

MINUTES
VICTORIA GARDENS ADVISORY COMMITTEE
July 5, 2019

Present: Mickey Hirten, Al Bacotti, Jesse Bynon, Harold Sakautzk, Fran Lubell, Don Lajoie and Tom Abbott.

Absent: Howard Jeffries, Don Adler

Staff present: Michelle Saunders and Julie Maurer

2:30 FINANCIAL REVIEW

The final budget report for fiscal 2019 still is not finished. Community Manager Michelle Saunders said it may be available by August. Committee members believe this is taking longer than it should.

Similarly, there is still no resolution of accounting issues that skew the cafe wage report. This is an ongoing issue. Wage information is entered correctly, according to Vine Manager Julie Mauer, but the Evergreen software isn't allocating it to the proper wage categories. There seems to be no immediate fix for this issue.

Reporting on the May financials Ms. Saunders detailed the variances. Some are related to billing cycles (contracted gate control services/\$4,374); others to work preloaded into the early months of the fiscal year (landscape extras/\$3,458).

There was discussion about the effect on the 2020 budget of reduced banquet income and the challenge of budgeting for these events. While outside banquet income is declining as clubhouse use increases, residents continue to request and pay for banquet services. These are difficult to plan and budget for.

3:00 CLUBHOUSE MANAGERS' UPDATES

Ms Mauer, covering for CJ Hamlin, reported that the pool has been very busy, especially during chill by the grill events. She also reported that:

- Estimates are in the works for repairs to the outdoor showers.
- The staff finished CPR and AED training, a program supplied by the American Heart Association.
- Training continues for Vine staff including role playing and focus on the seven steps of service.
- The Appreciation Day program was well received.
- A Vine menu change is planned for the end of July/early August. Responding to questions, Ms. Mauer said she would like the restaurant hours to correspond with the club hours. This is not yet possible, she said, and added that at year end she will be analyzing how well the Thursday night dinner opening performed.
- There is an open position for a part time line cook.

Questioned about the biggest challenge in retaining staff, Ms. Mauer repeated the now familiar issue of staff abuse by some residents. While acknowledging that inappropriate behavior is limited to a small group of residents, there was general agreement among committee members that it is unacceptable and that somehow, with signs, discussion at meetings and even confrontation, there was a need to create a culture of respect for VG staff.

3:15: **COMMUNITY MANAGER UPDATES**

Reporting on the landscape contract, Ms. Saunders said that she has met with four vendors (including Brightview) who have 30 days to submit bids. Ideally the contract will be awarded in September. Landscaping services are currently budgeted at \$81 per house per month. The timing of the mulching requirement, in the Fall, and payment for this \$200,000 expense is an issue. There was discussion of perhaps separating the mulch contract from the landscaping services contract.

Ms Saunders reported that:

- The Spectrum contract continues to be a problem with overcharges, improper rate changes and poor communications.
- She will wait until August to send out requests for the community-wide environmental committee. She will seek volunteers from all Victoria Park communities and hopes for a mix of skills and interests.
- Toilet replacements have been approved by the Kolter controlled HOA board.
- Starting in August, a monthly landscape maintenance reports will included along with monthly financial statements.
- Sidewalk repairs will begin soon. There was discussion of oak tree problems, a relaxation of the DeLand requirement for plantings and talk that some communities are cutting down oaks and replacing them with less root-invasive trees.

3:45 **WORKSHOP**

- A. Call to Order at 4:06 p.m.

- B. Approve minutes for May 1, 2019 meeting
Approve minutes for the June 5, 2019 meeting

- C. Unfinished Business

There was discussion about Evergreen's staffing. Committee members questioned whether it has added enough people to deal with the growth in the Victoria Park communities and the Oaks properties. It was suggested that the community might address these issues more effectively when residents control the HOA board.

D. New Business

Howard Jeffries, chair of the Landscape Subcommittee, requested clarification of the charge for this group. The AC settled on these issues: Oversight of the landscape contract, suggestions on work needed and performed in common areas and development of the subcommittee.

An update on the transition committee revealed that 15 residents applied to serve on the committee. Seven were selected, all chosen by the Kolter-controlled HOA board. Those not chosen were notified by email. According to Al Bacotti, chair of the transition committee, the group's charter was provided by Ms. Saunders. The committee will offer updates at the monthly Coffee with Management sessions which will now begin at 9 a.m. rather than 9:30 a.m.

Mr. Hirten offered two motions to add details to meeting minutes on the sudden resignation of former AC Chairman Len Cechowski and the resignation letter he submitted to the committee. Neither was seconded. After prolonged negotiations Mr. Hirten agreed to withdraw his motions in return for a sentence added to the May minutes indicating that Mr. Cechowski's May 5, 2019 letter detailing his reasons for resigning was available for review in the Community Managers office.

E. Future Meetings

Coffee with Advisory Committee/Management – July 26, 2019 @ 9 a.m.
August AC meeting: August 7, 2019 @ 2:30 p.m.

F. Adjournment at 5:16 p.m.

Submitted July 5, 2019 by Mickey Hirten, Secretary