

**Minutes of Master Management Board Meeting
April 16, 2015**

1st Vice-President Dan Glickman called the meeting to order at 9:30 a.m.

Roll Call:

Present - Dan Glickman, Bill Morse, Michael Routburg, Pierre Laliberté, Danielle LoBono, Gene Goldman, Dick Ciocca

Absent - Donna Capobianco, Fred Rosenzweig

Meeting Minutes:

(9:31:59 a.m.)

Dick Ciocca moved to accept the following:

March 12, 2015, MM Board Meeting Minutes

March 12, 2015, MM Executive Session Meeting Minutes

March 30, 2015, MM Executive Session Meeting Minutes

The motion was seconded by Gene Goldman. The motion carried unanimously.

Financial Report – Bill Morse:

(9:32:56 a.m.)

For the month ending March 31, 2015, Revenue was \$1,035,757 and Expenses were \$1,050,263. The Expenses exceeded the Revenue by \$14,506. Bill noted the \$110,000 spent on water valve replacements contributed to the Expenses exceeding the Revenue for the month. YTD Revenue was \$3,110,000 and Expenses were \$3,040,000. The Revenue exceeded the Expenses by just under \$70,000.

The balance sheet is showing Cash of \$2,036,000 and CDs of \$2,709,000. Total Cash of \$4,745,000. The Total Net Assessments Receivables is \$906,000. Total Assets were \$6,455,000 with Total Liabilities of \$5,549,000 and Total Net Equity is a little over \$906,000.

President’s Report – Dan Glickman, 1st Vice-President:

(9:35:50 a.m.)

(Refer to Member Comments at time stamp 10:06:13 a.m.)

Executive Director - Kelly O’Meara Hampton:

(9:36:47 a.m.)

1) Introductions -

Fernando Navarro, Director of Security for ABM Security Services, was introduced. His office will be in the MM offices. Kelly was pleased to announce the retention of some of the former Kent staff who transitioned to ABM.

Lori Douvris, MM Director of Operations, was introduced. Kelly mentioned her professional experience and noted progress is moving forward on community projects.

Sherrie Duffy, MM Customer Service Coordinator, was introduced and will address all customer service needs.

Kelly expressed excitement for the things happening at MM. Fernando, Lori, and Sherrie were welcomed by a round of applause.

2) Customer Service -

306 inquiries were received for the month of March with the largest categories being Irrigation, Miscellaneous, and Financial and included the newly added Activity Center category. Work orders took 2.46 days to complete.

(9:39:04 a.m.)

- 3) Security -
Due to the transition of the security companies, an update was not available. Kelly mentioned BSO's increased presence in the community and that they are handing out tickets, particularly to address speeding concerns. Installation of speed bumps is being considered and Kelly will present the findings to the Board for policy decision. Further discussion, comments, and suggestions ensued between the Board Members. (Refer to time stamp above for brief discussion.)

- 4) Website -
Negotiations are underway with a company that will assist MM in updating the website, rebranding and assessing the goals and image of the company. Kelly will provide an update when more information is available.

(9:46:53 a.m.)

- 5) Road Restriping -
Century Boulevard, West Drive, and Hillsboro entrance have been restriped. Having been done at the height of season and not being pleased with the results, the areas will be redone in May to avoid heavy traffic. Discussion followed between the Board Members. (Refer to time stamp above for brief discussion.)

Following discussion, Kelly added that Five-Star Sealing & Paving, Inc. has started the resurfacing of the selected parking streets and for budgeting purposes for next year the building associations can use this years' price of \$165.00 per parking space (subject to change). For further inquiry and questions, Kelly advised contacting Five-Star.

(9:51:00 a.m.)

- 6) Irrigation System -
The new fully-installed water filtration system is fully functional and located throughout the Village at the pump stations. Photographs were shown depicting the new system and before-and-after aerial views of the Village greenery. Kelly explained what residents can expect over the next few weeks as to the flushing of lines and cleaning of clogged heads. (Refer to time stamp above for presentation and discussion by the Board.)

- 7) Tree Canopy Project -
Kelly reported the permit is ready allowing the project to begin and that the tennis courts will continue to be used as staging area for this project. Activity should begin in the next 30 days.

- 8) Water Valve Project -
To date, 232 water valves have been replaced and the project is well ahead of schedule. Kelly noted this is one reason the budget numbers were higher. Dan noted the project was almost half-complete.

- 9) Village Lighting-
FPL has agreed to assess the lighting along the main drive. In addition, a photometric study will be conducted and Kelly will present those findings and studies to MM for a workshop. Dick offered insight and information with respect to solar lighting as an option.

(10:00:22 a.m.)

- 10) Buses -
In addressing the concerns of the height of the first bus step, it was confirmed the step is out of specification and the company was made aware. Modifications that would lower the first step to 6 inches are currently being looked into and Kelly thanked Michael Routburg for his assistance.

- 11) Guard Houses -
Preliminary designs from the architect are pending. They will be presented to the Board for consideration.

(10:02:05 a.m.)

In response to an inquiry from Dan, Kelly addressed capital projects plans which included the guardhouses, village lighting, the Tilford tennis courts and road resurfacing. (Refer to time stamp above for full discussion.)

Kelly confirmed for Gene that the Security Office in the Clubhouse is no longer in use and the Security Office phone number now rings to the MM office location.

Business:
Unfinished -

(10:05:46 a.m.)

New -

Member Comments:

(10:06:05 a.m.)

Dan noted the absence of City Commissioner Rosenzweig and went on to read a memo into the record on behalf of Donna. The memo addressed a new private tram service company that would like to come in and speak with the Village about adding a stop at CVEDB.

After Board Member discussion, it was decided more information would be needed in order to determine entertaining the idea of inviting the speaker for a presentation. (Refer to time stamp above for reading of complete memo and Board discussion.)

Pierre announced his return to Canada, and expressed satisfaction with the community developments.

Gene reminded everyone GoToMeeting.com would be available so everyone can be seen and heard. Gene also complimented and thanked Kelly for her efforts in addressing community issues. Danielle noted Kelly's efficiency and getting answers. Dick and Michael thanked Kelly for a good job too. Kelly responded with a thank you and acknowledgment to the staff of MM.

Announcements:

(10:15:43 a.m.)

The next meeting is scheduled for May 14, 2015, at 9:30 a.m.

Open Mic:

(10:15:13 a.m.)

Sylvia Smaldone - 431 Tilford T - Area Chair - Spoke regarding a petition that had been circulated by Tilford Bldgs D thru J requesting a sidewalk. Being Area Chair, she expressed her displeasure for not being made aware beforehand of the petition that was circulated.

Fred Sherman - 226 Ventnor Q - Mentioned dissatisfaction in taking two buses to go to the newly located security office and inquired as to the availability of the Director of Security. Kelly responded security director will be onsite five days a week and advised contacting security via telephone. Also, mentioned TV Channel 98 as having poor visual and audio qualities; and the golf course grass is brown.

Terry McCluney - 376 Durham L - Complimented the Board Members for their efficiency and seamless function. Wanted to state publicly on the record bus drivers are not asking for IDs when people board the bus to come back into the Village, has since reported it. Desired a secret rider to gage bus driver actions. Wanted to know if the bus drivers could wait to open the doors until people getting off are at the front of the bus.

Jerry Scharff - 311 Tilford O - The parking roads have been resurfaced and wants to know which buildings are next.

Mel Nass - 3081 Oakridge U Area Chair - Wanted to know what the \$165 for resurfacing and restriping would include. Kelly advised contacting Five-Star for further inquiry.

Dan thanked everybody for attending.

Adjourn:

(10:27:05 a.m.)

Meeting was adjourned at 10:27 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
Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on _____, 2015.