

Silver Lakes Community Association

A Corporation Not-for-Profit

Meeting of the Board of Directors

January 25, 2021 7:00PM

Virtual Meeting via Zoom

In Attendance:

Robert Garcia	President
Daron Fitch	Vice President
Vicki Minnaugh	Treasurer
Colleen Cheney	Secretary

Directors:

Ray Whittier
Rick Collum
Laura Santiago

Also In Attendance:

Robert Moses	Pines Property Management
Don Neuerman	Pines Property Management
John Stevens	Counsel for the Association
Cathy Balenovic	Community Affairs Director

Board of Directors Meeting - Call to Order

Meeting call to order by President, Robert Garcia at 7:11pm

Colleen Cheney conducted Roll Call. All present.

Board of Directors for 2021

Motion to Retain the Current Officers for the 2021

Motion to approve by Daron Fitch. Second by Ray Whittier

Colleen conducted roll call and motion passed unanimously.

Robert Garcia welcomed everyone to the first Master Board Meeting of 2021. He thanked Don Neuerman, President & CEO of Pines Property Management for joining in this evening and introduced Rafael Visbal, Regional VP, Xfinity, to provide an update concerning the Comcast Bulk Service Performance.

Rafael introduced colleagues, who were present at the meeting, and provided an in depth recap of the SilverLakes contract, operational review- network augmentation, network level capacity, node utilization, speed experience explanation, service call data, and upcoming seamless access to Netflix, You Tube, and other platforms, via X1.

Robert Garcia thanked Rafael for his presentation and reiterated how imperative it is for Comcast to provide recaps to residents since this has not been done since the bulk contract was renegotiated and signed. Robert explained the SilverLakes BOD will ensure Comcast is providing the service we contracted for.

Consent Agenda

- a. Approval of Previous Meeting Minutes- October 19, 2020
- b. Ratify Paving Project Sidewalk Repairs; not to exceed 200K for remainder of the project
- c. Ratify Approval for Treasure Shores Lighting Upgrades in the amount of \$4,735.00
- d. Ratify PPM Approved repairs in the amount of \$2,880.50
- e. 2020 Audit engagement

Motion to Approve the Consent Agenda

Motion to approve by Vicki Minnaugh. Second by Ray Whittier
Colleen conducted roll call and motion passed unanimously.

President's Report

Robert Garcia expressed the importance of providing residents with a summary for the previous year; accomplishments in 2020 and plans for 2021.

2020 Accomplishments:

- SilverLakes-Wide Rental Restriction Amendments passed
- Weekly Contract Renegotiation Completed
- Swale Trees Maintenance assumed by the Association
- No On-Street Parking Directive Implemented
- Comcast Contract Requirements Enforced
- SilverLakes Community Pool Refurbished
- SilverLakes Committees' Membership Revamped.

Areas Needing Improvement:

- Management Software Upgrade/Completion
- Customer Service Experience Streamlines

Plans for 2021:

- Address the Overflow Parking Problem
- Create a New and Improved Resident Friendly SilverLakes Website
- Complete New and Improved Portal

Robert advised he conducted a Performance Appraisal with Pines Property Management to review areas that are working well and areas that need improvement.

He also addressed the situation with the common areas. Due to the impact of Covid-19 and the current data in Florida, SilverLakes needs to continue to maintain the community areas closed.

Treasurer's Report

Vicki Minnaugh provided a recap. There is a balance of \$4,457,696.99 in the SL Operating account. The total in CD accounts is \$499,652.56. The Synchrony Bank CD matured on 1/7/2021. Vicki would like to transfer \$247,000 to Banco Popular and put the remaining balance in the paving account. There is a total of \$1,368,570.95 in the five Money Market accounts and a balance of \$1,393,882.82 in the SilverLakes Escrow Account for Comcast.

Motion to Transfer 247,000.00 to Banco Popular

Motion to approve by Ray Whittier. Second by Laura Santiago
Colleen conducted roll call and motion passed unanimously.

Vicki confirmed dues are being paid, despite pandemic hardships, and this keeps the SilverLakes community a desirable one.

Directors Report

Ray Whittier- Ray brought up sidewalk maintenance. Robert Garcia advised this was ratified last year.

Laura Santiago-Laura thanked Robert Garcia for all his efforts since becoming the BOD President.

Colleen Cheney- Nil

Rick Collum- Nil

Daron Fitch- Daron asked John Stevens to address the Common area issue. John advised he would do so during his Attorney's Report.

Vicki Minnaugh- Nil

Committee Reports

A. Fining-Harvey Harris provided a recap for Sep-Nov 2020; There were 132 citation for Sep, 130 for Oct and 122 for Nov. A total of 346 complied, A total of 21 were given extensions, A total of 15 were fined. The Committee did not waive any fines. For parking, 30 fines were issued.

B. Security-Robert Scopa was absent.

Corey Bogus from the Miramar Police Department reported crime is very low.

He advised to beware of Covid-19 scams; ie fraudulent calls from fake FL Health Dept- trying to obtain social security numbers, etc.

The new Broward County vaccine number is (833) 476-1526.

Robert Moses provided a security committee stats update.

C. Landscape Committee

Leena Gonzalez advised their last meeting was held in December. She did a drive around the community last week. She asked Sapphire Park, The Enclave and Pelican Cay to contact her as landscaping will be done in the front of their communities.

Motion to Approve Landscape Improvement Proposals #9872, #9873, #9874 in the amount of \$41, 532.00.

Motion to approve by Vicki Minnaugh. Second by Ray Whittier.

Colleen conducted roll call and motion passed unanimously.

D. Insurance Committee

Steve McDaniels-absent

The committee met for the first with the Association's Insurance Agent, Mack, Mack and Waltz and reviewed their proposal; ie Coverage and Deductibles, to remain the same as the 2020 policy.

Robert Garcia advised the Committee members are in the field, looked at all the details, and after analysis, concluded they are satisfied with current SL policies.

E. Lake & Boating Committee-

De' Barbadaes - De' advised as common areas, ie Boaters Parks are closed, she has nothing to report.

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F. Modification Committee

Tanya Tarantino provided a recap She advised the proposed guidelines were discussed at the Presidents Meeting on Jan 19th.

Motion to Accept Proposed Guideline Change to Walkway language to allow the use of Walkways on the side of the Property extending up to, and connecting with, the Driveway.

Motion to approve by Vicki Minnaugh. Second by Colleen Cheney

Colleen conducted roll call and motion passed unanimously.

Motion to Accept Proposed Guideline Change to Driveway Extensions, allowing pavers or stepping stones as an option to extend the Driveway.

Motion to approve by Vicki Minnaugh. Second by Ray Whittier

Colleen conducted roll call and motion passed unanimously.

Motion concerning Swale Tree Maintenance changes to define the maintenance responsibilities of the Association and Resident. Restricts and enacts enforcement for all modifications in the Swale area which may affect the health of the Swale Trees tabled.

Discussion concerning Swale Tree Maintenance

G. Parking Committee

John Savaiko provided a recap from the President's Meeting held on January 19th and thanked the Presidents for taking the time to come together for this meeting.

He advised the following items were reviewed:

- Items #1 and #2 from Tanya's previous presentation
- Update on Rental Agreement
- Update on PPM Software Update
- Paving Update
- Common Areas/Courtesy Outlets
- Overflow Parking
- On Street Parking, which is trending downwards

John expressed his gratitude to the Presidents, Community Members/Leaders for working together to better the SilverLakes Community.

H. Overflow Parking

Sandra Gakneras was absent.

Jaspar provided a recap on a software app that is currently being reviewed/tested in one community and hopefully will be implemented in all 19 communities with overflow parking. This will greatly reduce bad cars and residents using overflow as an additional parking lot.

I. Community Events

Cathy Balenovic presented three bi propodals for website design from Daivozi Design, Spirit Technologies and Roz Delisi Designs. A back end tutorial video was presented.

Motion to Approve Daivozi Design in the amount of \$7,759.95. Project to be completed in 4-6 weeks.

Motion to approve by Daron Fitch. Second by Ray Whittier.

Colleen conducted roll call and motion passed unanimously.

Cathy also showed a video highlighting Nov, Dec, Jan events, contests and activities as well as upcoming events, contests and activities.

J. Management-Robert Moses

- i. PPM Update-Don Neuerman provided a recap of the effects of the pandemic on PPM, technical upgrades PPM is launching and Office Personal changes to improve efficiency.
- ii. PPM Software Update Roadmap-Robert provided a recap
Upgraded online payment portal-integration into existing portal
 - Soft roll out expected prior to the end of Q1 (testing and integration)
 - Full roll out planned for Q2

Expected features of the new payment portal:

- Direct integration with accounting system-End of Q1
- Real time account information displayed on payment portal-Q2
- Integrated Pay Now features (TBA)
- Cybersecurity Features
 - 256 bit SSL (secure socket layer) to encrypt sensitive data transfers
 - SSAE 18 compliance ensures a secure, stable, and regularly audited infrastructure
 - PCI DSS (Payment Card Industry Data Security Standard) regulates and regularly audits payment processing center.

Discussion concerning resident dissatisfaction with delayed and incorrect invoices/statements.

Robert Garcia advised residents that the BOD recognizes the delays caused by PPM's system upgrade and has advised PPM that no late fees should be incurred, provided residents pay by the end of January.

Robert Moses advised the statements will be clearer, with breakdown for Master Assessments and Cable.

PPM was also requested to provide a recap for residents on the Roadmap, with information about the new payment portal.

Robert Moses stated Q2 statements will begin going out the 1st and 2nd weeks of March.

- iii. Paving Update-Robert Moses provided a recap

4th Phase-Current Paving Phase

- Sunset Pointe-Root Barrier 1/27/21
 - Grande Cay-Milling and Paving 2/1/21
 - Marina Pointe-Milling and Paving 2/1/21
- Completion of the 4th Phase is expected by early February.
Phase 5 (final phase to begin 2/8/21)

Tree Removal/Replacements

- Marina Isles-Completed
- Pelican Sound-In Progress

Upcoming:

Pelican Isle-Feb 1, 2021

Marina Sound-Mar 1, 2021

Sapphire Shores-Apr 1, 2021

Tiffany Cove-May 1, 2021

The Enclave-Jun 1, 2021

The Isles-Jul 1, 2021

iv. Pool Update-Robert Moses provided a recap

- New 6' fence has been installed
- New pool access system has been installed
 - Pre Registration commenced in early Dec 2020
 - Pre Registration email reminders will be sent to all communities by the end of February
 - Mailed reminder will be included with the Q3 statements.
- Comcast Courtesy Outlet has been installed. Pending configuration.

v. Common Area Cameras-Robert Moses provided a recap

- Community Pool-courtesy outlet installed. Replacement NVR pending full operation
- Boaters Park West-Courtesy outlet installed. All cameras are fully operational.
- Boaters Park South-Courtesy outlet installed. All cameras are fully operational.
- Boaters Park North-Pending a signal error by Comcast

A glitch, whereby the cameras, were speaking to residents stating they were under surveillance, has been corrected.

vi. Swale Tree Evaluation Report Update

- Tree evaluation was completed by Earth Advisors for all of the community Swale Trees in December 2020
- Earth advisor's report is an extremely comprehensive, detailed & exhaustive assessment.
- Due to the impact and detail involved, a special meeting should be considered by the Board to review the findings.

Motion to Table Swale Tree Maintenance Guideline changes to a meeting to be held in February for this agenda item only.

Motion to approve by Vicki Minnaugh. Second by Daron Fitch.

Colleen conducted roll call and motion passed unanimously.

Attorney's Report

John Stevens advised he still recommends the BOD keep SilverLakes Common Areas closed as numbers are the same, or worse, than last year. Florida is still under a State of Emergency.

Broward County has limited gatherings to 10 people or less.

The County *does* allow pools to open, *however*, SL must enforce social distancing of six feet apart, 10 people per group, not more, must adhere to CDC guidelines, must operate at under 50% capacity, railings, handles, door knobs, bathrooms, chairs must be sanitized after every use. Residents must wear masks on the pool deck.

Can these requirements be met? If not, SL is liable and insurance policy does not cover damages due to a viral pandemic.

He advised state/local parks also have many ammentities closed, ie playgrounds, etc.

He recommends remaining closed.

Old Business

a. Rental Screening

- i. Robert Moses discussed the Approved Checklist that is being worked on, ie., copy of Driver's License, forms of payment, including SL guidelines that need to be signed off on, etc.
- ii. Discussion and Appointment of Approving Party

Motion to Approve a Rental Screening Review Committee with at least three (3) volunteers, with the goal of having a representative from each 5 groups.

Motion to approve by Vicki Minnaugh. Second by Daron Fitch
Colleen conducted roll call and motion passed unanimously.

New Business

NIL

Open Forum

NIL

Motion to adjourn at 10:44pm

Motion to approve by Vicki Minnaugh. Second by Laura Santiago.
Motion passes unanimously.

Meeting adjourned.

Respectfully submitted,

Cathy Balenovic
Director Community Affairs

Colleen Cheney
Secretary