

Minutes of Master Management Board Meeting
November 16th, 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. He requested everyone present to please silence phones so as not to disturb the meeting.

A sign-up sheet was available in the back of the room to sign up for Open Mic to speak for three minutes.

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 October 19, 2023, Board Meeting; the October 26, 2023, Executive Session Meeting; the November 2, 2023, Executive Session Meeting; and the November 9, 2023, Executive Session Meeting as presented.

President's Report - Eli Okun:

(09:33:07 a.m.)

1) Board Member Resignation Letter -

Eli received an email on November 9th from former Board Member Donna Capobianco announcing her resignation. Though reluctant to resign, she was required to do so per the COOCVE bylaws before submitting her election application for COOCVE Board President. In his response to Donna, Eli reluctantly accepted her resignation, thanked her for her invaluable dedication and contributions, appreciated her time and efforts in furthering the organization's mission, and wished her the best in future endeavors.

MM attorney Gerlyn Passaro reviewed the bylaws and provided her opinion regarding the open vacancy. She wrote according to Section 8.2 of the CVE Master Management bylaws, dated January 4, 2021, and recorded February 3, 2021, states that any vacancy on the BOD may be filled in a manner herein provided. Furthermore, per Section 7.1 8.1 states a majority vote of the BOD can fill temporary or permanent capacities. Further the Board can vote at any time to have fewer than nine members, as long as at least seven Directors remain. Therefore, her review of the bylaws indicates that the Board need not put the vacant slot up for upcoming election and can, at a duly noticed meeting, either fill the vacancy by majority vote or leave the slot open and function with fewer than nine members. At a future date the Board will address the vacancy and decide how to proceed, and will inform the community of the decision.

2) Coupon Letter -

(09:35:36 a.m.)

Under new business, the Board will vote on the 2024 budget. Eli said every effort was made to minimize the monthly coupon increase, including postponing about \$600,000 of new projects to 2025.

The cost of goods and services has risen with inflation over the past two years, and unfortunately the case for essential services provided by CVE Master Management, which is a not-for-profit organization, meaning every dollar collected is reinvested in the Village. In the past year the city of Deerfield Beach water and sewer increased 15.6%, garbage collection 8%, FPL electricity by 34%, and insurance increased 43%.

Therefore, it was necessary to increase the monthly assessment by \$26, so the monthly coupon will increase from \$142 to \$168 in 2024. The Board worked very hard scrutinizing line by line items to cut and reduce as much as possible to keep the increase to a minimum. Eli wished everyone a safe and happy Thanksgiving.

Treasurer's Report - Barry Warhoftig:

(09:37:21 a.m.)

October 2023 Financial Report -

For the month ending October 31, 2023, the Revenue was \$1,247,610 and Expenses were \$1,156,129. The Net Revenue exceeded Expenses by \$91,481. YTD Revenue was \$12,713,714 and YTD Expenses were \$12,217,507. The YTD Revenue exceeded Expenses by \$496,207.

The balance sheet shows Cash on Hand of \$3,560,539. The Assessments Receivable on uncollected items is \$101,295. Total Assets are \$4,086,511 with Total Liabilities of \$3,144,744 and Total Equity of \$1,586,782.

Regarding Assessments Receivable on uncollected items totaling \$101,195, approximately 61% is comprised of twenty-one units that are over ninety days delinquent and total \$61,500. Fifty-eight units are over sixty days delinquent totaling \$16,500 or 16% of the total.

It should be noted that since October 31st, we have settled with four of the above delinquent units totaling over \$4,500.

Executive Director's Report - Vallen Smikle:

(09:39:33 a.m.)

Val thanked everybody in attendance and participation at the meeting to learn what's going on in the Community.

1) FPL Guest Speakers: Angel Toro and Ron Ford - Community Energy Saver Program -

Ron Ford and Angel Toro, representatives from FPL, spoke about FPL's Power and Save Program. Over the past year they have been going door to door sharing with Residents energy-saving techniques to lower electric bills and offer a free energy use evaluation. Residents can call 305-323-8422 to schedule a free, in-home evaluation with FPL directly. Angel informed the onsite consultations were all conducted by employees of FPL in uniform with a badge. He encouraged residents to take advantage of the complimentary cost-savings analysis.

Joe said there were two different bill payers in the buildings, there's the association itself and then there's the homeowner and asked if the program is available to both. FPL advised for the residents adding FPL gets almost \$10,000 from each big building per year as their largest customer. Angel confirmed the building can contact FPL directly to see what they can save on not just the individual condo owners. He referenced a Lyndhurst and said pipe wraps are offered for the condenser units/compressors on top of the roofs as part of the program and will bring one if requested so they can have it installed as they themselves cannot go up on the roofs. Paul referenced FPL was at Harwood D. Currently FPL was in the Markham area and will move onto Oakridge as the first pass. Amy asked if there was a waitlist and do they get to the Associations quickly. If you need something for a particular building, call him direct to make an appointment and he will move resources to take care of it and satisfy the customer.

2) Various Safety Issues in the Village -

(09:45:00 a.m.)

a. Bicycle & Pedestrian Update -

He advised both drivers and cyclists to be more cautious on the roads. Drivers need to watch out for bikers when backing out of parking spaces, please check carefully for bikes, especially lower bikes that can be hard to see.

Be alert and cautious to prevent accidents and make the community safer for both drivers and bike riders. (Refer to video at Time Stamp for depiction.)

Gene said cyclists need to follow all traffic signs and rules of the road and come to a complete stops at stop signs. Stop, look, and listen before proceeding. He noticed groups going right through stop signs which is dangerous. Everybody needs to share the roads responsibly.

b. Feeding Animals - **(9:47:29 a.m.)**

Val said two building presidents, Larry from Tilford R and Ray Riker from Cambridge B, brought to his attention feeding of the animals. Everybody loves animals, but feeding strays and wildlife in the Village is harmful to both animals and property and advised Residents not to feed them. A photo was on display depicting stray cats being fed which may lead to more problems and rodent issues. Alligators are unpredictable parts of nature. If you fish in the Village, you do so at your own risk. The alligators use the C-2 Canal which runs north and south from Durham all the way down to the Newport area close to SW 10th Street, so be vigilant and aware wildlife is always around. If alerted, MM will call a trapper to catch the alligator on property. (Refer to video at Time Stamp for full discussion.)

3) Comcast - **(09:49:27 a.m.)**

When picking up equipment from Comcast, bring documentation verifying you are the current resident, whether a renter or owner, as Comcast requires proof of residence to set up new service. They are unable to look up and verify new residents online, so documentation is necessary to show you live at the address and are authorized to get equipment for that location.

Joe said the easiest way to prove you are the owner of the unit with Comcast was to bring a hard copy of your FPL bill which is switched within days of possessing the unit and your ID must contain your Village address.

4) Community Improvements Update - **(09:50:53 a.m.)**

a. Landscaping -

CVE Master Management works hard to keep the community beautiful. MM recently completed a beautification project last week mulching and planting. Val thanked the staff and managers who have been working hard to clean up the debris and fallen trees from the recent storms.

b. Signage - **(09:51:27 a.m.)**

Please be cautious when driving. Val mentioned a driver who recently took out a pedestrian sign and stop sign at Newport Drive and West Drive at one o'clock in the morning. Unfortunately, there are really bad drivers in the Village, please be careful.

c. Roadwork/Drains - **(09:52:02 a.m.)**

The roadwork at Ashby D and Lyndhurst K has been completed, and we'll continue monitoring the roads as usual to address any issues as part of MM's routine maintenance. The drainage system has been working properly, and found no pooling water in the Community during the morning check. He thanked Robert Streather and his team for staying on top of the drainage system.

Les was impressed how dry it was despite the recent rain and said they did a great job resolving the water issues. Val noted there was only one issue in the Markham area, but it could not be resolved because city lines run under that part of the road so we cannot trench or touch that part of the road.

5) 2024 Coupon - **(09:51:27 a.m.)**

Val referenced Eli mentioning the coupon book and that our coupon letters will go out on November 20th detailing the pricing and additional information and will be mailed to CVE Resident addresses on file with MM.

They will not be sent to out-of-state Residents and they need to ensure mail forwarding is set up to receive the letter. For the 1,600 Residents getting the coupon book, notify your tenant if you have one. The remaining Residents using ClickPay or the in-house debit system will have payments automatically adjusted.

Gene said it was a pleasure using the automated ClickPay method, and encouraged Residents to sign up since it is extremely safe and makes processing payments easier. Val added Residents using automated payments simplifies the staff's job making it a little easier and saves money and paper. All Residents on ClickPay or automatic debit will receive notice of the new coupon rate.

6) Elevators -

(09:54:56 a.m.)

Val mentioned at the COOCVE meeting someone got stuck in an elevator and called security. Call 911 directly, the security staff is not trained to handle such emergencies. He recommended either getting a sign from the elevator company to post inside the elevator with instructions or contacting the elevator company to come out. He noted that the local fire department has tools to open stuck elevators and that local Station 66 has the tool to open the elevator. Calling 911 directly will bring faster help from properly trained first responders.

Amy suggested installing a call device at the garden-style lifts to connect directly with the monitoring company. Val pointed out MM invested in an emergency call box at the tennis courts and pool from Three Kings which was very affordable for less than \$100 per month. They are tested weekly with the dispatcher to ensure working order for the safety of the community and potentially save lives. He encouraged investing in your building and Community that way.

7) Projects Update -

(09:54:55 a.m.)

a. Main Gate -

Val said the main gate was a hot topic and everybody wants it completed. He informed MM was in the process of addressing the city's comments and questions to make sure they get the best fit. The process of moving a building and creating a new footprint can be cumbersome, but no one wants to complete the frustrating task more than him. However, it is important to make sure it's done correctly. Once MM receives the permit, he will make an announcement and begin work. He thanked Patricia, the Newport Q building president, for cooperating with MM after she expressed safety concerns about the bus shelter location on Newport Drive. Although the location was already on their property, MM considerably asked for permission to move the shelter closer for resident safety. He appreciated the time people spend as board members of their associations, the MM board, and other boards, caring about their community. Val acknowledged that being a board member can be a thankless job, and applauded all 253 board members for their service.

b. Sidewalks -

(09:58:41 a.m.)

Val hoped to install as many new sidewalks as possible in the Village. He said the project would start at the end of the month and anticipated a January 1st completion date. The first new sidewalk will run from North Drive to West Drive back to the Tilford area. Go to centuryvillageeast.com, under the special projects tab for project pictures. He thanked everyone and wished happy Thanksgiving, say hi to your loved ones, and cherish the moments. (Refer to video at Time Stamp for full discussion.)

Transdev Services, Inc. - General Manager - Craig Garcia:

(10:00:42 a.m.)

1) Transportation Report -

a. Buses -

Craig was happy to report Transdev was moving along with providing transportation service and was excited the buses were running and the equipment and A/C works and have three spare buses on the lot. One bus was still at Ford waiting for a component and hoped to have back on the lot by Thanksgiving. The request to add a bus stop at the post office cannot be fulfilled because the location does not have enough space for the bus to maneuver without putting people in danger.

In the near future, he hoped to add a stop at Trail Plaza on the southwest corner of Hillsboro Boulevard and Military Trail, across from the CVS store. The plaza underwent renovations and reopened with many new businesses, including senior medical centers, Compass Health, salons, restaurants, and other amenities. Routes 1 and 2 will have route adjustments, and hoped to release the new schedule by the beginning of the year. Keep in mind the east and west routes do not operate concurrently on Sundays and operate on the hour not half hour, the east route always starts a half hour later than the west route to accommodate service to the casino. The last pickup from the casino is around 7:10 p.m. and returns at 7:30 p.m. The Thanksgiving Day bus route ends at 5:00 p.m. and wished happy holidays.

One weekend afternoon Les noticed a bus speeding past the pool area going excessively fast, and suggested re-educating the drivers because buses can inflict significant damage to both people and property. If you see something say something; contact MM and they will reach out to the bus company to address the matter immediately. Barry suggested the drivers may be speeding to stay on schedule. Craig advised several substitute buses were available for backup service, adding the last bus at Ford should be back in service soon. Gene said it didn't make a lot of sense having the bus schedules in the Clubhouse and MM office vs. on the buses. It was suggested that the schedule be affixed behind plexiglass on the buses so it would not disappear.

Joe suggested the buses speeding was not a driver issue, but rather a management issue. The four main roads in the Village are Century Boulevard, West Drive, East Drive, and North Drive which have a speed limits of 25 miles an hour, the remaining roads are 15 miles an hour. It was incumbent upon management to remind drivers to adhere to the speed limits, that the value of Resident injuries, lives, and property are more important than the driver's schedule. Craig considered the matter and noted that it had been discussed at every monthly safety meeting. Call Craig directly at 954-203-1312 to report bus driving concerns so he can track the driver and address the issue immediately. Michael asked about buses with motors changed – how many of the ones we are talking about actually had motors changed. Craig advised six of the seven original buses had the motors replaced and potential issues may arise when the motors reach 30,000 miles. Transdev has several backup buses at the bus company's expense until the problem is resolved. Transdev was working with Ford for resolution and compensation for the bus repairs, rentals, etc. Val complimented Transdev for maintaining service levels as agreed. Joe remarked the new contract was long term and the buses were 18 months old or less, adding it was reassuring to see Val and the bus company working to resolve the problems in a manner consistent with the conditions of the contract. (Refer to video at Time Stamp for full discussion.)

Allied Universal Security - Security Director - Christopher Kelley:

(10:16:06 a.m.)

- 1) Village Security Report -
 - a. Bicycle Safety -

Bicycle safety is important at all intersections. Everybody must follow the rules of the road, pathways, and sidewalks. Come to a complete stop and look both ways before proceeding whether on a bike path, sidewalk, or roadway. Chris received numerous complaints about cyclists and their behaviors. One driver reported stopping at a stop sign, then proceeding through the intersection when a cyclist sped through without stopping. Though the cyclist gave a friendly gesture at the driver and words were exchanged, the cyclist was at fault for not stopping. Anything on wheels must stop at the intersection crosswalks to ensure a safe distance from cars.

- b. Bar Code Readers -

(10:17:20 a.m.)

Make sure to wipe off any condensation or moisture on your bar code particularly in the morning. Proceed slowly past the bar code reader to be detected. Do not drive fast or attempt to go under the arm bar, as any damage caused will be your responsibility. Barcodes are applied Monday through Friday 9:00 a.m. to 12:00 p.m. weather dependent so the sticker can be applied. Also as a reminder they do deteriorate as they are on the outside of the vehicle .

Make sure to bring your CVE ID for residency verification and vehicle registration with Century Village. If you are unable to come during those hours, please call the security office to make an appointment. The office is open Monday through Friday from 8:00 a.m. to 4:00 p.m. The security team is here to help make life easier in and out of the Community. (Refer to video at Time Stamp for full discussion.)

c. BSO Report -

(10:19:31 a.m.)

Due to the war in the Middle East, no citations were issued for the month of October as the officers were focused on community safety outside of Century Village, so nobody had to pay out of pocket for tickets. Residents must be vigilant of the speed limit, stop at stop signs, and look out for one another in the Community.

Gene said it was unfortunate tickets were not issued, noting people learn to follow rules when they are fined. Chris stated BSO keeps him informed when they are unable to be present in the Village. Les said he was experiencing issues with the bar code reader, and was advised the sticker may need to be replaced due to weather exposure or repositioned. Amy remarked the bar code reader at the West Gate was relocated in 2021. Placement of the bar code is important, stop by the security office to have it checked out.

Business:

(10:23:12 a.m.)

Old - N/A

New - Approve 2024 Operating Budget -

Eli Okun moved to approve the CVE Master Management 2024 budget of \$18,202,544.77, resulting in a monthly coupon of \$168 per unit. The motion was seconded by Michael Routburg. Joe mentioned that the Board spent many hours reviewing the budget and the staff worked for weeks preparing it; the \$18 million was not an arbitrary amount. Rather, it was a significant sum that MM carefully considered and worked hard on before allocating to various projects and deferred on some. **The motion passed unanimously.**

Gene informed the \$18 million raised by MM and the \$12-14 million raised by CenClub are invested back into the Community. He received many compliments on how beautiful the Village looked. Despite being 50 years old, the Village was in incredible condition because of the continuous investments in the infrastructure and facilities by MM and CenClub. All revenue generated goes back into maintaining the Village which is challenging. MM has done a good job, adding it becomes more difficult and expensive maintaining things as they get older, adding MM has done a good job and hoped the residents feel proud of this well-kept Community.

Val reminded everyone that the \$168 coupon price increase takes effect January 1, 2024, adding it was one of the best overall values for what the Community offers.

Announcement:

(10:26:21 a.m.)

The next CVE Master Management Public Board Meeting is scheduled for Thursday, December 21, 2023, at 9:30 a.m. in the Le Club Theatre.

Member Comments:

(10:26:37 a.m.)

Amy wished everyone a happy Thanksgiving.

Les announced another winter season is beginning and urged everyone to be mindful of the increased traffic from additional people, activities, cars, and bikes. He pleaded for people to observe the rules of the road, be attentive to others, and stay safe. Les welcomed everyone back and to have a great season.

Gene wished everyone a great season and happy holidays. He said it was phenomenal how interesting and multicultural the Community was.

Barry welcomed back the Residents. He said the Board was very aware of the safety concerns and needs to help the Residents abide by the rules. As a reminder, pedestrians have the right of way on designated crosswalks by FL law. If a bicyclist and is on the pathway, that bicyclist is considered a walker and has the right-of-way in a crosswalk. Pedestrians and cyclists should look both ways before crossing.

Drivers must stop and yield to pedestrians in crosswalks. Pedestrians who cross outside of designated crosswalks they do not have the right of way. As a reminder even though you have the right-of-way, most of you have seen pedestrians thinking they have the right-of-way not looking left or right. Regarding bicycles, because there are so many walkers and bicyclists on the pathways and more and more bicycles in the community MM has put together a set of rules and protocols associated with the responsibilities of pedestrians and bicyclists talking about walker responsibility, biker responsibility, whether on roadway or pathway and electric bikes.

By FL law anything that has pedals is a bicycle so even if it is not driven by human power, it is still a bicycle. He encouraged Residents to read the recent article in the Reporter on pages 46 or 48 listing the protocols for pedestrians, bicyclists, and drivers regarding responsibilities and safety when sharing pathways and roadways as well as state law which will also be posted in the CVE Insider, brochures, and TV channels.

Michael summarized everyone's suggestion to use common sense, be careful, and stay to the right unless passing. The added pathway markings have been helpful. He wished everyone a happy Thanksgiving, a time of unity and gratitude, and hoped that all Americans will peacefully resolve their differences despite current tensions. With regret, he noted that Donna had resigned from MM after many dedicated years. She served as president when Michael first joined the Board about eight years ago. She was a valuable voice in meetings, and he wished her the best going forward.

Michael was pleased over 600 people attended the recent We Stand with Israel event. He requested volunteers post announcements in their communities for the upcoming CVE Hanukkah celebration and menorah lighting on December 10th. Amy volunteered for her area. Michael appreciated both the busy vibrancy during high season and the more manageable traffic and weather is usually better.

Joe said it was great 70% of the population had returned in the past three weeks and next three weeks. He remarked that the Village feels vibrant and lively when it's full of people. In the off-season, it can feel dead. Joe wished everybody a happy Hanukkah and Thanksgiving. He also reminded the Board that serving is a volunteer position. There are 253 association boards, CenClub, MM, and COOCVE that help run the place and thanked the hundreds of volunteers that dedicate their time.

Paul said some suggestions take time to evaluate and ascertain the best solution for the community, so don't be shy to come to the BOD for suggestions. It took years for the Military right-turn lane to be installed. He followed CVE Reporter articles, Facebook comments, go to CVE meetings and conversation. There was a comment on Facebook about the right turn lane on Hillsboro exit, so he will bring it up to other members of the Board a Workshops and see what can be done in conjunction with the main gate construction. Don't be shy with suggestions; the Board evaluates everything as they continue working to improve the Village. He wished everybody good health, a happy Thanksgiving, and enjoyment of the Community.

Adjourn:

Meeting was adjourned.

(10:36:04 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.CenturyVillageEast.com. Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted on behalf of,



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] December 21st, 2023.