

Minutes of Master Management Board Meeting
February 17th, 2022

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

Roll Call:

Present - Eli Okun, Pat Bidol-Padva, Gene Goldman, Michael Routburg, Joe Roboz, Les Gerson, Donna Capobianco

Remote - Barry Warhoftig

Absent - Joe Maney

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:

(9:31:43 a.m.)

The Board unanimously approved the Minutes of the January 20, 2022, MM Board Meeting as presented.

President's Report - Eli Okun:

(9:32:10 a.m.)

1) CVEMM Update on COVID-19 Testing -

Eli reported the West bus is now stopping at the Target shopping center next to Petco for COVID-19 testing at no cost. The bus departs every 30 minutes from the Clubhouse.

Following inquiry, Eli was unaware how long the test would be available for and advised the test site is open Monday through Friday 9:00 a.m. to 5:00 p.m.

2) Update on best ways that CVEMM keeps you informed -

(9:33:11 a.m.)

Eli said there are many ways to keep informed of the latest Village news, emergency notifications, upcoming projects, completed projects and much more information regarding the Village by signing up for email alerts at www.centuryvillageeast.com, www.keepingcvebeautiful.com, and the monthly CVE Insider for current events and bus information. The new MM Connect app free download is available at the app store and allows Residents to easily communicate with CVEMM, call in guests and work orders, read current and past copies of the Insider, watch current and past Board Meetings, pay the monthly coupon, including a bus locator app coming soon to track the buses in real time.

Treasurer's Report - Eli Okun:

(9:35:17 a.m.)

January 2022 Financial Report -

For the month ending January 31, 2022, the Revenue was \$1,153,207 and Expenses were \$1,063,658. The Net Revenue exceeded Expenses by \$89,593.

The balance sheet is showing Cash on Hand of \$3,396,553. The Net Assessments Receivable on uncollected items was \$170,015. Total Assets were \$4,345,096 with Total Liabilities of \$2,943,673 and a Total Net Equity of \$1,401,423.

Per Member inquiry, Val confirmed the uncollected items increased slightly, however, the collections team, as well as internal in-house collections team, has managed the situation very well.

Executive Director's Report - Vallen Smikle:

(09:37:09 a.m.)

Val welcomed and appreciated all the viewers tuning in.

1) Traffic Safety & Traffic Violations Update -

Val mentioned previous traffic and BSO discussions, and advised Residents to obey the posted signage. BSO was actively enforcing all City, State, and county traffic laws in the Village and CVEMM has no control over what a State agency does. The green and white signage posted at the gates advise the property is patrolled for your protection by the county agency, Broward County Sheriff's Office, allowing BSO to enforce laws in a private community. The guards are doing their best to provide secure access at the three gates for thousands of Residents and visitors of the 8,508 units and 254 buildings in the Village and asked for patience and courtesy. Damaging the arm bars will result in repair costs up to prosecution. If you do not have a barcode, use the visitor lane and Val said to get a barcode if you are a Resident to make gate access easier.

Gene said it was really important the guards are consistently confiscating Resident ID cards when accessing the barcode lane without a barcode per policy. Gene mentioned the traffic discussion at the COOCVE meeting and said it would be more effective if tickets, not warnings, were issued and encouraged. Val took the matter under advisement, adding the mindset of some officers believe in community outreach and want to embitterment the community and give someone a break. An example would be an officer giving out 10 tickets in a day, at the end of his shift, he may give out a warning trying to be fair across the board and is just the mindset of some of the officers and why they are not giving out tickets all the time.

2) Barcodes/Guardhouse Technology – TEM Vendor Update -

(09:43:209 a.m.)

Val reported CVEMM has invested quite bit of money to upgrade technology with the purchase of clickers and iPads for the guards to check people in and out, especially during peak season, and have hired additional guards at each gate to expedite Residents and guests safely through the village; however, due to the pandemic, we have been experiencing some delays in the software that we have purchased. We have been working hard to upgrade the loop system. Our vendor, TEM, is investigating how to repair gate loop issues to prevent the gate arms from opening at the same time. Also, once the technology is applied, we will have a guard outside the gate to assist in expediting things with Residents; i.e., if someone is in the resident lane that should not be, the guard can look up the person on the iPad, and use the clicker to let someone in.

3) Projects -

(9:44:48 a.m.)

Val reported MM's commitment to a safer and brighter community was in its fourth and final phase having installed of 40 of the 150 poles to date. The MM Connect app has been very successful. Work orders have increased, reducing the number of office calls to 40 to 70 a day. Val looked forward to presenting the Central Park construction schedule, renderings, and details next month and hoped to have more project details in March when things pick up. For more information on the Park it is available on our website www.keepingcvebeautiful.com, as well as many other phases of work; also the list of the buildings we have accomplished in lighting and more project information. Val hoped to have a more detailed report next month when the projects pick up.

4) Director of Operations - Robert Streater -

(9:47:01 a.m.)

a. Paving Project -

Robert reported the previously anticipated six-year paving project expanded into an additional year and was now in its seventh and final year and will begin in June in the Harwood area to mill and repave one road and then move on to the Markham and Lyndhurst areas. Announcement will be made when the paving schedule is received from Five Star Sealing & Paving. The intersections in the Lyndhurst road areas will be altered as the intersections entering into the buildings are very wide and create a hazard as cars exiting do not come to a complete stop. They will be narrowed down to code requirement that will force drivers to come to a complete stop and navigate the curves. It will also slow down the traffic coming in and will minimize speeding and hazardous conditions when entering. Again, work will begin in June of this summer, and a notice and scheduling will be sent via email blast and be posted at buildings up to a week prior to paving. For questions following the paving Q&A in November, contact Robert via phone or email.

Per member inquiry, Robert stated adding curbs were not in the engineering plans and took the matter under advisement. Michael, Eli, and Robert thanked Lyndhurst A for allowing MM to create a sidewalk for pedestrians to safely walk separate from the roadway to the Clubhouse. Joe said it was important for the Community to know Lyndhurst Road would be widened and moved six feet to the west onto Lyndhurst A property, allowing MM to create the sidewalk. Robert said the tail end of the road was a small section in front of the pool that would be extended, like Joe said, to accommodate two lanes.

b. Trash -

(9:51:50 a.m.)

Robert reminded Deerfield Beach terminated recycling in the Village due to lack of compliance, contributing to the overflow, particularly during the winter season. Additional dumpsters were requested and added some to the affected areas. Contact MM to report trash-related issues. He requested Residents secure their bags to eliminate flyaway debris, break down boxes, and call the City of Deerfield Beach to arrange for large pickups at 954-480-4391.

Discussion ensued regarding disseminating information to the Community regarding bulk trash pickup, costs, and services. MM is not responsible for cost associated with removal. (Refer to video at Time Stamp for full discussion.)

Robert advised to contact your property management company to call the landscaping crew for removal of land debris and ensure contractors are licensed, permitted, and remove construction debris from the Village. If you are moving in/out please call 954-480-4391 and arrange for a special pick-up of additional debris at an additional cost to the person who has put out the additional debris. The amount will be provided to them by the City of Deerfield Beach. He thanked Durham Y for their patience and assistance picking up loose trash by the pool. Robert will ask the City to give us a smaller dumpster to pick up the overflow till the dumpster pad is installed on the 28th. If you see something, say something. Report illegal dumping to the City of Deerfield Beach Crime Stoppers at 954-493-8477. If the report leads to an arrest, you could be eligible for a reward.

Michael encouraged Residents to take pictures and include the license plate if you can and call code compliance or contact Commissioner Bernie Parness to report illegal dumping. Robert added snap a picture, obtain the plate number, and vehicle description and call Security to report. Refer to the Reporter or CVE ID card for contact information. Donna pointed big fines are assessed for unlicensed contractors and having the photo of the license plate was very helpful for multiple reasons. Robert agreed, adding ask to see vendor verification and the license should match the one printed on their vehicle by law. Pat complimented and thanked Robert for his efforts. A round of applause ensued.

Val reported car washing using potable water was not permitted and Security will not grant access to car wash vendors without water. A bulletin will be posted and published in the Reporter as a Reminder. It was noted posting information to Association bulletin boards was very effective. Val reminded Residents to update their bank information to reflect the coupon increase from \$122 to \$128 per month. Joe R. mentioned recent issues with the QuickPay site, automated answering systems, and lack of customer service. Gene added MM would not cut back on service. (Refer to video at Time Stamp for full discussion.)

Allied Universal Security - Director of Security, Christopher Kelley: (10:10:44 a.m.)

- 1) Village Security Report -
 - a. Traffic safety concerns -

To control the numerous traffic issues in the Village from running stop signs to speeding resulting in property damage and collisions, Christopher advised Residents to proceed with caution, pay attention, and obey the traffic laws. BSO is in the Village patrolling and will issue tickets resulting in up to \$300 in fines and court costs and is a civil matter and cannot be handled within the community but in a court of law.
 - b. BSO Report -

One unlawful posted speed limit infraction; 1 warning. Failure to stop at posted stop signs; 3 warnings, 1 citation. Failure to provide vehicle and display vehicle registration; 2 warnings. Not properly insured; 1 warning. Failure to wear seatbelt; 1 citation. Failure to show license; 1 citation; DWI; 1 arrest. Christopher asked for patience as Security tries their best with continued upgrades and training for the new guards during peak season.

c. Barcode Gates -

Christopher invited Residents to come to the Security office for a barcode.

If you have a rental vehicle longer than three days, pick up a barcode and take it back to the office for barcode removal. The arm bars are hit almost weekly and asked Residents to slow down, look both ways, and be careful and alert while improvements are made at the gates.

Following Member inquiries, Christopher advised the Executive Director would be responsible to discuss with BSO why no tickets were issued by BSO patrols for speeding throughout the Village. Eli replied there was a countywide officer shortage, effecting the amount of special details on a regular basis in the Village, adding BSO has been actively patrolling the problematic areas in the Village. Val added MM expanded officer request to include all of Broward County agencies to patrol twice daily mostly during peak hours. Val stated a "white sheet" report is generated for review and we are only invoiced for hours worked. On behalf of the Board, Joe R. stated it was the Board's belief the only way to change the behavior were to issue tickets not warnings. Christopher took the matter under advertisement, (Refer to video at Time Stamp for full discussion.)

Business:

(10:22:29 a.m.)

Old - N/A

New - N/A

Member Comments:

(10:22:39 a.m.)

Barry mentioned all the traffic safety upgrades in the Village made to enable patrol and it is the Board's desire to enforce the traffic laws and to issue tickets not warnings as a deterrent. He expressed the necessity to continue traffic discussion on a regular basis. As mentioned at every meeting, pedestrians only have the right of way in designated crosswalks. He reminded Residents to pay attention and look before crossing. Don't assume cars will stop. Barry said some of the crosswalks along the pathway of Century Boulevard will be upgraded for safety. He referred to the Reporter and highlighted key safety points. Do not congregate on the walking paths and looked forward to having separate bicycle lanes in Central Park. Lastly, BSO is a top priority and appreciated the comments.

Michael looked forward to the projects and said a lot of patience and tenacity was required dealing with bureaucracy, the City of Deerfield Beach, and the Community Appearance Board and hoped to see the fruits of labor soon.

Donna requested Val share with BSO the historical perception of the Village has been living in a private community and not subject to traffic penalties. Hearing tickets being issued is an incentive to obey the traffic laws.

She said the Community needs to be mindful MM was a \$14 million business and had done a phenomenal job the past six, seven years reducing the debt to \$170,000. Keeping debt under 2 percent was excellent from a business perspective.

Eli said Donna brought up good point, adding the staff and attorneys had done a magnificent job reducing the original \$800,000 in the arrears. Gene advised MM was no longer writing off.

Joe R. concurred with the collections comments, adding the standard measure of the industry is days sales outstanding. How much do you collect in 30 days, how much do you collect in 1 day and how many days do you have outstanding.

Joe said he made a very bad mistake when addressing Director Kelly, it's not that we don't want enforcement, noting the objective of the Board is safety of the Residents and only way to achieve that is by enforcement; we want Residents to live longer.

Donna agreed with Joe R. and encouraged the police to understand the Community better, safety is the goal. Joe asked Val to reiterate the Board's goal is safety of the Residents. Val concurred, referring to the last agenda item addressed traffic safety and follow-up with BSO.

Pat thanked Joe for his comment. The board's mission is safety not enforcement. She hoped people take advantage of the multiple methods of communication MM has to access information; the Reporter, as it has a lot of information from Master Management, CenClub, and COOCVE, as well as websites, and the MM Connect app. She disagreed with Donna, stating MM was not a business but a nonprofit organization with a mission to provide safety and appearance for the Village in a cost-effective way. MM does not raise coupons because they are a business and try to acquire fiscal reserves to serve the people as not for profit.

Gene wished people would stop, look, and listen. It's simple. He thanked Barry for reminding everybody to exercise caution and obey the traffic laws. Gene thanked CenClub for creating a safe and social environment with spacious seating in the theater and strict with face masks. Seeing live theater and shows have been a blessing and uplifting.

Les said he was aware it was frustrating getting in and out of the Village with the gates not working and people not using the proper lanes causing long delays. He requested patience as Security and MM work to upgrade technology. He asked bicyclists to watch for vehicles and pedestrians to avoid an accident. Lastly, the Board is trying to improve safety and Security in the Village.

Announcement:

(10:39:11 a.m.)

The next regular MM Board meeting will be held on Thursday, March 10, 2022, at 9:30 a.m. in the Activities Center Room A. Meeting announcement and the agenda will be provided to stay informed.

Adjourn:

(10:39:32 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 on behalf of,

Pat Bidol-Padva
Secretary
CVEMM Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on March 10th, 2022.