

Minutes of Master Management Board Meeting
March 10th, 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, Barry Warhoftig, Pat Bidol-Padva, Joe Maney, Les Gerson, Donna Capobianco, Michael Routburg, Joe Roboz (entered dais at 9:31)

Remote - Gene Goldman

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

Meeting Minutes:

(9:31:58 a.m.)

The Board unanimously approved the Minutes of the February 17, 2022, MM Board Meeting following a spelling correction and the March 3, 2022, Executive Session Meeting as presented.

President's Report - Eli Okun:

(9:33:36 a.m.)

1) Pedestrian Safety Update -

Eli informed two Residents were struck by cars last month, one occurred in front of Upminster and one killed outside the Village on Military Trail, both individuals were not in crosswalks. MM cares about the well-being of the Residents and asked Residents to follow the rules of the road and look both ways before crossing the street.

2) Transportation Update -

(9:34:16 a.m.)

By request, MM has extended the East Bus service hours on Sundays beginning at 9:00 AM. It was previously 10:30 a.m. This will continue through the end of the season. MM looked forward to the arrival of the first of seven new state-of-the art buses within the next two weeks; the remainder to follow shortly thereafter. The familiar looking buses will be equipped with many new features such as front-kneeling suspension, so the bottom step will be approximately seven inches from the ground when the door is opened, a 1,000 lb. rear-lift capacity, anti-viral package with a special filtration system, anti-microbial seats; grabs bars on each side of the door; and up-to-date LED lighting for a very enjoyable experience. Eli thanked Michael for his hard work and tremendous amount of time enhancing the bus services in the Community.

3) Financial Report -

(9:35:49 a.m.)

Eli informed today's meeting was held a week early to observe the Jewish holiday and the Treasurer will report the past two months' reports at the next open Board meeting.

Executive Director's Report - Vallen Smikle:

(9:36:42 a.m.)

Val thanked everyone for attending and informed there was audio interference with the Zoom platform and directed Residents to tune in to watch the video of the meeting posted on Saturday morning.

1) New Master Management Connect App -

Val expressed the importance of transparency with the community as to what we are working on. Val then wanted to start off with our app, "Master Management Connect" and welcomed Customer Service Representative, Angelica Saavedra, to explain the new app that's taken off like wildfire. Angelica demonstrated the app by first instructing to download the app from the Apple Store by typing in "Master Management Connect" and click on the icon to download. With the app you have a number of options to include calling MM directly, submitting Work Orders, calling in your guests through the automated system, connect directly with Security personnel, view bus schedules, view the latest MM news, past and current issues of the Insider which is updated the first week of every month and contains the latest community information, submit coupon payments, and watch past meetings and current meeting. Angelica highly recommended that Residents register in the app to create a profile to receive updates/notifications for work-orders placed. A QR code is posted on the buses and in the MM office; click on the image to download the app. Angelica offered her assistance by phone or stopping by the office for assistance in accessing the app. Val stated the app is continuing to evolve and hoped to launch the new bus locator app with the assistance of Resident, Professor Donald Grossman, and the IT team working to upgrade the tracking software. Val said many Residents have called in and offered their expertise with various matters. The Gatehouse app will be available soon, allowing Residents to authorize guest access by sending them a scannable boarding pass that the guards can scan for instant access through the Gates, and hoped to implement the new technology once all the Guardhouses are completed. **(Review the video at Time Stamp for detailed app demonstration and additional details.)**

2) Century Village East Website -

(9:45:39 a.m.)

Val described the primary website, centuryvillageeast.com, was a great tool to connect the Community organizations with links to keepingcvebeautiful.com for project news updates, cenclub.com for recreational topics, and COOCVE for educational information, a visitors section, resources, documents, and a welcome home tab for Residents featuring latest news, transportation, FDOT 10th Street connector, vendor registration, governance, Master Management meeting videos, community rules, environmental, as well as a tab to contact MM directly. Val said Residents can fill out a Vendor Registration form to source trusted, reputable vendor information is sent directly to Security and customer service to keep track and reach out to the companies. For example, a Resident's driveway was blocked by a vendor pallet left in their parking space and was unable to locate the owner, so this is a great source to share information between the buildings. The list will also be shared with Carol Freedman, President of COOCVE .

3) Irrigation Work Orders - **(9:48:00 a.m.)**
Val reported Robert and Denis have assisted the maintenance specialist and have called in vendor, TCI, to assist in catching up on the numerous irrigation work orders as quickly as possible. Val displayed the Master Management Connect app depicting an irrigation work-order locator map where the blue dots reflect closed work orders and the orange dots show open work orders.

4) Project Updates - **(9:49:00 a.m.)**
Val said the keepingcvebeautiful.com site is updated weekly and contains past, present, and future projects content. Work on the East turn lane will begin the week of April 25 and should last 2 weeks. The gate will periodically be opened and closed, depending on the MOT plan we receive from the City, for two weeks during construction for everyone's safety as well as the safety of the work crew and will be accessible for emergency personnel only; usually keeping the outbound lane open for inbound traffic for emergency vehicles, as we do not want to impede them in any way. The final two lake fountains will be installed by the end of the year. The vendors have been working tirelessly to complete the Lighting Project to get new lighting to where it needs to be within the Village, having installed 48 new poles out of 150. Val hoped to have an FPL update next month advising when the 34 light fixtures on backorder will be available and when the transformer that was supposed to be replaced at Grantham F is ready. Currently the area at Grantham F is roped off for safety and FPL has been advised of this. Following the completion of phase one of the perimeter wall at Military Trail, we will be moving on to phase two this year and hope to submit for permit next month and will be adding a decorative wall along Hillsboro Boulevard and plantings along the fence line in the Westbury area. Robert Streather, Director of Operations, is working with the City Department of Parks and Recreation in a proactive attempt to clean up the exterior of Century Village and coordinate schedules to clean up the debris outside the Village perimeters; SW 10th Street, Powerline Road, Military Trail, and Hillsboro Boulevard. The 2022 paving project will begin in June at Marham and Lyndhurst. Val was pleased everyone in the area signed up for the project. The originally installed thermal plastic in 2016 will possibly be refreshed. Future projects include Central Park, bus shelters, the main Gate, multi-path walkways--the first set scheduled for Lyndhurst. The Tilford courts will be refreshed this summer, and the utility wraps will be completed by the end of the year in the fourth quarter.

Allied Universal Security - Director of Security, Christopher Kelley: **(9:54:39 a.m.)**

- 1) Village Security Report -
 - a. CVE ID Badges -

Christopher advised Resident ID cards do not expire. Tenants have a one-year expiration date that coincides with the barcode vehicle transponder. If their ID card or barcode transponder does not work, they have to get those renewed at Security. There are other types of badges throughout CVE with expiration dates that vary for vendors/services, depending on what they will be doing and the HOA has authorized them to be used, and they expire, as well, and these types of badges do not come with barcodes.

b. February BSO Report -

Christopher added to the President's report on safety and recommended Residents wear bright colors and/or reflective material when out walking at night.

He said BSO was doing great job and gave the following report for the last month: 10 citations issued for failing to stop at a stop sign; 4 citations for speeding; 1 citation for operating a vehicle without insurance; 2 citations for failure to display registration on vehicle; 2 citations for failure to yield to emergency vehicles by law; 3 citations for not carrying driver's license. For safety, commercial vehicles were also checked and 4 citations were issued for no proof of insurance. One pedestrian was cited for not using the crosswalk. There were 2 DUIs -- 1 citation for open container in vehicle and 1 citation for fraudulent loaning of a driver's license. Val clarified that BSO issues citations and not MM.

Per member inquiry these citations were issued during the month of February. Christopher commented that we will always be one month behind on reporting this.

c. Customer Service -

Christopher informed Allied Universal continually trains all the guards throughout the Village, implementing competitive white glove training. Security is important and he takes Security concerns to heart. He desired the Community to be a great place for Residents, guests, and family. He asked Residents to report officer concerns so he can address the matter. Three officers have been removed from the Village.

Donna said it was unsafe for pedestrians not utilizing the walking paths and bicyclists driving directly out where there are paths at certain Associations into the roadways and directly into a crosswalk. Residents cannot count on a bicycle stopping at a crosswalk. Christopher agreed and asked Residents to pay attention and follow the rules of the road. Donna congratulated Christopher and Val for working to improve safety in the Village, for allowing citations to be issued, congratulated the BSO officers for their effort, adding MM takes Community safety very seriously. Christopher stated BSO will be in unmarked cars to report violations and hot spots to the BSO detailed patrol that we pay for. Joe R. mentioned the dangers of electric bicycles and suggested Director Kelley and Director Smikle research ways to protect the safety of the pedestrians, bicyclists, and vehicles before something happens. Michael said there were previous discussion regarding electric bikes and it was decided the bikes should be driven on the street, and encouraged more conversation and education on the topic. Val concurred and said he would inquire with the Chief of BSO as well. Barry asked if internal security could approach walkers on Century Boulevard for safety purposes. Security and Director Christopher have approached the walkers advising them to use the walking paths. Barry thanked Christopher for their efforts. He said the Master Management Connect app can be used to report unsafe walkers and bicyclists to avoid confrontation. Donna said the Master Management Connect app was terrific. Val agreed the app has many uses, adding he will continue to work with Director Christopher to improve safety and said they are continuing to make safety improvement with the goal to increase patrol next month. **(Refer to video at time stamp for full discussion.)**

Business:

(10:09:08 a.m.)

Old - N/A

New - N/A

Announcement:

(10:09:08 a.m.)

The next Open MM Board meeting will be held a week early to observe Passover and will be on **Thursday, April 14, 2022, at 9:30 a.m.** in the Activity Center Room A. Meeting announcement and the Agenda will be provided in advance.

Member Comments:

(10:09:32 a.m.)

Gene wished happy holidays and was impressed with the report by Angelica and Security and expressed his appreciation.

Donna had no additional comments.

Les wished a happy holiday season and safe travels to the seasonal Residents. He expressed gratitude for the Residents and everybody for addressing the issues mentioned last month regarding the safety of all bicyclists, pedestrians, vehicles. He was pleased good things were happening and was thankful for all the advice.

Pat mentioned a recent experience where several calls were made to Security from Ellesmere B and Interim Director Christopher Kelley replied it was the Association's fault that they had not responded to several messages with a situation that needed a faster response. She suggested MM work with Security to increase their responsiveness and simply listen to their taped messages and educate Associations and Residents how to contact Security.

Joe R. congratulated Val for starting the phrase "Keeping CVE Beautiful," as well as the Residents and the phrase has been catching on with Residents extending the beautification by creating flower gardens, adding signs, and lots of color. Val agreed the wonderful people have taken pride in the Community, adding every building has an improvement list and moving the bulk trash from Friday to Wednesday has made a big improvement. Joe recalled 40 years ago when MM operated as a trailer park.

Michael wished everyone a happy holiday season, all the holidays, and a happy spring. Purim is next week. He remarked the traffic had been less busy with the seasonal Residents leaving, but wanted the seasonal people leaving to know that the permanent residents will be here and keep the lights on.

Barry wished happy holidays. He reiterated the importance of traffic safety and reminded pedestrians only have the right of way when crossing in a designated marked crosswalk and to proceed with caution. He remarked pedestrians should utilize pathway etiquette and walk to the right side in both directions and not congregating and block the walkways when conversing. The walkways are not to be used for bicycle riders and expressed the importance to continued traffic safety discussion at every meeting.

Joe Maney had no comments.

Adjourn:

(10:18:02 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 April 14, 2022.