



Minutes of Master CVE Management Co., Inc. Board Meeting

May 18th, 2023

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

A sign-up sheet is available in the back of the room to sign up for Open Mic.; online participants can submit questions via Zoom Chat or by raising their hand.

Roll Call:

Present - Eli Okun, Les Gerson, Barry Warhoftig, Gene Goldman, Donna Capobianco, Amy Conner

Remote - Joe Roboz and Paul Bourque

Absent - Michael Routburg

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:

(09:32:02 a.m.)

The Board unanimously approved the Minutes of the April 20, 2023, Board Meeting as presented.

President's Report - Eli Okun:

(09:32:20 a.m.)

1) Property Improvements to include Skip Lines on Multi-Purpose Pathway -

a. Skip Lines -

Yellow skip lines were painted in the center of the multipurpose pathway around Century Boulevard. The Board is well aware of safety issues regarding walkers and bikers sharing the pathway. In an effort to make it safer, the Board is working to establish walker and biker protocols which will be published in the June issue of the Reporter as well as on the MM website in the near future. We ask all to stay to the right of the center line of the pathway. MM is currently working with an engineer for options to widen the pathway from Keswick to Berkshire A. Eli said the Board takes community safety very, very seriously and will do everything possible to make the pathway safer.

b. Utility Wraps -

Eli said they are planning to start wrapping the FPL and AT&T utility boxes this summer in an effort to give the Village a bright, fresh look to enhance beautification in the Village.

Treasurer's Report - Barry Warhoftig:

(09:33:48 a.m.)

April 2023 Financial Report -

For the month ending April 30, 2023, the Revenue was \$1,297,715 and Expenses were \$1,091,145.

The Net Revenue exceeded Expenses by \$206,570. YTD Revenue was \$5,088,750 and YTD Expenses were \$4,778,527. The YTD Revenue exceeded Expenses by \$310,223.

The balance sheet shows Cash on Hand of \$2,782,289. The Assessments Receivable on uncollected items was \$176,782. Total Assets were \$3,661,112 with Total Liabilities of \$2,432,417 and Total Equity of \$1,228,696.

Per Member inquiry, Eli advised the uncollected items went up slightly; half is long term and half is short term. Barry informed there was no dramatic change. Gene said they were hard at work keeping it down, Eli concurred they were doing a great job.

Val welcomed everybody participating in the meeting and appreciated their participation.

1) Community Property Updates –

a. Skip Lines -

As mentioned in the President's Report, the Board is listening to the safety concerns and added two skip lines to the multipurpose pathway surrounding Century Boulevard to enhance walker and biker safety. At a previous workshop initiated by Barry, the Board discussed safety measures of the pathway adding skip lines, suggesting to keep to the right and pass on the left. A short video was played featuring the new striping and addition of ADA pads.

Donna clarified everybody to keep to the right and pass on the left as you would in a roadway, adding the markings bring more attention. Donna also mentioned that in the video shown you see a car that does not stop at the intersection of Century Boulevard from where the car comes out and having the solid yellow line calls attention to the walker or biker to be careful when coming to an intersection in CVE because not everyone stops where they are supposed to. She thanked the Board and Barry for creating more alerts. Val said tubular markers were installed yesterday at the end of each solid yellow line indicating where the roadway and pathway meet. Barry said the words "bus stop" were added at the yellow bus pads on the pavement indicating a clear path getting on and off the bus, **they are not crosswalks**. Val informed a safe ADA pathway was added yesterday connecting Prescott B to the bus stop.

b. Main Gate -

Val stated MM was still in the process of submitting accurate responses to questions asked by the City; same questions we previously answered; however, there are many principals working on the plans, not just 1 principal; i.e., engineer, architect, landscapers, etc. As we go through each one we want to ensure when we submit back to the City we are giving them the information they are seeking. Changes such as adding a water feature fountain at the main guardhouse were made and the Board worked to ensure ample spacing between the building and the new fountain per request of the City. The plans will be reviewed by the final principal person before meeting with the City the following week and hoped for their stamp of approval. He promised the guardhouse will be completed this year and look fabulous.

c. Central Park -

Val outlined the next steps for CVE Central Park. The irrigation contract was signed yesterday and the permit to have the equipment delivered onsite was next. He hoped to order the equipment soon. He anticipated the process would speed up since each subcontractor will submit their own permits. Landscape permits were more difficult; however, the demo part of the landscaping permit has been completed per City request. He anticipated the park will move much faster because there's not many structures involved. Next steps are irrigation, landscaping, pavement markers, and a land bridge connecting the park to the Berkshire community. Next steps are benches, equipment, and pavilions. He promised it will look fabulous. Go to the community website at www.CenturyVillageEast.com under the MM tab then KeepingCVEBeautiful, for park renderings and updates for Phase 1 of the park. As we begin Phase 1, CenClub and MM Boards will continue to meet to discuss development of the next phases and throughout the years will get all accomplished and the 60-acre park will make you happy you moved to Century Village.

d. Comcast -

Comcast is on property removing, repairing, and replacing old equipment with new equipment for MM on behalf of the community as part of aesthetic beautification. Phases 1 through 8 have been completed. They are on phase 9 of 12, waiting for equipment on backorder, and will speed up the process once the parts are available.

e. Tennis Courts -

The 3 Tilford tennis courts will be closed for a month for repair and will look fabulous once the resurfacing is complete. Val said the clubs will be happy with the brand-new courts.

Per Member inquiry, Val advised there are 2 pickleball courts under lights for nighttime use which will not disturb neighbors.

f. Annual Planting -

The bi-annual tree trimming and annual flower plantings at all the MM hubs has been completed.

g. Drain Work -

On June 7th a new drain will be installed on Lyndhurst Drive near the Lyndhurst North Pool to drain the stormwater to bring relief for the surrounding Associations. The road will be closed for a period of time during construction.

Gene thanked Val for expeditiously reinstalling a bus stop at Lyndhurst. Val did not realize the bus stop was removed when the city advised the road had to be closed and made into a footpath. This was brought to Val's attention at the Town Hall Meeting by Ronnie Baimel. Once Val was made aware, MM took immediate action and was very pleased with the vendor and Operations team for relocating the bus stop and was very proud of them.

h. Power Washing -

Val said the MM team has been out vigorously pressure washing the bus benches, the ADA pads, and sidewalks to enhance beauty in keeping with the mantra created, "Keeping CVE Beautiful." He thanked the Residents for reporting issues using the MM app. There was a recent reporting of a sprinkler issue (Lyndhurst I) that was rapidly tended to. He advised, as a reminder, the turnaround time is typically 72 hours. MM has been looking for a second sprinkler tech. for the past 6 months, but has experienced difficulty, due to worker shortage. He was grateful for the hardworking team who show up to work every day.

i. Gatehouse App -

Val encouraged Residents to go to Google Play or the Apple Store and download the app. You can see many things and watch our meeting live if you are in Canada. Residents are kept well informed between the website, the app, and the monthly CVE Insider.

Eli introduced Craig to discuss the emails that have been sent out regarding the buses and offer an update.

Transdev (First Transit) - General Manager - Craig Garcia:

(09:48:12 a.m.)

1) Transportation Report -

Craig said First Transit is being rebranded and creating a new logo since the merge with Transdev.

a. Safety -

Transdev is vigorously working with the engineers and corporate staff to get where they need to be. The focus is to have 3 spare buses on premises to use when a bus is out of service to avoid interruption. Craig implored Residents and drivers to wear seatbelts and for Residents to cooperate with the bus staff for safety. Allow them to secure walking aids, 3-wheel scooters (which are allowed on the bus but not to ride while in transit, as they are unsafe and the driver will ask you to transfer to one of the seats where you can be properly secured in transit and the 3-wheel scooter must be secured by the driver even if no one is sitting on it), etc. to prevent possible injury and costly expenses. IDs are required to board the bus at all times (when boarding to leave and return) for community safety and to ensure entry back into the Village. He looks forward to coming to the Village and connecting with the community. In addition to transportation issues, he makes it his business to report issues and encouraged everybody to help keep the community.

b. Safe Wheels Program -

The Safe Wheels Program is where First Transit gives Residents a free wheelchair if their wheelchair is broken or unsafe. We found our recipient. In the next week or so we will work with Val to see if we can present the wheelchair as soon as available.

Craig was thanked by Board Member, Amy Conner, for his rapid response to a call regarding the bus passing by riders waiting for the bus in the Newport area. Val said he took a ride with Craig at the request of Residents interested in a bus stop in front of their buildings and this is at Newport J, Q, R. In the Newport area where bus stops are currently located there are safe landings, safe locations, and if you do want a stop directly in front of your building, sometimes 2 things can happen. If the location does not have a safe pad where you would have to remove 2 parking spaces, the bus will miss the person because the view is easily obscured by vehicles for Residents who are either sitting or standing. This is why there are stops at locations Newport J, Q, and R, as Residents can't be missed in those spots. Val and Eli thanked Craig.

Val said Denis Barreto, MM Project Manager, advised construction will begin at Lyndhurst Drive to install a storm drain by the Lyndhurst North Pool on June 2nd through June 7th (weather permitting).

Allied Universal Security – Assistant Security Director – Thomas Miller: (09:55:59 a.m.)

Tom offered the Security report on behalf of Director Christopher Kelly's behalf while he was away.

1) Safety Report -

a. Speed Signs -

Tom said two new speed detector signs will be installed at Tilford A and C for a total of 7 in the Village. Additional signs were ordered and will be workshopped for placement.

Per Member inquiry, Val advised the additional signs will be workshopped for placement. They will be throughout the Village straightaways. Ventnor Drive is on the list.

b. Speed Limit -

Tom advised the posted speed limit is 25 miles per hour and 15 miles per hour in residential zones. Vehicles may drive below the posted speed limit. Do not beep your horn at other drivers or pass on the double-yellow lines.

c. Phone App -

Tom said the phone app was a game changer (GateHouse). It takes less than 30 seconds to register and send guest passes for entry into the Village. The visitor will display the barcode sent to their phone for the arm bar to raise.

Val said the **Gatehouse Solutions app** is available at the Apple Store, Google Play, or go to the MM app and click on the link to download.

Tom provided step-by-step instructions on how to use the phone app after download. Use the first initial, last name with no spaces in between. The Password is Century2023, no spaces and not case sensitive. Use Client Code 183183 to log in and then create you must create your own password. **One account per unit.** In lieu of the app, the automated phone system number is 833-773-0808 to check in guests.

d. Golf Cart Rovers -

The golf cart pool patrol starts at 6:30 a.m. to 10:30 p.m. The rovers will be visiting all the pools for general safety checking IDs, chair stacking, juveniles, etc.

e. Employee of the Month -

Long time employee of 7 years, Ms. Aida Luzmonge, was Allied Universal's Officer of the month for April. In addition to her work at the gates and Clubhouse, she is the designated trainer for new hires, and actually trained him at the Clubhouse.

f. BSO April 2023 Report -

Tom said BSO logged 20 hours onsite for the month of April. There were a total of 15 citations reported for the month of April: 7 for failure to stop at a stop sign, up from 3 last month; 2 for failure to provide proof of insurance; 1 for following too close; 1 driving on a suspended license without knowledge;

2 for unlawful speed; 1 operating a motor vehicle without a valid license; and 1 for failing to yield to an emergency vehicle.

Paul asked about installing a speed sign along SW 10th Street. Val said the speed radar signs in the community are located within the community at Tilford A in one direction and in the opposite direction at Tilford C. SW 10th Street is city owned property. Eventually there will be speed radar signs that will run along Newport Drive, Harwood Drive, and Farnham CRES.

Tom said an email was sent to the BSO Chief to increase patrols at Tilford A, Tilford G, and Ventnor M. He said there was an increase in vehicles striking traffic signs, mostly caused by distracted drivers on cell phones, which is a ticketable offense. Do not text and drive, put your phone away to avoid distraction.

Les commended the security improvements at the West Gate and noticed the gate arms functioning properly. Discussion ensued regarding the gate arms functioning.

Tom said a report recently came in that the arms at the West Gate were opening and closing on their own and apologized for the inconvenience. Les said he thought it may have something to do with the app. Val said it does not have anything to do with the app and vendor, TEM, was working on improving the gate technology.

Per Member inquiry, there is 1 golf cart patrolling all area pools to look out for chair stacking, social gatherings, card players taking up the tables, juveniles without supervision, ensuring safety.

Gene said CenClub's position is that the pool is not necessarily designed for; i.e., card players taking up the tables and that there are tables in the Clubhouse.

Gene said, however, there is nothing to prohibit people from doing this. Gene asked how we could expect a patrol person to make a determination as to whether people are problematic or not. Tom advised when patrols are being done, they look to see everything is OK; i.e., if someone has reserved a certain pool for a party of some type and there are people playing cards, they will be politely asked not to take up the tables. Gene asked if Tom understood that CenClub's position on this is that you do not reserve the pool area. If you have food, you can only reserve the area under the canopy.

People can have any type of meetings for clubs utilizing pools once they register for it, to include the Tilford pool, but other people can still use the pool. Tom concurred and advised that pools are open to the community. Protocols are in place to enforce the rules. The Officers report directly to Mr. Kelly, Mr. Thomas, and the CenClub Board, which is a service paid for by MM to increase security. (Refer to video at Time Stamp for full discussion.)

Per member inquiry, Val said MM paid for 20 hours in total out of the 90 hours we pay for BSO detail; i.e., for the month of April they were only able to give us 20 hours of service, which is an internal issue with BSO due to man shortage. Discussion ensued regarding citations and safety. It is very important word gets out that tickets carry a hefty fine of \$150 to \$200 and may incur points on your license and increased insurance rates. Barry encourages BSO to issue tickets hoping it would increase awareness to obey the traffic laws in the Village. (Refer to video at Time Stamp for full discussion.)

Val thanked Assistant Director Miller, his team, and especially the rovers for doing a fantastic job. He wanted everyone to understand the role of the rovers and how they benefit the community. They perform wellness checks, property updates, vehicle escorts, assist emergency personnel, sprinkler issues, etc., and are doing very, very well. On behalf of the Board, Val extended gratitude to the Security staff for doing a wonderful job. He confirmed the rovers were part of the MM project, separated from the golf carts. There are three rovers, Alpha, Bravo, and Charlie, and hoped for two more by season for a total of 5 vehicles for a bigtime improvement.

Business:

(10:15:33 a.m.)

Old - N/A

New – N/A

Announcement:

(10:15:40 a.m.)

The next CVE Master Management Public Board Meeting will be held on Thursday, June 15, 2023, at 9:30 a.m. in Activity Center Room A (Board) and B (Residents) and via Zoom, which will be the last meeting till September (no meetings in July or August).

Member Comments:

(10:16:04 a.m.)

On behalf of Michael Routburg, Eli informed the Jerusalem Day celebration is tonight at 7:00 p.m. in the Clubhouse Party Room. Everybody was invited to attend for free and enjoy light refreshments and entertainment.

Joe said the host had denied him access to the meeting via Zoom throughout the meeting. Val replied the host had not denied, it was user error. Do not blame the host. Joe said he had no further comments.

Paul inquired about wheelchairs on the bus, can they stay on their wheelchairs or if they have to get into a bus seat.

He's been keeping up to date with the President's Club, Area Chair Meeting, and CVEMM Workshops. He wished everyone a good summer. Donna explained her understanding of the difference between how a wheelchair is secured vs. the motorized vehicle – when you have a resident that cannot walk and require the wheelchair for any transport, they are coming up the ramp and secured but when you have a moving vehicle, often these people do not have the same restriction as a wheelchair person and that is the time when the individual has to leave the motorized vehicle and sit in a bus seat.

Amy mentioned a recent encounter with a couple looking to move, and stated they could not find anything comparable to Century Village and having to pay less than \$500 for the 3 fees. With the convenience of bus transportation, the new Central Park, and great security, she did not know how it could get better. The couple was very excited when they got approved, mentioning how it was like a resort. Amy suggested everybody acknowledge what we have in the Village and appreciate it. It's pretty awesome.

Les emphasized safety was an important issue. Be careful and pay attention to others. He wished everyone a wonderful and safe summer.

Gene was very interested in what Amy had to say about living in the Village. He said he was out at Boca Town Center with his wife and spoke with a couple with a pool as their only amenity in their community. His wife listed off all the amenities and they were astounded. Gene concurred, the price here is really low compared to anywhere else and not to take it for granted what quality and services offered by MM, CenClub, and COOCVE. He wished everyone a good summer and safe time.

Barry discussed mostly safety. The Board is working very diligently on walker and biker protocols. It's a very good way to begin addressing some of the vehicle, walker, and pedestrian issues and the legal requirements of each will be discussed over the next couple months. The Board will also look into bicyclist and pedestrian responsibilities and obligations on pathways. Electric bikes will be reviewed, as well, per Florida law. There are over 40 pedestrian crossings in the Village mostly around Century Boulevard, East Drive, and West Drive. Pedestrians have the right of way in designated crosswalks only. Pay attention.

The newly marked bus pads are not a crosswalk, they are used to get on and off the bus. The skip lines are an indication where the center of the path is to assist people to keep to the right for safety.

Additional signage may be incorporated along the pathway. The ADA, American Disabilities Act, yellow pads are required and made for mostly people who are sight impaired, and we will be striping all the crosswalks on Century Boulevard during the summer. Stop at all stop signs. A rolling stop is not stopping. Lastly, the new speed limit radar signs are a reminder to share the roadway with others. BSO patrol is 1 action MM has taken to enhance Resident safety. The Board is listening and trying to address every item.

Donna said Century Village was built in 1974-1976 overall. The way people live now, and expectations have changed. MM is constantly trying to help work through the issues. There are sections in the Village MM does not own, so they have to jump through many hoops for access to make changes. MM is all for change, but in some ways are unable to change the way the community was built so please be patient. MM and CenClub take tremendous pride and responsibility. When accidents occur, i.e., a fall, a bus issue, be mindful before seeking counsel to resolve your issue. Keep in mind, you are suing yourself. MM pays the bills and tries to resolve matters before they end up in litigation, so please consider approaching MM for a solution before seeking counsel. MM will not shrug responsibility.

If something happens off MM property, lawyers will go after all the deep pockets and pursue every possible entity in the Village, and everybody in the Village pays for that. She implored Residents to contact MM first if there is a legitimate issue that has occurred to give them the opportunity to rectify the situation. She wished everybody a good couple of months.

Joe said there is a new phenomenon where healthcare providers are now subrogating claims to MM, so be careful as Val's report noted earlier this week. Donna explained subrogating means the insurance company will pay you, but then they will subrogate and go underneath and go to the other party and try to get all the money back. Val piggybacked off of what Joe and Donna said. Cases have been on the rise.

When someone falls at their building they tell their attorney of the accident, the trip and fall, and so forth which MM has to sometimes pay to get out of it which is a very big waste of money and puts a ding on the insurance. Please do not waste Association time. If you have a legitimate issue, approach the Association to see if things can get worked out without costing the community boatloads of money.

CenClub installed a red brick pathway along the golf and diner area, and MM will match the red brick as part of the entryways to Central Park starting with Grantham C to match. The supplies should arrive sometime next week.

Gene said the red brick pathway provides a wonderful walking area for Harwood, Grantham, and parts of Oakridge and Ashby and said lighting will be added also. He said a lot of people walk through that area.

Val said the 8-foot red brick pathway will look really good. Val said at a recent COOCVE meeting, someone brought up the island at West Drive behind the gatehouse desiring the curb to be painted yellow; Val said it will be painted today. Donna said it's going to look really nice. Val referenced an email regarding iguanas. He said the Association is responsible for their property and hired a property management company to manage their property and manage it well. For pest control issues, contact your property manager.

MM has no control over managing your building. Donna said the coyote presentation was wonderful and hoped to bring in someone from Fish and Wildlife to a future meeting after the summer to offer a presentation on iguanas. Unlike the coyote, the iguana is not an indigenous predator brought into the country, making it extremely difficult to control and all need to take responsibility to keep the population as low as it can possibly be being that they have no natural predator. They reproduce many, many eggs at a time just like turtles do. She offered her assistance to help educate the community on iguanas.

Val will be reaching out to Fish and Wildlife. Val said he received an email asking if we could stock the lakes with fish. He reminded the community that MM does not own the C2 canal which runs from Durham to Newport. MM and the Association maintain the 12 lakes and canals in the community to ensure the health of them and use as irrigation. MM does not own them; they are county property. The fish would be a bad investment as they would just stream back out of the community.

Joe said the management contracts for the Associations do provide pest control for common bugs like sugar ants, etc. but not termites. Consult with your management company to hire a third party for termites and rat removal as quickly as possible.

Val said last month a Resident brought up pest control on buses. Transdev has a contract with Orkin for extermination every Monday in the bus lot.

He wished the veterans and everybody a happy Memorial Day and weekend and looked forward to seeing everyone next month.

(Refer to video at Time Stamp for full discussions.)

Gene thanked Val for all he does. Eli concurred. Donna said they were so lucky.

Adjourn:

(10:45:00 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,

Eli Okun on behalf of Gene Goldman, Secretary
President
CVE Master Management Co., Inc. Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on June 15th, 2023.