

**Minutes of Master Management Board Meeting  
September 10, 2015**

President Donna Capobianco called the meeting to order at 9:36 a.m.

**Roll Call:**

**Present** - Donna Capobianco, Gene Goldman, Dan Glickman, Bill Morse, Michael Routburg, Danielle LoBono

**Remotely** - Fred Rosenzweig, Pierre Laliberté

**Absent** - Dick Ciocca

**Meeting Minutes:** (9:38:44 a.m.)  
**Gene Goldman moved to accept the August 13, 2015, MM Board Meeting Minutes. The motion was seconded by Michael Routburg. The motion passed unanimously.**

**Financial Report – Bill Morse:** (9:39:48 a.m.)  
For the month ending August 31, 2015, Revenue was \$1,032,197 and Expenses were \$1,008,776. The Revenue exceeded the Expenses by \$23,421. YTD Revenue was \$8,287,176 and Expenses were \$8,229,684. The Revenue exceeded the Expenses YTD \$57,492.

The balance sheet is showing Cash of \$1,793,243 and CDs of \$728,000. Total Cash of \$2,521,243. The Net Assessments Receivables on uncollected items was \$843,497. Total Assets were \$5,793,410 with Total Liabilities of \$6,900,706 and negative Total Net Equity \$1,007,296. Bill noted no extraordinary items to mention for the financial activity for the month.

**President’s Report – Donna Capobianco, President:** (9:41:52 a.m.)

- 1) Pet Policy Update -  
Donna advised the Davis lawsuit, first one pursued by MM, cost the Village approximately \$63,000, averaging \$7.00 per owner. Donna further advised the ADA guidelines and Florida Law regarding being untruthful and responsibilities of the parties involved can be found online, or MM will provide a copy if requested.
  
- 2) Road Resurfacing - (9:44:45 a.m.)  
Donna read into the record the 2009 MM roadway paving policy.

In 2009, Master Management issued a Roadway Paving Policy that stated in mid-2014 that MM would evaluate all of the roadway conditions and identify streets to be re-surfaced in 2015. In September, 2014, MM reported it would notify associations impacted by the plan in the event they wish to budget for re-surfacing their parking areas in conjunction with MM’s work in 2015. The notifications to the Associations were to include a proposal from the same vendor doing MM’s work, to pave the Association’s parking spaces areas at the same time at the association’s expense. Associations were then asked to complete the form indicating YES or NO on their decision to contract for the work. Any association that did not receive notice by mid-September 2014 was told that it meant that

their association was not selected for MM's 2015 road re-surfacing plan.

In September 2014, notifications asking 15 associations to consider participating in MM's road re-surfacing plan were sent and unfortunately, only five of the Associations sent back their completed form indicating that YES they did want to join MM in the work. The 2015 road re-surfacing has been completed for the Associations that participated and those that chose not to participate, will be given the opportunity to join MM at a later date. By doing the total re-surfacing at one time, it saves the Associations and MM significant expense. When either job is done separately the total cost for the Association or MM increases significantly. It is to everyone's advantage to do a complete re-surfacing in an area at one time.

In an effort to get better participation by the individual Associations, MM has decided that the 2016 & 2017 road re-surfacing will only include those roads that don't have any parking spaces. This decision was made in order to afford Associations the additional time to budget and set aside the needed funds to participate in the future. A five year plan will be presented to the community in the coming months that details the roads that will be completed in 2016 & 2017 as well as the Association parking spaces scheduled for 2018-2020, so that associations can take the steps necessary to join with MM to complete re-surfacing for the entire area. Our current vendor estimates that on average, associations can plan to budget approximately \$180 per parking space to join in the project.

It is our hope that provided the additional time to budget for this expense that Associations will take the opportunity to ensure they are ready in 2018 and on, to join MM in this effort as they will enjoy cost savings due to the size of the project and as well as enhancing the appearance of our community.

Board Member discussion, comments, and suggests ensued. Donna concluded, the intention was to achieve a more methodical, cost-effective, efficient, and overall beneficial approach to the resurfacing of the parking spaces and roadways throughout the Village. (Refer to time stamp for full discussion.)

- 3) Fishing Policy - (9:51:51 a.m.)  
Kelly provided information from the attorney regarding the fishing policy and Donna read the statement into the record:
1. **Purpose**  
To ensure resident safety at Village waterways.
  2. **Boundaries**  
Master Management's easement/maintenance responsibilities not contained within MM owned property ceases at the edge of the water

and the Associations own and maintain the land up to the water's edge. The waterways within CVE are maintained and managed by the South Florida Water Management District, however, MM does provide for aquatic weed control and refuse removal. Therefore, MM has no ability to prohibit fishing, swimming, wading, boating from the shore, however highly recommends that residents do not engage in any of the activities previously stated.

### **3. Moving Forward**

Master Management will be positing signs at the waterways on our property that alerts residents and their visitors that fishing, swimming, wading, under boating are prohibited.

Master Management will also provide signs at no charge to Associations abutting the water, should they desire, that indicate that fishing, swimming, wading, and boating are potentially dangerous and MM discourages anyone from engaging the activities listed above, as doing so could result in injury or death. Contact MM at 954-421-5566 if any body of water requires weed control or refuse removal so that it may be done by trained professionals.

Donna noted that with an affirmative vote, the Rules (of which there are currently 6) will be updated to reflect this new rule.

**Gene Goldman moved to add Rule # 7 – No fishing, swimming, wading, or boating on Master Management property with the exception of fishing from the West Drive Bridge. The Motion was seconded by Michael Routburg.**

**Fred Rosenzveig was unavailable for remote participation. (9:58:10 a.m.)**

Following discussion, the vote was taken and **the Motion passed 7 - 0 with 1 absent.** (Refer to time stamp for full discussion.)

**Executive Director - Kelly O'Meara Hampton: (10:02:56 a.m.)**

1) Website -

Kelly pointed out the feedback from the residents of the recently launched new website has been positive, and continued feedback is welcomed. Kelly requested patience from the community as the site was still a work in progress. Residents must re-register to access the site. The same login/password information may be used. Additionally, those who register to the new site will receive an entry for an upcoming drawing to win a mini iPad. Details will be sent via email blast, postcards, and publication. Kelly responded to member inquiries. (Refer to time stamp for full discussion.)

2) Wellness Checks & ABM Policy -

**(10:09:31 a.m.)**

Kelly worked with Fernando Navarro to clarify ABM's policy and reiterated it was to come and knock on resident's door after a wellness-check call has been made, and noted they legally cannot enter the unit without the presence of an officer from the Board Association, EMS, or a member of the police department. Discussion ensued between the Board Members.

**Fred Rosenzveig was available for remote participation. (10:14:47 a.m.)**

Fred suggested using the term “Building Director” in place of “Officer” to avoid confusion, and it was agreed to. (Refer to time stamp for full discussion.)

- 3) Barcodes - **(10:16:41 a.m.)**  
Kelly, acknowledging the efforts Lori Douvris, was pleased to announce a drastic decrease in multiple barcode issues that have been occurring, including one being the barcode company said they printed them in error. Kelly encouraged folks who experience barcode issues to go to the Clubhouse to receive a new barcode free of charge.

Bill asked about recourse from the manufacturer regarding defective barcodes. (Refer to time stamp for full discussion.)

- 4) Water Valve Project - **(10:23:13 a.m.)**  
The valve project will be complete after the 12 remaining valves are replaced. Kelly announced the Village-wide water shutdown scheduled for September 17th was cancelled and a revised notice would be sent indicating what areas/buildings would be affected on that date. There will be one more shutdown at a later date that will affect the entire Village.

- 5) Bus Step Modification - **(10:24:13 a.m.)**  
After ten unsuccessful attempts to modify the bus steps, Kelly, Lori and Michael Routburg continue to investigate. Kelly encouraged the residents to use the wheelchair lift. It was noted the buses continue to be fully ADA compliant. Further comments, suggestions, and recommendations were made by the Board. (Refer to time stamp for full discussion.)

- 6) Bus Route Optimization - **(10:30:30 a.m.)**  
After receipt of community feedback, minor route changes have been made. Data collected by Pasio has been received. Dan Glickman has assisted and Kelly and Lori need to further analyze the information provided before any decisions are made.

- 7) Contract Renewals - **(10:31:45 a.m.)**  
The current janitorial, maintenance, financial, landscaping, and pest control contracts are up for renewal. After Board review of the RFPs, they will be released to the vendors with bids due back by October 15<sup>th</sup>.

**(10:32:30 a.m.)**

Dan, Kelly, and Michael commented regarding the recent bus route changes. (Refer to time stamp for full discussion.)

- 8) 2016 Budget - **(10:34:29 a.m.)**  
The Board will review the budget at a Workshop on October 6<sup>th</sup> and it is anticipated to be presented at the October 15<sup>th</sup> Board of Directors Meeting for approval.

- 9) Guardhouse Design & Construction - **(10:34:49 a.m.)**  
The architectural design of the guardhouses have been received for Board review. The project budget will be presented at the Workshop for the Board of Directors for vote as part of the 2016 budget.

Lori advised no damage was reported to the new trees during the recent storm per member inquiry. Kelly added, Luke’s Sawgrass has been responsive as needed.

10) Customer Service - (10:36:00 a.m.)  
561 inquiries were received for the month of August. 69 of which resulted in work orders that took approximately two days to complete with 9 carried into September. The majority were miscellaneous walk-ins/calls (mostly information related), financial matters, irrigation related, and general maintenance.

(10:37:11 a.m.)

Further discussion ensued regarding bus route optimization. (Refer to time stamp for full discussion.)

**Business:**

(10:38:16 a.m.)

**Unfinished** - None

**New** - None

**Member Comments:**

(10:38:22 a.m.)

Gene was pleased to see the whole Village community now has green grass and new trees; and thanked Walter, Lori, Kelly, and all those involved in the operation. A round of applause ensued.

**Bill Morse exited the dais**

(10:39:45 a.m.)

Donna replied to Michael's question regarding the irrigation system issue at Ventnor B and advised the matter would be discussed after the case concludes.

**Open Mic:**

(10:41:26 a.m.)

The meeting was opened to residents who wished to express their thoughts, concerns, and issues. The following residents took advantage of the opportunity:

Ronda Pitone - 208 Newport L

**Announcements:**

(10:42:40 a.m.)

The next meeting is scheduled for October 15, 2015, at 9:30 a.m.

**Open Mic Continued:**

(10:43:17 a.m.)

Sylvia Smaldone - 431 Tilford T - Area Chair

Mel Nass - 3081 Oakridge U - Area Chair

Georgette Arena - 516 Tilford X

Fred Sherman - 228 Ventnor Q

Refer to time stamp noted above to hear all comments.

(11:01:20 a.m.)

Discussion regarding Open Mic procedures between the Board Members ensued. (Refer to time stamp for full discussion.)

**Adjourn:**

(11:07:06 a.m.)

Meeting was adjourned at 11:07 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](http://www.cvedb.com). Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted,

Gene Goldman  
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 \_\_\_\_\_, 2015.