

Silver Lakes Community Association

A Corporation Not-for-Profit

Meeting of the Board of Directors

September 23, 2021 7:00PM

Virtual Meeting via Zoom

In Attendance:

Robert Garcia	President
Daron Fitch	Vice President
Vicki Minnaugh	Treasurer
Terrie Allison	Secretary

Directors:

Ray Whittier
Rick Collum
Laura Santiago

Also In Attendance:

Robert Moses	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 7:06pm

Robert welcomed everyone to the meeting.

Terrie Allison conducted Roll Call. All present.

Robert advised that the meeting tonight is the Proposed Budget Meeting for the upcoming year. Recommendations can be made this evening and final approval will be at the October BOD meeting.

Consent Agenda

- a. Approval of Previous Meeting Minutes- July 19, 2021 & August 3, 2021
- b. Landscaping Proposals
Estimates #9990, #9991, #9992, #1000, #10010 in the amount of \$102,663.00
- c. Ratify PPM Approved Repairs in the amount of \$8,336.65

Motion to approve the entire Consent Agenda,

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

Terrie conducted roll call and motion passed unanimously.

Treasurer's Report

Vicki Minnaugh advised there is \$3,956,168.37 in the Operating Account. The CD at Edward Jones totals \$247,047.11 and 5 Money Market accounts at Popular Community Bank total \$1,372,328.59. There is \$1,393.957.63 in the SilverLakes Escrow Account.

The CD from Synchrony Bank was closed. \$253,199.13 was deposited into the Operating Account on 2/1/2021.

Motion to Transfer 2020 Cable/Internet subsidy, \$188,413.41, from BB & T escrow account #45239.

Motion to approve by Ray Whittier. Second by Terrie Allison.

Terrie conducted roll call and motion passed unanimously.

Reports

A. Community Events Recap

Cathy Balenovic provided a recap of the opening of the Commemorative Cove, recent and upcoming contests, 30th Anniversary Celebration, upcoming virtual events and event budget balance. Outdoor events to be revisited after covid presentation by Robert Moses.

B. Management

i. Paving

Paving Project Update Phase 5 - Final and Current Phase:

Tree Removal/Replacements

Sapphire Shores - IN PROGRESS

ALL OTHER COMMUNITIES COMPLETED

ROOT BARRIER/MILLING/PAVING

The Isles - Root Barrier Complete - M&P - IN PROGRESS

Sapphire Shores - 10/11/21 Tentative Schedule

ALL OTHER COMMUNITIES COMPLETED

ii. COVID Update-Robert Moses provided a recap

At the September 14th Presidents Meeting, a request was made that the Board consider in person meetings and in person events to resume. Management asks that the Board take into consideration that the month of August saw one of the highest increases in new cases. The State of Florida has recently surpassed 50,000 deaths, and the Delta variant is still very much a concern. Assuming vaccination rates continue to increase and cases trend toward the lower end, the Board can consider moving towards holding certain meetings in person such as: Annual Election meeting - 2022 Budget Meeting - 2022 This will allow the Association to begin making a reasonable adjustment in the direction of in person meetings.

Management would also like to point out that since the introduction of the Zoom meetings, participation at meetings is at an all-time high. Zoom meetings have provided a new avenue and ease of access to many of the community's residents. Participation at in person Board meetings was typically in the 15 - 25-person range (depending on the meeting content). Participation at Zoom meetings has easily been 75% to 100% higher. Coordinating Zoom meetings, be they regular or special meetings, has been tremendously more convenient. The ease of coordinating around everyone's schedule for important meetings has proven to be very effective.

Robert Garcia advised FL stats are still sobering. The plan is to continue meetings via zoom for the time being. In 2022, in-person meetings will be re-evaluated.

Cathy brought to events before the Board.

Motion to approve South Broward Wheelers use of the SilverLakes Community Park on Sunday, November 6th. Hold Harmless must be signed and restrooms must be cleaned after.

Motion to approve by Terrie Allison. Second by Laura Santiago.

Terrie conducted roll call:

Robert Garcia	No
Daron Fitch	Yes
Vicki Minnaugh	Yes
Laura Santiago	Yes
Ray Whittier	No
Rick Collum	Yes
Terrie Allison	Yes

Motion passes.

Motion to approve Pumpkin Patch Photo Area, Hay Ride and Giveaways.

Motion to approve by Vicki Minnaugh. Second by Terrie Allison.

Terrie conducted roll call:

Robert Garcia	Yes
Daron Fitch	Yes
Vicki Minnaugh	Yes
Laura Santiago	Yes
Ray Whittier	No
Rick Collum	Yes
Terrie Allison	Yes

Motion passes.

Old Business

Cable TV and Internet Contract Update. Adam Tsakonas provided a recap of negotiations with the three providers after RFP's. Negotiating best options for SilverLakes

SL Board engaged the services of CCG in May of 2021. A committee was appointed by the Board to meet with the Association's consultant and all potential providers assess viability of services. A final RFP was prepared between the Cable Committee and CCG. The RFP was disseminated by the consultant to all available providers 5 Total providers submitted responses to the Association's RFP. The Committee has narrowed down the providers to 2 viable candidates, including the Association's existing provider. Contracts drafts have been requested from all candidates. Contract Deadlines: First draft by 9/30 Redlines w/final version complete by 10/15 Committee's Final Recommendation for Board approval to take place on 10/18/21 BOD Meeting Execution of Final Agreement on 10/19/21 Kickoff/Next Step meeting to take place after a new agreement is signed. • The entire community will have Fiber Direct to the Home • 24-month fiber build out • Fiber build-out will require 100% community participation • Internet speed upgrades • Whole home wi-fi extenders to be included.

Robert Garcia thanked Adam and asked Daron, as Chair of the Committee, to advise what the next steps are. Daron explained the Committee has narrowed down to three candidates. Waiting for written contracts with what they would provide. Plan is to have final recommendation at Oct 18th BOD Meeting. Daron feels SL will have a better product for the next 20 years. Robert Garcia thanked the Committee for their hard work.

New Business

a. Hazard Tree Sidewalk Repairs

Motion to Approve Affordable Sidewalk Solutions in the amount of \$31,645.00

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

Terrie conducted roll call and motion passed unanimously.

b. Common Area Tree Evaluation

Motion to Approve Earth Advisors in the amount of \$38,250.00

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

Terrie conducted roll call and motion passed unanimously.

c. 2022 Proposed Budget-Robert Moses reviewed the Proposed Budget.

- Proposed budget for the Board to review and make recommendations.
- The proposed budget was prepared along with input from the SilverLakes Budget Committee.
- All recommendations will be provided to the SilverLakes Budget Committee to be implemented into the final version of the budget.
- The final budget will be presented to the Board for approval at the October 18th BOD meeting.
- The monthly assessments were last increased from \$93 to \$100. That rate has been held constant for the last 4 years. The proposed 2022 increase represents a \$3/month or 3% overall increase.

Robert Moses went over stats certain line items for reviewed/recommendation:

- PPM adding an additional Customer Service employee to improve call/chat handling.
- Projected Insurance Increase
- Administrative expenses. Community Affairs payroll moved to Admin costs.
- Recommendation to publish newsletter digitally and no longer print and mail
- Landscape line items
- Everglades is requesting a 3% wage increase
- Property Maintenance Personnel-requesting 1% increase
- Security Services Increase
- Natural Disaster Fund- Reserve in the amount of a storm. SL is at 3M. No need to further budget for that line item.
- Landscape and Swale Tree Maintenance
- Palm tree pruning will be twice a year and fertilizer, three times a year
- Sidewalk Maintenance-for hazard tree removals
- Neighborhood Street Paving

2022 Proposed Budget results in a \$3 increase overall.

Motion to Approve for discussion.

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

Terrie conducted roll call and motion passed unanimously

Ray believes it is good that SL is taking over sidewalk maintenance. Vicki believes it will help with trip and falls.

John Stevens discussed current process for sidewalk repair issues.

Proposal for the time being is to repair sidewalks damaged by removing a damaged tree. However, if vendor makes an error with removal, they will be responsible.

Laura Santiago is appalled we are raising HOA dues. If we had extra funds for the clubhouse, then we shouldn't raise HOA dues. Vendors signed contracts, why are they asking for more money now.

Robert Garcia explained this is the time to make recommendations. Robert explained this budget discussion is preliminary. Recommendations should be sent to Robert to rework the budget.

Daron Fitch brought up the increase is already negotiated in SL's security contract. Daron advises taking from other areas to avoid increasing dues.

Robert Garcia explained the labor market has become increasingly competitive. Are we willing to give PPM and everglades a 1%/3% increase? It's either no or if yes, and can we find money elsewhere. If we say no, it might be difficult to keep employees.

Also, the increase personnel for handling the fiber optic build out. It is a big project. Residents will be inconvenienced.

Lastly, the long wait time calling PPM. Residents do not feel comfortable with long wait times trying to get through.

Those items need to be addressed before deciding where the money should come from.

Daron: Customer Service staff addition is imperative. Cable person is important. Where can we find money for that and the 3%.

Laura feels PPM handled computer system upgrade poorly and that increased more phone calls and that is PPM's problem to deal with. She is willing to discuss a fiber opt out personnel.

Terrie: She agrees with Laura on Customer Service with PPM. She is willing to add someone for Comcast,

Ray: We need an additional person at PPM who knows what they are doing.

Rick: Are there more issue driving problems to PPM.

Robert Moses explained the volume of calls fluctuate. Changes, such as Rental Agreement, result in more calls.

Robert Garcia recognizes PPM is not a call center. If the BOD feels 3 minutes hold is reasonable, then another staff member is not a necessity. He feels though a person for the Fiber Opt out is necessary. In terms of the 3% increase, this could assist with level of personnel available.

Robert Garcia advised Robert Moses that the recommendations so far, the additional person for Comcast and potentially for the 3%, be looked at to see if it can be done without increasing the dues. The BOD is not onboard to improve the additional PPM staff member.

Laura is not onboard with any of the recommendations.

Terrie is not in favor of raising dues.

Vote to have Robert Moses look into adding a fiber optic build out person without assessments not increasing

Daron	Yes
Terrie	Yes
Ray	Yes
Laura	Yes
Rick	Yes

Vote to have 3% increase for Everglades staff

Daron	Yes, if assessments are not increased
Terrie	No
Laura	No
Ray	Yes
Rick	Yes

Vote for 1% for janitorial personnel/material

Daron	Yes, if assessments are not increase
Terrie	Yes
Laura	No
Ray	Yes
Rick	Yes

Terrie recommends priority of Cable, Janitorial and then Everglades.

Robert Garcia brought up stopping the printing/ mailing of Ripples to reduce costs. Newsletter will be posted on web and be sent via email blast.

Daron	Yes
Laura	Yes
Terrie	Yes, recommends money stays in Cathy's budget for Events
Ray	Yes
Rick	Yes

Robert Moses says there is a cost of 10 cents per household to email blast

Robert Garcia asked Robert to go back to the Committee to work on recommendations presented this evening.

Laura Santiago asked if Budget Committee meeting can be posted and asked if Group 2 is represented. Robert Garcia asked Robert to send out for additional members so all groups are represented.

Robert Moses advised says Q4 statements are going out now.

d. FPI Incident Report Concerns

Daniel Gonzalez advised Presidents were not receiving updates. Daniel advised that the software company does a review to make sure the emails are being sent out and whether or not they were opened. They sent out a test email recently. He confirms emails are being sent and opened. Any Presidents that are not getting reports, FPI needs to be advised right away. Laura advised its hard to know to let FPI know that she didn't get an email if an email wasn't received. Laura advised there was an expired tag in her neighborhood with a red sticker and she did not receive an email.

Terrie advised there were issues with AOL addresses.

Rick Iglesias advised Daniel Gonzalez that he stopped receiving emails in August, but did receive the test email. When he calls FPI, he gets the VM.

Andre advised he is receiving messages now. He told Danny that his guards need supervision. Robert Garcia asked if there are post orders on how to enter a community. Danny advised that there was one master clicker, but now many communities have upgraded gates and there are different ways to enter, depending on community. He would prefer a universal system for the guards to enter.

Robert Garcia advised there are 16 gated communities. There should be a universal way for guards to enter. Robert Garcia asked Robert Moses to look into FPI being able to access these 16 communities uniformly.

David asked about Police Cars parked on the street. FPI advised that Police cars can legally park on the street. David advised it's a regular vehicle owned by a homeowner. Robert Garcia advised the city code allows them to park on the street. John Stevens advised a marked police vehicle can park on the street and prohibits the Association from stickering the vehicle. Robert Garcia suggested calling the police department to state a homeowner's is abusing the police vehicle parking situation when officer is at home. John Stevens referenced the exemption :720.318 statute. They can also park in a fire lane.

David also asked about cars parked, blocking the sidewalk. Robert Garcia advised cars are not supposed to block the sidewalk.

Open Forum

Eduardo discussed overflow parking situation. He had a flooding situation. He needs to put a pod for furniture storage on the lawn as his cars will be in the driveway. He contacted the Association. His request was denied. Robert Garcia asked Robert Moses to see if a variance is possible for the homeowner.

Richard had a question about an additional person needed for the cable project build out. He suggests the vendor take care of that. Robert Garcia explained the position will have different responsibilities. Robert Moses explained the same as well.

Laura had a parking situation question.

Bill had a question about Cable. Include the cost of an extra person in the cable contract. Robert Garcia explained the situation again.

Terrie wanted to take the opportunity to thank Robert Garcia. She expressed it is a volunteer position and he has given over 100%. Robert Garcia thanked Terrie and everyone who volunteers their time.

Laura Santiago let Robert Moses know there is an issue with the chat feature on the zoom meeting. She mentioned violations are coming out for roof and sidewalks and don't those go out after the rainy season? Robert Moses said yes, normally, it's after rainy season; end of Oct/Nov.

Sandra asked if a tenant is moving to another home in SL, do they need to be re-approved via background check. John Stevens advised yes, they have to re-submit an application.

Motion to adjourn at 10:26pm

Motion to approve by Laura Santiago. Second by Daron Fitch.

Motion passes unanimously.

Meeting adjourned.

Respectfully submitted,

Cathy Balenovic
Director Community Affairs

Terrie Allison
Secretary