

Master Management Second Annual Open Board Meeting  
12-18-08

President, Donna Capobianco called the meeting to order at 9:00 am on Thursday, December 18, 2008. In attendance were, Reva Behr, Donna Capobianco, Harry Chizeck, Dick Ciocca, Donna Dowling, Anthony Falco, Jules Kesselman, Jack Kornfield, Susan Koser, Bill Morse, Charles Parness and Ira Somerset.

After the Pledge of Allegiance, and moment of silence, Jack Kornfield made a statement that it is the policy of the MM Board not to accept gifts from any of its contractors and any gift that they do receive should be returned. Donna Capobianco indicated the comment will be taken under advisement.

#### Election of Officers

President – Bill Morse nominated Donna Capobianco to the position of President, Reva Behr seconded. There were no other nominations. Vote passed unanimously.

First Vice President - Reva Behr nominated Ira Somerset to the position of First Vice President, Bill Morse seconded. No other nominations. Vote passed unanimously.

Second Vice President - Bill Morse nominated Reva Behr to the position of Second Vice President, Anthony Falco seconded. No other nominations. Vote passed unanimously.

Secretary - Jules Kesselman nominated Susan Koser to the position of Secretary, Reva Behr seconded. There were no other nominations. Vote passed unanimously.

Treasurer – Ira Somerset nominated Bill Morse to the position of Treasurer, Donna Dowling seconded. There were no other nominations. Vote passed unanimously.

#### Brief Updates -

Upgraded signs will be going up after the first of the year. On January 1, mini bus inside transportation service will begin. Completely refurbished vehicles with

CVE logo will be in place within the first quarter of 2009. BCT 90 series buses stop on January 10, 2009 and 2 CVE outside routes and one BCT Route 48 will commence on January 11. All information will be posted in the reporter. Information will also be available in the staff office, on CVEDB.com and Channel 99.

Reva Behr stated that landscaping will begin in January at the Main gate, East gate and after discussion with the industrial park, the Westgate.

Ira Somerset stated there is a rumor going around about the irrigation and that Seacrest will not provide water for the month of January – this is not true.

Good & Welfare (Open Mic):

Francis; Farnham – Commended the Board for a good job. When will the pumps be fixed in Farnham? Donna Capobianco stated that there are many pumps that need repair and those particular pumps have been a problem for a long time under Century Maintenance's care. As soon as we have an answer we will be letting you and your area know.

Jess Levin; Oakridge B – In regard to upgrading the planting at all the gates, has MM hired a professional landscaper? Reva Behr stated that MM is working with the architectural design consultant of Seacrest. This is minor work until the renovations to the buildings are made. The Westgate trees need pruning - will this be taken care of during this time? Reva Behr stated Seacrest will be handling that when they start in January.

Fay; Ventnor B - In regard to the insurance surplus of \$170,000, will this be returned to unit owners or will it be given to the associations to give back to the unit owners?

Bill Morse stated that there is an amount of money sitting on MM books that will be reconciled at the end of the year. Currently there is approximately \$130K and approx. \$59K in uncollected monies. After the end of the year when there is no more activity with regard to the 2008 insurance, he will attempt to reconcile it in detail, by building. This will show how much is due per building plus/minus. There is a minus because there are outstanding items that are not

collected and will be put into the pot as a negative because that money is due from the buildings. This is not an MM decision to decide how to handle this. If this cannot be resolved, Bill will recommend to MM that the money be put into a bank to be held in a trust account until the appropriate person can make a decision.

Stan Rosen; Oakridge Q – Regarding the pumps – How are they powered? Some have meters and there are some without – In Newport N there are 2 pumps with no meters. Are they being charged or is the electricity being deducted from the closest building? Are they being compensated by MM? Ira Somerset responded stating they are connected to the electricity at the buildings. Some do have meters, some do not. And yes they will be compensated. Donna Capobianco added that when MM makes decisions on irrigation going forward, MM will be looking at how these things were set up in the past and how we can set it up differently in the future to make it fair and equitable for the community. Charlie Parness commented that this involves not only pumps but lights as well. It has been calculated by estimates of what the electricity cost is, they subtract it out from the building, they put it into a pool and add it to all the other electrical costs throughout the village that are not individual buildings and divided by 8,508 so no building is actual paying for it.

Carol - Oakridge B – As instructed, I went to the bank to have the deductions altered from CenDeer to Seacrest and the bank stated that nothing needs to be done. Also, it would be helpful to have a schematic in the staff office of the bus routes and if each building had one to post so that it could be better understood.

Donna Capobianco stated that all bus information will be posted in the staff office. You can get copies and bring them to your meetings and pass them out as well. The reporter will have it but not until January 5.

Dan Glickman; Farnham G – Would like to thank MM for putting on the Century Blvd. lights through Seacrest. Also, the outside CVE mini bus routes at 75 minute loop are too long. If it is taken from CVE to Sawgrass at Publix and

back to CVE it's approx. 55 minutes and it's too long. On April 1<sup>st</sup> it will be approx 50 minutes – same thing-it's too long.

Donna Capobianco stated that FPL lights cannot be touched by MM. Security notifies MM (Seacrest Maintenance Supervisor) when any FPL lights are out; Seacrest then logs them in and contacts FPL immediately. FPL usually takes 7-14 days for any repairs on lights. MM cannot repair any lights.

Bernie Parness; previously insurance checks were made out to MM by individuals such as myself. Why are you holding my money? If I gave you a check, I expect the check back. It's not my fault if there is a building that is short money and now I'm hearing I may not get my money back.

Bill Morse stated that first, he is not going to write 8,504 checks; secondly, the insurance has always been an issue required by the buildings. COOCVE, a long time ago, chose to have the unit owners send the money directly from themselves to MM instead of having the buildings do it. In most cases, this year, the buildings are getting insurance on their own and paying the premiums on their own. Finally, Bill stated that he has not been able to work out a spreadsheet for 8,508 unit owners. Bernie Parness stated that the Board should re-look at this.

Ira Solinisky; Grantham E- I was told that the meeting started at 9:30am. Why did it start at 9:00am? Donna Capobianco stated that it was previously scheduled for 9:30, but because elections were being held it was moved to 9:00am. Two weeks ago it was posted on cvedb.com and on channel 99 stating that it was changed to 9:00am. Donna also stated that she mentioned the change at all the MM, Executive and area chair meetings.

Judith Olmstead; Markham S – Judith stated that she thinks it is stated in the documents that buildings are responsible for insurance refunds to the individual unit owners. With regard to irrigation – some valves have been covered over while we had no irrigation. How is Seacrest going to come to the buildings so that we can show them where they are and fix them?

Ira Somerset stated that the plan will relate to your individual building provider on your property. Seacrest has rough drawings of where the valves are located. Judith Olmstead then asked, isn't MM responsible for the irrigation and not the individual buildings? Donna Capobianco stated that was the position of MM up until recently. A majority of the Board has asked for legal opinion, MM is trying to resolve the issue of what is proper with the associations. Currently, we do not have a legal opinion on it. We are working diligently to see what we can do to make sure we do this properly. Charlie stated that he feels it is a MM responsibility.

Dan Glickman; Farnham G – What is the new address to mail the coupons to?

Donna Capobianco stated that Seacrest is putting together the MM coupon books and will be sending out the information sometime in mid-January. All instructions will be included with the coupon books. EFT forms will be in the coupon package and will take about 3 months to go into effect if completed and sent in on time. In the interim you will need to write checks. There will be a penalty period but you do not need to worry about any initial penalties because the coupon books are being mailed late.

Joe Sachs; Ashby D – Members of the community have analog TV's therefore they do not have channel 99 and did not know about the change in the time of today's meeting and this is unfair. Why can't the office staff write the checks for the insurance refunds? Bill Morse stated that no one in the office hand writes checks. 8,508 checks would have to be keyed into the QuickBooks system after calculating the amount.

Harvey Masa; Westbury C – What are we suppose to do if we have Automatic Bill Pay? Donna Capobianco stated that if you have on your computer an automatic bill payer with Century Maintenance Management you will need to stop that. When you get your new coupons in January you will need to reset your bill pay to go to the proper source that is on the coupon. Bill Pay is through your bank on your computer, once you get the coupons you can set that up

through your own bill payer. The Electronic Funds Transfer that you authorized previously with a form for Century to extract the funds from your account will stop as they no longer work for MM as of the end of the month. You don't need to do anything as it will automatically stop.

Eric; Cambridge A – When I first moved into CVE a women was killed on the crosswalk at Cambridge. Since then, I tried to get full stop signs, the lines painted, and reflectors installed. Someone listened, and last year CVE became the safest CVE in South Florida. Not sure what happened but someone swayed a majority of members into taking those signs down. I believe that the Cambridge sign should be replaced. There is still debris from a car crash from 4 weeks ago. If you don't put the stop signs back up, please put one up that says cross at your own risk.

Rhonda Pitone; Newport – Why can't MM make a breakdown of who gets what and send the checks to the buildings and have the buildings take care of it?

Alice Fay; Newport C – What is going to happen with the old signs? Can we recycle them? Reva Behr, stated that yes, a unit owner suggested that at an MM Board meeting and we will be selling our old signage for scrap metal and getting a portion of our money back.

Rhonda Pitone; Newport –What buildings will the coach bus go to at night? Donna Capobianco stated that there is one express bus before and after shows. There will be a map in this month's reporter and there will be a map in the staff office.

Hardwood D – Military trail entrance to the village is not safe. A sidewalk on Military trail to SW 10<sup>th</sup> is needed. Donna Capobianco stated that the city is responsible for sidewalks outside the village. Reva Behr stated that it might be department of transportation and the Board will look into it.

Vera; Ventnor – The signs are too small. Can something be done? Reva Behr stated that the signs are being replaced to larger signs that will have reflective tape and will be installed in mid-January.

Eric; Cambridge A – Do our tax dollars at CVE go toward the sheriff's office and why can't BSO come in here? Donna Capobianco stated that it is part of your taxes. We are a private community and BSO cannot ticket in the community. However, all other BSO services apply. When you call 911 or we have an accident or there is a criminal offense BSO will respond immediately. Because we are private, we would have to do a major re-accommodation of our roads to bring them up to national standard in order for the BSO be allowed to consider coming in to do traffic enforcement.

John Massimiani; Oakridge Q - We still have 2 years left on the existing transportation contract for \$800K. What was the big rush to get rid of trolleys that have been here for 25 years?

Donna Capobianco stated that the \$1.2M contract is for full transportation costs including the outside BCT costs. Reva Behr stated that it is a total wash. We had to pay Broward County close to \$400K for a contract that they cancelled.

Jess Levin; Oakridge - With regard to the stop signs, please look into replacing the Lyndhurst south pool stop sign as the traffic is excessive. Donna Capobianco stated that the Board will look into it.

Elaine Newman; Newport – The large buses that take people from the shows do not go all the way through Newport. Newport will not benefit from the larger buses after the show. There are three high-rises that are eliminated by the buses not going down that path. Donna Capobianco stated that all the mini buses will be running the full 6 routes to accommodate. We will be watching this as we go. We will do the best we can to keep improving.

Judy Olmstead; Markham S – Last year I sent a letter that trucks are driving around the pool area at Markham, over the lawn and over the walking path. Can trees be planted or a sign that says no throughway, dead-end? Donna Capobianco stated that MM will look into the area.

Fran Anderson; Newport F; The stop signs on pavement/roadways need to be painted over. Donna Capobianco stated that the Board will be looking into it.

Judy Brown; Lyndhurst J – Can we get rid of Century Real Estate? Donna Capobianco stated that it has nothing to do with MM. You can raise that question with CenDeer at a Rec. Committee Meeting.

Fred; Ventnor Q – Is there an additional charge for the new signs? Donna Capobianco stated yes, there is an increase in cost for the larger signs and reflective tape but it was all in the budget and covered.

Burt Turf; Oakridge Q – There are currently stop signs on west drive and no one stops there. Can we look into speed bumps? Donna Capobianco stated that the MM Board will be discussing this in 2009.

Judy Brown; Lyndhurst J – Have you ever done a bus survey of how many people are served by the buses? How much am I contributing as a car driver and not a rider of the buses? Donna Capobianco stated that the current company did a survey but it was not complete. The new company will provide data to us weekly. All 8,508 units contribute approx. \$12 per month as part of your coupon.

Marcel; Hardwood D – On the west end of the golf course, the golf carts park on the walkway and pedestrians have to go around them. Can we ask the golf course to put a sign up stating that it is not a parking space for golf carts? Donna Capobianco stated that MM will speak to the golf course manager.

Alan - To correct safety issues can MM look into a security firm that can give out traffic violations and have the money go into the treasury? Donna Capobianco stated that MM will be looking into security in 2009.

Judy Brown; Lyndhurst J – When will we be getting the insurance refunds? Bill Morse stated that there is no insurance refund. It is money that remains on the MM balance sheet from MM handling money over the years in connection with the building insurance. It is not insurance refunds - it is an accumulation of money in an insurance exchange account that is a balance sheet account on MM books - this is not MM money and it needs to go back to the buildings. Calculation, to best of our ability, will be done in January.

Simon; Cambridge Area Chairman – This insurance account has been a problem on the balance sheet for many years. The money sitting in there has to do with an over charge of insurance premiums due to individual unit owners. You should issue a check to the building and then have the buildings issue the money to the unit owners. With regard to the water controls in the buildings – there are two main shut off valves – and if you go to Seacrest they should be able to dig them up for you.

Donna Capobianco then introduced the newest member of the MM Board, Dick Ciocca and thanked Marilyn Lane for her contribution as a 2008 Board Member.

Donna thanked everyone for attending and wished all happy holidays.

With no further people at the open mic, the meeting was adjourned.

We apologize for any name spelling errors. Audio transcription does not always help clarify how a name is to be spelled.

Respectfully submitted,

Donna Capobianco, Master Management Board