



**Minutes of Master Management Board Meeting
September 9th, 2021**

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, Gene Goldman, Les Gerson

Remote - Pierre Laliberté, Joe Maney (entered the dais at 9:35 a.m.)

Absent - Michael Routburg, Joe Roboz

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:

(9:30:09 a.m.)

The Board unanimously approved the Minutes of the June 17, 2021, MM Board Meeting; the July 8, 2021, Executive Session; the July 22, 2021, Executive Session; and the August 26, 2021, Executive Session as presented.

Allied Universal Security - Vice President of Security, Rob Chambers:

(9:31:35 a.m.)

1) Village Security Update -

a. Rob announced the recent acquisition of former competitor, G4S, making Allied the largest company in the United States and third largest employer, and ranked the largest international company and the world's seventh largest employer with over 800,000 employees. This leverage will help to assimilate best business practices, platforms, and added resources. Contact Val or CVEMM for questions.

b. New Director -

He informed Ms. Liana Zito was the new Director of Security. He noted training was being revamped and all officers will attend monthly trainings covering a variety of topics. Currently 98% of the officers are CPR/AED trained. The vehicles were upgraded to Ford Explorer sports package two days ago.

c. Report -

For this month of June for a total of 7 warnings and 2 citations were issued; in July there were 17 warnings and 8 citations issued; and August there were 8 warnings and 6 citations issued for parking violations. The totals fluctuated based on officer capacity.

Gene interactions with the new Director and Assistant were pleasant. Rob was grateful for the feedback. Per Member clarification, the above-mentioned violations enforced by BSO were for speeding/stop sign not parking violations.

President's Report - Eli Okun:

(9:35:19 a.m.)

1) COVID-19 Booster Program Update -

Eli advised Master Management is making every effort to get the third Pfizer vaccine booster shot possibly being administered in the Village, with the assistance of County Commissioner, Mark Bogen, who assisted with the previously dispersed 4,000 shots. However, if Master Management is unable to host the event, the vaccine is available at CVS, Walgreens, Publix, etc. adding MM would work with an authorized vaccination center and our bus company, to accommodate Residents to and from the location, again for the Pfizer booster. The decision will be made on approximately September 20th, based upon the start date indicated by the CDC. Updates will be announced when available. (Refer to the video at Time Stamp for full discussion.)

2) Comcast (Internet) Contract Update -

(9:40:31 a.m.)

Eli stated the survey results were not very overwhelming, adding the current contract with Comcast was locked in for the next three-and-a-quarter years resulting in an unfavorable contract offerings from Comcast. Negotiations continue in an effort to secure the best and fair resolution for everybody involved. Comcast was apprised competitor contracts would be sought in 2024 and hoped that Comcast would offer a deal in future scheduled meetings with MM. Updates to be announced when available. (Refer to the video at Time Stamp for full discussion.)

3) Bulk Trash Update -

(9:41:45 a.m.)

Eli reminded bulk trash day changed to Wednesday. Residents must place their bulk trash out on Tuesday for Wednesday pickup only. He noted less trash had been noticed laying around the Village.

Per Member comment, Eli will inquire as to the reported bulk trash that had been left behind recently in front of a building. Eli wished everybody celebrating Rosh Hashanah a happy, healthy, and peaceful New Year.

Treasurer's Report - Joe Maney:

(9:43:18 a.m.)

June 2021 Financial Report -

For the month ending June 30, 2021, the Revenue was \$1,071,067 and Expenses were \$966,054. The Net Revenue exceeded Expenses by \$104,113. YTD Revenue was \$6,572,483 and YTD Expenses were \$6,321,054. The YTD Revenue exceeded Expenses by \$251,430. The balance sheet is showing Cash on Hand of \$3,502,591. The Net Assessments Receivable on uncollected items was \$171,627. Total Assets were \$4,500,469 with Total Liabilities of \$2,882,783 and a Total Net Equity of \$1,617,687.

July 2021 Financial Report -

For the month ending July 31, 2021, the Revenue was \$1,082,897 and Expenses were \$1,111,996. The Net Expenses exceeded Revenue by \$29,099. YTD Revenue was \$7,690,831 and YTD Expenses were \$7,450,956. The YTD Revenue exceeded Expenses by \$239,875.

The balance sheet is showing Cash on Hand of \$3,170,087. The Net Assessments Receivable on uncollected items was \$164,698. Total Assets were \$4,147,953 with Total Liabilities of \$2,541,821 and a Total Net Equity of \$1,606,132.

Executive Director's Report - Vallen Smikle:

(9:45:45 a.m.)

1) CVE Insider -

Val pointed out the CVE Insider highlighted many of the summer project accomplishments, including alerts such as checking for toilet leaks/flappers to save the Village money as MM pays the Village water bill. He pointed out that the installation of the new transformer by FPL at the Grantham area has been delayed while FPL awaits parts from the sub-contractor and that the area has been marked with yellow tape around part of the Grantham F building. Pictures of the pool repairs, maintenance, in addition of three new lap lanes per request at the Tilford pool were captured in the newsletter, as well as photos of the newly pressure-washed ADA pads and bus benches. Val pointed out one of the CVEMM mandates was to maintain installations to include recent pothole repairs, fresh paint to all MM property, and new roof repairs.

2) New CVE MM Maintenance App. Update -

(9:48:06 a.m.)ccc

Val introduced the recently created MM smartphone app., *Master Management Connect*, with features to connect directly to MM. Residents can report work orders, delays, security matters, etc. from the app. Office Coordinator, Casey Snider, was introduced and demonstrated the new MM application. Casey offered her availability Monday to Thursday from 8:00 to 4:00 p.m. and Angelica from Monday to Friday 8:00 a.m. to 4:00 p.m. for questions.

Comments regarding the new app ensued. Val said the ever-evolving app. was a wonderful asset to the Community and highlighted the many tools the site has to offer including automated features and direct connections to security to name a few. The new Master Management Connect app. was scheduled to go live September 15th. Contact Customer Service at 954-421-5566 for further assistance. (Refer to video at Time Stamp for full discussion.)

3) CVE Insider -

(9:54:52 a.m.)

Val directed Residents contact Customer Service to sign up for the CVE Insider newsletter to receive the latest information. Current and past issues that are in the CVE Insider are also visible in the new Master Management Connection App., as well.

Gene urged Residents sign-up for the Insider to receive the latest up-to-date information automatically. Val concurred and encouraged Community feedback and participation, noting the 11-member staff on behalf of 16,000 Residents.

4) Project Updates -

(9:55:49 a.m.)

a. Main Guardhouse -

Val mentioned the many planned projects extending to 2025. As of now the complexity of the Main Gate is new construction and not just a redevelopment with many components; a new building expansion, roadways, signage, landscaping, lighting, irrigation, new fountain, relocating 40 feet back, etc. need to be taken into consideration and requested patience. He informed plans submitted to the city need to be evaluated as this is new construction and not redevelopment and has to be approved by the Planning and Zoning Board, encompassing 11 principles, proceeded by the city Building Department for additional approval. Val provided an overview of each department's role, hoping we will not have to go in front of the Community Appearance Board (CAB). He referred Residents to visit Keepingcvebeautiful.com for pictures, current project updates such as the water fountain, the main guardhouse, etc. (Refer to the video at Time Stamp for full discussion.)

b. Paving -

Val reported the 2021 Paving Project was complete. The vendor will be back on the premises after the asphalt cures in mid-October to apply striping.

c. Perimeter Wall -

Val stated MM vendor, Precast Wall Systems, were installing the wall on Military Trail, following an underground waterline pipe discovery that needed the attention of the engineers to safely monitor placement and access needed.

d. Right-Turn Lane -

As explained in the CVE Insider, MM has been working with the city vendors, Sprint and Century Link, to relocate newly-discovered fiberoptic lines to within the Village for free following case presentation by MM and why they should not be charged. Once the lines are relocated within the Village, the right-turn lane would be installed.

e. Do Not Block The Box -

Following strong argument by BSO stating a Do Not Block The Box marking was designated for vehicles turning both right and left - Military Trail exit is only a right-turn - MM will continue to debate. For example of what the box looks like, Val referenced the box painted on SW 10th Street across from Waterways residential.

f. Comcast -

Following intense negotiations with Comcast, Val was excited to report Comcast will be on site in the Club House on September 15th to install a new transceiver modulator to enhance television picture imaging with HDTV.

Val stated chat box questions on Zoom will be addressed following Member Comments. He thanked the Board and to Barry Warhoftig for volunteering his expertise in traffic engineering to allow BSO patrol in the Village.

Val explained a situation involving an arrest inside the Village by BSO special detail. Pictures were on display capturing a recent perpetrator and urged Residents not to be concerned for their safety and wanted everyone to know Century Village is one of the safest places to live and implored Residents to respect the security guards who are here to service the Community.

Eli drew attention to all the work in the Community and complimented Val and the staff's efforts. Val thanked staff members Eduardo, Elliot, Meryl, Casey, and Jeff, Videographer, for helping MM accomplish their goals. A round of applause ensued.

Per Member Inquiry, Val confirmed 111 of the 192 two-story buildings have been completed to date. The 81 remaining buildings were encouraged to sign up for the free LED lighting courtesy of MM. Phase 4 will begin when the replacement lights are received so Denis, along with our vendor can begin installing the new 150 light poles throughout the entire Community. Denis will continue to reach out to the Association Boards and Presidents to sign the lighting contract and see what else can be done to get the remaining buildings on board. Val implored Residents to sign up for the lighting project. (Refer to video at Time Stamp for full discussion.)

Business:

(10:07:48 a.m.)

Old -

New -

Member Comments:

(10:07:58 a.m.)

Pierre thanked the staff and Val for all their efforts in the Village and hoped to be back this winter. He enjoyed the CVE Insider newsletter.

Les wished a happy and healthy new year and said the Village looked great. He encouraged the garden-building Presidents to sign up for the LED lighting contract to increase Village safety. He looked forward to seeing everybody this winter.

Gene wished all Residents who celebrate the High Holidays a L'Shana Tova. He expressed tremendous gratitude for the staff's professionalism and efforts and was impressed by the accomplishments of the 11-member staff.

Pat wished a L'Shana Tova and continues to be delighted with MM's continued beautification, safety, and technological advancements in the Community and praised the staff.

Barry wished happy holidays, L'Shana Tova, Rosh Hashanah, and Yom Kippur. He thanked the MM staff and was impressed with the amount of work accomplished with the amount of staff. He reiterated roadway and pedestrian safety remain a top concern and implored Residents to further adhere to the traffic rules, reminding people to cross in designated crosswalks only. Barry suggested publishing a list of buildings who have yet to sign the free lighting contract in the CVE Insider to notify them of the advantages and the benefits of increasing Village safety.

Val replied additional efforts to extend contract sign-up has been offered for lighting. Barry was very pleased with the new LED lighting, adding the non-lit parking appeared dangerous, especially during nighttime activity.

Gene expressed his appreciation to the staff and recognized the outstanding leadership of Eli.

Pat liked the idea of positive public shaming for buildings that have not yet signed up for the MM lighting project. Val replied he follows the Board's guidance and would be willing to post in next month's Insider with Board approval. The matter was taken under advisement.

Joe M. looked forward to being in town October 20th for remainder of the year.

Announcement:

(10:17:20 a.m.)

The next regular MM Board meeting will be held on Thursday, October 21, 2020, at 9:30 a.m. in the Activities Center Room A. (Not Open to the Public in Person at this time and will be broadcast via Zoom.)

Adjourn:

(10:17:44 a.m.)

Meeting was adjourned at 10:17 a.m.

(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.cvedb.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 October 21st, 2021.