

Southwinds at the Moorings Building Captain Program

The purpose of this announcement is to explain the current status of the Building Captain Program at Southwinds.

Functions and Responsibilities

Buildings 2, 3, 5, and 6 have two captains each, Building 4 has three, and the cottages have one for each group (Windward Way and A1A). Windward Way has a summer alternate captain, as well.

In the past, the functions of a building captain related only to post-hurricane damage assessment and resident notification. However, in February of 2021, the Board of Directors voted to broaden the position to include year-round, non-hurricane activities, as well. This change was made to address several areas that are not covered by Keystone staff or members of the Board. Each building captain fulfills the following tasks:

- Become familiar with all outside areas of the building, including walkways, stairways, elevators, and garages. Note their general condition and whether any might need future (or even immediate) maintenance.
- Complete maintenance work requests in the members area of the website or on paper to Keystone, as necessary.
- Consider ease or difficulty of emergency access for all residence units.
- Over time, become acquainted with other residents in the building.
- To the extent possible, while respecting others' privacy, be alert for these residents' needs, especially in relation to assistance that might be required in the event of an emergency or evacuation.
- Be ready quickly to call 911 in case of an emergency if no one in the unit is able.
- Be ready to direct arriving personnel to the emergency.
- In addition, always look out for opportunities to help residents with information and assistance regarding all aspects of living at Southwinds.

How Captains Work Together

Captains are all part of the Southwinds Captain Team and are expected to take responsibility in any emergency situation anywhere in Southwinds where action is required and no staff members are available to assist.

Because of the added responsibilities, the Board has approved multiple captains for all of the condominium buildings. Each captain will be primarily responsible for specific units of the building. They will exchange information to allow covering each other's areas, if necessary. While captains cannot be on site at all times, having overlapping coverage maximizes the possibility that one will be available if a neighbor needs assistance.

Residents can expect a captain to check with them at times to be sure they understand the captain's availability to assist and to confirm current contact information.