

## President's letter

Happy Memorial Day to all of you! I know many of you are looking forward to enjoying the holiday at the 9400. The staff has been working hard to get the building ready for the upcoming season. Warmer weather is finally here and hopefully we will get a break with the rain. The rain unfortunately has had the 9400-team stalled with certain projects however we were able to finish the parking lot sealcoat and the pool should be open by the end of the week just in time for the holiday.

Please park in your assigned parking space! If you are not using your condo and your space is open please let Jamie know so that we can rent the space to help with expenses in the building.

Ken gave a report on various roof estimates and is waiting for final bids so that the board can decide on the contractor for roof replacement. The most recent structural analysis of the pool deck shows more deficiencies this previously noted. The board has approved a more intrusive sampling to better determine what needed repairs will be as well as the cost for the repairs. Procoat will start up again in the fall with completing the work on the 5 stack and then starting on the 2 and 3 stacks.

We have pool staff starting so please be diligent in providing pool tags when asked. The staff will monitor all guests on the pool deck to ensure that it is only being used by the owners and renters in the 9400 building.

A Memorial Day party will be held and it is being catered by OC Kabobs. The cost for those who have signed up is \$10.00 per person and you can pay in the office.

Marc Custodio, owner of Coins came to the board meeting to discuss the potential Tiki bar. Due to city regulations we were informed that we must provide indoor seating to proceed with the city licenses. The board will continue to investigate this potential venture however a survey will be sent to owners in the near future please fill it out so that we can establish owner interest in proceeding. It will be at least 2 years in order to plan, build, and open a Tiki bar all of which is still dependent on the structural load of the pool deck. More to come later on this.

Please note if you require the staff to open doors, turn on water or water heaters for your guest there will be a \$80.00 charge to the owner. We have had an increase in owners renting independently or using rental companies that do not provide information or support for their renters.

Steve Halliday our communications/wifi/cable chair has the following report to share:

### ***Cable***

Unit 1404 had error messages on all 3 boxes every week they visited their unit. They had to have Comcast continuously push a refresh.

- Technician identified the issue to be the main box in the dining room

- Cable box was dropped from Comcasts network. Technician was not sure why.
- Cable box had refresh issues during trouble shooting activities.
- A new cable box was installed in the dining room and it appears issue was resolved.

## **Internet**

### Comcast Fiber project

- Construction is completed on the 9400 side.
- Comcast will configure the system on their side over the next 14 Calendar days
- Cutover scheduled for **Wednesday June 5, 2024**.
- Owners will experience intermittent outages during the conversion activity
- Duration is expected for 1-4 hours
- Once the fiber is confirmed operational, Comcast will need to be notified by 9400 to disable the previous internet coaxial infrastructure to eliminate future billing. This needs to be completed **before June 10<sup>th</sup>**.

### Owners' concerns

- **Unit 304 (resolved)** - Owners experiencing an issue with 1 Company issued laptop after the router was installed:
  - After conducting trouble shooting activities, it was discovered that the VPN (virtual private network) from their Company laptop was blocking the router.
  - The Company reconfigured the VPN setup to allow the router and it now works.
- **Coastal (resolved)** – Coastal was experiencing issues with their phones using VoIP (Voice over Internet Protocol) on the 9400 wireless internet.
  - Owner was utilizing their own router / setup/ provider to manage phones, PC and Web cam.
  - Landmark installed 2 additional Ethernet Ports to allow the devices to connect directly to the internet rather than utilizing the WIFI.
- **1906 (still open)** - Unit 1906 is connected to WIFI with a router but tv is buffering. Owner communicated that they have to reset the box every few hours or so.
  - 4/07/2024 - Landmark monitored the router on the network. It was dropping and then showed three different network IP addresses when it reconnected. On the system side they changed it from DHCP to a static IP. Router appears to be error free with the assigned IP address.
  - 4/17/2024 – Landmark did onsite trouble shooting activities at owners' request with owners' approval.

- Landmark utilized their own TV to test the WIFI to eliminate any equipment related issues. TV connected to the router and played for over 6 hours without dropping or buffering.
- The owner's TV in 1906 was connected to the router with a patch cable to eliminate the WIFI. No dropping or buffering issues were encountered on ABC news during the monitoring process - over 6 hours.
- Landmark could not review the router administrative settings because owner could not supply the admin password delivered with the unit at installation. This will be needed if the router has to be reset to the factory settings in the future.
- Board member notified owner that he needs to contact Landmark immediately when the issue arises so they can work with him to determine the root cause. Unless the owner can replicate the issue, it will be very difficult to resolve. Owner was supplied Landmark support individuals direct contact information.

**Real Estate:** one unit in the building for sale. You have one of the most sought-after properties in Ocean City!

Coastal states it has been a slow start to the rental season across Ocean City, they anticipate that as the weather improves the rentals will happen.

**Elections:** there will be two board positions open in the coming year. If you are interested in finding out more about what it is like to serve on the 9400 Board please feel free to talk with any of the board members.

**Security:** we currently have Wayne covering weekend security and full-time coverage for the building will begin on 5/29/24. The number to reach security should you have any issues is as follows:

**202-696-9131**

**Insurance:** is expected to increase by 30% in the coming year!

**Bylaws:** Ms. Bishop informed the board that the state legislature has passed some new regulations regarding condos that will require board members to take a certification course to ensure proper governance of the building. They are still working out the details and we hope to gather more information in the near future.

A survey will be sent out in the next few weeks so please respond to it and share your thoughts. We will be looking for volunteers for Social, aesthetics, and other committees that owners have requested to be a part of.

There is a lot going on in Ocean City and a lot going on within the 9400 building. We hope that you are able to enjoy your condos and some much-needed warm weather.

As always please feel to reach out to any board member with issues, concerns, questions or ideas. We value your input!

Barb Nalley

President 9400 Condo Association