board-recognized groups, the Pelican Cove University, and the nine directors on the board. The infrastructure is thirty-two years old and so the staff continually maintains and repairs the condominium and clubhouse buildings, water pipes, sewer stack pipes, rotten or termite-infested wood, exterior lights, roads, signs, boardwalks, pool liners and equipment, and tennis court surfaces and equipment. The property includes 10,000 trees and so the staff routinely replaces unhealthy or invasive trees with healthy trees. The Pelican Cove annual budget is approximately \$4.8M.

7/08 – 10/10 Director of Association Management / Calypso Towers Resort Community Association Manager, Waterstone Resorts

I was employed by Waterstone Resorts as the Director of Association Management and as the Association Manager of Calypso Towers Resort Community Association, which is located in Panama City Beach, Florida. During my tenure with Waterstone, I reported directly to the President of Waterstone Resorts. I directly managed the 400-unit, twin-tower, multi-condominium Calypso Resort and I managed several association managers who managed the other Waterstone Resorts associations. Those associations included two other beachfront high-

rise condominium resorts in Panama City Beach, a resort HOA in Seagrove Beach, Florida, and a condominium complex in Destin, Florida.

At the Calypso Resort, I managed a full-time staff of twenty to thirty persons, depending upon the season. As well, I interacted on a daily basis with the Developer, the Board of Directors, the owners, the vendors, the association attorneys, the association accountant, the association auditor, the association investment firm, and the association insurance agency. I also supervised various committees including a Budget Committee, a Turnover Committee, a Capital Improvements Committee, a Communications Committee, and an Operations and Maintenance Committee. The Calypso Owners' Association underwent Turnover from the Developer to the Owners in July, 2009.

The Consolidated Budget of the Calypso was a \$2.4 M budget.

7/06 – 7/08 Portfolio Manager, The Association Office

I worked at Gulf Place, a town center along Scenic Highway 30A in South Walton County, as a Portfolio Manager, reporting directly to the owner of the company, managing one condominium association, seven homeowner associations including a master homeowner association, and a number of commercial businesses located in the Gulf Place Town Center. Gulf Place is a seaside town resort complex that includes approximately ten condominiums, housing both commercial and residential properties. Gulf Place hosted an annual Jazz Festival in its amphitheater, drawing 5000 patrons and I participated in the planning and hosting of that event.

I prepared the annual budgets, managed the owners' meetings and the board meetings, levied special assessments, managed collections, managed the processing of liens and foreclosures, managed the duties of a bookkeeper who received payments, paid vendors, and reconciled the books using Quickbooks, prepared a complete set of monthly financial reports and provided an interpretation of them, managed the maintenance of the common properties, managed the improvements of the common properties, managed risk management, and managed the Design Review Boards for the properties. Amenities of the properties included pool complexes, hot tubs, fountains, lakes, beach boardwalks, guard shacks, courtesy patrol services, post office buildings, golf carts, golf cart cabanas, outdoor fireplace cabanas, pedestrian bridges, boat docks, walking trails, vehicular gates, paver roads, amphitheaters, sidewalks, tree wells, and a tower.

5/05 – 6/06 Seacrest Beach Large-Scale Manager & Branch Manager, The Association Office

I managed the satellite office of The Association Office at Seacrest Beach II, a property of a combination of 502 lots and condominium units in South Walton County, Florida. The amenities of Seacrest Beach include a 12,000 square foot lagoon pool complex, an amphitheater, tram service, garbage management, beach access on the south side of Scenic Highway 30A, paver roads, palm tree wells, gravel parking bays, walking paths, design review, and construction management.

As the Seacrest Beach Branch Manager, I reported directly to the owner of the company. I was responsible for an office that included a bookkeeper, a construction manager, two Community Association Managers, a maintenance staff, a pool staff, a landscaping staff, tram drivers, common area cleaners, and garbage handlers.

While at the Seacrest Beach office, I managed the Seacrest Beach Master HOA, the Seacrest Beach Design Review Board, the Villas at Seacrest Beach Condominium Owners' Association, the Sable Pointe East Condominium Owners' Association, the Sable Pointe West Condominium Owners' Association, the Villa del Sol Condominium Owners' Association, and the Seacrest Beach Lagoon Complex. The Consolidated Budget of the Master Association was between \$2M and \$3M.

3/03 – 11/04 Portfolio Manager, Dune-Allen Realty

I worked with Dune-Allen Realty, in South Walton County, Florida, as the company's only Community Association Manager, reporting directly to the President of the company. I managed the homeowner associations of twelve beachfront condominium and homeowner associations. The associations varied in size from an association with five exclusive units to an association with fifty units. I prepared the annual budgets, managed the owners' meetings and the board meetings, levied special assessments, managed the duties of a bookkeeper, hired and managed three on-site property managers, negotiated the contracts and services of many vendors, managed risk management, and interfaced with attorneys and accountants. I prepared monthly financial reports for the associations using Quickbooks and Excel. I also managed the preparations for hurricanes and repairs after hurricanes. The total of the operating budgets for the associations was approximately \$1M. I actively managed a \$2 Million renovation at White Cliffs Condominium on Highway 30A and I was heavily involved with extensive litigation that occurred at the Inn at Blue Mountain Beach on Highway 30A.

As the only Community Association Manager for Dune-Allen Realty, I worked alongside the President and the Rental Manager of the company, providing counseling for the main focus of the fifty-year-old company, the vacation short-term rental business in South Walton County.

Other Pertinent Information

I am single and have two puppies. I bicycle, boat, play tennis and golf, and ride horses. In years past, I played competitive tennis. My son graduated from college two years ago and works in the Florida Panhandle.

