



## Minutes of Master Management Board Meeting

April 20, 2023

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

A sign-up sheet is available in the back of the room to sign up for Open Mic.

### **Roll Call:**

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

**Remote** - Joe Roboz and Paul Bourque (entered dais at 10:07 a.m.)

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:**

**(09:32:37 a.m.)**

**The Board unanimously approved the Minutes of the February 16, 2023, Board Meeting; the February 23, 2023, Executive Session Meeting; and the March 30, 2023, Executive Session Meeting as presented.**

### **President's Report - Eli Okun:**

**(09:33:09 a.m.)**

1) Farewell to Danielle (Dani) LoBono -

Eli announced Danielle LoBono passed away on April 3rd. She served as Secretary of the MM Board and served on the Board of her building, as well as volunteered for other Community and City services. He expressed condolences on behalf of the Board to her sons, Mitchell and Jeffrey, and grandchildren. May she rest in peace.

2) New Security Automated Phone Number Update -

**(09:33:51 a.m.)**

The new toll-free Guest Call in Line is 833-773-0808. If you are prompted to enter a PIN number when calling, you need to bring your ID card with you to the bar code Security Office located behind the MM office to update your phone number in the system. The system refreshes every 24 hours around 8:30, so you will need to re-enter visitor information the following day. Eli said if you dial the old phone number, it will reroute to the new number.

3) Special Guest BSO to Discuss Scams and Traffic Issues -

**(09:35:21 a.m.)**

BSO Presentation on Scams -

BSO Detective Bevin England assigned to the Deerfield Beach District primarily handles fraud investigations in the City, along with another Detective who unfortunately could not be here. Detective England offered a slideshow presentation created by AARP as they discussed elderly scams and fraud prevention and awareness and if anyone would like, they can go to the AARP fraud network website, which is free, ([www.aarp.org/fraudwatchnetwork](http://www.aarp.org/fraudwatchnetwork)) for information and resources. He said fraud has been around for years and has affected many individuals to some degree. As of 2022 the FTC reported over \$8 billion in fraud. Fraud is on the rise and is difficult to prosecute, due to jurisdiction and methods of attack. Javelin is a society that tracks fraud across different industries and in 2021 they reported over \$52 billion dollars in fraud. There are a variety of scammers masked as government and business imposters, sweepstakes, lottery prizes, online dating, romance sites, and people asking for money or personal information to illegally obtain credit and debit cards. Be cognizant of red flags. He mentioned internal records stored by department stores are subject to breach. Add extra alerts and freeze your account to prevent fraud and create strong passwords, never share them or your social security number with anyone.

For great resourceful information, contacts, and reporting theft to the government go online at [Identitytheft.gov](https://www.identitytheft.gov) and AARP, a free worldwide network. Both are free. He hoped nobody was victimized by the recent hack involving a Community organization or affiliate computer requesting gift cards for veterans. The US government only communicates via USPS mail.

Questions ensued regarding various methods of scams. Literature with tips on combating fraud and contact information was in the back of the room for Residents to take. The meeting video and contact information will be available on the Community website and Channels 98 & 99. Questions will be taken from the audience for Detective England to only address scams. As it relates to traffic issues, email Val Smikle or MM Customer Service with your questions regarding traffic and this will be forwarded to Sergeant Adkins and he will follow up with the Resident inquiry. (Refer to video at Time Stamp for full discussion.)

The Townhall meeting was held in March, therefore the Treasurer's Report will include the February and March financial reports.

**Treasurer's Report - Barry Warhoftig:**

**(10:04:30 a.m.)**

February 2023 Financial Report -

For the month ending February 28, 2023, the Revenue was \$1,262,255 and Expenses were \$1,183,149. The Net Revenue exceeded Expenses by \$79,106. YTD Revenue was \$2,514,784 and YTD Expenses were \$2,415,231. The YTD Revenue exceeded Expenses by \$99,553. The balance sheet is showing Cash on Hand of \$3,223,369. The Net Assessments Receivable on uncollected items was \$231,658. Total Assets were \$4,188,665 with Total Liabilities of \$3,170,639 and Total Equity of \$1,018,026.

March 2023 Financial Report -

For the month ending March 31, 2023, the Revenue was \$1,276,251 and Expenses were \$1,283,281. The Net Expenses exceeded Revenues by \$7,030. YTD Revenue was \$3,791,035 and YTD Expenses were \$3,698,511. The YTD Revenue exceeded Expenses by \$92,523. The balance sheet is showing Cash on Hand of \$2,731,867. The Assessments Receivable on uncollected items was \$174,907. Total Assets were \$3,618,207 with Total Liabilities of \$2,607,211 and Total Equity of \$1,010,996.

**Executive Director's Report - Vallen Smikle:**

**(10:07:20 a.m.)**

Val welcomed everybody to the meeting and appreciated their participation.

1) Special Guest Speaker - Comcast Representative, Carline Salomon - App Demonstration -

Carline has been holding education events every Tuesday at the Clubhouse and she will go into that, what she is going to speak about as far as some of the toll-free you can be using and doing on your Comcast device at home, and how to use the App to bypass calling the toll free number, which will save time. Carline is going to speak about the new free Xfinity App and display this via a slideshow presentation as she demonstrated from her phone how to access the latest tools and features Comcast offers right from your cell phone. Download the Xfinity App from your iPhone App store, Android Google Play, Samsung in the App store, the CVE website link to Xfinity, or send a text to 66278. The App offers an extra layer of added security, saves time by connecting directly to 24/7 customer support without having to dial the 800 number. You can manage your plan, bill pay, view data usage, perform a speed test, receive real time channel lineup, transfer service, troubleshoot, restart modems, activate new devices check for area outages, and sign up for emergency notifications. She will continue Xfinity instructions in the Clubhouse. Sessions will be announced two weeks in advance via email blast and posted on the Community channel and website. Carline demonstrated how to download the App. Use your email address or phone number to set up the account. The username and password are the same to log into Comcast and Xfinity. Val announced there is a hand-out on the back table in the room to follow along, as well. Q&A ensued beginning with Board Members, followed by Residents. (Refer to video at Time Stamp for full discussion.)

Val reported Comcast has been on-site daily doing phase work, phases 1 through 12, which is repair, replace, and remove old equipment.

He was happy to report that out of the 12 phases they have completed phases 1 through 8, and phases 9 through 12 remain and that is due to parts are on backorder to complete the job. Take note of the shiny, new boxes throughout the Village. MM is connecting with the landscaping vendors to prevent boxes from damage. Val reported Comcast replaced the standard definition modulator in the Clubhouse so now Channels 92, 93, 98, and 99 will be broadcast in HD, high-definition TV.

2) Val / Robert - Guardhouse App Demonstration -

**(10:27:54 a.m.)**

Val has been working with TEM, the vendor for the Guardhouse security system. Due to the increasing amount of traffic backup, MM unveiled a new App called Gatehouse Solutions and when downloaded Residents can submit visitor information from their smartphone to create visitor passes good for 24 hours up to three days. The App will then in turn allow a barcode to be sent to the visitor who will then show that barcode to the guard to access the Community from any of our gates. Val hoped to go live with the Gatehouse App May 1<sup>st</sup>, but you can download it now. It can only be used 1 time for 24 hours. Robert Streather, Director of Operations, demonstrated the new App and information will be published in the Insider on how to access the new App. We have introduced a new toll-free 800 number that is automated and will prompt Residents in a male voice to call in visitors. We know that not everyone uses a smartphone and we understand that. Many people still use the automated phone number to call in guests. While we have introduced this new 800 number and you will notice that even if you call the old automated number, we have forwarded it over to the new number, so there is a new prompt with a new male voice that is there versus the female voice that typically answered the old automated number. The prompts are slightly different and it is easy and says to enter a day pass, press 1, and then you will be prompted to say the guest's name at which point you can press 1 again to add another visitor or just hang up.

The Resident phone App introduction/presentation was shown. Go to the iPhone App Store or Android Google Play to download the App and create an account. The name of the App is GateHouse and it is free. Once you download the App onto your smartphone, you will have an initial log-in. As a reminder, in the same manner when you call the automated system for a guest, that is based off the phone number that is registered in GateHouse with your credentials in Security. If you are prompted for a PIN you will need to update your phone number within the system at the Security office located behind the MM office (near the medical enter) with your ID. This App works in a similar way. It goes by the phone number in the system. Initially, you will enter the Client Code, which will always remain the same, is 183183 and will also be published in the Insider. You will also enter a username and it will be the first initial of your first name and then followed by your last name, then you will be prompted to put in a password. A temporary password will not be released today, as we intend to go live on May 1<sup>st</sup>. Once you put in the standard password, you will be prompted to enter a new password. Robert recommends that you also add an email address, and this option is offered, as well, and press "remember me" so that when you go back to the App, you don't have to log-in all over again. After adding your password, you will be prompted again to reenter your password. After logging in you will be taken to the dashboard menu where you can add a visitor (which will be in the middle of the home page); there is also another option available to add a visitor. It is important to remember that if you have more than 1 person (resident) or occupant in the residence, the log-in information will be under the primary resident. Whoever is in the system with their phone numbers, the occupant(s) would have to use their credentials. You will have to share this information for someone to log in to the App. (Refer to video at Time Stamp for full discussion regarding the App.)

Extensive discussion ensued with the Members and audience regarding visitor passes, Airbnb issues, Community safety, MM and Association responsibilities regarding building access and security. Do not contact MM for occupant, visitor, or neighbor disputes at the buildings. MM and CenClub do not have authority over building Associations to interfere with occupants or building visitors, so do not contact MM of CenClub for these matters. If you suspect a property is an Airbnb save any online posts, take pictures, and immediately report to this to the building President. An Airbnb is not permitted per federal law in a senior Community and contact Marty Kiar, the Tax Assessor's office for Broward County. Robert also informed that MM was conducting yearly drain cleanouts in the Village in accordance with the county to maintain the permit for surface water by showing proof of drain maintenance with video footage. Val clarified Master Management is responsible for public works in the Community which includes access control, transportation, structures, and roadways. He said there were already 30,000 phone numbers logged into the system and reported 93,000 vehicles entered into the Community in one week. Century Village is one of the safest communities in Deerfield Beach, and BSO will attest to that.

MM pays Allied Universal to secure the Village and gate access. Sign up for the CVE Insider with Customer Service for additional information and App instructions, refer to the newspaper flyer and CVE Reporter. (Again, refer to video at Time Stamp for full discussion.)

**Allied Universal Security - Security Director - Christopher Kelley:**

**(11:04:17 a.m.)**

1) Village Security Report -

a. Guest speaker -

Captain Adam Hofstein, District Chief of the Broward County Sheriff's Office, introduced Lieutenant Chauncy Kade, District Executive Officer and Assistant Chief, and former Sergeant on the Crime Suppression Team, and Detective Colon, a long-time veteran with BSO, and may start to be a familiar face in the Village. In addition to fighting crime, they respond to quality-of-life issues. Detective Colon is part of the Behavioral Response Team which partners with the Henderson Mental Health Center to service a population of 90,000. He thanked Mr. Kelley and the Board for developing a very important partnership to help the Residents in Century Village with neighborly disputes, special needs, quality of life issues, and how to handle the matters in the best way possible. Do not be alarmed if you see Officers in uniform, adding at times Officers may be on detail in the Village in plain clothes in unmarked vehicles volunteering their time. He said the Village is great place to live and safe; however, not immune to crime. He informed MM pays BSO for patrolling the Community. The Security detail is a paid volunteer position for Broward County Officers and subject to availability. We also have a traffic detail and it is important to understand how that works, as you may notice the cars do not always say Deerfield Beach; they may say Pompano Beach, they may say Weston. A special detail is an off duty detail which are deputies that volunteer and paid to work that traffic assignment, so they are not necessarily Deerfield Deputies. Deerfield Deputies do also spend time here so we rotate our motors through here (motorcycle deputies) and regular Deputies. He welcomed Residents to report problem areas to be specifically monitored in the Village. Residential concerns are civil matters. Issuing warnings and tickets is at the discretion of the Officer. Discussion ensued regarding traffic patrol and residential concerns. He said he was big on Community engagement and offered 24/7 availability on the non-emergency line at 954-764-HELP (954-764-4357) or dial 911 for emergencies. Literature is available in the back of the room for attendees for safety tips and contact information. (Refer to video at Time Stamp for full discussion.)

b. Speed -

Chris said there are five speed detection signs throughout the Village and will flash when you go even one mile over the posted speed limit. There is no minimum speed limit in the Village.

c. Solicitation -

Solicitation is prohibited in the Village. Friends and family are prohibited from distributing and/or posting advertisements, business cards or flyers in the Village; however, they may do so at the building only with the Association President's permission only.

d. Vendor Registration -

Chris directed Residents to [www.centurtyvillageeast.com](http://www.centurtyvillageeast.com) to register a vendor with the Village under the tabs.

c. BSO Report -

Chris said the BSO report runs a month behind. Last month BSO logged 21 hours in the Village patrolling the Community and issued 6 citations; 3 failed to stop for stop signs and were issued tickets, not warnings, 2 for driving commercial vehicles without proof of insurance and these were cited as well; 1 failure to use due care for not stopping for pedestrian in crosswalk and they were cited, not warned.

**Executive Director's Report (Cont'd.) - Vallen Smikle:**

**(11:32:19 a.m.)**

3) 2023 Projects Update -

a. Storm Drains -

Val stated MM has always been proactive cleaning the storm drains. MM's vendor Flotech was out with big trucks clearing the drains to eliminate potential flooding. We have also put in for a permit for a new drain to be installed on Lyndhurst Drive located by the Lyndhurst North Pool with work to begin in the next few weeks.

b. Main Gate -

Val informed MM has been responding to the Planning and Zoning Board's comments while awaiting permit approval for the Main Gate to be built this year. He requested patience, adding the Main Gate would be built this year and have begun initial demo work on the walls. We are resubmitting for site review and hopefully we'll do that by Monday.

- c. Tennis Courts -  
Val informed the 3 Tilford tennis courts will be resurfaced beginning in June.
- d. Central Park -  
Val stated all the trees requested by the City to be removed are gone and have now completed 70% of the site survey and planning. He hoped to begin officially this summer. He advised they were still waiting on the City to receive the wall permit and then will submit the Guardhouse and Central Park permits with the Hillsboro perimeter wall.
- e. Utility Wraps -  
In the summer we will begin wrapping 19 FPL and AT&T utility boxes.
- f. Landscaping -  
Tree trimming, hedging, and mulching at the common areas have begun throughout the entire Community, as well as planting annuals at the monument signs and all the Guardhouses.

The annual MM report was available in the back of the room and online at CenturyVillageEast.com. Val said transportation is an integral part of the Community, and will give a transportation report at the monthly Board meetings going forward.

**First Transit - General Manager - Craig Garcia:**

**(11:35:20 a.m.)**

1) Transportation Report -

Craig said First Transit merged with Transdev. They are working through the challenges, staffing changes, and working for solutions. First Transit is transitioning (buyout) into a new company called Transdev. With that comes some changes, challenges. Some of the Sr. Directors of First Transit are no longer with the company. Due to the size of this merger or buyout, we have a lot of advantages, meaning the size of the company gives us more resources available to us to address issues we have been having over the years for efficient operation. He mentioned the 7 new buses, noting 1 was in service for regular maintenance and will be on the road this afternoon. Craig said 1 bus went to Thermo King because it is under warranty and they have to fix the A/C system and the rear A/C for this bus was not working properly and it was not cold enough. That bus should be back tomorrow.

He explained there were issues where we were modifying the 7 buses regarding the kneeling process not working as well as anticipated, but have been working with engineers and MM to find a permanent solution to support the stress of the system. They have been modified and we made some changes adding to the system which has given us not a permanent solution at this time but a fix to have the buses in service much longer than they used to be. Craig said drivers need to communicate more with the Residents and require Residents to show their ID to enter the buses to ensure they can get back in the Village and not bring back people who are not CVE Residents. Seatbelts are required and it is a company rule, scooters and walkers must be secured by the driver for safety. Drivers are to announce what building they are approaching at all times. Call 954-203-1312 to report bus conditions and/or driver concerns. (Refer to video at Time Stamp for full discussion.)

Per member inquiry are seatbelts a company rule or MM rule. It is a company rule and it was noted that not all drivers remind people to put their seatbelts on. As a company rule, this needs to be enforced by the drivers.

Peter Silberman, President Keswick B, expressed gratitude for the team's swift action working together to eliminate buses from backing up early in the morning or late at night because of the loud beeping. Craig said he is working to bring bus issues to zero. Per Member inquiry regarding pest control, he advised the buses are treated nightly. He encouraged Residents to report the bus route and number if there is an issue on a particular bus.

Juana from Ashby C referenced drivers not stopping at bus stops, just passing residents by (Route 4). She referenced roach infestation in bus. She said this needs to be exterminated. Manual pest control is done manually nightly by bombing and spraying every night and another company is being looked at to be a vendor.

**Business:**

**(11:53:30 a.m.)**

Old -

N/A -

**Announcement:**

( 11:53:37 a.m.)

The next CVE Master Management Public Board Meeting will be held on Thursday, May 18, 2023, at 9:30 a.m. in Activity Center Room A (Board) and Room B (Residents) and via Zoom.

**Member Comments:**

(11:53:52 a.m.)

Paul said the meeting was good and he appreciated Captain Hofstein's BSO report on security, as he thinks from what we heard security into the Village being responsible for access to the Village is with MM, but each building has responsibility for security of their own building so now to have an open door as far as problems related to each building I think we should look into this and also have a Workshop on security, because with all these devices, phone numbers, and number of people can call in, Airbnb, and tax issue, I think we should address that in a future Workshop because it is something where everybody is not following rules and trying to get around it so I think if we find ways to help each building to do their own security on top of the excellent gate security, I think we have to look into this. Thank you and looking forward to the next Workshop and next meeting. Stay healthy.

Barry reiterated the Board's concern for safety in the Village, particularly pedestrians and vehicular safety and reminded people that on the main roads only cross at our painted crosswalks where there are signs telling you there is a crosswalk. Pedestrians have the right-of-way at these designated crosswalks. If you choose to cross at an area that does not have a crosswalk, pedestrians do not have the right-of-way. While bicycles are an issue, they are allowed on the pathway. If it is on a pathway it is treated as a pedestrian. If a bicycle is on our roadways where vehicles travel, it has to follow all the rules of the vehicles. Barry said he is a bicycle rider and rides a lot on the pathway and noticed a lot of people starting to walk to the right. If they are not walking on the right-hand side, he either rings a bell or says rider or bike on your left, and people seem to move and he feels they appreciate the warning. As it relates to safety improvements we have made at the bus stops on Century Boulevard, sometimes when residents are getting off or on the buses particularly along Century Boulevard, you previously stepped on to grass or sod. There are now approximately 14 new concrete pads that are made specifically for people to get on and off the buses without having to cross on the grass. Barry is concerned during the report he received from Security Director, Chris Kelley, their didn't appear to be any speed limit warnings or citations that were given out this past month, but he is encouraged by the BSO presentation that stated if we can pinpoint specific locations, they will do whatever they feel is appropriate to have patrols beefed up in that area and Barry thinks we all heard that loud and clear and that this is very important. He is encouraged having this condition addressed by the BSO and is sure Val will be following up on that.

Les thanked everybody for attending. He said the fraud and Comcast App presentations were very informative. Even though many of the seasonal Residents have left, he said please drive carefully and ride your bike carefully and walkers be alert. Stay well and safe.

**Adjourn:**

(11:59:52 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](http://www.CenturyVillageEast.com). Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted on behalf of,

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 \_\_\_\_\_ April 20<sup>th</sup>, 2023.