



**Minutes of Master Management Board Meeting
December 21, 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.

There is a sign-up sheet located in the back for anyone who would like to speak during the Open Mic session following the meeting. Each speaker will have 3 minutes to comment and ask questions.

Roll Call:

Present - Eli Okun, Michael Routburg, Les Gerson, Barry Warhoftig, Gene Goldman, Joe Roboz, Paul Bourque, Amy Conner

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:

(09:32:01 a.m.)

The Board unanimously approved the Minutes of the November 16, 2023, Board Meeting and the December 14, 2023, Executive Session Meeting as presented.

President’s Report - Eli Okun:

(09:33:07 a.m.)

1) Comcast Upgrade -

The new Comcast contract begins January 1st residents are entitled to 2 X1 digital boxes to be installed free. You will also receive their new voice activated remote. We will be sending out information on how to make arrangements to take advantage of this upgrade. If you already have X1 boxes you do not have to do anything. You can go to the Clubhouse after January 1st on Tuesday’s between the hours of 8:00 am and 12:00 pm to arrange for the installation which will be free.

2) Highlights of 2023 -

(09:33:16 a.m.)

Eli mentioned a few of the Village upgrades and accomplishments of 2023. Several storm drains were installed throughout the Community to alleviate pooling water. Additional solar digital speed detector signs were installed, as well as landscaping enhancements. Several bus shelters were added, including bus stop pads on Century Boulevard for safety entering and exiting the bus. The new Comcast contract includes additional benefits with no additional costs until 2025. Lap lanes were added and renovations made to the Tilford pool, the Tilford tennis courts were resurfaced, sidewalks were installed on Lyndhurst Drive and North Drive, and the development of Central Park has begun. He was hopeful to receive the Guardhouse permit for the Main Gate early 2024.

Treasurer's Report - Barry Warhoftig:

(09:37:21 a.m.)

November 2023 Financial Report -

For the month ending November 30, 2023, the Revenue was \$1,247,445 and Expenses were \$1,143,395. The Net Revenue exceeded Expenses by \$104,050. YTD Revenue was \$13,967,636 and YTD Expenses were \$13,457,893. The YTD Revenue exceeded Expenses by \$509,743.

The balance sheet shows Cash on Hand of \$3,276,979. The Assessments Receivable on uncollected items are \$121,646. Total Assets are \$4,523,752 with Total Liabilities of \$2,923,435 and Total Equity of \$1,600,318.

In regards to the Assessments Receivable on uncollected items totaling \$121,646, approximately 55% is comprised of 19 units that are over 90 days delinquent and total \$55,101.

Executive Director's Report - Vallen Smikle:

(09:39:33 a.m.)

Val thanked everyone in the room and online for joining in to learn about what's happening in CVE, and proud of the year's accomplishments and looked forward to 2024.

1) Year-End Update -

a. Storm drains -

Val was very proud to have completed the task of evaluating the Village drainage system to ensure it is functioning properly to prevent pooling water. During the inspection several potential sinkholes were discovered and we were communicating with the effected Associations for remediation and prevention of future hazards. He expressed appreciation to Operations Director, Robert Streather, for working with FPL and the city to prevent another sinkhole in the Oakridge F area and thanked him for his diligence, noting it was difficult working with large government and private entities.

b. FPL -

(09:38:36 a.m.)

With Roberts's persistence, FPL finally came out 2 days ago to repair the reported light outages and generate 2 work orders for additional outages at Ashby D and Cambridge D. MM proactively rented lights and will keep them on the premises at FPL's expense to ensure Residents have full visibility for light outages.

c. Bulk Trash -

(09:39:26 a.m.)

Val was aware of the bulk trash issues. Trash is only to be taken out on Tuesdays for Wednesday pickup. MM was collaborating with the Community and the vendors to prevent improper disposal of bulk trash. Notify MM when you have a contractor scheduled, and they will be happy to assist in ensuring no trash is left behind.

Gene referenced an area – there is a high-rise on the corner of Century Boulevard and West Drive and a low-rise next to that and that dumpster between them is constantly filled with all sorts of debris; i.e., furniture, etc. and always on the wrong days and we need to think about a method to oversee that in another way, as people are continually dumping things there. Someone put a sign up that says "shame". Maybe we need to look at a camera or something. Val advised he would speak with Director Kelley and Code Enforcement in an effort to curb the bad behavior. Gene recalled when there was flooding and ponds forming after heavy rainfalls when he moved in to the Village in 2003 and said it was really great to be able to drive around the Village and notice the significant drainage improvements. He thanked Robert, Val, and everyone involved for their efforts to improve the drainage system.

Val commended Security Director Kelly and staff for their hard work and daily improvements. He looked forward to the introduction of the new Assistant Director, a wonderful young man, with good insight for security improvements and best practices.

- d. Bus Transportation - **(09:42:29 a.m.)**
Val said the bus company faced challenges this year due to issues caused by the bus manufacturer. General Manager, Craig Garcia, worked with MM to ensure there were always rental buses available and no routes were disrupted while the original buses were being serviced. He expressed gratitude to Craig and his team for their continued efforts working through the issues.
- e. Coupon - **(09:42:53 a.m.)**
Val reminded everybody starting January 1st the coupon increases to \$168 per month. If you have enrolled in automatic debit, the system will be updated automatically. If you receive a coupon book and remember to check to ensure your address is correct with MM to receive the coupon book. If you have not received the book that was already shipped out, please contact the MM Customer Service office.
- f. Property Improvements - **(09:43:20 a.m.)**
Val enjoyed the show-and-tell presentation he initiated a few years ago to showcase the Village improvements. These improvements include sidewalks added in the Lyndhurst area and Century Boulevard and was happy to report the sidewalk was completed on North Drive. He hoped the pictures on display inspire more Associations to engage with MM to add a sidewalk in their area. MM appreciated the Association's cooperation since they have the easement rights to achieve the sidewalk installation without any legal confrontation. He thanked Prescott G Association for their cooperation, noting the sidewalk was not extended further down to save the trees. The main goal is to add trees not cut them down. He also thanked Tilford H, Tilford I, Tilford E, Tilford D, and Tilford C Associations for their cooperation to build the sidewalk. He said it was unfortunate and was amazed some Associations have turned down the opportunity to add sidewalks in their area. The irrigation, and grading down the dirt for landscaping, and adding a handrail and additional lighting will be completed by the end of the year. (Refer to the video at Time Stamp for video presentation and full discussion.)

Les thanked the Board for enhancing the safety in the area where vehicles turn. Following inquiry, Val informed there would be 14-foot pole Cobra lighting in uniform with the rest of the Village for added safety around the curve; there will be about 4 or 5 added to that. Val thanked Sheila Pascar and Ellesmere B Association for working with MM to for bringing to the attention for added safety in the area to prevent someone from crossing into their parking lot at a high rate of speed. He thanked Lyndhurst Area Chair, Jeff Cohn, for working with MM and the Lyndhurst Association regarding adding more sidewalks in the area for safety. He thanked Westbury Area Chair, Terry Press, for taking the time to pull together an Area Chair meeting so MM could explain the sidewalk project to that Community. He met with Eli, Denis, the engineers, and the Westbury Area Chair members that showed up to explain how the construction of the Main Guardhouse would aesthetically look like and address safety concerns entering and exiting their Community, and what MM can do to help out.

- 2) Outlook for 2024 - **(09:51:24 a.m.)**
 - a. Preventative Maintenance -

The backflow preventers which are the water pressure valves that run into the Community for the northern region of the of the Village on Hillsboro Boulevard were checked and was happy to report all preventative maintenance was completed successfully.

- b. Utility Wraps - **(09:51:49 a.m.)**
The first utility test-wrap was installed at the Ventnor tennis courts and were preparing to launch the next 7 decorative wraps starting next week at Berkshire A utility box along the Boulevard. He encouraged everybody to check it out.
- c. Main Gate - **(09:52:18 a.m.)**
Val echoed Eli's sentiments regarding the Main Gate, and looked forward to it early next year.
- d. Perimeter Wall - **(09:52:25 a.m.)**
The vendor is preparing the speech re. the Hillsboro wall and SW 10th Street wall presentation going before the City of Deerfield Beach Community Appearance Board, and this will discuss the Hillsboro Wall and 10th Street Wall as this is the same vendor doing work, as well as for FDOT. The vendor's goal was to complete the Hillsboro wall that will wrap around from Westbury A down to the Ventnor area. The decision not to extend the wall over the lake was based on both cost and the lake was already protected by prickly plants and gators. Anyone attempting to climb over the fence and enter the water does so at their own risk.
- e. CVE Central Park - **(09:53:21 a.m.)**
Val was happy to report the irrigation and electrical work for the park began and looked forward to the section of the park completed by the end of next year.

Per Member inquiries, Val said parcel 4 would be completed by the end of 2024. Amy wanted clarification about specifically the 3 or 4 FPL lights on Central Boulevard leading up to West Drive and CenClub – those main lights are fixed. Val said yes and there was a work order for the 2 light outages at Cambridge D and Ashby D. Paul asked regarding report that Tilford sidewalk that a few people did not come to a complete stop at the signs and reported by some people in other places and something we will need to address – coming to a complete stop. The sidewalk is for safety which is very good. There are other things we need to do for safety that will have to be addressed. Val advised this was added to BSO patrol to pay attention to. Following Joe's comment whether Residents were being treated fairly regarding the Comcast cable contract and said there were some people that had X1 boxes and X1 little boxes and those numbers are 3 as opposed to 2 and that Val mentioned 2 extra X1 boxes. Joe asked if we reduced the number of X1 boxes available without charge. Eli explained there were always 2 X1 boxes without charge and mentioned the smaller adapter boxes. He explained it may have been grandfathered from a previous old contract will not be charged but anyone new will be charged. They will be getting 2 X1s. Les asked if you have one of those boxes and give it to a Comcast it will be another X1 box in replacement for it. Amy said their may be a misunderstanding. The 2 X1 HD boxes that the adapters are not HD that they are just basic. Val said under new agreement you are entitled to 2 X1 boxes and 2 adapters that exits today and that is new contract. The old contract was 2 cable boxes and 2 adapters. The upgrade is called X1. Discussion ensued regarding this. Correspondence will be sent out from Comcast directly to the customers and this will be published in the Reporter and CVE Insider. (Refer to the video at Time Stamp for full discussion.)

Val wished everyone a happy, healthy new year, and looked forward to seeing everyone at the next meeting. Amy was very impressed with the incredible job Val has done over the year she has served on the Board. Eli concurred on behalf of the Board.

1) Transportation Report -

- a. Craig was happy to report the good news all the buses were back in service. All the replaced engines have the potential of breaking down in 30,000 miles. Transdev was working with procurement team with Ford for a resolution. The bus suspension mechanism, cameras, and technical issues were assigned to the new tech. in charge to investigate and will report tomorrow what was needed to get the buses running at maximum capacity.
- b. Speeding -
The issue of drivers exceeding the speed limit has been a concern. He's been regularly spot-checking the drivers and meeting with them to address speeding issues, reminding them to drive safely and maintain the proper speed limit.
- c. Route Changes -
Some new routes will be introduced in 2024 and will discuss the changes to routes 1 and 2 with Val. Val confirmed a North Drive bus stop was not possible and will share the plans at the next Board Workshop.

Val encouraged Residents to advise their neighborhood bus riders that inappropriate behavior will not be tolerated on the buses and may result in being banned from riding the bus. Riding the bus was a privilege and courtesy for the Residents.

d. EV Bus -

Craig advised January 8th and 9th an electric bus would be demoed in the Village to test its charge range, and hoped to get 1 for a full week for additional testing.

e. Accidents -

Craig advised 5 bus accidents were reported last year and 1 already this year with more expected, particularly during the busy season. Transdev instructed all 70,000 employees to back into spaces so they can pull right out with clear visibility. Discussion ensued regarding the backing up of vehicles in the Village. (Refer to video at Time Stamp for full discussion.)

Michael was excited for the EV bus and asked about its range of distance and kneeling mechanism. Craig informed the bus will lower in the back and can be modified following the testing. Val directed Residents to use the bus tracking app similar to the Uber app which allows you to track a number of buses in real time. The MM Connect app is available for download in the Apple and Google Play stores. Centuryvillageeast.com is a 1-stop-shop for all the Village information and links to the app.

Les commended Craig for listening to the Residents' plea to reduce speeding buses. He said there was still room for improvement, adding buses continue to speed past the Ventnor pool area. Craig reminded Residents to call him directly at 954-203-1312.

Following Member inquiries, Craig said all the buses should be connected to the app and will check with the tech to ensure Bus 2 appears in the app. He advised the buses are tracked, monitors the speed, and will create a plan to audit the drivers. Michael reported the buses cannot exceed 50 miles an hour and must have the speed available to access the main roads for the two routes that travel outside the Village as well as for maintenance and refueling. (Again, refer to video at Time Stamp for full discussion.)

1) Village Security Report -

- a. Staff Introduction -

Chris introduced Jorge Villazon, the new Assistant Security Director. Jorge expressed his excitement to be part of the Village. He's met most of the Residents and they have been phenomenal. He works the swing shift from 2:00 p.m. to 10:00 p.m. mostly around the Clubhouse and around the Village. He encouraged anyone with questions, concerns, or safety issues to approach him or visit him in his office for any safety concerns.

Val clarified Jorge does not work at Clubhouse. He patrols the Community Guardhouses and perimeter. The Clubhouse has their own security staff. Chris said he's been putting in a lot of hours to learn as quickly as he can and has been a great asset.

- b. Safety - **(10:18:51 a.m.)**
Chris emphasized the importance of vigilant driving in the Community. To ensure overall safety, be aware passing by friends who are out and about can easily distract drivers. Do not text and drive to prevent property damage and ensure overall safety. Do not block the roadways with any kind of truck, including moving trucks. It is the Resident's responsibility to ensure all vendors and service providers do not obstruct traffic. Blocking the roadway can prevent emergency vehicles from getting through you are impeding the roadways; this also includes community buses. Vehicle deliveries are to be delivered to the Clubhouse parking lot on the non-designated side to ensure safe unloading. The roads in the Community were not designed to accommodate weighted trucks.
- c. Barcodes - **(10:19:57 a.m.)**
Chris reminded barcodes deteriorate over time due to several factors such as weather conditions, car washing, etc. If you have a rental vehicle for longer than 3 days, stop by the security office with your CVE ID and rental agreement for a barcode and they will remove it before the vehicle is returned. Over 600 barcodes have been installed over the last 2 months which is a great turnout. See Chris' office assistant, Ms. Sewel for rapid barcode assistance and will confirm your phone number and information is correct in the upgraded phone system to call in guests, relatives, and friends.
- d. BSO Report - **(10:21:04 a.m.)**
No citations were given because of the aid BSO was providing to the community during the war.

Following Barry's observations regarding maintenance vehicles blocking the Village roadways, Chris advised the area should be coned off prior and afterwards for safety. He will follow up with Val to resolve the situation.

Val encouraged Residents to sign up for the email notifications to receive the latest news and updates in their Community. The information is also made available on Channels 98 & 99. The holiday bus schedule for Christmas Day inside routes will start at 9:30 a.m. and end at 5:30 p.m., the east and west routes will begin at 10:00 a.m. and end at 5:30 p.m. All buses stop running at 5:30 p.m. on Christmas Day. A special bus will depart from the Clubhouse at 10: a.m. for the 10:30 a.m. service to Our Lady of Mercy Catholic Church on Christmas Day and return at 11:30 a.m. A CVE ID is required to board the bus. On December 31st all inside bus routes are extended till 2:00 a.m. to support the New Year's Eve Ball at the Clubhouse. The normal bus schedule resumes January 1st. The MM office will be closed Monday, December 25th, and Tuesday, December 26th, in observance of Christmas. Contact security for any issues, Val will be on call and available.

Business:

(10:26:28 a.m.)

Old - N/A

New - N/A

Announcement:

(10:26:36 a.m.)

The next CVE Master Management Public Board Meeting scheduled for Thursday, January 18, 2024, at 9:30 a.m. in the Le Club Theatre and available on Zoom.

Member Comments:

(10:26:5 a.m.)

Paul worked with MM over the past year on a variety of issues and hoped to be re-elected next year. Many issues were mentioned in the Reporter.

He said someone disposed of a mattress two days after the scheduled pickup date and wanted to collaborate with MM and security how to address the issue and prevent it from happening without getting the courts involved, as we as other safety and regulations. Paul wished everybody a happy holiday season, and hoped to see everyone next year in good health.

Joe appreciated having the opportunity to work with knowledgeable colleagues and enjoyed working with everyone, noting Gene and Michael are the only Members who remain since he started. He said the Board faced many challenges over the years and was grateful to be a part of the transformation. He was glad to work with everybody and had one more year on the Board.

Michael wished everybody a Happy Holiday season, adding it was a tough year and expressed remorse for some tasks not accomplished. It was unfortunate the new bus rollout was flawed causing some discomfort in the Community in addition to the company being bought and sold. A lot was learned regarding the Hillsboro gatehouse, unfortunately it's been more painful than he thought. The cost of services has increased for everybody, adding the most difficult meetings involve budgeting for the upcoming year. Costs and services must be matched. He didn't want to be overly optimistic that the 1st parcel of Century Park would be completed by the end of next year, given the challenges with the city and the amount of work involved to make it happen but hoped there would be a lot of progress. He thought the line down the walkway was very helpful for the community; Comcast was the right decision and acknowledged Eli's hard work negotiating the contract for better service. Michael urged everyone to vote in the upcoming elections, adding there were many people running for the 3 open positions next year on the MM Board. He hoped everyone appreciated the improvements over the past year and looked forward to the arrival of the EV test bus. He mentioned he was almost killed by a driver running a red light while he was out on his bike. Be alert and mindful and aware of your surroundings. He expressed appreciation to everyone for the year, and hoped what MM has done worked for them.

Barry wished everybody a happy Holiday Season and Happy New Year. As a reminder, be mindful and alert when backing out of parking spots. Be extra cautious looking out for hybrid and electric vehicles which are very quiet, and you can barely tell the engine is on. For example, when he move his hybrid vehicle in the Publix parking lot near people, they often get startled. He urged everybody to follow the speed limit, particularly in the parking areas where the speed limit is 15 miles an hour. The pedestrian has the right of way in designated crosswalks. If you drive a car, you stop. If you cross where there is no designated marked crosswalk you do not have the right of way.

Use the crosswalks for safety. He was amazed how some of the bike riders he's seen come right off the sidewalk without looking assuming traffic will stop, and something tragic could happen. Do not assume bike riders will stop. He expressed the importance of traffic safety. He hoped everyone enjoys there stay and has a great New Year, (Refer to video at Time Stamp for full discussion.)

Gene explained Century Village operates to what he referred to as a representative democracy system, where every Association is a member of COOCVE. Every Association has a specified number of COOCVE Directors who vote on behalf of the building Residents for the election of CenClub, COOCVE, and Master Management boards. There is 1 COOCVE Director for approximately every 20 Members in the Community, according to each building and encouraged buildings get involved in the COOCVE educational services and votes. There are approximately 415 eligible voters in the Community, similar to Congress where people are elected according to population for the House of Representations. Buildings that don't identify are making a big mistake because they're not representing their Residents or the opportunity to participate. He urged everyone to exercise their vote, urge your Association to vote. Every Association is a member of COOCVE; you don't have to join and it's free. He wished everyone a Merry Christmas, Happy New Year, and a wonderful seasonal stay.

Les asked where did the warm weather go. He echoed Gene's comment, it's incumbent on everybody to vote to ensure representation and encouraged Residents to spread the word. He extended a special thanks to MM for quickly updating the Ventnor Tilford sidewalk and said it looked great and enhanced safety in the area. He encouraged anybody who feels sidewalks would improve the safety in their area to contact MM. He wished everybody a healthy and a happy new year.

Amy said she had a positive perspective and outlook. She went from being a regular Resident to a Board Member in less than a year, and hoped to continue serving. In comparison to the monthly crime report provided by the mayor's office of the City of Deerfield Beach, she noted hardly any of those occurrences listed were happening in the Village, which was a strong testament to the security measures and everybody should feel safe behind the gates with the security and knowing the Broward Sheriff's Office was a phone call away. Although the security system was not perfect, she thanked them for their fantastic work protecting the Village and was grateful they listened to the Residents and strive for improvement. She said she was lucky to have a car and noted she was younger than many of the Residents. Amy noticed that the Village bus system plays a vital role for Residents to lead self-sufficient lives, giving them the option to travel via the bus from the Clubhouse to essential places such as Publix and Target for groceries and other daily necessities, and thanked Transdev for their service. Lastly, she expressed appreciation to Robert, Daniel, the outside and inside MM staff members for all their effort, was extremely impressed and admired their hard work and the assistance extended to Residents who have approached with questions or seeking guidance to resources. She was grateful and appreciated MM's collaboration with the staff and Associations to address concerns such as bulk trash with patience and respect while acknowledging the importance of each individual association. She wished everyone a happy and healthy new year.

Adjourn:

(10:46:02 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,

A handwritten signature in black ink that reads "Gene Goldman". The signature is written in a cursive, flowing style.

Gene Goldman
Secretary
CVE Master Management Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on January 18th, 2024.