

## Minutes of the CVE Master Management Company, Inc. Board Meeting May 15, 2025

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

(A sign-up sheet was available in the back of the room for those interested in speaking or sharing comments with the Board 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.)

### **Roll Call:**

**Present** – Eli Okun, Michael Routburg, Les Gerson, Barry Warhoftig, Amy Conner, Steve Wishnack

**Remote** – Joe Roboz, Paul Bourque, Jeff Kohn

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:**

**(09:32:16 a.m.)**

**The Board unanimously approved the Minutes of the April 24, 2025, Board Meeting, and the May 8, 2025, Executive Session as presented.**

### **President's Report – Eli Okun:**

**(09:32:56 a.m.)**

Eli thanked everyone for attending the meeting.

1) CVE Master Management Updates –

a. Main Guardhouse –

**(10:21:47 a.m.)**

Eli reported that construction on the new Main Hillsborough Guardhouse began on Monday. Initial efforts are focused on internal work, removing the computer systems, plumbing, and utilities. To manage traffic during construction, the East Gate will remain open 24/7. The exit to Hillsboro Plaza Shopping Center will now open a half hour earlier, from 6:00 a.m. to 8:00 p.m.

b. Security –

**(10:24:42 a.m.)**

Additional security staff have been assigned to both the East and West Gates equipped with handheld tablets to speed up entry into the village. Residents are encouraged to pre-register guests and vendors either by phone or preferably through the Gatehouse Solutions app to minimize delays. With guidance from a traffic engineer, traffic will continue to be closely monitored. So far, backups have been minimal or nonexistent. Resident feedback has been positive, and any future updates will be shared accordingly.

c. The next CVEMM Public Board Meeting date has been changed from Thursday, June 26, to Thursday, June 19<sup>th</sup>, at 9:30 AM in Activity Center Room A and via Zoom.

2) Guest Speaker – BSO Captain, Adam Hofstein & Public Safety Director, Sean Gladieux –

**(9:35:23 a.m.)**

Adam Hofstein, District Chief of Police for BSO Law Enforcement, introduced himself and then welcomed Sean Gladieux, the new Director of Public Safety for the City of Deerfield Beach. Sean introduced himself to the Board and residents, expressing gratitude for the warm welcome. Now in Sean's fourth week in the role, he shared his extensive background, including over 26 years in law enforcement with the City of Greensboro, North Carolina, a city of 350,000. Following his retirement, he served as Vice President of Operations for a legal technology firm, where he helped grow the company from \$26 million to \$70 million in just over 3 years. He later served as Director of Safety and Security and Public Information Officer for a school district for 2 years. Sean emphasized he wasn't looking for just another job, but a meaningful role in a strong community, something he found in Deerfield Beach.

He thanked City Manager, Mr. Brimlow, the Commissioners, the Mayor, and residents for the opportunity to serve and pledged to be a responsible steward of public resources. His commitment includes serving all constituents, residents, visitors, staff, and taxpayers.

While acknowledging that progress may cause some inconvenience, Sean reassured the community that every effort will be made to minimize disruptions. He reaffirmed his dedication to transparency, innovation, and maximizing the community's time and financial resources. He remains committed to continued learning and growth. Sean invited residents to say hello if they see him walking along the boardwalk in the early mornings and expressed his interest in invites to attends community events whenever possible. Sean concluded by thanking everyone for their contributions to the community and reaffirmed that he, his team, and BSO are dedicated to working together to make Deerfield Beach the safest community it can be.

Adam endorsed Sean as a highly skilled subject matter expert and valuable addition to the team. His involvement underscores the strength of Deerfield Beach's public safety infrastructure. City Manager Mr. Brimlow, former Chief and long-time advocate for public safety, particularly in Central Village, the city's largest community. He emphasized the critical role of strong partnerships in public safety. Sean adds an important layer of expertise in collaboration with fire rescue, law enforcement, and the city's Department of Public Safety to keep Deerfield Beach safe.

**See Video at Timestamp 10:07:31 a.m. for** Detective Austin Budny of the Broward Sheriff's Office, with the Deerfield Beach Crime Prevention Unit, introduced himself, advising one of his primary responsibilities is working with residents and local communities to help deter crime. He commended the community for having a strong security infrastructure that reduces transient activity. However, residents remain vulnerable to scams, especially those targeting individuals aged 55 and older. With the advancement of technology, criminal tactics have also evolved, including the use of artificial intelligence for voice cloning and impersonation scams that use social media content to deceive victims of all ages. He highlighted examples such as fraudulent calls claiming a loved one is in jail and needs bail money. Once money is sent, especially where international connections are involved, it is rarely possible to recover. Residents are encouraged to stay alert, be cautious of unknown phone calls, emails, and messages, and use verification questions and/or key words only that person would know.

Pamphlets with additional information are available. Adam thanked Commissioner Shanetzky, residents and the Board of Directors. He is available directly via email at [adam\\_hofstein@sheriff.org](mailto:adam_hofstein@sheriff.org).

**(See Video at Timestamp for Full Discussion.)**

Eli thanked Adam for his efforts and said it is a pleasure working with him.

- 3) Guest Speaker – Seacrest Services President, Steven Harshman – **(09:49:14 a.m.)**  
Steve expressed his appreciation for the opportunity to speak. Steve shared that he has been with Seacrest for approximately 3 years and mentioned the company's 16-year partnership with the Village. Steve emphasized that Seacrest is fully integrated into the community and working closely with Association Boards and residents as part of a true partnership and commitment to the community's success. He expressed special thanks to the volunteer Board members for their dedication.

With several recent changes in the accounting department, the team has expanded to better serve the community, focusing on streamlining processes and providing one-on-one assistance to bring all associations current. Steve assured that they are deeply committed to the community's success and focused on getting things back on track.

To address challenges with Vantaca, the team has invested in additional support at the Deerfield office. Ray Torato now manages the financials, backed by increased resources from the corporate finance team. Steve asked

residents with questions for Ray to please call ahead to schedule an appointment to speak to make the best of everyone's time.

A new team member, Lawrence, was also brought on board. He handles administrative work and uploading information to Vantaca to ensure all information is accurate from homeowners and documents perspective.

**(See Video at Timestamp for Full Discussions.)**

Les asked about the status of Vantaca, expressing his frustration and noting that other Presidents likely share his concerns. He also inquired when regular financial reports would resume. Steve noted that they had been operating on 2 systems, but the full transition to the Vantaca system, completed on March 1<sup>st</sup>, has enabled faster updates, improved customer service, and more efficient staff training. Significant investments have been made in staffing to ensure readiness for future changes, and was confident that financial reporting will show significant improvements within the next 30 days.

Joe commended Jackie, Terry Jones' team for doing an excellent job, noting that their efforts may not be fully recognized by residents. He said residents are still receiving limited information and updates and emphasized that this needs to change. Joe questioned the continued use of Strongroom, describing it as an outdated system acquired by AvidXchange, and asked if Seacrest would consider switching to AvidXchange, a more robust platform already used by the Village and Master Management. In response, Steve confirmed that Strongroom was acquired by Avid Exchange, which was itself recently purchased. He explained that the key improvement comes from the integration with Vantaca. Through the API integration between the 2 systems, invoices can now be approved directly within Vantaca, rather than via email, making tracking and accessing historical information much easier. Strongroom and AvidXchange operate similarly to each other. Joe asked if Seacrest could provide comprehensive audio visual training on Vantaca for the 6,000 Village customers. Steve confirmed that Seacrest will provide comprehensive audio visual training on Vantaca, as done previously. With 100% of clients now on Vantaca, they plan to launch a campaign to boost engagement and awareness among homeowners and Board members. The goal is to provide easy access to helpful resources and information whenever needed. "How-to" videos are available on the Vantaca website after logging in.

Amy serves on 4 Board Associations of Seacrest and raised concerns about poor communication, noting that emails have gone unanswered and others have also struggled to get responses on behalf of the residents. She emphasized that tenants would be more patient if communication improved. Steve acknowledged the concern and stated that efforts are underway to address the issue, and requested continued patience. Secondly, Amy raised concerns that 2 of her 4 associations are not receiving their regular reserve funds transfers, which used to arrive consistently around the 15th of each month but are now delayed, and similar issues have been reported by other building Associations. It is important to have timely transfers, as the funds are invested in money market accounts and CDs that generate interest. She stated that the need to repeatedly request reserve fund transfers is unacceptable and needs to be addressed. Steve agreed the communication needs improvement, noting that the team is actively working on solutions and will announce some new things regarding communication once finalized.

Eli looked forward to the seminar.

**2) (Continued from President's Report – Guest Speaker, BSO Captain, Adam Hofstein)**

Detective Austin Budny of the Broward Sheriff's Office, with the Deerfield Beach Crime Prevention Unit, introduced himself.

**(See Timestamp 09:35:23 a.m. for Discussion)**

**Treasurer's Report – Barry Warhoftig:**

**(10:11:49 a.m.)**

For the month ending April 30, 2025, the Revenue was \$1,488,089 and Expenses were \$1,998,201. The Net Expenses exceeded Revenue by \$510,111. YTD Revenue was \$5,979,977 and YTD Expenses were \$6,320,390. YTD Expenses exceeded Revenue by \$340,413.

The balance sheet shows Cash Equivalent of \$5,175,528. The Assessments Receivable on uncollected items were \$111,096. Total Assets were \$6,848,829 with Total Liabilities of \$4,008,555 and Total Equity of \$2,840,274.

**Executive Director's Report – Vallen Smikle:**

**(10:13:26 a.m.)**

Val welcomed everyone in person and online, thanking them for attending to learn more about what's happening in the community. Val expressed his excitement reaching a significant milestone he had anticipated since joining Master Management 8 years ago. He began his career at the Clubhouse before joining MM to lead major community projects and beautification under the mantra created with the PR Guru, "Keeping CVE Beautiful." His plans started with the Guardhouse reconstructions, perimeter walls, landscaping, etc. Although some projects such as the Guardhouse took longer than expected, he emphasized that successful development requires great patience and perseverance.

1) Projects Update

**(10:15:05 A.M.)**

a. Gatehouse Construction –

Val played a video filmed yesterday highlighting the ongoing construction progress and the Main Guardhouse. A dedicated lane is being cleared for emergency personnel access and then tear down the other side this afternoon and middle of the building tomorrow. The crew will be working 7 days a week, including weekends and holidays, to ensure the Guardhouse becomes operational as soon as possible.

b. Storm Drains & Sinkhole Prevention –

Drainage work is currently underway throughout the community to improve stormwater abatements. Two months ago, proactive repairs were made to potential sinkholes at the Grantham entrance, as well as a few months ago, Swansea A and B. Additionally, reported areas of concern continue to be inspected and repaired promptly. New drains are also being installed in the Markham area to further improve drainage.

c. Perimeter Wall –

The original fence was taken down and replaced with a temporary one, and the landscaping was cleared to prepare for the new perimeter wall along Hillsboro Blvd. Vendor USIC, a survey and location company, is inspecting the area to identify all utility lines to avoid any issues.

d. Beautification –

Today, the trees will be lifted out of the water in the area between Ellesmere and Durham followed by mulching for additional beautification. MM cares for the entire community, including the lakes.

Les asked if there was a timeline re. the utility line things. Val said this may take approximately another 2 weeks to complete as it is such a long stretch of road. Once completed, it will be full steam ahead with the wall, which should take 2 ½ to 3 weeks, weather pending, to complete. The video should be available on line for everyone to see. In June there will be additional updates as to what is being done, leading up to the summer, which will be Central Park related.

Val thanked Denis Bareto and Jeff Graves for putting the video together.

Jeff Kohn asked whether directional signs were in place during the construction. Val confirmed they are, although they were not visible in the video.

e. FPL –

**(10:20:30 a.m.)**

Val reported his team has been working with FPL to complete several tasks. All of the lights paid for by Master Management have been repaired throughout the community. Next, meter cans will be installed on Parcel 2, Phase 1 of the park, located on the 1-acre lot located at the Ellesmere Bridge to power the lights and fountain. He was very pleased to share that the recent electrical work in the area passed inspection last week. Val thanked Commissioner Shanetzky for helping coordinate efforts between the city and the community regarding approximately 34 city-owned lights in the Harwood, Farnham, Newport, and Tilford Drive areas. The city will repair any malfunctioning lights and move forward with a previously approved upgrade to LED fixtures, matching those already installed along the boulevard owned by Master Management.

f. Announcement –

**(10:21:40 a.m.)**

Val announced that the next Board meeting has been rescheduled to June 19<sup>th</sup> (from June 26<sup>th</sup>), where he will provide additional exciting updates.

- g. Annual Report – (10:21:49 a.m.)  
The Annual Report is now available at centuryvillageeast.com or in our office, where residents can also pick up a free tote bag. Staff are available Monday through Friday, from 8:00 a.m. to 4:00 p.m., to assist with any questions.

Les thanked Val, Denis, and their teams for their work on the completed 1-acre lot in the Ellesmere area, highlighting the beautiful landscaping. Val agreed, noting that the project offers a glimpse of future plans to transform the former golf course into a passive park. Val emphasized the Board's commitment, partnering with CenClub, to enhancing the community and expressed pride in the progress achieved over the past 8 years.

- h. Comcast – (10:23:05 a.m.)  
Val reported a productive meeting with Comcast last week and acknowledged concerns raised by some Canadian residents. One major issue discussed was the increased fee from \$8 to \$20 when accounts are placed on hold. Comcast has agreed to reduce the fee to \$8 when there are no data services, such as Ring cameras or smart thermostat controls, etc., in use. However, if any data is being used, the standard \$20 fee will still apply. Comcast is actively working to resolve issues affecting many international callers re. the SMS system, particularly Canadian customers, who are unable to receive verification texts when calling the 800 number. Val noted approximately 13,000 complaints have been submitted, and Comcast is aware of the issue and working to resolve it.

Paul shared he recently switched his cell phone service to Comcast/Xfinity through a promotional offer, anticipating a smooth experience. However, he encountered issues using his eSIM card while in Canada and noted that customer service has been difficult to navigate, as most support is based overseas. He asked if others have faced similar challenges. Val thanked him for sharing the information, and offered to help spread the word.

Steve inquired about the target completion date for the perimeter wall being around July 4<sup>th</sup>. Val responded there was no confirmed date available at this time. He will provide an update on the progress of the wall at the next meeting on June 19<sup>th</sup>.

Michael asked whether the remaining section of the wall on Military Trail would be repaired at the same time. Val confirmed that it would, explaining the decision was made to reduce mobilization costs and avoid having the contractor to return for a separate visit.

**Transdev Services, Inc. – General Manager – Craig Garcia:** (10:26:43 a.m.)  
Craig thanked Eli, the Board, Master Management, and the community for the opportunity to serve. He emphasized that Transdev's commitment goes beyond transportation services, taking pride in being a part of the CVE community. He expressed his respect for all residents and described CVE as a beautiful and welcoming place to live. Transdev will continue promoting CVE as a great place to call home.

1) Transportation Report –

- a. Bus Maintenance –  
Craig reported good news that bus services are fully operational, with 3 spare buses available on the lot. Passio will be installing new technology, including the Passio GO passenger counting system, on 2 of the newer buses and apply uniform wraps to ensure a consistent appearance across the fleet.
- b. Bus Schedule –  
Despite the Main Gate closure, bus services are running on schedule. Route adjustments have been made to offer nonstop service. Craig was hopeful the new schedule will be completed this week. The updated schedule will be distributed shortly reflecting the recent changes along the Coconut Creek route, ensuring continued accessibility and convenience for residents.
- c. Bus Safety –  
Residents are reminded to be patient with drivers as they secure mobility devices and ensure that all items on the bus are safely stowed.

He recommended using bungee cords to secure equipment, luggage, and personal belongings, as unsecured items can pose serious safety risks. All passengers and drivers must wear seatbelts. Riders are also required to present valid ID upon boarding, regardless of familiarity with the driver. No exceptions will be made. Craig will be meeting with his Safety Manager to discuss additional measures to ensure all riders carry proper identification. Appreciation was given to Amy for highlighting these concerns. Overall, transportation services remain on schedule, with a continued focus on safe operations and timely pickups. He thanked Leonard for the email complimenting a driver and will pass along the positive feedback. He noted that they have been receiving more compliments than complaints, which is the direction they aim to maintain, and expressed appreciation for the continued support.

Val mentioned Leonard Dixel, a retired security guard and community member, serves as an unofficial neighborhood watch. He appreciated Leonard's regular emails, which keep the team well-informed about community events and feedback, emphasizing that staying informed helps identify opportunities for improvement.

**Allied Universal Security – Security Director – Christopher Kelley:**

**(10:32:18 a.m.)**

1) Village Security Report –

a. Community Safety Update –

As the new gate reconstruction continues, it's important to ensure only authorized individuals enter the community. Master Management has installed new red-lettered signs at both the East and West Gates, stating that all visitors, including guests, family members, and contractors, must present a valid driver's license for entry. Residents are encouraged to use the GateHouse Solutions App to pre-register guests. This allows the gate officer to quickly scan the guest's barcode, automatically raising the gate arm to speed up entry.

b. BSO Report –

A total of 19 citations were issued for the month of May; 11 for failure to stop at stop signs, 1 for unlawful speeding in a residential community, 1 for driving with a suspended license without knowledge, 1 for failure to display vehicle registration, 1 for improper right-hand turn, 1 for improper backing, 1 for failure to use due care, 1 for improper stopping/standing/parking, and 1 DUI.

Val acknowledged the notable improvement in enforcement activity within the Village and expressed appreciation that the officers are taking their responsibilities seriously.

Les praised the gate guards' for effectively managing traffic and ensuring smooth entry and exit from the community and hoped it continues. He also noted the use of tablets have been effective during busy times and commended the team's efforts. Chris thanked Eduardo and his team for their dedication to keeping operations running smoothly and efficiently.

Steve expressed his appreciation to Chris for effectively managing traffic at both the East and West Gates, noting a clear improvement, particularly in the owner's lane, which he described as the best pattern he could have hoped for.

Barry echoed fellow members' comments and commended Allied for being well staffed, assigning multiple officers to the East and West gates, which has significantly improved efficiency. He expressed hope that this level of service would continue. Chris assured that it will, especially as the community's population increases during the season.

Joe expressed frustration with Seacrest's handling of collections and suggested that Master Management handle billing for all 8,508 units using their existing AvidXchange system. He recommended a feasibility study with Master Management, CenClub, and COOCVE to explore a centralized billing system like those used by the city, other municipalities, and collections. Eli agreed to have a follow-up discussion on this topic at an upcoming work session.

**Business:**

**(10:37:28 a.m.)**

Old – N/A

New – N/A

**Announcement:**

**(10:37:37 a.m.)**

The next CVE Master Management Public Board Meeting was rescheduled for Thursday, June 19, 2025, at 9:30 a.m. in the Activity Center Room A and via Zoom.

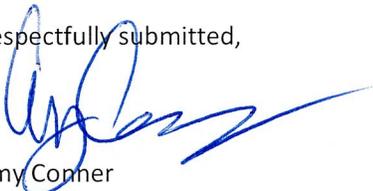
**Adjourn:**

**(10:40:45 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](http://www.CenturyVillageEast.com). Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted,



Amy Conner  
Secretary  
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 June 19<sup>th</sup>, 2025.