

Minutes of the CVE Master Management Company, Inc. Board Meeting September 19, 2024

Board President, Eli Okun, called to order the open meeting of the elected volunteer Board of Directors of CVE Master Management Company Co., Inc. at 9:30 AM.

A sign-up sheet is available in the back of the room for those interested in speaking at Open Mic. Online Zoom participants may raise their hand at the end of the meeting to be called on or sign-up in chat. Each speaker will have a 3-minute time limit to address the Board. Zoom and chat and we will also call upon you.

Roll Call:

Present - Eli Okun, Michael Routburg, Les Gerson, Barry Warhoftig, Amy Conner

Remote – Jeff Kohn, Paul Bourque

Absent – Joe Roboz

X

Following the Pledge of Allegiance, a moment of silence was held for those who gave their lives in service to preserve our democracy.

Meeting Minutes:

(09:32:22 a.m.)

The Board unanimously approved the Minutes of the June 20, 2024, Board Meeting; the July 11, 2024, Executive Session; the July 19, 2024, Executive Session; the August 8, 2024, Executive Session, and the September 12, 2024, Executive Session as presented.

President's Report - Eli Okun:

(09:33:54 a.m.)

Eli stated the Board was hard at work throughout the summer and welcomed everyone back, recognizing many familiar faces in the audience.

1) Update: Val / Eli re. Gene Goldman / Open Board Seat -

Val shared he knew Gene for over 9 years. He was the longest-serving Board Member serving as past President and most recently serving as Secretary. Gene was a community leader, President of the Reporter, President of his building, and the Grantham area chair, COOCVE Director, and parliamentarian, to name a few. Gene exemplified volunteerism by devoting his time, intellect, and attention to the community. His extensive knowledge of the Village's history was invaluable and his leadership and guidance over decisions on behalf of the community. Gene was a good friend and mentor and I will truly miss him, may he rest in peace. The Board will create an honorary tribute in his memory in the near future which will be announced to the community. Eli thanked Rita Pikar and CenClub for recognizing Gene by including his name on the Clubhouse wall of honor, which was well deserved. In his memory, the Board of Directors has decided not to fill Gene's board seat and will it remain vacant until the next election taking place in a few months. The election season begins in November when candidates need to file their applications to run for the elections scheduled for January.

Val shared he's known Gene for just over 9 years, describing him as a strong supporter, mentor, and friend. He emphasized how Gene truly embodied the true meaning of volunteerism by devoting his time, intellect, and attention to the community. He remarked on what a wonderful man Gene was and noted that he will be greatly missed by him, his family, and the Board. He extended his condolences to Gene's family and thanked Doris, and Jason, and John who were participating online, stating Gene was a wonderful man.

- 2) Stormwater Update -
The City of Deerfield Beach is updating the way stormwater services are billed. Instead of being part of the monthly water bill from Master Management, stormwater charges will now be included on the annual property tax bill for all unit owners. This charge currently amounts to just \$2 on your monthly Master Management coupon. As MM works on the 2025 budget, the \$2 reduction will be factored in to next year's coupon. However, this doesn't necessarily mean the coupon will decrease by \$2, as it also covers various other services whose costs are increasing. MM understands that many Residents are facing rising costs from their buildings, which are beyond MM's control. Therefore, MM is actively working to reduce the costs we can manage. By maintaining the Village's infrastructure, MM is in a position to defer some projects to help keep coupon costs lower. On a positive note, 2 significant projects, the Main Gate and the Hillsboro Boulevard wall, have already been funded. The details of the 2025 budget and coupon will be shared at the next open board meeting on October 10th.
- 3) Immunization Event Update -
Master Management is partnering with Walmart to offer immunizations to Residents of the Village on September 26th and October 10th in Le Club from 9:00 a.m. to 5:00 p.m. The available immunizations include flu shots, COVID boosters, shingles, RSV, pneumonia, and more. Most insurance plans and Medicare typically cover these shots at no cost, but Residents must pre-register with Walmart's Pharmacy to receive them. To register online, visit CVEvaccination.com or call the Walmart Pharmacy at 954-426-6110. Remember to bring your insurance or Medicare card and your ID. This information is included in the latest Master Management Insider, and further announcements will be sent out. More details can also be found at centuryvillageeast.com. Although walk-ins are welcome, preregistration is preferred and can be completed by filling out the registration form on centuryvillageeast.com or by calling 954-426-6110. For additional information, contact the Walmart Pharmacy directly. The immunizations will be administered by Pharmacists from the Coconut Creek location at the Clubhouse. (Refer to video at Time Stamp for additional information.)
- 4) Summer Projects Highlights -
The Board has been very busy and productive over the summer, completing several projects. All 19 utility boxes were wrapped along Century Boulevard and looks fantastic. The new sidewalk was installed at Lyndhurst and is in great shape and will be fully finished once 23 light poles are added. New sidewalks were installed at both entrances of Cambridge where it intersects with Century Boulevard. Several sinkholes on the property were repaired, and the recent upgrades to the storm drains performed exceptionally well during heavy rainfalls, proving to be a valuable investment in flood prevention. Finally, the landscaping around the Village was improved with the addition of new trees and plants.

Eli wished the Jewish community a happy and healthy New Year.

Treasurer's Report - Barry Warhoftig:

(09:42:47 a.m.)

- 1) Consolidated Financial Report for the Months of June, July, and August 2024 -
Barry welcomed back everyone from the summer break.
Accordingly, for the 3-month period of June through August 2024, the Revenue was \$4,479,144 and Expenses were \$4,044,522. The Net Revenue exceeded Expenses by \$434,621. YTD Revenue was \$11,907,047 and YTD Expenses were \$10,580,400. The YTD Revenue exceeded Expenses by \$1,326,647.
The balance sheet shows Cash on Hand of \$5,427,258. The Assessments Receivable on uncollected items are \$105,763. Total Assets are \$7,259,085 with Total Liabilities of \$2,247,333 and Total Equity of \$4,994,279.

Regarding the Assessments Receivable on uncollected items totaling \$105,763, approximately 57% is comprised of 40 units over 90 days delinquent and total \$60,000.

Regarding our collection efforts, we have 1 unit that is \$10,000 delinquent which has been in a bank foreclosure for years and has been delayed due to estate issues. Twelve units are delinquent between \$2,000 and \$5,000; 37 units are delinquent between \$500 and \$2,000; and 60 units that are greater than 30 days past due between \$168 and \$2,000. In total, there are approximately 100 units over 30 days past due, which is the equivalent of 1.17% of the entire Village of 8,508 units. MM was pleased with the fact that there have been roughly 7,000 units consistently on direct debit since 2022, which is approximately 82% of the Village.

MM highly encouraged everyone to enroll in the internal office direct debit program. Contact the office to sign up. All you need to do is fill out a simple form once, and you won't have to worry about making your monthly payment again.

Per Member inquiry, Val informed MM takes legal action to recover all fees, costs, and interest associated in the collection efforts.

Executive Director's Report - Vallen Smikle:

(09:45:51 a.m.)

Val appreciated everyone in attendance for taking the time and expressing interest in the community, it's very important to know what's going on, and was happy to share the efforts of Master Management to enhance everyone's lifestyle within the community. MM has been making significant improvements to beautify the community and is very proud of the progress achieved. He expressed hope that the rain will continue to contribute to these efforts, as the recent rainfall has already made a positive impact.

1) Welcome New CVE MM Hires -

(09:46:47 a.m.)

Val was happy to introduce the new staff members; Accountant, Nadia Islam, who started in June, having already been with the team 3 months. Nadia introduced herself and provided an overview of her background in property management after going back to school in 2019 to obtain her bachelor's degree in accounting. She said she was thankful for the opportunity to work in the Village and was excited for a long career in the Village and looked forward to the approaching busy season. Val then introduced Jairo Umana Hernandez, the new Maintenance Technician, who joined on September 9th, now in his second week. Jairo shared he was from Nicaragua and happy to be here and meet everybody and stays busy all day, everyday. Val concurred, adding he has a very challenging job of keeping CVE beautiful.

2) Technology Update -

(09:48:32 a.m.)

a. Master Management Chat Bot -

Val mentioned technology is one of his passions, especially when it comes to improving services and the community. The Board found another way to improve service through communication which is the key to success and do it very, very well. There is a new icon at the bottom right-hand corner on the Village website, and accessible via the app and reads "Hi, I'm the Master Management Chat Box." It's an AI (artificial intelligence) tool that immediately scans the site to answer your questions. It's a great alternative if you don't like to be on the phone. The chat bot learns over time, so if it encounters a question it can't answer today, it will have an answer by the next day. Master Management embraces new technology and is excited about new technology and encourages Residents to embrace it as well, as it makes life more convenient. The team works hard to keep everyone informed about what's going on in the community, and invited Residents to explore the website filled with valuable information. (Refer to video at Time Stamp for additional information.)

b. Bus Locator -

Val's favorite feature was the bus locator, which offers an experience similar to using Uber. All information regarding the buses is tracked in real time, including the number of passengers, the route number, the bus number, the driver, and speed which helps when trying to avoid inclement weather. He encouraged everyone to utilize the app, available on both the website and mobile devices. It's a great example of how MM embraces technology at CVE. (Refer to video at Time Stamp for demonstration.)

3) Caring Beyond the Gates Program

(9:53:06 a.m.)

a. The monthly CVE Insider newsletter is shared with the community and contains valuable information. The Caring Beyond the Gates program is a volunteer initiative we started, involving both community members and staff. Several staff members participated in a beach cleanup over the summer, and hoped to announce another Caring Beyond the Gates initiative in October for the November event. MM cares about what happens both inside and outside the community. MM took the initiative to spruce up an old bus shelter right outside the Hillsboro Boulevard gate with fresh paint, cleaned it up, repaired the posters, and pressure washed the area, going above and beyond. MM is committed to doing their part to help the community. (Refer to video at Time Stamp for pictures.)

b. Safety

(9:55:28 a.m.)

Regarding FPL, Val stated there were 13 of 67 total light poles out on the property and have been in constant contact with FPL to get them fixed promptly for safety and risk management and ensure they are operational at all times for the protection of the Village. He encouraged Residents to report outages not already indicated with yellow caution tape.

Per Member inquiry about the light poles, Val explained that they have been reporting issues for over 2 months, which is extraordinary. MM has involved the legal team to communicate with FPL's legal team, and now speaking with the head of FPL. FPL does not prioritize pole repairs, but when safety and risk factors are mentioned, they start to take it seriously. Val advised FPL delegates repairs to various subcontractors, who sometimes submit inaccurate reports claiming the issues have been resolved when they have not. This situation requires fact-checking and follow-ups to identify what still needs to be fixed. Regarding whether a work order can be issued to repair multiple poles at once, Val informed MM contacts FPL immediately to inform them about the multiple poles needing repair, allowing for simultaneous fixes. However, as mentioned, contractors are assigned to address specific poles, and hoped the process improves in the future. (Refer to video at Time Stamp for full discussion.)

4) CVE MM Projects Update -

(09:58:11 a.m.)

a. Guardhouse -

Due to changes in code in 2024, our architect needed to make changes after the city Building Department notified them. We have rectified the issues and plan to resubmit the permit next week through Butters Construction. Val hoped for a quicker timeline since the only delay was with the Building Department this time. The good news is that Butters has already put the project out for bid to their subcontractors for pricing of the new Guardhouse by October 7th, which will facilitate progress. MM will definitely proceed with the Guardhouse this year, Val promised. The project is expected to take about 5 months, depending on weather conditions.

b. Perimeter Wall -

The perimeter wall plans are in for permit, including plans to remove and replace trees per the city's request where the wall will be installed along Hillsboro Boulevard simultaneously with the main Guardhouse construction, water fountain addition, new roads, turn lanes, etc.

Val was pleased to report the good news FDOT will hopefully be submitting their plans for the SW 10th Street wall tomorrow. Their procurement process was slowed down due to a change in contractors, so instead of starting the SW 10th Street wall the first quarter of next year, they said they're looking at the third or fourth quarter of next year, to install the 22-foot wall running from Newport Q to Farnham K, and then from Farnham K to Farnham Q would be an 8-foot wall with 10-foot spacing for the new SW 10th Street down ramp with a 14-foot wall attached to it to buffer the sound and traffic noise heading east to the Sawgrass.

Per Member inquiry - Val stated MM was collaborating with the Development Review Committee (DRC) to evaluate the project. They hope to match the wall on Military Trail to hopefully avoid presenting it to the Community Appearance Board. The latest plan includes tree removals for the wall on Hillsboro Boulevard, but it's unclear if additional removals are necessary. Denis noted that he has been closely involved in the project and will continue working with the city regarding tree replacement and associated costs. (Refer to video at Time Stamp for full discussion.)

c. Street Signs Project -

(10:02:42 a.m.)

Street signs are being updated in the community to help the postal service locate residences more easily. Plans moving forward were discussed during a meeting with the Postmaster General, which includes new street name labels, local building letters, and way-finding signs that align with the postal service's guidelines and GPS standards. Val mentioned that there are 21 neighborhoods within the community, and the improvements will be implemented 1 neighborhood at a time. (Refer to video at Time Stamp full discussion and pictures.)

d. Sidewalks -

(10:04:18 a.m.)

New sidewalks were installed at Cambridge Circle and Lyndhurst Drive as well as new roadway expansion and paving. Val encouraged other Associations to participate in the sidewalk service in their communities. He hoped to allocate funds for the Newport area in next year's budget, followed by Durham, and other areas that need safer sidewalks. He reminded there was still work to be done on the 26-mile stretch of roadways and expected to be completed with the addition of more light poles and landscaping hoping to be finished by the middle of next month. Residents are urged to use the sidewalks for safety. He hoped the traffic safety message below will be shared online and channels 98 and 99. (Refer to video at Time Stamp for full discussion and drone footage of the community.)

e. Traffic Safety Report -

(10:06:43 a.m.)

Val urged everyone to remain vigilant while driving, walking, and biking. He recounted an incident from yesterday where a cyclist was in the crosswalk and was struck by a vehicle turning onto Century Boulevard from West Drive. Director Kelly confirmed that the cyclist was indeed in the crosswalk. BSO was contacted and a report was filed. Val emphasized the necessity for all pedestrians, cyclists, and drivers to be aware of their surroundings and drive cautiously throughout the community. He shared a photo of the incident to raise awareness within the community. (Refer to video at Time Stamp for picture.)

Barry emphasized that as Residents of Century Village, everyone has a responsibility as pedestrians, cyclists, and motorists since they all interact with one another. Although state law does not mandate that cyclists wear helmets, he highlighted that wearing one can greatly lessen the severity of injuries. Barry shared a personal anecdote from about 15 years ago when he had a bicycle accident, stating that if he hadn't been wearing a helmet, he might not have survived.

According to Florida state law, crosswalks are clearly marked, and it's essential for both pedestrians and cyclists on sidewalks to recognize that they are considered pedestrians. It's the duty of both drivers and cyclists to be vigilant, especially in crosswalks. He referenced a recent accident in an area he frequently traverses, noting that he often observes motorists committing what is known as a "California stop," where they roll through intersections without coming to a complete stop. Barry also noted that pedestrians and cyclists often cross streets without checking for oncoming traffic, assuming that vehicles will stop for them. Fortunately, the recent incident did not result in serious injuries. He reminded everyone that when a bicyclist or pedestrian is in a crosswalk, they have the right of way, and drivers must yield. It is vital for everyone to stay aware of their surroundings. Barry mentioned that he would further discuss pedestrian responsibilities in his remarks to the Board, underlining their commitment to safety.

Val thanked Barry for sharing his insights and for his concern for others' safety, noting that it conveys an important message. The Board is dedicated to addressing both minor and major issues, and this topic is one that everyone should be conscious of. Residents are reminded to look left and right when going through the gate arms and to exercise caution. Accidents result in costs related to insurance or out-of-pocket expenses. The community takes action against offenders, regardless of whether they live in or outside the Village.

Val confirmed that they have a good track record for collecting repairs and fees, adding the license plate readers have proven very effective in identifying violators; while some may try to evade responsibility, they ultimately cannot hide. It may take a day to track them down, but the effort is worthwhile. Additionally, administrative fees are included in the bills for the time spent locating offenders, thanks to the Board's decision to implement this measure. Every vehicle entering and exiting the Village has its license plate recorded by the readers, providing a record of who is coming and going. Arrangements have also been made with the Broward Sheriff's Office, which primarily monitors for stolen vehicles. Val reminded everyone that they won't get away with reckless behavior and property damage. (Refer to video at Time Stamp for video footage.)

Les advised everyone to exercise caution when giving out the number for gate access, ensuring it's valid for the right time period to prevent unauthorized individuals from entering the Village and causing issues. In response to inquiries, Val confirmed there are cameras at both the West and East Gate exits. Amy asked if cameras were for exiting as well as entering and this was confirmed and Michael mentioned 1 exit into the shopping center that is not yet monitored.

Val acknowledged Michael for highlighting this concern. Val assured everyone that the gate will be locked once the Guardhouse is built preventing attempt to evade monitoring.

Transdev - General Manager - Craig Garcia:

(10:18:49 a.m.)

- 1) Transportation Report -
Craig welcomed the Residents back from the summer season and shared the great news that the buses are running more consistently, experiencing fewer breakdowns, and having fewer A/C issues. He announced that they will be receiving external assistance for training, which will ensure that mechanics and technicians are well-versed in A/C technology.
 - a. Bus Routes -
Pending Board approval, Craig advised changes will be made to internal routes, mainly impacting Route 5 and Route 2, which you will see shortly. Changes to the West Route will be made in the near future – bus from Publix and is overcrowded or delayed and this will be rectified based upon measures the Board has approved.
 - b. Bus Schedules -
New schedules will be printed and available for pickup at the Clubhouse in the near future. The old schedules are no longer valid and should be discarded or returned to Craig.
 - c. Bus Technology -
Craig said that the technology available at Century Village is the best he's encountered having managed several other communities. He urged Residents to use the app to track their buses to avoid adverse weather conditions. Craig is diligently working with his team at Passio to ensure accurate tracking of all buses. The suspension system is being replaced for improved consistency and easier access at the steps. He hoped the recent Ford recalls related to engine and computer programming issues have been fully resolved so the buses achieve optimal usage.
 - d. New Supervisor Telephone Number -
The new Supervisor's phone number is 954-864-3964. You can still reach Craig directly at 954-203-1312 from 7:30 a.m. to midnight; you can leave a message or send a text to report any inappropriate bus activity 24 hours a day.

Per Member inquiry regarding a speeding bus, Craig advised/confirmed he should be contacted directly at 954-203-1312 to advise of any safety matters; speeding, bus drivers doing inappropriate things in the Village, he wants that information directly so that he can handle directly between 7 days a week 7:30 a.m. to midnight (and not the Supervisor's number).

Val announced the new bus schedule will be available online next week and for pickup in the CVEMM office and the staff office and hoped to have them published in time to include in the November Insider. The express bus will be running for the in-season crowd and will offer a straight shot from the Clubhouse to Publix off of Hillsboro Boulevard to prevent overcrowding on the Route 1 bus. IDs are required to ride the bus.

It's essential to carry your CVE ID when using the buses for your own safety. In the unfortunate event that something happens, having your CVE ID helps to identify you.

Allied Universal Security - Security Director – Christopher Kelley:

(10:25:12 a.m.)

- 1) Village Security Report -
Chris stated Val receives a copy of the monthly security report for approval before the meeting and is informed in advance about the topics that will be discussed.
 - a. Safety -
It's essential for everyone to look out for one another while driving, walking, or jogging in the community. When you're at an intersection with someone approaching from your right, give them the right of way. If two people reach an intersection simultaneously, come to a complete stop rather than doing a "California roll," a term Chris referred to where he was born and raised and served as a police officer. Move off of the pathways and sidewalks to stop and have a conversation so people can pass by uninterrupted. Chris complimented the new sidewalks. He drives around in an unmarked vehicle to stay aware of what's happening in the community.

Be courteous and share the sidewalk and remember to curb your dog while out for a walk, nobody enjoys stepping in something unpleasant.

b. Call-In Line -

Ensure you're using the correct phone number, 833-773-0808, to call in guests, friends, and vendors, valid for 24 hours from the time of call in.

If you're prompted for a PIN number, it means your telephone number is not registered in the security system. You must visit the Security Office to register your phone number in the system. This security measure is in place to prevent unauthorized use of your address. You can register up to 5 phone numbers, allowing your friends and family to assist you as well.

Per inquiry, the old number is valid but is not as reliable which is why the number was changed. The number on the back of the ID badge connects with the Main Gate security. Use the call-in number to make sure your visitors get in, officers may not always be able to help you add a guest which is why you want to use the call-in number 833-773-0808. Since Century Village was established it has been a requirement that all family members, friends, and vendors must have a valid driver's license to enter the Village. MM needs to know who is coming through. Presenting a passport and asking to be let in will not suffice.

c. BSO Report -

No citations were issued for the months of May and June. For the month of July there was 1 citation issued for driving without a driver's license; 2 for failing to stop for a posted stop sign; 1 for speeding; and 1 for driving while intoxicated leading to arrest.

d. Barcodes -

To obtain a new vehicle barcode, visit the Security Office between 9:00 a.m. and 12:00 p.m., Monday through Friday, weather permitting. If it's raining or your car is damp, the sticker won't adhere properly, even if you wipe the surface. If you cannot come during those hours, Ms. Sewel, the Receptionist, can schedule an appointment, subject to availability. The Security Office is open till 4:00 p.m.. She can schedule an appointment and will have everything ready and verify your information in under 5 minutes, unless there is a long line. The process is quick and easy. Be sure to bring your CVE ID, driver's license, and registration for proof of residency and security protocols. All information is also updated; correct address, correct telephone number. Information is not shared for safety.

Per inquiries, Chris advised Residents can now register up to 5 phone numbers to 1 account valid for 24 hours from the time of the initial call in and will publish announcement accordingly. Temporary stickers for rental vehicles will be issued for residents only upon presentation of their CVE ID, driver's license, and rental agreement and will be removed before returning the vehicle. If the vehicle is rented for 3 days or longer and come to the Security Office with their CVE ID, license, and rental agreement, they can get a barcode. This helps speed up entry to the Village.

Question was raised regarding residents that come through resident lane without a barcode and waive their badge to the security guard. Chris advised the badge does not belong to the resident, it belongs to CE CenClub and if you look on the back of your CVE badge, it states it can be confiscated for any reason, at any time.

Executive Director's Report, Continued – Vallen Smikle:

f. Central Park Update -

Val informed Central Park was coming soon. You may not see much activity on parcel 4 which was currently in the soil management phase for the buildout, however, work was steadily moving along. Parcel 2, the 2-acre area located in front of the Ellesmere community on Century Boulevard and Islewood A, will be completed by the end of next year and feature a pleasant sitting and meditation area, as well as a walking path connecting to Century Boulevard. The remaining 15 acres will take more time to complete in order to address soil relocation, bridge construction, installing exercise stations, etc. Parcel 1, located behind the Ventnor and Ellesmere communities, will be addressed in 2025. (photos of Central park/parcels are on display on the website.)

Business:

(10:36:21 a.m.)

Old – N/A

New – N/A

Announcement:

(09:50:00 a.m.)

The next CVE Master Management Public Board Meeting will be held on Thursday, October 10, 2024, at 9:30 a.m. in Activity Center Room A, as well as via Zoom.

Adjourn:

(9:50:24 a.m.)

Meeting was adjourned.

(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.CenturyVillageEast.com. Meetings may also be viewed on our community TV Channel 98.)

Respectfully submitted,



Eli Okun, on behalf of Gene Goldman, Secretary
President
CVE Master Management Co., Inc. Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on
November 21st, 2024.