



Minutes of Master Management Board Meeting
April 14th, 2022

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

Roll Call:

Present - Eli Okun, Barry Warhoftig, Pat Bidol-Padva, Joe Maney, Gene Goldman, Michael Routburg, Joe Roboz, Donna Capobianco (entered the dais at 9:32 a.m.)

Remote - Les Gerson

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 Ukraine.

Meeting Minutes:

(9:31:49 a.m.)

The Board unanimously approved the Minutes of the March 10, 2022, MM Board Meeting and the March 24, 2022, Executive Session Meeting as presented.

President's Report - Eli Okun:

(9:32:35 a.m.)

1) Eli/Vallen - Transportation Update -

Eli announced the first of seven state-of-the-art new buses arrived. The remaining bus fleet will arrive soon. The similar-looking buses will feature an approximately 7-inch front-kneeling suspension when the door opens, a 1,000 pound real-lift capacity, anti-viral package with a special filtration system, anti-microbial seats, grab bars, and up-to-date LED lighting. The Board took a ride and Eli said the bus was very comfortable. Several complaints were reported by the bus company regarding rude passengers. Eli asked Residents to be respectful and report bus driver issues to MM. The company is having a hard time retaining and finding drivers.

2) Lyndhurst A Association Update -

(9:34:01 a.m.)

The MM Board thanked the Lyndhurst A building President, Deborah Upstick, the Board of Lyndhurst A, and especially Area Chair Jeff Kohn for their cooperation allowing MM to widen the road in the front of their building to accommodate a walking path for Residents to walk safely.

3) CVE Insider Update -

(9:34:25 a.m.)

Eli urged everyone to read the CVE MM Insider for the latest Village updates and articles alerting to scams, including the new scam in the current Insider. Sign up for the CVE MM Insider at keepingcvebeautiful.com to read past and current issues.

Eli wished a Happy Easter and Passover. Gene said Residents have told him the bus drivers were helpful. He mentioned a similar problem occurred last year with Residents being rude to the Security Officers at the gates and that there is no reason for people to be disrespectful and unkind and hoped people would be more careful what they say and how they treat other people. Eli agreed, noting MM went above and beyond to make sure the bus company has given sensitivity training to the drivers for a senior community. Donna suggested Residents provide the bus time and number when reporting a concern to MM.

Treasurer's Report - Joe Maney:

(9:36:35 a.m.)

February 2022 Financial Report -

For the month ending February 28, 2022, the Revenue was \$1,141,223 and Expenses were \$1,029,357. The Net Revenue exceeded Expenses by \$111,867. YTD Revenue was \$2,312,249 and YTD Expenses were \$2,127,667. The YTD Revenue exceeded Expenses by \$184,583.

The balance sheet is showing Cash on Hand of \$3,589,505. The Net Assessments Receivable on uncollected items was \$169,417. Total Assets were \$4,594,949 with Total Liabilities of \$3,143,744 and a Total Net Equity of \$1,451,205.

Executive Director's Report - Vallen Smikle:

(9:37:45 a.m.)

1) City of Deerfield Beach Water Rate Increase Update -

Val recapped the meeting the City of Deerfield Beach had in March with their consultant to address the City water rates. Their consultant came up with a rate increase that would effectively balance their payments to Broward County as that is who they pay for water from. They came up 7.1% increase recommendation. On April 5th, City Commissioners voted unanimously for that increase. This will take effect June 1, 2022. This is the first of many increases we feel will be forthcoming for us as inflation rises. Val extended gratitude to MM Controller, Bob Baumiller, for his suggestion last year to increase the coupon in anticipation of the inflation. To read the presentation and justification of the rate increase, the 53-page detailed report can be found online and at centuryvillageeast.com by clicking on Resident Home tab, then Village at the top, then click on the dropdown tab to Latest News. Deerfield had one of the lowest rates at \$14 less than that of the 32 total Broward County cities. Val discussed the breakdown of water and sewer rates, noting water increased 5.9% and sewer by 1.2% for a total of 7.1%, costing the unit owners a 42-cent monthly increase per unit owner.

Per inquiry, Val advised MM pays for three meters; the total increase per homeowner would be approximately \$6.36. Eli informed MM the majority of the cost was water compared to the sewer increase. Each of the 3 meters will cost approximately \$40,000 to \$45,000 additional per year for water and sewer. Val indicated the water increase was 5.9% and sewer by 1.2% for a total of 7.1%.

2) Landscaping Update - Director of Operations, Robert Streather -

(9:43:00 a.m.)

a. Bulk Trash -

Robert said the remaining bulk trash was being picked up today following mechanical issues during yesterday's pick up.

He reminded Residents bulk trash goes out on Tuesday for Wednesday pickup. Yard debris is not bulk trash, contact property management company for removal. Ensure construction and contractors remove construction debris off site. MM is not a dump site.

b. Landscaping -

Robert reported biannual landscaping has begun. Trimming of the palm trees (twice per year) and hardwoods will begin at the end of April. We will be sending notices out once the work commences to alert the community to be aware and take necessary precautions when workers are in the area. Excess mulch around the tree beds will be removed prior to installing the new mulch. Summer annuals will be planted throughout the Community at the intersections and hubs around Century Boulevard, as well as the monument signs and entrances on East Drive, West Drive, and Hillsborough Boulevard, the CVE MM property office building and Le Club/Activity Center. Robert said there will be a special revamping at the intersection hub at West Drive and Century Boulevard and this will help spruce up the property and he looked forward to the results.

c. 2022 Paving Project -

Paving will begin after July 4th. In the past we had begun in June; however, because we have just 2 areas, Markham and Lyndhurst and one road in Harwood CRES, which runs parallel to SW 10th Street, Five Star Paving has scheduled us to commence just after July 4th starting in the Harwood area on the one road, as the road needs to be milled, as well as paved. Once that is complete, they will move on to the Markham areas, which they anticipate will take them towards the end of August, and then commence paving in the Lyndhurst areas, which will take us into September. As in the past, Five Star Paving provides the scheduling for the paving approximately 2 weeks out for each respective Association. The reason is due to potential weather conditions in order to minimize rescheduling of paving. Stay tuned for specific dates for your Association. Robert referred Residents to the 2022 Paving Project Q&A meeting posted online and on our website. Contact Robert for paving questions.

Gene thanked Robert and was pleased the excess mulch around the trees would be removed to improve tree life. Per member inquiry regarding the bulk trash pickup delay on the 27th, when did we learn from the City as to when that delay was going to occur. Robert advised yesterday and replied notice was sent as soon as MM is made aware there will be a delay in bulk trash pickup.

Potable Water -

Val stated some Residents were not adhering to the car wash policy prohibiting car washes in the Village using potable water. Using drinkable water to wash vehicles is wasteful. Authorized vendors must bring their own water inside the Village for car washing. Suggestions and comments ensued regarding alternatives, posting signage, and ways to combat the rule-breakers. (Refer to video timestamp for full discussion.)

Water Consumption - Vallen Smikle -

Val referred Residents to keepingcvebeautiful.com to watch the 2022 Paving Q&A meeting and updates. Val indicated email blasts are transferred to the centuryvillageeast.com website under latest news. The website is updated daily. Val will work to connect alerts for latest news in addition to the app. Val mentioned former campaigns, such as the toilet rebate, will be considered for the future to promote water consumption savings in the Village.

Coupon Payment & Water Rates- Bob Baumiller -

MM Controller, Bob Baumiller, spoke about the coupon and water consumption. He advised the formula the City uses to calculate water is a consumption-based calculation. The cost per gallon varies monthly. Hundreds of thousands of gallons are utilized monthly. The water bill alone averages \$100,000 monthly. Sewer could be up to \$90,000, then you have storm water and taxes on that so we are looking at a significant increase, which could be \$70,000 or more monthly. This is based upon consumption which will vary based upon a number of reasons, affecting the increase in the coupon for 2022 could be approximately 70 cents per month per unit. Rather than send a mass email blast however, that targets everyone in the Village and creates confusion as there are Residents it does not pertain to. Bob read into the record in the past an email blast was sent pertaining to the increase. In November of 2021 the CVE Master Management BOD voted to increase the monthly assessment for 2022 by \$6, from \$122 to \$128. This 5% increase was necessary to cover the rise in cost of goods and services as previously notified. One issue we experienced with those coupons and letters that were notifying of the change is that many Residents in the Village are seasonal or don't live in the Village or rent out their unit, and for many other reasons, we were receiving a great deal of return mail with no forwarding address. Regarding the coupon for those who signed up for the MM direct debit program, their monthly fee automatically adjusts every year if the coupon changes that amount change automatically; however, for the other 600 Residents not enrolled in direct debit program and pay through other means, it is necessary to manually adjust your payment amount to \$128, specifically those enrolled in Click Pay or online bill pay via their bank. Since January 1 through the end of March we still have well over 150 unit owners that are still making the \$122.00 monthly payment. For this reason earlier this month letters were mailed out to everyone that this affected advising them of the shortage and also felt it was a suitable time to address other issues from previous years where Residents had shortages that had not been resolved. Since those letters we out, we have received some payments and many phone calls inquiring about the issue. The most prominent question that continues to arise is if you are using Click Pay or online bank bill pay Bob advised MM does not have the ability to change your payment amount. Over 6,900 Residents have signed up for Click Pay program, which automatically increases and is the preferred and best way to submit automatic payment. He indicated less than 1%, 79 in total unit owners, are delinquent. The goal is to have every unit owner paying their minimum monthly maintenance fee. Call MM to work out a payment plan to get caught up, do not be upset by auto-generated emails. MM is here to help. Go to the website to sign up for direct debit and address updates so MM is informed where to contact you.

If you happen to be the owner of one of these units that is delinquent, give us a call, MM wants to work with you, we will work out payment plans, we will do anything to get you back on track, again, with the goal being to have every unit owner paying their minimum monthly maintenance fee. If there is a past due amount, again, we can work on payment plans, we will work with you and you can email Customer Service at customerservice@cvedb.com. You can also sign up for the direct debit from our website, where you can also set up an address change. Following suggestion, Bob remarked MM connects with the ID office and building Presidents to confirm contact information. Val demonstrated the Click Pay site to submit payment, available via the MM Connect app link to pay coupon via Click Pay. Bob pointed out the third-party vendor, Click Pay, was a secure, confidential, responsive, helpful, and cost-effective way to submit coupon payment. A phone number is provided on their site for questions and direction to sign up. Joe R. said Residents have to know their customer number for the entity they wish to pay; an Association, CenClub, or MM to authorize payment. MM does not have access to alter customer payment information. Gene thanked Bob for his effort and staff for their efforts assisting unit owners in submitting coupon payments. Additional discussion ensued regarding Click Pay. Bob said every new Resident receives a welcome package with detailed instruction on ways to submit payment. Contact MM via customerservice@cvedb.com or call the office for assistance with signing up for Click Pay. Val thanked Bob and the team for the presentation and efforts. (Refer to video for full discussion.)

3) Military Trail Right-Turn Lane Update -

(10:20:39 a.m.)

Val was happy to report the East Gate right-turn lane construction will begin Monday, April 18th. A big sign was posted on Military Trail alerting Residents and constant notification will be sent alerting to gate closures. The gate will be closed periodically for an entire month and Val asked for patience during the lengthy process. You will be pleased with the results.

Val asked the Community to refrain from being rude and be patient and courteous with the accounting, MM, and professional staff who work to help the Residents and make security and bus transportation a better process.

4) Beyond the Gates Program: 10th Street Clean Up -

(10:22:20 a.m.)

The goal is to have the staff assist the City cleanup along SW 10th Street on Saturday, April 23rd, from 8:00 a.m. to 12:00 p.m., as the first prong of keeping the Community on the outside looking good by landscaping and trash removal. Contact the MM office if you would like to volunteer, safety vests will be provided. Val expressed pride and enjoyed helping the Community.

Gene appreciated the staff initiative to clean the City property. Val advised staff would be recruited quarterly to assist with future cleanups, including the beach events, however this month was unable to contribute at the beach due the SW 10th Street cleanup on the same date. Per Member inquiry, Val replied the perimeter wall on Hillsboro permit will be submitted upon receipt of the main gate permit from the City to avoid delay as they are two different vendors. The target date to meet in front of the Community Appearance Board was May.

Val noted Michael's concern regarding the lengthy CAB process.

Allied Universal Security - Director of Security, Christopher Kelley:

(10:26:27 a.m.)

1) Village Security Report -

a. Pedestrian Safety -

Chris said no pedestrian accidents were reported. Pedestrian safety was security's top priority and reminded drivers to stop for pedestrians in the crosswalk and proceed after pedestrian is completely off of the street.

b. Badges -

Replacement badges are available at the Clubhouse. He asked Residents to ensure Residents that utilize the barcode lane get their new ID from the Clubhouse. When Residents are signing in and scanning in their badges, that is how they have to be scanned in so the Security staff can ensure the person that has that badge has the same face. When bringing guests, please ensure they have their ID with them so they can be signed into the visitor log.

b. Broward Sheriff's Office Report March -

The following citations were issued by BSO: 5 failure to stop at stop sign; 2 failure to display registration; 1 failure to yield right of way turning left; 1 failure to yield right of way in intersection; and 1 operating commercial vehicle with no insurance.

Pending Member inquiry, Chris informed no tickets were issued for speeding. He did caution a driver to slow down, adding there has been a decline in speeding traffic. Michael complimented a guard confiscating a Resident ID for flashing their ID when in the barcode lane and offered direction for replacement. If your barcode is not working or is expired, go to the ID office for a replacement at no cost. Eli informed, by Community request, an additional BSO patrol was added for safety. Following Joe R.'s safety concern for the traffic backups at West Gate backed up to Powerline. Joe said part of the issue is the Allied Universal car is parked on the only space behind West Gate to allow people to pull over. He would like to ask if an alternate space for the Allied vehicle to be parked. This would allow to pull a person over in the guest lane behind the gate house to continue the flow of the traffic at the West Gate. Chris said he would add an officer to assist with the traffic backup and moving cars along. Val appreciated the suggestions, and wished everyone Happy Easter, Passover, and an enjoyable weekend.

Business:

(10:34:16 a.m.)

Old - N/A

New - N/A

Announcement:

(10:34:24 a.m.)

The next regular MM Board meeting will be held on Thursday, May 12, 2022, at 9:30 a.m. in the Activities Center Room A and via Zoom.

Member Comments:

(10:34:43 a.m.)

Joe Maney, no comments.

Barry reminded pedestrian safety is paramount. Do not walk in the roadways, particularly on Century Boulevard. Step off to the side and not congregate on the walkways. Pedestrians only have the right of way crossing in a designated crosswalk and to exercise caution. Cars are bigger than a person.

Michael wished a happy, healthy holidays and spring. He looked forward to the new bus fleet arrival and explained air conditioning malfunction went undetected at the time as the weather was 14-degree Fahrenheit during assembly.

Joe R. wished everybody happy holidays. He said the buildings looked great and thanked the Residents for continuing to make CVE beautiful.

Pat concurred with Member comments. She wished happy holidays and hoped everyone continues to beautify the buildings and Village.

Gene mentioned he received interesting comments regarding the staff. He was pleased to say the work was a team effort which says a tremendous amount about the organization. Val expressed his gratitude.

Donna wished everybody a safe and enjoyable happy holidays.

Adjourn:

(10:39:23 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 May 12th , 2022.