

MINUTES OF MEETING
ARLINGTON RIDGE
COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Arlington Ridge Community Development District was held on Thursday, March 18, 2021 at 2:00 p.m., at Fairfax Hall, 4475 Arlington Ridge Boulevard, Leesburg, Florida and via Zoom video conferencing.

Present and constituting a quorum were:

Terry Snell	Chairman
Roy Craddock	Vice Chairman
Claire Murphy	Assistant Secretary
Jim Piersall	Assistant Secretary

Also present were:

Tricia Adams	Assistant District Manager
Lindsay Whelan	District Counsel by Zoom
Keith Riddle	District Engineer by Zoom
Emily Roslin-Grimes	GMS Community Director
Jasmine Angeles	GMS Resident Services Coordinator
Kelly St. Cyr	GMS Activities & Communications Director
Jacob Bloodworth	Floralawn
Dan Zimmer	Indigo Golf Partners by Zoom
Justin Fox	Indigo Golf Partners
Residents	

FIRST ORDER OF BUSINESS

Roll Call

Ms. Adams called the meeting to order at 2:00 p.m. and called the roll. All Supervisors were present with the exception of Mr. Bishop.

SECOND ORDER OF BUSINESS

Pledge of Allegiance

The Pledge of Allegiance was recited.

THIRD ORDER OF BUSINESS

Public Comment Period

Ms. Adams: Mr. Chairman, would you like to introduce the public comment period?

Mr. Snell: Yes, just a reiteration on our public comment requirements. At the August Board meeting, we passed Resolution 2020-17 regarding public comment periods. That document says,

“The legal right to be heard at an Arlington Ridge (AR) CDD Board of Supervisors meeting occurs at the very beginning of the Board meeting when there is a designated public comment period at the top of the agenda. The Chairman has the discretion to reduce other public comment period and which action items will be open for public comment.” At the February 18th Board meeting, I took public comments at the beginning of the meeting and during a rate hearing on the RV storage lot, because those were controversial topics and I knew a lot of residents wanted to comment. I did not take public comments on some of the other items because we were going to do it anyway to keep the meeting as short as possible. We have to replace the roof, so we had good Board discussion on it and I chose not to have public comments on that. At my discretion, I will do so in the future. Also, at the end of the Board meeting, I can dispense with public comment periods at that time. I apologize to the Board, especially, because I failed to take Board Member and resident requests. I should have done that. I will watch that in the future and not let that happen. That’s all I have to say. Thanks!

Mr. Craddock: Maybe you want to address the issue about coming to the podium.

Mr. Snell: Thank you, Roy. The notice that went out said that you wouldn’t be allowed to come to the podium to make comments. Unfortunately, that should have been omitted from a template that was used earlier. You can come to the podium and please do. If you submit a written comment 24 hours in advance, don’t even worry about that. So, if you have a comment, please come to the podium.

Ms. Adams: Any members of the audience who are here today and would like to make a public comment, please make your way to the podium. We would ask that you state your name and address for the record and limit your comment to three minutes. Seeing none, we will turn it over to anyone on Zoom. Are there any Zoom attendees? It looks like there are 17. If you would like to make a public comment, please raise your hand. I see a hand raised from Mr. Ron Smith.

Mr. Ron Smith (Lot 724): At a prior meeting, there was talk about adding a stop sign on AR Boulevard. My question or thought was, it seems like it would be better to remove the existing stop sign on AR Boulevard verses adding another one. Not only would that reduce the cost of the installation, but it would make for better flow. It would also be consistent with where White Plains Way meets AR Boulevard at the other end.

Mr. Adams: Do we have any other Zoom attendees that would like to make a comment?
Mr. Chairman, we don’t see any additional hands raised.

Mr. Craddock: Unfortunately, we don't have Mr. Bill Bishop here and this is his area of responsibilities. Are you prepared to address it?

Mr. Snell: No.

Ms. Adams: Mr. Keith Riddle is in attendance.

Mr. Snell: Well, we want to ask Keith for his comments about it, but I don't want to have any Board action until Bill is here.

Mr. Craddock: Good.

Mr. Snell: We had hoped he would be on Zoom, but unfortunately, he wasn't able to make it. Hopefully he will be back next month.

Mr. Craddock: Hopefully.

FOURTH ORDER OF BUSINESS

Business Administration

A. Approval of Minutes of the February 18, 2021 Meeting

Ms. Adams: I received corrections from Ms. Claire Murphy, Mr. Terry Snell and Mr. Roy Craddock. Those corrections will be incorporated into the minutes.

Mr. Snell: While my comments and my opinion were not significant enough to hold off approval, we continue to have problems with the translation. Now they are mixing up the three of us.

Mr. Craddock: It not just that they are mixing us up. Sometimes they just lose the train of thought.

Ms. Adams: I'm working with Tricia on that to make a couple of suggestions and improvements.

Mr. Craddock MOVED to approve the Minutes of the February 18, 2021 Meeting as amended and Ms. Murphy seconded the motion.

Mr. Snell: Is there any Board Member discussion? Hearing none,

On VOICE VOTE with all in favor the Minutes of the February 18, 2021 Meeting as amended were approved.

B. Approval of Check Register

Ms. Adams: Provided under separate cover was the Check Run Summary from February 1 through February 28, 2021. The total amount of the Check Register and debit transactions was

\$110,086.23. The detailed Check Register as well as copies of all of the invoices was provided for Supervisor review. This is an item that requires Board action.

Ms. Murphy: I have one comment. Was the Mardi Gras check for \$750 voided?

Ms. Roslin-Grimes: Yes.

Mr. Craddock: So, it will show up in March as a voided check.

Ms. Roslin-Grimes: A cancelled check. It was never paid out.

Ms. Murphy: That is my only comment.

Mr. Piersall: I'm just curious about the \$10,758.24 security service contract. What was it for? Was it for a month's service? Was it prorated?

Ms. Adams: Yes. The Board of Supervisors approved an agreement with Allied Universal for coverage of the gatehouse seven days a week. That contract was approved as part of the annual budget and it is a monthly payable.

Ms. Piersall: How many calendar days was it for? I assume it's 24/7.

Ms. Adams: It depends on the month. In some months, the agreement has a provision for holiday pay on certain designated holidays.

Mr. Piersall: With this particular one, how many calendar days?

Ms. Adams: Which month?

Mr. Piersall: There is no check number associated with that. Oh, there is. I'm sorry. It's Check #2031.

Ms. Adams: I have the detail.

Mr. Piersall: It is basically for 28 days for February. Okay. Thank you.

Mr. Snell: I have a couple of questions. On the third page of the Check Register, are we paying per page on the copy machine?

Ms. Roslin-Grimes: Yes. That is the per page price. There are a certain number of free ones.

Mr. Snell: If we do double sided printing, would that reduce the cost?

Ms. Roslin-Grimes: No. It still counts as one and two. We pay per paper separately. We may save money in the cost of paper; however, the cost would be the same front or back, which is one sheet of paper.

Mr. Snell: It has been suggested to me that one way we can save some money is doing a double-side print, but I don't get a paper copy of the agenda, so it wouldn't impact me. I asked the

rest of the Board how they feel about it, if double-sided was okay with them because it would save some money, but you guys need to decide because I don't have a dog in that hunt.

Mr. Craddock: I'm talking about this agenda package being double-sided as opposed to single-sided.

Ms. Murphy: Every document, correct?

Ms. Roslin-Grimes: Every document you get from us and your agenda package.

Mr. Craddock: I actually prefer single-sided. It's easier for me to personally review something, track it and write notes on back of the page.

Ms. Murphy: I agree. I do the same thing. I flip back and forth, so I prefer the single-sided.

Mr. Snell: Just let it go. At least two of you want it.

Mr. Piersall: Don't rock the boat.

Ms. Adams: Shifting gears just a little, Supervisor Piersall, I did find the contract for Allied Universal. That was for the month of January 2021. Obviously, there are 31 days in January. It did include holiday pay for New Year's Day.

Mr. Piersall: Thank you.

Ms. Adams: You're welcome.

Mr. Snell: My next question is on Page 4 under janitorial, the invoice for Globiser, Inc. Was that fogging a regular job?

Ms. Roslin-Grimes: Up until February, we were paying for fog any time the amenities have a need for it. It would be for fogging the administration building and Fairfax Hall.

Mr. Snell: Thank you.

Ms. Roslin-Grimes: You will have some more fogging charges unless we have an emergency situation where staff is unable to do it.

Mr. Snell: Or we have a situation where you have a problem with the restaurant or Fairfax Hall. It's too much for that one fogger in one night.

Ms. Roslin-Grimes: We haven't asked them, but that's not an issue.

Mr. Snell: Good.

Mr. Craddock: So, we shouldn't see that charge anymore.

Mr. Snell: Not unless there is an emergency or some extenuating circumstance. We need a motion to approve the Check Register.

Mr. Craddock MOVED to approve the Check Register for February 1 through February 28, 2021 in the total amount of \$110,086.23 and Ms. Murphy seconded the motion.

Mr. Snell: Are there any comments?

Mr. Piersall: No.

On VOICE VOTE with all in favor the Check Register for February 1 through February 28, 2021 in the total amount of \$110,086.23 was approved.

C. Balance Sheet and Income Statement

Ms. Adams: Included under separate cover and transmitted to the Board of Supervisors were the Unaudited Financial Reports for January and February. These include the CDD common areas as well as the CDD golf club expenses and revenue. This item was provided for information purposes. No action is required by the Board; however, this Board has a history of accepting the Unaudited Financials once the golf club information is included. We are available to answer any questions. It does include your Combined Balance Sheet as well as information on your actuals year-to-date for various areas of expenditures

Ms. Murphy: I have a comment about the newsletter. Piggybacking on what Roy said last month, the advertising income is definitely not paying for the newsletter. Between January and February, the deficit went up by almost \$1,000. A lot of the newsletter is the same month-after-month. There are a few new things that are added. I don't know if it's an expense that we should keep pursuing. I don't have an opinion yes or no. I like the newsletter. I like to read it when it comes out, but I don't know if we are getting enough bang for our buck for it.

Mr. Craddock: I agree with you, Claire. I get it every month in my driveway and I never even look at it because I have seen all of this for the most part. There are some people I understand who are not tech savvy enough about being able to look at the email blasts. They prefer things in a written format, but I understand what Claire is saying. I'm not sure that we are really getting our bang for the buck. If we are going to do something, maybe it doesn't have to be multi-colored, professionally done like what we have now. There are opportunities to save money. Let's look into it. It's a beautiful newsletter. I don't fault you there. Is that what we need to be able to communicate? That's the bottom line. We want to communicate to the residents what is happening in your community.

Mr. Snell: If you want to make a change, you have to make a motion.

Mr. Craddock: I don't think we are ready to make a change today. I think we need to pursue other avenues to be able to communicate to the residents other than our pretty colored picture newsletter, in addition to the electronic format that goes out. My direction would go to staff and say, "*What can we do with less money?*"

Mr. Snell: Can you bring something back to the next Board Meeting, please? Did you have something else, Claire?

Ms. Murphy: No. That's it.

Mr. Craddock: Excellent point, Claire.

Mr. Snell: Jim?

Mr. Piersall: I'm fine.

Mr. Snell: Okay, good. Claire, any other questions?

Ms. Murphy: On the golf course, the maintenance line under the operating, is overspent by \$15,000. I just want Justin to talk about it. At the beginning of golf year, we spent a lot of money on different types of fertilizer. This time of year, we will see a reduction in that area. It's probably a good time for Justin to touch base on that just a little to give us an idea on what we are spending at the beginning of the year and why it levels off towards the end of the year.

Mr. Craddock: Claire, is that cumulative or just the previous month?

Ms. Murphy: It's cumulative.

Mr. Craddock: So, we are \$15,000 over cumulative.

Ms. Murphy: Right.

Mr. Craddock: For our fiscal year.

Ms. Murphy: Fiscal year, right. Through the end of January.

Mr. Craddock: We are really carrying this for one month.

Ms. Murphy: Not for a month. It's year-to-date through the end of January.

Mr. Fox: In order to take advantage of our purchasing power, we do some early product ordering and it gets shipped in bulk at the beginning of the season. We certainly expect that expense to flatten out through the summertime, so we know where we stand. We will make sure that gets back in order. I also want to mention our labor for the maintenance department. Labor is under by \$10,200. There is a correlation to labor being under and expenses being because we lost our mechanic a few months back and we have been using a service to come in and do our oil changes,

grind wheels and things like that. We expect that to wash with the expenses flattening out through the summertime.

Mr. Craddock: Good. I thought you addressed this as advertising. Did I misunderstand?

Mr. Fox: She corrected herself.

Ms. Murphy: It wasn't sales and marketing. It was maintenance.

Mr. Craddock: Okay.

Ms. Murphy: I read the wrong line. The only other comment I wanted to make is pro shop sales year-to-date are over budgeted, but there is also a \$12,000 amount on credit book. When some golfers are in tournaments, they pay an entry fee into the tournament and they get credit book credits that they can spend at the golf course and restaurant. So that \$2,600 for pro shop sales really hasn't impacted that \$12,000 sitting there. Eventually at some point, it will be spent in the pro shop. So, it kind of washes out. I just wanted to bring that to your attention. That's all I have. Thank you.

Mr. Snell: Roy?

Mr. Craddock: I'm good.

Mr. Snell: Jim?

Mr. Piersall: I'm good.

Mr. Snell: I have a couple of items. I think you may have explained it, Justin, but I would like for you to explain the variance with food and beverage (F&B) because there is a pretty good variance there. It might be a good time to talk about the restaurant. I asked Justin to give us the Fiscal Year 2020 November to Fiscal Year 2021 November total comparison for the pro shop. I would like to see the impact of COVID on the restaurant and the golf shop. It won't be just COVID affecting the golf course because there are weather impacts as well, but at least let's look at how they did a year ago versus this year and get that in the report to us. I think it's important to see what they did to adjust for that virus. They made some very valiant efforts. I think they made some progress. If you look at January, they had a positive month. Justin may cover some other things in his report that would help us to understand these variances a little better. Justin just committed to me to work to get that done, hopefully by next month.

Mr. Fox: Yes, I think we need to work with Hannah to get the prior year numbers in the financials. It shouldn't really be a challenge. Looking at the revenues, in December and January, we had some lingering COVID challenges, whether it was a team member or the restaurant being

closed. Anytime you have a closed restaurant, we see ripple effects from people tending to stay away 10 to 14 days before returning. We had a team member in December/January test positive for COVID-19 and we had to slow business down to take out only for a while and then slowly get back to full operating. It creates challenges. We can certainly look at last year's revenues to see what we were doing compared to this year. The positive thing is we haven't had to close in February and March. March is shaping up to stay on track to be the best month that we have had since we have been here on property even through COVID. So, the restaurant is doing phenomenally and golf is doing well. Some of the things that we have done to prepare for the lack of revenue is we created a COVID forecast. When we made this Fiscal Year 2020-2021 budget, it was right as we were finding out about COVID in March. We had to submit it at the beginning of April, so we didn't know what to expect. Therefore, we budgeted based on the numbers from October to February. You can see fairly quickly that we were carrying the same revenues we had last year or even close to budget. So, we went in and re-forecasted, made some adjustments, changed labor and changed expenses. I think we are still going to be close to what we budgeted for last year, but it will be a lot different as far as labor and expenses, but we are going to do our best to try and meet the budget and be competitive to last year's financial numbers.

Mr. Snell: Thank you, Justin. That's all I have on the January financials. Do we need to approve those?

Ms. Adams: Typically, the Board accepts the unaudited financials. We usually seek a motion to accept.

Mr. Craddock MOVED to approve the January Unaudited Financials and Ms. Murphy seconded the motion.

Mr. Snell: Is there any further Board discussion? Hearing none, I'm going to open it up to public comments. Are there any audience comments?

Ms. Joann Lasko (Lot 503): I have a question. I mentioned the issue yesterday with Justin. Are we eligible for the new stimulus package that was passed? I don't know what type of corporation we are or anything like that, but is that something our staff is looking into?

Mr. Snell: I'm going to answer that. When it first came out, we looked at it. First of all, the revenue for the amenities exceeds the amount. Secondly, neither IBG or Trune qualified because of their size. The CDD does not qualify so we cannot get any of those funds.

Ms. Lasko: That's unfortunate.

Mr. Craddock: Remember that when you vote next time.

Ms. Marilyn Bartha (Lot 624): I have a question. Will there be a public comment opportunity before you discuss the survey?

Mr. Snell: Not before. We do not have public periods before a motion. If we have Board action, we will take public comments. So, if you have a comment, please make it now.

Ms. Bartha (Lot 624): I guess my main question is what is the purpose of the survey that you are considering right now? Is it just to gain information about how the residents are feeling or is it actually an opportunity to pull some action items together to make this community more of what the residents want? That is my outstanding question. I know it's always hard to hear negative comments. I know it's harder still to make changes and I recognize that. I'm curious about how many action items actually came from the lake survey. Not much has changed. We still have COVID. So, at this point in time, I really don't understand, but a case in point in terms of how things are hard to change, three of us residents pulled together a lot of information and did a lot of homework. I met with the restaurant leadership, both Justin and Frank and through the entire process, they listened to what we had to say, made some notes, agreed with us on several items and we heard their point of view as well. Are there any changes to the menu based on our discussion? The answer is no. Someone just brought me a copy of the menu. So again, I ask the question, what is the purpose of the survey? When we talk about something, I know that it's hard to put changes in place and accept negative comments, but what happens to those?

Mr. Snell: Maybe during the discussion of the survey, we can answer some of those questions. They are good questions.

Mr. Craddock: Marilyn, thank you for your comment. The intent of the survey is to get feedback as to what we can do to improve things here for everyone. Sometimes that doesn't happen, but that is our goal. The goal going forward is to get feedback on what we can improve or what can we do differently to provide better services to the residents?

Mr. Snell: I think also it is to see what residents want, but just because some residents want it, doesn't mean it's going to happen. I want some things too and they are not happening. The other thing that we need to remember is like it or not, this Board is a bureaucracy. Nothing happens quickly because we can't talk to each other between meetings. So, everything takes longer. Justin is just running the restaurant as a private business and he can make changes immediately, but that

doesn't mean he can make all changes, especially if it requires Board discussion. Everything we do takes more time because of the Sunshine Law, but we have to live with them. So, we do listen and everything that I want will get done. That is going to be the case with every resident here. Quite often, what one resident wants, other residents don't. So, the Board has to weigh and Justin has to weigh, what we believe is in the best interest of the Board and the entire community and Justin has to weigh what is in the best interest of operating the restaurant and golf course.

Mr. Craddock: Terry, I think you may have a good point in that what one particular group of people may want, another group may want something entirely different, as an example, the recent move that we made to that pickleball court modification. It made a lot of people that play pickleball happy, but I see a handful of complaints. Why are we spending our money on this? There are going to be dissenters.

Mr. Snell: I agree. Are there any other comments on the financials? Hearing none, are there any Zoom comments? Hearing none,

On VOICE VOTE with all in favor the January Unaudited Financials were approved.

Mr. Snell: Let's move to the preliminary Unaudited Financial Report for February. We don't approve these.

Ms. Adams: Yes. Typically, the Board reviews the preliminary financials. These do not yet include the golf club information, only the CDD common areas. This is provided for informational purposes. It includes your Balance Sheet as well as your year-to-date spending compared to the budget.

Mr. Snell: Are there any comments from the Board?

Ms. Murphy: I just have one comment about the report. Are we getting all of the reports electronically because we are waiting for the preliminary one and the current one? The January, one would have been available for the agenda packet and then we would just send the preliminary February ones electronically? We used to meet on Wednesday and we would get all of this in the packet. Now we moved our meetings to Thursday and we are not getting everything in the packet. We are getting them two or three days later and there is a lot of information to go through and review at short notice.

Ms. Adams: Before the meeting, the date was changed. At your March meeting, you would have been reviewing your January financials. The meeting was moved to the next week in the month in order to try to get the previous month's financials included to the best extent possible. So now you have your January financials, which you would have had before as well as the February preliminary information.

Mr. Snell: In the electronic package, we received the January and February financials and then they came in a separate email.

Ms. Adams: Yes. They were included in the electronic distribution, but they were not included in the hard copy version, the paper bound version. Emily printed those out and put those in the agenda package for the Board Members. If they already picked up their packet, then it was an extra trip to the Admin Office.

Mr. Snell: I wouldn't have known that because I don't get a paper version. For me to get it, is a total waste of paper because I don't look at it on paper. I do it electronically. I wouldn't have realized that. Thanks. So, we will change one out and then the separate one you sent out.

Ms. Roslin-Grimes: You recently received it.

Mr. Snell: That's good to know. That helps me as well.

FIFTH ORDER OF BUSINESS

Staff Reports

A. District Counsel

Ms. Whelan: I just have two quick updates. The first is at the last meeting, the Board approved the District procuring a tobacco license. I just wanted to let you know that since the last Board meeting, we filed that application package, so we are waiting and hopefully any day now, we will receive that license. Of course, we will let the golf course and staff know as soon as it is received, but I just wanted to let you know that is in process. The second item is more of a personal matter for me. Staff is aware as well as your Chairman, but I just wanted to update the Board that I'm going to be out on maternity leave in mid-June of this year until mid-October. Ms. Deb Sier, who has been very active behind the scenes, will continue to participate in District activities. So, you will have a fairly seamless transition with her. Ms. Jennifer Kilinski who you are already familiar with and has worked with this District for probably 10 years now, will also be attending. So, there shouldn't be any interruptions relative to my leave. I just wanted to give you a heads up that Ms. Kilinski, especially, will take over in the next month or so.

Mr. Snell: Thank you, Lindsay.

B. District Engineer

Mr. Snell: We are moving Item 6E so we can let Keith go as soon as he is done with his report.

- **Consideration of 2021 Pavement Management Agreement with Andreyev Engineering, Inc. (Item 6E)**

Mr. Riddle: As the Board knows, Andreyev Engineering, Inc. (Andreyev) completed the Pavement Management Plan at the end of November. The Board approved moving forward with the Year 1 Maintenance Program for the roadways. I've gone back to Andreyev and they have now given us a proposal for a detailed study of the Phase 1 area or the Year 1 area, which will involve core borings and such to determine as well as evaluate each roadway in the Year 1 section, to determine what type of repair needs to be done. Then they will write specifications for the different types of repairs. I will be working with Andreyev to prepare a plan that goes along with those specifications and working with staff to bid this out to several contractors, once it is completed, so we can bring a proposal back to the Board for approval. Even though it wasn't in their Pavement Management Plan, we added the parking lots around the Clubhouse and golf course parking lot to the Year 1 Program to have them evaluated to see what needs to be done. They didn't evaluate them in their long-term plan, but they did notice them. They said that they definitely need to be included in Year 1. You have before you a proposal dated February 18th from Andreyev and I will open it up to the Board for any questions or comments. They grouped this proposal into three groups of roads. The reason they did that was just in case when we bid it out and the cost comes in more than the Board wants to spend in Year 1, we could just award Groups 1 and 2 or just Group 1 or we can award all three groups. It was just a way of anticipating in case something happens, we can only award part of the work.

Mr. Craddock: Keith, I have a question. Back in November, when everyone received the report from Andreyev, we paid \$7,950 for a brief in depth analysis of the condition of our roadways. What they provided to us at that time was probably 100 pages including maps of different types of roadways. I'm confused now because I think that the Board's request to you was to bring in an individual company to provide us with a quote to do what we wanted to do for Year 1. This proposal is to do more studying. In my experience, this is what consultants do. They do more studying. I'm surprised. This is not what I expected to see.

Mr. Riddle: Just to clarify, I was not involved in the solicitation of the original report from Andreyev. That was more of a planning level document. It stretched out over a number of years.

Mr. Craddock: Ten years.

Mr. Riddle: It was a visual evaluation of every roadway in the subdivision. Then they utilized a program by the US Army Corp of Engineers. Based on the visual inspections, they ranked them and then the report expanded out and came up with budgets and that sort of thing, but it was a planning level document. I spoke with Mr. Ray Jones with Andreyev, after I received the report and said, "*Were they not asking for detailed specifications to fix the roads?*" It was his understanding that it was a planning level document. The only way to know how to actually fix the roads is to do a more detailed study and core borings. In other words, is the road failing because the base was not adequate or because the water table affected it or whatever the various reasons are? That has to be done with core borings and it was not done in the original report.

Mr. Craddock: If core borings were done previously, did we have access to that information?

Ms. Adams: That was not done by the District. It was done by the developer. I don't know who that was.

Mr. Snell: We don't know for what purpose. We don't know any detail about it. We have no information about those borings.

Mr. Craddock: My main concern is I thought that we left that meeting with directions to Keith. We entertained the thought of bringing in three competitive bids to do the work. I personally thought that Keith was going to bring in a company that he thought was the most likely contractor to receive the bid. I expected to see a bid. I thought that they were going to walk the roadways and give us a bid on what it was going to cost to do these repairs.

Mr. Riddle: Well, you can't come up with what the repairs are in some cases without doing core borings and we didn't have that. So, if I led the Board to believe that I was bringing prices back at this meeting, that was not my intention. I can't hand them the report that was dated November 30th and say, "*Give me a price on this,*" because there are no specifications on how to actually fix it. It says, "*This road is a critical level and it has this pavement index ranking,*" but it doesn't say what to do with it. So, you have to determine what to do with it by doing an investigation by coring through and seeing what the road is actually made of, if it was constructed adequately, etc.

Mr. Craddock: I understand what you are saying, Keith and I agree with that. My point is the original report we paid for, the \$7,950, made no mention that further studies were required and there must be core borings and all of that would be in addition to this report.

Mr. Keith: I specifically asked Ray, "*Are you sure you weren't supposed to come up with details,*" and he said, "*No.*" He had specifically asked what type of report. I wasn't there, but it is my understanding that he gave them options. This was more of a planning level document. If we would've done core borings for the entire subdivision, the problem is by the time you got to Year 10, those borings would be 10 years old and would be useless. So, you don't want to do borings now for roads you are going to fix 10 years from now.

Mr. Craddock: That's all I had to say, Terry. This is not what I thought we were going to get, that we need another study and spend more money. It's still not getting anything done to the roads.

Mr. Snell: Well, I'm in agreement with Keith. You cannot fix the problem unless you truly understand what the problem is.

Mr. Craddock: I agree.

Mr. Snell: I don't think you are going to get any contractor to come out here and give you a bid without a true understanding of what he has to do. If he does, he is going to give you an astronomical lump sum bid and walk off with a huge profit. I've seen that happen. We don't want that. I think we have to do what is in this report in order to know what to do to fix the roads. If we don't, we're going to waste some money.

Mr. Riddle: Just to clarify, when we get to Years 2 and 3, we are going to have to do this for those roadways. What they are doing in this proposal is not every roadway in the subdivision, but only what needs to be fixed this year. Maybe there won't be as many roadways in Years 2 or 3, just based on their ranking, but there will be a proposal for a very similar study each year so we can take each year out to bid or use the same contractor if we were happy with them. Whatever the Board wants to do.

Mr. Craddock: Based on the cost analysis that was provided in the report, Year 1 through Year 10 needs to be done. What we are going to have to do is to add in a cost per year of some additional consulting, core borings and whatever we do each year on top of that. Correct?

Mr. Riddle: Correct, in addition to the construction administration engineering fees, which is what I will be doing. Those were just budget numbers for the actual repairs, not bids.

Mr. Snell: I think Roy has a very valid point here in that I don't think anybody intentionally misled the Board, but we didn't get as good as a picture as I would've like to have had. Roy is shaking his head, as I think he would've liked to have had that. So, we do need, in order for budget planning, to understand the plan we talked about for a ballpark, for lack of a better term or maybe that is the best term, for what we have to do year by year, road by road. We also need to crank into that, every year at least, because prices may change, a budget for Year 1 and the budget for this work in addition to the budget for the actual repair work as needed.

Mr. Craddock: Correct. When we look at Keith Riddle and Andreyev's report, it breaks it down from Year 1 through Year 10 on a per year cost. I thought we were buying into what it is going to cost us. I didn't know that there were other additional things in there. How can we properly budget for something when we don't know these other hidden costs?

Mr. Snell: That's our fault. We didn't ask enough questions.

Ms. Adams: Board Members, just so are aware, you annually budget for engineering fees.

Mr. Craddock: We do.

Ms. Adams: So, you have funding in your budget for the administration of the projects as well as the engineering fees for Andreyev.

Ms. Murphy: I have a question for Keith. If we do all of the testing, warrants and all of that for Group 1, Group 2 and Group 3 and we decide that we can only do Group 1 and Group 2 this year, will the testing that was done on Group 3 be valid next year or will that have to be redone as well?

Mr. Riddle: No. That would still be valid. A year from now would be fine. My point earlier was we just can't test every road now so we know what we are spending in Year 10. A year is not a long time.

Mr. Snell: That's not the budgeting process so that we can look at what we need to do year by year and crank it in there. I think some of us just didn't fully understand what the costs were going to be before this meeting. That's just the way it is. Jim, do you have any questions?

Mr. Piersall: So basically, it's \$10,100. Right?

Ms. Roslin-Grimes: Yes.

Mr. Snell: That is what it is for the borings for those three sections.

Mr. Craddock: For Year 1.

Mr. Snell: Yes, just for the first year.

Mr. Piersall: *(Inaudible)*

Mr. Snell: I'm sorry. Would you speak into the mike? It is a public meeting. If we have comments, we need to make sure that the public hears those comments and not have comments in between Board Members. Lindsay, correct me. Regarding the cost for Keith, we need to have an estimate.

Ms. Adams: Just to clarify, for Fiscal Year 2021, the Board budgeted \$5,000 in engineering fees. You also have your capital budget, which presumably would fund the pavement management as well as any costs for specific pavement analysis. Previously, the Board took action to approve construction costs for Year 1 repairs in an amount not-to-exceed \$28,585.

Mr. Craddock: That does not include this additional study.

Ms. Roslin-Grimes: Correct.

Mr. Snell: It did not include Keith's engineering costs, which would be a separate cost than the budget.

Mr. Riddle: It would probably fall under my annual engineering budget.

Mr. Adams: Yes.

Mr. Snell: Could you say that again, Keith?

Mr. Riddle: My part of this would fall underneath my annual engineering budget.

Mr. Adams: Yes. Keith is not contracted for a specific amount per year. He bills hourly based on work that the Board directs him to do.

Mr. Craddock: I guess the question is, Keith, do you foresee this being an expense that we will have to bear to be over and above what we have been budgeting? Do you anticipate additional hours beyond the normal support to the community?

Mr. Riddle: I will have to look at that. I don't know how much I billed in this fiscal year thus far, so I would have to look at that. I don't anticipate a great deal of work, but I can't say right this second that it is going to be less than \$5,000 including what I have already done, plus whatever the Board may ask me to do from now until the end of the year. I can tell you that there are a lot of years we haven't spent the \$5,000, I believe. Tricia can correct me on that.

Mr. Adams: I would have to look into that.

Mr. Craddock: I guess my question to Terry is we already moved to accept Year 1 expenditures in the amount that Tricia quoted. Do we need to amend that or tack on the additional

costs of this for Year 1? We need to be cognizant that every year through Year 10, there is going to be an additional cost.

Mr. Snell: I'm not convinced that we will bear this cost every year because as Keith said, we can do a study for a group. It might be good for a year or two. So, it might not be necessarily every year, but definitely other years in the future. Now, my question is, would this be part of a capital project, this Andreyev proposal?

Mr. Adams: Yes. If the Board wants to make a motion today to approve the Andreyev proposal included in the agenda package under Tab 6E, then that would be a separate motion. It would be funded out of capital reserves.

Mr. Snell: We don't need to take action to change that number and the Capital Projects List.

Mr. Adams: No.

Mr. Snell: It could just be added.

Mr. Craddock: That was my question.

Mr. Snell: Okay. Thank you, Roy. It was not clear to me either. Are there any other comments from the Board? If not, we need a motion.

Mr. Snell MOVED to approve the 2021 Pavement Management Agreement with Andreyev Engineering, Inc. for a geotechnical investigation and engineering evaluation of pavement sections and parking lots for preventative maintenance and repair in 2021 in the amount of \$10,100 to be funded out of capital reserves and Ms. Murphy seconded the motion.

Mr. Snell: Are there comments from the Board or audience? Hearing none,

On VOICE VOTE with all in favor the 2021 Pavement Management Agreement with Andreyev Engineering, Inc. for a geotechnical investigation and engineering evaluation of pavement sections and parking lots for preventative maintenance and repair in 2021 in the amount of \$10,100 to be funded out of capital reserves was approved.

Mr. Snell: Keith, do you have anything else?

Mr. Riddle: No, I don't, unless the Board has any more questions.

Mr. Snell: Thank you for your time.

C. District Manager

Ms. Adams: I have nothing particular to report other than to note that the sales appraisal was transmitted to the Board and will be on the April agenda for discussion. We continue to be in communication with the City of Leesburg regarding the Planned Unit Development (PUD) modification for the billboard at the community entrance. Also, just so the Board Members are aware, I'm preparing the Proposed Budget, which will be presented to the Board in May. Next month is April, which means that you will review your annual plan from the golf club, which includes quite a bit of detail regarding plans for F&B, golf, golf memberships and marketing.

Mr. Snell: What I heard you say is plan on a long meeting next month.

Mr. Craddock: With regard to the appraisal of the Sales Center, did you get any feedback and communication from the Sales Office. We don't know if they are interested in selling or to settle quickly. Nothing would make us want to move quicker.

Ms. Adams: No. There is no communication from the current owners of the Sales Center. To my knowledge, they are not privy to the information. The Board directed the appraisal at the expense of the Board. That for the Board's information. Certainly, it becomes a public record, but there is no reason that they would have that information to my knowledge.

Mr. Craddock: I think before we want to even entertain moving on, we need to have a plan on what we are going to do with the Sales Center. We have to justify the purchase of it, but we don't want to buy something now. We don't want to put the cart before the horse.

Mr. Piersall: Like we had at the close at the last meeting, we should have a roundtable discussion because we are visionaries that are supposed to have the idea for the potential uses of the Sales Center. I think it would be a good discussion for what we foresee it to become. Some of us may have clear ideas and some of us may not.

Mr. Craddock: I have some ideas. I think it's an excellent idea, Jim. We need to discuss amongst us what we think is the future for the Sales Center should we decide to purchase it.

Mr. Piersall: I too have some very definitive thoughts on that.

Mr. Snell: I think it would be a drastic mistake to buy it without knowing what we are going to do with it.

Mr. Craddock: Exactly.

Mr. Piersall: Say we purchase it for a great price, what good is it going to do for us?

Mr. Craddock: Here in Florida, not a whole lot.

Mr. Piersall: That is a discussion we need to have because when the time comes to pull the trigger, we are going to have a better feeling about pulling the trigger.

Mr. Snell: I would like to take some action on that in this respect, but I think Mr. Bill Bishop definitely needs to be included in that conversation.

So I don't think today is the right day to hold it. What I would ask is that each Board Member that has ideas, communicate it to Bill and provide those ideas to Emily so she can assimilate them. I think rather than just for the first time hearing it from Jim, it's a little harder to maybe understand it. Let him be prepared to ask some questions. If we can do that, that would be the right way to do it. We can then have a discussion next month when hopefully we have Bill back and maybe take action on it.

Mr. Piersall: I think we should talk about it in an open forum so residents can take the time to read the minutes. That sounds like a good idea. Without asking for feedback, you may receive feedback. That's ideally what we want. Do we not?

Mr. Craddock: The other part of that, is we are going to fund this property out of our capital. I don't think the Sales Center is a venue that we need. It is going to take capital dollars and expenditures to make it into whatever we think it needs to be.

Mr. Piersall: The comps that were used from what I saw, were basically from all public buildings in Tavares. One was purchased by a resident for a church. I doubt that any of those were a relatively high cost, but it's probably a very difficult building to comp. It's a big discussion that we could have at any time and then Bill can weigh in when he is able to.

Mr. Snell: If you want to throw out your ideas today, let's do it.

Ms. Murphy: I agree with you, Terry. I would like to talk, give some serious thought to it, maybe talk to a few residents to see if they have ideas, submit those to the office and then get a compilation of all of the ideas. Then at least we would have a chance to look at that before going into a full discussion.

Mr. Snell: We are not going to move on buying the Sales Center until we have the ability to make an informed decision. I totally agree with you, Roy, that we need to plan what we are going to do with that building before we decide to buy it, because there is no point in buying it if we don't know what we are going to do with it. At least Claire and I agree, so we are going to postpone the discussion. Please do what I ask and provide your comments to Emily.

Mr. Craddock: Excuse me for interrupting, but I think that we should get feedback from the community. Don't depend on the Board to know the best use for this facility. We should find out what the residents think.

Mr. Snell: Well, Emily, send out an email blast and if anyone has any ideas on what they would like to see us do with the building, they can contact you and provide their feedback. I provided a couple of ideas.

Mr. Craddock: We will utilize that information in our meeting next month when we have this discussion.

Mr. Snell: That's fine. I have no problem with that. I have been listening to residents anyway. I had a couple of comments that we definitely are going to consider. We are still under the General Manager's Report. Did you have anything further?

Ms. Adams: That was it.

D. Amenity Management

i. Community Director's Report

Ms. Roslin-Grimes: Attached to your agenda is the Community Director's Report. We have one additional question. There is a show scheduled in May in Fairfax Hall. The Board had chosen previously to hold off on having any events inside of Fairfax Hall due to COVID-19 restrictions. I'm asking to revisit this. If we have to, this would be the third rescheduling of this particular event. Do we want to have people wait on refunds or do we issue refunds and move forward with something else or do you wish to have the event?

Mr. Craddock: Emily, do we have any concept of how many folks in our community have been vaccinated?

Ms. Roslin-Grimes: Yes and no. We recently sent out a survey asking if people were interested in receiving a vaccine. To all individuals that we sent a survey to, there was a 50% response rate. Fifty percent of the people that responded said that they had already received their vaccine. A portion of that were looking to get their vaccine and were able to receive their vaccine through the Florida Department of Health or received it prior to the date that I was able to provide a vaccine through the Florida Department of Health. There is a small percentage, 10%, who said that they were not receiving a vaccine.

Mr. Craddock: Fifty percent of 50%, so it's effectively 25%.

Ms. Roslin-Grimes: Correct.

Ms. Adams: Of responders.

Mr. Craddock: Of the respondents.

Ms. Roslin-Grimes: Correct. That doesn't mean that I can't thoroughly exempt the number of people that didn't respond or even live in AR right at this minute. We didn't ask clarify questions of any kind.

Mr. Craddock: I was looking if we could do some sort of risk analysis on what precautions we might want to incorporate in this should we decide to do this show in May.

Mr. Piersall: I'm happy to say that I'm scheduled for 10:30 a.m. at Publix at Citrus Tower for my vaccine.

Mr. Craddock: Good for you. I had both of mine.

Mr. Snell: Bear in mind that we cannot punish anybody for anything related to COVID. I use "*punish*" for lack of a better term, but we cannot take any action against anybody with anything related to COVID as a CDD.

Mr. Craddock: No, but we can set the standard.

Mr. Snell: Yes, we can set those or decide not to have the event.

Ms. Roslin-Grimes: Waiting until the next Board Meeting would not allow ample time for selling tickets for this event so we would need a decision today to move forward or not.

Mr. Snell: What would be the repercussions with the vendor if we cancel the event?

Ms. Roslin-Grimes: It's likely they will give us a credit and we can put that towards some other event at a later time, but because we had to reschedule it three times, we would want to refund all residents.

Mr. Craddock: What is this event?

Ms. Roslin-Grimes: The Broadway Review show. It cannot be set up other than a show. We can ultimately set it up similar table wise, but at the time it was originally sold, there were over 200 tables.

Mr. Craddock: Where I'm heading with this is this is a big draw for residents.

Ms. Roslin-Grimes: Correct and that's why it has been rescheduled as opposed to completely cancelled.

Mr. Craddock: I'm in favor of having the show, personally, to try to get back to some level of normalcy in this community. So, my recommendation is let's do it and take all precautions

recommended by the CDC. Like you said, Terry, we can't make people do things, but we can set the standards.

Mr. Snell: Jim?

Mr. Piersall: No comment.

Ms. Murphy: I think for the most part, the people that are worried about COVID will not come.

Mr. Craddock: Yes.

Ms. Murphy: The people that were vaccinated or have a lower concern about whether they are going to get it or not, will probably come. I think we need to let people decide whether or not to attend. So, I agree with Roy that we should go ahead with it and let people decide if they want to come or not.

Ms. Roslin-Grimes: Just like every other event, we will offer refunds up until the day before the event. So, if anyone decides to buy tickets and decides at the last minute that they are not going to go, we will offer refunds up until the last day.

Ms. Murphy: Having events in the restaurant are drawing a full house. I don't see that there is any difference in having the Broadway Review here than having a full house in the restaurant.

Mr. Snell: I don't think this requires a motion. I think we have consensus to move on with it.

Mr. Craddock: Are we able to see the seating arrangements?

Ms. Roslin-Grimes: I believe there are rows of 12 on each side.

Mr. Craddock: Okay. So, it's theater style.

Ms. Roslin-Grimes: Correct. It will allow a maximum amount of people to attend versus a situation like we are having today.

Mr. Piersall: Yesterday, I had a resident contact me requesting the bar stools be put back into place, at which time, I reached out to Justin. I was told by Justin that the CDC guidelines are currently at 6 feet social distancing. So, the bar stools will remain in storage.

Mr. Craddock: They are re-evaluating that now. I think they have come down to 3 feet now.

Mr. Piersall: That's for school children I believe.

Ms. Roslin-Grimes: If you have questions on the packet, please let me know.

ii. Capital Projects Listing

Ms. Adams: Attached to the Community Director's Report is the Capital Project Discussion List. This is in here for informational purposes from month to month. It provides an update that Emily prepares for the Board to keep you apprised of the status of projects that have been approved, etc. I want to let Board Members know that in addition to the projects that the Board has approved for this fiscal year, there is a project that the Board approved last fiscal year. However, we are going to be realizing that expense this current fiscal year, which is the Point-of-Sale (POS) system for the golf club. That was approved over the summer months with the hope that it would be implemented over the summer; however, the expense is occurring this fiscal year, so you will be seeing that under capital budget expenses moving forward. I just wanted to make you aware of that.

Mr. Craddock: One of the items was the beverage cart for the golf course. Are there any updates on where we are?

Mr. Fox: No. It will be a capital lease in the Operating Budget once we do get it. From what I understand, they are waiting on parts to build the engine. They come from China.

Mr. Piersall: Oh wonderful.

Mr. Fox: So, we are getting a great rate on the rental we have right now, if that makes you feel any better. We will take that rental as long as we can.

Mr. Piersall: So, in the Capital Budget, the pool heaters were done. Right?

Mr. Fox: Yes.

Mr. Piersall: That is behind us as well as resurfacing the tennis court and adding pickleball courts in The Commons.

Ms. Adams: They are not getting installed.

Mr. Piersall: The kiln replacement has already been resolved.

Ms. Roslin-Grimes: It was installed. A few electrical changes have to be made, but it will be up and running by next week. The heaters are scheduled to be installed hopefully by the beginning of April. They have the order.

Mr. Craddock: Just don't get in the way of Easter.

Ms. Roslin-Grimes: There won't be any shutdowns of the equipment needed. I already clarified that with the vendor. They are not coming until the first full week of April, which is after Easter.

Mr. Craddock: That goes in the same progress as the pergola beam replacement. We approve those last time. We just don't want anything that is going to close the pools. A lot of people have visitors.

Ms. Roslin-Grimes: We will be mindful of that if we have to close something.

Mr. Piersall: So, the Pavement Management Report that is \$28,585, we should add \$10,100 to that cost?

Ms. Roslin-Grimes: Correct. That will be updated in the next report.

Mr. Snell: Thank you, Jim. Anything else?

Mr. Piersall: That's all, Terry.

Ms. Murphy: I have two small items. One is for Kelly. I noticed in here that it says that resident volunteers are needed for Saturday movies through the summer months. Have you gotten any new volunteers?

Ms. St. Cyr: No.

Ms. Murphy: If we don't get volunteers through the summer months will we stop Saturday evening movies?

Ms. St. Cyr: The direction of the Board the last time this topic was brought up, was if we do not have an ample number of volunteers, we will have to forego the Saturday movie.

Mr. Snell: Because we are not going to expect Kelly, Emily, Tricia or Jasmine to come over here on a Saturday night to show a movie. I don't think we are showing a movie on Sunday night.

Ms. St. Cyr: We haven't been doing Sundays since we reopened from COVID, due to lack of volunteers.

Ms. Murphy: I have a question from a resident who came to Coffee Talk. They were a little upset that a Financial Advisor made a presentation. They felt that was solicitation. I said that I would ask.

Ms. Roslin-Grimes: In the agreement, any vendor that pays a fee to attend Coffee Talk, are given a period of time to speak, typically about 90 seconds or a minute and a half to a maximum of 2 minutes. We try to keep it brief. It's never as much as a featured vendor. In their contract it states that they will have a chance to address the community to talk about their services.

Ms. Murphy: I was just asking on her behalf. The other item was the quote for the CCTV security enhancement. I would just like an explanation on that.

Ms. Adams: It's going to be presented later on in the agenda.

Mr. Snell: Lets hold that until we get to that item.

iii. 2021 Resident Satisfaction Feedback Survey

Ms. Roslin-Grimes: This is a draft for comments and suggestions from the Board so we can get this implemented as quickly as possible to get it into the April newsletter to be turned around and back to us as quickly as possible. Tricia and I were just talking about wanting to include in this survey, resident feedback for uses of the Sales Center.

Mr. Craddock: I don't think so because we don't get the results of this back for quite some time and I think that we would like to have that back by next month. The survey certainly will be back by next month. So that needs to go separately.

Ms. Roslin-Grimes: We will send it out by electronic distribution. This will go out to the Board to make changes and then we will provide a revised one to the Board at the May meeting.

Ms. Murphy: I have a few suggestions or comments. Where it says, "*Chesapeake Bay Grille's Dining Room, Tavern and Patio are clean and attractive,*" I think there are two different things that need to be separate because you can be clean and not very attractive, which is I think where we are now because the furniture is so old. Clean is a very definite thing. The same thing for Chatham's and the golf shop. I think those are two separate things. So, you can make it two separate lines.

Mr. Snell: Can I comment on that please?

Ms. Murphy: Sure.

Mr. Snell: I think it would be a good idea to go through the entire survey. Never ask two questions in one question. Always ask separate questions, please.

Ms. Roslin-Grimes: Okay.

Mr. Snell: There may be more of them in there.

Ms. Murphy: Clean and attractive in my mind are two separate things.

Mr. Snell: I totally agree, but there could be some other things as well.

Ms. Murphy: On the second page it says, "*Catered meals at Fairfax Hall are presented attractively and in a timely manner.*" I'm not sure this year is the right year to be asking that question because we haven't had any catering in over a year. So how can you say that meals at Fairfax Hall are presented attractively? I think the three questions; catered meals, preparation and

banquet staff for this year's survey can come out because we haven't had any experience this past year.

Mr. Craddock: I agree. I think it would be wise to take those out.

Ms. Murphy: Then it says, "*Menu items at Chatham's are presented attractively and in a timely manner.*" Again, you have two separate issues there. On the third page, it says, "*Golf shop/golf course employees are courteous, knowledgeable and have a professional appearance.*" Again, you have three separate issues.

Ms. Roslin-Grimes: Yes. You will see that come up. I will make a note.

Mr. Snell: I asked her to go through it and any time there are two or three separate things, separate them out.

Ms. Murphy: It says, "*Issuing Access Control Cards to residents helps ensure amenities are used only by residents and registered guests.*" I don't understand why we would even ask that question.

Ms. Adams: Part of the benefit of the survey is determining the assets and programs that are the most value to the residents of AR and help staff prioritize the things that are the most important to the residents in terms of popularity or the value of the program.

Mr. Snell: It also is a general reminder that they are only supposed to be used by residents and registered guests.

Ms. Murphy: Okay. On the last page it says to circle the statement of whether you are employed full-time, part-time, unemployed, their ages and how long they owned the home. I'm not sure that is valuable to us as well. Are we really going to treat things that we do differently because we have 10% employed full-time, 20% employed part-time and the balance fully retired?

Ms. Adams: If a majority of the residents are not employed at all, then there are more opportunities to offer programming during the day. If the majority of residents are employed full-time, then you want to push programming to the weekends.

Ms. Murphy: Do you use that in the office as a guide?

Ms. Adams: For activities planning.

Ms. Murphy: The only thing that I would add that would probably open up a whole can of worms is do you have any other ideas for optional or additional uses for the RV lot? I'm not sure if we want to go there or not.

Ms. Snell: Could you clarify what you are asking?

Ms. Murphy: I've been getting some questions from people saying that maybe it's time to look at using that space for something different. I'm not sure if we should ask people at this point whether you want to use that space back there for something different or do we even want to go there? I'm asking because several residents asked me.

Ms. Adams: In the middle of Page 7, there is a section regarding the RV storage lot. It does include a section for quantitative feedback where residents can fill in any concepts or ideas they have that weren't explicitly asked about the RV storage lot.

Ms. Murphy: I think they would limit their questions or comments to the RV storage lot and not for another use.

Mr. Piersall: I too have received some comments.

Ms. Murphy: I don't know if we want to go there. It's like pandoras box.

Mr. Piersall: When you are talking about the restaurant and Chatham's, ask them how many times a month they visit. Because when you give people the opportunity to answer these questions, if they don't come, they maybe just throw out whatever, but be honest on how often you come.

Ms. Murphy: If you do something like that, the surveys are anonymous. I don't see that type of question would make a difference in promoting the restaurant or not.

Mr. Snell: Let me give you the history of something that happened with the Board one time. A previous Board decided to do a survey about a certain subject. A certain number of people responded and a number of those people wanted that to happen. The Board decided not to do it. I was jumping about a resident because they didn't get their way. If we put that question out there and some resident wanted to do something or some group of residents, if we don't do it, there are going to be consequences and comments to us about it. I don't mind that. As I said at the last meeting, we are going to do what we believe is best for this community, based on information from other communities. It is impossible to satisfy each and every resident because I have two different opinions about some things and sometimes, I can see both sides of the picture. I'm not opposed to putting it out there. I just want to caution that somebody is going to be upset.

Mr. Piersall: We have to have thick skin to sit at these tables.

Mr. Snell: Well said, Jim.

Mr. Piersall: Trust me. I know firsthand.

Ms. Murphy: I'm not saying that I personally want it in there. I'm just passing along information that I received from several residents.

Mr. Snell: Well, I'm very much an advocate of bringing resident requests to this Board and letting the Board decide what they want to do with that resident request. Because it is our job to do that. So, having said that, does anyone want to add that to the survey?

Mr. Craddock: I don't see any harm in adding it to the survey. We can do whatever we want with that information as we see fit.

Mr. Piersall: It is for informational purposes. How do we make decisions if we don't get unbiased opinions?

Mr. Craddock: The whole purpose of the survey is for informational purposes.

Mr. Piersall: Exactly.

Mr. Snell: I'm not going to object to adding it.

Ms. Adams: Isn't there specific verbiage to include?

Ms. Murphy: No, but I could probably come up with something.

Mr. Craddock: Leave that to Claire.

Mr. Snell: Let her have an opportunity to come up with something. Any other comments, Claire?

Ms. Murphy: No. That's it for me.

Mr. Craddock: I had one. It's not in relation to a change in the survey itself. It was kind of a reminder for me. The restrooms on the golf course are clean and in good condition. This reminded me of the one between Holes 4 and 5. It is under all of these used Oak trees that have gutters on them that stay full of leaves. Ultimately that is going to rot out to the roof. So, my recommendation is to take the gutters down. It does nothing for that restroom. It is going to harm the roof. It's not just the roof, it's the material that we are going to have to replace. Just cleaning the gutters is not going to fix it. It is a temporary fix.

Mr. Snell: Who would take them off? Not you. Justin, are you good with doing this?

Mr. Fox: Sure.

Mr. Piersall: I think that's a wise move.

Mr. Snell: We don't need a motion or anything. That is just Board direction. Jim, do you have any comments?

Mr. Piersall: No. I agree that the gutters should be removed. I think the survey should say, "*How often do you frequent the restaurants?*" That is my opinion. As you said, some people can look for the polar opposite to disrupt this third one. You are going to be honest about when you

comment and how often. Now there are people that never come to that restaurant that might say, *"It's too expensive."* So, I think it would be nice to ask people to be honest about how often they go and if they don't go, why?

Mr. Craddock: That might be the right question, *"If you don't know, why not?"*

Ms. Adams: Supervisors, just so you are aware, on Pages 7 and 8 of the survey, there is a ranking where residents get to identify their frequency of visiting different amenities. The way that data is used is the most popular amenities are those that are prioritized for the most resources. So that is helpful information and it has shown in the past that the pool, golf course and restaurant are the most popular amenities, followed closely by the Fitness Center.

Mr. Snell: I heard Jim ask something different. Please correct me if this is not what I heard, but I think you want a specific question about how often you visit the restaurant and Roy's addition, if not, why not, which is a little different than the question that is already there.

Mr. Craddock: Those are separate for the restaurant and Chatham's. Those are two separate questions.

Mr. Piersall: You can actually frame it. How often do you have dinner at the restaurant and how often do you go for lunch? Do you sit in the Tavern portion or do you prefer to be in the dining room? It could be broken down that way so you get a better feel, because I think there are people that want to go for lunch. They don't want to be in the Tavern because all of the golfers come in, it's noisy and if they want to go for a nice quiet lunch, they go to the dining room. So, I think that's a fair enough question. I'm just trying to get an understanding. I think you probably have to take this into consideration once we get through COVID.

Mr. Craddock: Okay, let me interrupt. It sounds like you have some real specific things that you would like to ask. How about you get with Emily and get those questions in the survey?

Mr. Piersall: My goal is always to get rear ends in seats.

Mr. Snell: I agree. So, would you get with Emily and get those specifics?

Mr. Piersall: Okay.

Mr. Snell: Are you good with that, Roy?

Mr. Craddock: I'm good.

Mr. Piersall: Can Justin speak to that?

Mr. Snell: I didn't mean to exclude you, Justin.

Ms. Adams: Just so Board Members are aware, part of this survey data regarding the golf club is utilized as the incentive structure. The results of the survey are meaningful.

Mr. Craddock: While we are on the subject, let me bring something up.

Mr. Snell: Let me make one comment on that, please. If someone doesn't come to the restaurant, we can't blame that on Justin's group. That is a personal decision that they make, especially, if they don't bring to Justin what the issue is, so that Justin has an opportunity to correct it. I hope that, that is understood. Go ahead, Jim. Thanks!

Mr. Piersall: This might be out there a little bit, but there are certain residents, probably a small fraction, that want to take their dog to dine outside. They go to restaurants and it's a great common practice, especially in Florida, it's very popular with the younger generation. They would rather get a dog than get married and have kids. Many adults here, as we all know, really favor their canines. Why couldn't we give Justin the freedom to create a special event. Perhaps we can have a place where people can bring their dog for lunch one day. Everything would be outside with no complications, but if we call it a special event, then dogs would be allowed. He can promote it for two or three months to see what kind of response we get. I think we would get a pretty good response. I also think it would enable people to come out and meet their neighbors. It could be just an icebreaker. I think it could be a good thing. Just like at the last meeting, we set parameters for a charge for an RV. I would like to see Justin have the freedom, should he decide to create that special event, then we the Board give him the permission to go ahead and do something.

Mr. Snell: For a point of clarification, when you say outside, that is outside, not inside the screened in area.

Mr. Piersall: Outside. Don't leave water out for people. I think we would be shocked at the responses we would get. Perhaps we can do it on one of his slowest days, whether it's a Monday afternoon or perhaps on a Sunday when they stay open until 5:00 p.m. We can do something to give him the freedom and the discretion to do it should he so desire. He doesn't have to ever do it, but I would like to untie his hands.

Mr. Craddock: Are you suggesting that the restaurant cater to events?

Mr. Piersall: No, I'm suggesting that we throw it out there as a special event to see what kind of response we get. Everywhere you go, there are outdoor crowds. They are not within the screened in area. I have a daughter. I don't know, but I think you are going to get a positive

response to that event. August 26th is National Dog Day and it will be too hot to do it on that day. So, if we were to do it, I think he needs to have his hands free so he can do it in the Spring, but we can promote it or put it out there for months to see what kind of feedback we get. I think it would be positive. Again, it has to do with rear ends in seats.

Mr. Snell: First of all, that is an Amenity Policy issue.

Mr. Piersall: Correct.

Ms. Adams: However, typically there is enough discretion to delegate to amenity management to approve a special pet related event such as a pet fair or a special event that would incorporate pets and there will be additional guidelines for residents such as cleaning up after their pets, limited hours, etc. This is a policy issue. I'm glad that Jim brought it up to the Board because if this were something that the Board would never want to see, staff would want to understand that in advance. It is not uncommon to see special pet related events at other PUDs and other communities.

Mr. Piersall: Correct and it's very common across America. Right, when the weather permits?

Mr. Snell: I think we should try this on an experimental basis, but I don't think that we are ready to commit to doing this on time. It would be experimental to see how it goes.

Mr. Piersall: I'm suggesting that we untie his hands, promote it for two months, put enough out there that maybe it could be by reservation. They would set it up accordingly because you don't have many tables outdoors. How many tables do you set on the sidewalk?

Mr. Fox: Ten.

Mr. Piersall: So, we could partition off an area where the parks are.

Mr. Fox: This is a discretionary thing worked on by your liaison if we are going to change the Amenity Policy to allow pets into the building.

Ms. Adams: The Amenity Policies have enough elasticity that amenity management can approve special pet related events.

Mr. Piersall: Okay.

Mr. Fox: We will get it on the schedule, then.

Mr. Craddock: Jim, I have seen some discussion on Facebook related to this. There are probably as many negatives as well as positives. So, what might happen is the positive draw that

you get for the restaurant is off set. Other folks are saying, *“I really don’t want to dine in that environment.”*

Mr. Piersall: I’m talking maybe one day out of the entire year to try it out. The naysayers can stay home. You are always going to have that. I think that you are going to have more positive feedback than naysayers.

Ms. Adams: I would ask for a motion to allow for pet related events at Village Green.

Mr. Craddock: On an interim basis. I’m not changing the policy. Are you good with this wording, Jim?

Mr. Piersall: Yes.

Mr. Snell: So, we need a motion to allow pet related events on an experimental basis.

Mr. Piersall: Yes. I would like to see what kind of response we get.

Mr. Piersall MOVED to allow special pet related events at Village Green on a limited basis and Mr. Craddock seconded the motion.

Ms. Adams: This is not an item that was on the agenda for discussion or action, so we are required to seek public input.

Mr. Piersall: I would’ve brought it up at the close of the last meeting, but I did not have that opportunity. I said it was time sensitive if you recall.

Mr. Snell: You don’t need to apologize for that, Jim. It was my fault that I cut it off early. As Tricia just said, this item was not on the agenda so we must open it up for public comment. I was going to anyway. Is there any other discussion from the Board? Hearing none, do we have any comment on anybody in the room?

Mr. Piersall: Are there any dog lovers in Zoom land?

Mr. Wayne Fricke (Lot 855): Where are you proposing this? What are you going to do?

Mr. Snell: I assume it would be out in Village Green in front of the Tavern, Justin?

Mr. Fox: Yes. There have been suggestions that the line you walk the dogs should be in a loop and we can sell tickets.

Mr. Snell: You could not do it in the parking lot and sell liquor. So, it would have to be in the Village Green.

Mr. Craddock: Can the center of Village Green become a dog walk?

Mr. Fricke: It may never happen, but it’s there if you so choose.

Mr. Snell: Is there any other public comment? Hearing none, is there anyone on Zoom?

Ms. Adams: No.

On VOICE VOTE with all in favor allowing special pet related events at Village Green on a limited basis was approved.

Mr. Snell: Are there any other comments or questions on the survey?

Mr. Piersall: No. I'm just wondering how many people are on Zoom. There are a handful here.

Ms. Adams: There are 22 attendees.

Mr. Snell: Jim, if you add the 22 on Zoom and a number of people in the room, that is typical, unless there is something really controversial.

Mr. Craddock: Like the RV lot.

Ms. Adams: Does the Board want to make a motion subject to incorporating the comments from Claire and Jim?

Mr. Craddock: I have a couple of questions first. My first question is, is there anything different from last year?

Ms. Roslin-Grimes: We had maybe one or two clarifying questions that Justin provided, but substantially, the only changes that are being made are from year to year.

Mr. Snell: I heard a lot of comments that there was not enough room to fully espouse your thoughts. If you are doing it on paper, you can add another page.

Ms. Roslin-Grimes: We can add additional lines. I believe on Survey Money, there is a survey that we have to do now that has many questions. Constant Contact doesn't allow us to add fields. I can adjust the setting. I believe, if I'm not mistaken, that I set it to the highest, but I will double check. However, any resident that wishes, if they don't have ample space here, can submit a written comment.

Mr. Craddock: How do they do that anonymously?

Ms. Roslin-Grimes: We can have a drop box for the surveys. We typically set the drop box location.

Mr. Snell: Please add that to the instructions.

Ms. Roslin-Grimes: Yes.

Mr. Snell: Do we need a motion to approve this?

Ms. Adams: Yes.

Ms. Murphy MOVED to approve the 2021 Resident Satisfaction Feedback Survey and Mr. Craddock seconded the motion.

Mr. Snell: Are there any comments from the Board?

Mr. Craddock: Will it be inclusive of all the comments coming from Claire?

Ms. Adams: Yes. The motion is including the comments from Claire and Jim and any Board discussion.

Mr. Piersall: It is one per residence, not resident. Right?

Ms. Adams: It's one per resident with an email address.

Mr. Snell: If there are two members of a household, both members can fill out the survey.

Mr. Piersall: Okay.

Mr. Snell: We have a comment from an audience member so we are going to open this up for public comment. Do we have any audience comments?

Ms. Marilyn Bartha (Lot 624): What I just provided to the Board is a summary of what we brought to Justin and Frank when we met with them on January 20th. It said: *“Restaurant food has been improved in the last year and people generally want it to succeed. The Corona virus has complicated the issue and patrons feel that the staff has done a good job addressing the enhanced measures that have been necessary. Several of our populations are being underserved. Our demographics seem to fall into several categories; working people who have disposable income and don't mind spending money on expensive dinners and people who have fixed income that want to be able to go to a restaurant with friends without hurting their budget. Of course, there are others who enjoy drinks and apps and one place close by just to socialize and break up the monotony of cooking every night. Some people, mostly men and those who desire to take home leftovers, want the larger portions while women and those trying to maintain health will reduce portion sizes and have diverse lower calorie options. Certainly, this provides a challenge to any restaurant. The 2020 survey, recent comments on our Facebook page and conversations with residents in AR, seem to indicate that a sizeable opportunity exists that is not being addressed by the Tavern Grille. People want more of a challenge for snacks, beverages and ice cream. Overall comments indicate that offering options that address peoples' allergies or personal preferences like vegan, vegetarian, gluten free and healthier low-calorie options will be helpful. Also providing*

lower drink and food prices including interesting specials could lure people out of their houses to the restaurant. AR residents want a friendly place to go to grab a bite, have a few drinks, gather with friends and while groups have not resolved their tab with \$50, other restaurants seem to be able to pull this off and because of that, we feel that there is a lost opportunity for being more successful. We want you to entice us to come in and award us with affordable options that address our dietary needs. We want to name this our go to place when we don't feel like cooking or want a change of pace. Thank you for your time and wish you great success and hope to see a lot more food in the near future." That's what we provided after providing sample menus. We did a lot of work and were speaking on behalf of not just the three of us. Even in this conversation, I see a lot of discussion about having a special event for dog owners, but I'm not hearing anything that recognizes all of the demographics in our community. I find that to be troubling. So, I wanted to make sure that I gave the Board a summary so you can see that we are a much larger group than you may think we are. Thanks.

Mr. Snell: Thank you. You did good on the three-minute timer.

Mr. Craddock: Justin, I have a question regarding what Marilyn just provided to us. She met with both you and Frank. She mentioned other alternate menu items and things like that. My question is, what was done with this information and did it have an impact on your current menu?

Mr. Fox: Yes. I certainly remember the conversation and appreciate the feedback. Sometimes we take that into consideration. I think at this time the dinner menu was completed or very close to being completed. I know it had come up at the Board meeting as well. We want to be given at least six weeks or something like that, but it is something that we take into consideration and we do the best we can. We have Happy Hour. One day is Happy Hour all day. We haven't been able to implement some of their suggestions with cheaper menu items, but our menu hasn't changed since then, other than the one that we were planning.

Mr. Craddock: Is there a strategy moving forward to consider some of the things that were brought up or are you basically happy where you are?

Mr. Fox: The overall strategy that the community has charged us with is to get their restaurant to break even. So, we are going to do everything that we can to put the restaurant in that type of position. If there are slower days, we certainly look to some more affordable items or different comfort foods, things like that. I don't think it's feasible for us to have a \$7 or \$8 average price menu items for lunch. We are not on the street. We are not easily accessible to the public. As

I said, first and foremost, we are going to do the best we can to get the restaurant to break even. We will absolutely meet and listen to anybody that has feedback. We also had great feedback from the menu that was out there. Financially, last year we didn't have a dinner menu. We made some increases with pricing with this dinner menu and we are seeing similar if not better numbers on Fridays and Saturdays. I think we had some great feedback on the menu and the pricing. When we update our menu, we will certainly go back to the notes and see what we can do.

Mr. Snell: You had an increase in numbers of people coming on Friday and Saturday nights. Is that correct?

Mr. Fox: Yes. We are on track and will keep going. It will be our best month ever. It's going to be better than anything we had in the restaurant and on the golf course.

Mr. Snell: But the number of people, as I understand it, given the limited seating, has improved on Friday and Saturday night, pre the dinner menu. Is that wrong or right?

Mr. Fox: It's hard to say. I have to go back and look at those numbers for sure, but there are many factors. We had lingering COVID issues in December and January. We absolutely had more people through the door in February and March than we did in those months. It's hard to say if that is because of the dinner menu, because the vaccine is out there and we haven't had any COVID cases.

Mr. Snell: True enough. Don't worry about it because you really don't know all of the impacts that influenced it. Are there any other public comments from the audience? Hearing none, is there anyone on Zoom?

Ms. Adams: There's nothing from anyone on Zoom.

On VOICE VOTE with all in favor the 2021 Resident Satisfaction Feedback Survey was approved.
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Mr. Piersall: I have a comment on the letter.

Mr. Snell: We can retake the vote.

Mr. Piersall: Justin, if you were to try and address diverse lower calorie options or vegan, vegetarian and gluten free, all that's going to add is more expenses to incorporate that.

Mr. Fox: Gluten free is definitely more expensive as well as vegan and vegetarian.

Mr. Piersall: And the freshness of it. You have to buy it and turn it over pretty quickly.

Mr. Fox: We have many gluten free residents. Many vegetarians that will come in and ask us, “*Hey, can you do this for us?*” Absolutely, when we can. Part of our conversation was that we need to get it out there that we can make these vegetarian options. When we work on our new menus, which they will change multiple times through summer and the next season, we will keep that in mind.

Mr. Piersall: I’m going to get myself in trouble here, but people fail to remember that when you first come through the front gate and look to your right, there is the majestic third hole with that elevation drop and the two pools and the movie theater and restaurant. All of these things cost money. They need to be supported. I remember sometimes that people purchase where they thought of buying elsewhere in Anytown, USA where they didn’t have to do that. They didn’t have to support a restaurant. They just had to pay their local taxes.

Mr. Snell: Jim, I understand your passion.

Mr. Piersall: It’s relative.

Mr. Snell: I think it’s relevant, but I think that point has been made. Let’s take a vote on whether or not to approve the survey with additional amendments.

On VOICE VOTE with all in favor the 2021 Resident Satisfaction Feedback Survey was approved, with additional amendments.

E. Golf and Food & Beverage

i. General Manager’s Report

Mr. Fox: I don’t have anything to add to the report itself, but I’m happy to answer any questions.

Mr. Piersall: The golf and lunch coupons seemed to do very well. Did that come from outside of the community? I’m referring to the \$5,600 in revenue. That was a combination coupon as opposed to the \$5 off coupon.

Mr. Fox: Yes. That was based on The Villages newspaper and social media advertising.

Mr. Piersall: Right, but how much of that traffic do you know came from outside of the gates? The predominant amount, do you think?

Mr. Fox: I would say so. That price is based on high green fees.

Mr. Piersall: I think that was a great one. Obviously, you got a good return on it. Kudos.

Mr. Snell: Claire or Roy? I have a couple of things. I asked them to look at putting a password protected Wi-Fi in the Grille and Tavern for residents and keep the open one for non-residents. I think we would need to communicate that to residents, but I believe we need a password protected Wi-Fi, to provide more security to residents. I asked Justin some time ago and I keep asking him. Someday he is going to say yes, but I would like to see an App for reservations and take-out orders. Can you give me an update, because I think the last time, I actually asked you was before the point of sale and you said hopefully, we can do it after that? Can you give me an update on that?

Mr. Fox: Absolutely. I don't think it's compatible with the POS, but it's something that I reached out to OpenTable recently. I will call them again. I'm working on it right now.

Mr. Snell: Certainly, OpenTable opens it up a lot more to the outside community.

Mr. Piersall: OpenTable is excellent. What about the QR codes?

Mr. Fox: We have those available for people that want to use them so it's completely contactless.

Mr. Piersall: Are people aware that's out there for them? I think the more people are aware of it, they would say, "*Wow, isn't that neat*" and would tell their neighbor about it.

Mr. Fox: We can get that a little more visible.

Mr. Snell: The only place I've seen it is at the corner of the bar. It may be somewhere else, but I haven't seen it. So, it needs to be a little more visible than the restaurant.

ii. Consideration of Preventative Maintenance Agreement for Restaurant Equipment

Mr. Fox: This is a program that we have. We are just proposing switching companies. Previously, we just had a cold Preventative Maintenance Program (PMP) and this one will be hot and cold. It is a different company. They are closer and more direct.

Mr. Snell: Did you have experience with this company in the past?

Mr. Fox: Yes.

Mr. Snell: Also, whoever scanned this in the agenda package, obviously didn't read it. The list of equipment was not on the back. I asked Justin to provide that and he provided it to the Supervisors. I would ask that it be posted on the website as well so it makes the agenda package complete.

Mr. Piersall: Justin, what are we currently paying for PM?

Mr. Fox: It's \$290 per quarter. That is just cold maintenance.

Mr. Snell: The list increased so you would expect an increase in the cost.

Mr. Piersall: Is this something they can move on today?

Mr. Snell: Yes. We need a motion.

Mr. Piersall: Should it be worth what we lost the other day? I think it should be.

Mr. Snell: Yes.

Mr. Piersall: We lost \$1,500 because of the failure in the refrigeration at Fairfax Hall for St. Patrick's Day. With a PMP, it won't happen again, so I approve proceeding. Frank dealt with this company before, right?

Mr. Fox: Yes. We vetted the company.

Mr. Piersall MOVED to approve the Preventative Maintenance Agreement for the restaurant equipment in the amount of \$290 per quarter and Ms. Murphy seconded the motion.

Mr. Snell: Are there any comments from the Board?

Mr. Piersall: Get them in here and start the inspections.

On VOICE VOTE with all in favor the Preventative Maintenance Agreement for the restaurant equipment in the amount of \$290 per quarter was approved.

SIXTH ORDER OF BUSINESS

Business Items

A. Rule Hearing

i. Consideration of Resolution 2021-07 Adopting Memorial Bench Program Rates

Ms. Adams: Mr. Chairman, we need a motion to open the public hearing.

Mr. Snell MOVED to open the public hearing to adopt the memorial bench program rates and Mr. Craddock seconded the motion.

Mr. Snell: Is there any discussion from the Board?

Mr. Piersall: Yes. What is the initial participation? What is the length of time?

Mr. Snell: Is there any comment about opening the rate hearing? Hearing none,

On VOICE VOTE with all in favor opening the public hearing to adopt the memorial bench program rates was approved.

Mr. Snell: The rate hearing is open. Now you can ask your question, Jim. Thank you for your patience.

Mr. Piersall: Sorry. The initial participation under the fee schedule, Exhibit A is \$2,500 per bench. What is the length of time we have that for?

Mr. Snell: I believe it is 10 years.

Ms. Adams: As the Board previously discussed when you were looking at the application for the Memorial Bench Program, it was proposed to be a 10-year program.

Mr. Piersall: Subsequent renewals would be \$1,250 for another 10-year term? So, it would be cut in half.

Ms. Adams: Resolution 2021-07 would memorialize the earlier discussion that the Board had and officially put into effect the fees that can be charged to residents for the memorial bench. The initial cost of the memorial bench would be \$2,500 and then renewals would be \$1,250. The Board had a lengthy and robust discussion regarding this program at an earlier meeting. This is just going through the legal requirement to have the notice of rule hearing to impose the fee. So, we would be seeking a motion to approve Resolution 2021-07. I don't know if Lindsay wanted to make any additional comments.

Ms. Whelan: No. I think you are good.

Mr. Craddock MOVED to adopt Resolution 2021-07 Adopting Memorial Bench Program Rates, Fees and Charges and Ms. Murphy seconded the motion.

Mr. Snell: Is there any Board discussion? I have a question, but I think it's outside the purview of the residents, so I'm going to hold on asking it.

On VOICE VOTE with all in favor Resolution 2021-07 Adopting Memorial Bench Program Rates, Fees and Charges was adopted.

On MOTION by Ms. Murphy seconded by Mr. Craddock with all in favor the public hearing to adopt the memorial bench program rates was closed.

Mr. Snell: I have a question related to this program. I'm not sure what we decided before, but are we going to purchase any benches to increase the number of benches?

Ms. Roslin-Grimes: There has already been six benches approved that were separate from this agreement. Those benches are due to come in mid-April from the order that we made and will be placed at Village Green first. Any additional bench that is purchased will replace an existing bench. We will work on replacing benches before we add additional benches. All benches would be consistent throughout the community.

Mr. Snell: The Board has not decided that we will add beyond what is existing, any other benches at this point in time.

Ms. Roslin-Grimes: Correct.

Mr. Snell: But we can do that outside of this program.

Ms. Roslin-Grimes: Yes. The goal would be to replace all existing benches with the exact same benches approved previously to have a consistent look and feel throughout the entire community. Then once all of those benches are replaced, the Board could then adopt or subsequently purchase additional benches.

Mr. Snell: I had a resident question about that. That's why I wanted to be clear on it. That answers that for me.

Ms. Roslin-Grimes: In Exhibit A, people could specifically choose locations in which they wished to have a bench. So that is an option. If someone didn't purchase a bench, they could suggest the location for that bench and applications will come before the Board for approval.

The meeting was recessed at 4:08 p.m.

The meeting was reconvened at 4:18 p.m.

B. Consideration of Preventative Maintenance Agreements for HVAC Maintenance

Ms. Roslin-Grimes: Provided under separate cover was an HVAC PM comparison sheet. The most recent one was provided to you at today's meeting. I'm here to answer any questions. I do want to note that there is a price change from what was original quoted in the agenda packet. The price for ARCDD amenities decreased and the restaurant cost increased. The reason for that is because they originally had a maintenance shed. I asked them to break that up under restaurant and golf instead. I'm here to answer any questions about the comparison or any of the agreements.

Mr. Craddock: Emily, what is the new amount to pay? There are significant changes with evaporator and condenser coil cleaning. My recommendation to the rest of the Board is that we don't do a twice annual cleaning of the evaporator and condenser coils. Standard in the industry is essentially once a year. The reason I even brought this up was there was a discrepancy in Sun Kool Air Conditioning's (Sun Kool) quote because in describing their work scope and the Maintenance Agreement, they were at odds with each other. So, we went back and said, "*Okay, we asked you for a twice per year cleaning and you didn't quote it that way,*" which changed the price significantly. I think Kalos is way out of left field. They are way too expensive. Symons didn't have a bad price except that filters were not included. We are required to change filters four times a year. We don't know if Symons will include the filters. They said that they could not provide any information today. Correct?

Ms. Roslin-Grimes: Correct. They will not provide that information.

Mr. Craddock: So, we really don't know what their quote is going to be. In my mind, Symons is eliminated because we don't know what the true cost is. If they won't provide it to me, then it won't be considered. So, it's down to Sun Kool and Kalos. Kalos is extremely expensive. I do like their work scope, but I can't justify spending the money. So, my recommendation to the Board is to go with Sun Kool at \$5,390 per year. That includes one evaporator and coil cleaning per year.

Mr. Snell: So, the difference was that they just added one more evaporator and coil cleaning per year?

Ms. Roslin-Grimes: It is \$300 per unit.

Mr. Craddock: They had a similar contract in the past with us. Obviously, they have not been doing a twice per year cleaning because I saw the quotes. As I said, I don't have enough information to not stay with once per year on coil cleaning, so I approve the Sun Kool proposal for \$5,290 per year.

Mr. Craddock MOVED to approve the proposal with Sun Kool Air Conditioning for HVAC maintenance in the amount of \$5,390 per year and Ms. Murphy seconded the motion.
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Mr. Snell: Is there any further discussion?

Mr. Piersall: I looked into this too and I personally thought that Symons was coming out four times a year, even though we weren't going to clean the coils four times a year. I use what

just happened here with what happened on St. Patrick's Day. Equipment like that needs to be maintained. For all of the units that are in the restaurant, those filters need to be removed and washed and then replaced. Correct?

Mr. Fox: Yes. Sun Kool currently does that when they are here.

Ms. Roslin-Grimes: Sun Kool provides a filter change or cleaning four times a year. They just provide on a limited basis, service two times per year.

Mr. Craddock: Once a year, they are going to come in and clean or replace filters and provide full maintenance twice a year.

Ms. Roslin-Grimes: Correct. Four times Sun Kool would do filter changes. Symons does not include any filter changes in their quote. That would be an additional expense. They would visit the property four times annually to do presentative maintenance, cleaning and what's listed in their agreement, but they will not provide new filters without an additional charger per unit.

Mr. Snell: They will not give us what it would cost us at this point without a site visit.

Ms. Roslin-Grimes: Correct.

Mr. Snell: Isn't twice a year PM on air conditioning pretty standard?

Mr. Craddock: I only have my system serviced once a year at home.

Ms. Roslin-Grimes: Traditionally it's recommended in spring and fall.

Mr. Snell: Jim?

Mr. Piersall: Is four times a year adequate?

Ms. Adams: No.

Mr. Piersall: With all of the allergens and stuff in the air?

Ms. Adams: Typically, with a commercial facility like this, you do filter changes four times a year.

Mr. Piersall: That's enough.

Mr. Craddock: Historically, we have changed it four times a year, which is accurate.

Mr. Snell: Claire?

Ms. Murphy: I think the only comment I would have in favor of Symons is service and repair labor at \$90 versus \$125 for the first half hour and \$100 for each additional hour. Symons also has weekend and after-hours diagnostic at \$225 and \$200 for the next hour. Sun Kool has no overtime charges. So, I would be in favor of Sun Kool for those two reasons.

Mr. Craddock: If you look at your unexpected outages, you are going to have failed units routinely. Our whole goal with a PMP is to not have failures. Their per hour charges for outside of their normal routine PM is interesting data, but I don't expect to ever spend that.

Ms. Murphy: How often does the air conditioning unit go out on Friday or Saturday night or Sunday afternoon?

Mr. Snell: It will happen.

Mr. Piersall: We had to go without it in the month of July for six weeks this past summer.

Mr. Snell: It will happen so that's why those charges are there so we can know that in the event it does happen, what it is going to cost us. If they didn't put that in there, we are at their mercy and we don't want to be there.

Mr. Piersall: I was wondering. Sometimes it's piecemeal because when it went out over the summer, Sun Kool gave an astronomical price.

Ms. Roslin-Grimes: It needed to be replaced. It wasn't for PM.

Mr. Piersall: Correct, but we were without it for six weeks in July and August.

Mr. Craddock: Are you talking about the HVAC unit in Fairfax Hall?

Mr. Piersall: In the restaurant.

Mr. Craddock: The one right beside it is not far away from being replaced.

Mr. Piersall: If Sun Kool was doing our maintenance and the unit went south, why was it such a struggle for them? They didn't get that bid. Symons did. Was it because their price was astronomical?

Mr. Fox: The air handler inside is a 6 ton and the compressor outside is a 3.5 ton. This was a long time ago. When the building was built, the A/C was not sized properly. We went through a bid process and there were different ideas of what should be in there. There was consensus from multiple different companies that it should be a 6 ton and that is what Symons quoted. They had the best quote.

Mr. Piersall: I am just thinking that it is wise to have a vendor, if you have somebody like that, that you stick with and you throw your business too. When you call them on Saturday at 4:00 p.m., he is there for you. I think all of that needs to be taken into consideration too.

Mr. Craddock: I agree with you, Jim. I was the one that brought Symons in here about a year or so ago because I wanted to see more competition. On several jobs, they have been very competitive. They were awarded the last few projects because they had a good price and were able

to get it done, but in this one instance, I can't with good conscience say to go with them because it is an unknown whether they will include filters.

Mr. Snell: We really can't delay on this, Roy.

Mr. Piersall: We can't reach out to Symons and say we want you, but you must include the filters?

Mr. Craddock: We did that for Symons.

Mr. Piersall: I don't understand.

Mr. Snell: Emily reached out to him yesterday and he refused to provide the information. To me, that says he's non-responsive. We don't want a non-responsive vendor.

Mr. Piersall: Was the issue providing the filters or cleaning the ones in cassettes?

Mr. Craddock: Whatever was required. If it was cleaning, they were cleaned. If it had to be replaced and thrown away, then they replaced them. There is an unknown cost.

Mr. Piersall: I just don't want to see what happened last summer. If you have a reliable vendor/contractor that you are dealing with, they should be there ASAP. Last summer, we were without the HVAC for six weeks in July and August and it was horrible. It was 80 degrees on Saturday night when we were having dinner in the restaurant.

Mr. Snell: I didn't hear that Sun Kool just didn't show up. There were a lot of issues that had to be resolved that took time to get resolved before we went out for bid. Is that correct? It wasn't that Sun Kool didn't respond.

Ms. Roslin-Grimes: The issue with the restaurant did not deal with PM. The device broke down. Sun Kool provided a quote. We were asked to go back and get additional quotes and those are before the Board. So, it wasn't neglect on Sun Kool's part or any other vendor.

Mr. Snell: Correct. Because Sun Kool was the provider of the service, they were the only ones that were asked to provide a quote. Roy wanted to see more quotes and that's why it took more time. It was not Sun Kool's fault.

Mr. Piersall: I understand that, but my point is if you have no hot water and you needed it, something like that could have and should have been addressed quickly. If we had a vendor that we had a relationship with, that is how you do business. It is a service business.

Mr. Snell: Jim, we had that vendor. We were satisfied with that vendor and what they were doing. The system did not go down because of Sun Kool.

Mr. Piersall: I understand that.

Mr. Snell: It went down. They were asked because they were the vendor, to give a proposal. That was brought to the Board and Roy asked for additional quotes. That took another month because we couldn't do anything about it until we got those additional quotes. So that's why it was out for so long. It was not the fault of Sun Kool.

Mr. Piersall: I understand that.

Mr. Craddock: What we ended up with again was a much better product.

Mr. Piersall: Right. I don't think we should sign this because I think we are better off to deal with a smaller niche contractor.

Mr. Snell: Okay, but we have a motion on the floor and unless you want to amend it, which you can do to change it to Symons, it has to be seconded and then we will vote on the amendment. If it passes, we will vote on it. If it doesn't pass, we will come back with another motion.

Mr. Craddock: Where are we on the existing contract?

Ms. Roslin-Grimes: We need to approve a PM contract. It had lapsed.

Mr. Snell: Unless someone wants to amend the motion, I'm calling for the question.

Mr. Craddock: I'm in agreement with the contractor. I have no problems with it. I have a fiduciary responsibility because I'm spending other people's money. I have the numbers in front of me and unless I have a real reason to spend more money, I can't do that.

Ms. Murphy: We used Sun Kool for many years. Are we dissatisfied with their service?

Mr. Craddock: There are many who are dissatisfied with Sun Kool, which is the reason I wanted to expand the range on this.

Mr. Piersall: That was the right thing to do. You did good.

Ms. Murphy: Are we dissatisfied with their service because they don't come when they are called or because they don't repair things properly?

Mr. Craddock: The second one. I can withdraw the motion and we can rehash this.

Mr. Snell: According to Emily, we don't have time to go out and get more bids, so we are stuck with one of these three. We can't have a lapse in service.

Ms. Roslin-Grimes: It will push our PM either way. We have a schedule, so you can table this and I can reach out to Symons and see if he will come to look at every item on the property.

Mr. Craddock: Given the list of equipment we have, he couldn't quote a price on that?

Ms. Roslin-Grimes: That is what he was provided. Every other vendor on the list, which were the three vendors that reached out for PM, was able to provide a cost based on the equipment

list that was provided. He was asked to list those that he wanted to physically put his hands on and provided that quote. I don't know if that will incur a service or trip charge.

Mr. Craddock: That was my next question.

Ms. Roslin-Grimes: I don't know at this point.

Mr. Snell: I want to make it clear that we have an existing service contract. Right?

Ms. Roslin-Grimes: Yes.

Mr. Snell: When does it expire?

Ms. Roslin-Grimes: I don't know. I don't have that date.

Ms. Adams: We can look that up quickly. Give me a second while you discuss this.

Mr. Snell: If we don't approve this today, I heard something different the first and the second time you said that. I heard that we would have a lapse in service. The second time I heard that if we don't do the PM in April, we would do it in May, which is a little different to me.

Ms. Roslin-Grimes: Yes. That would happen every six months you get service, which would push our six months to an even longer period of time. So being on a six-month schedule for service might be moved to this time. So instead of being six months, it would be seven months.

Mr. Craddock: Could we extend the existing contract for a quarter?

Ms. Roslin-Grimes: I don't know at that price. You would just pay for whatever month your price is until you decide to choose.

Mr. Craddock: Could we extend the current contract with Sun Kool until we get additional information?

Ms. Roslin-Grimes: Maybe Lindsay can answer that.

Mr. Piersall: I'm curious if Monk's bid on this. They do a lot of work in this area.

Mr. Craddock: We just chose three. I wanted to add Symons to it and Emily proposed Kalos. Kalos is a good company. They presented a beautiful proposal, but they are expensive.

Mr. Piersall: Has Monk's ever bid on anything for us?

Ms. Adams: Yes. Years ago, Monk's serviced the property, prior to my time, but for whatever reason, staff changed to Sun Kool. I just looked at your current agreement with Sun Kool. It expires on March 3, 2021. So, it expired.

Mr. Snell: It already expired so we can't extend it.

Mr. Piersall: Monk's has a really good reputation in this area.

Ms. Adams: For what it's worth, I've personally been in a situation where I needed to call Sun Kool because of a HVAC situation at the social hall, prior to Emily being here. I think I called them around 11:00 p.m. on a Saturday night and they were out the next morning. They called me back right away. I wanted them to be out there or come out in the morning, but because of building access, I asked them to come back first thing in the morning. They have been very responsive to any issues. I think the term you are looking at is a one-year agreement.

Mr. Craddock: I have a clarification question. Since the contract expired, we are kind of already exposed. The longer we stay out there, the more exposure we have. That is not good, but it's your motion. If you want to withdraw it, speak up. Otherwise, we don't have a vote.

Mr. Craddock: We don't have a second.

Mr. Snell: We do. We wouldn't have had the discussion without the second.

On VOICE VOTE with all in favor the proposal with Sun Kool Air Conditioning for HVAC maintenance in the amount of \$5,390 per year was approved.

Mr. Snell: That was a good discussion. Thank you, Jim, for your contribution.

Mr. Craddock: When this contract comes up again next year, can we have more advanced time?

Ms. Roslin-Grimes: I will write it on the calendar since it will be around the same time.

Mr. Craddock: For us to be discussing the contract when the current one has already expired, is not smart.

Mr. Snell: We need to have it in the January agenda at the latest.

Mr. Piersall: We should get a three-year contract so we don't have to deal with it every year.

Ms. Adams: You can do that.

Mr. Craddock: Things change.

Mr. Snell: Let's look at the terms.

Ms. Whelan: Based on that discussion, do you want us to prepare this agreement for a two-year contract for 2021 and see if the contractor is amenable to that?

Mr. Snell: Roy and I both don't agree with that. Let's go with the one-year contract. Claire?

Ms. Murphy: One year.

Mr. Piersall: With Sun Kool? Yes.

Mr. Snell: There is consensus for a one-year contract with Sun Kool.

Ms. Whelan: Okay.

Mr. Craddock: Next year we will renegotiate this contract and include what Jim proposed.

C. Consideration of Proposal for Security Camera DVR

Ms. Roslin-Grimes: In your agenda package is a quote for DVR enhancements at the front gate and back entrance gates, which includes six cameras.

Mr. Craddock: The back gate is under HOA responsibility. Are they going to share in this cost?

Ms. Roslin-Grimes: The initial cost of the cameras was a shared cost. Any expense on that would be additional. It is not bound for any agreement that is currently in place to share it. They have their own cameras that they installed at the back gate that they believe is sufficient. At this time, it has not been discussed that we would share in that cost.

Mr. Piersall: A few weeks ago, when the back gate was hit, did the cameras detect who did it?

Ms. Roslin-Grimes: Your own cameras did that. They have their own set of cameras at the back gate. There is an entrance and exit camera plus a license plate camera.

Mr. Piersall: Do we know who ran into the gate?

Ms. Roslin-Grimes: Yes, they were able to determine that.

Mr. Piersall: Okay.

Mr. Craddock: Howard told me that person came forward the next morning.

Ms. Roslin-Grimes: Correct. They did come forward on their own.

Mr. Craddock: I guess that was my point. We didn't find out who it was because of our surveillance video. We found out because they owned up to it, as they should've.

Ms. Denise McKensie (Lot 181): They showed up on the camera. Our back gate license plate reader did verify who hit the back gate.

Mr. Snell: Thank you.

Resident (Howard Secler, Lot 303): What is the difference if we show the costs or not? It is still all of our money. Not that we can't afford it, but I don't see the sense for the HOA to share in the cost.

Mr. Snell: I don't think you can commit.

Mr. Craddock: I was just raising the question since they owned the back gate.

Ms. Roslin-Grimes: I will say that the back gate cameras did allow us to view the recent break-in that occurred in the maintenance shed, allowing us to provide information to the investigator on a specific time in which the break-in occurred. Therefore, they could get with the other locations along Haywood Worm Farm Road to obtain any other footage they might have been able to view within that window of time.

Mr. Craddock: So, what you are proposing in this work here is not the cameras for the back gate?

Ms. Roslin-Grimes: No new cameras. It is a new DVR system that allows us to watch footage if there was a break-in. It allows staff and security personnel to login remotely or through a device to record for a longer period of time. The current recording time is about three days give or take. Therefore, if an incident occurs on Thursday and I become aware of it on Monday or Tuesday, it doesn't necessarily mean there's adequate time to review the footage and get information. You have instances where residents hit the bars at the front entrance or the bars come down on a vehicle. In instances like that, it would help where we haven't had security footage, which may be helpful in the investigation process.

Mr. Craddock: So, this would be a common DVR system for the front and back gate.

Ms. Roslin-Grimes: It would encompass all six cameras. Since they aren't tied to one system, there would be new cameras that would encompass the existing cameras in place.

Mr. Craddock: Okay.

Mr. Snell: But it will not be broadcast.

Ms. Roslin-Grimes: No. They are not broadcast.

Mr. Craddock MOVED to approve the proposal with Apronics Communication Depot for a DVR in the amount of \$1,892.49 and Ms. Murphy seconded the motion.

Mr. Snell: Are there any comments? Hearing none,

On VOICE VOTE with all in favor the proposal with Apronics Communication Depot for a DVR in the amount of \$1,892.49 was approved.

D. Consideration of Bill of Sale for Microphone and Stand

Ms. Adams: Board Members, included under separate cover was a Bill of Sale for a microphone and stand. It was donated by Mr. Terry Snell for the purpose of improving the audio quality at our Board meetings. In order to comply with legal standards, there is specific language in the Bill of Sale. I will let Lindsay address that. This was actually a donation, so there is no plan to have an exchange of funds, even though it does say it's a Bill of Sale for \$10. Lindsay, did you want to comment on the agreements?

Ms. Whelan: Sure. Tricia, did a really good job of explaining it. This was a donation to the District. So, to formally evidence the donation, a Bill of Sale was appropriate. As indicated, the \$10 is just a standard legal monetary number that's included whenever there is no actual dollar value being exchanged. So just to clarify for the Board, this was a donation.

Mr. Snell: Lindsay, does it have to say, "\$10?" Can we change that to Zero dollars?

Mr. Craddock: I think it has to be a dollar.

Ms. Whelan: There has to be some consideration. \$10 is the legal standard. Whenever we convey ponds or roadways to a District, the deed will even say \$10. That's just the industry standard industry number that signals to everyone, this is just a donation. That being said, we could change it to \$1 if that would be more palatable to you.

Mr. Snell: That would be more palatable.

Ms. Whelan: Okay. I'm happy to do that.

Mr. Snell: Even if it takes two pages of legalese.

Ms. Adams: Supervisor Craddock, the way that staff uses this information is that we incorporate this into the District's inventory. Items that are surplus are removed from the inventory so it does trigger that action as well.

Mr. Snell: We need a motion to approve.

Mr. Craddock MOVED to approve the Bill of Sale for the CDD to pay Mr. Terry Snell \$1 for his donation of a microphone and stand for the purpose of improving the audio quality at Board meetings and Ms. Murphy seconded the motion.

Mr. Snell: Lindsay, do I need to abstain?

Ms. Whelan: No because you are not receiving any benefit.

Mr. Craddock: You are getting \$10.

Ms. Murphy: It's \$1.

Ms. Whelan: It's a donation. You are not actually getting paid \$1.

On VOICE VOTE with all in favor the Bill of Sale for the CDD to pay Mr. Terry Snell \$1 for his donation of a microphone and stand for the purpose of improving the audio quality at Board meetings was approved.

Mr. Snell: Roy, I think it is appropriate for you to sign any documents on the HVAC Service Agreement.

Mr. Craddock: Sure.

Mr. Snell: Thank you.

E. Consideration of 2021 Pavement Management Agreement with Andreyev Engineering, Inc.

This item was discussed.

F. Consideration of Amenity Use When Reciprocated with Other Communities

Mr. Snell: I asked for this item to be on the agenda because I know that the pickleball players want to have tournaments here. I'm not opposed to having tournaments, but it causes wear and tear on our courts. If the Amenity Rules allow any registered guest to attend club meetings twice per year, we need to make sure that the Board agrees with having a tournament in my opinion, which is a little different than a registered guest attending twice a year.

Mr. Craddock: We can be very restrictive in what we are allowing. Is the pool okay?

Mr. Snell: No. Are you going to have a tournament in the pool?

Mr. Craddock: I'm not talking about a tournament. From a 30,000-foot level, are we looking at amenities or just looking at pickleball?

Mr. Snell: That's a good clarification of the question.

Ms. Roslin-Grimes: I just want to clarify that the policy states a guest can only attend an activity two times annually. The guest policy for an amenity and a guest pass is 15 calendar days a year.

Mr. Craddock: Okay. If we are looking at a pickleball tournament, do those people have to be invited by the resident in order to participate in that tournament or can they just find out that there is a tournament here, sign up for it and show up?

Mr. Piersall: Or is this more for league play? In other words, we have a softball team, but we don't have softball fields so they allow us to play softball at other places. Isn't this more of a case of reciprocity?

Mr. Craddock: No, we pay for that.

Mr. Snell: We pay for that?

Mr. Craddock: The softball team does.

Mr. Snell: I was not aware of that.

Mr. Craddock: They pay to participate on other fields outside of AR. That was one of the reasons, if you call, I asked to have some funding go to them because they have to pay to play. It didn't happen so I donated my monthly proceeds for these meetings to the softball teams.

Mr. Snell: I never heard anything about having them pay to play.

Mr. Piersall: What fee do they pay?

Mr. Craddock: I don't recall. It's not nominal.

Mr. Snell: We don't have a softball field. We don't have any place to put one.

Mr. Craddock: No.

Ms. Adams: I think Mr. Jim Piersall's example is a good one, tournament play or intracommunity play when there is a bocce tournament, softball tournament and pickleball tournament. There are also sometimes opportunities to host an event for Lake County Senior Games or Leland Senior Games. In those cases, the Board may want to consider how that is addressed in terms of complying with the Amenity Policies, if there is a situation where there is reciprocity if the Board wants to consider hosting those kinds of activities here.

Mr. Craddock: I don't think it's outside the realm of consideration. I think we need to consider this on a one-on-one basis as these opportunities present themselves.

Mr. Snell: Anytime they want a tournament, they must bring it to the Board for approval. I think we need a motion to that effect.

Ms. Adams: Yes. You are not doing anything that is not in compliance with your current Amenity Policies. So, at this time, you can direct staff if anyone approaches staff, to schedule an activity or a tournament that would be hosting another community or a group from an outside organization, to present it to the Board and we will deal with it in terms of actions that the Board needs to take at that time.

Mr. Craddock: That makes sense to me.

Mr. Piersall: If the parameters were in place, why would it be such a big deal? Isn't it like when you are a kid, you play at your friend's house and then they come and play at your house? Honestly, why make a mountain out of a molehill? We play there, they play here. Why tie it up in red tape?

Mr. Snell: That would be on reciprocity.

Mr. Piersall: As a courtesy, let you know that they are coming. We don't need to know.

Mr. Snell: It would have to be scheduled. It cannot happen unless it's scheduled, so that requires notice anyway, Jim, but that's a very valid point. Claire?

Ms. Murphy: I think we have one other point too. Say we had 30 pickleball players come in to play, what about parking? They are not going to fit in that little parking lot over there. So, there is going to have to be some sort of signage for them to go to the overflow parking lot, not the golf course parking lot, because that should be reserved for golf course play. I have no problem with them coming and playing, but I think we need to make sure that the group knows that they need to park in a certain place and behave in a certain manner.

Mr. Piersall: Residents could shuttle in from the overflow lot in golf carts. We could also encourage them to have lunch while they are here. Work around that and try to build something into that to get them into the restaurant.

Ms. Murphy: If Joann is in charge, there will probably be lunch involved.

Mr. Snell: That may be the case, but the time in which they are playing today is definitely going to end. In the summer, it is not going to be around lunchtime.

Ms. Murphy: Right.

Mr. Snell: It might be that they play 8:00 a.m. to 10:00 a.m. and then eat lunch, but their time of play is not around lunchtime now. Probably in the summer months, it is not going to be around dinner.

Mr. Craddock: We have to consider that their schedule is already set up for pickleball. It's going to interfere with those people playing pickleball.

Mr. Snell: How far out is it scheduled?

Ms. Roslin-Grimes: Annually.

Ms. Murphy: When this was presented, did they say that they wanted to have nighttime tournaments?

Mr. Snell: They did not present it. This comes from resident comments in emails that I received saying that they look forward to having tournaments and hostings on Facebook. It is just information that is coming in after we approved it, primarily, although I have forgotten about it. It was mentioned a year ago, but I don't remember when.

Mr. Craddock: Each person on our softball teams pays \$50 per season to be able to utilize a field south of here on 27 because we don't have one. So, the times and number of players are not insignificant.

Mr. Snell: To me it's not insignificant per person, but it may be to you if you want to play softball and you are willing to do it.

Mr. Craddock: Sure.

Ms. Murphy: Do you think it would be worth of our while to have somebody sit with Joann and ask if she is amenable to this and what her plan would look like, how often she would do it, would she do it in the morning or at night? She seems to be the organizer of the pickleball players.

Ms. Adams: Supervisor Murphy, Emily just had a good suggestion, which was perhaps staff could develop an application for this type of program and then bring it back to best frame the discussion for the Board. If you would like, we could add this as an agenda item next month and bring back an application for the Board to consider. In the meantime, staff will confirm with District Counsel and make sure that what we are proposing is in line with the Amenity Policies as they stand. They would also need to be considered in tandem with the acceptance of an application procedure.

Mr. Craddock: We don't need to be developing it now.

Mr. Snell: Hopefully we will have Mr. Bill Bishop in attendance next month.

G. Discussion of CDD/HOA Workshop

Mr. Snell: I don't know why we had this item on the workshop.

Ms. Adams: I think the hope was that Supervisor Bishop would be able to participate in the discussion and perhaps set a time, but unfortunately, he was not well enough to attend today's meeting.

Mr. Snell: So, we don't need to continue that discussion. Right?

Ms. Adams: Right.

SEVENTH ORDER OF BUSINESS

Other Business

There being none, the next item followed.

EIGHTH ORDER OF BUSINESS

Supervisor Requests and Audience Comments

Mr. Craddock: We have to discuss the billboard out front.

Mr. Snell: We missed that.

Ms. Adams: It's not on the agenda.

Mr. Snell: There was an incident about that and I think we need to discuss that.

Mr. Craddock: I have a comment on it. We received a quotation from Robson Corporation.

The price of that sign is \$295,000.

Mr. Piersall: Disregard that.

Mr. Snell: That was not a sign. It was a billboard.

Mr. Piersall: That was something for the Las Vegas strip. It was a 20x25x12.5. That was not what we were looking for.

Mr. Craddock: This is not under consideration?

Mr. Piersall: No.

Mr. Snell: I don't think the Board is going to spend that amount of money.

Mr. Craddock: I looked at the numbers and if you sell one round of golf for \$50 to pay for this sign, we will have to draw in 5,900 additional people.

Mr. Piersall: It is a moot point.

Mr. Snell: Jim's right, it's a moot point.

Mr. Piersall: That was erroneous. It should not have been presented.

Mr. Snell: I think that was the understanding of what staff was to get. I don't think it was your intent. Is that fair enough?

Mr. Piersall: Tricia and I were pretty clear. I was trying to replicate the sign outside of FHB Health. That sign is very dynamic. It has a lot of capabilities. It suits our needs. It is not ostentatious. It is not presumptuous. It would hit the spot.

Mr. Snell: That came from an email we received from Emily yesterday. Right?

Mr. Craddock: The one from Sign Crafters?

Mr. Snell: Sign Crafters and Robson. That item isn't on the agenda, but I think it behooves us to have the discussion. Jim is passionate about it and I want to honor that.

Mr. Piersall: Yes. I think it is very important because there is a lot of traffic on 27 and that sign is amendable. If he has no substantial tee times booked one afternoon, he can throw it up there in the morning as people go to work. I was shocked to see the amount of traffic on 27 going both ways at 6:00 a.m. coming from the Turnpike, I would assume. I firmly believe if we had a sign out there, we could market our restaurant with specials. I believe it is going to drive people in here. I really do. That sign catches your attention. It has the qualities we are looking for. It's thoughtful. It's effective. I don't see a problem to get it permitted because we are going to duplicate or replicate what is already on 27 outside of FHB Health. I see it as a win-win. We need to spend the money to do it, but I think it will pay for itself.

Mr. Snell: Roy, do you have a comment?

Mr. Craddock: No. I don't want any more golfers in here. I am having a tough time getting a tee time as it is.

Mr. Snell: Claire, do you want in?

Ms. Murphy: I don't. We already spent well over \$100,000 of reserve money and just spent money on the roads. Is this the right time to be spending another \$23,000?

Mr. Snell: We need a motion.

Mr. Piersall: I will state a motion to get that sign. You have to spend money to make money.

Mr. Craddock: Which sign are we talking about?

Mr. Snell: The \$23,000 sign.

Mr. Piersall: No, it's \$29,000.

Ms. Adams: It's \$30,100.

Mr. Snell: There are two quotes.

Mr. Piersall: The sign from Sign Crafters is \$30,100. Robson proposed \$46,000.

Mr. Piersall MOVED to approve a new digital sign from Sign Crafters. Due to there being no second to the motion, the motion failed.

Mr. Snell: Let's move on. Are there any other Supervisor's Requests?

Mr. Craddock: Are we going to talk about the appraisal?

Mr. Snell: Not at this time. I haven't had enough time to review it and I don't think you have either. It is going to be on next month's agenda.

Mr. Piersall: So, the sign is dead on arrival?

Mr. Snell: The sign is dead on arrival.

Mr. Piersall: What about the billboard you were talking about replacing with a fixed billboard?

Mr. Snell: That is still open for discussion. Are there any other audience comments?

Mr. Larry Savickus (Lot 167): I was just going to say if you intend to send out a survey or questionnaire about potential uses for the existing Sales Center, I think it would be a good idea to provide information about what will happen if we didn't buy it. What is the worst-case scenario? It could be a massage parlor.

Mr. Craddock: In a 55 plus community?

Mr. Savickus: I think it would be good to let everybody know what would happen if we didn't buy it and what the present owners could do. Thank you.

Ms. Adams: Just for clarification, since there are a lot of unknowns with the Sales Center, residents may be asking for the appraised value, potential cost to purchase, in addition to concepts for potential use of the building. There are two things that the Board can do. If you want to push the survey through immediately, I suggest that we delegate authority to the Chairman to approve the survey for distribution or bring the survey brought back to next month's meeting for Board review.

Mr. Craddock: I think we are good. We talked about it. We got input from Claire and Terry. I don't need to see it again next month.

Ms. Adams: Not the Resident Feedback Survey, but the survey regarding potential ideas and concepts for the purpose of this Sales Center.

Mr. Craddock: I think we can have that discussion when we talk about it. I think we need to see it again.

Mr. Savickus: I don't think he's clear on the question.

Ms. Adams: Yes. Do you want a survey to go out now to ask residents if the CDD purchases the Sales Center, how they envision it best used?

Mr. Craddock: I see where you are headed now.

Ms. Adams: Or do you want the survey to come back next month to the Board?

Mr. Snell: It's too late. We won't get that feedback in time to make a decision next month. This survey won't be back until the May meeting. We don't want to push off the Sales Center until that time.

Mr. Craddock: I agree.

Mr. Snell: So, the question is, would you all agree for Emily to put together a survey with my review and get it out quickly?

Mr. Craddock: I'm good with that.

Mr. Snell: Are there any other public comments?

Ms. Adams: We have a comment on Zoom.

Mr. Mike Ryan (Lot 397): Good afternoon everybody. I think the discussion on the Sales Center was very good. The only thought that I would have is, I think it would be very prudent if the Supervisors would walk through the Welcome Center. I know it has been a long time since I have been through the Welcome Center, but it really is broken up into a lot of small rooms. I think it would be advantageous if you can take a walk through it and just get an idea and a feel for the size of the space. There is a back side of the building as well that has a roof over it. It would just be very advantageous before your discussion. One last thing, there is an AR Zoning Law, which allows the Welcome Center to be used for retail space; barber shop, pharmacist, anything like that. So, you might want to have Lindsey just check and see, if we don't purchase it, what the current owners might be able to do with it. Thank you for your time. I appreciate it. Enjoy the rest of your evening.

Mr. Snell: Thank you, Mike. I believe we said that the PUD offers almost anything.

Ms. Adams: Anything that benefits the community.

Mr. Snell: Mike, in response to your suggestion that we walk through it, I can't speak for Bill because he's not here and has been out for some time, but the four of us all walked through there with Emily. Emily has some good thoughts on it to not only impact the Sales Center, but to impact the current administration and help expand the restaurant capabilities as well. Those suggestions will be brought back next month. With that being said, I have consensus for Emily to put the survey together. I will then review it and it will go out with a short time period so we can have time to analyze it. Okay? I have one other comment, Claire. I was not on the Board when they did that survey. I don't think I told you that. It was the prior Board.

Ms. Murphy: Which survey?

Mr. Snell: The survey that I was talking about what the residents wanted.

NINTH ORDER OF BUSINESS

Adjournment

On MOTION by Mr. Craddock seconded by Ms. Murphy with all in favor the meeting was adjourned.



Secretary/Assistant Secretary



Chairman/Vice Chairman