



October 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7 Beach Club Opens for Lunch	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Halloween



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Biltmore Staff:

Michael J. Quinn
General Manager

Tim Gibb
Assistant Manager

Jay Pearsall
Director of Security

Meghan O'Connell
Office Manager

Pat Mayo
Bookkeeper

Helen Mink
Concierge Director

Jose Concheso
Housekeeping Supervisor

Rick Arnowitz
Chef/Beach Club Manager

Erick Osorio
Maintenance Supervisor

Holly Whitehurst
Pool Supervisor

Telephone Numbers:

Security

561-659-4048

Maintenance

561-655-8850

Management

561-832-0600

Concierge

561-659-4095

Beach Club

561-833-5567

Pool

561-833-3262

Tennis Court

561-833-3239

Exercise Room

561-832-0836

Fax Concierge

561-655-0579

Fax Management Office

561-832-4362

From Mike's Desk

The season is upon us and we would like to make your return home as enjoyable as possible. If you would like our maintenance staff to prepare your unit prior to your arrival, please call the management office. Our staff is available to open your shutters, turn down your air conditioner, or replace a burnt-out light bulb. This service is free of charge, unless supplies are needed; ex: replacing a light bulb, change air filters, etc.

Also, the Beach Club will be open Wednesday through Sunday for lunch, including our quick delivery service. We are asking everyone to please come out and experience a whole new atmosphere with a great new menu. All of our dishes are created from the finest fresh ingredients to ensure the very best dining experience in the Palm Beaches. Please bring out your guests and friends to also enjoy a view of the ocean like no other. We are very proud of all the hard work and effort that everyone contributed to make the Beach Club a one of a kind amenity.

FOR THE BILTMORE

Michael J. Quinn

Hurricane Season 2009

We still have two months to go before we can put this hurricane season to rest. As we all know, it's not over until it's over. Remember Wilma. Please make sure your hurricane shutters are operational and if you need assistance, call the Biltmore Management Office for service.





Beach Club Hours

Grand Reopening
October 7.

Serving Lunch Only
Wednesday - Sunday

From Your Security Director

Let me take this opportunity to welcome back the residents of the Biltmore. We in Security, hope you had a good summer. With little construction going on, the summer here was quiet.

We were fortunate to acquire a new guard named Mike Abate who is a retired New York police officer. Mr. Abate will be taking Xochitl Carrillo's p.m. shift, as she has relocated to Arizona.

As always, we look forward to assisting you with any problems that you may have.



Calling all Tennis Players

Our tennis pro, Spence Garo has been working very hard to make the courts as playable as ever. He has been priming the surfaces all summer to get the perfect bounce out of every ball. We invite everyone to come out for a great match with the residents and the Biltmore's guests.

Tennis Rules - Seven Day Play

- All sign-ups for court reservations must be done in person. A next-day reservation sheet will be at the concierge desk, and it will become available at 8:00 a.m. This sheet will be moved to the tennis court on a current day-to-day basis at 7:30 a.m. Cancellations may be made by phone.
- Sign-ups can only be made on a next-day or same-day basis.
- A ten-minute delay keeping a reservation will forfeit the court.
- Reservation time for singles is one hour.
- Reservation time for doubles is 90 minutes.
- Making two same-day reservations is not permitted, except at the conclusion of the first reservation of that day.
- A consecutive reservation by same players is prohibited.
- If a vacant court exists, play may continue.

Holiday Play

- The tennis pro will designate specific dates each season of Christmas, New Year's, Presidents' Day weekend and Easter holidays, as days of "heavy play".
- Sign-up sheets during "heavy play" days will be so designated.
- All reservations will be limited to one hour.
- Non-resident guests may play only after 10:00 a.m.
- All other rules of play will apply.



We Have New E-Mail Addresses

All departments have their own e-mail address to make communication easier. The following addresses will go directly to the department named below:

- gm@biltmore.com
- hr@pbbiltmore.com
- maintenance@pbbiltmore.com
- officemanager@pbbiltmore.com
- security@pbbiltmore.com
- bookkeeper@pbbiltmore.com
- concierge@pbbiltmore.com

You can also use the following alternate e-mail addresses to contact specific people on staff:

- mike@pbbiltmore.com or generalmanager@pbbiltmore.com or quinstirmj@aol.com
- tim@pbbiltmore.com or mgr@pbbiltmore.com
- meghan@pbbiltmore.com
- pat@pbbiltmore.com

Don't Forget

Please don't forget that our Fiesta Room is always ready for a social gathering. The Fiesta Room is equipped with a great kitchen and a patio overlooking our beautiful gardens and Lake Worth. Please contact the Biltmore Management Office for reservations.

Appliance Replacements

Just a reminder from the Rules and Regulations:



- Water heaters shall be replaced after 10 years of use, regardless of condition, or sooner if showing signs of moisture or rust.
- Air conditioners and free-standing ice makers shall be replaced after 12 years of use, regardless of condition or sooner.

Homeowners' Insurance

A new Florida State Statute requires homeowners to carry insurance naming the Palm Beach Biltmore as an additional insured, and to keep a copy of the policy on file in the administrative office.

If you have not yet complied with the state law, please contact your insurance company immediately. There is no fee to make the Palm Beach Biltmore an additional insured. Please comply.

