

**BOARD OF DIRECTORS MEETING
OCTOBER 10, 2013**

Meeting called to order by President Donna Capobianco at 9:30 A.M.

Board Members in attendance: Donna Capobianco, Dan Glickman, William Morse, Danielle LoBono. Via telephone: Eugene Goldman, Pierre Laliberte, Ira Somerset, and Fred Rosenzweig. Absent: Charles Lusthaus

Open Mic

Michael Routberg of Upminster E: expressed displeasure at the cutting of the trees along Military Trail. The trees that once provided privacy for the residents are no longer there and due to the lack of barrier from the trees, the street noises have intensified as well. He is requesting input from the Board as to what can be done to rectify this problem. Donna Capobianco advised him that the trees along specified perimeters belong to the City of Deerfield Beach and as such, there's nothing that CVE can do at the moment to rectify the matter. Donna also stated that the Commissioner is aware of this problem and has requested for the city to come back to replant and clean the area. Donna is working with the City in order to ascertain what their intention is for the area.

Terry McCluney of Durham L: Addressed a question to Bill Morse in regard to the Aging report. He requested input regarding the amount of funds in arrears per time period given and if it's possible to obtain an average aging report per days. Bill advised that he does give an aging progress report when updating the Board with the financial report for the previous month. However the report does not contain full details such as amount of days, i.e. 28, 30, 60 days, etc. Bill also commented on the fact that Open Mic is not being used for the purpose it was originally created for.

Also questioned was the "eye" appeal for the village and that he was under the impression that the tennis court at the Tilford area is under Master Management jurisdiction. He is requesting Master Management to clean up the pool area once the pipe line has been installed. Donna confirmed that it is a staging area and will be addressed once the irrigation project is completed.

Minutes

September 12, 2013 Master Management Meeting: **Dan Glickman moved and it was seconded by Danielle LoBono to waive and accept the reading of the minutes. The motion carried unanimously.**

September 18, 2013 Executive Session Meeting: **Dan Glickman moved and it was seconded by Danielle LoBono to waive and accept the reading of the minutes. The motion carried unanimously.**

Treasurer’s Report – William Morse

The CVE Master Management Financial Report was distributed and a hardcopy given to all Board members and discussed in detail. Following is a breakdown of the report as of September 30th, 2013:

- Total Revenue - \$979,202
- Total Expenses - \$913,127
- Revenue over Expenses - \$66,073.94
- Year to Date Revenue - \$8,820,862
- Year to Date Expenses - \$8,288,706
- Revenue exceeds Expenses by \$532,156

Balance Sheet

- Cash - \$2,152,342
- CD - \$1,588,837
- Monthly Assessments Receivable - \$1,128,790 Less \$200,000 for write-off receivable
- Total Assets are - \$5,160,104
- Total Liabilities are - \$3,579,288
- Total Equity \$1,580,821.94

Based out of the \$1,128,790, there are approximately 242 units, which represent \$87,800 that is up to one year of being delinquent.

- Outstanding items up to two year - \$132,836
- Outstanding items up to three years - \$190,351
- Outstanding items up to four years - \$263,331
- Outstanding items up to five years - \$337,815
- Outstanding items up to six years - \$116,517

Bill advised the Board that the collection efforts continues to include the attorney and in-house representative. Total dollars includes 71,462.00 in late fees.

President’s Report – Donna Capobianco

Golf Course Property: Donna gave an update on the status of the purchase of the golf course property. There are currently two issues being discussed at the moment. Prior to Phase Two, which involved conducting a test study that requires 60 days to complete, the parties involved had no knowledge as to what is involved in remediating a property. As the request for the 60 days extension to conduct the testing was denied by the owners of Fairway Investors, this issue still remains at hand. Donna also stated that the owner of the property is under the impression the cost of remediation will be a low amount, approximately a quarter of a million dollars. Master Management advised the seller they can conduct the remediation based on their assumption, which was denied by Fairway Investors. However, until Phase Two is completed, there is no way of knowing what the exact amount will be. Discussion on the table is in regard to who will perform the remediation. Providing Master Management conduct the testing, the fee for the testing will be deducted from the overall contract amount. Negotiation between Fairway Investors and Master Management is ongoing.

Other issue involved the level of land to be remediated. Donna advised the Board that the owner of the property has the option of selling the property to an organization, thus becoming a commercial property

as well as it being less expensive to remediate. If such were to occur, commercial properties can be built on the land, which the Board wants to prevent. At the moment, Master Management is conducting further research on the topic in order to answer any questions accordingly.

Meeting with CVRF, Bay Management Recreation Group and Master Management: Discussions held between CVRF, Bay Management and Master Management in regard to what can be done, providing all are in agreement to having a uniform look and feel to the theatre, meeting rooms, swimming pools, etc. as is currently being handled by Bay Management. Walk-thru of the properties was conducted by Norma Taylor from CVRF, Kim Whittemore and Fred Stoddard from Recreation. The discussion on the table was in relation to leasing the properties. Master Management currently own these properties and all other properties will not be “turned over” until after 2019. Bay Management, in terms of budgeting impact, proposed a possible management agreement with no management fee charged to Master Management in exchange for no fee charged to them for continuing as they have been by spreading over these mentioned properties. Bay Management believes the overall agreement will provide some cost savings for Master Management. No written agreement has been forthcoming as of yet. Marcel also met with Bay Management in regard to evaluating what improvement and renovations were necessary to these facilities in order for it to be useable. Issues discussed were relating to painting, flooring, etc. as these items are in need of repair, no matter who does the repair.

Fred Rosenzweig stated that he likes the idea of bringing the properties to a better appearance. Fred also stated that Bay Management posts guards outside the facilities and all attendees are carded prior to entering the facilities. Fred advised Master Management to take this under consideration when reviewing the agreement as this is something that Master Management does not currently do. Danielle LoBono stated that she believes Bay Management will continue to post guards outside the facilities when there is an event going on for the simple fact that this is currently how they operate their facility and believes it's a benefit to us as it will provide better security. Fred requested that Master Management look into the scheduling of the meeting rooms as well where the Board would have a scheduling priority that would be different from the normal scheduling held in the Clubhouse. Donna believes they will go with our current schedule but will raise the issue as well.

Dan Glickman is requesting a time frame involved to getting this project going? Donna stated Bay Management's expectation is to start in 2014 plan, which will work better as it will allow Master Management to budget better.

Pet Policy

Donna stated there has been an issue brought up by Bill Morse in regards to CVE's pet policy. Within the last couple of months, there have been some issues that brought the pet policy to light. Donna held a meeting with Danielle LoBono, Bill Morse, Nancy Giordano, Fran Strickoff and Andre Vautrin representing Security, to discuss these issues. As Master Management is not considered to be an association that offers housing to the public, the laws regarding pet policy will need to be handled differently. Further research was conducted and the following are the findings from said research.

ADA (Americans with Disabilities Act) defines service animals as animals trained to perform tasks for individuals with disabilities and are not considered to be household pets, such as animals owned for the sole purpose of providing emotional support. It is also stated by the ADA that it is permissible for an individual to question whether or not the animal is a service animal and if such, what are the tasks performed by the animal. It is not permissible for any individuals to question the type of disabilities an individual neither has nor is it allowed to ask the service animal to perform a task as proof. As CVE does not provide housing to the public, nor do they have a pet policy currently in place, CVE's guidelines regarding pets fall under the ADA pet policy.

FHA (Fair Housing Act) covers condominium ruling, which provides housing to the public. Under the FHA pet policy, there's no specified law as to what type of animal an individual can own, i.e. service animals or emotional support animals.

As a result of the findings, service animals are allowed on CVE properties, and emotional support animals are only allowed in the condominium's common areas as CVE falls under the ADA guidelines.

For the purpose of the Board, the research conducted posed more questions that need to be answered. Such questions include;

- What can CVE do regarding the current pet policy?
- Is additional training needed within the community in order to re-enforce the no pet policy?
- If the no pet policy is to remain, what's the penalty or penalties involved if not followed?
- Is education the residents within the community a safer route to follow?

Donna stated she is willing to start an educational program by providing materials that will include all the pertinent facts regarding owning of pets within the community. Donna also stated that Security is taking an active role by documenting and working on stopping any issues brought to their attention. Gene Goldman stated that it is important to clearly indicate whatever decisions the Board decides upon is not going to interfere with the procedures in place by the 253 associations. Donna agrees that whatever decisions that is put in place will clearly define that Master Management **will not** interfere with any decisions made by the associations. Danielle LoBono stated that there will be an upcoming president's meeting where this issue can be addressed and possibly educate the residents, which will be led by Charlie Parness. Dan Glickman advised the Board not to confuse ADA laws with FHA laws and feels that it is not in the best interest of the Board to educate the residents but do feel that Master Management can become involved in the event there's any issues that arise. Donna agrees and will follow up with Charlie in regards to possibly contacting Broward County to have a representative on site to speak on this issue.

Fred Rosenzveig offline at 10:30 am

Pet Policy-Continue

Ira Somerset advised the Board on the President's column that is run monthly in the Reporter, which consists of educational items in regards to the community. Ira feels the pet policy is not something that should involve the Board unless there will be some actions taken to enforce the rules. If indeed the Board decides to forgo with the no pet policy, proper documentation should be put in place that will define what the penalties are if a resident is not in compliance. Donna responded by stating that she is asking the Board whether or not they wish to continue with the no pet policy and if so, is there a benefit to educating the residents of such. However, if the Board feels it is not the responsibility of Master Management to educate the residents, Donna will implement something on her own time, but is interested in the opinions of the Board. Ira also responded by stating that he thinks it is fine to explain what the actions will be if indeed the Board decides to remain with the no pet policy, but is confused of what Donna is requesting of the Board. Is the request being made is whether the Board wants to place restrictions on the animals, which will include changing the bylaws documents, by indicating what the penalties will be, i.e. suspensions of ID and bar code or possibly fining. Donna states that in terms of the documents, she was not able to ascertain any indications regarding the pet policy but is requesting of the Board if they will entertain the idea of following the same ruling as Recreation, which is to pull ID for 30 days and/or pull barcode of individuals not in compliance with their rules and guidelines. Donna stated Security is willing to work with Master Management if this is the route they decide to follow. Donna stated that this is a sensitive issue as it is not clearly apparent if an individual has a disability or not and it is wrong to make any assumptions.

Fred Rosenzveig online at 10:50 am

Pet Policy -Continue

Gene Goldman believes that the Board is acting a bit prematurely. He believes that there is no comparison between the procedures that are in place by Recreation and the procedures the Board is

looking to enforced because the areas in questions are not the same. Recreation covers a broader area that is basically open to the public; whereas Master Management is referring to areas that are specifically owned by Master Management. Prior to the decision being made, he believes that he needs to know the specifics on how to enforce the policy and at that point decides on the penalties that will be put in place. Donna stated that there is no association between the two and will follow up with Security as to what can be done. Security will document on how they can enforce the policy to which Ira stated that he does not believe that Security should be the one providing documentation but is the responsibility of the Board, but believes that they can review and provide feedback on any document created by the Board. Dan Glickman is also requesting a listing on how often the incidents are occurring in order to know how to move forward. Bill Morse stated that incidents are occurring without the knowledge of Security; therefore, the reporting will not be accurate. Bill believes that the issue will be in regard to the size of the animals. At the moment, the animals in question are approximately 10-15 pounds, however, that can change and he believes that Master Management either needs to control their ruling or give up the process all together. Donna clarified that if the policy is to be enforced, there will be a size limit involved, unless the animal is classified as a service animal. In conclusion, Dan Glickman prefers to continue with the no pet policy currently in place. The request was made for Marcel Korman to provide a list of possible penalties that can be enforced for the Board to vote on.

Operations Report – Marcel Korman Executive Director

Marcel spoke in regard to the customer service system that was implemented prior to his arrival at CVE. he provided a summary of the work orders received for the month of September. There were 92 issues reported to date with 26 issues reported in the month of September. To date, the average days of resolving these issues are 2.38 days. 78 percent of these issues have been completed and others are being carried forward. He also stated that the majority of the issues reported were primarily related to the roadways, i.e. potholes, maintenance and irrigation. Marcel concluded by stating that the Customer Service program is working well and the staff is being proactive in resolving the reported issues rather than just recording them.

Irrigation Project: Phase 1 is to be completed by end of month. Marcel will provide a report to the Reporter in regard to which areas Phase 1 represents. He also stated that once work has begun, the existing irrigation system will continue to water the areas two days a week instead of once a week.

Transportation: Proposals received still being analyzed. A decision to which firm to go with is in the making and should have a decision made by end of day or tomorrow.

Curb Appeal: Vendor was selected and Marcel is in the process of analyzing the contract. The cost of the project is under budget at \$17,250.00. The project will start immediately and proceed until November.

Watering Plants: Marcel stated that more and more associations are using water from their building to water their plants and is advising them not to do so as it can increase the charge paid for sewage. This charge will eventually end up on resident’s bill if continued. Also no planting should be done until irrigation is completed and the sprinklers will be working.

2014 Budget: Positive efforts are underway to identify areas that need to be addressed. Marcel will address the issue at the November meeting and possibly have a vote at that time. Donna stated that the

Board will be looking at the proposed budget prior to the November meeting and will be able to report the budget in the Reporter, which is something Donna is actively working on.

Masuen Consulting Agreement: Masuen Consulting is requesting \$26,450.00 for an additional site observation. Marcel stated that the original project was extended numerous times and as a result, will be out of budget (Marcel provided a summary of the scope of the project). Marcel is requesting of the Board to amend the contract by \$26,450.00 for site observation. He also stated that the idea to hire Masuen to overlook this project was a good one made by the Board, and that by Masuen is overlooking the project, and observing will provide feedback at the meetings, but they do not approve any functions. The actual installation is a Treasure Coast function. Report of the meeting was submitted by Marcel last Tuesday to be included on the agenda for approval.

Ira requested feedback as to the delay of the project to which Marcel responded that while the project is behind, it is not too far behind schedule. The delay is due to bank regulations, which affects the terms and conditions of the loan and the amendment to the contract had to be made prior to starting Phase 1 of the project. The project is due for completion mid-November.

Fred Rosenzweig made a motion to amend the Masuen contract for additional site observation. Dan Glickman second. Motion carried unanimously.

Speed Bumps: Marcel is requesting of the Board for guidance in regard to enforcing a policy regarding speed bumps installed. He stated that there are speed bumps installed throughout the village that are not authorized and are not in compliance with the City of Deerfield Beach. Request was made to have the speed bumps removed, otherwise there will be a halt made to maintenance of the parking streets, which includes, sweeping, cleanup of debris and asphalt maintenance. Board discussed what constitutes parking streets, to which Ira suggests looking at the official documents for guidance. Ira also stated that he believes this is a Code Enforcement issue and doesn't believe the Board has the right to withhold services. The decision was made to report the issues to the proper authorities and communication can be distributed throughout the community explaining that this is a safety issue.

Committee's Report

None

Business

Unfinished – None

New – None

Danielle LoBono advised the group that there will be a District 3 meeting held on the October 29th in the Party room at the Clubhouse at 1:30 PM, for anyone who has questions for the Commissioner. Fred Rosenzweig asked to have this televised and suggested for COOCVE to do so?

Next Meeting for Master Management – November 14, 2013

Meeting adjourned at 11:00 AM

Respectfully submitted,

Danielle LoBono
Secretary of the Board of Directors CVEMM