

What is that building?

When driving down River Heritage Blvd. toward the Health Care Center, you pass a small building on the right. Did you ever wonder about the purpose for that building? It is our irrigation pump house, but it is also the office of Frank Santoro, our Master Association Facilities Manager for Heritage Harbour. Frank kiddingly bills the pump house, where he puts in his long days, as his “office overlooking the lake, with private facilities.”

When asked what the responsibilities of facilities manager entail, Frank’s response was “anything that happens in the master association.” Although his responsibilities are listed on our website as landscaping, irrigation system, roads, ball field scheduling, and wilderness and storm retention ponds, excluding the Stoneybrook, Lighthouse, and River Strand Communities, Frank also acts as central dispatch, answering phone calls about anything from downed trees to what time the restaurant is open!

Frank has been our facilities manager for almost two years and when talking about his job here, his commitment to our community shines through. He has been in the service industry his entire life. Originally from the Bronx, Frank graduated from City University with a degree in sociology. Upon graduating he went to work for McDonalds because the country was in a recession. He later moved on to own a mechanical janitorial business, construct two large office buildings, and build eleven prefab homes in New Jersey. Frank also ran a business brokerage company for eight years. His entire career has been spent in providing services for others, and he is still working hard to provide those services for residents of Heritage Harbour.

Frank typically begins his days at 6:00 A.M. because that is when his crew begins work and he feels it is important to be available for direction and to handle problems they may encounter. He also confided that from 6:00 to 8:00 is the quietest time to be able to get paperwork completed without interruption.

The things he enjoys most about his job are solving problems and interacting with people. Some of those problems are still being solved, as he continues to address the issues of the waterfall at the entrance to Heritage Harbour and irrigation issues. He uses psychology from his past studies in his position, as he “studies the obvious.” What needs to be done that no one is really even noticing, but will improve the function and appearance of our

surroundings? He has addressed issues that many of us do not notice, such as having all of the light lenses cleaned and the light poles painted. With cleaner lenses we now have more efficient illumination. The curbs into our community have all been power-washed and the unsightly black residue is gone. Port Harbour Parkway will soon be repaved.

Frank takes pride in our community and great pride in his two man utility staff that work seven days a week to make our community a fantastic place to live. These men work long days in our hot Florida sun to complete their work. Frank's wish is that community members would show his crew that they are appreciated and recognize them for their hard work.

Frank is married, the second time around. He jokes that he was fortunate to be smarter the second time! Although he has never had children of his own, he is very close to his nine nieces and nephews and he enjoys their sixteen children. Although he once participated in triathlons, a back injury has curtailed that activity. He now enjoys swimming at least three days a week.

Being service oriented and a real people person, Frank is pleased that the first annual meeting of the managers of Heritage Harbour was held in March. His focus has always been that all of our managers are interdependent and that they need to work as a team. He is glad to be part of that team and sees the benefits of them working together.

Frank stresses that the biggest problem in our community is communication. Hopefully our website will be part of the solution to that problem and help all of us have a more viable community. Get to know Frank and communicate your problems before they become big issues. He will strive to understand and alleviate the problems.