

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, April 15, 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 ( <i>by phone/Zoom</i> )	Assistant Secretary
Jim Piersall	Assistant Secretary
Bill Bishop ( <i>by phone/Zoom</i> )	Assistant Secretary

Also present were:

Tricia Adams	District Manager
Lindsay Whelan ( <i>by phone/Zoom</i> )	District Counsel
Keith Riddle ( <i>by phone/Zoom</i> )	District Engineer
Emily Roslin-Grimes	GMS Community Director
Jasmine Angeles	GMS Resident Services Coordinator
Kelly St. Cyr	GMS Activities & Communications Director
Alan Scheerer ( <i>by phone/Zoom</i> )	Field Manager
Jacob Bloodworth	Floralawn
Dan Zimmer	Indigo Golf Partners
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. Mr. Craddock, Mr. Snell and Mr. Piersall were present in person and Mr. Bishop and Ms. Murphy were present via phone/Zoom.

**SECOND ORDER OF BUSINESS**

**Pledge of Allegiance**

The Pledge of Allegiance was recited.

**THIRD ORDER OF BUSINESS**

**Public Comment Period**

Mr. Craddock: Before we begin, I would like to remind everyone to please silence your cellphones or turn them off.

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

Mr. Snell: Before the comment period, we are going to do a couple of other things.

**ii. Golf Club Budget Presentation (Added)**

Mr. Snell: I would like to move up the 2022 budget presentation by Dan and Justin. Then we are going to allow Supervisor Piersall to make comments he requested to make before we go to the public comment period.

Ms. Adams: We have Mr. Dan Zimmer and Mr. Justin Fox representing the Arlington Ridge (AR) Golf Club and Indigo Golf. Provided under separate cover was a budget narrative and information about the Annual Golf Club Plan, which will be presented next month as well as the budget. This is a preliminary discussion in order to get Board Member input to prepare the final documents. I believe we are ready for the presentation of this item.

Mr. Fox: We wanted to start with the word, "*Consistency.*" What we found when we were able to be open and consistent, we have good trends, despite the impact COVID has on the business. We learned a lot from Year 1 and even Year 2. So, we are looking to build off of both of those years and be more consistent moving forward. Starting with memberships, as of April 1<sup>st</sup> we are at 209 members with 164 full golf members and 45 social members. Last year, we maxed out at about 114 members. So, we saw a great increase there, which is good and a lot more than we budgeted for and speaks a lot to what we are doing on the golf course and how we are building off of that. With the membership, we are proposing a \$200 increase, which would increase the member average per round (APR) by about 55 cents. We saw membership rounds increase by 17% this year, which means that the daily fee rounds decreased by 17%. We fought to make sure that we had enough inventory on the tee sheets for public rounds. The reason for the increase in membership price would be supply and demand. When you look at the average, a member will play by 120 rounds per year. If you take that in terms of what they pay for their annual dues per round, it comes out to between \$27 and \$28, which is between \$2 and \$3 less than what the average non-member would pay per round of golf. So that's just purely by looking at it from an average cost per round perspective, that doesn't take into consideration the additional benefits with a 10% discount in the restaurant, a 10% discount in the pro shop and charging privileges at the facility. So, when you are factoring in all of those additional benefits in addition to the lower cost per

round, we feel that there is still a lot of value in the membership and look for that to stay consistent year-over-year, in terms of what the total dues revenue would be.

Mr. Piersall: So, you are saying when you average it out, members are paying about \$27 per round.

Mr. Fox: Correct.

Mr. Craddock: Do you anticipate raising the visitors fee or the resident fee to play golf?

Mr. Fox: Yes. We do anticipate increasing non-member rates as well. A lot of that is driven because the pricing is much more dynamic than it was even last year or five years ago, because of COVID. We are seeing a lot more rates booked online based off of utilization. It is easier to adjust those rates. It is hard to state exactly where the pricing will be next season, but we do anticipate that it is going to be higher than where it was this year.

Mr. Piersall: What percentage do you give if someone books online with a credit card, we are paying a percentage on them soon. So, how does that work out?

Mr. Fox: There are different ways that you can book online. If you book through our website, then no fee is paid. The trade program that we have GolfNow is roughly 15%. For most standalone golf courses, the trade agreement would be one or two trade times per day no matter if they sell anything or not. Our agreement is a little different. You don't earn trade unless you sell a tee time. For every hundred rounds of golf that are sold on GolfNow, they would get 15 rounds in trade that they can sell, which is how they earn their money.

Mr. Piersall: Are you paying 15% to them? What is the credit card company paying? 7 to 8%?

Mr. Fox: No. We average 2.9% to our current credit card processor.

Mr. Piersall: I thought of this and I've never seen it, but would you ever consider giving me 100 rounds, if I give you \$2,500 and prepaid it in cash? Would that be advantageous? I was just wondering. That is something that benefits some people's profile.

Mr. Fox: Well, 100 rounds for \$2,500 is 250 rounds, so we will take that.

Mr. Piersall: No, it would be \$25 per round for 100 rounds of golf.

Mr. Fox: Okay. I guess it depends on who you are selling it to and what the end user is going to be. We haven't done that in this market.

Mr. Piersall: I was just thinking outside of the box. Down south has summer memberships for \$700 for six months.

Mr. Fox: Correct.

Mr. Craddock: How many players are booked with GolfNow?

Mr. Fox: I hesitate to answer that off the top of my head. We can certainly give you an exact number.

Mr. Craddock: Are they a major player, minor player or no player?

Mr. Fox: I would say that 10% of our daily rounds are booked online, whether through GolfNow or our website. That's total member rounds off the top of my head. We can get you that information.

Mr. Craddock: I'm just wondering how advantageous it is to participate with GolfNow.

Mr. Fox: Our feelings on GolfNow is that there is going to be a certain segment of the golfing population that are only going to book through GolfNow because of certain programs that they do. So having a presence there is important, as long as we are priced appropriately on GolfNow. We want to always make sure that the lowest guaranteed price is booked directly with us, so, we will make sure that the rate on our website and the rate for our residents are always going to be less than what you could find on GolfNow.

Mr. Piersall: There is also, the convenience factor. For two guys to be sitting there talking about playing golf tomorrow, looking on their phone for AR will book now and boom, they are in. It's a great tool.

Mr. Fox: What our objective is when we get that scenario and when they come here, we want to get them to sign up on our App. We want to get their email address so we are emailing them directly or communicating with them through the App. The next time they want to play, they will book directly with us. So, we look at GolfNow as an acquisition tool and not a marketing tool to try to drive rounds necessarily.

Mr. Piersall: Understood.

Mr. Craddock: Jim, that's what I was trying to get out of you. Ultimately, we would like for them to book directly with us.

Mr. Fox: Yes.

Mr. Craddock: As was mentioned, it is a marketing tool.

Mr. Piersall: To get them in the door.

Mr. Fox: Correct.

Mr. Bishop: I had a question. Of the total online bookings, what percentage of those are through your website?

Mr. Fox: We don't have access to that data right now, but we will certainly get that to you. That's something that we can both get pretty easily.

Mr. Bishop: Okay. Thank you.

Mr. Craddock: So, I guess from what he said earlier, you are anticipating raising the per round rates, but at this point in time, you don't know what that's going to be. Is that correct?

Mr. Fox: Yes. We can't give a definitive rate schedule where I can say our rates this year were \$42 and we are expecting them to be \$44 next year. We are expecting them to be higher, but what that exact amount is, would be difficult to say at this time.

Mr. Craddock: The reason for raising rates is?

Mr. Fox: Demand.

Mr. Craddock: Just demand or are you looking at improvements to the golf course?

Mr. Fox: I think they are tied together. When you have higher utilization on the golf course, it's because people had a good experience, whether or not it was due to golf course conditions, the service, the restaurant or everything combined. So, we want to maximize the times where we have the highest utilization and try to get the most for someone coming out here to play golf during those times. We have high utilization specifically during the morning and peak months.

Mr. Craddock: To take advantage of the people on the golf course.

Mr. Fox: I wouldn't say, "*Taking advantage of.*"

Mr. Craddock: You are maximizing.

Mr. Fox: Correct. Maximizing in the Golf Department looks like about an 11% increase year-over-year. In the pro shop, we saw a 9% increase from this year to last year, which we attribute to having the pro shop stocked a little better and having more brand names. We hope to build off of that and continue to grow. So, we would budget for a very similar increase there. We think that is a feasible number to get to. The same thing on the rates. We have seen minimal increases year-over-year and we want to continue to build off of that. We did raise rates when we got our new range balls and that has been very popular. So, we hope to continue to build off of the range program and keep that going.

Mr. Piersall: That dispensary for balls, was over \$10,000, wasn't it when you looked at the cost of that?

Mr. Fox: Yes. The machine itself is about \$10,000.

Mr. Piersall: I don't think that's something we should be doing at this point. I've been around when they had problems with the machines. Then you get the interaction when they come into the pro shop, look around and talk to somebody.

Mr. Craddock: I agree, Jim. I don't think it's where we need to go.

Mr. Piersall: I have problems with the machine with tokens. For now, it's a good idea to put it on hold.

Mr. Fox: We will take that off. The range is so busy sometimes and that is the reason we left it on there. It would be more efficient, but we can certainly remove that. The labor for the Golf Department is going to look very similar. The main reason for that increase is minimum range is increasing to \$10. That is going to affect the majority of the team in the Golf Operations Department. So, we will see a little bit of an increase there.

Mr. Piersall: Are you saying that most of our people are paid minimum wage?

Mr. Fox: They are paid less than \$10 an hour currently. It's above minimum wage, but it's below \$10.

Mr. Piersall: If we are making a few bucks, we should pass it to the help. Everyone likes a reward, even if it's a simple 25 cents per hour more.

Mr. Craddock: I agree, Jim. We are not talking about the restaurant. We have other issues there. We have trouble hiring people because of what we pay.

Mr. Piersall: I understand. We are talking about golf course staff.

Mr. Craddock: Staffing in general.

Mr. Fox: Moving to golf course maintenance, in the first year, we learned a lot and as we sit right now, the golf course is much cleaner than it was last year in regard to the Goose Grass and weed pressure. So, we have been able to make improvements there. We will continue to build off of what we learned this year and keep the Maintenance Department and the golf course improving. Some shifts, you mentioned staffing. It has been a challenge everywhere, not just here at AR, but everywhere. The groundskeepers are pretty busy right now. We just had an Assistant Supernatant move on, so we are looking to hire there. We found a mechanic for most of this year. In lieu of the mechanic, we have been using a Preventative Maintenance Service. They are here once a week. It is something that we have been really pleased with. We have been doing all of our oil changes there and our reel sharpening. We continue to use them for this year, but we are still keeping our

eyes out for the talented mechanic who is a good fit, but as of right now we are budgeting to use the Preventative Maintenance Service. So, there will be a little shift in labor. You are going to see a lot less labor in the Maintenance Department, but it will be reallocated to the expense lines.

Mr. Piersall: If you were able to get a full-time mechanic, do you think it would keep a guy busy 40 hours per week?

Mr. Fox: Absolutely.

Mr. Piersall: What salary would someone qualified with a provincial license get?

Mr. Fox: Yes. It would range from \$18 to \$23 an hour, somewhere around there.

Mr. Craddock: Justin, we spoke last time about part-time maintenance staff. The gutters on the rest room between Holes #4 and #5 are still up and full of water. When do you anticipate that we are going to have some action on moving those?

Mr. Fox: Yes, they were worked on, but we had storms since the last meeting. So, we have to get back up there and get it cleaned out.

Mr. Craddock: I understand. We talked about this at the last meeting a month ago. When do you anticipate those being cleaned?

Mr. Fox: I will get with Shane and see if we can get it done this week.

Mr. Craddock: Thank you.

Mr. Fox: On the operating expense side for golf course maintenance, we've gotten to a point where we are very consistent on managing the utilities and the irrigation water. It had gotten into a good program there. So, we anticipate those expense lines to stay consistent with where we have seen it over the last year-and-a-half. We are allocating some additional resources towards the green's fertility program. I think that is one of the biggest focuses right now through soil samples and what we learned over the first year. We are going to change that program as we go into this summer, which we believe will help maintain consistency on the greens.

Ms. Adams: Dan, I have a question for you regarding the range ball machine. I know one of the reasons that it was put in as a consideration for the budget was the thought that it would reduce labor, especially in the evening hours of the pro shop. If that range ball machine is taken out of the equation, do you anticipate re-addressing the pro shop hours and staffing budget for that or do you feel that the hours will remain the same?

Mr. Zimmer: The thought behind the range ball machine was not factored into the budget in terms of labor. So, the budget is built around the assumption that there is not a range ball machine so it will not impact that.

Mr. Fox: Back into the golf course maintenance and golf course operations, we are budgeting to oversee again. We have been happy the last few years with the fairways. This year it was even cleaner. We were able to apply a pre-emergent and the fairways were much tighter and sharper, so we will continue to use that. The majority of the golfing world went to single rider golf carts, so we are seeing a lot of extra wear and tear. Any conversations that we had about not overseeding have gone away because of the wear and tear of the single rider golf carts. If you have 43,000 rounds of golf, there are 43,000 golf cart tracks instead of 21,500. So, we will continue to oversee. We will oversee the tee boxes as well. We anticipate aerifying the golf course three times this summer. I also want to address that the first year we focused on getting it cleaned up and we have been pretty successful. It is definitely a lot different. We will smooth some ripples near the cart paths and some of the washout areas by aerifying. There are some areas that we may need to look into re-sodding down the road.

Mr. Craddock: Justin, you commented about the additional pressure on the golf course with the additional carts. I see that as an issue, but the upside of it is it increases the speed of marketing, if you are able to book more rounds because we can speed up the entire play process.

Mr. Fox: We have actually seen that too and had some feedback on the pace of play in the previous year. That is definitely one way to go. The number of league rounds were well under four hours, which is great. It's a give and take. We are going to see how we can overcome that.

Mr. Craddock: I agree. It's a give and take and you need to focus on where you get the most bang for the buck.

Mr. Fox: Absolutely. Moving to *Food and Beverage (F&B)*, going back to consistency, when we were able to be open, last year from October to February and this year, February to March, we have seen some really good trends. So, we are hoping to build off of that with a 10% increase in revenue.

Mr. Craddock: Justin and I talked yesterday about the F&B. We had a missed opportunity yesterday because we didn't have enough staffing people available to put a bar outside. I understand that we are trying to get some people to come to the pool, so what can we do to improve what we are offering? I know that people are now getting paid to stay home. I understand that, but

what can we do to increase our opportunity because we missed a lot of potential guest revenue? Thanks to Kelly, we had great show. I very much enjoyed it and everyone I talked to said they had a good time, but we missed an opportunity for the restaurant to make money.

Mr. Snell: I have a follow up question for you. It was obviously available for people who go into the tavern and buy a drink. I had several people offer to do that for me yesterday, as you know, Roy. How many people went in there to drink? I agree with your comment that it would've been a lot better to have a bar out there, but how many people went into the tavern and bought a drink?

Mr. Fox: It was a good day overall for F&B, just under \$3,700 in revenue. I don't have the numbers in front of me in terms of how much was during the event. We definitely saw traffic from that event.

Mr. Craddock: I agree with what you are saying, Terry and understand. The opportunity was there for people to go inside and order a drink or food, but when it's placed out right in front of you under your nose, it is so much more enticing than having to go behind closed doors and sit at the bar or a table.

Mr. Bishop: I echo what you said, Roy. I think it was a very good event and very well done. Kudos to Kelly for arranging it. In my opinion, it was about time we had an event. I think people really enjoyed it as much as anything. We have to keep looking for somebody and hopefully at the next event we will be able to have a bar outside.

Mr. Snell: I agree with Roy. It would've been a lot better to have the bar, but we did have some traffic.

Mr. Piersall: Well, the circumstances with COVID and all of the things we are dealing with, everyone has to do their own part. So maybe a resident has to walk inside and get a cold beverage and grab a little A/C for a few minutes. You guys did well.

Mr. Fox: I appreciate you saying that. The reality of it is that staffing is the number one challenge, not only in AR, but across the entire country. I was on a call earlier today with my counterparts from all around the country, and specifically in F&B, it's the same challenge in every single market. The labor pool is not there. The reality of it has to do with the pay. We will see how things go as we get later into 2021 before people come back into the workforce, but we can't count on that. On the positive side, there were two hires recently on the front of the house and they will be starting in the next to week-and-a-half. So that's certainly very beneficial, but I hear your point

loud and clear on the staffing and labor side and that is something that we will continue to focus on. We may be coming back at some point over the summer saying that a position that used to be “x” dollars an hour now needs to be “x” dollars an hour because you can’t hire anybody if that’s not where it’s at.

Mr. Piersall: Like you said, it has to do with what is going on nationally. Every Thursday morning at 8:30 a.m., the job report comes out and this morning when it came out, we were amazed at how the unemployment rates dropped and how many people were filing this past week. That’s just the nature of the game.

Mr. Fox: I can’t talk to this market, but we are seeing in some of the larger cities where restaurants, not because they are not busy, closing on Monday or Tuesday because they don’t have the work force to stay open. So, you are seeing those type of things. I’m not saying that’s what we should do here, but you are seeing a lot of that going on in the food and restaurant industry.

Mr. Bishop: I guess a question that I have is when we have special events like what we had yesterday, do we have staffing to support four hours, six hours, whatever time is needed for that event where someone would come out and work that short period of time? Even at a premium, they could make a \$1 an hour more.

Mr. Zimmer: Unfortunately, no. Justin was a bartender inside yesterday. In that specific example, although this is the overall discussion on F&B, next year, the focus is on increasing events, specifically in Fairfax Hall for outside events as well as some social events like we had in the past. We want to build service staff that is specifically geared towards those events. That is customary in the restaurant world, especially in Central Florida where somebody might work at another facility or work in multiple facilities, but just cater special events.

Mr. Piersall: So, for *Special Events* and *Marketing*, you are budgeting \$11,440 in labor for a salesperson. Is that going to be strongly commission based because that is what it really should be? I don’t know how you are going to break it down because that’s a full-time position, but somebody that is out there trying to book events should really be getting a piece of the action and be hungry to go out, whether it is to churches to find out who is having a wedding, but have it commission based.

Mr. Zimmer: I agree 100%. We are anticipating an \$11,000 number. It is the base salary, but then they would be able to earn commissions on top of that. We feel to start out in the first year, that the business would not support having a full-time person in that position. It is someone

that would split time between sales and working at the restaurant. We do see that eventually going to a full-time position. Whether that's now or in Year 2 or Year 3, will be dependent on how quickly that business can grow.

Mr. Piersall: Hopefully it will be a little higher with somebody that is in the business or has been around this business, not just hiring someone off the street. They must have a certain demeanor and background.

Mr. Zimmer: I agree.

Mr. Piersall: Would they have them in the office in the administration building?

Mr. Zimmer: I don't know if that's been determined at this point, but as part of the sales, you are going to have to have a space where you can have sales meetings with prospects.

Mr. Piersall: I saw that you listed sales advertising.

Mr. Zimmer: Yes. *The Knot* and *Wedding Wire* are two wedding websites. As with anything, there are varying levels that you can get in, whether just digital or digital and print, full or quarter pages. There are lots of variations. I would say on the low end, that is going to range probably \$1,500 to \$2,000. Then you can go up annually.

Mr. Piersall: I know it's expensive, but you get a lot of hits off of these sites.

Mr. Zimmer: Yes. Those are the popular sites if someone is getting engaged and they are going to look at facilities. They are going to use those resources to identify facilities in the market and you want to have a presence. So, you are getting out in front of those prospects and are getting those leads.

Mr. Fox: Just to wrap it up, for F&B, we talked about the sales position, which will be part-time. That first-year number, we think is very feasible to get to for special events, banquets, golf outings and things like that. That is all encompassing for weddings, golf outings, etc. So, through COVID, we talked a lot about and thought a lot on moving trivia and karaoke. Those turned out to be very big successes, especially on slower days to create a demand and turn those into really solid nights that we depend on to get to our number through the month. We hope to continue to build off of that and increase social events, do more things like the Kentucky Derby party that is coming up here in May. Those are definitely on our radar and we hope to continue that.

Mr. Zimmer: Yes, I think it's important. For recent results, in March the total revenue in the restaurant was just under \$87,000. In comparison to 2019, the revenue was \$64,000. In 2020, which had some COVID impacts towards the second half of March it was \$53,000. So that was

the largest revenue month for the restaurant in its history. That was a very solid performance. Those trends continued in April as well when you compare the budget. So, I think we are seeing positive trends in F&B and the focus is to continue to improve on offerings, look at the menus and change those at a minimum twice a year or ideally three times a year.

Mr. Fox: The last thing that I wanted to mention with F&B was with Chatham's. We were able to get that open three days a week. We hope to expand hours and do some things in the summertime. That will depend on staffing and making sure we can get the right person in there and make those hours open. That is the plan. For marketing, touching on the overall increases, for social media following, you have a 34% increase since October of 2019 for the golf club Facebook page and a 38% increase for the Chesapeake Grill page. We will keep pushing and that will be a strong avenue for our marketing as well as the CDD email blast, putting specials and other things out there. The App has also been very successful. Since October 2019, we got 1,522 downloads. The App is very strong in booking tee times through our website. It's also very strong with the consistent golfers for the Men's or Ladies Club or any special events to go through the App. It has been a good tool and we book a lot of revenue through that. It is a high priority for us to keep that going. *The Villages* print add continues to be the strongest performer in any of the print that we tried. We have been in some of the local neighborhood newsletters with Legacy, but that continues to be very strong and that will be the high priority for us to keep that going.

Mr. Craddock: Justin, for the advertising, we have a discounted rate for the folks that specifically live in The Villages. How big of a return do you get on that? Does that really garner a lot of activity and should we be doing that again?

Mr. Fox: I think so. We average 190 coupons per month from October to March. In March, I think we had 354 coupons or something like that. So, times the APR, \$30 equates to \$6,000 in return.

Mr. Craddock: That is a good return. We need to keep pursuing those types of things.

Mr. Fox: Yes. It has been very popular. They come in and we get responses.

Mr. Zimmer: We will also try advertising in smaller community publications. They are relatively inexpensive, but we don't see much return on that or much of a response.

Mr. Piersall: You got into Legacy. When you say other communities, what other newsletters?

Mr. Zimmer: We put an ad in some of the Legacy newsletters.

Mr. Piersall: Good.

Mr. Fox: We touched on some of the wedding marketing and we are close to finishing the banquet menus. That will help as collaterally.

Mr. Zimmer: I think it is important when we talk about social media, there are two methods. Some are posted through the Facebook pages and we are getting responses, likes and shares with them. There is also the paid advertising as well. We do a lot of paid advertising through social media. If we have a golf event coming up, we will put money behind that and you can set the different demographics on who you want to target, geographic or household incomes. When we talk about social media, we are talking about both of those components.

Mr. Snell: On F&B, last month we talked about *OpenTable*. You told me the other day that you were going to reach out to them again. Could you give us an update on that? We need some visibility out to the public to be able to book as well as residents booking reservations.

Mr. Fox: We have been working with *RESY*, another platform at *OpenTable*. I just had meetings with both of them last week. We have a club down the road that uses *RESY*. We are just trying to find out which option is best for us and which avenue. Some of you pay per reservation, others do not.

Mr. Zimmer: That is the primary difference. *RESY* is a flat fee per month. There are two different options depending on what sort of functionality you want. *OpenTable* has a per reservation cost. I was just taking a look at that and determining what makes the most sense from that standpoint.

Mr. Piersall: *OpenTable* has the best following. Does it not?

Mr. Zimmer: Yes. *OpenTable* has been around longer than *RESY*, which is relatively new. So that would have to be taken into consideration.

Mr. Fox: Expenses in *G&A* continue to trend down. We haven't been able to narrow down utilities and expenses. We expect that to continue as we get to know the property. Nothing is really changing. In the last fiscal year budget, we adopted a point-of-sale (POS) system. The change accounts will stay the same for this fiscal year. That was the biggest difference in the budget from 2019 to 2020 and we don't see many changes from 2020 to 2021.

Mr. Zimmer: There will also be increases in credit card fees, which is going to be directly related to increases in revenue. When the overall *G&A* number increases, a significant portion of that is going to be driven by direct cart fees, which on average when you total it out, would be

right around the 2% to 2.2% range. Not all transactions are credit cards so when you look at total revenue for the facility, it is between 2% and 2.2% versus what the credit card fees will equate to.

Mr. Craddock: Would it be advantageous for us to offer a cash discount?

Mr. Fox: We would have to check and see if we would be allowed to do that. I'm not sure that we are.

Ms. Adams: Typically, any retail sales space is prohibited from charging a different amount for cash or credit.

Mr. Craddock: When I fill up my tank with gas, there's one price for cash and one price for credit. Is the cost for the CDD an issue?

Ms. Adams: No, it's typically part of State protocols. Typically, retail sales are not allowed to offer a different price for cash sales versus credit. We can check into that, but that's typical for retail sales.

Mr. Bishop: Gas is an exemption, they can do that with gasoline, but they have to advertise it, albeit 99% of the time we can't find an advertisement for it, so they kind of bait you in.

Mr. Craddock: That's exactly what happened to me last week. I saw the price on a sign, pulled up and it turned out the price was the cash amount. If you want to pay with a credit card, it was 10 cents more a gallon.

Ms. Adams: There are ways that vendors can sometimes get around that by classifying it as a service charge or other language that's permissible with whatever the State guidelines have set up. Frankly, I haven't looked at that for several years, so I need to investigate further before I speak to what language would be applied safely to the differential between cash or credit sales. I will follow up with the golf club. Because we are a CDD, we have the ability to piggyback on to State agreements. Sometimes there can be cost savings. One of the agreements that we have the ability to piggyback on is the Merchant Service Agreement. I made a note to follow up with you on that.

Mr. Craddock: Thank you, Tricia.

Mr. Fox: Moving to *Leases, Taxes and Insurance*, we expect to lease a beverage cart this year, but we are not sure when that is going to occur.

Mr. Persall: It is a lease, not a purchase?

Mr. Fox: You approved the lease of a beverage cart.

Mr. Piersall: I thought that we purchased it.

Mr. Fox: The golf cart industry as a whole has had a lot of challenges with sourcing the components to the carts, causing them to be well behind on production. Fortunately, we have a great relationship with Yamaha and they provided a cart that we can use until a new one is built. So, it is not impacting our operation or ability to generate revenue at all and it's actually a lower cost than what we are already paying for a cart. It is actually beneficial right now for us, but we will eventually get a new cart.

Mr. Piersall: How many carts do we have in the barn for play?

Mr. Fox: 50.

Mr. Piersall: So, 50 is the number of carts that's always available?

Mr. Fox: Correct.

Mr. Piersall: Have you ever ran out?

Mr. Fox: Not yet. No. With the increase in membership and resident play, that is part of the decision to not bring back 26 golf carts next year. We needed them and used them, but we decided next year to just go with 50 golf carts. So that will certainly save us some money. We did leave a little bit budgeted in January, February and March as we are anticipating some big weekends for cart rentals.

Mr. Piersall: In the second to last paragraph, you speak about adjusting medical insurance expenses according to current staff projections. Is that for staff? Do we provide medical insurance to all staff?

Mr. Zimmer: Any eligible employee. There are a couple of different levels for the benefits. The full benefit eligible employees, the company pays a portion of the premium. So that's one of the benefits. The expense that you see is the portion that the facility pays for benefit eligible employees.

Mr. Piersall: Do you have an option even if it is going to cost them a hearty amount to buy insurance, so they can insure themselves or are there some employees where it's not even offered to them?

Mr. Zimmer: There are two levels. To qualify for the first level, you have to work at least 30 hours per week. The full-time option is working more than 39 hours per week.

Mr. Piersall: I'm happy to see that we can offer insurance.

Mr. Fox: I agree. I just wanted to mention that we also have two John Deere leases going into Year 3, one for 48 months and the other for 60 months. The golf cart lease is a 42-month lease. All of our units are in good working condition.

Mr. Piersall: We started with you guys because you asked to leave. Is that correct?

Mr. Zimmer: We appreciate you letting us go first, but there is no rush. Whatever questions you have, you can provide them.

Mr. Piersall: On the agenda, I see where there are lift station repairs for the golf course restroom. I guess we will talk about that.

Mr. Zimmer: Yes, we will get you an answer.

Mr. Snell: Justin will, but I understand that you have a conference call and will leave.

Mr. Zimmer: Yes.

Mr. Bishop: Is there time for me to make some comments?

Mr. Snell: Yes.

Mr. Bishop: I just wanted to compliment Justin and Dan for the thoroughness of this. I know a lot of hours went into boiling it down to what seems like a few pages here. Just to get it to the 30,000-foot level, I think that we are headed in the right direction. I think as far as the F&B side is concerned, obviously COVID has impacted that. Also, something that is going to impact it continually for another year or more is the buildout of the community. Once all of the homes are occupied, I think the revenue from within is going to plateau. At that point, we will see what we have to do in additional F&B revenue via events, banquets and etc. to make it a profitable adventure. Until then, we need to maximize every revenue opportunity, which is the way it was said, on the golf side, because every dollar we make offsets a dollar we lose on the F&B side. Through the end of February, it was a little over \$63,000 on the negative side as a combined operation. That of course is a lot better than it had been two or three years ago. Overall, I think we are making great strides. Unfortunately, we have COVID to deal with, but I think the experience that is being offered on the golf course makes it worth the additional cost to play. I had the opportunity to ride the entire golf course yesterday. Just looking at the weed impact from last year or two years ago in particular, the condition of the golf course has greatly improved. Since we are getting a lot of outside play, we can afford to keep the price at the maximum, based on the experience we are being offered. Again, with that maximized value or maximized revenue, that

offsets the negative revenue on the other side. I thank you gentleman for your efforts on this and your entire staff. I know that there are a lot of people behind the scenes working on it. Thank you.

Mr. Snell: Bill, a couple of comments. First of all, welcome back. It's good to see you back here in good health. I'm glad to have you participating as well. I want to comment on something you just said. I did a ride around the other day and there is only one lot, questionably two lots that the developer has not broken ground on. So, we are very close to buildout on the developer's side. I think we will be at buildout by the end of July, because it takes about three months to build a house and I understand they are all sold, including all of the spec homes. So, the actual transfer of property and completing buildout is going to be this summer, at the end of July or maybe the end of August. With regard to the other builder, at the March HOA Board meeting, they approved six of the last seven properties to be built. They will probably be done sometime this summer if they get the windows. I understand that's the problem. I think that will make a lot of people happy. My other comment is with the way you just phrased that we hired this company to manage the restaurant and the golf course. You have to look at the total of the two to understand what is really going on. Hopefully F&B will be totally in the positive, but the important thing is the total of the two. We can't lose sight of that at all and I believe that's what you just said. Thank you.

*Ms. Murphy joined the meeting.*

Ms. Murphy: Bill, I am glad to have you back. It is nice to hear your voice again.

Mr. Bishop: Thank you.

Ms. Murphy: I missed most of the golf course presentation, but the only thing that I wanted to chime in is mostly on the restaurant side. We had an opportunity for the last two weeks to go to the restaurant on Friday and Saturday nights and the place was packed both nights. For the last two weeks, it seems like a lot more people are going to the restaurant for dinner on Friday and Saturday night, which was nice to see. On the golf course side, I spoke to Justin several times about a couple of areas on the greens that we are still having trouble with. Shane is working hard trying to get those areas corrected, but overall, I agree with Bill, that the golf course is in good shape.

Mr. Fox: In summary, we expect to increase revenues and manage expenses by marketing and programming to maximize experience with our members, residents and guests. Improving the conditions of the golf course will provide value for members attracted to the green fee APR. We look to continue to have continued success in the restaurant and improve customer service, operational excellence, food quality and programming. We are optimistic for the next year.

Mr. Zimmer: This was informational. This is the direction we are taking towards the annual budget and then at the next meeting, the May meeting, we will review it in its entirety with more detail.

Mr. Snell: If no other Supervisor has any comments, this does not require Board action, so we will move on. Before Jim starts, I want to make two comments about the agenda. The first is under, "*Other Business*," we are adding, "*Resident suspension of amenities letter*," that we will be discussing. The other is when we open public comments, the Sales Center is not on the agenda today other than to talk a little about the event that we are going to have on April 28<sup>th</sup>. This is definitely not a demand, but I request that we hold public or Board Member comments about that, so we can have a good, succinct meeting at the workshop, rather than discussing now and losing focus. I think we would be better off to focus on all of it. That is a request. Jim, do you have comments that you want to make?

Mr. Craddock: Before Jim speaks, Terry, I just had one comment. I don't want to get into the details of the potential purchase of the Sales Office; however, at some point during the meeting, I want to discuss how we are going to handle the meeting on April 28<sup>th</sup>. Right now, it appears to be strictly a Zoom meeting and I think it needs to be an open forum. That is my personal opinion. It needs to be an open forum like this because some of our folks are technically challenged and as we have seen in the past, Zoom doesn't work for everyone.

Mr. Snell: Roy, that's part of the discussion later in the agenda. Tricia and I talked about it and we can do Zoom. As we can see, it is a little difficult with some Supervisors being on Zoom and some not. We can certainly talk about it. It is not set in stone as to how we will do it and that's why I want to have a discussion.

Mr. Craddock: We will talk about it later.

Mr. Snell: Thank you.

Mr. Piersall: I agree with you, but if it's totally a Zoom meeting, it works well. I just want to be brief here and talk about a few things that happened. At the last meeting, we voted to approve a Maintenance Agreement for our A/C systems throughout all of our CDD public buildings. We voted that day knowing we had no valid agreement in place due to the expiration of our existing contractual agreement. This is not the preferred way to negotiate or sign a new contract. We were not in the so-called 11<sup>th</sup> hour. That had already come and gone. We were up a creek without a paddle and that's a terrible position to be in. It should not have happened. Now moving forward

proactively, I would like to ask staff to provide the Board with a list of all maintenance contracts that require Board approval or a Board vote be it janitorial, pest control, equipment maintenance, etc. The list should include the execution and expiration date of those contractual agreements. Additionally, I asked staff to send a red flag 90-day reminder prior to the expiration of any expired contractual agreements. This way we can prepare accordingly and responsibly having done our due diligence. We can be proactive as opposed to being reactive. Another issue was when we talked about the road paving and the \$79,050 we agreed to, we will be adding another \$10,000. It caught us all by surprise. So, I went back to the December 17<sup>th</sup> minutes and the 84 pages that were presented by Andreyev Engineering, Inc. (AEI). In the beginning, it was six-page summation that basically expounds on everything within their report. I did not see a Part A and we are going to have a Part B. So, this is all in hindsight. Okay? My point is that we need to have the right people asking the right questions at the right time so we don't come back with something like this again. That should not have happened. After all of that is said and done, it's over. Finally, back to the sign issue that I had brought up, I never asked for nor expected a vote on a sign. My intent was to bring it into the conversation because we talked about marketing and visibility. That was never my intent. So, we will eventually, at some point in the future, weigh both the merits and drawbacks of such a capital expenditure. That exposure and such a marketing campaign would suffice. There have been Traffic Volume Studies collected by the Florida Department of Transportation (FDOT) that would give us hard numbers, factual data about both the northbound and southbound vehicle numbers or car counts. These collections of factual data are what is justifying the current road construction on Highway 27. At that meeting, I was put in the position that we need to make a motion. I did not want to make a motion. All I wanted to do was bring it into the conversation. I will leave it at that. Thank you.

Mr. Snell: Your point is well taken, Jim, on your last comment. We couldn't take action without a motion. Had we not had a motion, it would have died any way. So, I appreciate what you said.

Mr. Piersall: I have it right here on Page 58 where you said, "*We need a motion.*" That was not my intent. All I wanted to do was to get into a discussion, so when we talk about marketing and visibility, it's there for us.

Mr. Snell: Thank you. Before we take comments from the audience, we have two written submittals. I would like for Tricia to read those for us.

Ms. Adams: Thank you, Mr. Chairman. We received a written comment from Ms. Eileen Heughins from Wednesday April 14<sup>th</sup> regarding the April 15<sup>th</sup> CDD meeting. *“First, I would like to say kudos for getting the walkway behind the townhouses in The Villas. Cleanup started, the walkway was washed and the bushes were trimmed. It looks so much better. I hope the cleanup continues. Thank you. I would also like to request the Board look into putting a four-way stop at the intersection where the townhouses are on White Plains Way and AR Boulevard. We live in the townhouse closest to AR Boulevard and with all of the traffic coming from all directions to and from White Plains Way, it’s becoming unsafe because we have more residents than ever going out the back gate. Pulling out of our driveway is getting harder every day. We have to look at the right and the left and the right again and hope no one is coming up AR Boulevard and turning on White Plains Way. From our driveway, we can only see a short distance down the Boulevard, which makes it hard to pull out. When we walk our dogs down AR Boulevard at night, across the Boulevard from White Plains Way, it is very hard. We can only see about 300 feet in both directions on the Boulevard. There are times that we have started crossing on the left because of a vehicle coming towards us. We would walk our dogs elsewhere, but that is the best road as there are houses, so the chances of meeting coyotes are rare. We would appreciate your consideration in putting a four-way stop sign. There are already stop signs at White Plains Way and AR Boulevard to make it safer for cars, bikes and pedestrians. Thank you.”* The second comment is from Mr. Don McDonald regarding comments from the 4/15 meeting. *“Good afternoon, I would like for this comment to be read and submitted to the Board for approval. There has been much discussion by residents regarding the use of the pool. On numerous occasions, over the past months, there has been a tremendous number of children at both pools and hot tub. At first, it seemed typical over the Christmas holiday; however, each day there are up to a dozen kids using the pool amenities. That’s fine until the disruption of running, jumping and screaming kids drives residents out of the area. We understand that families, children and grandchildren visit, but this being a 55 plus community, some boundaries need to be put into place as reminder emails no longer work. The lap pool, pool and hot tub need a monitor to ensure that residents continue to enjoy these amenities without being chased away. If monitoring the areas is not an avenue to pursue, then designate hours that allow children. Open the pool until Noon for families with children and 4:00 p.m. until close for families without children. These hours will set boundaries and alert residents to decide on use. Also, I would highly recommend the lap pool and hot tub be off limits to children.*

*We have seen numerous instances where the hot tub was monopolized by kids for long periods of time without considering residents. We have also seen eight children swimming in the lap pool while residents were trying to swim laps. We have also seen children jumping into the pool right by residents doing water aerobics. When my family visits, I am careful to consider others and follow the guidelines; however, that's not the case in general and needs further restrictions in place. I respectfully ask you to consider putting these guidelines in place before it gets further out of hand."*

Mr. Snell: The amenities policy already prohibits children from being in the hot tub. Are there any public comments? I would ask if you have a public comment, come up and stand somewhere near the podium, social distancing so we can save a little bit of time.

Ms. Adams: Can you please state your first and last name for the record as well as your address? The Board adopted guidelines that limit comments to three minutes.

Mr. Dan Balla (3605 Arlington Ridge Blvd.): From Chatham's all the way down by the guard shack and all the way up to White Plains Way, we have this narrow island going up the center of AR Boulevard. In that island, we had 51 Oak trees. What is going to happen shortly? I'm very familiar with this exact situation. The roots of those trees are going to blow out the curbs on both sides in all 51 locations. It is just a matter of time. If we don't prepare for the situation and wait until damage starts occurring, the cost is going to be substantial to repair. When I say substantial, I'm talking six figures several times over and if that's not enough, the traffic disruption on AR is going to be one lane and it's going to be long term. So, what I'm suggesting we do as a community, is to create a five or seven-year plan, a systematic approach for the removal and replacement of those trees while it's still manageable with the least amount of damage and disruption. If there are any doubts that this is going to happen or not happen, all you have to do is walk right out the door, walk up to our billiard room and you will see cracks from a small Oak tree. Even worse than that, at the end of this island, about three years ago, that curb was damaged. It was never addressed, so what's happening now is the roots are undermining the asphalt out past the curb, lifting it up. This is just the beginning. If we are grinding sidewalks down constantly, that is because of the roots of the Oak trees. So, I just wanted to bring this up to the community. That is all I have to say unless you have any questions.

Mr. Snell: I have a question for Bill. Are you familiar with what he is talking about?

Mr. Bishop: I'm familiar with the Boulevard situation. I have been very concerned about this since before I came on the Board. Part of the overall plan of the landscaping redesign that we are patiently waiting for, is removal of at least some of the Oak trees, primarily at the corners. I would like to see all of them in that narrow section right before the Sales Office and the Fitness Center cut down, but there are some remediation measures. I know that they are not foolproof, but there is root pruning and things that can be done to mitigate it, especially in wider areas closer to the Clubhouse. Yes, it is a situation that I'm aware of and we are already addressing part of it within the Landscape Redesign Plan.

Mr. Snell: I understand that you are on top of it and I know that you will keep this Board up to speed.

Mr. Bishop: Thank you.

Mr. Balla: Thanks.

Mr. Ted Kostich (Heritage Trail): In the draft minutes from last month, it said that a decision would be made at this meeting regarding the Sales Center. I would just like to know what that decision was.

Mr. Snell: At last month's meeting, I anticipated that we would have enough information to make a decision, but I made a decision as Chair to have a workshop where we would take no action, because it's a workshop. We can talk about it in more in-depth, so we are not spending a lot of time on the Sales Office when we have another meeting with other business that we have going on. So, we don't have a 10-hour meeting, I'm trying to keep this meeting in a manageable time frame, because we had some that went on for four hours. I just don't want to have a long meeting and that's why I'm asking again that you hold those comments until the workshop. We set it up originally as a Zoom meeting. I'm not sure if it will be totally Zoom or an open forum. We will see what the rest of the Board wants to do. It is up to the entire Board and not from my perspective.

Mr. Kostich: You answered my question. Thank you.

Mr. Snell: You're welcome. I answered his question so I can get information out there to others that might have a similar question.

Mr. Bill Middlemiss (Lot 513): I will make this quick. The three ponds out in front and the hedges on the Route 27 site for months has had a lot of trash. I don't know who is responsible for

picking that up, but it would probably be nice to clean it up and get that addressed. That's all I have.

Ms. Sue Kekel (Lot 283): I just want to talk about golf course maintenance. The landscaping around the 16<sup>th</sup> Hole bathrooms is horrible. These bushes are not trimmed or taken care of. The grass is dead. I have to agree about the pool. I spend a lot of time at the pool and everybody sees the situation with the children. I request Pool Monitors because the kids do whatever they want to do. In all of the communities I lived in, this has always been a problem and a Pool Monitor is the only way to solve it. They are in charge and tell the kids that they don't belong there.

Mr. Snell: I am going to add an item under "*Other Business*," to talk a little more about the pool.

Mr. Howard Secler (Lot 303): I know that this has been brought to your attention, but I would like to stress the importance of sand in our streets from the developers. In a few short months, they are going to be gone. The sand is all going down the stormwater system. We may not have to plug that now, but down the road, you and I are going to be paying to have the storm sewers cleaned out. So, I think definitely the worst offender is the builder/developer. Waverly Court is almost covered entirely with sand. With the storm that we had this weekend, I'm surprised that there is sand on the road. I know that there is something going on with FLC. In a lot of places, barriers were put into the storm sewer system, so the sand and debris don't go down there. They are missing too. Like I said, they are all going to be gone in a few short months and you and I are going to pay.

Mr. Snell: Emily will be addressing that under hurricane preparedness.

Ms. Roslin-Grimes: it's not a hurricane preparedness issue. It's an ongoing issue.

Mr. Snell: Thank you.

Mr. Craddock: Justin, I think Hole #16 comes into your purview. I assume you are going to handle that.

Mr. Fox: Yes.

Mr. Craddock: Great. Thank you.

Mr. Bishop: Also, on Hole #16, the water retention area next to the restroom area, within the last few days, pickerel weed was planted. It is called a weed, but it isn't a weed. It's a desired plant that stays green year-round and gets quite an attractive purple flower on it. Several hundred

of those were just planted in that water retention area as well as some Cypress trees. I'm not sure if they went in today or not. They have to wait until the water recedes. What we have control over, we are beautifying.

Mr. Snell: Thank you, Bill.

Mr. Barry Bartha (Lot 624): You are saying that you are having a problem hiring people. I think we missed a huge opportunity in this development where almost 2,000 residents live. I know residents that worked here before that quit because of the simple fact that they can't get a drink. Every one of you guys that sit up here can go in and get a drink and you are running the show.

Mr. Snell: We are not employees of the restaurant. That has always been a restaurant policy. I don't see that changing and there are reasons for it. Justin, can you address that?

Mr. Bartha: Policies can change.

Mr. Snell: I don't see it changing.

Mr. Bartha: Okay.

Mr. Steven Faust (Lot 831): I am speaking here today to address increasing frustration with the golf course conditions. Justin and I have had discussions in the past. A number of the greens have become unpluggable. The golf course maintenance is almost non-existent. No action has been taken. I am concerned. A number of golfers have seen vehicles on the greens by maintenance staff and they are unusable. Jack, said you can ride around with them.

Mr. Snell: That was Mr. Bill Bishop regarding the conservation areas, retention areas and other ponds. He was not there with regard to the golf course itself.

Mr. Faust: A number of golfers know the greens are raked on a monthly basis. Only three of them were okay, for an average of six out of ten. That is a failing grade. The ruts on the golf course had become bigger and bigger. I talked to Justin and Shane four times about one particular spot. My neighbor had to go out and pick up tools that bounced out of the golf course maintenance vehicle as it went over the ruts. They could've been fixed. It has not been fixed due to irrigation problems. The golf course's management mission statement is to provide superior service, amenities and playing surfaces. The surfaces are failing. Are the wrong people in place or are there insufficient resources for the expectations or are we setting the bar too low? When questioned, we hear excuses such as budget cuts and green conditions affected by the weather. Weather had nothing to do with greens and irrigation. I recently played on 10 different golf courses in the past month. Only one had greens in the same condition as ours. In Brooksville, they had two golf

courses. One was in bad condition and the other was perfect. We asked the people there what happened. They said it was due to a bad chemical.

Ms. Adams: Sir, your time has exceeded three minutes. Let me check with the Chairman and see if he would like to extend the public comment period.

Mr. Snell: If you have further comments, please take them to Justin directly. Thank you. We have a time limit and are trying to enforce that time limit on everyone equally. Are there any other public comments? The reason for the three-minute time limit is people sometimes go on and on and that makes the Board meetings run longer. We have had a lot of complaints about how long our Board meetings are so we are trying to control that. That has been the policy of this Board and former Board since at least June of 2017. Hearing no further comments in the room, we will open it up to Zoom. Does anyone on Zoom have their hand raised?

Mr. Fox: I would be happy to set up a time for Steve and I to speak further in my office and we can go over the challenges. I know that we fixed some other things for you and we will do our best to get it done.

Mr. Robert Vanwinkle (Lot 506): I will pass my three minutes to the last gentleman so I can hear his finished comments.

Mr. Snell: The public comment guidelines do not allow that to happen. Thank you. Does anyone have a comment on Zoom?

Ms. Adams: It doesn't look like there's anyone else with their hand raised.

Mr. Snell: Since no one else has their hand raised, we will close the public comment period. I will restate the policies that were adopted by the Board last August. We are required to have a public comment period. It is at the beginning of the Board meeting. It is up to the discretion of the person in charge, the Chair or in his absence, the presiding officer to allow or not allow comments on any motion before the Board. We have a three-minute time limit because we've had people come up here and just go on and on and we have to limit it to allow everyone to have an equal opportunity. We have to enforce it equally.

#### **FOURTH ORDER OF BUSINESS**

#### **Business Administration**

##### **A. Approval of Minutes of the March 18, 2021 Meeting**

Ms. Adams: Included in your agenda package is a draft of the meeting minutes for March 18, 2021. I received corrections in writing from Supervisors Snell, Murphy and Craddock, so any approval would be subject to incorporating these corrections from Board Members.

Mr. Craddock: I provided my comments to Tricia. Most of them are clarifications with one exception, on Page 40. It is substantial in the amount that the Board approved last time for ongoing preventative maintenance in the restaurant. It is a big number.

Mr. Craddock MOVED to approve the Minutes of the March 18, 2021 Meeting as amended and Mr. Piersall seconded the motion.

Mr. Snell: Are there any other comments from the Board Members? I have one, Tricia and I would like to talk about it between us later. A few were somewhat substantial because a word was left out here and there that changes the meaning. I want to talk about how we can get that under control.

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

**B. Approval of Check Register**

Ms. Adams: Included in your agenda package is the Check Register for March 1<sup>st</sup> through March 31, 2021. It includes the Check Run Summary from your General Fund as well as your Capital Reserve Budget. It also includes debit transfers and debit charges. A detailed summary is behind the Check Register. This item is being presented for Board action. The total amount of the Check Register and debit expenses is \$255,291.64. It includes a transfer from the General Fund to the Capital Reserve Fund. You can see a \$120,000 expense for the Capital Reserve Fund. That is the transfer from the General Fund into the Capital Reserve Fund. That is the large transaction under debit.

Mr. Snell: Are there any comments or questions?

Ms. Murphy: We usually get a list of all of the invoices sent from Stacie. Either I missed it or I did not receive it this month.

Ms. Adams: That was not included with the agenda package. We will go back and make sure that's distributed to the Board of Supervisors. Thank you for bringing that to my attention.

Mr. Piersall: Where was the 7.5-ton Carrier unit placed?

Ms. Adams: I believe that one was installed in Fairfax Hall.

Mr. Piersall: Okay. Thank you.

Mr. Craddock: Was there a transfer from capital reserves to the restaurant?

Ms. Adams: No. There was a transfer from the General Fund. When the Board adopted the budget in August, it did so planning to transfer \$120,000 from the General Fund into the Capital Reserve Fund. That transfer generally happens after all of the revenue is received. I was just pointing out that transfer has happened. It goes from your General Fund to your Capital Reserve Fund. Board Members appropriate the Capital Reserve Fund based on actions taken at Board Meetings.

Mr. Craddock: Is that adjusted up or down? It can't go up.

Ms. Adams: It is the exact amount that the Board budgeted this year.

Mr. Craddock: Is it the exact amount regardless of the performance of the restaurant?

Ms. Adams: Yes. It happens regardless of restaurant performance. This is the amount that the Board appropriated in your budget adoption process.

Mr. Bishop: Tricia, in the Check Register for March, I don't see that outgoing check; however, on the Balance Sheet for March, \$100,801 was moved from the General Fund into the Capital Reserve Fund.

Ms. Adams: Where you see that transfer out is actually on your Check Register and ACH Debit Summaries in your agenda package. It is dated March 1, 2021 through March 31, 2021. The top section are the checks written from the *General Fund – SunTrust (Operating)*. The next section are the checks written from the *Capital Reserve - SunTrust*. Then we have the electronic fund transfers as well as debit payments for the utilities. In that bottom section, the third item is *Capital Reserve*. The exact amount is \$120,624. That was an electronic transfer from the General Fund into the Capital Reserve Fund.

Mr. Bishop: Okay. So that's where it is rather than in the itemization on the following page.

Ms. Adams: There was not actually a physical check. It was done as an electronic fund transfer. That is why it is showing up under the *ACH Debit* portion.

Mr. Bishop: Then the \$158,000 as I recall was for a deficit in the golf course operations. That money has not been touched. It is still in the general account.

Ms. Adams: That is correct. Historically, the golf club has not relied on those funds to cover operating expenses until the summer once the golf membership fees and peak season revenues have diminished. We anticipate that occurring later in the fiscal year.

Mr. Bishop: Thank you.

Mr. Snell: Are there any other comments? If not, we need a motion to approve the Check Register.

Mr. Craddock MOVED to approve the Check Register for March 1 through March 31, 2021 in the amount of \$255,291.64 and Mr. Piersall seconded the motion.

Mr. Snell: Are there any further comments from the Board? Hearing none,

On VOICE VOTE with all in favor the Check Register for March 1 through March 31, 2021 in the amount of \$255,291.64 was approved.

**C. Balance Sheet and Income Statement**

Ms. Adams: The Balance Sheet and Income Statement were included in your agenda package. The Unaudited Financial Reports for February 28, 2021 were also provided to the Board. These include the revenue and expenses for the General Fund as well as for the golf club. Historically, this Board has taken action to accept the financials. Board action is not required, but accepting the financials and taking action allows for potential comments.

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

Ms. Adams: Mr. Chairman, I will note in the unaudited February financials, last month, the Board requested additional history for the golf club expenses. On Page 25, there is now a prior year comparison for the golf course. My understanding of what the Board is looking for is not only the golf course, but also the restaurant. We are looking for prior year comparisons for the entire golf club, so we will make that correction moving forward.

Mr. Snell: This wasn't exactly what I asked for. I actually went back on my own and took a look at the month-to-month totals. In my opinion, I think that the combined revenues minus expenses is going to put us in the black at the end of this year. I believe that Justin and his group are doing what they need to do and I trust that they will continue to do that, despite all of the issues they have run up against. We are going to see good things happen the rest of this year and going forward.

Ms. Adams: I would like to just get clarification, Mr. Chairman. What I hear you saying is that on the prior year revenue comparisons, we want to see a combined total for the golf club inclusive of the golf course and restaurant.

Mr. Snell: On an ongoing basis. I will email you my spreadsheet, so you can see it. It's a little different than that. It will fulfill what I want to see. Do the other Board Members want something else?

Mr. Craddock: It should be in addition to what we have.

Mr. Snell: Definitely in addition to.

Ms. Adams: You will see that this is an additional page that is now up to 25 pages. The detail was included.

Mr. Snell: I think it is important to look at what happened this month versus what happened a year ago, remembering that a year ago is in the past and you can't change it. By the time you are there, are you improving or falling behind? It gives another look at how we stand financially. I think we as Board Members might ask for them to show some improvement or whatever we may suggest. It's just a tool.

Mr. Craddock: I think comparing where we are now versus a year ago, is not a good comparison because that didn't reflect COVID. Maybe we should go back to a previous year for comparison, to see where we are.

Mr. Snell: We can do that, but the problem with that is the year before, the golf course wasn't involved, so definitely isn't apples-to-apples. I prefer to start having a true apples-to-apples. I understand that COVID killed every restaurant in the nation just about last year, not just for this year versus next year, but going forward. Next year, I want to do March of 2022 versus March of 2021, because we want to see year-over-year versus April to May or April to June. We hope to see improvement in revenue. From talking to Justin and Dan, I know that is what they want too.

Mr. Craddock: I agree. I think what we are after is continuous improvement.

Ms. Adams: Supervisor Craddock, just so you are aware, the District has records of restaurant revenue for several years. Obviously, we don't have a record of golf course revenue until we purchase the golf course, which was the beginning of Fiscal Year 2020. So, we have limited history on golf club revenue.

Mr. Craddock: Thank you.

Mr. Snell: We need a motion to approve

Mr. Craddock MOVED to approve the February Unaudited Financials and Mr. Piersall seconded the motion.

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

Mr. Piersall: When we are talking about the restaurant revenue, we also have to take into consideration that, as you said earlier, there are maybe 12 lots left. We are going to have a barometer moving forward once we are built-out and then we will be going from 2022 moving forward when we have all of the homes built here and we know what our population is. Our revenue stream will hopefully correlate to it.

Mr. Snell: Are there any audience comments? Hearing none, are there comments from anyone on Zoom? Hearing none,

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

Mr. Snell: We did not discuss your report, Tricia on the finances. Those were the January/February financials, but we have not discussed the preliminaries.

Ms. Adams: Yes. Included in your agenda package, are the preliminary March financials. This information is available as of the date of the agenda package publication regarding expenses and revenues. It does not include golf club revenue. It is provided for informational purposes. If there are any questions, I would be happy to answer those. No Board action is required on this item.

Mr. Snell: Does any Supervisor have a comment or question? If not, we will proceed to staff reports.

**FIFTH ORDER OF BUSINESS**

**Staff Reports**

**A. District Counsel**

Ms. Whelan: I don't have anything specific to report this month.

Mr. Snell: Thank you, Lindsay.

**B. District Engineer**

There not being any, the next item followed.

**C. District Manager**

Ms. Adams: Board Members, as you are aware, we are gearing up for your budget preparation and budget adoption. Management staff will be devoting quite a bit of time over the next few months. Your draft budget is scheduled to be presented to the Board at the May 20<sup>th</sup>

meeting and then your budget adoption is scheduled for August 19<sup>th</sup>. I just want to make sure those dates are provided to the Board. Thank you.

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

**D. Amenity Management**

**i. Community Director's Report**

Ms. Roslin-Grimes: I don't have anything additional to present on your Community Director's Report, which was included in your agenda package, but I'm here to answer any questions you have.

Mr. Snell: Emily, there is one thing that I think needs to be corrected. I can't find it, but in your report, I think you stated that we adopted a rate for the RV lot. That is actually not quite correct. What we adopted was a maximum rate, should we charge. I would like for you to look at that wording and correct it.

Ms. Roslin-Grimes: I will correct that for you.

Mr. Bishop: I have a couple of questions/comments. Under "*Stormwater System and Pavement Management*," under the third bullet point the last sentence says, "*The District Engineer is currently working to provide quotes for the District.*" As I read the minutes of the March meeting, I was as surprised as the rest of the Board of the understanding that the District Engineer had versus the understanding that everybody else in the room had, I believe. I recall that the conversation in January really wasn't what was going to happen next. It was going to be how many contractors he got to bid. He was going to walk it with a contractor. Then Roy interjected the possibility of up to three contractors. Admittingly, I didn't go back and look at the minutes of that meeting, but I believe a motion was passed for him to get quotes on the work for those first couple of years. Sorry to bring this up again.

Ms. Adams: Supervisor Bishop, I believe the motion that was made and passed was in relation to appropriating funds for the Year 1 Pavement Management Plan. The Pavement Management Plan provided by Andreyev took all of the roads within AR and sorted them in terms of priority, identifying the section of road that would need to be maintained first.

Mr. Bishop: Right.

Ms. Adams: Year 1 was for the sections of road that were in the poorest condition and needed to be maintained first. I think after the District Engineer gave it more consideration and taking into consideration Supervisor Craddock's comments regarding a particular scope of work

being released and provided to multiple bidders to bid on, I believe that's when the District Engineer reached out of Andreyev to get more diagnostic work done on that specific section of road that was identified as the Year 1 priority. So, you have the overall Pavement Management Plan that has all of the roads with a Pavement Condition Index (PCI), 100% being a perfect fresh road and going down from there. So, Year 1 has been identified and then the District Engineer came back at a subsequent meeting and recommended that the Board engage Andreyev for additional diagnostics to determine the exact scope that should be prepared and provided to vendors who may be willing to bid on the project. That is my understanding.

Mr. Bishop: Was that approved?

Ms. Adams: Yes.

Mr. Bishop: Okay, so what's our timeline? It is back in the court of our first engineer to write specs to give to the second engineer.

Ms. Adams: Yes. Andreyev completed their Pavement Management Plan that was accepted by the Board. The Board appropriated funds for the actual work to be done on the Year 1 estimated costs. Then subsequently the Board approved further diagnostics on those and we are waiting for those diagnostics. The District Engineer will use those diagnostics to determine the exact scope that he should prepare and release to bidders.

Mr. Bishop: Do we have a timeline for those diagnostics?

Ms. Adams: I touched base with the District Engineer this week and as of today, he does not yet have those results back from Andreyev. So, staff will follow up on that. The vendor was provided with the agreement and the signed Agreement was returned to the District.

Mr. Bishop: The next bullet point has to do with the restriping of the streets. I know that we did some surveying of what areas needed to be done. Is that out for bid? Where do we stand on that part of the program?

Ms. Roslyn-Grimes: The District Engineer does not want to approve a re-striping program until we have the necessary pieces together because some of those re-striping programs happen in the areas that need resurfacing. So we need to make sure that locations are taken into consideration for the entire scope of the re-striping/re-pavement operations.

Mr. Bishop: Okay. An additional item, which was brought up earlier had to do with sand in the streets. I think we have two different issues as observed yesterday on our ride around. A lot of sand has gone into the water retention ponds at the ends of the inlets, due to recent construction

and other areas where there hasn't been construction. So that is one issue. The other one was in the townhome areas, but also in the single-family homes. There are absolutely no turbidity barriers around the homes. This stuff has gone right into the ponds. In one case there was a very steep bank where a retaining wall was built to re-direct sand from the swimming pool to the ponds. I don't know what enforcement we have with these builders, but I think we need to tighten the screws with them on that. I think that we need to think about taking out a lot of that new sand that is going in. There are truckloads of it and I'm afraid it may interfere with the grade in those water retention areas. It is easier to deal with it now until it gets taken over by weeds and so on. Thank you.

Ms. Adams: Thank you. Staff will be investigating those issues. I will also confer with the HOA who has the covenants for the private property. There may be some requirements for silt fences during the construction phase so we will confer with them and see how much traction we can get with the builder. We should start with a friendly communication and see how they respond before taking other measures.

Mr. Bishop: Thank you.

Mr. Snell: Is that it, Bill?

Ms. Roslin-Grimes: Terry, just to answer your question earlier. Under maintenance items, I believe you were referring to the second bullet point. Just for clarification, it does state that the Board wanted to adopt these, but at this time rates have not been set. Is that what you were referring to?

Mr. Snell: Under which section?

Ms. Roslin-Grimes: It is under maintenance items on the third page, in the last section of the second bullet point.

Mr. Snell: Maybe it is semantics but I didn't feel that we voted in favor of adopting fees. I thought that we voted to set a maximum rate in case we or some other Board votes in favor of a adopting fee.

Ms. Roslin-Grimes: Okay. I just wanted to clarify that.

Mr. Snell: This was just a semantics issue that I wanted clear, so thank you. Bill and Howard as well, because this pertains to the HOA. When we had that strange storm a couple of weeks ago on Tuesday, there was a house that was putting a pool in on AR Boulevard and a tremendous amount of sand got washed from that house. I don't know if it was from that particular homeowner's house but it washed down into the street. Sometimes it is not just the builders that

need to be reminded about that. It should be homeowners as well. It looked like there were ruts from construction vehicles going through their yard and that just gave them a pathway. A resident about two doors down was cleaning it out of the street and bagging it up and getting rid of it. So, kudos to them. Bill, on that last bullet point, we will look at the intersection of White Plains Way and take it up under other business later.

Mr. Bishop: Okay.

Mr. Snell: Are there any other comments on the Amenity Managers Report? Hearing none,

## ii. Capital Projects Listing

Ms. Adams: I just want to note that Emily made several improvements to the Capital Budget Discussion List. You will see that it is now color coded and sorted. That top green section are items that have been completed in terms of project management. In not every case, perhaps have these invoices hit the Capital Budget payable account, but all of these projects had been implemented and completed. That next section in gold color are projects that the Board approved and are currently being managed. So, we thought it would be helpful for the Board to see the subtotals for these different categories. You have a subtotal for the first section of projects that have been completed and for the next section. You also have projects that are under consideration or projects that are currently on hold. So, this is a running list, the same list that the Board approved on several occasions, just in a different format. Hopefully that makes it a little easier to keep track of.

Mr. Snell: I have two requests, not just for the Board, but for residents as well. Provide a key at the top as to what the colors mean and let's have a subtotal for all of the categories. I think that would be beneficial to this as well. Thank you.

Ms. Adams: Sounds good. Staff is also auditing this list compared to actions the Board has taken approving spending on capital projects as well as the history of what has been spent this year. There will be a couple of adjustments next month, but you will see those improvements.

Mr. Bishop: I want to thank you for doing that. It's very helpful having the numbers there, in particular the subtotals. As you can see, we already committed half of our capital improvement funds so we need to be every mindful of that. Thank you.

Ms. Adams: Understood.

Mr. Snell: That is a very good point, Bill.

**i. General Manager's Report**

Mr. Fox: I just want to add a couple of items to the report. Rain totals have been well over the averages in February into March. A large storm that hit on March 30<sup>th</sup>, brought about 4.5 inches of rain. It didn't do a lot of damage to the golf course per se, but created a lot of cleanup, with a lot of washed out areas and fallen branches. The team is working hard to get that cleaned up. The storm on 4/11 brought another three inches of rain and washed out everything that we put back. So, we are continuing to get that cleaned up. Our Assistant Superintendent, Mr. Zeke Casper, who has been with us since October, moved on to another position in the company. So, we have an ad posted to try to hire someone to that position. We talked through the rest of the staffing issues. I don't have anything else to add, but I'm happy to answer any questions.

Mr. Snell: Does anyone from the Board have any questions? Hearing none,

**ii. Annual Golf Club Plan**

This item was discussed.

**SIXTH ORDER OF BUSINESS**

**Business Items**

**A. Consideration of Conflict Waiver Relative to Sales Center Acquisition**

Mr. Snell: Lindsay, do you want to take this item?

Ms. Whelan: Sure. As the Board is aware, there are plans later in the month to have future discussions on the potential sale of the Sales Center to the District. Like we did with the golf course transaction, we included a conflict waiver in the agenda package, essentially informing the Board, as we did previously, that the firm previously represented CB Arlington Ridge Landco, the owner of the Sales Center in its prior acquisition of property within the District that was bought out of foreclosure about six or seven years ago. So even though we had prior representation of CB Arlington Ridge Landco, we don't believe this creates a conflict in terms of the present transaction. We are still required by Florida bylaws to provide disclosure of the prior representation and essentially obtain the Board and prior client's consent. So, this is just a standard form document letting you know that we represented that entity in a prior unrelated transaction. We would not be representing them in this transaction. We would be representing you. We are discussing this matter later in the month, but there has been some pre-discussion contact that our offices had with the current landowner, trying to get some information to better facilitate the Board's discussion at a later point. Staff felt that it was appropriate to have the conflict waiver on the agenda for your

consideration now, so we can continue to appropriately gather and provide that information to help facilitate that discussion later in the month in advance of that meeting.

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

Ms. Adams: Lindsay, just for clarification. Is this something that you would anticipate the Board taking action on to accept the disclosure?

Ms. Whelan: Correct. We would need a motion on it. Just for the Board's edification, a copy of the waiver has also been sent to CB Arlington Ridge Landco for their review and execution. It is the exact same form of waiver that we had for the golf course transaction, so I am not anticipating any pushback from them on signing the waiver.

Mr. Bishop MOVED to approve the Hopping, Green & Sams Conflict Waiver relative to the Sales Center acquisition and Mr. Craddock the motion.

Mr. Snell: Is there any further discussion?

On VOICE VOTE with all in favor the Hopping, Green & Sams Conflict Waiver relative to the Sales Center acquisition was approved.

**B. Consideration of Amenity Reservations for Reciprocal Activities**

Ms. Adams: Included in the agenda package is a draft Facility Use Agreement for tournament reservations. The way that this form would be used is when groups from outside of AR are invited here by resident groups for the purpose of holding a tournament such as pickleball, tennis, other activities that would be reciprocated in other communities. This would also be used if there was a group that was requesting to use Fairfax Hall for an awards ceremony for a senior games event, where AR residents are participating at other communities and then convening here for an awards ceremony. Those are just examples. The discussion at previous meetings would be for the Board Members to see all of these reservation requests presented to the Board for approval. If the form of this reservation is something that the Board is generally comfortable with, staff will confer with Legal Counsel and determine if any changes are required for the Amenity Policies for the recreational facilities and put this form into use administratively. When we get such requests, they would be presented to the Board for consideration.

Ms. Murphy: Tricia, does this exclude what the golf course normally does in their general run of the business, when they are doing tournaments? This does not include the golf course, just all of our other amenities?

Ms. Adams: Yes. This would be more for the amenities; The Commons, the sport courts or any kind of event. If we had a swimming event or something scheduled at Fairfax Hall. This would not be for the golf club.

Ms. Murphy: So, it won't impact golf at all.

Ms. Adams: Correct.

Ms. Murphy: Thank you.

Mr. Snell: She said that it won't impact Troon Golf or Indigo Golf Partners at all.

Ms. Adams: All of the AR golf club.

Mr. Snell: Thank you.

Ms. Murphy: Whatever they happen to be called.

Ms. Whelan: Tricia, previously our amenity reservation forms have been utilized for residents of the community who already had a chance to review our Amenity Policies and sign the requisite form whenever they move in, acknowledging that they received and reviewed the Amenity Policies. It further indemnifies the District for any acts or admissions that may happen on our property. The one thing that I would add to this form is if we are going to allow this form to be used for reciprocal use, i.e., for people who are not residents and who have not signed that acknowledgement form, we just include some simple indemnification language on Page 2, under the terms and conditions. We would just include those people within the scope of the indemnification because otherwise there's nothing to say that they can't sue us if something happens on our property, whereas as a resident, we have much more protection because they signed that acknowledgement form.

Ms. Adams: Agreed.

Ms. Whelan: That was just a minor change, but I wanted to make the Board aware of that. We did highlight that as something we would add. We can add that after the Board meeting.

Mr. Craddock: I see that it is a common form for all of the amenities as well as Fairfax Hall.

Mr. Snell: That is not correct. Fairfax Hall has a form, correct?

Ms. Adams: For people who are outside of AR and renting Fairfax Hall, there is a different form. For residents to use the amenities, it's generally the same form.

Mr. Snell: Okay. I stand corrected.

Mr. Craddock: With regard to our other amenities; pickleball and bocce ball, is it the intent of this document or this procedure that people from Legacy, if they want to host an activity for pickleball can do so without being invited by a resident? I don't see the words prohibiting that.

Ms. Adams: Yes. In the second section where it says, "*Residents/Responsible Party Information*," that would be the AR resident section.

Mr. Craddock: But the person from Legacy could be the responsible party, theoretically.

Ms. Adams: No. We would need an AR resident who is the responsible party.

Mr. Snell: I get where Roy is coming from. I think we can do that upfront by changing, "*Residents*" to "*AR Residents*," and including a blanket statement that the responsible party has to be an AR resident.

Mr. Craddock: Okay. Thank you, Terry.

Mr. Snell: Good point.

Mr. Bishop: As I understand it, this is for the inner collegiate sports or intermural sports where a pickleball team from here invites another pickleball team from somewhere else to use our court for a non-profit situation. What about the situation like the Leland Games, which was hosted here a few years ago? I have no idea what the arrangement was on that. It may be several years until it rotates around to here again. In that case, this would not apply. Is that correct?

Ms. Adams: Yes. This would be an applicable form for sports such as the Leland Games for AR residents that are invited to different communities to participate in events.

Mr. Snell: Bill, I requested this form and procedure because I received some emails and comments that once we approved the pickleball court changes, the pickleball players were looking forward to adding tournaments. I want to make sure that the Board agrees with allowing those tournaments and we have some way of controlling them and making sure that our policies are followed and our amenities are protected.

Ms. Adams: It's good that our Chairman had the foresight to address this based on requests for pickleball tournaments or other events at the amenities. It gives us an opportunity to get ahead of the situation. For all practical purposes, I don't think we will see a high number of reservation requests coming to the Board and the Board will have the opportunity to review each reservation

request on an individual basis. At a later time, if the Board wanted to, you could delegate authority to staff to approve this type of reservation once the Board becomes comfortable with the policies and procedures. So, at this time, we are just looking for general approval of the form of the agreement, subject to input from legal counsel and verification. Then these reservations would be brought to the Board as they come in, but we are not anticipating a high number of these to be handled by the Board.

Mr. Bishop: This is the first bite of the apple. As time goes along and specific situations come up, we may need to re-address this.

Mr. Piersall: Under the additional provisions, number three says, "*In the event that there are catering services as designed by the function, Chesapeake Bay Grill has first priority.*" If there was an outside caterer, could they have access to our kitchen?

Ms. Adams: No.

Mr. Piersall: Good.

Mr. Snell: Thank you. That's a good point of clarification. The next to the last sentence where they decline such opportunity, I want the words, "*In writing,*" put in there. I don't want a situation where someone comes up and says that they asked and there is finger pointing. So, let's make sure that they get in writing that it was declined. That protects Justin as well.

Ms. Adams: We will make that change.

Mr. Snell: Are there any other comments from the Board? I have a couple of others. The term, "*Client*" should be changed to, "*Resident,*" in all cases.

Ms. Adams: This was boilerplate. We will make that change.

Mr. Snell: The other thing is, "*Lake County and City of Leesburg Noise Ordinances.*" Howard may want to chime in on this, but as I recall, the City of Leesburg has no Noise Ordinance. So maybe, "*Present*" or "*Future*" should be added.

Ms. Adams: Or we can take out, "*Noise*" and leave "*Ordinances.*"

Mr. Snell: That will work for me. Other than that, I don't have any comments.

Mr. Craddock: Along the same thought process, on the bottom of the first page, where it says, "*Resident (Guest/Responsible Party),*" can we change it to "*Responsible Resident?*" I think that is what we are looking for.

Ms. Adams: We can make that change.

Mr. Snell: Let me just tweak that slightly. It should say, "*Arlington Ridge Responsible Resident.*"

Mr. Craddock: That's fine.

Mr. Snell: We need a motion to approve the agreement.

Mr. Craddock MOVED to approve the draft Facility Use Agreement for tournament reservations as amended, subject to input from Legal Counsel and verification and Mr. Piersall seconded the motion.

Mr. Snell: Are there any further comments? I know some of them are excited about this. By the way, Joann, I personally want to thank you. I think you do a lot of things in this community to promote the community. I know you do a lot of work with Frank and Justin to bring people to the restaurant and I think you need to be commended for that work. Thank you. (*Applause*)

Ms. Joann Lasko (Lot 503): First of all, I wanted to state for the record that I had nothing to do with this tournament. I'm the unofficial spokesperson for the pickleball. That group is run by the CDD. It's rather dysfunctional. It has a lot of different leaders, none of which communicate with each other. I have one question about the removal of garbage. We recently hosted a bocce ball league tournament and we would've been happy to take the garbage, but the question was take it where? So, you have to be more specific on that form as far as where you take the garbage. That has to be under consideration.

Mr. Snell: I agree with you.

Ms. Lasko: That's it. Thank you.

Mr. Craddock: Is there a receptacle in that area?

Ms. Roslin-Grimes: That is on every application for rentals, only it is not on the club and group applications. The amenities are regularly serviced and trash was removed. There was an incident where there was an overflow of trash after a receptacle was missed and we contacted the cleaning company. That is a separate item in reference to this. Every time a facility is rented, if you have a party at the pool or utilize the rooms, we ask that residents remove trash. There are receptacles, but no dumpster. So, if the Board would like for us to place a trash receptacle here, other than that previous time, it has always been taken care of by a resident, whether it is taking it to their home or taking it to a dumpster here. This is the first time that there has ever been a request specific to The Commons area, which would in turn reference another location for removal.

Mr. Craddock: What is wrong with utilizing the receptacles we have for trash now?

Mr. Snell: I'm sorry. I have to call for a break. I apologize for stopping in the middle of this discussion, but we are going to take a 10-minute break.

*The meeting was recessed at 4:24 p.m.*

*The meeting was reconvened at 4:34 p.m.*

Mr. Snell: We will resume the meeting. Roy, I apologize for interrupting you. We were talking about the trash. Did we resolve it?

Mr. Craddock: Emily, can you elaborate?

Ms. Roslin-Grimes: Yes. In our janitorial service contract, they serve all of the amenities, specific days of the week. The reason why this item is located inside of our contracts for any rental or reservation is if the event occurs during the time there is not scheduled removal of trash and amenity management staff will not be here until Monday following the event, that trash would not sit in that location for an extended period of time. So, separate from the concern that Ms. Lasko had, that situation was an issue with the janitorial contract, which has been addressed. Separate from that going forward, if that would've happened on a Friday, it is in the reservation forms for the facilities, separate and apart from your activity reservations, that someone remove the trash in Fairfax Hall on Friday and taken home or to a dumpster or alternate locations and does not sit inside the amenity for an extended period of time unattended.

Mr. Craddock: I think it's unrealistic to expect that if there is a trash can there, they are not going to throw their trash in that receptacle. They are going to take it home with them. I just don't see that happening.

Mr. Snell: I agree. I bet they put it into the trash receptacle. Residents are not supposed to put anything in the dumpsters. I agree with Roy. Let's encourage them to take home their trash, recognizing that it is going to happen.

Ms. Adams: They have to be managed.

Mr. Snell: Maybe we can post something on the forum.

Ms. Roslin-Grimes: So, the note at the bottom now is that residents are responsible for leaving the facility in the same condition prior to the event. They must remove garbage. I think there are a couple of items that don't pertain necessarily to this one because they are specific to specific locations.

Mr. Craddock: I think it would cause a problem for some food items that come in here.

Ms. Adams: Correct. We don't want to attract pests or varmints to the location.

Mr. Craddock: Removal of trash doesn't tell them not to put it into the local trash. Are they open trash cans?

Ms. Adams: Yes. It has a lid.

Mr. Craddock: I'm sure it's not bear secure. No one reported seeing a bear in there.

Mr. Bishop: By leaving it this way, it specifically says, "*Remove all garbage.*" In my mind, that doesn't mean put it in a trash can. So, if we are going to allow them to put it in the trash can, why don't we say, "*Place all garbage in proper receptacle or remove from the premises.*"

Ms. Murphy: The only thing I can see wrong with that is what if their garbage exceeds the receptacle? Then you are going to have plastic bags or boxes strewn around the side of the receptacle.

Mr. Bishop: Right. Then we need to say, "*Place all trash in dumpster at golf course parking lot,*" or however we want to identify it. We need to go one way or the other or tell them specifically what to do with it.

Ms. Murphy: Right.

Mr. Snell: Are you okay with them placing it in the golf course dumpster?

Mr. Fox: It depends on the volume and the time of year. Right now, they are emptied twice a week. We would need notification of who is going to be dumping so we can monitor it. We stopped other vendors from throwing boxes in there.

Ms. Murphy: The only other alternative that we have is if we told them to take the trash with them, but if you have a resident that's responsible for that party, they are responsible for throwing out the trash.

Mr. Piersall: Are we talking about an event that would be held here? I see three trash barrels along that wall. So, if there was an event, couldn't staff move those trash barrels over the weekend to accommodate trash? I think anyone who has trash and sees a trash can and is told not to put it in there, is abnormal. We should be happy that they are using the trash can. You are talking about the trash out on the road. It's only human nature if you have garbage and see a garbage can, to put it in the garbage can.

Mr. Snell: If there's an event held in Fairfax Hall, doesn't the cleaning service come in afterwards to clean?

Ms. Adams: Yes. There's a cleanup fee associated with that.

Mr. Snell: The issue is not in here. It's Fairfax Hall.

Mr. Piersall: Since we don't get a lot of trash in here, can the three big barrels sitting on that wall over there be relocated to accommodate whatever function needs the accommodation and then move those barrels back?

Mr. Snell: They are open barrels. If you put them out there on the weekend, who is going to bring them back when they are sitting in here open? That leads to varmints getting in here that we don't want in this building. I don't think that's practical.

Mr. Piersall: I'm not saying take the trash or bring the trash in here. I'm just saying there are garbage cans there.

Mr. Snell: Having additional garbage cans out at the bocce ball court would be the better solution.

Ms. Adams: The reservation will be managed by the amenity management team. The Board will have ample opportunity to review the reservation. If it is an event that is going to generate additional trash associated with the event, there could be some notes on the bottom of the application for additional provisions that are being made.

Mr. Snell: Are there any questions from Zoom? Hearing none,

On VOICE VOTE with all in favor the draft Facility Use Agreement for tournament reservations as amended, subject to input from Legal Counsel and verification was approved.
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Mr. Snell: I have one question. I didn't quite understand about Joann's comment about the CDD managing the groups that are playing bocce ball or pickleball. The CDD schedules those when they are in a club, but the CDD does not manage them as I understand the term, "*Management.*" Correct?

Ms. Roslin-Grimes: Correct. Terry, any resident in the community may form a club or group. They fill out a club or group form and Kelly schedules that club or group in the appropriate amenity based on the scheduling and availability of application. She does not manage any of those groups.

**C. Ratification Items**

**i. Lift Station Repairs for Golf Course Restroom**

Ms. Adams: Board Members, included in the agenda package is an invoice from All Out Septic to repair the lift station that is owned by the ARCDD. Oftentimes, lift stations are owned by the city, but because of the location of those, it is actually owned, operated and maintained by the CDD. The City of Leesburg has to do inspections on an occasional basis, but at any rate, an emergency occurred at the lift station and the restrooms were not working. So, this was an emergency repair that was facilitated by the golf club. The Golf Club General Manager conferred with District Management staff as well as with the Chairman of the Board. This emergency report in the amount of \$4,783 was approved and it is being presented for ratification. This is for the two new pumps in order to have the restrooms functioning in that vicinity.

Mr. Piersall: Is this for the restroom on Hole #5 or Holes #16 and 17. So that lift station services only those restrooms.

Ms. Adams: Correct.

Mr. Piersall: Once it leaves the lift station, it goes by force main into our gravity sewer.

Ms. Adams: I can't tell you where it goes once it leaves the lift stations.

Mr. Snell: It goes into the sanitary sewer system .

Mr. Piersall: But it services only that men's and ladies' rooms.

Ms. Adams: Exactly. This is being presented for ratification. We just need a motion to ratify the All Out Septic invoice.

Mr. Piersall MOVED to ratify the invoice with All Out Septic for lift station repairs for the golf course restroom in the amount of \$4,783 and Mr. Snell seconded the motion.

Mr. Snell: Is there any further discussion?

On VOICE VOTE with all in favor the invoice with All Out Septic for lift station repairs for the golf course restroom in the amount of \$4,873 was ratified.

**ii. E-Verify System Memorandum of Understanding**

Ms. Adams: This is also being presented to the Board to ratify the Memorandum of Understanding and actions taken by District management staff in order to enroll in the E-Verify System. The Supervisors probably recall that this is the system that was created by the Department of Homeland Security. There is a new Florida Law that requires governments enter into the system.

Once you are entered into the system, you have the Memorandum of Understanding and Certificate of Enrollment. This shows the current status so we are looking for a motion to ratify.

Mr. Piersall MOVED to ratify enrolling the District in the E-Verify System based on the Memorandum of Understanding and Mr. Craddock seconded the motion.

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

On VOICE VOTE with all in favor enrolling the District in the E-Verify System based on the Memorandum of Understanding was ratified.

Mr. Craddock: Before we move on, Emily, do you want to elaborate on the issue regarding the roof contractor? It directly pertains to this.

Ms. Adams: We are not prepared to present alternatives or solutions at this meeting, but we have been notified that one of the vendors selected by the Board of Supervisors to replace the roof at the Social Center has declined to enter into the agreement. They stated that the E-Verify enrollment process was too cumbersome. That was the reason they did not want to enter into the agreement.

Mr. Craddock: There were other reasons.

Ms. Adams: However, we need to reach out to the other bidders to see where we are. We understand from people in the industry that there has been some increase in materials. There may be some other contributing factors that are not being cited. At any rate, this vendor declined to enter into the agreement and at a future meeting, Board Members will see proposals for consideration for a roof replacement at the Social Center.

Mr. Craddock: Are we in a position to remove this bidder from our Approved Vendor List so we don't go through this exercise again?

Ms. Adams: Yes. As you probably recall, staff presented information and we can certainly make sure that they are not included in the mix again, since they are not willing to comply with District standards for agreements.

Mr. Craddock: Very good. That's my only concern.

Mr. Bishop: Also, can we not include in future bid packages that they would agree to comply with the system?

Ms. Adams: Good point.

Mr. Snell: Bill, I think that's an excellent idea.

Ms. Adams: We can add that to the scope.

Mr. Snell: Thank you, Roy.

**D. Discussion of April 28, 2021 Workshop**

Mr. Snell: I asked that we schedule a workshop after this meeting because we are already into a long meeting, to concentrate on the Sales Office. Tricia informed me that we could hold it by Zoom if we wanted to, because we won't take any Board action. Roy said earlier that he would prefer to have a hybrid meeting.

Mr. Craddock: Similar to what we are doing today, Terry, there are some folks that don't feel comfortable coming in person, but they would like to comment. This is the perfect forum for that. If you have been on Facebook, it is a very emotional thing and there are going to be a lot of comments. I would like to hear those comments.

Mr. Piersall: I think there are two sides to that because if you currently look, there are 30 people watching us right now on Zoom and I don't think we can have 30 people in this room. Can we put out a feeler asking residents if they will come? Ask for attendance. I don't care either way, but my point is if we have it here I don't think you are going to get the attendance because it seems to me that there are a lot of tomato throwers. On Zoom, I think you will get a better response. It has to be completely Zoom because of the communication issues. I don't think you are going to get the people here. I really don't.

Mr. Craddock: I think to show goodwill, we need to open it up and allow them the opportunity to attend.

Mr. Piersall: I think some people were under the impression that was going to happen today. A lot of the people that are in this room right now, came here for the sole purpose of discussing that. So, the general consensus was that we were going to discuss it today. I didn't see any abundance of attendance at 2:00 p.m. when we started today.

Ms. Adams: Board Members may be interested to know that during the summer months and through the fall, when the Governor allowed for virtual Board of Supervisors meetings, we had a high number of participants participating via Zoom. I believe the feedback we received from residents during that time was that it was a good experience for residents. Likewise, I believe it

was a good experience for the Board Members as well in terms of being able to see others and hear others clearly. Ultimately, this is the Board's decision to make; however, we are still experiencing a pandemic, which may factor into the Board's decision.

Mr. Piersall: I think there are a lot of benefits to having a Zoom only meeting, because a lot of people would prefer to be in their living room listening in, giving them time to comment. If they need to use the restroom, they can get up and use the restroom. If they want to go to the refrigerator, they can go to the refrigerator.

Mr. Snell: No matter which way we do it, someone is going to be dissatisfied. That's just life. It doesn't pertain to this Board meeting. People are going to do what they feel the most comfortable in doing. So, I think we are going to have to store some tents in the room. A lot of people left. More people hang out on Zoom. That is just typical. When there is controversy, they might stay longer.

Ms. Murphy: Terry, my opinion is to have a hybrid meeting. Anybody that has an interest in attending will attend. If we have it one way or the other, you may exclude people. With the hybrid, you have two choices, you can go to Fairfax Hall or you can stay at home and attend by Zoom.

Mr. Craddock: Exactly, Claire. That is my point. We need to offer both opportunities.

Mr. Bishop: I agree with that to a point, but one who has experienced Zoom only meetings in the past, at the moment I'm supporting having a hybrid one. I can tell on the right-hand side of the screen, the person in the blue shirt is Roy. On the left-hand side, the person with a light-colored garment is Jim. Then there are people elsewhere in the room, but I don't know who they are. If it's going to be hybrid, I would like to at least be able to see the people that I am conversing with directly, i.e., the Supervisors. So that's my only comment about that. Personally, I would prefer the Zoom only method simply because of my circumstances at the moment, the way it is conveyed and the way I can see other people's faces and so on. I am not mobile enough to get out very much.

Mr. Snell: I have a couple of comments on that. I actually pushed for a hybrid meeting because I insisted that we do it and Emily and Andy found a way to make it happen in a manner that gives us a good format. We can probably spend more money on a bigger and better camera lady. Let's look at that.

Ms. Roslin-Grimes: In order for every Supervisor to have their own face displayed onto the screen during a hybrid meeting, we would have to have a camera for every individual in the

room or we would have to hire a video production company to come in and go around the room and focus on individuals who are speaking.

Mr. Snell: That's what I meant by a bigger and better camera. You are not going to find one that is going to sit up there for a special meeting.

Mr. Bishop: Terry, let me clarify. I didn't mean that as a criticism of what I'm experiencing today. I expressed that as a comparison between the Zoom only and the hybrid. I'm more than grateful that this arrangement is available to me today so I didn't have to come down there.

Mr. Snell: Bill, I didn't take it as a criticism. I take it as an opportunity to look at how we can make it better. So, how can we make it better? I bring my computer. Jim brings his computer. Justin has his. That just means we have to provide some way for those of us that don't have a computer to attend, but we also have to mute our microphones when using Zoom.

Mr. Piersall: I had a conversation this morning with Tricia and I was adamant that the meeting be held in person and online. Honestly, when I look around the room and at the head count at the beginning of the meeting, it tells me more people are on Zoom in the comfort of their home watching.

Mr. Snell: Let's take up the issue of how to improve this. Emily and I will have some conversation about it and we will bring something back to the Board at the next meeting.

Mr. Craddock MOVED to approve scheduling a Workshop on Wednesday April 28, 2021 at 10:00 a.m. via Zoom and in person to discuss the potential purchase of the Sales Office and Ms. Murphy seconded the motion.

Mr. Snell: Is there any Board discussion?

Mr. Piersall: If we are going to do it in the same format as this one, then I'm fine.

On VOICE VOTE with all in favor scheduling a Special Meeting on Wednesday April 28, 2021 at 10:00 a.m. via Zoom and in person to discuss the potential purchase of the Sales Office was approved.

Ms. Roslin-Grimes: I need to confirm that this room will be available on April 28<sup>th</sup>.

Mr. Snell: Does that mean we would move it to a different time that day or a different day?

Ms. Roslin-Grimes: I have to look at that and get back to you.

Ms. Adams: I just want to clarify that the motion was to have a meeting here and it sounded like we would have at least three Board Members physically present, which means that we can notice it as a meeting rather than as a workshop if that is the direction of the Board.

Mr. Snell: I would just like to have an open discussion and not have any action taken that day so Board Members can go back and digest what was said and maybe review minutes before we make a motion for the Sales Office. I defer to the rest of the Board.

Mr. Craddock: I agree.

Mr. Snell: Bill?

Mr. Bishop: I agree.

Ms. Murphy: I agree.

Mr. Snell: Jim?

Mr. Piersall: Absolutely.

Mr. Snell: So, it will be a workshop. I don't know if your motion included the date and time. If it did, we need to rescind the motion.

Ms. Roslin-Grimes: I'm getting clarification now.

Mr. Craddock: I think depending on what the conflict is, the CDD meeting should take precedence.

Mr. Snell: I'm not sure that we want to open that can of worms.

**E. Memorandum Regarding The Ridge Line Newsletter**

Ms. Roslin-Grimes: In the agenda package, there is a memo regarding *The Ridge Line* newsletter. The Supervisors requested some alternatives to the distribution of *The Ridge Line*. In the memo, you will see a couple of different options for the Board to consider, including some of the positives that *The Ridge Line* provided to the community

Mr. Craddock: Emily, where are we with vendor sponsorship versus what it is actually costing us to produce it? Are we breaking even or are we losing? This is a line item in our budget. Are we over budget or under budget?

Ms. Roslin-Grimes: As of right now, we are under budget. We have had significant advertisers drop out because we are not receiving revenue for advertising because they are not selling individually. People have stopped doing projects in their homes. People don't want people in their homes, so we have seen a significant decrease in interested advertisers. I believe that could very well change coming into the time frame we are in now; with the situation we are in with the

pandemics and vaccines becoming available so people can do a home project. It's an ongoing strive to get new advertisers into community newsletters. That was the overall feedback she got last time.

Ms. Murphy: When I brought this up at the last meeting, my comments were more whether there was a way to change the format of the newsletter. It had nothing to do with reducing or increasing the advertising, but I thought we could save money on the production of the newsletter itself. We are using high glossy paper, full color, 10 to 15 pages. Some of the information is the same from month-to-month-to-month. So, my comment at the last meeting was whether we could change the look of the newsletter without losing the advertisers that we currently have so we can cut the cost of the newsletter and instead of advertising costs being higher than the cost of the printing, we can have the advertising come more in line with the cost of the printing. Instead of using glossy paper and full color, we can do a color cover and black and white inserts. That was the direction at the last meeting.

Mr. Snell: I agree with Claire, that some of the things in there are pretty much the same from month-to-month. There are a lot of things in there that are different every month and things in there that the residents don't get anywhere else.

Ms. Murphy: There are also some things that need to be repeated every month because we always have new residents moving in. My main point was that the quality of the newsletter is terrific. Its high quality, high gloss paper and color throughout. Maybe we can reduce that type of printing and do a high glass color and black and white on the inside. We are not changing the format itself, but changing the type of paper and printing we are using.

Mr. Snell: The only thing that has color on the inside are the ads. Is that correct?

Ms. Roslin-Grimes: There is paid advertising that is in color inside as well as sliders that are provided by the CDD to promote events and activities at AR. It is on high glossy paper. Just a reminder that the current advertising agreements that we signed, are based on the current look and feel of the advertising on the publication that we produce. So that could change the quality of your publication, which could alter our current advertising agreements as well.

Mr. Craddock: If we are trying to save money by cutting the quality, we will end up in the same situation.

Mr. Snell: That is correct.

Mr. Piersall: What if it was like a church bulletin in that format, those advertisers that pay top dollar call them and say we are going to save you some money.

Mr. Craddock: Like I said earlier, I don't think Emily needs to make cold calls to try to sell this product. I think she has a lot more important things to do with her time.

Mr. Bishop: Emily, whether you or someone else did the research, on Page 2 of the memo down near the bottom where it says printing finish, there are three options. One is the current option, which is \$1.88 per copy. The second one is \$1.58 per copy. What is the difference between \$1.88 and \$1.58?

Ms. Roslin-Grimes: If you look on the first line where it says, "*Current \$1.88 each – 100# glossy cover,*" that's the weight of that outside cover. The inside is 80# glossy text inside, which is what we currently have. That's a lighter weight cover versus 60# glossy offset white paper.

Mr. Bishop: If you are looking at it, what is the difference?

Ms. Roslin-Grimes: You can tell that there is no gloss.

Mr. Bishop: Could different color inks be used on either weight paper?

Ms. Roslin-Grimes: The internal is all black and white. There is no color on the internal.

Ms. Murphy: Emily, do you think our advertising will suffer if we go to the 60# glossy offset white paper as opposed to the 100# glossy cover?

Mr. Snell: It will affect our cost because you are telling the printer to do two different things.

Ms. Murphy: I know that it affects the cost, but I thought I heard Emily say that some people may not want advertising in it because of the quality of the newsletter.

Ms. Roslin-Grimes: That is a potential problem the District could face.

Mr. Snell: Is the current agreement in effect until the end of September?

Ms. Roslin-Grimes: All contracts end in September.

Ms. Murphy: There is only a \$500 difference between the top and bottom options.

Mr. Craddock: I just went through the numbers. There is a \$579.50 difference between the top and the bottom options. We are talking about peanuts here, really.

Ms. Murphy: Yes. We should leave it as it is.

Mr. Craddock: After going through this exercise, my personal opinion is to leave it as it is.

Ms. Murphy: I agree. I wish to withdraw my suggestions.

Mr. Snell: I hear no motion or any action. So, let's move on.

Mr. Snell: Okay, does anyone have any interest in making a motion? Hearing none,

**F. Consideration of Resident Club Application – AP Prayer Walkers**

Ms. Adams: Included in your agenda package is a Resident Club application for AR Prayer Walkers. We need a motion to approve the application.

Mr. Craddock: Looks good to me.

Mr. Snell: Are there any comments?

Ms. Murphy: Do they really need to have a club application for what they do? I don't have a problem with it. It looks fine to me.

Ms. Adams: One of the benefits of being an approved club is it allows access to ARCDD media. We allow this group to put an article in the newsletter or to include information in other ARCDD media.

Ms. Murphy: Okay. I have no problem with the application.

Mr. Snell: We need a motion to approve it.

Mr. Craddock MOVED to approve the Resident Club application for the AR Prayer Walkers as stated above and Mr. Piersall seconded the motion.

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

On VOICE VOTE with all in favor the Resident Club Application for the AR Prayer Walkers as stated above was approved.

**SEVENTH ORDER OF BUSINESS**

**Other Business**

Mr. Snell: I have a few items. First, Bill in your absence, I stepped in and did a drive around. That resulted in three proposals, which I requested. One was to look at a vegetative barrier on the west side of Roanoke Drive. Floralawn presented a proposal, which shocked all of us. The second item was to remove all of the edging around the tennis courts in order to resurface the tennis courts. I believe we should do that because it impacts the surface and makes the surface wear out sooner. The third item was to provide a relatively short amount of edging between some houses and the tennis courts. I want to turn those over to Bill because I can do it at this public meeting and we don't have to worry about the Sunshine Law and let you handle those going forward. Are you okay with that?

meeting and we don't have to worry about the Sunshine Law and let you handle those going forward. Are you okay with that?

Mr. Bishop: Thank you.

Mr. Snell: The cost to do anything will come back before the Board.

Mr. Craddock: I have one comment to Bill on the shrubbery around the tennis/pickleball courts. Right now, the elevation of the sod material is higher than the pickleball courts. So anytime it rains, sand winds up on the golf course. It's a continuous problem. It is a sticky issue. So, if we do anything that needs to be a part of it. We would correct the grade around the courts, so that doesn't continue to happen.

Mr. Snell: I agree. The next issue is I asked Emily to verify all of the lots including the spec homes were half sold and ask for the that the billboard on U.S.27 be removed. I would ask Emily to work with the developer on that. What is the status?

Ms. Roslin-Grimes: I don't have any status update for the signing, but I did confirm that the homes are all sold, including all of the spec homes that are currently or soon to be under construction.

Mr. Snell: Lets push the developer to get those signs out of there. The Board really wants them out and I think a lot of residents do too from the feedback I have gotten.

Mr. Craddock: It's not just the small areas. There is a great big billboard at the end.

Mr. Snell: We are still under the consideration. If you want, we can keep the billboard and repurpose it to advertise the golf course and restaurant.

Mr. Piersall: What is the cost to refurbish that existing billboard?

Ms. Adams: I don't know.

Mr. Bishop: There are actually two signs in addition to the smaller roughly 4x4 signs. One is at the north side of the entrance and one is on the south side. The south side isn't as big, but if we could legally keep that one, I would like for us to consider keeping that one as well for the promotion of the golf course operations.

Mr. Snell: That's where we are at the moment, just leaving it on the table until a later time when we can have more discussion on it. My next item is, Bill, at the intersection of AR Boulevard and White Plains Way, that you want to make a three-way stop, it has been suggested that we take one stop sign out so that AR continues with no stop sign either way and one stop sign on White Plains Way. I don't know how feasible that is, but I think it is something that we should look into.

Mr. Bishop: I'm aware of that request, but then all we are doing is opening it up for a drag strip through there. If we put a stop sign there, it's going to slow people down. The one that is there slows drivers down. At this meeting, we had a request to put in more stop signs at the intersection of White Plains Way for exactly that reason, to slow people down. So, I would be opposed to removing that one sign that is there and opening that up as a speedway.

Mr. Piersall: I would be opposed to that as well. I think that a three-way stop is much better to slow traffic down. I can tell you that people go flying by my house coming from that back section.

Ms. Murphy: I would be opposed to removing any stop signs at all. The ones we have are doing the job. So, I can't see taking any of them out.

Mr. Piersall: It's a shame we can't put in some speed bumps, but we can't because of the Fire Department and other complications. So, we need to do everything we can to slow traffic down. People in here drive too fast.

Mr. Snell: It was a resident request. We need to make sure that we listen to residents.

Mr. Bishop: We heard it.

Mr. Snell: Unfortunately, a lot of people don't stop at stop signs. I did see a guy stop for a bicycle the other day at a stop sign. Does any other Board Member have any other business before we move to my next item?

Ms. Adams: Did you want to discuss the pool issue?

Mr. Snell: Yes.

Ms. Adams: At the beginning of the meeting, the Board discussed adding pool policies under "*Other Business.*" Alternatively, at next month's meeting, staff will bring back the amenity policies for the pool to aid Board discussion regarding if there needs to be any revisions to the current policies, if this is not read for discussion today.

Mr. Snell: We can do that. I would like to make my one point on it and that is, if we add a monitor, and we talked about that during COVID last summer. There are costs to it. I'm not opposed to discussion of it. It would take Board action to do that. Bear in mind, there are some costs. So, do we want them to include looking at the cost of adding a Pool Monitor? The pool is open seven days a week and probably the bigger problems are on the weekend.

Ms. Adams: Spring Break.

Mr. Snell: Spring Break and holidays.

difference does it make? Apparently there are some specific issues right now. Due to age discrimination limitations, we can't exclude children. I don't think we can even make adult only swimming. Anyway, I would like to see some enforcement recommendations coming back from management along with costs.

Mr. Snell: That's a little broad. My question was, how do you enforce whether a Pool Monitor is out there all of the time? I don't think cameras are the answer.

Mr. Piersall: Residents should be responsible for their grandchildren. I hate to see little kids be discriminated against. They just need to follow the rules. Maybe we should post the rules bigger and better around the pool. I don't know. I would like to think people will self-police themselves and their guests so it's not an issue because I heard people complain about all of the kids in the pool. Come on, we were all kids at one time.

Mr. Snell: I would like to see people live by the rules too, but not everyone is going to. If no one has anything else, my last issue is there was an incident at the Administration Office after this agenda came out on Friday. A letter was sent to a resident suspending their amenities up to this Board meeting. The way that the letter read, I talked to Tricia and Emily and said it has to be on the agenda. Otherwise, we can't do what we said the Board would do. All of the Board Members received the documents and had an opportunity to look at them. Should we talk about it in full detail?

Ms. Adams: It's at the pleasure of the Board.

Mr. Snell: Is the Board satisfied?

Mr. Craddock: Yes. We received all of the paperwork. I know what happened.

Mr. Piersall: I'm pretty clear on how it went down. You don't treat people that way. You don't talk to people that way. You don't use language like that.

Mr. Snell: I don't want to go into the details. The question is whether we want to let it end there or extend the time?

Mr. Craddock: In my opinion, it has been a very short time since the incident occurred. There is no teeth in insuring people won't continue to act accordingly with no repercussions. It's a catch and release program if we don't do something. I personally think it should be a minimum 30-day suspension from the time of the infraction.

Mr. Craddock MOVED to suspend the resident that caused an incident at the Administration Office for 30 days from the date of the infraction and Mr. Snell seconded the motion.

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

Mr. Piersall: Yes. I have a couple of things that I wanted to say. Just as a general note, at times, the discourse is off the charts. We should try to lift each other up instead of tearing each other down. Go out of your way to be nice. We talk about how good we are as a community, but there are a lot of title flows in here. There's no other way to put it. I have a hard time processing it. I will elaborate on a particular case. I don't understand how this could even possibly happen, but a resident, had from Hole #8 to Hole #9 on his patio in the back, a 6x8 banner that said "*F\_\_\_ You Biden.*" Who does that in today's world? Who says that? Who acts that way? Let's say that you were playing golf with your grandson and were riding by and your grandson asked, "*Grandpa, what does that mean?*" That is our President. I don't want to get political, but the nature and audacity to do such a thing, is just the way it is. I have a First Amendment right and can say whatever I want. I can make it up as I go along. It doesn't matter. I have the freedom of speech.

Mr. Craddock: I agree with you, Jim. We need to address it.

Mr. Piersall: I understand, but its relevant.

Mr. Snell: Are there any other comments?

Mr. Bishop: I have a question and a comment. Lindsay, can we change the policy by motions?

Mr. Snell: We are not changing the policy.

Ms. Whelan: You are not changing the policy. You are just applying a longer suspension period to one person given the circumstances. Your Amenity, Suspension and Termination Rules allow for egregious infractions, of which the Board clearly determines this to be.

Mr. Bishop: His motion isn't specific to this case. His motion is that all future infractions are 30 days from the date of infraction, as I understand it.

Mr. Craddock: That was not my motion, but we can consider it.

Ms. Whelan: Clarify the motion because that's not how I heard it.

Mr. Bishop: I heard it wrong then. I'm sorry.

Mr. Craddock: That is not the motion on the table, but of course it can be amended.

Mr. Bishop: I'm not trying to put words in anybody's mouth. I thought that was what the motion was. What is the motion, for clarification?

Mr. Craddock: The motion is suspending the resident for 30 days from the date of infraction, which I believed was last Friday.

Mr. Snell. That's how I heard it.

Mr. Bishop: I'm sorry. I misheard it.

Ms. Whelan: That is consistent with your rules.

Mr. Bishop: Okay.

Ms. Whelan: I appreciate you clarifying that. Thank you.

Mr. Snell: Are there any other comments? If not, I'm going to open this up to audience comments.

Mr. Howard Secler (Lot 303): HOA President. This happened with HOA personnel. It didn't happen on Friday if memory serves me. It happened on Wednesday or Thursday when Emily was off. The incident happened and within 20 minutes I had an email from the HOA office to find out that the girls did everything right. After the 20 minutes elapsed, I hopped on the golf cart and went right down to the office. I was probably on the scene about 35 minutes later. The girls were all okay. They assured me, but I just want to get the timing right here for the record on what transpired.

Mr. Snell: I think I said Friday. It doesn't matter. Thank you for correcting us. CDD people were involved, but Emily was not. Do we have any comments on Zoom? Hearing none,

On VOICE VOTE with all in favor suspending the resident that caused an incident at the Administration Office for 30 days from the date of the infraction was approved.

**EIGHTH ORDER OF BUSINESS**

**Supervisor Requests and Audience Comments**

Are there any Supervisor requests? Hearing none, are there any audience comments?

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

Resident (Joann Lasko, Lot 503): I would just like to know if we have an update on the status of the pickleball court resurfacing.

Ms. Roslin-Grimes: We are still pending a date for installation.

Ms. Joann Lasko (Lot 503): Thank you.

Mr. Piersall: I have a comment. I would like to reiterate what Terry said earlier about Joann. I think Joann really knocks it out of the park. Last Friday, I was outside of the pro shop talking to Justin and there was a group ready to go out. It was Joann's Friday Folies. She got 40 people into that restaurant and bar. That is only one of many things that she has done. She is Mrs. Arlington Ridge.

Ms. Murphy: I agree. I also agree with what Terry said earlier and what Jim just said. We are very fortunate to have Joann in our community.

Mr. Snell: Is there anyone else on Zoom? Go ahead, Michael.

Mr. Mike Ryan (Lot 397): Just a quick question. Do we have the appraisal back on the Sales Center yet? If not, when do we expect it?

Mr. Snell: We received it and will be presenting it at the workshop. Did you get clarification from Emily yet?

Ms. Adams: That is a good question. Thank you for inquiring about the workshop status. In Fairfax Hall, we have Zumba scheduled that morning, but it is scheduled to end at 9:30 a.m. and then scheduled at 1:00 p.m. is line dancing.

Mr. Ryan: Will we have an opportunity to see the appraisal prior to the workshop?

Mr. Snell: We will include that on the agenda for the workshop.

Mr. Ryan: Okay. Thank you. Quick question. If I have grandchildren here, do I need to have a guest pass for them?

Ms. Roslin-Grimes: If they are over the age of 18 and visiting the amenities without you, they need a guest pass at all times.

Mr. Ryan: If their parents are with them, do I need a guest pass for their parents?

Ms. Roslin-Grimes: Yes. If they are under the age of 18, they must be accompanied by someone either with a guest pass or a resident over the age of 18.

Mr. Ryan: That may solve some of the problems with children at the pool area. Thank you and have a great evening.

Mr. Snell: We need to make a decision on a highly controversial topic. I hate to see us limit it and have it drag on and on. This meeting is three hours. We had five hour meetings with less controversy. That is my opinion. It doesn't have to be yours and it doesn't have to be the Board's. Jim?

Mr. Piersall: Are we back to the April 28<sup>th</sup> meeting?

Mr. Snell: We are back with the date and time because we are limited. If we start at 9:30 a.m., we have three-and-a-half hours.

Ms. Adams: We need time to set up.

Mr. Snell: With setting up the meeting, we only have about three hours to discuss a very controversial issue.

Mr. Bishop: Is there another day that week?

Mr. Piersall: I think we should have a rule that the CDD takes precedent over any activities other than an engagement that someone paid to reserve this hall, especially something of this magnitude.

Mr. Craddock: I agree.

Mr. Piersall: If we are going to do it, we have to do it right because there is a whole lot of scuttlebutt going on out there and it's only going to get worse if we don't accommodate the people.

Ms. Murphy: I agree. This is an important meeting and we need to have all of the time that we need so everybody's opinions can be heard. If we have to postpone or cancel line dancing for that one day, I really think we should do that.

Mr. Bishop: I agree that it's an important meeting and topic, but why are we locked in on that day. Can we move ours one day or the other if the hall is available?

Mr. Craddock: Has it been advertised?

Ms. Adams: It requires a seven-day notice and I don't know if it was noticed yet.

Mr. Snell: It hasn't been noticed yet. I agree with Bill. These people that do line dancing, it is important to them and if we can shift it by a day, we should. Lindsay had an issue on Monday. Is there a day that we can shift it to?

Mr. Bishop: If the hall is available and we are available, let's do it.

Ms. Whelan: The only day that I was not available was the 29<sup>th</sup> for a public hearing that will take probably four or five hours.

Mr. Snell: Kelly is going to get the schedule. Since we are complimenting Joann, I want to say that there were a lot of very positive comments on the boxed lunches that you furnished for the bocce ball tournament. A lot of residents appreciated that.

Ms. Roslin-Grimes: Is there a specific date that you are looking for? The 29<sup>th</sup> is out because Lindsay is not available that day.

Mr. Snell: What about the 27<sup>th</sup>?

Ms. Roslin-Grimes: Tricia is not available.

Ms. Adams: I'm available late in the afternoon.

Mr. Snell: How late?

Ms. Adams: 6:30 p.m. What about Wednesday afternoon after line dancing?

Mr. Snell: What time is line dancing until?

Ms. Roslin-Grimes: It's one hour so it will be over by 2:00 p.m.

Ms. Adams: So, we can start as early as 2:30 p.m. or 3:00 p.m.

Mr. Snell: That is pushing a lot of people that eat early. We do that too often anyway. I can't do the 26<sup>th</sup> in the morning, which is Monday. We can do Tuesday.

Ms. Roslin-Grimes: We have it timed out. You can either start early and leave at 12:00 p.m. or meet after 1:00 p.m. and you have until 6:00 p.m.

Mr. Piersall: On what date?

Ms. Adams: Tuesday afternoon the 27<sup>th</sup>.

Mr. Snell: Because of Coffee Talk, we have to push it to the afternoon.

Mr. Bishop: How about Friday, the 30<sup>th</sup>. I don't see anything that will conflict it.

Ms. Adams: What about Monday, May 3<sup>rd</sup>?

Mr. Snell: We have Coffee Talk in the morning. I'm not available until the afternoon.

Mr. Piersall: Why can't the line dancers just take one for the team? Let's just have our meeting.

Mr. Snell: I think three Board Members want to do that.

Mr. Bishop: I'm okay with that. We explored all other possibilities.

Mr. Snell: I think we should have explored it, Bill, but I think at this point, let's set it for 10:00 a.m. on April 28<sup>th</sup>.

Ms. Adams: That's consistent with the motion.

Mr. Piersall: That's exactly the date it was scheduled for.

Mr. Craddock: We searched and this is the only day that will work.

Mr. Snell: We did our due diligence.

## **NINTH ORDER OF BUSINESS**

## **Adjournment**

<p>On MOTION by Mr. Craddock seconded by Mr. Piersall with all in favor the meeting was adjourned.</p>
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On MOTION by Mr. Craddock seconded by Mr. Piersall with all in favor the meeting was adjourned.



Secretary/Assistant Secretary



Chairman/Vice Chairman