

Village Manager Meeting

August 18, 2021 Clubhouse 1 pm

Planned Attendees: Susan Fatzie Manager, Pam Bentz President, Mike Bond, VP; Mary Santiago, Secretary; Cheryllee Wright, Treasurer

QUESTIONS:

1. During our ride along today after meeting, can we list homes with PEST issues to make sure they are being addressed? Several homeowners notified HOA that they are having issues with lawns dying that are not due to water. They have stated they have filled out appropriate paper work. (Mary Santiago and Pam Bentz to do Ride along)
After discussion we determined we would not do ride arounds at this time but would do them when necessary for roads, buildings, etc. See item 5 in regard to the lawns.
2. It has been suggested from a few homeowners to light up the fountain at Gate. Also, maybe put a big plant on top with flowers hanging down. (it's known as Thriller, Filler and spiller) Something tall/ something to fill and something to spill over.) There is a pretty Bromeliad in upper fountain but maybe change out? Or add some vine trailing down.
We are looking into the lighting for the fountain. We did have dangling vines for a long time and they just got too big. In the fall we can add some back in there.
3. Vending Machines: Pam is looking into (see below-Laundry room) could one or two be placed at clubhouse pool upper deck?
I am meeting with a service company this week about our options. Pam is also meeting with someone so we will come together and discuss what we have found out. Looking at both Clubhouse and Auditorium buildings.
4. Possible Gate change in hours. Thank you for looking into different scenarios. Could we ask you to check out 7 – 3:30 pm and 9:30-11:00 pm?
 - a. Does this time schedule work without eliminating a guard? **Unfortunately, no, we can't cut hours and keep the same number of people.**
 - b. Can this be Monday – Sunday? Or would it need to be Monday –Friday and keep to weekend and Holiday schedule? **We can make it the same schedule all week**
 - c. Can maintenance crew at least during week open buildings as I believe they are doing now? If new hours are adopted? **Maintenance would continue to open facilities during the week**

We are not looking to eliminate any guards. That is not our intention. Just one last look at possible hour changes.

Primary Issues Gate Guard Concerns, guards not consistently being at the gate during normal business hours. Secondly, not being present when the swing gates are open which allows an opening for non-residents to walk in.

Access management personnel will have periods of time (even if we change the hours) when they are not at the gate to carry out their duties such as checking facilities for visitor/guest compliance.

We will adjust the swing gates to open at 9:00 am and close at 4:00 pm as a test to see how it goes and be sure we aren't creating a traffic issue for Gantt Road. The 9am - 4 pm schedule is Monday through Friday and the Saturday, Sunday and Holiday schedule would remain unchanged at 7am-4pm.

5. There seems to be many residents complaining about lawn condition/maintenance. Is there a comprehensive plan to bring lawns into satisfactory condition?

We are looking into a different provider for treating the problem areas and distributing fertilizer. This provider would assess the property and provide solutions for improving overall grass conditions.

If a resident has an area of concern and they have not contacted the office they should do so.

6. When will the removed tree stumps be removed?

Palm tree roots are typically not removed, the island palms on Parkway, once removal is completed, we will be putting sod over them.

7. What is the replacement plan for the removed Palm Trees?

They will not be replaced at this time as the ground holds the fungus and a new tree in the same area will have a similar problem over time. Several years ago, we tried replacing them at the Auditorium pool that we had before the pool deck remodel in 2017. They did not do well and eventually contracted the same fungus.

8. What is the current main pool repair plan and timeframe?

First, let me clarify what the issue is. We have delamination of the quartz that was applied over the concrete shell. The shell is intact and has no issues. The portion that delaminated it appears the bonding agent either was not properly applied to the area or was faulty.

We continue to keep an eye on our temporary solution and have materials to make temporary repairs as needed until the project is completed.

We continue to discuss options with several contractors. It will likely not be repaired until after the first of the year because all the companies we have spoken to have long lead time on materials, are short staffed causing lengthy scheduling and the water table remains very high – so we may require 24/7 pumps running during the project.

9. Can speed bumps be added to roads with chronic speeding (Parkway etc)?

We can explore this option but it will only cause people to slow down for the bump and then gun it. During the repaving would be the best time to install speed tables. We will continue to remind homeowners to slow down.

FOLLOW UP:

- Hired House keeper hired yet for weekends? Have you considered hiring a HO? Security guards live in village. Possibly someone in Village wants a weekend cleaning job?

We have a temporary solution with a shared team member with East but this is only until the end of the year.

- Pam looking into Vending machines for laundry room.
- Meeting of managers from CLE and CLV take place and was decision made as to Irrigation? Still looking for person or going to hire job out?
We are working on a new hire that will assist in this area.
- Lawn guy? If you don't have anybody hired or even applying for job can you go ahead and hire out a company? They maybe could address the lawns with issues etc.
We are working on a new hire that will assist in this area.
We use already use an outside service for the lawn issues.

COMPLETED:

- Gate area, trimmed, cleaned up and new flowers planted around fountain, mulch placed around flowers on either side of gate.
- Entire Village, trees are being trimmed and some being removed due to disease. Garden area on Camelford Dr. weeded and refreshed with mulch. Village is looking better every day.

Meetings: next meeting on September 8th will be held in the Auditorium since the meeting room is not available.

Thank you Susan for taking the time to meet with BOD, on a monthly basis.