

Minutes of the CVE Master Management Company, Inc. Board Meeting December 18th, 2025

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

Eli requested everyone present to please silence their cell phones or put on vibrate so as not to interrupt the meeting. Anyone wishing to speak at Open Mic can sign their name on the sheet in the back of the room to ask questions and/or share comments with the Board.

Roll Call:

Present – Eli Okun, Michael Routburg, Les Gerson, Barry Warhoftig, Amy Conner, Paul Bourque, Jeff Kohn, Steve Wishnack

Remote – Joe Roboz

Absent –

Following the Pledge of Allegiance, a moment of silence was held for those who gave their lives in service to preserve our democracy. Also, please remember the victims of the Brown University and Australian tragedies.

Meeting Minutes:

(09:32:08 a.m.)

The Board unanimously approved the Minutes of the November 20th, 2025, Public Board Meeting and the December 11th, 2025, Executive Session as presented.

President's Report – Eli Okun:

(09:32:24 a.m.)

Eli delivered the Executive Director's report on behalf of Val Smikle while he was out on bereavement leave.

1) **Main Guardhouse Update –**

Eli reported MM expects to open the Main Guardhouse today, pending the City's issuance of the Certificate of Occupancy. All inspections have been completed successfully, but cautioned the Certificate has been delayed in the past despite prior assurances; MM will issue an announcement once confirmed. Eli thanked Mayor Todd Drosky for being very responsive and for his assistance to expedite inspections. He also recognized Val Smikle, Denis Barreto, Robert Streather, and the Board for their hard work, support, and direction. Eli shared a video preview of the Guardhouse and described it as gorgeous and a terrific addition to the community.

2) **Guest Speaker: Captain Adam Hofstein, District Chief, Deerfield Beach –**

(09:37:23 a.m.)

a. **Security Issue –**

Captain Adam Hofstein, District Chief for law enforcement for BSO in Deerfield Beach, introduced himself. The Fire Chief was unable to attend due to vacation. They work in partnership to provide the best of public safety service and looks forward to continuing that collaboration. He added that the overall state of the Village is great, describing it as a very safe community, and said he is proud of the strong working relationship with Village security, noting that operations are harmonious, efficient, and work as a team. BSO maintains multiple assets and resources in the Village, including both marked and unmarked units roving throughout the community. He invited residents to ask questions about available resources and the work being done in the Village, either during the meeting or at a later time. Chief Hofstein acknowledged that while crime does occur in the Village, scams remain the most persistent and serious threat globally and regionally and in the Village. Strong physical security measures have helped reduce burglaries and other transient crimes, but scammers can still target residents at any time through email, phone calls, and text messages.

It has become increasingly difficult to distinguish legitimate communications from fraudulent ones, particularly as artificial intelligence (AI) has made scams more convincing, and encouraged residents to share these warnings with others. Law enforcement, government agencies, and the IRS do not call or text to demand payment by cryptocurrency or gift cards or to threaten arrest for missed jury duty; if a warrant exists, deputies will appear in person.

He urged residents to be skeptical of scams, which he said are largely driven by fear, emotion, and greed. Scammers are skilled at instilling fear and doubt, and that he and his family receive the same messages, texts, and emails designed to make people worry about going to jail, losing money, or having their computer hacked. Emotion is another key driver, citing "grandparent" scams in which someone impersonates a family member and claims to need bond money following an arrest. These scams are becoming more realistic through artificial intelligence and by pulling personal details from social media, and advised residents to keep Facebook and other accounts private so scammers cannot use that information. He encouraged residents to call law enforcement when in doubt and to share the warnings with friends, family, and neighbors. If something seems realistic, such as a missed traffic ticket, residents can call him so he can validate it or confirm if it is a scam or hoax. Remember, if it sounds too good to be true, it is.

Michael raised concerns that residents have been upset about stolen deliveries, especially packages left at 1st floor units, noting that delivery companies often show photos proving the items were delivered. Captain Hofstein said package theft is a common problem throughout society involving outsiders, visitors, delivery personnel, even residents - although he hoped not. He was not aware of any specific pattern or trend in the Village, suggesting the incidents may be isolated or underreported. He encouraged residents to report thefts when they occur so BSO can determine whether there is a trend, pattern, or individuals targeting the community. He added that, given the Village's robust security, it is unlikely people enter solely to commit crimes, but thefts can occur as crimes of opportunity. Captain Hofstein urged residents to promptly retrieve packages and to report anything unusual, emphasizing that no detail is too small and that **"see something, say something"** can help solve a crime.

Michael also asked for an update on the situation between BSO and the City. Captain Hofstein said the parties are actively negotiating and remains hopeful for a positive outcome. As of the most recent City Commission meeting, it was acknowledged that a revised contract is being reviewed through the respective legal departments, with the goal of reaching an agreement by the new year so BSO can continue providing public safety services. If a contract does not come to fruition, nothing will change in the **immediate** future. In partnership with Commissioner Shanetsky, he said whether a new contract is finalized or the City remains in a transition period, until the City makes an official decision and the Commission votes, operations will remain unchanged. Most importantly, there has been and will be no reduction in services. The goal is to continue the long-standing relationship, now nearing 35 years. If an agreement is not reached, he estimated any actual change would be 8 to 24 months away. He reaffirmed that the Sheriff's commitment to public safety in the City and the Village remains unchanged, and promised that as long as he is on watch, nothing, especially in the Village, will be neglected or overlooked.

Amy said large-scale scams, to include international, are one of the biggest problems right now. She noted that 2 residents in her building discovered fraudulent credit card charges this month, including an 85-year-old resident who was especially upset about a fraudulent charge made by an Uber driver without consent. Amy emphasized the importance of regularly reviewing credit card statements, especially during the holidays, and suggested setting up account alerts due to the recent uptick. Captain Hofstein said prevention requires a broad approach distinguishing between fraud and scams. There is significant credit card fraud, but one benefit of using credit cards rather than cash is that fraudulent charges can often be reimbursed. Credit card fraud impacts everyone through higher interest rates and fees, so it is not a victimless crime, and encouraged residents to use credit cards wisely and enable credit protection and fraud alert services.

Paul thanked Captain Hofstein and Commissioner Shanetsky re. issue last year re. loud music / noise issue affecting many buildings along SW 10th Street.

It was going on every Saturday night past 9:00 PM and even after midnight for a longtime coming from the shopping center south of 10th Street. Captain Hofstein said he was pleased the issue had subsided. Loud music is a regional quality-of-life issue involving vehicles, businesses, and residents. He said quality-of-life issues are important and it is not true that law enforcement has better things to do. He explained they prioritize, adding if the loud music issue returns, it will remain important to him and BSO will continue visiting the businesses. While businesses have the right to operate, they do not have the right to disturb residents' peace of mind.

Jeff returned to the package theft issue and asked whether cameras, including doorbell cameras, are truly a deterrent at unit doors and building entrances and if they are worth installing. Captain Hofstein thanked him for bringing it up and said he did want to address the topic, but first asked for clarification on the Village's policy, noting that in an active case there had been some confusion about whether certain buildings restrict doorbell cameras. Jeff said many buildings already use cameras for various reasons, such as deterring illegal trash dumping, and that doorbell cameras are becoming more common and, to his knowledge, are permitted in the Village. Jeff said it may depend on placement; in Lyndhurst I doorbell cameras are not allowed to be mounted on the building itself, but residents may install them on their doorjamb since that is the individual owner's property. Captain Hofstein said doorbell cameras may not prevent thefts outright, but they provide valuable investigative information and can capture illicit activity outside a residence. He mentioned a prior harassment and stalking case where doorbell camera footage was instrumental in resolving the matter, and said he supports their use, as long as they are authorized by the Village.

Steve raised an ongoing concern about tailgating at the East and West gates, saying he frequently sees vehicles follow closely behind others when the gate opens. He asked for suggestions to address it as a security issue and described a recent incident in which a pickup truck tailgated him into the Village. Captain Hofstein said tailgating is common in gated communities and described 2 scenarios. He said 1 involves rude or impatient drivers who may be authorized to enter but use the owner lane to avoid the visitor line, which may violate community rules; he deferred to the Board on possible measures such as adjusting gate timing or considering different gate systems, noting some communities use double-gate setups. He said the more concerning scenario is unauthorized entry, and if security observes it, they can capture the tag, alert BSO, and a deputy can respond to investigate it as trespassing or unlawful entry. He added that fully preventing tailgating can be challenging, but offered to discuss potential solutions further after the meeting.

Meryl reported hearing about a new identity-theft scam in which a resident's home phone line was allegedly "stolen," and the thief then gained access to personal accounts, requiring significant time to restore service and reset information. Captain Hofstein said it was an interesting scenario but noted there were likely missing variables, because caller ID recognition alone should not bypass the additional security layers used by reputable banks. He said he wanted to explore whether the victims had been compromised earlier or tricked into providing confidential password or identity information through a prior text or email scam, which could have enabled a phone-number hijack. Meryl added that the victims admitted they had saved all of their passwords on the computer. Captain Hofstein said that could be a factor, but emphasized scammers typically cannot access a computer without the user granting access. He explained that many scams involve callers posing as "Microsoft" or "tech support" and persuading someone to provide codes or information that opens the door. He asked Meryl to follow up with him after the meeting so he could review the details further, and he thanked her for bringing it to his attention.

Paul also inquired whether posting a notice that a building is under 24-hour video surveillance is sufficient to allow the footage to be used later for prosecution, and he questioned what the procedure is for using camera video as proof if someone commits a bad act. Captain Hofstein said when camera footage may be useful to an investigation, BSO will request it from the owner. He explained that the footage remains under the control of whoever owns the system and is typically provided voluntarily by uploading it, although it may be subject to subpoena in certain circumstances, depending on the ownership, such as a corporate entity.

When footage belongs to an individual resident, BSO would simply ask the resident to share the relevant video, noting it is not automatically accessible and the owner retains privacy rights and can decide whether to provide it.

Eli thanked Captain Hofstein and his staff for their service, said they are great to work with, and expressed the community's appreciation for keeping the Village safe. Captain Hofstein advised residents to err on the side of caution and call 911 whenever they are in doubt. For non-urgent, non-life-threatening matters, he provided the non-emergency number (954-764-HELP), noting it still reaches dispatch and can result in a deputy being sent. He explained that phone calls can be difficult because he is often out in the field, but email is available 24/7; he said he responds as quickly as possible and that email also helps him evaluate concerns and coordinate follow-up with his team when needed. He added that residents can reach him through the non-emergency number, or email, and he left his card and encouraged the Board to share his contact information with residents.

A resident reported that their car tire had been sabotaged while parked near Grantham F, and said another nearby vehicle, Grantham A, was likely sabotaged around the same time. He described finding a nail and bolt placed behind the tire so it would be punctured when backing up, and asked whether this is the type of incident BSO would investigate and whether the Village should encourage more cameras to deter this behavior. Captain Hofstein said that, to address both parts of the question, yes, cameras are the best and often the only way to solve incidents like this because without footage showing who did it and when, it is very difficult to develop forensic evidence. He said the first part of the question was important and that everything is evaluated and investigated when warranted. He noted this type of behavior does occur in the Village and is often "intrinsic," meaning it may stem from issues within the community. He emphasized he was not suggesting the resident did anything wrong, but said some people in the Village can act irrationally, which is one reason BSO has a team that handles behavioral health issues. His bigger concern would be if someone from outside the Village entered to do something like that, and why an outsider would target a specific resident. He encouraged residents to report incidents like this, explaining that the information helps BSO identify whether there is a broader issue and determine what is happening.

Mark L. (Lyndhurst I) said he has locked his credit reports with all 3 credit bureaus and has had far fewer issues since doing so, and he asked Captain Hofstein for his viewpoint. Captain Hofstein agreed and said that, without getting into too much detail, one of the best precautions residents can take is using a credit monitoring/reporting service that automatically locks all 3 credit bureaus. He said that way they cannot open a credit card in your name, and you will be alerted if anyone attempts to do so, adding that this is number one on his advice list.

Dominic P. (Lyndhurst I) asked about the vehicle registration and license-plate visibility issue. Chief Hofstein said the issue is governed by existing state statute, which has been updated slightly, and noted that license plates technically cannot be covered. He explained that a standard plate frame that only covers the outer edge is generally not a problem, as long as it does not obstruct the ability to read the tag or any decal. He added that in Deerfield Beach, enforcement is focused on plates that cannot be clearly read, not on minor border obstruction, and he could not comment on unrelated news stories.

James (Oakridge), who is moving to Westbury, said he has the highest regard for law enforcement and has family on the force, but disagreed that the area is physically secure. He mentioned a section behind Westbury E where the wall ends and said the open area exposes the community to activity along Hillsboro Boulevard. He had hoped Val would be there to thank him for taking time to visit the area and acknowledge the concern, while noting that any improvements would require Board action. James also raised concerns about traffic on Hillsboro Boulevard, citing excessive speeding, loud vehicles, and unsafe driving. Chief Hofstein agreed that speeding and dangerous driving are a widespread problem and said it is extremely difficult to fully eliminate. He remarked even if the City tripled the size of the traffic unit, they would still remain constantly busy. BSO rotates traffic enforcement, issues many citations, and makes traffic-related arrests, but acknowledged the issue is hard to completely rein in. He added that while the community is not impenetrable, it has strong security and barriers overall, and he thanked the resident for identifying a possible lapse, expressing confidence the Board would work to address any area that needs improvement.

Resident and City Commissioner Daniel Shanetzky (Keswick) said speeding has become a significant problem and that many residents have complained.

He asked whether Century Village and BSO could work together to install speed cameras that would capture speeding vehicles and allow tickets to be issued. Captain Hofstein explained there were several facets to the request. He explained that state statute only allows speed-capturing cameras in school zones. He added that state law does not permit red-light ticketing or speed-capturing/monitoring cameras in other areas, so BSO cannot use cameras in the Village to issue citations. He said the Village could install cameras for its own purposes, but the footage would not be enforceable and would not authorize BSO to write tickets. He noted that a speeding citation can only be issued when an officer personally observes the violation.

Captain Hofstein said he would stay briefly after the meeting for anyone who wanted to speak privately and reminded residents that his email is available 24/7 for questions or concerns.

(Refer to Video at Time Stamp for full discussions.)

3) Transportation Update –

10:07:25 a.m.)

As discussed at the last Board meeting, MM and Transdev have been reviewing the night bus schedule because evening ridership has been virtually empty, except on show nights. The current service is a waste of money, manpower, fuel, and other resources. Effective February 16, beginning at 7:30 p.m., service will be reduced to 3 internal routes (instead of 5) operating at 1-hour intervals, except on show nights. On show nights, the regular schedule will remain in place with all 5 buses running at 30-minute intervals. The February 16th start date allows time to educate residents and publish the revised schedule, and added this adjustment should have been implemented sooner given how often the buses run empty.

4) Durham Fencing Update –

10:08:38 a.m.)

Eli informed another issue raised at the last meeting involved the Durham area fence, and he shared an update on behalf of the Board. He said MM apologized and accepted responsibility for the problems caused when vegetation along the roadway next to the buildings was removed and residents' quality of life was impacted. MM explained that when they removed the existing dead shrubbery to improve the area, they did not realize it would open the corridor and allow vehicle headlights to shine into residents' units. Eli noted MM acknowledged that the vegetation had served for decades as an important buffer, and its removal caused disruption and distress and is fully committed to making it right. MM has retained Universal Engineering to assess site conditions along the corridor, especially because of its proximity to the canal. The ground appears very soft, and the purpose of the evaluation is to determine what the area can safely support. The goal is a permanent solution, not a temporary fix. MM will keep residents informed as information is received from the surveyor and will provide updates on findings, options, timelines, and next steps, including what is being considered and the reasons for any decisions. He thanked residents for their patience and said MM has heard the concerns and will remedy the situation.

5) Sinkhole – Berkshire C – Update –

(10:10:24 a.m.)

Eli reported that the sinkhole on Century Boulevard in front of Berkshire C was excavated and repaired. The cause was a punctured storm drain line that created a safety hazard, with rainwater eroding the soil and causing the parking lot to begin collapsing.

Eli wished everyone a Happy Hanukkah, Merry Christmas, and Happy New Year.

Treasurer's Report – Barry Warhoftig:

(10:11:09 a.m.)

For the month ending November 30, 2025, the Revenue was \$1,489,300 and Expenses were \$1,773,224. The Net Expenses exceeded Revenue by \$283,924. The YTD Revenue was \$16,480,755 and YTD Expenses were \$19,136,799. YTD Expenses exceeded Revenue by \$2,656,044.

The balance sheet shows Cash Equivalent of \$3,791,849. The Assessments Receivable on uncollected items were \$138,764. Total Assets were \$5,860,416 with Total Liabilities of \$5,517,882 and Total Equity of \$342,416.

Craig thanked the Board, MM, and the Deerfield Beach CVE community for giving Transdev the opportunity to provide transportation service in the Village, and thanked everyone else involved in making the service possible.

- 1) Transportation Report –
 - a. Staff –

Craig said the community’s transportation service would not be possible without the team, and he thanked the 24 drivers, 3 supervisors, the administrative staff, and the safety team for their continued efforts.
 - b. Fleet –

Craig reported 3 buses had been out of service at the Ford dealership. Two have returned to service and 1 remains at Ford for an engine replacement, which is expected to be completed next week. The repairs are covered under warranty at no cost to the community. Once the final bus returns, the community should have 3 spare buses; however, the new Publix Express route has reduced available spares from 4 to 3.
 - c. Express Bus –

Craig reported that his Safety Manager identified a way to keep the JJ Farms Express Bus operating, even if the main gate is closed. The trip will take a little longer, but service to JJ Farms will be available Monday through Friday between 11:00 a.m. and 4:00 p.m., effective this morning with the Gate opening. He complimented and thanked everyone for a job well done with the new Gate opening.
 - d. Route 1 –

Craig reported that reopening the Gate will impact Route 1 (Westbury area) because the bus will need to travel in the opposite direction and will not be able to reenter the Village from the plaza, which will add time to the route. Transdev is planning adjustments to Route 1 and will review the proposed changes with Val and the Board before finalizing. The updates are expected to benefit residents and may include service to Checkers Plaza or Trail Plaza across the street from that at no additional cost.
 - e. Lyndhurst –

Craig reported he has been made aware of issues in Lyndhurst and will meet with the appropriate parties to review the concerns and determine next steps.
 - f. Bus Conduct–

Craig reported recent incidents and reminded residents the community’s bus/rider policy must be followed. Riders must treat drivers and fellow passengers with respect, and advised that violations, especially threatening behavior, may result in suspension or a permanent ban from riding privileges. These standards are consistent with public transportation rules and apply in Century Village as well.
 - g. Hiring –

Craig reported that Transportation is actively hiring drivers and asked residents to refer interested applicants from outside the community by calling him at 954-203-1312. Village residents cannot be hired as drivers due to a conflict of interest but may recommend others. To reinforce conduct expectations, a driver was terminated after attempting to bring his 6-year-old child into the Clubhouse on 2 occasions, in violation of CVE Clubhouse policy.
 - h. Holiday – Modified Transportation Service –

Craig announced modified transportation service for the Christmas holiday and said the updated schedule would be shared with MM staff. Craig said the schedule will be the same as last year, with 3 routes running on the inside. This is a precursor to what Eli mentioned, with the 3 buses running on 1-hour service, which is what residents will be experiencing in February after 7:30 p.m. and on non-show nights. He requested patience, adding it does not make sense to run empty buses at night and pay drivers for that. That service on Christmas Day will end at 5:30 p.m. He encouraged everyone to be happy and enjoy the holidays, and to take care of their family and loved ones, noting they have lost 2 General Managers in recent months due to health issues. Craig thanked everyone again for the opportunity and wishing all a happy season.

Les Gerson mentioned that when dropping someone off in a wheelchair, as an example, it takes a great deal of time. Is there a way the bus could get off the main road in the parking lot adjacent to where they are going, using the Ellesmere area as an example.

Craig said no, as the stops are ADA compliant. Someone cannot be picked up or dropped off at an area that is not ADA compliant.

Commissioner Daniel Shanetzky announced that a new farmers market is being held in the main parking lot near the Clubhouse on the first and third Friday of each month from 9:00 a.m. to 1:00 p.m., and asked whether a special bus could be added on Friday mornings to help residents access it. Eli said a special bus is not needed because all 5 buses stop at the Clubhouse every half hour, so there is no issue getting to the market. He also asked whether a bus could provide service to the farmers markets at Trail Plaza on Saturdays at the Cove. Greg Garcia said he was not sure about adding service to those locations, but after discussion with the Board and Val they would look into Trail Plaza, noting that the Route 1 bus may run through there hourly and could be an option. He said the Cove would require further discussion because any route changes affect time and cost.

Craig wished everyone a happy season.

Business:

(10:25:25 a.m.)

Old – N/A

New – N/A

Announcement:

(10:25:28 a.m.)

The next CVE Master Management Public Board Meeting scheduled for Thursday, January 22nd, 2026, at 9:30 a.m. in Activity Center Room A and via Zoom.

Adjourn:

(10:25:54 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,

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 January 22nd, 2026.