Inside Hillcrest

- Connecting Neighbors to Neighbors -

JANUARY 2023

HOLLYWOOD, FLORIDA

VOLUME 17 • ISSUE 1

JANUARY INSIDE HILLCREST

DON'T MISS AN ISSUE OF INSIDE HILLCREST. JOIN OUR SUBSCRIBER LIST. SEND US YOUR EMAIL ADDRESS TO INFO@INSIDEHILLCREST. COM (We never share our subscriber list with anyone ever!.)

January is historically our joke/inspirational story issue. We like to start off the New Year with some light reading. So we are honoring that tradition. Reminder: these are the jokes and stories you all sent in since last July so if you don't like some of the jokes, don't look at me.

This year started out with a sad day. One of Hillcrest's greatest men, Herman Melotti, President of Hillcrest 27 passed away on January 3, 2023. Inside this issue is a great story written by our Inside Hillcrest reporter Steve Schneider who knew Herman well. Steve had done a 'Spotlight On..." article about Herman in the December 2017 issue of Inside Hillcrest recounting his work life after getting his master's degree in engineering and his Race Car driving history, when he would race against the likes of Paul Newman. In this article fellow Hillcresters get to talk about how Herman made Hillcrest a better place.

With board elections coming up, I happened upon an article that Herman wrote for the June 2012 issue, and it is spot on. So, I will turn over the cover story to Herman and you can read inside about the life of an extraordinary man who took to heart the saying, "Age is a privilege not everyone gets to enjoy." He lived his life, loved his family, and worked for Hillcrest 27 up until the end

NEW CULTURE REQUIRES CHANGE -Change is inevitable - Growth is optional - by Herman Melotti, (1928-2023) reprinted from June 2012

All boards have - or should have - a list of prioritized building "issues and projects" which constitute a strategy road map. In casual discussions with other board members, the word that comes up frequently is "How" we must work now and, in the future, to reach our desired destination.

The answer to the question of "How" starts with behavior. Shared values of all boards include discussing problems openly and solving them as a team based on a culture of continued improvement. Yet there can be a part of the old board culture that lingers and is inconsistent with these values.

Over time most boards have undoubtedly developed a culture of "Heroes". We value the

treasurer who works overtime every month to manually correct outdated account codes in order to balance the financial statements. We congratulate the assigned associate who sifts through reams of paper and checks to ensure all monthly maintenance fees have been paid on time; and contact those who are late to advise them of the \$25 late fee. We praise the maintenance personnel who repair building anomalies, instead of preventing the problem from arising in the first place.

What these people are doing is fixing problems that shouldn't exist and addressing crises that could have been avoided.

Unfortunately, too often we rely on people to work our processes instead of having the processes work for us. This behavior, while appreciated, is not desirable and clearly not sustainable. Boards should incorporate repeatable processes that reduce effort, time waste and cost and get in front of potential problems with new, more efficient methods and developing a program for preventive maintenance all the while allowing for adjustments as needed.

We should not dismiss the great contributions of such board members. Their efforts got us to where we are now, but better processes will create efficiency and offer more opportunities for improvement in long term performance.

Will the new processes require a change in how we work? Yes, but better processes will enable us to meet objectives and excel from there. That is true of meeting any objectives that are worthwhile and long-lasting. Every board vision Is to have the heroes commit to and activate new and more efficient ways of doing things, not fight them. This is the attitude and behavior we need going forward.

VOTE WISELY FOR NEW BOARD MEMBERS

Running for the board? Be sure to reread Herman Melotti's words above. There is no reason why we are a "check only" business. Direct deposit and other methods can cut



Building A Better Community

down the workload tremendously. We still have to accommodate our elderly residents who only pay by check but let's get into the 21st century. Ask your banker for advice.

Several buildings have gone to an automated system where security scans the package and the unit owner gets an alert that there is a delivery at the front desk. No need to call everyone on the phone to let them know. I love the electronic bulletin boards in Hillcrest 22 and Hillcrest 25. What a great way to get messages out and both buildings keep everything upbeat and informative.

One more time - be sure you know the backgrounds of the folks you vote for. Wellmeaning folks with no leadership skills can be dangerous. I remember when one building refused to do Skype interviews. They would make the buyer (or future neighbor as I like to call them) spend hundreds of dollars to fly in for a personal interview. One guy was so upset he ran for the board. Once elected, I was told that my buyer had to fly in for a personal interview. I went to him and said, "What the heck?!" He said, "Hey, if I had to do it so can they." What an ass. But that is what happens when you get people on the board who have a management mentality instead of a leadership mentality. Managers worry more about doing things right than doing the right thing.

Question number one when dealing with any business decision that does not strictly adhere to the letter of the law, should be "what is the desired result?" If I change the method, is there a possibility that the desired outcome could be compromised? If not, DO IT! Even courts of law have a sign that says, "When the law and common sense are in conflict, common sense must prevail".

Also, if one unit owner is doing something they shouldn't, meet with that unit owner and resolve it. Forget public postings, mass announcements at meetings and for Pete's sake, stay off the Emergency Fire System speakers. As a board member, you have a duty of respect and confidentiality.

Now to address unit owners. If you have something to say to the board, say it with respect. I don't care who you like and don't like. And never, ever complain about anything unless you have a solution in mind. You can point it out, but take the "you people need to fix this" tone out of your voice. Three rules I had when I was a building president.

Continued from Pg. 1

- 1. The minute you say the word "sue" as a verb; we are done talking. Pay an attorney to put everything in writing and submit it to the board who will turn it over to the building attorney so they can get back to keeping the building safe, financially solvent, and well-maintained.
- 2. Your right to bitch about a building project is directly proportional to how much work you put in when you volunteered to be on the committee that worked on the project. If you weren't willing to be on the committee, you are not entitled to an opinion. If the majority ruled against your idea, be gracious.
- 3. Any sentence directed to the board that starts out with "What you people need to do..." or "How come we don't do or don't have..." makes you the automatic Chair of the committee to address the issue. You need to not only do the research on the feasibility, costs and logistics of the project, but also be able to make a case on how it will benefit the building residents. Then the board can make an intelligent decision on whether we need to redecorate the laundry rooms, put in a gym, create a BBQ area, etc.

SPEAKING OF LEADERSHIP

Two documentaries to watch that will take you back to the days when our opinions of people were based on their character and work ethic and not on their political affiliation. One is the documentary on John McCain "For Whom the Bell Tolls" on HBO Max and the other is "Pelosi in the House" written by Alexandria Pelosi which airs on HBO. My favorite quote from one of the documentaries and I challenge you to guess which documentarian said it: "There was a saying in an African hospital: "When one day I die and happily go to meet my maker, He will say to me, Show me your wounds." And if I have no wounds to show Him, He will say, "Was nothing worth fighting for?"

AND DON'T FORGET OUR ADVERTISERS

Yes, we do vet them. They must either live in Hillcrest or be recommended by a Hillcrester. All are great at what they do and treat Hillcresters well. Their advertising dollars pay for all expenses incurred by the HLC and Inside Hillcrest; including our reporter who live in Hillcrest, our graphic designer who lives in Hillcrest, our printer who lives down the street, our bookkeeper, CPA and our delivery person. The remaining funds go to the Help for Hillcresters fund for residents in need.

BATTLE OF THE SEXES

When your wife starts a sentence with, "when you get a chance", just go ahead and start putting your shoes on because she means now!! Follow me for more marriage tips.

Anyone who says their wedding day was the best day of their life clearly has never had two candy bars fall down at once out of a vending machine!

My wife came home from Walmart complaining about the cashier being a royal bitch. I asked her if she was in the self-checkout. And that's when the fight started.

A man & a woman were traveling on a train. Woman: "Every time you smile, I want to invite you to my place." Man: "Awww...are you single?" Woman: "No. I'm a dentist."

He says I keep pushing his buttons. If that were true, I would have found 'Mute' by now.

Struggling to get your wife's attention? Just sit down and look comfortable.

JO ERRAND SERVICES

JESUS OROZCO

- Airport Transportation Immigration Documents
- Procedures and Benefits to start your life in the USA
- Documents for Health Services
- Student Loans
- Homologation of Professional Studies
- Shopping Pickup & Deliveries Errands
- Mobile Notary Services
- Personalized tasks English & Español

4330 Hillcrest Drive. Hollywood, FL 33021

786-287-6150 · jo592@yahoo.com





SENIOR MOMENTS

The ability to speak several languages is an asset, but the ability to keep your mouth shut in any language is priceless.

Be decisive. Right or wrong, make a decision. The road is paved with flat squirrels who couldn't make a decision.

Happiness is not having to set the alarm clock.

When I get a headache, I take two aspirin and keep away from children just like the bottle says.

Just once, I want the prompt for username and password to say, "Close enough."

Becoming an adult is the dumbest thing I've ever done.

If you see me talking to myself, just move along. I'm selfemployed. We're having a meeting.

"Your call is very important to us. Please enjoy this 40-minute flute solo".

Does anyone else have a plastic bag full of plastic bags, or is it just me?

I hate it when I can't figure out how to operate the iPad and my tech support guy is asleep. He's 5 and it's past his bedtime.

Today's 3-year-olds can switch on laptops and open their favorite apps. When I was 3, I ate mud.

So, you drive across town to a gym to walk on a treadmill?

I didn't make it to the gym today. That makes five years in a row.

I decided to stop calling the bathroom "John" and renamed it the "Jim". I feel so much better saying I went to the Jim this morning.

Old age is coming at a really bad time.

If God wanted me to touch my toes, He would've put them on my knees.

Last year I joined a support group for procrastinators. We haven't met yet.

Why do I have to press one for English when you're just going to transfer me to someone I can't understand anyway?

Now, I'm wondering . . . did I print these before?



JAN 20

(FRI @ 4PM) 11AM-10PM

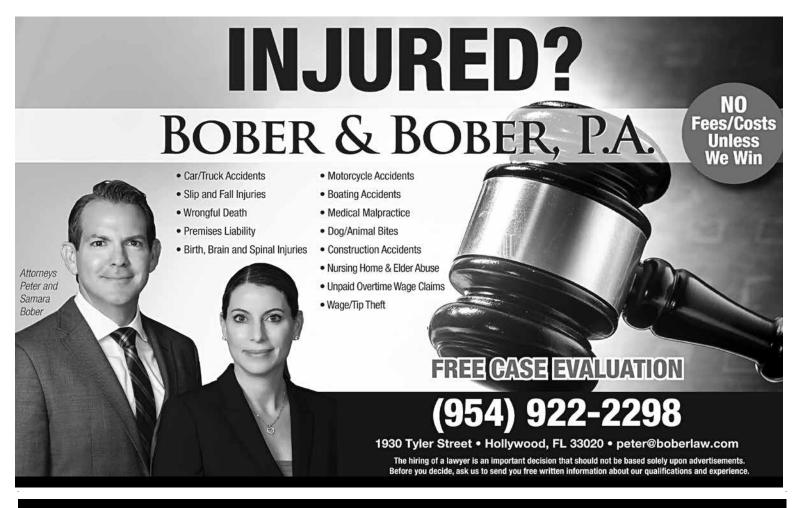
425 N. 58TH AVE. HOLLYWOOD, FL 33021

GREEK FOOD, PASTRIES, DANCING, COSTUMES AND MUCH MORE! www.STGEORGEHOLLYWOOD.org

OR CALL 954-966-1898







CONTEMPORARY AND TIMELESS WINDOW FASHIONS



Modern window fashions that help manage light, privacy and heat transfer with unmatched elegance.

Roller

Sheer

Layered

Roman

Venetian Blinds

Shutters

Free consultations and quotes!



info@allureshadeconcepts.com

561.672.4558







Assisted Living & Memory Care at The Peninsula

Raise Your Expectations

THE PENINSULA IS REDEFINING SENIOR LIVING.

We deliver a distinctive daily experience for residents who enjoy living the good life. The Peninsula impresses at every turn. Have peace of mind knowing 24-hour assistance is available, if needed.

Featuring our exclusive MONTESSORI MOMENTS IN TIME™ programming, our memory care neighborhood offers support for dementia residents with daily activities designed around each person's Life Story, personal preferences and current strengths.

(954) 228-6273

5100 W Hallandale Beach Blvd Hollywood, FL 33023 www.thepeninsulasenior.com

THE PENINSULA Assisted Living & Memory Care

CALL OUR TEAM TO ASK ABOUT OUR MOVE-IN SPECIALS (954) 228-6273!



MARTY KIAR BROWARD COUNTY PROPERTY APPRAISER



Exemption Amount Increase for Widows, Widowers, Blind Persons and Persons Totally and Permanently Disabled

Thousands of Broward County property owners qualify for these exemptions. Under previous law, these exemptions deducted only \$500 from the property's assessed value which equates to an

annual savings of only \$10 in property taxes. Representative Michael Gottlieb and Senator Ana Maria Rodriguez secured language in the 2022 legislative session which increased this exemption amount to \$5,000 for an increased tax savings of approximately \$100 beginning in 2023.

Automatic Senior Exemption Renewals for 2023

After the initial application approval, the Low-Income Senior Exemption automatically renews each year unless the senior notifies our office that they no longer meet the income requirement for this exemption. People who received the Senior Exemption in 2022 and are still living at the same address do not need to send in a signed renewal card to continue receiving this exemption.

Our office will mail the Senior Exemption renewal information this month with the annual income limitation set by the state of Florida.

• If your 2022 adjusted household gross income does not exceed the income limitation, you DO NOT need to do anything to

continue receiving this valuable exemption for 2023. Your exemption will automatically be renewed provided you are still living at the same address and receiving Homestead Exemption.

• If your 2022 adjusted household gross income did exceed the income limitation, you must notify our office that you no longer qualify for this tax year when you receive the annual income notification from our office. We understand the adjusted household gross income for some individuals may change from year to year so an applicant may qualify one year and then not the next.

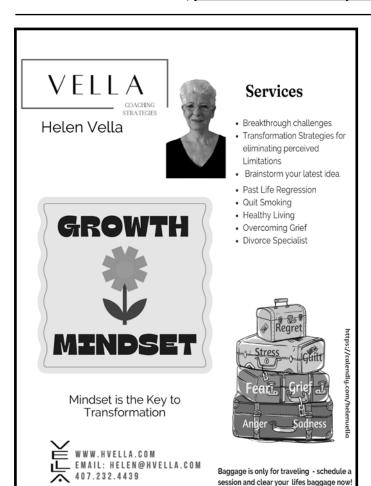
If you did not receive the Senior Exemption for 2022 and you believe you may qualify, please visit our website at web.bcpa.net and click on the "Senior Exemption" icon to view this exemption. You can also apply online at https://web.bcpa.net/bcpaclient/#/SeniorsAppForm. The absolute deadline to apply for any 2023 exemption is September 18, 2023.

If my office can ever be of assistance to you, please call us at 954-357-6830 or email me directly at martykiar@bcpa.net

Take care.

Martykai

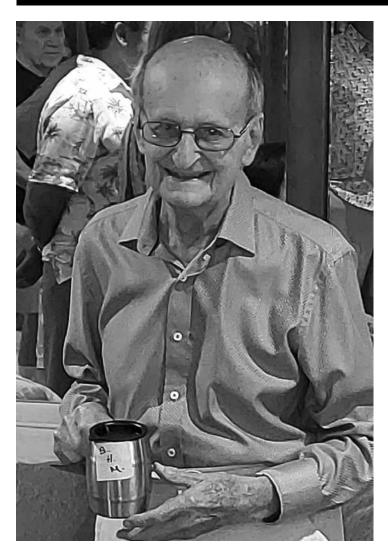
Marty Kiar, CFA
Broward County Property Appraiser



Sometimes you have to do it yourself if you want it done



HERMAN MELOTTI - By Steve Schneider



Herman John Melotti, the president of Hillcrest 27 dubbed the "Mayor of Hillcrest," passed away on Jan. 3. Melotti was well known to the Hillcrest community. He would have been 95 years old March 1st.

Melotti, as he liked to be called, has been the backbone of the Hillcrest Leadership Council for the past 15 years. Cindy Abraham, the editor of Inside Hillcrest who founded the Hillcrest Leadership Council describes herself as his biggest fan, although Sandy Goldstein, property manager of Hillcrest 19 would challenge that claim! She called him her "go-to guy.

A long-time colleague, Abraham explained the "mayor" title this way: "Melotti has helped so many Hillcrest buildings with projects going back so many years, that some buildings won't even remember that he weighed in on some of their biggest projects. "

Many buildings reached out to him for help and advice when it was time to replace their risers. The vertical pipe risers pump water up the building, but eventually need to be replaced because age damages them, making flooding more possible. The work is a big-ticket item and requires an assessment. Melotti, a retired engineer, was always available to meet with other building leaders to offer advice when they were ready to act. But Melotti was ahead of the game. Over 10 years ago, he started replacing two per year over a 10-year period so there was never an assessment for Hillcrest 27 residents.

Other "ahead of his time" projects completed thanks to Herman Melotti's leadership were:

- Installing 1st floor meters and transfer switches in the elevators so there is no disruption of service during a power outage. The new panel and wiring will allow a transfer key to activate the passenger elevator.
- New water pumps with automatic variable drives were installed to save money on electric and water bills. Domestic water pumps are on a generator so that water supply is not affected.
- In the first-floor hallways, all risers are clearly marked by number to make finding the location of a problem area more efficient.

In the weeks preceding his death, he had the brilliant idea of converting all the common area doors – mechanical rooms, electrical rooms and entrance to the fire stairs to ONE master key. Melotti was always looking for the most effective, efficient way to get things done.

Interviews with several other Hillcrest leaders reveal that Melotti remained committed to serving his building and the Hillcrest community, even in his 90s. The interviews were conducted at a Jan. 7 Celebration of Life just days after he died. It was held in the lobby of Hillcrest 27, steps away from the office where Melotti, board members and condo employees met to map out plans for the hi-rise building.

Another case in point? Abraham said, "Recently the Fire Marshall was requiring every building to come up with an 'Emergency Evacuation Plan'. On October 1st, Melotti created the 15 page plan and then shared the pdf with all the other buildings so they could use the same one and just change the info with their own building name, address etc."

Sam Tyler, the long-serving Hillcrest 21 president, also remembered Melotti at the Celebration of Life gathering. In an interview, he was grateful to the retired engineer for trekking down Hillcrest Drive to discuss an important issue around 2017. That issue involved his buildings' air conditioner system.

For context, many Hillcrest buildings still use the original system which involves pumping well water from the ground up pipes and into individual unit air conditioner systems. Over the years, though, two big problems emerged. Many buildings noticed that sediment was entering the unit air conditioner systems, shutting them down. To make the system work again, owners had to pay hundreds of dollars to flush out the coil on the air conditioner. Or sometimes the condo association may have footed the bill, like Hillcrest 21. Tyler said his association paid \$35,000 to make all the building air conditioners work again.

But that wasn't the only problem. Some buildings also learned that small holes would appear in the pipes that moved the water. This let air get into the system, eventually jamming unit air conditioners with rust.

So, what to do?

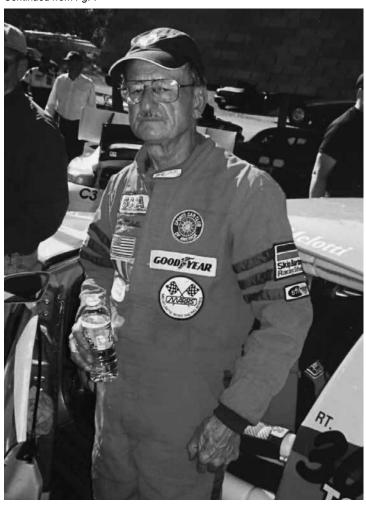
Hillcrest 27 had already replaced its well water system with a cooling tower. So, Tyler wanted to learn about this alternative.

After numerous meetings with Melotti, and questions answered, Hillcrest 21 board members decided to install a cooling tower. The tower doesn't rely on well water, which means air conditioners won't shut down because of sediment in the water.

Tyler said it was the right thing to do. "If you don't make the change, you'll be spending the same amount of money to solve the sediment problem over and over again. We didn't want to keep pouring money down a hole."

Sandy Goldstein, the property manager for Hillcrest 19, had a similar experience. Her building already had two cooling towers. Over time, though, they deteriorated and needed to be replaced.

Continued from Pg. 7



Fortunately, according to Goldstein, Melotti would come over to talk about the buildings' plans. "We verified with Melotti what the manufacturer told us. If Melotti said something different, we went with what Melotti said."

Traveling from building to building over the years to remain involved didn't bother Melotti. If anything, it was part of his nature to always be thinking and moving.

In fact, even after he recovered from a brief illness, Melotti attended a Christmas party at Hillcrest 25. It featured foods from 20 different nations, as well as lots of different types of music and dance.

"Melotti had his fork in a lot of different plates," said Steven Hurtig, the veteran president of that building association. Hurtig said short-planned meetings turned into two-hour get-togethers as they hashed out building issues, and discussed their love of classic cars, among other things.



"When it came to cars, we both were Corvette enthusiasts," Hurtig remembered. "We discussed the evolution of the Corvette first built in 1953 all with a white exterior and red interior. Melotti new the size of the evolving engine blocks, horsepower, transmissions, rear ends and the late 50s Corvettes with fuel injection."

Although both men enjoyed car racing, their interests diverged somewhat, according to Hurtig. "Melotti was a race car enthusiast and driver. However, he was very well versed regarding my interest in 1/4 mile drag racing in West Hampton, Long Island. He also spoke of his racing against Paul Newman in his later years."

Indeed. Several years ago, Inside Hillcrest and Hollywood Gazette published an article on Melotti. The long-time speedster even mentioned the day he beat an also aging Newman in a race. Here is the link to the Gazette article if you want to learn more: https://hollywoodgazette.com/2018/04/22/Melotti-melotti-hollywoods-race-car-driving-engineer-coasts-into-his-90s-in-hillcrest/

But the last word goes to one of Melotti's sons, Mo, who has lived overseas for most of his adult life. In an email from Saudi Arabia, Mo shared a note he sent his father days before Father's Day, 2020. Part of it said:

"I will call you tomorrow on the day to wish you... Rather than send you dutiful platitudes on a day we both share as fathers, I will share some insights with you, but not before restating what I have said to you on a few occasions in the past - you're my hero I think that is a conclusion I have come to steadily throughout life, time we spent together non-stop as I was growing up, less frequently when I left home for the first time, much more sporadically over the past 44 years



I have spent abroad. When I have conversations with friends about our dads, they each share their stories. Mine about you was that you taught me how to survive. You gave me the tools from a young age. And I think I have mostly done ok because of that. So, I thank you for that, again and again. I am who I am, less despite me and more because of you, your often-times straight-jacket guidance, and your encouragement to compete, even if it meant competing against yourself... which I find myself still doing."

Melotti was survived by his children, grandchildren, and his devoted wife of 32 years, Joanne. Abraham had this to say about Joanne: "Joanne loved Herman to the moon; she was a devoted wife and his best friend. She was also his rock and his defender. If anyone gave Herman a hard time in her presence, this petite little blond became Mama Bear – she would grow to 10 feet tall, and the claws would come out! She is a wonderful woman, and we are grateful that she so generously shared Herman with the Hillcrest community." But at the end of the day, he was always "her man".



Get Started on your FREE **Estimate Today!**





We Offer Commercial:

- Waterproofing Storm Damage Restoration
- Maintenance & Repairs Roof Replacements





WWW.CRWFL.COM

License # CCC1332557



PERSONAL CARE & SUPPORT SERVICES

THE COMFORT OF HOME. A NAME YOU CAN TRUST.

As one of America's most trusted and experienced providers of in-home senior services, Interim Healthcare® understands how important it is for people to stay in their homes. But sometimes the challenges of everyday living get beyond even the most independent-minded people. Our care professionals can provide the extra support needed to live an enriched life in the comfort of your home.

SERVICES:

COMPANIONSHIP - Providing and facilitating social interactions such as: Appointments, going for walks, visits and outings, travel planning, coordinating Zoom/Face Time calls with family, etc.

PERSONAL CARE – Assistance with daily living activities such as: dressing, bathing, personal hygiene, meal preparation, exercising, restroom use etc.

HOMEMAKING – Helping with light housekeeping and domestic activities such as: laundry, dusting, mopping, cleaning closets, pet care, etc.



Call today for our complimentary in-home evaluation. 754-202-4333 Owned and Operated by Luis M. Salmun, MD

What's Happening In The Real Estate Market in Hillcrest and Hollywood?



Cindy Abraham

Brian Gaiefsky



The market for single-family homes has exploded. Right now, homes are at a premium and buyers are paying over list price; either all cash or coming up with the difference between the appraised price and the list price. Bidding wars are common.

What does this mean to us? Homes are becoming out of reach for many. The next best thing is a townhome or large condo. As we all know, Hillcrest condos are known for their size and views. And Keller Williams A Team Florida are known as the Hillcrest experts which is why agents shopping Hillcrest look for our listings.

Looking to buy or sell? Let's talk. Or send us an email or text:

Chat - 954-964-2559 - Email - Info@ATeamFlorida.com Text - Cindy - 954-895-1617 Brian - 954-415-5323

ateamflorida.com info@ateamflorida.com 8-HILLCREST (844) 552-7378

CONVERSATION WITH GOD~ Author John Roedel

Me: Hey God. God: Hello....

Me: I'm falling apart. Can you put me back together?

God: I would rather not.

Me: Why?

God: Because you aren't a puzzle.

Me: What about all the pieces of my life that are falling down onto the

ground?

God: Let them stay there for a while. They fell off for a reason. Take some time and decide if you need any of those pieces back.

Me: You don't understand! I'm breaking down!

God: No - you don't understand. You are breaking through. What you are feeling are just growing pains. You are shedding the things and the people in your life that are holding you back. You aren't falling apart. You are falling into place. Relax. Take some deep breaths and allow those things you don't need any more to fall off you. Quit holding onto the pieces that don't fit you anymore. Let them fall off. Let them go.

Me: Once I start doing that, what will be left of me?

God: Only the very best pieces of you.

Me: I'm scared of changing.

God: I keep telling you - YOU AREN'T CHANGING!! YOU ARE BECOMING!

Me: Becoming who?

God: Becoming who I created you to be! A person of light and love and charity and hope and courage and joy and mercy and grace and

compassion. I made you for more than the shallow pieces you have decided to adorn yourself with that you cling to with such greed and fear. Let those things fall off of you. I love you! Don't change! ... Become! Become! Become who I made you to be. I'm going to keep telling you this until you remember it.

Me: There goes another piece.

God: Yep. Let it be.

Me: So ... I'm not broken?

God: Of course Not! - but you are breaking like the dawn. It's a new

dav. Become!!!

DEDICATED TO THE DIVISIVE

It ain't what you know that gets you into trouble. It's what you know for sure that just ain't so. – Mark Twain

Kindness is not an act, It's a lifestyle - Anthony Williams

Judging a person doesn't define who they are, it defines who you are.

– Unknown

The true measure of a man is how he treats someone who can do him absolutely no good. – Samuel Johnson

Be an encourager. Scatter sunshine. Who knows whose life you might touch with something as simple as a kind word. – Debbie Macomber

Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned. – Buddha

DECEMBER 2022 STATE OF THE MARKET REPORT

by Cindy Abraham, Keller Williams Realty Professionals A Team Florida



Welcome to the New Year and a shifting market.

We ended the year with almost quadruple the number of listings than we had available earlier in the year; from a low of 6 total units on the market to 23. Seven of those have already taken a price reduction. All but two of the closed sales in December sold in less than 30 days. That being said, historically we have between 40 to 60 listings at any given time and when the market bottomed out in 2011, we hit 200.

Of the 12 pending sales during the month of December, the two that took the longest (60 days and 73 days) were both overpriced listings. Not sure if they got the list price but overpriced listings still have a shot; they just take longer. It is still a seller's market but buyers definitely have a lot more to choose from.

How do they determine a seller's market vs a buyer's market? It depends on how much inventory we have. When most properties are selling in less than 60 days, we have two month's inventory. When we hit 6 month's inventory, that will be considered a balanced market and when we go higher, the trend will be towards a buyer's market.

A total of 166 units recorded as sold through the MLS. However, four more sold and the weak agents never changed the status to CLOSED. One listing was my favorite: ALL AGES WELCOME! UNIT OVERLOOKING THE 18 HOLE CHAMPIONSHIP GOLF COURSE. HILLCREST IS CENTRALLY LOCATED TO THE BEACHES, SHOPPING, MAJOR HIGHWAYS, FT. LAUDERDALE AIRPORT, HARDROCK HOTEL AND THE AVENTURA MALL. Who hires these people?!

The highest and lowest 2/2 sale was \$330.000.00 and the lowest was \$155,000.00 – both in high rise buildings. The highest 1/1/1 was \$197,000.00, a first-floor high rise with the rare lanai – very desirable! Second and third highest were both \$175,000. The lowest 1/1/1 sold for \$89,200.

39 Hillcrest units rented during 2022. The highest rentals were a large, remodeled corner unit for \$2550.00 per month and a remodeled 1/1/1 with a double balcony and a great view for \$2145.00.

HILLCREST CLOSED SALES DURING DECEMBER

| Building | Unit # | В/В | SF | List Price | Sold Price | DOM |
|----------|--------|-------|------|------------|------------|-----|
| 25 | 203 | 2/2 | 1132 | 210,000 | 200,000 | 10 |
| 21 | 117 | 2/2 | 1132 | 198,000 | 175,000 | 28 |
| 8 | 102 | 2/2 | 899 | 174,900 | 174,900 | 5 |
| 21 | 707 | 1/1/1 | 844 | 169,000 | 170,000 | 8 |
| 9 | 304 | 1/1/1 | 744 | 165,000 | 170,000 | 23 |
| 23 | 1004 | 1/1/1 | 896 | 165,000 | 163,000 | 51 |
| 5 | 215 | 1/1/1 | 760 | 145,000 | 145,000 | 25 |
| 9 | 209 | 1/1/1 | 744 | 110,000 | 110,000 | 45 |

RECENT HILLCREST CONDO RENTALS

| Building | Unit # | В/В | SF | List Price | Rent Price | DOM |
|----------------|--------|-------|------|------------|------------|-----|
| 20 | 714 | 2/2 | 1150 | 2100 | Active | 55 |
| 24 (furnished) | 914 | 2/2 | 1132 | 2300 | 2300 | 24 |
| 16 | 209 | 1/1/1 | 775 | 1800 | 1800 | 24 |
| 16 | 506 | 1/1/0 | 700 | 1650 | 1650 | 24 |

PARKVIEW AT HILLCREST DECEMBER 2022



Curious as to how much equity you have built up in your Parkview home? Call us at 8-HILLCREST or email INFO@ATeamFlorida.com.

There are 16 Active listings, 10 single family homes and six townhomes. The single family homes range from \$730,000 to a new listing at \$1,234,000. The other two that are listed at 1.2 million have been on the market for 264 days, followed by one at \$1,195.000 on the market for 129 days, and one at \$1,185.000 for 89 days.

There is still the one pending sale from November and another single family home went under contract January 4 of this year. The first one at 4624 Greenway Drive was listed at 948K (previously bought for \$581,300 in September of 2019) is a 3/2/1 waterfront home. The second one, a coveted ranch style (one story) 3/2 home at 4000 Large Leaf Lane was listed at \$819,210,000. No closed sales were recorded in December.

For the rental market, there are two active listings that have both taken a price reduction; one more is under contract and four rented during the month of December. Because there was little sales activity, the rentals are listed below. All rented at list price.

We have strategies to counter just about everything a changing market throws at us. Whether you are buying or selling, give us a call at 8-HILLCREST. We are always here to help our neighbors.

DECEMBER PENDING SALES

| ADDRESS | B/B | SF | LIST PRICE / PREV SOLD | DOM |
|----------------------|-------|------|------------------------|-----|
| S-4657 Greenway Dr | 5/3 | 2502 | 1,060,000, 965,000 | 30 |
| T-1426 Silk Oak Dr | 3/2/1 | 1769 | 747,000, 965,000 | 133 |
| S-4000 Large Leaf Ln | 3/2/0 | 1825 | 819,210, New Sale | 27 |

DECEMBER CLOSED SALES

| ADDRESS | B/B | SF | LIST PRICE | SALE PRICE | DOM |
|--------------------|-----|-----|------------|------------|-----|
| S-4658 Greenway Dr | 4/2 | 201 | 1,060,000 | 980,000 | 102 |

PARKVIEW RENTED IN NOVEMBER

| ADDRESS | B/B | SF | RENT\$ | DOM / NOTES |
|-------------------|-------|------|--------|------------------|
| T-1240 Eucalyptus | 3/2/1 | 1561 | 3650 | 1-car garage, 13 |

January Kitchen Korner - by Cindy Abraham



Once again, the COVID virus is affecting a lot of us. Almost every building has residents who have been hit by the newest strain. I keep my freezer stocked with my Lebanese-Italian Chicken Soup since everyone most just quarantines at home and thanks to the vaccines, come out of it okay.

The soup is Lebanese because I make it and Italian because I add some Italian Wedding soup ingredients like baby pasta and mini meatballs. However, now I make the mini-meatballs with turkey - I have the BEST recipe. They really are

good. I also use it for Turkey Burgers. And one day I hope to get BNW's (Best Neighbor in the World, Elizabeth Cicero) recipe for turkey lasagna that will knock your socks off!

So here is my turkey meatball recipe AND a reprint of my soup recipe. But first, a word from AARP Magazine.

AARP: Can Chicken Soup Cure a cold?

The idea that chicken soup is good for the soul may not be grounded in science, but the placebo effect is. That is, in some limited cases, believing something will work can make it work. So, if you feel a sense of warm nostalgia - good vibes - from sipping a bowl of soup, that may make you feel better, subjectively. Whether this soup actually helps you recover is a different matter.

One popular study published in Chest conducted more than two decades ago by University of Nebraska Medical Center researcher Stephen Rennard, M.D., and his wife, Barbara Rennard, among others, put Barbara's grandmother's recipe — a brew full of fresh vegetables - to the test.

The study found that certain types of chicken soup, including the homemade recipe, had a mild anti-inflammatory effect on the blood of healthy volunteers.

The researchers said the soup might help improve cold symptoms because something in it - they couldn't figure out what, exactly restrained the movement of neutrophils, a type of white blood cell that fights infection. The reduced movement of the neutrophils "may reduce activity in the upper respiratory tract that can cause symptoms associated with a cold," explains a news release that accompanied the study.

This effect was modest, the authors noted in a more recent article, also published in Chest, and the study was not a clinical trial, so "no conclusions could be drawn about clinical effect, either good or bad," the authors said.

"The nutritional benefits from chicken soup in accelerating the recovery from a cold are probably minimal," Immergluck says.

That said, soup can soothe a sore throat. And breathing in a soup's steam — taking in a big breath, then letting that aroma linger — can, if only for a moment, help clear out the gunk that's lodged in your nose and throat. Moisture is what helps here, so try a nice cup of tea. A steamy shower or bath can do the trick - or essentially anything that works like a humidifier.

And since soups are mostly liquid, they do help you stay hydrated. Getting enough liquids is especially important when you have a fever, because a fever leads to what the medical community calls "increased insensible losses." Since you sweat more and "breathe out more fluid," Conway says, "it's easier to get dehydrated when you're sick and when vou have a fever."

TURKEY MEATBALLS

INGREDIENTS

- · 2/3 cup breadcrumbs
- 1/4 cup plain whole-milk Greek yogurt
- 1 large egg
- 1/4 cup grated Parmesan cheese
- 1 large shallot, finely chopped
- 1/4 cup loosely packed chopped fresh parsley leaves
- 3 cloves garlic, minced
- 1 teaspoon kosher salt
- 1/2 teaspoon dried oregano
- 1/4 teaspoon freshly ground black pepper
- 1 pound ground turkey (93% lean / 7% fat)
- 2 tablespoons olive oil
- 1/4 cup water



- 1. Combine the dry and wet ingredients. Add the yogurt, egg, Parmesan, onion, parsley, garlic, salt, oregano, and black pepper to bowl of breadcrumbs. Stir to combine with a wooden spoon.
- 2. Mix in the turkey by hand. Add the turkey and use your hands to combine it with the breadcrumb mixture. Mix until just combined; do not overwork, which can make the meatballs tough.
- 3. Form the meat into meatballs. Form the meat mixture into 1 1/2-inch-wide meatballs (about 2 TBS each), wet your hands with water as needed to keep the mixture from sticking, and place on a baking sheet.
- 4. Pan-fry the meatballs. Heat the oil in a 12-inch high-sided sauté pan over medium-high heat until shimmering. Add the meatballs in a single layer and pan-fry until browned, about 3 minutes. Use tongs to carefully flip the meatballs and brown the other side, about 3 minutes more. Transfer to large plate (the meatballs will not be fully cooked).
- 5. Heat sauce and simmer meatballs until cooked through.

World Famous Lebanese Italian Chicken Soup

(However, unless I make it you just have Italian Chicken soup... unless you are Lebanese)

1 medium onion

Cooked half chicken - skin and bones removed and cut into small pieces

4 cups chicken broth

1 head escarole, kale or spinach, leaves only (remove stems), rinsed and cut into strips

1 rib celery cut in thirds and 1 bay leaf

½ cup sliced baby carrots or ½ cup matchstick carrots

1/4 cup Wynn & Lovett Acini di Pepe pasta (teeny tiny pasta) 20 mini meatballs (optional)

Grated parmesan (to top - optional)

Spray pot with olive oil Pam. Slice and sauté onion on low heat until translucent. Add escarole/kale/spinach and cover pot until wilted. Add broth and cooked chicken, celery, carrots and bay leaf. Bring it to boil. Add pasta. Lower heat and simmer for 10 minutes. Remove celery, bay leaf and serve topped with grated parmesan.

SEEK TO AVOID PROBATE?

CALL THE LAW OFFICE OF STANLEY G. SWIDERSKI, P.A.



LET 38 YEARS OF LEGAL EXPERIENCE GUIDE YOU

- Wills Trusts
- Lady Bird Deeds
- Living Wills Quit Claim Deeds
- Healthcare Surrogate
- Durable/Medical Power of Attorney



(954) 966-0700 1930 Tyler St. Hollywood

www.SwiderskiLaw.com

Hello Meighbor!



Sharon L King, Agent
134 South Dixie Hwy Suite 101
Hallandale Beach, FL 33009
Bus: 305-933-4900
sharon@sharonking.net
Mon-Fri 9:00 AM - 5:00 PM
After Hours by Appointment
Hablamos Español

Please stop by and say Hi!

I'm looking forward to serving your needs for insurance and financial services.
Here to help life go right®
CALL ME TODAY



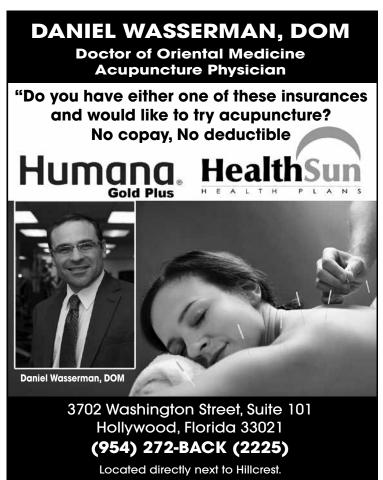












WISDOM OF THE AGED

I don't like to think before I speak. I like to be just as surprised as everyone else about what I say.

When I was young, I was poor. But, after many years of hard work, I am no longer young.

There is no such thing as a grouchy old person. The truth is, once you get old, you stop being polite and start being honest.

As I got older, I thought I was starting to get lazy. Turns out, I'm just being more energy efficient.

I've decided not to add the year 2020 to my age... I didn't use it.

Taking naps sounds so childish. I prefer to call them horizontal life pauses.

I wish I could drop my body off at the gym and pick it back up when it's ready.

Some call it multi-tasking. I call it doing something else while I'm trying to remember what I was doing in the first place.

That moment when you're having a conversation in your head, and you realize you are making faces that go along with your silent conversation.

I woke up this morning determined to drink less, eat right and exercise. But that was four hours ago when I was younger and full of hope.



FUNNIES

I was worried my mechanic would try to rip me off. I was so relieved when he said all I needed was blinker fluid. (Told this one to Alex and Milt at the Marathon up the street).

I decided to quit my job and travel the world until I run out of money. I estimate I'll be back home around 10PM.

Can someone update me on what's offensive today? It's hard to keep up!

Apparently exercise helps you with decision making. It's true! I went for a run this morning and decided I'm never doing that again!

For most people, when you lose your "khakis", you've lost your pants. When you're from Boston and you lose your "khakis", you can't start your car.

If stupid could fly, you'd be a jet.

A human fart can be louder than a trombone. I discovered this at my daughter's school concert.



I COULDN'T HAVE SAID IT BETTER

The opposite of courage is not cowardice, it is conformity. Even a dead fish can go with the flow. – *Jim Hightower*

By three methods we may learn wisdom: First, by reflection, which is noblest; second by imitation, which is easiest; and third by experience, which is the bitterest. – *Confucius*

Do you know the difference between education and experience? Education is when you read the fine print; experience is what you get when you don't. – *Pete Seeger*

Anyone can show exceptional leadership ability in easy times. When all's going to plan, anyone can be inspirational / excellent / innovative and strong. The real question is how do you show up when everything's falling apart? – *Robin S. Sharma*

Things may come to those who wait, but only the things left by those who hustle. – Abraham Lincoln

Nothing in all the world is more dangerous than sincere ignorance and conscientious stupidity. – *Martin Luther King, Jr.*

Judging a person doesn't define who they are, it defines who you are. - Unknown

Kindness is not an act, It's a lifestyle - Anthony Williams

HMM...

The biggest joke on mankind is that computers have started asking humans to prove that they aren't a robot!

Mandate isn't a Law. It's when two men go to dinner.

Someone said, "Nothing rhymes with orange." I said, "No it doesn't." (This one took me a sec)

There's a fine line between a numerator and a denominator. Only a fraction of people will find this funny.

I am responsible for what I say not for what you understand.

Sometimes, not saying anything can be the best answer. Silence can never be misquoted.

Racists, sexists, and bullies have very thin skins. Feel free to offend them. If they get upset, you've done a good and necessary job.

RAIN - SUBMITTED BY ETTA STEVENS



On the next rainy day, imagine the rain washing away and cleansing your emotional body.

There are times when we might feel the need to wash away all of our troubles and call forth freshness into our lives. Since perhaps the most cleansing substance on this earth is water, we can think of the joy rain brings as an energetic bath, rejuvenating our minds, bodies, and souls. Just being able to spend a few moments every time it rains to become aware of the healing powers water brings to us can renew us in so many ways. As we do this, we will find that the more we appreciate the universe's gift to us in the form of rain, the more we can see that a gentle rain shower is a strong reflective tool that has the ability to cleanse our entire being.

The next time it rains might be a good chance to experience the rain through all of your senses, allowing you to truly understand just how truly important each and every drop of water is. First, take a few minutes to look outside and notice how each individual raindrop seems to come down in a continual stream. By noticing this you can contemplate how it takes many small accomplishments to create the whole of your existence, for nothing exists in isolation. Then you might wish to focus your attention on the sound of the rainfall, letting the sounds of drops penetrate into the innermost recesses of yourself. Listening in this way may bring you a greater sense of connection with nature and the world around you, knowing that the sounds you hear are an integral part of not just the physical sustenance you require but also nourish your spirit as well.

Consciously using our senses to feel nature's healing energy as it comes to us in the form of rain is an act of internal cleansing. Just as the rain physically washes over the earth and rinses out any impurities and imperfections, so it also bathes our spirit in the joy that comes from knowing that we are in fact one with the world around us. We are all brothers and sisters, as one with this world and God. It does not matter what you call God. He has many names, SHIVA, HAHSHEM, HIGHER POWER, OR HIGHER SELF. Just be sure to treat our God with respect and regard.

When new challenges and opportunities show up in our lives, we may diagnose ourselves as feeling scared when what we really feel is excited. Often, we have not been taught how to welcome the thrill of a new opportunity, and so we opt to back off, indulging our anxiety instead of awakening our courage. One way to inspire ourselves to embrace the opportunities that come our way is to look more deeply into our feelings and see that butterflies in our stomach or a rapidly beating heart are not necessarily a sign that we are afraid. Those very same feelings can be translated as excitement, curiosity, passion, and even love.

There is nothing wrong with being afraid as long as we do not let it stop us from doing the things that excite us. Most of us assume that brave people are fearless, but the truth is that they are simply more comfortable with fear because they face it on a regular basis. The more we do this, the more we feel excitement in the face of challenges rather than anxiety. The more we cultivate our ability to move forward instead of backing off, the more we trust ourselves to be able to handle the new opportunity, whether it's a new job, an exciting move, or a relationship. When we feel our fear,

we can remind ourselves that maybe we are actually just excited. We can assure ourselves that this opportunity has come our way because we are meant to take it.

Framing things just a little differently can dramatically shift our mental state from one of resistance to one of openness. We can practice this new way of seeing things by saying aloud: I am really excited about this job interview. I am really looking forward to going on a date with this amazing person. I am excited to have the opportunity to do something I have never done before. As we do this, we will feel our energy shift from fear, which paralyzes, to excitement, which empowers us to direct all that energy in the service of moving forward, growing, and learning. As spiritual beings, we realize we are all brothers and sisters, children of the same spiritual Father, God. Transformation of the self and the world comes from keeping God's company; when I change, the world changes. When we do this, we feel very good knowing God is helping us, and with great love, appreciate what God has helped us to achieve.

Meditation fills us with these positive qualities and powers very easily. This is because meditation is a beautiful relationship and connection with the Supreme Source of spiritual energy and power – God. In our teachings, He teaches us that obstacles are only a test, to succeed we must persevere and continue to move forward in life. God is full of those qualities and powers and never loses them ever, unlike us, who need to fill ourselves constantly when we lose our way. Nonviolence is the spiritual way to peace and compassion. The early morning is the best time to meditate and also before bed if you can.

MEDITATION IS THE ONLY WAY TO BRING UP YOUR CONNECTION TO YOUR HIGHER POWER AND COMBINE YOUR ETERNAL GIFTS OF LOVE, PEACE, HAPPINESS, WISDOM, PERSEVERANCE, AND TRUE FRIENDSHIP.

I am conducting a Zoom class every Tuesday morning at 10:30 AM. Join Zoom Meeting. ZOOM ID 860 9264 2094 PASSWORD 123. We will begin Meditation classes at the Hollywood Library, MONDAY JANUARY 9, 10:30 AM PLEASE JOIN US THEN.



EPIC CARE PHARMACY

3948 Pembroke Road Pembroke Park, FL 33021

(954) 963-2113 | epiccarerx.com

Working Together for a Healthier You Our team does more than fill your prescription. At Epic Care Pharmacy, we provide services, product variety, and personalized care to our patients so we can maximize patient health and community welfare. We work tirelessly, taking an active role in your healthcare, by providing...

- Prescription Services
- Timely Refills
- Vitamins & Supplements
- Included Regional Delivery
- Immunizations, Diabetes Education, Medication Therapy Management, And Much More!



Barbara Buxton, J.D., LL.M. Attorney at Law

Estate Planning • Wills & Trusts

Powers of Attorney • Healthcare Surrogates

Long Term Care Planning

Florida Medicaid Eligibility • Guardianships

Probate & Trust Administration

BARBARA BUXTON A Professional Association Aventura Corporate Center
20801 Biscayne Boulevard | Suite 400 | Aventura, FL 33180
Miami-Dade: 305.932.2293 | Broward: 954.760.7077
Email: barbara@buxtonlaw.com | www.buxtonlaw.com



David Treece AIF® CLTC® MBA **Investment Advisor Representative**

- Fiduciary First
 - Estate Planning
- Wealth Management
 Solo Aging Support

- Investment Strategies
 LGBTQ+ Advocacy
- · Retirement Planning

305.751.8855 | TreeceFinancial.com

GLAZERSACHS_{PA}

Eric Glazer

Attorney at Law

Also admitted in New York and The District of Columbia

One Emerald Place 3113 Stirling Rd, Suite 201 Ft. Lauderdale, Florida 33312 Phone: 954.983.1112 Fax: 954.333.3983





eric@condo-laws.com

Questions about MEDICARE? I can help!



Jennifer Romo-Valdes 954-610-4930 (TTY: 711) Monday – Friday, 8 a.m. – 5 p.m.

JRomo2@careplus-hp.com

Call your licensed CarePlus sales agent TODAY!





Copies

Notary

Shipping

Printing

Mailboxes

The UPS Store®



International

Freight

Packing

Scanning

Fax

4302 Hollywood Blvd Hollywood, FL 33021

We offer Free Pick Up!

Call: 954.963.8558



BLACK & WHITE COPIES (8.5x11, single sided, white 20# paper)

Limit one coupon per customer. Not valid with other offers. Restrictions apply. Valid and redeemable only when presented at a participating location. The UPS Store centers are independently owned and operated. © 2020 The UPS Store, Inc.

Offer Expires 1/31/2025

The UPS Store ups

Visit theupsstore.com/shredding for full details

Passport Photos Moving

Limit one coupon per customer. Not valid with other offers, Restrictive redeemable only when presented at a participating location. The UP independently owned and operated. © 2020 The UPS Store, Inc. Offer Expires 1/31/2023

The UPS Store



redeemable only when presented at a participating locatio independently owned and operated. © 2020 The UPS Store, Offer Expires 1/31/2023

The UPS Store Ups



GOT BUGS?

Call Kevin Biederman

Office 954-962-2330

WE AIM TO ELIMINATE

(954) 247-4087

OFFICIAL PEST CONTROL COMPANY OF THE FLORIDA PANTHERS AND THE BB&T CENTER

Proud supporter of:

Greater Hollywood Jaycees
Greater Hollywood Chamber of Commerce
Hollywood West Elks
Hollywood Diamonds in the Rough
American Cancer Society





DISASTERSTRUCK

Public Adjusters, Inc.

Licensed All-Lines Public Insurance Adjusters

ILYA LEVITIS

Public Adjuster

Licensed in: Florida, New York & New Jersey

www.disasterstruck.com Email: ilya@disasterstruck.com Cell: 305-766-9161 Office: 954-455-1380

Fax: 305-675-6303



www.epcfla.com

We want to hear from you!

Please email to: Inside.Hillcrest@comcast.net or vou can snail mail to: Inside Hillcrest at 3850 Washington Avenue, Suite 1016, Hollywood, FL 33021.

The letter MUST BE SIGNED and a phone number included so we may verify that you actually sent the letter. In the published edition, only your first initial will be used UNLESS you specifically request that your name be included.



We reserve the right to condense, but we will not edit the piece in order to distort your intent. Anytime we condense, it will be indicated by ..

You can email us at: Info@InsideHillcrest.com or call (954) 964-2559.

Inside Hillcrest is a newspaper published for the purpose of supplying information and providing Hillcrest residents an opportunity to interact.

Any view expressed in the Inside Hillcrest does not necessarily reflect the opinion or view of the publishers. Advertisers are screened; however, Inside Hillcrest assumes no responsibility for any work performed or quoted or any resulting loss or damage.

©Copyright 2023

ACCOUNTSULT, LLC

ACCOUNTING AND CONSULTING FOR CONDOMINIUM AND HOMEOWNER ASSOCIATIONS

Mark R. Buchalter

Tel: (954) 739-0310 / Fax: (954) 739-2635 / Email: mark@accountsult.com 3109 Stirling Rd. • Suite 202 • Ft. Lauderdale, FL 33312

Podiatrist - Foot Specialist



House Calls Available Medicare Assignment Accepted

Bert J. Henkel, DPM 4301 Hollywood Blvd. Hollywood, FL 954.981.8000

Hi Hillcrest Neighbor! Looking for someone to help you do chores or drive you to appointments, shopping, etc.? I live here in Hillcrest and would be glad to help. I am also pretty good company! My fee is \$15.00 per hour and I am available 7 days a week.

> **Call Wendy at** 954-961-1788.







305-956-9520 www.eliteguard.com



SOUTHPARKAUTOREPAIR.COM



Once again voted "Best of Hollywood Assisted Living"



A FIVE STAR INDEPENDENT, ASSISTED LIVING & MEMORY CARE COMMUNITY

Five Star Premier Residences of Hollywood is a resort-style luxury senior living community offering the finest in independent and assisted living, as well as our award-winning Bridge to Rediscovery Alzheimer's care program. Our 22-acre campus features gardens, lakes and walking trails, creating a warm and welcoming, secure and supportive place to live.

Our care is unsurpassed, with experts that run the gamut from our Culinary Institute-trained Executive Chef to our knowledgeable and compassionate Director of Assisted Living. Best of all, our rental retirement community never requires a huge up-front buy-in fee. Our services and amenities include restaurant-style dining, a full slate of social and recreational activities, heated outdoor pool, game rooms, computer center with high-speed internet access, fitness center, library, full-service beauty salon, putting green, transportation, 24-hour staff, and laundry and housekeeping. *For Leasing please call: (954) 787-3926.*

Call Darline or Lisa (954) 787-3926 to schedule a tour

2480 North Park Road | Hollywood FiveStarPremier-Hollywood.com

Spacious apartments start at \$2750/mo.

ASK ABOUT OUR MOVE-IN SPECIALS















J.D. Power 2019 Certified Senior Living Community Program recognition is based on successful completion of an audit, exceeding a customer experience benchmark through a survey of recent claims servicing interactions, and a financial strength rating. For more information, visit jdpower.com