

## 4/13/2026 COMMUNITY MANAGER'S REPORT

By Donald Foster, LCAM

[UCOMAINTENANCE@GMAIL.COM](mailto:UCOMAINTENANCE@GMAIL.COM) [UCOGARBAGE@GMAIL.COM](mailto:UCOGARBAGE@GMAIL.COM)

[WWW.UNITEDCIVIC.ORG](http://WWW.UNITEDCIVIC.ORG)

**FIRE, WALTHAM A, UPDATE-** On 4/8, I was contacted by an investigator from **Florida Department of Business and Professional Regulation (DBPR)**, about a complaint that I filed last month regarding an unlicensed handyman, **Rodcliffe E. Hart**, who installed a hot water heater at a Waltham A unit. Several hours after the installation, the building caught fire and two units were destroyed. I forwarded to the DBPR investigator all information collected, including Fire Reports, an invoice from Hart, and my previous complaint to PBC Department of Planning, Zoning, and Building.

Also on 4/8, I was contacted by a representative of the insurance carrier for Waltham A, who had contacted Handyman Hart to get his insurance information. Hart's response: *"I am not licensed or insured. I rely on my client's insurance (those who hire me) for any accidents or issues that arise from any work that I complete"*. **Yikes!** And it has not yet been confirmed that the owner of the burned-out unit has insurance either. **Double Yikes!**

**UNPERMITTED WORK, 312 SALISBURY I-** On, 4/3, I was called by an association director about unpermitted work that was happening in a unit. After checking the PZB Permit Tracking website and seeing no permits issued or applied for, I drove over to this unit and saw that a bathtub had been removed for a walk-in shower conversion. I sent a report to PZB Code Compliance, **#C-2026-04060007**. At the Director's request, I asked security to turn off remote guest call-in privileges and barcodes for this unit.

**NORTH CANAL, RFP-** On 4/6, **DKK Consulting** sent out a **Request for Proposal** and **Scope of Work** to four construction companies, for the upcoming refurbishment of North Canal. The deadline for return of proposals is 5/6. Proposals will be reviewed by the UCO Bids/Infrastructure Committee on 5/21.

**SOUTH CANAL-** Today, **Shenandoah Construction** will resume restoration work at South Canal.

**PLYMOUTH LAUNDRY-** This project is paused, waiting on inspections.

**PAVING REPAIRS-** Today, **Federal Maintenance** will begin making paving repairs at various sections of Century Village.

**AMBULANCE SERVICE-** Last week, I received an email from a unit owner regarding the private ambulance service that is provided to Century Village residents under a contract between **UCO** and **American Medical Response (AMR)**:

***“Last Thursday night (midnight) I had to call 911 and I'm not happy with the results. The EMT showed up at my unit in a few minutes but after they assessed me, I was told that we need to wait for another ambulance to transport me to the ER. They told me that Century Village has an arrangement with private ambulance services. I think this is outrageous and nobody should wait to be transported to the ER. Thank you.”***

Here is my response to the unit owner: ***“Good Morning Mrs. - The decision on emergency or non-emergency service is made by PBC Fire Rescue. If the situation is determined to be a non-emergency, then the EMTs will call AMR and wait with you until the AMR truck arrives. You pay for this AMR service through your Association monthly fees. When the PBCFR EMTs call AMR, it's a good bet that you are going to be OK. BTW, glad to hear that you are OK!”***

This response satisfied the unit owner, but I thought that it might be helpful to share the details of this service with the Community. Occasionally, after a medical event, a resident will receive an invoice from AMR or PBCFR. **When this happens, bring the invoice to Fausto to check it out.**

**AN UNCOMFORTABLE SUBJECT-** Last week, a CV Association President called me to report that an unattended death had occurred in a unit. When I arrived at the unit, the Sheriff's Deputies and Medical Examiner were still working, so I could not enter yet, but a Deputy indicated that a biohazard cleanup would be needed. After consulting with Association Directors, I called ServiceMasters, who arrived shortly after the unit was cleared for entry. A quick look at the interior showed that the unit was a complete disaster and had been that way before the death of the occupant. While waiting for ServiceMasters to arrive, I sent a report to UCO's insurance agent. The ServiceMasters crew worked late into the night and returned the following day to complete the job. The neighbors were glad about this; just walking by the closed front door made people gag.

These situations happen from time to time, and it has been a while since UCO has published "***a post-mortem guide to association boards***". So, here goes, with apologies in advance for the macabre subject matter:

The first job is always to assess safety. Decaying biological matter is dangerous. It can make people sick. Once the dead body is gone, the Board and their Property Manager should enter the unit (per the "emergency" language in your governing docs) and make an assessment. Touch nothing, remove nothing, do not enter a unit alone. Stink is your first sign of biohazard. Next is visual clues: stained mattresses, carpet, or upholstered furniture, corpse flies, blood, feces. Any of these require a biohazard vendor for cleanup. Your Property Manager has a list of vendors that do this work. UCO also has a list of trusted vendors, recommended by our insurance agency, AssuredPartners. If the unit owner will not or cannot (because they are dead) engage a licensed biohazard contractor, then the Board needs to make that call, quickly. The old question of "who pays?" can be sorted out later. Allowing a unit owner to just "hire a guy" puts the Association and the residents (and the unlicensed "guy") at risk. **THIS IS WORK FOR LICENSED AND INSURED COMPANIES WHO USE SAFE PROCEDURES AND PROTECTIVE EQUIPMENT.** The Association has insurance coverage for these events.

When inspecting a post-mortem unit, it is not uncommon for board members and property managers to observe items that may be dangerous, illegal, or require special handling. I have seen drugs, drug paraphernalia, guns, ammunition, and other weapons. If anything like this is observed, leave the unit, secure the unit, and call the police. Don't open drawers, closets, or cabinets. **Use your eyes only, not your hands.** Whatever shoes you were wearing when you entered the contaminated unit, take them off before entering your unit. Pets should be turned over to Animal Control. This is a tough one; neighbors will often volunteer to take animals into their units. **Do not allow this.** The animal may be sick, or contaminated, or may hurt the neighbor. Any material removed from a contaminated unit must be removed from Century Village immediately and not put in our dumpsters.

**END OF REPORT**

STATE OF FLORIDA  
DEPARTMENT OF BUSINESS AND  
PROFESSIONAL REGULATION

Please submit to the appropriate address on Page 9.

Any investigation or administrative proceeding brought by the Department against the subject of your complaint will rely upon the information you provide to the Department. All allegations and supporting documentation MUST be provided to the Department at this time.

COMPLAINANT INFORMATION			
Last Name	First	Middle	Title Suffix
FOSTER	DONALD	JOSEPH	MR.
Your Company/Occupation UNITED CIVIC ORGANIZATION/PROPERTY MGT.			
MAILING ADDRESS			
Street Address or P.O. Box 2102 WEST DRIVE			
City	State	Zip Code (+4 optional)	
WEST PALM BEACH	FL	33417	
County (if Florida address)	Country		
PALM BEACH	USA		
CONTACT INFORMATION			
Primary Phone Number		Alternate Phone Number	
561-221-5385			
Primary E-Mail Address VCOMAINTENANCE@gmail.com			
Unlicensed Activity Complaint? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/>			
COMPLAINT DESCRIPTION			
<p>ON MARCH 20, 2026, AN UNLICENSED HANDY-MAN, ROD CLIFFE HART, INSTALLED A HOT WATER HEATER AT #6 WALTHAMA, IN CENTURY VILLAGE WPB. SEVERAL HOURS LATER, AN ELECTRICAL FIRE STARTED AT THE JUNCTION BOX THAT THE NEW HOT WATER HEATER WAS CONNECTED TO. TWO APARTMENTS WERE DESTROYED. THE FIRE WAS INVESTIGATED BY PBC FIRE RESCUE, CASE #PBC 26035769. ON MARCH 25, ROD CLIFFE HART RE-ENTERED UNIT #6 AND REMOVED WIRING, ETC. THAT HE INSTALLED. HART LIVES AT 315 NORWICH N IN CENTURY VILLAGE. HIS EIN NUMBER IS 45-3813365.</p>			

Attach additional sheets as necessary.

PLEASE SEE ATTACHED PHOTOS.



Ron DeSantis, Governor  
Melanie S. Griffin, Secretary

April 6, 2026

**CONFIDENTIAL TO:**  
MR. DONALD JOSEPH FOSTER  
2102 WEST DRIVE  
WEST PALM BEACH, FL 33417

RE: Subject: RODCLIFFE E HART  
Case Number: 2026023277

Dear MR. DONALD JOSEPH FOSTER:

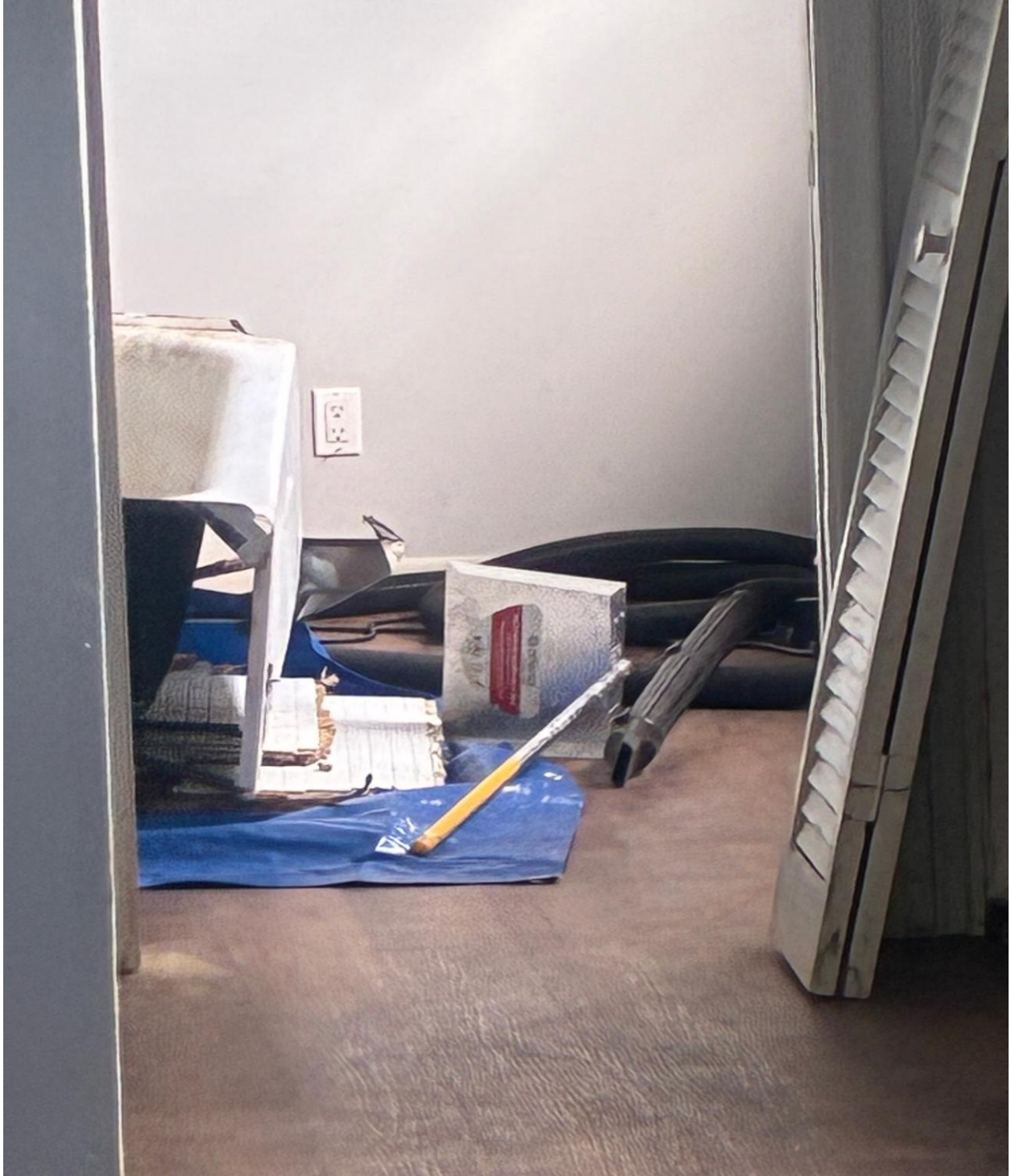
Your complaint against RODCLIFFE E HART has been forwarded to our West Palm Beach Regional Office for further investigation. The investigator assigned to your complaint will contact you if any additional information is needed.

Pursuant to Florida law, RODCLIFFE E HART will be provided with a copy of your complaint and given an opportunity to submit a written response to your complaint. Once the investigation is complete, the file will be forwarded to the Office of the General Counsel and assigned to a prosecutor for review. A finding of probable cause is appropriate when there is enough evidence to believe that the subject of the complaint has committed a violation of applicable laws or rules. You will be notified if the Department's Office of the General Counsel reviewing this matter finds probable cause that the alleged violation(s) occurred.

We hope this information is helpful. If you have any questions, please contact the Regional Office at 561-650-6887. Thank you for bringing this matter to the Department's attention.

Sincerely,

Kaley Brown  
Florida Department of Business and Professional Regulation  
Division of Regulation  
2601 Blair Stone Road  
Tallahassee, FL 32399-0783  
Phone: 850.488.6603 Fax: 850.921.2124



**213 SALISBURY I- TUB TO SHOWER CONVERSIONS REQUIRE PERMITS AND INSPECTIONS. THIS IS ESPECIALLY IMPORTANT FOR SECOND FLOOR UNITS LIKE THIS ONE. IMPROPERLY INSTALLED SHOWERS WILL LEAK AND CAUSE DANGEROUS MOLD CONDITIONS.**





**SALISBURY B- THIS PILE, THE BELONGINGS OF AN EVICTED RESIDENT, WAS PUT OUT ON 4/7. A SPECIAL PICKUP WAS ORDERED, BUT THE PILE WAS COMPLETELY GONE BY THE FOLLOWING DAY, THANKS TO NEIGHBORS WHO TORE INTO THE PILE UNTIL IT WAS GONE.**



**PLYMOUTH LAUNDRY- THIS IS THE PROPOSED NEW PAINTED-ON SIGN FOR THE FRONT OF THE LAUNDRY BUILDING.**



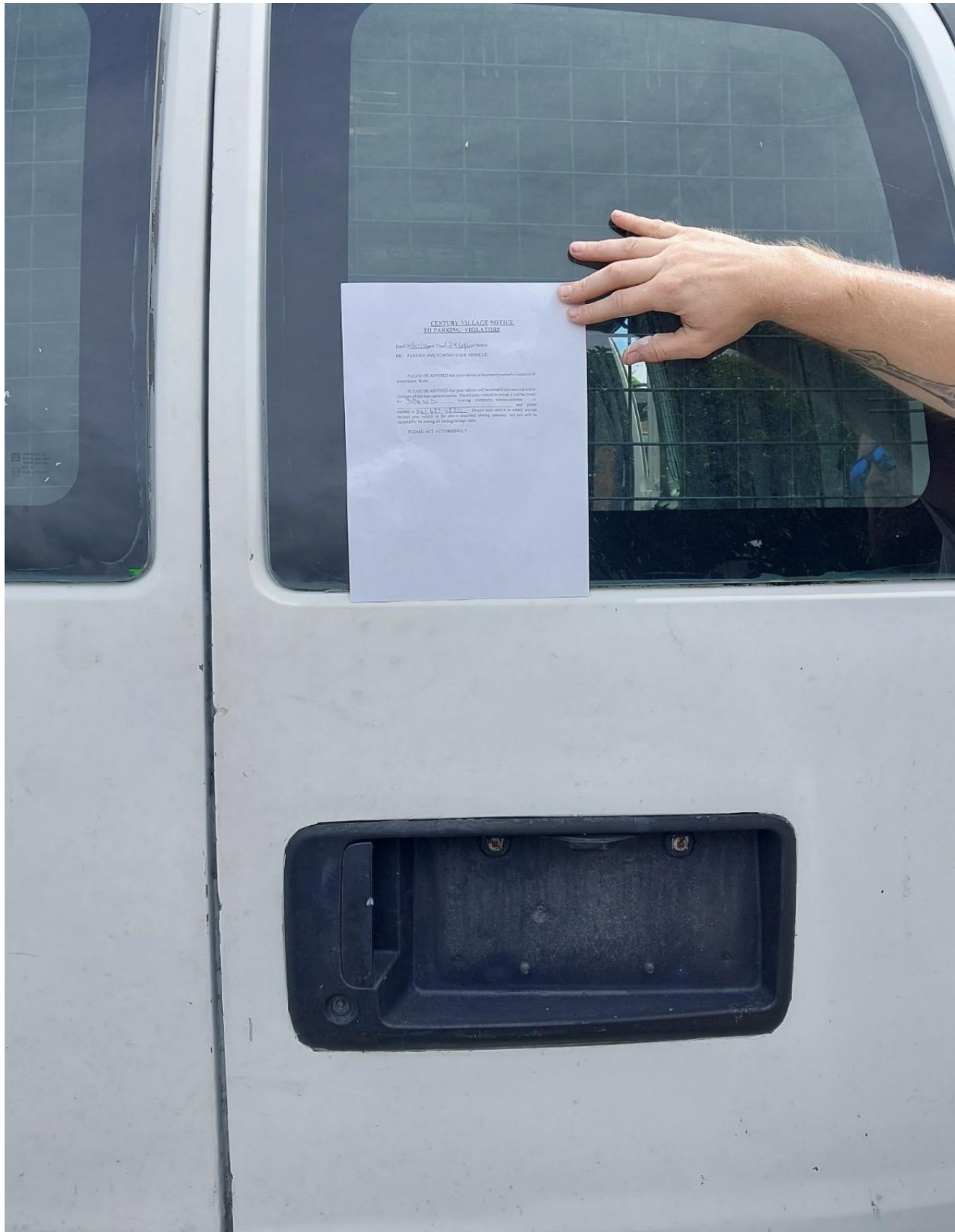
**SERVICEMASTERS, IN FULL PROTECTIVE GEAR, WORKED INTO THE NIGHT AND THE FOLLOWING DAY TO GET THIS UNIT CLEANED OUT. POSTMORTEM CLEANUPS SHOULD ONLY BE DONE BY LICENSED AND INSURED CONTRACTORS WHO KNOW WHAT THEY ARE DOING.**



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**NORTH DRIVE/BORDEN STREET- VAN WITH NO LICENSE PLATE.  
REPORTED IN BY A CV UNIT OWNER ON 4/6.**



**NORTH DRIVE/BORDEN STREET- A TOW NOTICE WAS PUT ON THIS NO-TAG VAN ON 4/7. THE VAN WAS REMOVED FROM CV SAME DAY.**



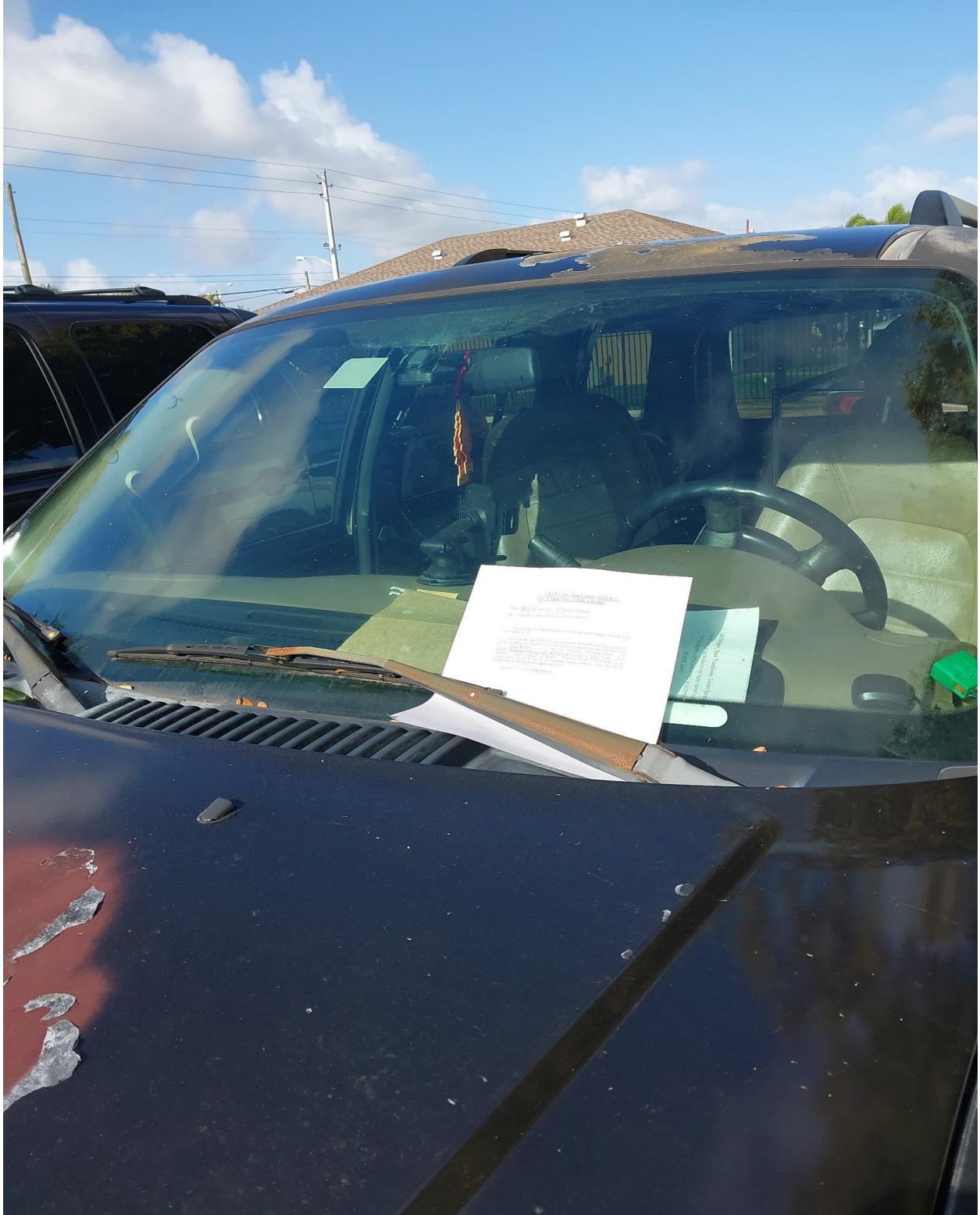
**COVENTRY G- PICKUP TRUCK WITH NO LICENSE PLATE.  
REPORTED IN BY A CV UNIT OWNER ON 4/6.**



**COVENTRY G- PICKUP TRUCK WITH NO LICENCE TAG. REPORTED IN BY A CV UNIT OWNER ON 4/6. TOW NOTICE WAS PUT ON THE TRUCK ON 4/7. THIS TRUCK WAS REMOVED FROM COVENTRY G ON 4/11.**



**SOUTHAMPTON C- SUV WITH NO LICENSE PLATE, DISCOVERED ON 4/9.**



**SOUTHAMPTON C- A TOW NOTICE WAS PLACED ON THIS NO-TAG SUV ON 4/10.**



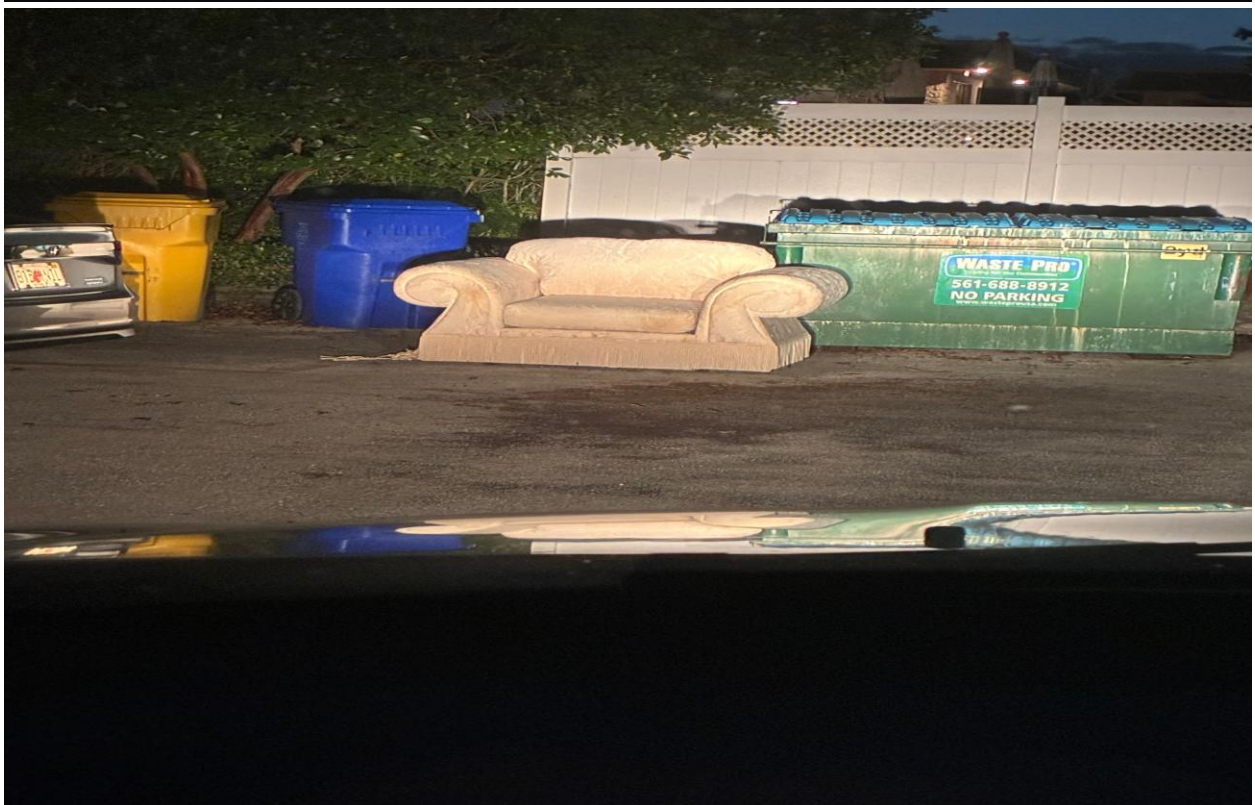
**SOUTHAMPTON C- NO PLATE SUV WAS REMOVED FROM CV ON 4/11.**



**DORCHESTER B- THIS STREETLIGHT WAS REPAIRED BY FPL.**



**KINGSWOOD E- THIS CHAIR WAS MISSED BY WASTE PRO ON FRIDAY. WASTE PRO SENT A CLAM TRUCK OUT ON SATURDAY TO PICK IT UP.**



**DORCHESTER B, GOLF EDGE #2- THESE CHAIRS WERE MISSED BY WASTE PRO ON FRIDAY. WASTE PRO SENT A CLAM TRUCK OUT ON SATURDAY TO PICK THEM UP.**



**GREENBRIER A/C- LARGE PIECES OF GLASS MUST BE PUT INTO THE DUMPSTER AND BUSTED UP. WASTE PRO WILL NOT PICK UP LARGE PIECES OF GLASS BY HAND.**



**GREENBRIER A/C- BUSTED YELLOW TOTER. A REQUEST FOR REPLACEMENT WAS SENT TO WASTE PRO. SECOND REQUEST. PLEASE SEND BUSTED DUMPSTER REPORTS TO [UCOGARBAGE@GMAIL.COM](mailto:UCOGARBAGE@GMAIL.COM).**