

Minutes of the CVE Master Management Company, Inc. Board Meeting October 16th, 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, Steve Wishnack

Remote – Joe Roboz, Paul Bourque Jeff Kohn

Absent –

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:

(09:32:05 a.m.)

The Board unanimously approved the Minutes of the September 18th, 2025, Board Meeting and the September 15, 2025, Executive Session as presented.

President's Report – Eli Okun:

(09:32:41 a.m.)

1) Proposed 2026 Budget Review and Approval –

Eli informed the Board that the 2026 budget will be voted on under New Business. Master Management acknowledged that residents continue to face rising monthly costs from multiple sources, including within their buildings. MM's professional team and the Board of Directors have worked diligently to manage expenses and minimize the 2026 coupon increase as much as possible. The 2026 budget includes the following increases: water and sewer by 6%, garbage collection by 6%, transportation by 10%, security by 4%, primarily due to contractual salary increases and cable TV by 4%. The 2026 monthly coupon will increase by \$13, bringing it to \$185 per month. These funds support the essential services that keep the community operating safely and smoothly, as well as the ongoing maintenance and repair of the Village's infrastructure. Eli commended Val and his team for effectively planning and scheduling capital improvement projects to avoid massive expenses. The construction of the main guardhouse, for example, is being funded through prior-years' budgets.

Eli explained Master Management is a non-for-profit organization, meaning every dollar collected from residents' monthly coupons goes directly toward operating expenses and community services. He acknowledged residents' frustrations over rising costs, emphasizing that the modest coupon increase is the only responsible way to ensure CVE continues to operate effectively, while maintaining both quality of life and property values. Slides were presented outlining how each dollar is spent, featuring a detailed breakdown and a pie chart depicting the allocation of funds within the operating budget. Eli clarified Master Management is a **not-for-profit** organization (not a non-profit organization).

Val added the financial breakdown and pie chart are always available at the Master Management office, on the Village website, and will be included in the upcoming annual report, underscoring MM's commitment to transparency.

2) **American Red Cross – (Continued following Treasurer’s Report at Time Stamp 09:51:08 a.m.)**

Treasurer’s Report – Barry Warhoftig:

(09:36:39 a.m.)

September 2025 Financial Report –

For the month ending September 30, 2025, the Revenue was \$1,501,635 and Expenses were \$2,166,196.

The Net Expenses exceeded Revenue by \$664,561. The YTD Revenue was \$13,492,953 and YTD Expenses were \$15,671,437. YTD Expenses exceeded Revenue by \$2,178,484.

The balance sheet shows Cash Equivalent of \$3,358,095. The Assessments Receivable on uncollected items were \$126,854. Total Assets were \$5,602,959 with Total Liabilities of \$4,713,590 and Total Equity of \$889,369.

Executive Director’s Report – Vallen Smikle:

(09:38:12 a.m.)

Val welcomed both in-person and online attendees and thanked everyone for taking the time to stay informed about the community. He encouraged residents to share the meeting updates with their neighbors.

1) **CVE Master Management Active Projects Update –**

a. **Xfinity –**

Val informed residents that Xfinity has sent out a survey to gather input on preferred dates and times for its upcoming annual Retention Marketing Event at Le Club. He encouraged residents to participate, explaining that although Xfinity services are included under the community’s bulk contract, the event also offers an opportunity for residents to meet directly with company representatives to discuss or negotiate individual service upgrades. Val reminded residents to check their email for the Xfinity survey and advised those not currently receiving community emails to contact customer service to be added to the distribution list.

b. **Roadways –**

(09:39:30 a.m.)

Val reported that all Village roadways have been restriped, including the yellow markings on common-area roads owned by CVE Master Management. White striping was also refreshed in areas where needed. The final step, delayed due to weather, involves installing reflective markers, yellow on the roadways and blue to indicate fire hydrant locations. Val noted that once the installation is complete, an update will be shared in the CVE Insider.

c. **Landscaping / Proposal –**

(09:40:09 a.m.)

Val discussed the annual tree trimming, which will be voted on under New Business. Master Management performs 2 scheduled trimmings each year, along with emergency tree-cutting services throughout the Village. There has been an increase in fallen branches this year along the common and swale areas owned by MM on Century Boulevard. Denis Barreto and his team have responded promptly at any hour to remove large branches mostly caused by the declining health of certain trees, ensuring that roadways remain clear and accessible for residents and emergency vehicles. Val referenced 3 bids in front of the Board, and advised he is choosing, would like to choose Clearlake Property Services to tackle the service we need. It is a 2-step process; 1. the annual process done twice per year; 2. taking down a diseased tree located on West Drive across from the Prescott L Association. This is a beautiful tree in Val’s opinion, but it was identified by a professional arborist who came out to examine all of MM trees due safety concerns about all the branches so we wanted to ensure all trees along Century Boulevard would not be a future detriment. This year we have experienced 5 large tree branches. Fortunately, they fell in the middle of the evening, so there were no accidents due to this reason. Once Security alerts us to these incidents, our team comes out at whatever time to clear these so that residents or emergency vehicles trying to get to you are not impeded.

The 2 proposals you received is the annual 2-time tree cutting. This tree cutting service is much better, Val believes, than the current ones we have. The current process was always thinning out trees. This one is not only thinning out but crowning the tops so that the tree does not get so heavy and weighed down. The arborist discovered the tree Val is asking to be removed he described earlier – is the large tree near the West Gate, the first large tree on the left when entering, as a safety concern. Although it appears healthy from the top, the base is rotted. A second opinion from the City of Deerfield Beach arborist confirmed these findings. The tree will be removed after completion of the main guardhouse to minimize traffic disruption. Val requested the Board’s approval of the proposal under New Business.

Jeff Kohn asked if the tree removal would require a city permit. Val confirmed a permit will be required and noted the work will be completed after the main guardhouse opens.

- d. Main Guardhouse Project – **(09:44:03 a.m.)**
Denis reported work on the main guardhouse roadways is currently underway and will continue until completion. This week, crews will begin construction of the water feature, starting with forming the base and proceeding until finished. Once that phase is complete, landscaping will follow, including sod installation and final site details prior to inspections. Power has been connected, and the account setup is in progress to enable air conditioning and climate control in preparation for interior furnishings. The project continues to progress as planned.

Michael asked about the project's expected completion date and final inspection timeline, noting the recent weather delays.

Denis estimated completion by mid-November, explaining that the schedule depends on the city's inspection process. Val added that the guardhouse will not open immediately after construction, as additional exterior work in the front will follow. The guardhouse cannot open until the final inspection is passed.

- e. Perimeter Wall –
Denis reported that irrigation has been completed and crews are installing the exterior trellis' to support vines and landscaping on both sides of the wall. The project is expected to be finished within the next 2 to 3 weeks.

Amy asked about small gaps at the bottom of the Westbury A, B, and C areas. Denis explained the gaps will be filled once the planned plants and trees are installed in that section.

- f. Central Park –
Denis reported the deadline for DRC to respond to MM's submitted comments is tomorrow. He explained that all questions have been addressed and expected to be approved. Once the final landscaping response is received, MM will proceed next week with applications for building permits covering landscaping, irrigation, and electrical work, and related final approvals.

Val explained that DRC stands for the Development Review Committee under the Planning and Zoning Department. Once Master Management receives approval from that department, the project moves to the Building Department for the next stage of review. He noted that the Building Department has recently undergone changes in management. Val and Denis plan to attend a protest at City Hall this afternoon at 1:00 p.m. regarding changes within the city's Building Department and the results. The transition involves Calvin Giordano & Associates, the current firm, is not wanting to leave; however, they were advised they need to leave and Commissioner Shanetzky will speak about this later. C.A.P. Government, Inc., is scheduled to assume operations on October 1st but requested a 90-day extension, as they were not ready, and asked Calvin Giordano to stay on. Val explained that this delay benefits Master Management, as we have a strong relationship with the current department head, who has agreed to expedite permit review once transferred. He added that they are attending the protest in support of Calvin Giordano, recognizing the firm's continued support and cooperation with the Village.

Steve said he has observed remotely a few residents entering the front gate construction area to speak with contractors and emphasized the importance of avoiding active work zones to allow crews to perform their duties safely and without interruption. Denis agreed, explaining that any questions are directed to Master Management or to him to respond.

Paul asked if the Commissioner would be participating in the afternoon meeting. Denis replied that the Commissioner had indicated he would attend.

Val clarified their attendance at the City Hall protest was not to participate but simply to observe the proceedings. He reiterated support for the current head of the Building Department, noting that she has been a strong partner to the Village and instrumental in advancing multiple projects. Val added that a few steps remain before progress continues on the new park project at Parcel 2, located at Century Boulevard and Ellesmere, and noted that the Ellesmere Bridge has already been completed as a preview of future improvements.

President's Report (Continued) – Eli Okun:

(09:51:08 a.m.)

2) American Red Cross –

a. Hurricane Preparedness –

Nancy Dzoba, volunteer with the American Red Cross, spoke about hurricane preparedness and distributed planning guides and checklists.

She emphasized the importance of residents, particularly those in 55-plus communities with special needs registering with Broward County Emergency Management. This registration helps local agencies, including the City of Deerfield Beach, the Red Cross, and Broward County Emergency Management, coordinate assistance more effectively. Nancy explained that residents registered on the special needs list who require evacuation assistance to a shelter will be provided transportation by the county. She emphasized the importance of residents creating a personal emergency plan during what public safety officials refer to as “blue sky” periods—times of calm before any storms occur. She explained that preparing in advance helps prevent panic when severe weather arises and ensures residents know how to respond. Nancy noted that, given the large number of residents in the community, neither the Board nor the City of Deerfield Beach can assist everyone simultaneously during an emergency, making individual preparedness essential. She encouraged all residents to review the 2-sided hurricane planning guides provided, which outline step-by-step actions for developing a personal plan.

Nancy asked if the Board has an emergency plan for residents. Val replied MM does not, adding its responsibilities are limited to infrastructure matters. Nancy noted MM maintains a plan for essential facilities and roadways but emphasized that residents must also prepare personally. She encouraged everyone to review the hurricane planning guides provided and to assist neighbors who may need help registering for the county’s special needs program, reminding residents that “it takes a Village” to ensure everyone’s safety.

b. Sound the Alarm Program –

Nancy introduced the Sound the Alarm program, a partnership between the Red Cross and the management company that provides free smoke detector installations in residents’ homes. She explained that Red Cross volunteers will visit on scheduled days to install 2 or 3 smoke alarms per unit, depending on size, and will also provide fire safety education during the visit. The alarms include extended-life batteries lasting up to 10 years. Nancy encouraged residents to sign up if you do not have smoke detectors at the present time to take advantage of this no-cost safety initiative.

Val informed the Red Cross was set up across the street at the COOCVE office, located at 3500 West Drive, where representatives were distributing fire detectors and assisting residents with sign-ups during the meeting. He noted they will remain there throughout the meeting and encouraged anyone who missed them to contact the COOCVE office for information on where to go.

Amy explained that Broward County requires each residential unit to have a smoke detector in the living area, in the hallway between bathrooms on the ceiling, and now inside each bedroom. She noted that a 1-bedroom unit must have at least 2 smoke detectors minimum, while a 2-bedroom unit requires at least 3 minimum. Amy emphasized that the Red Cross program is an excellent resource, particularly for older residents who may have difficulty installing detectors, as volunteers provide free installation and ensure proper placement. She encouraged residents to contact COOCVE for assistance in connecting with the Red Cross program.

Val stated that the information from the Red Cross presentation, including pamphlets and related materials, will be displayed in the meeting video so residents can view and pause it as needed. He asked Jeff to ensure the information remains visible long enough for viewers to read, both midway through and at the end of the recording.

Transdev Services, Inc. – General Manager – Craig Garcia:

(10:38:34 a.m.)

Craig thanked the Board for hiring Transdev to provide transportation services for Century Village, expressed appreciation for the partnership, and they give their best every single day.

1) Transportation Report –

a. Staff –

Craig reported that Transdev is currently interviewing new drivers, noting the ongoing challenges in hiring. He said 3 candidates are scheduled to begin training on Monday and explained that continual hiring efforts are necessary to maintain staffing levels as drivers transition in and out of the team.

b. Schedules –

Craig reported the in-season bus schedule is now in effect and available at his office, the Clubhouse at security or the box office. The Broward County Bus 48 current schedule is available at the clubhouse, as well. Residents were encouraged to pick up a copy of the current schedule to review routes and use city buses for destinations not served by the Village transportation system.

Val thanked Craig for assisting the clubhouse and security staff in ensuring the correct Broward County Bus 48 schedule was posted and running smoothly. He also acknowledged Craig's coordination with Broward County Transit, which allowed Val to have the bus rerouted and continue serving the community while the main guardhouse remains closed. A round of applause followed. Craig said there have been discussions about possible changes to the Bus 48 route but no details are confirmed at this time. He assured residents that any adjustments affecting service will be announced.

c. Maintenance –

Craig explained that all buses undergo maintenance every 5,000 miles to ensure the safety of passengers, drivers, and the community. Each preventive maintenance service (PM) includes a detailed inspection and any necessary repairs. Before a bus is returned to service, a separate technician conducts a second inspection, referred to as a quality control check (QCC), to confirm that nothing was overlooked during the initial maintenance. Despite these efforts, occasional mechanical issues may still occur due to the thousands of components involved. Craig asked for residents' patience and understanding, emphasizing that every effort is made to keep the buses safe, well-maintained, and dependable.

d. Conduct & Safety –

Craig asked residents to be mindful of their conduct while riding the buses, explaining that behavior on board affects both driver safety and the overall environment. He reminded everyone that a Passenger Conduct notice is posted on the window of each bus and that action may be taken for inappropriate behavior. Craig encouraged all riders to be respectful toward one another and to help maintain a safe, orderly, and respectful transportation system.

Les reported that a resident from Durham was unable to reach the Activity Center after a bus broke down and became inoperable. A replacement bus arrived after a good deal of time and transported passengers only to the Clubhouse, where they had to wait for another bus to reach Le Club, causing them to miss most of their meeting. Les asked what the protocol is in such cases and suggested that, with extra buses available, another vehicle should be sent to continue the normal route and minimize delays. Craig explained that when a bus breaks down, another bus is rerouted directly to the disabled vehicle to assist, continuing service from that point back toward the Clubhouse rather than restarting the route, and said wait time will increase based on that.

Les clarified that the concern was not the response time but the handling after the transfer, as passengers were taken back to the Clubhouse instead of continuing toward their destination.

Craig confirmed that is not standard protocol, service should resume from the point of breakdown and continue the route, and Craig will review the incident and ensure proper procedures are followed.

Michael asked if the original driver takes over the new bus to finish the route when a replacement bus is sent out. Craig confirmed that is typically the case, as a supervisor usually delivers the replacement bus.

When asked if the supervisor remains with the disabled bus, Craig explained that if the vehicle can be driven, it will be returned. If towing is required, a tow company handles it. Both the supervisor and the original driver return to the Clubhouse on the replacement bus, where the supervisor resumes regular duties. Michael clarified that the route continues before returning to the Clubhouse, and Craig agreed.

Allied Universal Security – Director of Security, Christopher Kelley:

10:08:24 a.m.)

- 1) Village Security Report –
 - a. Safety in the Community –

Chris thanked residents for their patience during the main gatehouse closure and for their cooperation in using the 2 open gates. He noted that most drivers have been patient and cautious, which his officers appreciate. Chris reminded residents not to move forward if the gate does not open immediately, as the new gate arms could cause vehicle damage. He added that the recently installed gate arms are functioning well and that driver cooperation has improved.
 - b. Staff –

Chris reported that Mr. Bob Cicerchi, who spoke at last month’s meeting, is no longer assigned to Century Village after accepting another position within the company. A replacement has not yet been announced, but Chris said the new representative will be introduced once appointed and added that it was a pleasure working with Bob.
 - c. BSO Report –

Chris informed BSO did not submit a report for last month and stated that the update will be included in next month’s meeting.

Amy congratulated Chris on his anniversary and inquired if the officers are being trained to reset the new gate arms when damaged by a vehicle, so MM staff are not called for simple fixes. Chris replied there has only been 1 incident with the new gate arms, when Bus 48 stuck the arm bar. He explained that the team learned from the experience after initially missing a small step in the reset process. Once properly secured, the gate automatically resets within 5 seconds. Chris added this has been the only issue since the new gates were installed.

Les thanked Chris and his team for effectively managing traffic during the main gate closure, noting that operations have been running smoothly, particularly at the West Gate, with only minimal delays. Les mentioned noticing that both gates occasionally open at the same time. Chris clarified that the issue is mechanical rather than operator error, explaining that at times the gates open automatically without manual activation. Val confirmed that the problem was caused by a circuit-board malfunction and noted that a technician was on-site addressing it. Chris added although the issue is mechanical, gate officers continue to receive regular retraining. Les thanked the team for their efforts and commended the team for doing a great job. Les also asked about the exit arm gates being left open. Chris explained there was a major mechanical malfunction at the West Gate exit which has been fixed.

Jeff congratulated Chris on his anniversary. He noted that operations at the front gate have been running smoothly during construction and asked if a plan is in place to manage increased traffic when seasonal residents return, particularly if the main gate remains closed until early December pending permit approval. He also inquired whether additional staff will be brought in to assist with traffic flow.

Chris responded that the team is well prepared, explaining that up to 3 vehicles can be processed at a time and that visitors may be redirected to the resident lane when possible to reduce congestion. He added that the gate currently handles approximately 60,000 vehicle movements per month and confirmed that contingency plans are in place to accommodate the expected increase in seasonal traffic.

Amy commended the security team’s traffic preparedness, noting that when she arrived that morning, 3 officers were stationed at the West Gate using tablets to check in vehicles in the visitor lane.

She noted this demonstrated the staff were well-trained during the off-season and expressed confidence that traffic operations will continue to run smoothly as seasonal residents return.

Business:

(10:15:04 a.m.)

Old – N/A

New –

a. 2026 Budget Approval –

Eli introduced the 2026 operating budget for approval as previously mentioned, noting that the Board carefully reviewed each line item, reduced expenses where possible, and deferred some costs to future years. He emphasized that the remaining budget increases are due to factors beyond the Board's control.

Eli made a motion to approve the CVE Master Management Co., Inc. 2026 operating budget of \$19,391,920, resulting in a monthly coupon of \$185 per unit. The motion was seconded by Michael Routburg. The motion passed unanimously.

b. Approve Annual Tree Trimming Services 2025/2026 –

Eli referenced Val's earlier remarks about the tree trimming and removal project and noted that the Board members had already been provided with copies of the proposals for review.

Eli made a motion to approve the expenditure not to exceed \$70,000 for tree trimming and removal of an infected tree in accordance with the estimate from Clearlake Property Services dated September 9th and September 23rd, 2025. The motion was seconded by Barry Warhoftig. The motion passed unanimously.

Announcement:

(10:17:35 a.m.)

The next CVE Master Management Public Board Meeting scheduled for Thursday, November 20, 2025, at 9:30 a.m. in Activity Center Room A and via Zoom.

Adjourn:

(11:07:05 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 November 20th, 2025.