

Minutes of Master Management Board Meeting

April 10, 2014

President Donna Capobianco called the meeting to order at 9:30 a.m.

Roll Call:

Present – Donna Capobianco, Dan Glickman, Gene Goldman, Danielle LoBono, Bill Morse, Pierre Laliberte and Fred Rosenzweig.

Not present – Charles Lusthaus.

Meeting Minutes:

Fred Rosenzweig moved to accept the March 13, 2014 Master Management Board Meeting Minutes. Pierre Laliberte seconded. The motion carried unanimously.

Gene Goldman moved to accept the April 4, 2014 Master Management Executive Session Minutes. Fred Rosenzweig seconded. The motion carried unanimously.

Gene Goldman moved to accept the April 8, 2014 Master Management Executive Session Minutes. Pierre Laliberte seconded. The motion carried unanimously.

Donna reminded the Village of the various places to view and receive information pertaining to the meetings, even if all the Minutes are not published in the Reporter.

Financial Report – Bill Morse: (9:34:55 a.m.)

For the month ending March 31, 2014, Revenue was \$1,012,360 and Expenses were \$972,562. Revenue exceeded Expenses by \$39,798. YTD, Revenue was \$3,033,529, Expenses were \$2,934,855 and Revenue exceeded Expenses by \$98,674.

On the Balance Sheet, Total Assets were \$5,551,596, with Total Liabilities of \$3,861,510 resulting in Equity of \$1,690,086. Cash at the end of the month was \$1,956,231 plus CD's of \$1,489,000. Total cash of \$3,445,231. The Net Assessment Receivables were \$1,035,571. Collections in the attorney's office during the month of March were \$37,693 and YTD is \$51,254. There was nothing unusual in the operating financials. The water, sewer, and utility tax are down \$12,000 from the previous month. Presumably, reflecting the lesser population of the Village in the month of March.

President's Report – Donna Capobianco: (9:37:47 a.m.)

- 1) Correspondence – Hy Shoub – Cambridge A
Mr. Shoub expressed his ideas for the purchase of the golf course. Donna advised against making assumptions and inflammatory or untrue comments which creates unnecessary worry for the residents. The Board respects the Village and makes it their duty to provide

true and accurate decisions and reiterates they will address community concerns as informed of such.

2) Comcast - **(9:41:20 a.m.)**

Donna announced the Board has authorized Marcel to sign a contract with Comcast, in the hopes that Comcast will sign and return the contract. MM had entered into a contract with CSI, who was again brought in to handle the bids for service, negotiate the contract and manage that contract for the length of its term. The contract with Comcast is for 10 years commencing 2015. The first 5 years will be a fixed rate of \$19.95 per month per unit with a potential maximum increase of 3% a year. Bids from other providers were discussed as to why they were not a good fit for the Village. Comcast was chosen due to providing the best rates with the same programming including HBO, as well as Channel 98 and 99. It is noted that per Federal Regulations, they have exclusive rights to change or alter their programming and the FCC regulates French channels. The contract will also include a lump-sum discount and as soon as those details are determined this information will be shared with the community. Also included, starting this year and at no additional charge, a technician will be provided on site one day a week with a customer service rep to address billing and educational issues. Once all the details have been confirmed, the community will be made aware.

3) Fairway Golf Course - **(9:54:23 a.m.)**

MM is currently attempting to enter into another purchase and sale agreement with Fairway Investors. This particular agreement would be a series of steps beginning with the required testing. The contract will be signed and turned over to the negotiating attorney today. MM remains hopeful and positive and is not giving up on the property. The Village will be kept informed as soon as correct data and information is available.

4) Richmond Lake - **(9:56:02 a.m.)**

Donna advised that Walter Magenheim, Operation & Irrigation Manager, has finished his research regarding a pipe observed pumping water into Richmond Lake and concerns regarding its origin and that it might be potable water. It was determined that three to four years ago under a previous administration, to address concerns regarding the low level of the Richmond Lake, the Cambridge pump was tapped, due to its higher level, and a line was placed to feed water into the Richmond Lake. Lake water is being shared.

5) Complaints and Issues – **(9:58:42 a.m.)**

When anyone in the Village has a problem, the best place to start is with your property management company. They are best equipped to determine who “owns” the problem. If it is determined to be a MM issue, they will get us involved. MM continues to upgrade their customer service program and effective April 1st; new procedures have been put in place to

insure timely follow-up communications to residents to advise the status of their work order. Donna referenced an unpleasant exchange with an Area Chair at the previous day's meeting, which after a 15 minute tirade of how follow-up is not being done, it was learned that within 24 hours a response had been given. Donna stresses MM does its best and strives to continue improving.

Executive Director's Report - Marcel Korman:

(10:02:22 a.m.)

Customer Service Report –

Irrigation Maintenance accounts for the largest number of work order requests, followed by Comcast issues. Current time to resolve is 3.58 days. Danielle LoBono acknowledges Debra Morale's efficiency in dealing with longstanding and complex Comcast complaints.

Project List Report

Recently completed:

- 1) After refreshing the shrubs and hedges, red mulch has been applied to the planter beds at all three (3) entrances. This updating work will continue so that we stay ahead of giving a run-down 1st impression. As a result, we are planning the removal of the "puny" ficus hedges at the main entrance with an upgrade to a resistant native species.
- 2) The "new" irrigation system maintenance has almost completely caught up with its backlog of requests for adjustments and general maintenance to the sprinkler heads.
- 3) The kick off meeting for Domestic Water Valve replacements work at each Building will be happening in the next few days which will trigger permit applications.
- 4) The signing of the Comcast contract will allow this service to continue after the current contract term expires at the end of December this year.
- 5) All employees of Master Management and Hector Menendez of Seacrest received CPR training on March 25. Certifications were awarded.
- 6) The proposal from Crain Atlantis Engineers for a structural assessment of the bridge on West Drive traversing the South Florida Water Management C-2 canal has been signed.

In Progress:

(10:07:37 a.m.)

- 1) As discussed in last month's Board meeting, a residents' complaint to the City of Deerfield Beach has resulted in code enforcement issuing violation notices to specific associations regarding diseased or damaged trees. There are in excess of 220 trees involved. Associations may be fined if they don't comply with the violations they receive. Master Management along with Seacrest has been to the City and met with their arborist, Harold Hoyt. Every violation needs to be acknowledged with written response indicating the timeline of action undertaken for removal and replacement of the trees. All replacement trees must be listed on a tree species list distributed by the City and be mature to 12 feet in height and possess trunks of a certain diameter. Seacrest and East Coast Maintenance can

address these issues for each respective association. The work must be complete by December 31.

- 2) A project kick off meeting with Todd Mohler of Masuen Consulting will be held during a Board of Directors workshop to discuss deliverables and schemes once the graphics and illustrations of the scope of the tree canopy restoration have been developed. Donna confirmed that the listing of tree species will be dispersed to associations once established.
- 3) Irrigation project Phase II is progressing. Total project zone laterals, heads and setup are just under 60 percent complete. A Change Order will be discussed later.
- 4) Marcel discussed his visit to the Goshen mini-bus fabrication plant three weeks ago. As of yesterday, six of the seven internal route buses are in South Florida at the First Transit maintenance yard. The seventh one should arrive today while the two larger buses are still two weeks out. As planned, they will receive the exterior graphics wrap Donna has developed along with the graphics provider Kromatic. Finished product should be in the Village by Monday, April 21. Still to be installed locally will be the data collection electronics and driver camera systems.
- 5) Forensic research is being conducted on the potable water consumption in the Village. Readings are being taken to identify any trending by time of day or specific operation that may lead us to identify abuses or plumbing system failures. The irrigation project crews discovered the Grantham recreational property around the pool had been receiving potable water for landscaping irrigation. This is being disconnected now and connected to the main line from the Phase II pump station in the Harwood area. Everyone's intuition and accountability is requested to help reduce the needless consumption of potable water. Each unit of metered water receives an equivalent sanitary sewer treatment charge whether it flows through the sewer system or not.
- 6) Work on the TEM Systems contract has continued with approved Indemnification language being added and as approved at the last meeting, Marcel indicated he will be signing a three-year maintenance contract for access control system equipment and hardware and software maintenance. Danielle LoBono complained regarding the number of instances that the gate arms are inoperable and questions if there are better options available in regard to gates or arms. Gene Goldman questions how Security handles damaged bar codes and vehicles going to the resident lane and having the gates manually opened for them. Kent Security responds with explanation of procedure but Board members are concerned it is not being followed. Kent Security representative offers that gate operation security will be analyzed and enforced.
- 7) The contract was signed and deposits have been paid for the Tilford pool deck and pool interior renovations contract previously approved at last month's Board meeting. Work will begin within two weeks.

- 8) Coolie Hat LED upgrade lamp replacements have been ordered and installation will commence upon receipt of lamps. This work is on schedule.
- 9) The remainder of the Perimeter Hedge replacement that was approved at the last Board meeting will be commencing work at the end of this month or early May.
- 10) A \$1600 proposal with Five Star Paving to apply the reflective striping to the roadway and curbs at the Hillsboro entrance has been signed. Danielle LoBono noted that all roadways should be done and Dan Glickman questions whether the project as a whole exceeds the ED's authorized amount to spend. It was clarified that once all the bids are received, the issue will be brought before the Board if warranted.

Planning:

(10:26:02 a.m.)

Marcel indicated that in the interest of time, rather than providing descriptions for the pending and longer term projects being planned, he is providing the following list of open items still to be addressed:

- 1.) Ongoing work to apply reflective striping to roadways.
- 2.) Deteriorated storm water management culverts.
- 3.) Pump street catch basins.
- 4.) Activities Properties:
 - a. Repaint LeClub inside and out plus replace carpeting
 - b. Reconfigure and update MM offices.
 - c. Interactive internet conferencing implementation in progress
 - d. Procure pool chairs and chaise lounge chairs
 - e. Trailer mounted emergency generator connection point and transfer switch to power the Master Management office facility. Update power switchgear to code.
- 5.) Upgrade power distribution at the main gate to allow for permanent accent lighting for trees and holidays.
- 6.) Bus Route Optimization planning.
- 7.) Traffic control studies and signage.
- 8.) Dumpster locations, relocations planning with approved dumpster enclosures. New concrete pads required at each new location.

Dan Glickman inquired as to the progress of the annual road evaluation project approved by the Board and due by August 01 of each year. Marcel indicated it's something being worked on but did not make list. Dan also questions whether MM has sufficient staffing in place for the oversight of all the projects and contracts. Marcel answered affirmative based on the governmental oversight that most projects require. Fred Rosenzweig spoke in favor of sharing the roadway paving information with all Associations; giving them a chance to budget for their parking areas at the same time should they so choose.

Request for Motion to Authorize Expenditures:

(10:34:07 a.m.)

Marcel had previously distributed to the Board and now requests the following motion:

Irrigation project Change Order for approval.

Dan Glickman moved to approve the Treasure Coast irrigation change order #14 to their construction contract, to add additional flush points in Phase III portion of the project at a cost of \$18,340. The motion was seconded by Donna Capobianco. The motion carried unanimously.

Marcel announces MM will be looking into commercially available water sub meters to identify large consumption users which may assist in determining the use of portable water. Much more research will be needed before going forward.

Danielle LoBono noted that patios and step-outs continue to cause problems with the new irrigation system. The issue has been published and is addressed in each ED Report.

Bill Morse, referring back to the Richmond Lake potable water report addressed during the President's report, questions the flow of water in the inter-connected waterways and why there would be a need for a diversion of water from one to the other. Walter Magenheim stated because some of the culverts are blocked, clogged or full of debris. When Bill inquired as to when this diversion would have occurred, Seacrest indicated 3 years ago. Bill stated the question of that being potable water being pumped in the Richmond Lake has gone back at least 10 years and that he personally observed water flowing into there 5 years ago. More research into the issue needs to be conducted.

Committees / Other – NONE

Business –

Unfinished – NONE

New – Gene Goldman

Regarding COOCVE and Master Management

(10:45:22 a.m.)

Gene Goldman moved:

Whereas, CVEMM has for years through a rental and service agreement between the corporation and COOCVE provided space, office equipment, utility services and professional staff services to COOCVE, and Whereas, COOCVE is moving its corporate offices to the Century Village Clubhouse facility, and Whereas, this project is being implemented in an effort by COOCVE to reduce some of its expenses, and Whereas the COOCVE corporation needs the support of all CVE organizations during this time of particular financial need

resulting from unfounded lawsuits, and Whereas, COOCVE plans to utilize volunteers to provide many of the services that have, heretofore, been provided by professional staff employed by CVEMM, and Whereas, the CVEMM BOD wishes to demonstrate its best wishes to, and show its solidarity with COOCVE, Therefore, be it resolved that all funds paid by COOCVE to CVEMM for professional services and space for the months of January, February and March 2014, be returned in total to the COOCVE Corporation at this time of transition.

Fred Rosenzveig seconded. After an extensive discussion between the members of the Board, the motion failed with a 3-3 vote with 1 abstention. (Yes – Gene Goldman, Fred Rosenzveig and Pierre Laliberte. No – Dan Glickman, Danielle LoBono and Bill Morse. Abstain – Donna Capobianco.)

Alternative Motion – Donna Capobianco (11:03:40 a.m.)

Donna Capobianco offers alternative motion to Gene Goldman’s motion to use all of wording in Gene’s motion except for: Therefore, be it resolved, that all funds paid by COOCVE to CVEMM for professional services and space for the month of March (excluding January and February) be returned in total to the COOCVE Corporation at this time of transition. Gene Goldman seconded. Motion passed 4-2 with 1 abstention. Yes – Gene Goldman, Fred Rosenzveig, Pierre Laliberte and Donna Capobianco. No – Bill Morse and Danielle LoBono. Abstain - Dan Glickman.

New – Fred Rosenzveig (11:05:37 a.m.)

Fred Rosenzveig moved to increase the late payment fee from \$10 to \$25, effective May 10, 2014. Gene Goldman seconded. The motion carried unanimously.

Member Comments - (11:12:00 a.m.)

Gene Goldman: Wished seasonal residents a good season away.

Danielle LoBono: Wished a Happy Passover and a Happy Easter.

Fred Rosenzveig: Wished year around residents a very good summer.

Announcements –

The next meeting is scheduled for May 15, 2014 at 9:30 a.m.

Open Mic - (11:12:46 a.m.)

Claire Charbouneau – Expressed concern regarding night traffic, particularly large transport trucks after eight o’clock at night, and Donna advised a Master Management workshop will address the issue. Also questioned whose responsibility the shorelines are and was advised the property owner is responsible and should work with their property management company.

Jerry Scharff - Tilford L – Communicated an irrigation issues to CVEDB and noted that he did not receive a response, but the issue was resolved two weeks after his initial communication. Donna reiterated customer service is upgrading its services to ensure quality. Questioned scheduling maintenance to come out to ensure the sprinkler system is working properly. Also noted he has submitted a request to customer service regarding the buses and is awaiting an answer. Also requested any available help from MM regarding the tree violations and the City of Deerfield Beach.

Terry McCluney - Durham L - Expressed concern for the safety of those using the interior bus loop. Marcel noted that with the new buses and electronics, the drivers will now be monitored. Offered suggestion that buses include signage that they only stop at designated stops, not by request.

Member Comments –

(11:23:41 a.m.)

Dan Glickman: Based on the comments from the unit owner’s annual meeting regarding bicycles and equipment (ringers for example) he believes after 40 years it is time to review any safety requirements for bicycles and pedestrians. Requested the issue be addressed at the next MM workshop.

Adjourn –

Meeting was adjourned at 11:25 a.m.

(For greater detail, those wishing to hear all comments, discussions, and debates are encouraged to view the meeting video in its entirety or by using the time markers above on www.cvedb.com. Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted,

Gene Goldman
Secretary & 2nd Vice-President
Board of Directors

The signature of the Corporate Secretary above indicates only that these are the minutes adopted by the Board of Directors in open session on May 15, 2014.