



Minutes of Master Management Board Meeting

May 12th, 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, Michael Routburg, Pat Bidol-Padva, Gene Goldman, Joe Roboz, Donna Capobianco, (Joe Maney entered the dais at 9:34, Les Gerson entered at 9:55)

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:

(9:31:41 a.m.)

The Board unanimously approved the Minutes of the April 14, 2022, MM Board Meeting and April 14, 2022, Executive Session Meeting as presented.

President's Report - Eli Okun:

(9:32:21 a.m.)

1) New Bus Update -

Eli hoped to have the A/C and the kneeling mechanism issues resolved in new Bus Number 420 that runs Route 5 back in operation soon and before the remaining six buses arrive.

2) CVE Central Park Update -

(9:33:10 a.m.)

Eli reported the Board of Directors of CenClub, and MM have collaborated in joint meetings to discuss the Central Park project and plan to break ground in the very near future. Eli said the park will be a real boom to the Community.

3) Building Property Lighting Update -

(9:33:36 a.m.)

To ensure the Community is well lit, Security officers were asked to check and report any lighting outages throughout the Village for MM to repair MM fixtures and alert the property managers to repair any other lighting outages. Eli wished everyone a safe and happy Memorial Day weekend.

Treasurer's Report - Joe Maney:

(9:34:43 a.m.)

March 2022 Financial Report -

For the month ending March 31, 2022, the Revenue was \$1,154,487 and Expenses were \$1,183,205.

The Net Expenses exceeded Expenses by \$28,718. YTD Revenue was \$3,466,762 and YTD Expenses were \$3,378,571. The YTD Revenue exceeded Expenses by \$88,191. The balance sheet is showing Cash on Hand of \$3,289,383. The Net Assessments Receivable on uncollected items was \$166,427. Total Assets were \$4,181,670 with Total Liabilities of \$2,826,856 and a Total Net Equity of \$1,354,814.

Following member inquiry regarding collections, Val said the number in collections have remained steady at 79 residents in collections, Eli added the change in debt has been miniscule.

Executive Director's Report - Vallen Smikle:

(9:36:31 a.m.)

Val welcomed everyone and hoped the meeting would be very informative.

1) CVE Insider Update -

Val informed the CVE Insider was published monthly on the 1st or 2nd of every month. The May issue was on display as Val highlighted various articles. Contact MM Customer Service to be added to the mailing list. Val informed MM and Security will be checking and reporting lighting outages to property managers and CenClub for repair. MM takes traffic safety seriously. Val asked everyone to be alert, safe, and follow the traffic laws. He pointed out a reported suspected DUI crash involving a fire hydrant. The scene was handled promptly and organized, and Val recognized Daryl Brown of Farnham. More property damage to signs, gate arms, etc. were depicted in the article. He advised BSO has been active in the Community writing tickets. Additional speed signs were installed. Val advised an alligator trapper was called to the Village (Refer to the Security report at Time Stamp for full report).

The Sandpiper Community was 80 percent sold and are in phase 3 and expected to conclude in spring of 2023. A bird's eye view of the progress was on display, posted in the Insider, as well as on keepingcvebeautiful.com under the videos tab.

Val was happy to report after FPL finishes relocating poles on Military Trail the right-turn lane will be operational. Robert and Denis did a great job leading the paving project having completed on time in 21 days and under budget. Andy of longtime vendor Five Star Sealing & Paving came out of retirement to assist with the project. The project page regarding the east turn lane will be updated by the end of the week. A video played showing the entrance from Military Trail into East Drive and the exit back out. Val said the gravel on the right-hand side of the road will be turned into sod to capture water runoff. Drainage flumes were added to guide water off the road. The road is 12 feet wide, and falls anywhere between 340 to 370 feet long, capable of stacking 16 vehicles outside the gate safely. Again, follow all traffic laws. Val said signage and landscaping starts today and hoped all work would be completed by Saturday.

Per Member inquiry, Val said it was a coincidence the pole relocation and right-hand turn lane construction were simultaneous and expected to be completed today and advised the property damage in the Village happens both day and night, the fire hydrant incident happened at 9:30 am.

Donna was proud of the way MM and Casey with Customer Service kept the Community well-informed of roadway closures. She was pleased most of the signage was removed at the entranceway and asked if the monument can be moved to a more obvious location and if additional signs will be installed. Val said Dennis was working with the City regarding signage and indicated MM does not own the land outside the fence and the City directs where to place signs and noted the black fence was moved making the monument more visible. Gene was very impressed with the rapid response and resolution to a recent reported gate issue.

Val will share with the team, adding the staff believes in strong communication for success. He continued with discussing the main gate which is still in permitting process and construction updates to follow. Discussion ensued regarding the timeline and process of the Village arborist. Val hoped to submit the Hillsborough decorative wall for permit, as we wanted to ensure our other permits come through first. Once we do get permit for the Main Gate, the decorative wall will hopefully be submitted next month. Hopefully they will allow us to pass for permitting without having to put any ivy on the wall. Joe R. said it would be prudent to apply for the bus turn lane permit now. Val took the matter under advisement. (Refer to Time Stamp for full discussion.)

Val reminded to keep CVE looking beautiful, Tuesday night is bulk trash night for Wednesday pick-up.

2) CVE Caring Beyond the Gates Campaign - **(9:58:30 a.m.)**

Val said this month's message, Caring Beyond the Gates, was one of the most successful events in his seven years in the Village and was very proud of the team for doing something good for the Community in volunteering to clean up along SW 10th Street and the fence line. He thanked residents: Carol Rosenthal of Oakridge G, Billy Lane of Tilford A, Peter Silverman of Keswick B; staff members--Project Manager, Denis Barreto; Controller, Bob Baumiller; Executive Assistant, Meryl Brunelle; Staff Accountant, Rinku Agarwal; Customer Service, Casey Snider; Customer Service, Angelica Saavedra; Irrigation Specialist, Jeff Humphrey; Director of Operations, Robert Streather; Maintenance Technician, Richard Nieves, volunteer Interim Director of Security, Christopher Kelley; and General Manager for First Transit Group, Craig Garcia, for their time and his Supervisor, Paul Robinson, for also providing safe transportation for volunteers. Val looked forward to doing it again in October in a different area before the seasonal residents return.

Gene was impressed with the work the volunteers did and looked forward to helping the next time when he is in town. Val reported 60 bags of trash totaling 1,200 pounds was collected and the arborist followed behind clearing debris. Val said the plan was to coordinate with the landscaping crew to minimize future cleanups.

3) Master Management Connect App - **(10:01:04 a.m.)**

Val said guest speaker, Juliane Fisel, was scheduled to log into the meeting at 10:30 to demonstrate how to add themselves to the email blast for instant notifications (push alerts) in addition to email. (Refer to Video at Time Stamp for full discussion.)

Val was proud to say the Bus Locator App software has been beta tested and ready to launch and will go live with the new bus fleet to avoid being charged twice by Passio, the technology company, to transfer and reinstall the software. He explained the first new bus was being beta tested and feedback being provided to modify and improve the buses prior to delivery from the bus assembly company located in Indiana. Val thanked resident, Professor Grossman, and Juliane for their help.

Craig discussed the bus testing trial and error and warranty, and addressed the recent mechanical issues and efforts made to provide a safe and enjoyable ridership experience for the Community. Questions and comments ensued regarding the technology, arrival of the new buses, and staffing issues. (Refer to video at Time Stamp for full discussion.)

4) Construction Progress Report - **(10:16:08 a.m.)**

Val thanked Robert Streather for his leadership in landscaping the Community. The biannual mulching, flower plantings at the hubs and gates, and trimming back the hard wood trees to minimize storm damage has started. Val encouraged the residents to drive around and take a look.

MM has a great partnership going forward with CenClub regarding CVE Central Park. Val hoped next month the park planners working very hard to get everything turned in to the City this month for the infrastructure plans which include the electrical, water, path lanes for parcel 4 located behind Ashby, Brookshire, and Grantham to the City to begin phase 1 of the 5-year project for overall entire park. The 14.1 acres will include plenty of open space.

Allied Universal Security – Interim Director of Security, Christopher Kelley: **(10:17:52 a.m.)**

1) Village Security Report -

a. Traffic -

Chris said there were four speed limit signs on Century Boulevard that light up and flash if you are even going one mile over the speed limit and asked residents to slow down.

b. Solicitation -

Chris told residents to contact Security to report and address solicitation in the Village. Advertising door to door and posting in the Village is prohibited.

Gene advised he was at a meeting where the Commissioner said there two exceptions to the solicitation law, one was for political purposes and Val said the second was religion. Chris thanked them for the clarification.

c. Alligator in Community -

Chris thanked Loretta Zeigler of Durham M for reporting to Casey, Customer Service, an alligator in the Durham waterways who then forwarded the information to Robert and local trapper, Paul, was able to safely remove the 8-foot-3-inch alligator within 30 minutes.

Contact MM Customer Service or Security to report alligators over 5 feet for removal. Discussion ensued regarding gates that would prevent alligators from getting into the waterways and to prevent critters from invading the waterways.

d. Vendor Registration -

Chris directed residents to the Century Village website where residents can fill out the online registration form for vendors and guests to enter their contact information and identify who they are for quick reference. Val reported Eduardo and Security have been working to update the tag reader at all the gates to automatically capture the tag and tie that to the guest that called in that vehicle and will automatically be able to register guests. This is something we are working on for the future.

The system tracks all vehicles entering and exiting the Community and is a great tool to report stolen vehicles to BSO. Donna was happy the system put in place years ago would finally be used to MM's advantage. Readers installed at all the gates. The only gate that currently does not have one is the plaza entrance, but this will be installed when the main gate is under construction.

Donna wanted to back up to the water issue. She does not think a lot of people in the community know what was spoken about and that water is free-flowing nature not controlled by MM and is South Florida Water Management district's issue and that many people in the Village were confused about this years ago when irrigation and other things were coming up. She is glad that is being repeated and her understanding is that because it is free-flowing water and part of nature, we are not stopping nature, and there are no gates, no nothing, and that sometimes people complain about trash floating in the water and it is not necessarily your neighbor throwing something in the water and let's be kind to each other. She suggested residents can use one of the grab tools to extract debris from the waterways if it can be done safely. Val advised Solitude, the lake management company, cleans and treats different sections of the lakes every Friday and have partnered with the Sandpiper Point Community to maintain lakes connected to MM. The lake owned by CenClub Recreation was managed and treated by Lake Doctor and there are aerators to keep the freshwater currents moving. Pat urged residents themselves refrain from picking up litter around the waterways for safety reasons. Les commented the gate security has improved and there's less of a wait. He questioned why the exit arm bars appeared to remain in an upright position and Chris informed the team is notified of the issue and the arm bars are fixed. (Refer to video at Time Stamp for full discussion.)

e. Security Calls -

Chris informed all calls to Security are addressed promptly and prioritized in order of urgency. Calls for persons in distress are a priority and handled immediately.

f. Broward Sheriff's Office Report -

For the month of April 12 citations were issued for failing to stop at stop sign; 1 citation for failure to yield right of way to left turn; and 1 citation for operating motor vehicle without a valid driver's license.

Barry suggested identifying problematic areas prone to speeding in the Village to monitor more closely and to report solicitation to Security and building management. Chris said Security had been very proactive in approaching violators throughout the village. Discussion and suggestions also ensued regarding solicitation in the Village. Chris mentioned the Security staff would be attending an all-day training session on Saturday. A round of applause ensued. (Refer to video at Time Stamp for full discussion.)

2) Master Management Connect App -

(10:41:48 a.m.)

Guest Speaker: See Click Fix Representative and Client Success Manager, Juliane Fisel of CivicPlus - Juliane introduced herself and advised she supports product See Click Fix and offered an overview of the residential engagement platform. She demonstrated navigating through the various tabs and explaining each feature of the MM Connect App and how the push notifications work. The app features a tool to report Community issues with ease, receive Community news alerts, and watch meetings live on the go. Val further explained the key differences between the app and email features. (Refer to video at Time Stamp for full discussion.)

Business:

(11:01:20 a.m.)

Old - N/A

New - N/A

Announcement:

(11:01:27 a.m.)

The next regular MM Board meeting will be held on Thursday, June 16, 2022, at 9:30 a.m. in Activities Center Room A and via Zoom.

Member Comments:

(11:01:45 a.m.)

Barry voiced his concern regarding the small number of citations issued. There is a direct correlation between speeding and pedestrian safety. He reiterated pedestrians need to utilize the marked crosswalks for the right of way and do not assume cars will stop. He was frustrated with the City's delay in the permitting process. He noted Security at the gates are being handled better and more consistent, and all aspects of MM including bus complaints are taken seriously and addressed expeditiously.

Michael was pleased things were moving along and agreed with Barry, adding the City was not working with MM in offering proper feedback to MM to adequately respond. He suggested submitting all the permits may expedite the return. Everyone was invited to the Jerusalem Day celebration in the Clubhouse Sunday, May 29th, at 2:30 p.m. He advised a bus was available to transport residents to a testing facility called Empire located on the eastside of Target in the parking area and is open from 8:00 to 5:00 p.m. 7 days a week weather permitting, no appointment necessary and are done in 15 min. with results on PCR test in 2 days and antigen in 15 minutes.

If for some reason it is not open now, if you set up an appointment at Target, they have a Minute Clinic and can go in with a 15-minute slot and this is covered by Medicare. He also mentioned Commissioner Bernie Parness' desire to work on a right turn lane on Hillsborough Boulevard to eliminate vehicle backup. Val informed the Do Not Block the Box would not be added as the law requires both a right and left turn and there is only a right turn into the Village.

Eli said both himself and Val went to the building department and met with Bonnie Jacobson, the person in charge, who reported several reasons why the City of Deerfield Beach was backed up with processing permits. Val said it takes an average of 8 to 12 weeks added time to what the process was prior to the City's reported issues, such as employee retention for one, and said MM has a good relationship with the City Manager and the Assistant City Manager, Tom Good, and meet every 6 months, as well as with Commissioner Bernie Parness and Commissioner Mark Bogen. Pat agreed with Gene and Donna, adding staffing issues can result in delays with the City and to stop beating up on the City.

Joe R. said there seemed to be an increase in feeding the animals even though there's less people in the Village which has created housekeeping issues, more importantly posing health hazards for residents. He would like to see MM perhaps send out another notice to the community on the dangers of feeding the animals and what the full effects are. He agreed fully with comments made by Donna, Gene, Pat, and Barry, adding the City has to be MM's friend and wished he had a suggestion. Donna commented MM was not the only entity the City was working with. The City is our friend and not an enemy with MM and need to be treated as such to best of our ability.

Pat's concern is that we have spoken about the civility and efficiency from bus drivers and Security staff, but she resides in the Ellesmere area and several residents in that area knowing she is on the MM Board recently have spoken to her about the bus service and are concerned that CVE residents are yelling, screaming, and threatening the bus drivers the entire time they are on the bus. Certainly, we want civil, qualified, and efficient bus drivers and Security, and suggested if you see something say something. If someone is upset by something they see on a bus; call it in to MM or to Security; it can be verified--what time did you see it and what happened. She advised passengers are afraid of their fellow CVE residents when they start yelling and screaming at a bus driver. Donna pointed out it was an anger issue. Pat suggested a Community approach to reduce anger issues could be to have residents nominate an employee, staff, etc. for employee of the month to be mentioned in the Insider, as well as offering Community classes on how to deal with anger.

Gene was very pleased with the progress CenClub has made with the miniature golf course and said the entire area near the badminton courts has been landscaped and where the volleyball courts were moved to looks beautiful.

Les said the Village was quieter and hoped the travelers made it home safely. He said the right-turn lane looks great and will help speed up traffic in and out of the Village in addition to the added safety for the drivers, walkers, and pedestrians. Lastly, he said the Village looks great following the cleanup and recently received rain having spruced up the landscape. He reminded everyone to drive, bike, and walk safely.

Donna suggested speaking to the Reporter to consider publishing MM messages in the Reporter; for example, MM's efforts and support of the City and Village safety measures as another means to disseminate information to residents in a nice, non-intrusive way. She spoke about the dangers of bikers and walkers coming out from the hedges at the stop sign and pedestrian walkway right across from the Clubhouse where the Durham high rise intersection is and asked what MM could do to help drivers stop at stop signs, and where there are also pedestrian walkways. Lastly, she suggested vendors advertise legally by placing an ad in the CVE Reporter.

Val advised Elliot Cohen was listening in on the meeting.

Adjourn:

(11:30:58 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 June 16th, 2022.