



NEWS & UPDATES



NEW PARKING PASS PROGRAM:

We are excited to announce a new digital parking pass program that will be coming to Majestic Beach Resort in 2024. As discussed, at the past several board meetings, the

Association has been working with a software and gate equipment company to digitize the parking pass system. Beginning January 1, 2024, the Association will no longer utilize the hanging parking passes and will instead move to a system that will provide entry access via a guest registration system. In the coming weeks both owners and rental management companies will be receiving further details, including video tutorials and technical support information, on the setup and operational instructions of the new system. Owners and rental companies will be required to setup their units in the new system. Once setup, owners will be able to register for a digital decal for their personal vehicles. For rental guests,

once the owner or rental management company confirms the booking for the guests, they will be able to send a registration link to the rental guest. The rental guest will then register their vehicle(s), including make/model and color of the vehicle, license plate information, and contact phone number. The guest will then pay online for the digital parking pass. The cost, per pass, will be \$40 plus the processing fee, which is currently \$1.46. Upon completion of the registration process, the guest will receive an email confirmation. Once the guests arrive they will simply pull up to the gate and a license plate reader will provide access to the registered vehicle. While we realize there will be plenty of questions, we will provide multiple opportunities to help answer your questions as we move through this process over the next couple of months. However, here is a brief Q & A, along with benefits of the new program:

Q: How will I get access to the system?

A: In the coming weeks rental management companies and owners will be receiving emails requiring unit setup. We will provide tutorials, including video instructions on how to setup your account and unit(s). We will also be offering multiple Q&A sessions and help desk links and phone numbers to provide assistance.

Q: Will I still need to purchase passes through Owner Services?

A: Between now and the end of 2023, the hanging parking passes will still be used. Be sure to only purchase enough passes for your guests arriving through December 31, 2023. The new parking pass registration system will be required for all guests who will be staying January 1, 2024 and beyond. Through the new registration system, you will no longer need to purchase passes through Owner Services. You will no longer need to worry about whether or not your housekeeper or rental company left a pass for your rental guests. Guest, through the

pre-registration program, should already have their digital pass prior to arrival. Their digital pass will be good only for the dates of their stay.

Q: What about guests who check in prior to January 1st, but are not checking out until after January 1st?

A: The guests will still need the hanging pass in December. Additionally, the owner or rental management company will need to register them if they are not checking out until after January 1st. However, there will not be a charge for these digital passes as they will have already paid for the hanging pass.

Q: What do I need to do with the hanging parking passes I have already purchased?

A: The hanging passes will still be used through December 31, 2023. Any left over, unused passes, can be returned to Owner Services beginning January 1, 2024 until February 28, 2024. A credit will be applied to your association owner account for all unused passes. All unused passes will need to be turned in no later than February 28, 2024 in order to receive a credit.

Q: What do I need to do for reservations that have already booked for 2024?

A: We understand that for every owner and management company there may be 100 different methods on how you charge your guests for the current parking passes. Some build the parking pass fee into the rates. Some charge in addition for each parking pass. Unfortunately, each of those guests will need to register for the digital parking pass once the system is made available. If an owner or rental management company has already charged their guest who will be arriving in 2024 for a parking pass, you will need to decide how you want to reimburse your guest for the parking pass fee, as they will be charged upon registering in the new system.

Q: Will owners still use the current decal stickers for owner vehicles after January 1st?

A: No. Owners will be able to register their personal vehicle information in the system. Once the registration is submitted it

then be routed to the Association Office for validation. The digital pass will be valid until the unit sells or the tag information changes.

Q: What about vendors?

A: All vendors, such as rental maintenance or housekeeping staff will be registered in the system as well. They will also be administered through the Association Office. We will provide further details on this in the coming weeks.

Q: What happens if a guest pre-registers a vehicle and then decides to bring another vehicle?

A: Guests will be able to update their information up to the check in date. The Association Office will also be able to update registration information should a guest need assistance.

Q: What are the other benefits of the new system?

A: Aside from the convenience and simplicity it will provide owners, management companies, and guests to provide and receive parking passes, the system offers multiple other benefits. When guests register, they will receive instructions, along with a map of the property, that will provide directions on where to go once they arrive, where to get luggage carts, information on property ID armbands, beach flag warning and rip current information, and more. Guests will also receive and acknowledge that they have read the General Rules & Regulations for the property. From a security standpoint, we will know who is on property and be able to contact them in an emergency situation.

While we are excited for the benefits this system will provide, we also understand there will be a learning curve as we transition to the new system. We ask for patience, as we expect that there will be hiccups along the way during the transition period. We promise to provide support and assistance to make the process as seamless as possible. Again, we will also be sending dates for a mid to late November Zoom style Q & A session for owners and/or managers. In the meantime, please email

PARKING GARAGE **REPAIRS:**

As previously reported, the Association contracted with ECM to conduct an engineering building review of both residential towers, the Amenities Building,



Parking Garage, and pedestrian bridges. While the report concluded that "*all of the Majestic Beach Resort Buildings are structurally sound and overall in a very good structural condition*" the report did note items related to normal wear and tear, which the Association needed to address. These items were related to normal exposure to the salt air environment conducive of a gulf front condominium. These include areas of spalling, minor cracks in stucco, concrete, and waterproofing. The Association has already completed the noted repairs to both towers and both pedestrian bridges. These repairs were paid through reserves, which are funded as part of your regular quarterly assessments. Now our attention is turned toward the Parking Garage and Amenities Building. Over this coming winter, Valcourt Building Services will be performing the required repairs as noted in the engineer review report provided by ECM. Valcourt is the same contractor that performed the repairs on the towers and the most recent building painting and waterproofing completed in 2019. In the coming weeks we will be sending schedules and details on the repairs

for the Parking Garage and Amenities Building, as it will require portions of the garage to be blocked off while repairs are made. We are currently working with Valcourt on the timeline and schedule. Be on the look out for further details.

As always, please let us know if we can assist you in any way.

Sincerely,

Paul Shamblin, CMCA, AMS
Director of Association Operations
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