



Jamaica Bay, Inc.

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To whom it may concern,

May 13, 2024

We are a not-for-profit COOP in Boynton Beach Florida. Jamaica Bay has approximately 720 homes and over 1200 shareholder/residents. We are a 55+ Community with the majority of our full-time residents on a very limited income and many at the poverty level. Every dollar spent monthly has an impact on them.

Legally we are a Cooperative which allows us to leverage our collective buying power to maximize the benefits for our residents. Key to this ability to negotiate was including all homes in the contract and not allowing homes to individually opt out of service. Our residents are highly accustomed to having the Coop negotiate on their behalf for a number of services/amenities like trash, security, landscaping and more. Many elderly residents do not want the stress of trying to negotiate for services on their own. Without the ability to include all residents in bulk agreement, the COOP would have less or no ability to negotiate lower rates and improved services.

Our COOP researched a number of providers interested in providing services to our community, as a whole. We ended up choosing BlueStream. Pricing is greatly reduced from everyday retail rates, usually at over 50% off what individuals would pay without bulk. A low rate for internet is included in the resident's monthly assessment fees, and is limited to a marginal increase annually. The product performance for internet quality is guaranteed. The internet is a lifeline for most of our residents to keep in touch with family and friends. If the bulk rate is eliminated, you would be reducing the quality of life for many of these residents. They cannot afford to pay \$60-\$200/month, depending on the package.

Our Board works extremely diligently to keep our monthly fees as low as possible for our older population. We have negotiated free food programs and social activities to improve the quality of life for our residents. Removing the ability to access bulk contracts would cause many seniors to have to drop either TV or Internet services to live within their fixed income. Bulk brought with it better service providers and more support. Without bulk, our COOP would have fewer or no options to bring in new providers in the future. Our COOP would lose the benefits of free / comped services like internet, TV and phone for communal areas, pools, clubhouses, guard gates and more. This would cost our community thousands more per year. Every dollar spent by the community is divided equally among the 720 homes, as a coop., so this would be another financial hit to our senior residents.

Another benefit that we receive from BlueStream is a free community channel on their TV. For those who are too old to use email, this is their link to the community. This is also how we communicate any safety issues, weather warnings, social activities, free meals etc. Eliminating our bulk contract would also eliminate this communication to our residents.

Many of our residents benefited from the ACP program for their cell phones, again as their lifeline to family and friends. With the cancellation of that program in 2024, our residents have already taken a hit to the monthly expenses. Please do not take something else away that will also hurt them financially.

Yours sincerely,

Jo-Ann Durand CA, CPA
President, Jamaica Bay Inc.