

# Silver Lakes Community Association

*A Corporation Not-for-Profit*

Meeting of the Board of Directors

November 1, 2023 7:00PM

In-Person at Hilton Garden Inn and via Zoom

## **In Attendance:**

Laura Santiago	President
Luis Espino	Vice President
Ailyn De Jesus	Secretary
Carl Hellmuth	Treasurer

## **Directors:**

John Savaiko  
Jasper Briggs

## **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, Laura Santiago at 7:12**

Laura welcomed everyone. She advised it would be a packed agenda concerning the discussion and renewal of vendor contracts.

She explained the RFP process that has been going on all year long.

She also shared that not everyone will be happy with the decisions this evening.

She reviewed Ground Rules for the meeting; comments limited to two minutes.

Laura reviewed the process for all RFPs. (Request for Proposal) Nondisclosures were signed as well as a no conflict-of-interest doc. The BOD let the Committee take the reins. Laura explained the Committee made recommendations and the BOD met with the vendors that the Committee recommended.

Ailyn De Jesus conducted roll call. All present.

## **New Business**

### a. Management Contract

Property Management Committee:

Lori Moseley (Chair)

Al Salvi

Alanna Mersinger

Asheigh Walsh

Eric Appel

Lori Moseley presented a recap.

She said it was a broad RFP. Questions were asked of all vendors, such as

the about to ability to perform (15), Quality (10), Admin service (24), financial service (24) and cost (9).

She explained some companies could not handle SL, however there were 5 finalists.

First Service

Real/United

Miami Management

Pines Property management

Castle Group

Castle did not answer the questions and they were eliminated.

Three companies were short listed:

First Service

Real/United

Miami Management

Luis Espino asked the Committee Members to stand up and thanked them for their hard work.

PPM was not in the running as their presentation was not up to par and they submitted information after the deadline.

The ranking by the Committee:

First Service Residential (expensive)

Miami Management

United/Real Management

Miami Management was the first choice after visiting the vendors.

John Savaiko motion to consider Pines Property Management for renewal. He advised they are the incumbent and met contract negotiation requests.

Motion to Discuss Miami Management

Motion to approve by Laura Santiago. Second by Luis Espino.

Motion passes.

Laura reviewed line items, such as cost, fee increases, early termination clause, list of staff, weekend hours, phone app, etc.

John Savaiko asked Laura if PPM matched items. Laura explained she would review after.

Laura explained John Savaiko insisted PPM be considered even though the Committee did not recommend PPM. Laura reviewed side-by-side comparisons of Miami Management and Pines Property Management contracts.

Laura also reviewed the results of the survey and resident comments. Many had issues that were not PPM's responsibility. However, there was a lot of dissatisfaction with the maintenance of the Commercial Properties and Customer Service.

Laura explained that SilverLakes is a Deed Restricted Community-violations are part of the process. Residents will receive violations regardless of property management company.

She also explained the process of the modification committee.

Directors Comments:

Luis Espino (Group 6) explained, per John Savaiko's request, the upcoming vendor contract situation was opened to all the Presidents at a recent meeting. A lot of information could not be disclosed as it was confidential. Luis met with Group 6 for three hours. He will vote per his group's request.

Jaspar Briggs (Group 5) There have been issues with PPM, but doesn't agree that all the issues are because of PPM. He feels the Board is part of the problem. This is what his residents say. He doesn't know who he will vote for yet.

Ailyn De Jesus (Group 4) Spoke to all her Presidents and homeowners and other residents who are managed by Maimi Management, with one exception. She will vote based on that.

Carl Hellmuth (Group 1) Reached out to his group. They had a zoom Meeting. The majority were adamant about how they wanted him to vote. Whether he agrees or not, he will abide by the consensus.

John Savaiko (Group 3) thanked everyone for attending the meeting and thanked everyone for their passion. He thanked the RFP Committee. He shared that this is the first time this BOD has had an RFP Committee. He gives credit to Laura Santiago for taking this initiative to solicit input and validate the process. John chairs the President's Committee. He reminded residents that the BOD is comprised of volunteers. The BOD cares about the community. They may have different perspectives. He asks that everyone be respectful and show grace. There may be a difference of opinion, but do not discount opinions, even if it doesn't align with personal opinions. It is an incredible and difficult process. He will vote how the Presidents in his group want. He advised there are no nefarious actors here, that the BOD are volunteers with jobs, families, and medical issues, but they're all here doing the best they can. This is a Board meeting. Disrespect doesn't speak well for our community. John wanted to have transparency and brought the Presidents Committee together for a meeting about the contract renewals. He feels as a BOD, they failed the community because it should have been brought to the committee much earlier. SilverLakes is currently suffering from a previous BOD decision concerning Blue Stream. A transition to another Management Company now is not the time when there are fiscal failures right now. He doesn't feel it is an appropriate time to take this on.

Whoever is selected, they need to be held accountable and there needs to be a community to oversee vendors, and it must be performance based. Oversight and accountability need to be built in. Find them, fix them or fire them. A process needs to be in place to do that.

John makes a motion for residents to restrict their comments to one minute of discussion time due to the large agenda.

John-Yes  
Carl-No  
Luis-No  
Jaspar-Yes  
Laura-No  
Ailyn-Yes

Motion Fails.

Two minutes maintained.

Residents had an opportunity in-person and online to give feedback. All residents who wished to be heard had an opportunity to speak.

John Savaiko advised that the Board had agreed during their negotiation discussion, to include the incumbent for the management agreement through the entire process.

John Savaiko asked if references outside of the references provided by Miami Management were considered. Laura advised she reviewed the references provided by Miami Management. John shared he spoke to residents in Weston and Grand Palms and the residents were not happy with Miami Management. The feedback was to stay away from Miami Management. He sought references outside of references provided by Miami Management.

Motion to Renew Pines Property Management's Contract, as is  
Motion to approve by John Savaiko. Second by Ailyn De Jesus.  
Ailyn conducted roll call.

John-Yes  
Carl-Yes  
Luis-No  
Jaspar-Yes  
Ailyn-Yes  
Laura-No  
Motion passes.

g. Coconut Shores Modification Request  
Three bids were considered.

Motion to Approve fence for Coconut Shores, provided it meets community setbacks.  
Motion to approve by Luis Espino. Second by Carl Hellmuth.  
Ailyn conducted roll call.  
Motion passes.

b. Landscaping Contract

Warren stated the Committee reviewed contracts. RFP's were sent out. Companies were met with and contracts were reviewed: Yellowstone, Ecuador, EEC, Everglades and Pro Tree.

Recommendations:

Yellowstone for both landscaping and tree

Ecuador

Everglades/Pro Tree

Motion to Table Agenda Items-Landscaping (b), Tree Trimming(c), Security (d) and Power Washing Contracts(e) until the budget meeting the week of Nov 13th

Motion to approve by Laura Satiago. Second by John Savaiko.

Ailyn De Jesus called roll call and Motion passed unanimously.

f. Table the 2024 Meeting Dates until next meeting.

Open Forum

NIL

Motion to Adjourn

Motion to approve by Luis Espino. Second by Laura Santiago.

Motion passed unanimously.

Meeting adjourned at 9:56 pm.

Respectfully submitted,

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Cathy Balenovic  
Director Community Affairs

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Ailyn De Jesus  
Secretary