

## APPROVED MINUTES

**Valencia Bonita Homeowners Association, Inc.**  
**Board of Directors Meeting**  
**September 7, 2023**  
**1:00 p.m.**  
**Valencia Bonita – Social Hall**

Present: Board President Glenn Geisheimer, Vice President Deborah Russo, and Secretary/Treasurer David Feinstein. With all three officers, a quorum was established. Also, Present Leidy Love Frye Property Manager, Michelle Churchill General Manager and Erika Herrera Resident Services of GRS Management.

**1. Call to order**

Board President Glenn Geisheimer called the meeting to order at 1:04 p.m.

**2. Pledge of Allegiance**

Led by Board President Geisheimer, all attendees got up to honor the American Flag.

**3. Proof of Notice of Meeting**

Notice was properly posted in accordance with Homeowners Association Documents. Proof of Notice was provided by Property Manager Leidy Love Frye.

**4. Determination Of Quorum**

With all three officers present, a quorum was established.

**5. Reading of Minutes from the Last Meeting**

A motion was made to waive the reading of the meeting minutes of the Special Board Meeting held on August 23rd, 2023. Vice President Deborah Russo amended those minutes with the following information: Changed the wording on the Ratify Sports Committee section to read: Glenn Geisheimer introduced Skip Schepisi, who is Co-chair of the Sports Committee along with Barry Lewin to address the community and advise them of the new Sports Committee members. Under the Board Appointee Process section, we spelled Statutes wrong and that has been changed. Under the Approval of New Gym Cardio Equipment Lease, we added a bit more detail. It now reads: The new lease will be for a total of 15 pieces of equipment. There will be 6 treadmills, 4 ellipticals, 3 recumbent bikes, 1 total body trainer and a stretch cage. All cardio will have TVs. The spin bike, rowing machine and other total body trainer will remain. The lease will be for 5 years at a cost of roughly \$2000/month and will include 4 preventative maintenance visits/year. The motion was properly seconded and carried on unanimously.

**6. Agenda Review**

President Geisheimer provided an overview of the agenda provided in the Notice of the Board Meeting.

**7. Resident Speakers**

There were no questions from members.

**8. General Managers Report**

The Valencia Bonita fitness program started this past Tuesday, September 5. There are 13 new instructors and just under 50 classes per week for the month of September. As per Doreen's Fitness Committee report, business has been brisk with almost all classes full. We are working collectively to iron out the 'kinks' in the fitness software and expect to see less issues as we move forward into the seasonal months. Everyone is encouraged to check in with Erika at Resident Services if you have any issues or concerns with your account, or if you need any assistance.

The Community eNews will have further updates regarding the fitness program. A big thank you to all of you for embracing the change, supporting the program, and most of all the new instructors that we feel are a good fit for Valencia Bonita.

When reporting an issue, suggestion, or concern, please either email the appropriate staff person, submit a work order if appropriate, and/or include or copy in a committee or group chair. The group and committee chairs are integral in the communication chain and assist the staff in keeping abreast of everything that is going on and keeping communication streamlined.

The Saturday Community eNews includes a Board message, community HOA news, as well as Clubhouse eNews. It has been consolidated and it is one standalone message which goes out every Saturday morning. If you are not receiving this communication, please feel free to stop by Resident Services.

Also, remember that the work order report is very useful to track the status of any given outstanding issue, as well as reviewing closed work orders.

We successfully passed our pool inspection; however, we were given a warning with regards to the positioning of some of the pool furniture and its proximity to the pools. Please refrain from moving any of the pool furniture from its location. (Furniture needs to be a minimum of seven feet from the pool edge.) We are aware that we need to replace some of the furniture and umbrellas. This will be addressed, but it is not currently within our budget for 2023, or top of the priority list, but it is a goal for 2024.

A new contract/agreement for janitorial has been approved for 2024, residents can expect to see an 'uptick' in the level of service with the addition of two new janitorial staff members.

The new ice machine has been ordered, and the agreement has been signed. We are waiting for a delivery/installation date. The ice machine inside the garage at the Pro Shop is not working, and it is cost-prohibitive to have a vendor come and repair that. The EMU Committee are going to try and order a part and see if they can repair it. With the addition of the new leased ice machine, it is not imperative that we have a second machine. For the time being, sports players are encouraged to bring their own water bottles with ice and utilize the water fountains at the sports recreation tract to refill their water. All fountain filters have been replaced, and all machines are in working order.

Please report and findings, concerns, or issues to a committee chair, Michelle, or an appropriate staff member.

#### **9. Treasurers Report**

Our current cash position is \$893,285 in our checking accounts at Valley National Bank, and \$196,466 in our Fifth Third Bank which is all the Villas Painting Reserve. All accounts are earning interest. GL Homes had several EFTs (Electronic Fund Transfers) set up to automatically pay certain vendors monthly per contract, as a result of which we overpaid one contractor.

We have canceled all EFTs at Valley National Bank since EFTs do not show in our accounting software. Overpayments will be recovered. The ACC continues to do an excellent job of returning resident deposits, with a net of \$46,900 returned in July.

In over 90 days of funds due from residents, we are down to \$2,211 consisting of only two accounts. While our YTD budget shows a deficit of \$98,860 through the end of July, that does not reflect the adjustment to be made when the insurance for the villas is entered as a 4th quarter adjustment. The adjustment will make us positive for the year. (by \$214k)

The budget for 2024 is coming along well. We are waiting for several more RFPs to come in before we can finalize, but the goal is to keep dues as low as we can reasonably do while taking care of many different requests for funds. The building defects study, the reserve study, and the forensic accounting study are well underway. The reserve study should be complete by the end of September with the others not far behind. We have had a long discussion with the head of finance from GRS, about working to modernize the software.

#### **10. Presidents Report**

The GL Tree Project will tentatively start on September 25<sup>th</sup> by placing flags in the area where trees will be planted on the property of homeowners who requested trees. There is the possibility of some extra trees. If you still wish to have one of these trees email Leidy with your request.

GL is still in the process of marking sidewalks and gutters for replacement prior to the second coat of asphalt. Any sidewalk or gutter that exceeds Florida DOT minimums will be replaced. They do not replace aesthetically unpleasing sidewalks.

When you send an email complaint, whether to a staff member, board member or committee member, please remember that emails are black and white. There is no inflection in the printed words. In other words, please choose your words carefully.

1. Please refrain from using all caps, either for the whole message or single words. This automatically turns an email into a shout.
2. Present your message in a way that is straight to the point and as short as possible.
3. Say what you want done and how you would like the problem solved.
4. Know the community's documents and show how they apply to your message.
5. Know who to send your email to.
6. Know if it is an HOA problem or a GL problem.
7. Don't use Facebook as your source of information.

On August 23<sup>rd</sup> the residents voted to enlarge the current Board of Directors from 3 members to 5 by appointment. The Board then requested resumes from any resident who would like to be considered for the position. We received 4 resumes from the community. The Board reviewed each resume and chose 2 candidates for the open positions. Both candidates were then interviewed. The 2 new board members were chosen for the following reasons.

1. The ability to lead a group of people as well as be part of a team.
2. The ability to create projects and oversee them.
3. The ability to organize and communicate.
4. The ability to analyze problems and find solutions.
5. A proven track record of working for the betterment of the Valencia Bonita Community.
6. Previous Board Experience

At the same time the Board's Attorney filed paperwork with Lee County to record this vote. That paperwork has been filed and recorded. We then found out that a second set of paperwork had to be sent to the Department of Corporations, i.e., the state of Florida. This was due to how GL wrote our documents, adding another process, which is not normally required. When that paperwork comes back the vote will be official, and the selected candidates will be placed on the board at a Special Board Meeting. This will happen in approximately 2 weeks.

## 11. Old Business

- a. **Ratify Fitness Committee Members** – Glenn Geisheimer, introduced Doreen Keller to address the community and advise them of the new Fitness Committee members. The new members are Mary Ann Shea - Co-Chair, Doreen Keller - Co-Chair, Julia Rubinstein, Patrick Lullo, Betsy Krassner, Mindy Traffican, Betsy Del Catto, Pam Oberle, Shirley Moskowitz, Linda Balducci, and Fern Litwak.

## 12. New Business

- a. **Announcement of New Board Members** – Glenn Geisheimer announced that the two new Board Members will be Christine Clark and Doreen Keller.
- b. **Sports Committee Report** – Lilly Gesel gave the Sports Committee report and advised as follows: The Sports Committee held their first meeting on August 24, 2023. Committee Protocols were discussed, as provided by the Board, and guidance for Committee members as to expectations as members. Also discussed were a set of Guiding Principles for

Committee members as well as a set of Responsibilities for Committee members.

At the request of the HOA Board, they began the process of amending the Rules and Regulations related to each of the Sports - tennis/pop tennis, bocce, and pickleball; and applied them to all users of the facilities. The Rules and Regulations were included in the original package provided to the Board by GL. They formed a subcommittee chaired by Christine Sembante to prepare amended rules and regulations with a goal of delivering them as a recommendation to the Board for its October meeting. Lastly, they also entertained a budget discussion with intent to deliver proposed budget items for fiscal years 23 and 24 to the Board by mid-September. Their next meeting is scheduled for September 26 at 11:30 in the Sports Lounge.

- c. **Safety & Security Group Report** – Michael Krassner gave the Safety & Security Group report and advised as follows: The group is looking into various vendors on pedestrian gates, swing gates, fencing and guard service. They also expanded their scope to include other community safety issues i.e., Speeding, video surveillance systems, access control, guidelines for golf carts and pool area safety concerns.

The group has met twice with Ramco's Regional Manager to discuss performance and communications expectations. Troubleshooting various issues with the resident entrance scanner range, also issues at the back gate with the barcode reader and timing of exit side swing gates and barrier arms.

Lastly, the group is also working with Lee County Sheriff's Dept. monitoring local crime reports and meeting with their crime prevention unit. The group asks that if residents see or become aware of gate or door issues to please report them to the HOA office i.e., Michelle Churchill.

- d. **Fitness Committee Report**- Doreen Keller gave the Fitness Committee report and advised as follows: The Valencia Bonita Health and Fitness Program conducted an informative Kick Off Meeting on Monday, August 7th; it was well attended. On Monday August 14th the Committee and Lifestyle personnel conducted a Fitness Registration and Sign-Up Meeting. Due to some technical and Wi-Fi issues, a subsequent sign-up meeting took place on Tuesday, August 22 to assist those people still having difficulty.

Their first classes were held on Monday, September 5th, 2023, 131 residents were enrolled in 8 classes (average 16 pp per classes.) Enrollment by membership level is 30 pp Gold (21+ classes pm), 24 pp Silver (20 classes pm) and 139pp Bronze (12 classes pm). Currently they offer 23 different classes with 49 sessions each week which is significantly higher than the previous schedule.

Overall, feedback has been positive. The Committees future focus will be to increase enrollment to achieve breakeven. Provide future in person one on one registration and class enrollment opportunities. Begin an Ongoing Class Education campaign and continue it throughout the year until all residents are well informed on the various classes that are available. Explore one free class pass and bundle packages. Possible survey in late 4th quarter of the community to find out what's working in the program and what needs to change and/or be added/deleted. First Meeting of the newly formed committee will be Friday, September 8, 2023.

- e. **Landscape Committee Report** – Bob Jurik gave the Landscape Committee report and advised as follows: The RFPs were sent out to three preselected vendors after numerous interviews. They address all the typical landscaping efforts as expected (mowing, fertilizers, edging, pruning, insects, weeds, seasonal flowers, etc.).

Also included in the new contract will be:

Shrubs, plants, and trees (under 12 ft) that were planted by the homeowner will now be done. Trimming of all the Cordgrass and weeds around the lakes and preserve buffers. Improved "Ticketing" issuing process designed to help the overall communication and processes between the homeowner and the vendor as well as with our communities landscaping management and reporting.

We are in the process of selecting a vendor within the next 3-4 weeks and once awarded, the work will commence shortly afterwards.

Mulch - We solicited three vendors and are currently reviewing their proposed pricing, products, and work processes. We are looking to apply a full spread of mulch in Q1 24.

Trees - As we did this year all palms in the entire community will be trimmed along with the hardwoods by an outside vendor. Focus will be on all trees 12ft and higher.

Please continue reporting landscape issues using the work order system on the GRS website.

- f. **EMU Committee Report** – Kip Traffican gave the EMU Committee report and advised as follows: The committee conducted a comprehensive review of all HVAC systems in the Clubhouse, Pro Shop and Guard house. Identified defects and/or repairs needed for these HVAC systems & arranged for repairs to be completed. Evaluated potential HVAC contractors and recommended a new HVAC contractor Absolute Air to the Board. The Board accepted their recommendation, and the HOA has contracted with Absolute Air to service, maintain and repair all our common area HVAC equipment.

The EMU Committee also operates and maintains control of the Building Automation System (BAS) for the HVAC equipment. Working with our new HVAC contractors, we have implemented changes to correct many of the problems we identified.

The committee has also evaluated all the mechanical equipment for our pools and waterfalls and identified defects and problems to be addressed. They interviewed three potential pool companies and recommended to the Board a new pool contractor, Commercial Pool & Spa Specialists. The Board accepted their recommendation and they have begun repairing and correcting any issues with our pools and waterfalls.

There are still some outstanding issues with lights at the entrance waterfall that are being addressed. Also established a new pool and waterfall cleaning and maintenance program with Commercial Pool & Spa Specialists.

Lastly, they have established an energy management system to shut down or put on timers our large motors and irrigation pumps during non-peak hours. Worked with electrical contractor to install timers for all outdoor fans at the Bocce, Pickleball and Tennis courts, the Pool Deck, and the Dog Park. Worked with Delta Engineering Group in the initial phase of the construction defect study. The report is due to be received by us in late September /early October. Designed and built our Zoom system for Owner meetings.

- g. **Food & Beverage Committee Report** – Jeff Karasyk gave the F & B Committee report and advised as follows: As you may recall, in March the Food and Beverage committee put out a survey to the community for feedback on our restaurant with regards to menu, pricing, hours, and operations.

Since then, this committee has been having weekly meetings with the management team of the restaurant discussing how to improve and enhance the operations based on the community's responses.

Jeff gave an overview of the changes that have taken place or will be in the next 2 to 3 months.

#### **Restaurant Hours of Operations**

- The current hours of operations have increased.
- In late summer Sunday dinner hours started
- In October
  - Open six days a week.
  - New extended hours of all operations
  - The bar stays open an hour after the restaurant closes on some days.
  - Sunday Brunch will be weekly from January to March and twice a month during other times.
  - Daily Happy Hour 3PM – 5PM with a small bite's food menu.
  - Exact hours will be published in a few weeks in the weekly Thursday Food & Beverage email.
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### **MENU**

- In August new menu Jackets introduced
  - Currently a temporary clear plastic jacket.
  - Converting to a leatherette jacket around the October time frame.

### **Menu Changes**

- In June a new menu was rolled out.
- In October the restaurant will roll out a seasonal menu.
  - There will be one main menu with
    - All Day Menu items,
    - Dinner selections
    - Bar Snacks
    - Wines by the Glass,
  - New brunch menu.
  - Daily Happy Hour food and Drink specials.

### **Beer Keg Cooler**

- The beer keg cooler is now operating properly.
- There are currently three beers on tap (Stella Artois, Goose Island IPA, Kona Golden Ale and a fourth will be added within the next few months.

### **Improving Table Service**

- **On-going staff training.**
- Initiated the use of Handheld Toast Server terminals.
- You probably have noticed the wait staff starting to use these terminals. It will take a little time as they get used to this system.
- Toast System will provide improved, more accurate & expeditated order taking experience.
- Orders are wirelessly sent to the kitchen and bar seconds after the wait staff finish taking your order at your table. So, your order can start to be prepared immediately.
- At the end of your meal, you will get a printed meal check for your review and approval. Then have the option of an electronic receipt sent to you within seconds to your email address that's already associated with your house account.
- The Toast system provides more secure payment processing for both house accounts and credit cards. Your house account number is entered into the terminal not written on a piece of paper. Your credit card is process table side.

### **Name Tags**

- Wait Staff started wearing name tags.

### **Zest “Your Opinion Counts” Email Link**

- We established an email link directly to the Food and Beverage committee for you to share your thoughts, suggestions, and restaurant experiences, both positive and challenging.
- The link is sent out 2 times weekly.
- On Thursday in the Food & Beverage email sent by Jessie
- On Saturday in the Valencia Bonita Community News - email sent by Michelle-
- All emails are reviewed by the Food and Beverage Committee.

- After all the sender's information is redacted, we share with the restaurant management team in an effort to address concerns, take appropriate action to rectify situations when possible and share general comments.

#### **Out Going Orders**

- By the way you have the option of removing 20% gratuity on all to go orders.

#### **House Accounts**

- It has been acknowledged by the restaurant that there are issues with the current House Account system. The restaurant and the F&B committee are looking at future enhancements.
- Two updates are scheduled for this month to the resident portal.
- Your food and beverage transactions on the house account will be posted showing the most recent transactions first.
- Credit card on file. There will be an indicator added to the payment method tab that will show you if you do or do not have a card on file. Currently if you add a second card the system does not charge either card. This will also block you from adding a second card on file if you already have a card on file.
- This is just the start as the house account system needs further improvements.

#### **Pool Service**

- Currently looking at having a food and beverage service delivered to your cabana or lounge.
- More to come as we hope to have something for the upcoming season.

#### **Special Zest Events**

- Zest is looking into having more special events. They are working on a Wine Tasting event. Details are being finalized and expected in the coming weeks.
- Other events to be announced.

h. **Spa Group Report** – Christin Clark gave the Spa Group report and advised as follows: U-topia will leave at the end of September. As previously announced, U-topia declined to submit a Spa Services Proposal as requested by our HOA; rather they gave 60 days' notice to terminate their contract. Our HOA has entered into a contract with Vendor Corinne Kleinberger, AS YOU LIKE IT to provide Spa Services to Valencia Bonita beginning in October. She has ~30+ years' experience including working at high-end spas and salons in upscale hotels and gated communities throughout Southwest Florida.

Many residents enjoyed the spa services offered by U-topia. However, many residents chose to use outside nail salons and spas due to their inability to get appointments / mostly part-time staff / not enough staff. Also pricing and the skill level of some staff. The new Spa Vendor will focus on recruiting and retaining experienced quality staff: by offering competitive pay structures including bonuses and paid time off (PTO). Hiring as many experienced full-time staff as possible in this challenging SW FL marketplace.

Spa Hours of Operations will be: October through Year End: 5 Days/week: Tuesday – Saturday including one evening until 7 pm January, February, March, April 6 Days/week: Monday - Saturday including one evening until 7 pm May through Year End: 5 Days/week: Tuesday - Saturday including one evening until 7 pm

Spa Staff will be: Front Desk Supervisor, Nail tech, Nail tech (Gwen), Massage Therapist, and Esthetician.

There will be a Meet and Greet with As You Like It Saturday, September 30<sup>th</sup> Social Hall -10 am-11:30 am.

With no other Association business to conduct President Geisheimer adjourned the meeting at 2:19 p.m. without opposition.

On Behalf of the Board Secretary of Valencia Bonita Homeowners Association, Inc. David Feinstein  
Leidy Love Frye LCAM  
Valencia Bonita HOA Property Manager