

**Minutes of Master Management Board Meeting
February 15, 2024**

First Vice President, Michael Routburg, called to order the open meeting of the elected volunteer Board of Directors of CVE Master Management Co., Inc. at 9:30 a.m.

Roll Call:

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

Absent - Eli Okun

Following the Pledge of Allegiance, a moment of silence was held for those who gave their lives in service to preserve our democracy.

Michael Routburg was running the meeting in place of Eli Okun who was not able to be there.

Meeting Minutes: **(09:31:44 a.m.)**

The Board unanimously approved the Minutes of the January 18, 2024, Board Meeting and the February 1, 2024, Executive Session Meeting as presented.

President's Report – Eli Okun (via Special Video Message) **(09:32:14 a.m.)**

1. Eli was pleased to announce the Board of Directors selected Jeff Kohn to fill the open Board seat. He welcomed Jeff and looks forward to working with him.
 - a. Security Update -

The Board is committed to community safety and strives for perfection. Security will be strictly enforced, and we have implemented the following security procedures at all gates: All visitors and vendors must be called-in and will need to provide the guard a valid driver's license to be scanned to verify their identity. Caregivers and guests – ID cards will be examined to verify identity and ensure the card has not expired. Residents – using your ID card in the barcode lane will result in the ID card being confiscated. The ID card can be picked up the next day at the Barcode Office when obtaining a new barcode. Barcodes are free.
 - b. CVE Master Management Annual Town Hall Meeting Announcement -

The Town Hall meeting will be held on March 21st at Le Club at 9:30 AM in conjunction with a 50th Anniversary celebration of our Village. There will be a short ceremony and refreshments will be served, and we hope to see everyone there. More information will be sent via email.

Treasurer's Report - Barry Warhoftig:

(09:47:11 a.m.)

January 2024 Financial Report -

For the month ending January 31, 2024, the Revenue was \$1,450,753 and Expenses were \$1,259,426. The Net Revenue exceeded Expenses by \$191,327.

The balance sheet is showing Cash on Hand of \$4,794,881. The Assessments Receivable on uncollected items was \$130,718. Total Assets were \$8,872,112 with Total Liabilities of \$2,320,959 and Total Equity of \$3,551,152.

Executive Director's Report - Vallen Smikle:

(09:35:50 a.m.)

Val thanked everyone in the room and online for attending the meeting to learn about what's going on in the community. He encouraged residents to watch the video of yesterday's COOCVE meeting when it posts to their website for full coverage of the issues discussed by all the parties in the community.

1. On-Going Projects Update -

a. Perimeter Wall -

Val reported that the city responded to the wall modifications requesting the same design on the Hillsboro Boulevard as on the Military Trail wall. Hillsboro wall will be a combination of a smooth texture, a textured wall that simulates brick and then ivy creeping up the wall. Ivy will be planted to grow out covering the smooth texture wall. He hoped to install the wall in the summer pending approval by the Community Appearance Board in March.

b. Main Gate -

A new engineer has joined the main gate project, modifications were made, and the city would like to know where we are going to put utilities for this new building. We are still in the on-going permit process. Once we complete it, we will go back out for bid to reflect the latest pricing and then we will start the process of building the new guardhouse.

c. CVE Central Park -

A considerable amount of infrastructure work is in the process of being completed and irrigation work has been completed; however, the irrigation heads are not in yet and will be installed after the sidewalks are installed and all grass is regraded out and then put new sod and then we will install the irrigation heads. We are currently in the permitting process for the walkover bridge connecting the park to the Berkshire community followed by the sidewalks, currently for electric, and then structures being added for the gazebo permits.

d. Utility Wraps -

The third of 20 remaining utility boxes was wrapped at the Clubhouse bus depot with a beautiful sunset palm design. He encouraged residents to check it out. The remaining 20 boxes will be wrapped by the end of the year.

Val responded to Member inquiries advising the permit for the sidewalk will be 8 feet wide and the bike trails will be 12 feet wide and will be very distinguishable with signage and added safety mechanisms. Calusia hedging will be planted to enhance greenery as we did on the Military Trail side of the wall at the Farnham and Richmond communities. Val explained there was a change order process and would have to go before the commissioner because the city would not approve the MM plan if it did not conform to the current aesthetic look. After discussing the plans for the perimeter wall's aesthetics, the city's input, and the need to appear before the Community Appearance Board (CAB) and the city commission, Val agreed to discuss the topic offline. (Refer to video at Time Stamp for full discussion.)

e. Master Management Staff -

Val thanked and welcomed Jeff Kohn to our BOD and taking time to serve the community and for speaking to all of the Lyndhurst community presidents. He expressed gratitude for his efforts allowing us to complete in the summer the sidewalk project that began 2 years ago. He acknowledged his time was valuable and thanked everyone who listened.

f. Maintenance -

Robert Streather, MM Director of Operations, was working diligently with the City of Deerfield Beach. He discovered a city line running through a city water pipe at the Oakridge F Association, and he has been in communication with the city and FPL to prevent a potential sink hole, and MM has been updating the Oakridge F Association as to when the repairs will be made.

g. FPL -

Robert Streather was working hard with FPL to get the lights that are out replaced as quickly as possible. So far 2 to 3 of the 6 lights have been fixed and Val requested patience as we make the corrections.

According to FPL, Michael said the completion time for a reported outage was 40 days to accommodate for hurricane repairs which didn't make sense right now. Regardless, MM was locked into their method of operation wherein they have been only repairing one light per visit into the Village. (Refer to video at Time Stamp for full discussion.)

h. Transportation -

Val wanted to take the opportunity to thank Mike Burdman, Executive Director of CenClub. He and Val met with General Manager, Craig Garcia, of Transdev, the bus service provider, a few weeks ago and were now preparing to install 2 digital monitors at the bus depot - the upper ramp entrance of the Clubhouse. These 2 LED screens will be solely for bus awareness purposes, displaying bus schedules for each day of the week, as well as the bus tracker app. One screen will face towards security on the internal side exit when exiting the Clubhouse, while the other will be on the exit side on the external side of the Clubhouse. He expressed gratitude to Executive Director, Mike Burdman, of CenClub, for his cooperation in allowing the installation of the 2 screens on their property.

i. Town Hall Meeting -

Val informed at the next meeting, the Town Hall Meeting, MM will distribute last year's version of the Annual Report that was created during the pandemic. The report highlights the work that Master Management has done and community improvements that have been made throughout the Village. The report will be handed out on March 21st at 9:30 a.m. at the Town Hall Meeting in the Le Club Theatre. This meeting is celebrate the 50th anniversary of CVE, and everyone is invited to attend and hoped to see them there. Banners advertising the 50th year anniversary will be on display at all community entrances on Century Boulevard, East Drive, and West Drive reminding residents of the importance of keeping CVE beautiful, which is the MM mantra.

j. SW 10th Street Connector -

If you are signed up for the CVE Insider, have the app, or visit our website you likely saw an email this morning discussing FDOT's upcoming hearings on the SW 10th Street Connector Project. Tree cutting and transmission poles were already being installed and will add more poles in June. It's important to stay aware of these changes as traffic patterns will eventually be impacted.

Val encouraged residents to sign up to receive email blasts to keep everyone informed of what's going on in and outside the community if they have not already done so.

If you have any complaints related to security, transportation, or other services provided by the Village vendors, including concerns about the city, this is the place to bring them up with the community leadership to discuss.

2. Continued Security Update – Allied Universal Director of Security, Christopher Kelley - **(10:52:15 a.m.)**
He announced special guests that were present; Regional Vice President, Robb Chambers; General Manager, David Macedo; and Director of Operations, Carmen Villeux.

- a. Broward Sheriff's Office Report –

BSO is back on force at CVE with 35 citations issued last month; 15 for failure to stop for stop signs, 3 were speeding, 1 failure to stop for registration, 1 for not carrying a license, 5 for not exhibiting PPI card (Personal Injury Protection) with them when driving, 2 for driving with suspended or revoked license, 1 for littering on public highway, 1 for ordinance violation being too loud over 25 feet, 1 expired tag less than 6 months, 1 improper attachment of license to vehicle, and an additional citation. They are here and committed to making the community safe and actively working to do so.

Amy mentioned a recent conversation she had with Director Kelley regarding if a resident has 3 vehicles and they have 2 stickers (which is all that is allowed), if they come through resident barcode side with 3rd vehicle that does not have sticker and they show new valid ID that it would be taken away for 24 hours. Director Kelley said residents should be aware of which vehicle they are driving to ensure whether or not it has a sticker; otherwise this can cause delays for other residents if someone is not following the rules. Suggestion was made to put reminder note on dashboard.

Gene was pleased to hear 35 tickets were issued, and thanked Chris for working with BSO to encourage them to write tickets for traffic violations on behalf of MM. People need to understand the importance of following the rules and the law.

Barry agreed with Gene's statement regarding the increase in citations, noting it was a positive sign towards enhancing safety in the Village. It is essential to ensure the safety of pedestrians, drivers, and bicyclists, and he expressed his appreciation towards Chris and the sheriff's department for taking action towards this matter.

It was noted that the number of citations issued was the highest ever recorded, with 28 of them being citations and others being given warnings. Warnings are also noted in the system. If the same offense is repeated, it would immediately turn into an automatic citation. It was also noted that ultimately, it is up to the deputies to decide what actions are taken.

Paul wanted to mention in closing that he was at the meeting where there were issues discussed and he would like to bring that up for discussion at the next workshop, as he feels some mentioned at that meeting and today regarding enforcement, ID cards, etc. should be discussed at a workshop.

Val mentioned bringing attention to some notes from Director Kelley regarding that meeting and would like to discuss at the next workshop and corrections that have been made. Val spoke about how Director Kelly and his team are actively working on improving the security measures and procedures.

As there is a high turnover rate of guards, Director Kelley has hired a trainer to ensure that the officers receive continuous training on a daily basis and education about their roles in the community to ensure they are knowledgeable and updated regarding the latest procedures and steps being implemented to ensure better safety in the community.

Val asked Regional Vice President, Robb Chambers, of Allied Universal to come up to introduce himself to the community, weigh in on what Director Kelley said, and actions that will be taken to ensure things are enforced as discussed at last meeting.

Michael felt the need to discuss the concept of why so much turnover in the officers. There might be something that needs to be addressed from the Board's point.

Robb expressed his gratitude to Century Village and the Board for their partnership for 8 years and calls it a partnership emphasizing it is a day-to-day working operation. He thanked Val for his commitment, as well as that of the Board. Allied Universal is the largest security firm in the HOA market in South Florida, and some processes they have are specific to certain sites. With this site, our typical operating format is that we like to have the Director in the gatehouse. Obviously at this time the gatehouse is too small, but we have plans on the table to correct that, and we want to move the Director and the Assistant Director from the security office. While they do have administrative duties, and we will work around that, but we want to put them in the gatehouse so they can see day-to-day operations of their officers.

When an officer comes on-site, the officer is trained by the Assistant Director of Director. They sign-off on a training sheet so that we have a validation they have been trained on all aspects of which ever job they are going to. To enhance this, we have now established a trainer that will be working a cross-shift from 11:00 am to 7:00 pm. The trainer in a control rover will visit the site and observe and ensure policies are being enforced. Additionally, we have quarterly trainings where all officers are brought in to review whatever topics may be of interest in that period; i.e., if it is hurricane season, we review hurricane procedures, emergencies, and it is white glove service/customer service which is huge in our market. Anyone from the Board or CVE residents want to pop in, they are more than welcome. On the night shift which is typically quiet, we have increased our patrol supervisor so that there is more visibility. We have a lot of business in the local area so our field supervisors that go out and check randomly on sites are doing additional patrols through here as well aspects of whichever job they're going to.

Val advised if anyone is unhappy with Director Kelley's team's performance, they don't just need to complain to MM. They can call Allied Universal directly and speak to Carmen Villeux, who Director Kelley reports to and make sure leadership is aware and what changes need to be made. This is a way of speaking to leadership if you are unhappy with something and want to see change.

Michael said Director Kelley has made significant positive changes in the community and was grateful for his presence and getting things done even on Sundays and for special events.

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

Transportation Report -

- a. Craig was pleased to report all the scheduled routes were operating on time and they have enough drivers available to cover them despite being 4 drivers short. Overtime was offered to cover the shortage and ensure smooth service without interruption at no additional cost to MM. He hoped the 4 drivers in training start Monday to reduce overtime expenses and ease the driver shortage.

- b. Tracking Devices -

The tracking devices are fully functional and operational. Craig urged the community to utilize the technology to stay informed where the buses are in real time, especially during inclement weather conditions. Speak with a supervisor at the Clubhouse or contact Craig directly for questions and assistance with the technology. We experienced some delays, I think at the beginning of the month into last month but thanks to Val and his Board and his team, of course, we've received approval to add 1 extra bus to the west route, so now we have an express bus going to Publix to eliminate wait time. Any questions regarding that, call Craig directly as well.

Val wanted to clarify that the extra bus was running February and March and by April 1 will be back to normal schedule. We try to accommodate increase in residents as much as possible.

Craig advised 1 bus was at Ford for a computer reset (not related to suspension system). This is an isolated situation and fortunately there are 3 spare buses. Val asked how the backup situation was in Keswick. Resident comment was made that it is much better and when there are new drivers it goes back to problem of busses backing up and commented Craig has been very helpful in addressing the issue of buses backing up a certain points in the parking lot.

Discussion ensued regarding speed of buses. Gene mentioned at last meeting they learned that the method for tracking the speed of buses was limited. Gene mentioned some buses are going 30 mph in a 15 mph speed limit. Les agreed with Gene and said there has been a noticeable improvement. Joe remarked MM spends \$2 million a year on bus transportation and part of the contract includes implementing the speed limit in the Village. The matter was workshopped to discuss how to better serve the community. Amy mentioned bus-tracking technology and software to generate reports. Craig advised he was able to see the continual speed of each bus. Contact him directly at 954-203-1312 to report a speeding bus so he can address the matter immediately.

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

Business:

(10:16:09 a.m.)

Old - N/A

New - N/A

Amy mentioned related to the Xfinity X1 boxes and the contract that it comes with 20 hours of DVR recording that can be paused, fast forwarded or backwards. Val clarified this was for X1 boxes only and advised there were approximately 6,700 residents who have X1 boxes and 2,800 residents that have Comcast but do not have the X1 box with this feature. We will work to coordinate next month on how to change their old boxes to the new boxes to take advantage of this great feature. Additional discussion ensued regarding Comcast/Xfinity and the X1 DVR box and 20 hours of storage, as well as potential costs involved for residents that do not have cable TV.

Announcement:

(10:33:20 a.m.)

The next CVE Master Management Public Board Meeting is scheduled for Thursday, March 21, 2024, at 9:30 a.m. in the Le Club Theatre and available on Zoom. Notification will be announced via email blast. This will also be the Town Hall Meeting and 50th Year Anniversary Celebration.

Member Comments:

(10:33:39 a.m.)

Amy was excited was excited to have the ability to pause her television. She wished everybody a Happy Valentine's Day, and enjoyed seeing the love in the Village. She mentioned a segment on CNN featuring a federal judge who experienced the tragic loss of her son in a 2022 shooting. During the interview, she spoke of her ability to forgive the shooter, which struck a chord since she sometimes struggles with forgiveness. Hate is a burden, whereas love is light resonated with her, and hoped everybody focuses on positivity and love.

Jeff expressed his gratitude to the Board for having faith in him and electing him to this position and their confidence to fulfil their expectations. I understand there have been some concerns about my service, but I feel a sense of obligation to give back to this community that has been extraordinary to me and my family for decades. I have been serving on various boards in this village for a long time, and I wish good luck to all those who participate in helping our village to thrive. I have a deep connection to this community as my family has been part of it for generations, and I have seen the village undergo positive changes over the years, thanks to the hard work of this and previous Boards. There was a time when the village was brown and barren, but today it is lush and beautiful, and I appreciate the efforts of those who volunteer their time, including the collaboration between CenClub, COOCVE, and MM. So on that note, like I say, I have coined a new phrase for we are a retirement community anymore. I call this a retirement resort. for what we have here; it's extraordinary and second to none. Compared to our surrounding communities, we are the best value and best deal in the state of Florida. So everybody should appreciate what we have. And in closing, I just want to give kudos to again, the previous Board and I'm honored and thrilled to be part of it, and actually quite flattered.

Gene welcomed Jeff and is glad he joined the MM Board. Gene referenced Val advising him of the approximate 60 residents participating via Zoom and there are about 20 people here. That's the largest group I believe that I ever remember. Even when we had only live meetings, we never had 60 Some people so I was really pleased to hear that and that that speaks well of the system I guess. Just wish everyone a good remainder of the winter season and spring and again, Jeff, welcome to the Board and we're glad to have you.

Les welcomed Jeff. He hoped good weather was here to stay. He thanked everybody for attending the meeting whether it be in person or via Zoom. The MM Board has been busy working on new projects as we are moving forward on the park, community garden, security, roads, etc. Les said someone spoke to him prior to the meeting and felt it needed to be said. Bikers, walkers, car drivers, please be careful, courteous, and obey the road signage and laws. Thank you for being here.

Barry welcomed Jeff to the Board and said he was a very valuable addition to the Board. He referenced his concern for safety always and thanked the report given to us about the improved BSO coverage and felt it was encouraging.

He felt it was important for everyone to obey the rules of the road be it pedestrians or drivers and his suggestion to people who do not come to a complete stop at a stop sign and roll through the stop sign and used an example of having a passenger getting out of your car, would you stop or just come to a rolling stop. Stop means stop. Barry referenced unfortunate incidents in the past. Regarding marked crosswalks, the pedestrian has the right-of-way but have the responsibility of looking both ways. Regarding bicycles and safety he noticed a number of bicyclists that do not pay attention to a lot of laws of regulations but there are groups of bicyclists that do not stop for anything and at times take over the walkway. Barry would like the Board to entertain identifying some of these bicycle groups to discuss at a Workshop. He also referenced many occasions when someone crosses the yellow line and go around the bus or honk their horns at people waiting for a stopped bus. This should also be looked in to and is all a part of safety. He would also like the Board to look into something that can be done about this. He referenced landscaping companies that stop on an open roadway and leave the large vehicle in the road and feels this is something that needs to be discussed possibly at a future time.

Joe thanked Jeff who has contributed to this community and who Joe has relied on for advice on many different projects. Joe mentioned an important point that we need to recognize which is the delay in approving Century Village East projects that the city is not really to blame if any and we need to publicly take responsibility for some of the mistakes we have made in our applications. Our residents should know we were also involved with the city. MM is a service company, it's responsive, it's modern and inclusive and for the residents looking for ways to improve the Village. Unfortunately, people don't realize change takes time, such as the paving project. The Board works hard. It takes time to implement change and time to get results. Joe implores residents to continue to bring the Board new ideas but patience to make the change.

Paul welcomed Jeff to the Board and supported comments made by the Board members. For the next Workshop, somethings mentioned like bikers, walkers, drivers, and Barry's comments regarding stop signs previously mentioned he thinks that will be addressed at Workshops - should there be cameras. Signs for slow moving vehicles that are agricultural, school buses at stop signs. Paul wanted to also point out vegetation on the walls and thinks we have to plan something acceptable to residents. Paul also attended a meeting and as an observer and wants to discuss comments made at that meeting. Paul referenced people on websites that are newcomers certain issues people are looking for are difficult to find be it Master Management, CenClub, or COOCVE and would like to do somethings to make things easier for residents to find solutions for their questions. He thanked everyone and wished everyone to stay healthy.

Michael referenced insurance rates re. roof issues and insurance increasing so this is something Associations should be looking into. He welcomed Jeff. He referenced that the BOD does makes mistakes but the goal here is not to not make mistakes. If you are not making some mistakes you are not trying hard enough but you don't make the same mistake twice.

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

Adjourn:

(10:46:57 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,

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 18th, 2024.