

**MINUTES OF MEETING  
VIERA EAST  
COMMUNITY DEVELOPMENT DISTRICT**

The regular meeting of the Board of Supervisors of the Viera East Community Development District was held on **Thursday, January 26, 2023** at 7:00 p.m. at Faith Lutheran Church in the Multi-Purpose Room, 5550 Faith Drive, Viera, Florida.

Present and constituting a quorum were:

Rob Dale	, Chairman
Jennifer DeVries	Vice Chairman
Steve Colasinski	Treasurer
Pete Carnesale	Assistant Secretary
Ron Rysztogi	Assistant Secretary

Also present were:

Jason Showe	District Manager
Jeremy LeBrun	GMS
Michelle Webb	Lifestyle/Marketing Director

**FIRST ORDER OF BUSINESS**

**Roll Call**

Mr. Showe called the meeting to order at 7:00 p.m. All Supervisors were present.

**SECOND ORDER OF BUSINESS**

**Pledge of Allegiance**

The Pledge of Allegiance was recited.

**THIRD ORDER OF BUSINESS**

**Public Comment Period**

Mr. Showe: The next item that we have is the public comment period. I will note that we only have members of the Board and staff present and we received no requests to speak.

**FOURTH ORDER OF BUSINESS**

**Approval of Minutes of the December 15,  
2022, Board of Supervisors Meeting**

Mr. Showe: The minutes from the December 15 meeting were included as part of your agenda package. We can take any corrections or changes at this time or a motion to approve.



On MOTION by Mr. Colasinski seconded by Ms. DeVries with all in favor the Minutes of the December 15, 2022 Board of Supervisors Meeting were approved as presented.

*There was no Fifth Order of Business on the agenda.*

**SIXTH ORDER OF BUSINESS**

**New Business**

Mr. Showe: We have no new business on the agenda, but we can obviously open it up for discussion to the Board, should you have any.

Mr. Colasinski: I did want to talk about that tool we talked about last year, Club Caddie, which would eventually replace *EZLinks* as the tool of operations in the Pro Shop.

Mr. Showe: Through GolfNow?

Mr. Colasinski: Yeah.

Mr. Showe: Okay.

Mr. Colasinski: We'll talk about that later.

Mr. Dale: Yeah. Let's do that as part of the General Manager (GM) Report.

Mr. Colasinski: Sure.

Mr. Dale: There are a lot of things on that front, which have nothing to do with any of our employees. It's really all GolfNow that I have not been happy with, over the course of the last month or less.

Mr. Colasinski: Two years.

Mr. Dale: There has been a lot of substandard delivery. Let's move on.

**SEVENTH ORDER OF BUSINESS**

**Old Business**

**A. Action Items List**

Mr. Showe: I can quickly run through the Action Items List.

Mr. Dale: If you would, yes.

Mr. Showe: Sure. Some of these things are on the GM Report. He has the fire breaks starting in February. Cart path extensions are ongoing. The irrigation project is completed. The Emergency Development Recovery Plan, Rob indicated to me, the District Engineer has a public records request with the County. Once they fulfill that, he will have all of the drawings and everything that he needs to scope that all out. So, we're working on that. I know Jennifer had requested some information on writing that letter about the storm recovery.

Ms. DeVries: We were actually going to put that in the annual newsletter. I had one more thing when you're done.

Mr. Showe: The only other thing I would add to this, and I'm going to go ahead and add it for a future version, I know that the Board asked us to look at the Employee Manual.

Ms. DeVries: That's the one.

Mr. Showe: We did get some comments from Board Members. We went ahead and got with your vendor who does the payroll, ABS. They are more than willing to help us basically rewrite, modernize the entire document. So, we've provided all of the comments we've received to them, along with our current manual. They're going to basically rewrite that entire manual for us in starting form. Then we'll circulate that out and we can get some additional comments from that point, but that way they'll have some hand in crafting the document since they are our payroll provider.

Mr. Dale: I do want to add, and I apologize for the lateness of this, but it just was something that came up that made me think of this yesterday. If it's not already in there, because I'm going off memory, we have some sort of clause. I understand that everybody has First Amendment rights and all of that kind of stuff, but if we were to have employees, I guess the best way I can think of putting it, is if you work at Texas Roadhouse, you don't get on social media and start bashing Texas Roadhouse. Not that we have that problem right now, I just want that in there for a future situation.

Mr. Showe: Yeah. I'll send that to you right now, just to make sure.

Ms. DeVries: There are social media policies in there.

Mr. Dale: Yeah. There are, but I don't know if they specifically address that issue. Most of them are, I think morals type of clauses whereas this one, which I would like it specific as to, *"Don't bite the hand that feeds you,"* effectively.

Ms. DeVries: Right. I saw a lot of things. I don't know who makes the decisions about them, but I think some decisions need to be made. For example, the one that I saw was the Attendance Policy. The Attendance Policy is very vague and not really enforceable. There's nothing in there that's actually enforceable. Other things, such as ethics was very vague and disjointed. I don't know, maybe they'll give us something more specific to react to, but it seems to me that when I look at other Employee Handbooks, they are a lot more specific about what has to be kept confidential. For example, we have a lot of discussions at these Board Meetings

about whether employees should be discussing things that aren't decided, that are just in the works or something that we've discussed. Should they be discussing that with residents and customers? Those types of things. I don't know how we get those decisions made.

Mr. Showe: Well, I think the best policy is we'll let them work on the document. They will put it down in a draft form. We will circulate it to you guys as well as all of the management here and then we'll take all of that collective input and put out a final draft.

Mr. Dale: That's when we can redline it.

Ms. DeVries: Okay. All right then. I only got through six pages of the 35.

Mr. Showe: I know a tiny bit about HR, but they will know all of the laws and everything specific that will have to be in there and then we can guide it from there once it's drafted. They saw our current document and all of the comments that I received and have a good feel for how they're going to start.

Ms. DeVries: My background is in training and development. Those documents are my starting point, usually.

Mr. Showe: Yeah. Like I said, once we get a draft from them, we'll circulate that out. That's being worked on right now.

Ms. DeVries: Okay.

Mr. Showe: That's all we have for the Action Items List and we can move to Staff Reports.

## **EIGHTH ORDER OF BUSINESS**

### **Staff Reports**

#### **A. General Manager's Report**

Mr. Showe: We can start with the GM report. We circulated that and it is in front of you. I know I'm not Jim, so I don't know a whole lot about all of these, but regarding the normal day-to-day operations on the CDD side, we have the fire lines in the scrub jay areas which is required. Scrub jay season is from March to June. Fire line maintenance will begin in February and ECOR is continuing to monitor the lakes. You have the normal maintenance practices on the golf course. He's got golf revenue there as well as food and beverage revenue and provided you with the rounds of revenue sheet. In the restaurant, it looks like the hood installation is finally underway. I think that the hood has arrived.

Mr. Carnesale: I watched it get lowered.

Mr. Dale: That's posted all over social media right now, the video and everything and it's pretty cool. I did just want to real quickly, touch on the fire line maintenance. When we had the workshop, we talked about getting a written schedule together.

Mr. Showe: I've got that on my list.

Mr. Dale: Just for the record, Jim wasn't feeling well today, so that's the reason why he wasn't here. I don't want everybody to think that he's blowing us off as soon as he started. He's a little under the weather right now. The written schedule is important to all of the residents of the District and I would like to get that on social media.

Mr. Showe: I'll follow back up with him. The UV lights were installed per Board direction? It looks like the fountain in the breezeway is going to try to get installed next week. Then he's got a little detail there about some other projects going on. Finally, he has a little scope on the rates, explaining that you may see some discrepancies in the rates, which is mostly through their dynamic pricing system that they've set up, is the way that they explained it.

Mr. Dale: Receptacles. One thing that I will add that's not on here, but I did send Jim a punchlist of items. There are several things on there that the Board may have questions on like pressure washing and things like that. He knows that's all part of his agenda. It's just not detailed in here because he hasn't had the chance. The Gym has been busier than a one-arm paper hanger here, over the past week and a half, but it's on his list. We did have some issues with Hole #10.

Mr. Colasinski: With the wiring.

Mr. Dale: The wiring.

Mr. Colasinski: With one sprinkler head.

Mr. Dale: With the sprinkler head, which is obviously an important issue because that's our irrigation system. He did have to spend some time on that. There are things like I said, like pressure washing.

Mr. Colasinski: I think in general, Rob, it's more of the concept of getting a facilities maintenance person hired. It's interesting, looking around the Clubhouse, the number of tasks that we can get on the list like all of the bugs are now up on the ceiling and on the post and getting the webs down.

Mr. Dale: Yes.

Mr. Colasinski: Right now, the floor outside could use pressure washing as we have some stains. We get to the dirt and even the staircase coming up from the golf course, could be

washed. We've got a lot of things that just need to get done and Jim is pursuing hiring someone. I think the job is still being defined.

Mr. Dale: Right. It is still being defined. I talked to him about that on Tuesday. He said that he is getting to it, understands the urgency behind it and apologized. He just has been so busy. We're really throwing a lot at him right now. He also was fulfilling the role of two jobs effectively right now with Head Greens, Superintendent and GM.

Mr. Colasinski: Well, there may be a potential change in structure, just to be able to do both jobs as to who is doing things just because with the current structure, if he's over taxed every day, we're going to burn him out and things will not get done.

Mr. Dale: Right.

Mr. Colasinski: It will be our fault because we're insisting he stays within a particular structure.

Mr. Dale: Yeah.

Mr. Colasinski: I think he may have something else in mind that will alleviate a lot of that and people may do different roles differently. But if it helps to get everything done, I'm all for that.

Mr. Dale: Those are probably future discussions that we're going to be having here.

Mr. Colasinski: Yeah.

Mr. Dale: Part of the discussion that I had with them on Tuesday was we're not treading water. We were sinking.

Mr. Colasinski: Yeah.

Mr. Dale: With Jim on board now, we're back to treading water and maybe even getting a little ahead of the game.

Mr. Colasinski: But my point is what the GM of the structure yields. So, he could change his structure in whatever way he needs to operate.

Mr. Dale: Correct.

Mr. Colasinski: That's all.

Mr. Dale: Correct.

Mr. Carnesale: Basically, you're talking about a little bit more delegation.

Mr. Colasinski: Potentially yeah.

Ms. DeVries: Or re-organization of roles and responsibilities.

Mr. Dale: Yeah. At some point we may be talking about that. The big topic for tonight is the grand opening and everything. Jim's tasks right now are punchlist items.

Mr. Colasinski: The day-to-day operation.

Mr. Dale: Day-to-day operations. It's very time-consuming. I appreciate the fact that put a list together of where we're at with things. I do think the biggest topic of discussion, non-grand opening and non-lifestyle coordinating related, is with regard to rates. I'm going to tie this into my comments about GolfNow that I made earlier. I don't want to steal all of Michelle's thunder, but I am going to steal a little of it to emphasize the situation with regard to the marketing responsibilities of GolfNow. I'll give you a perfect example. Today is \$6 burger night, generally, but it's not because we canceled it. However, Michelle notified them in early January to cancel \$6 burger night.

Ms. Webb: I sent out the calendar on January 3<sup>rd</sup>, but we didn't know anything about canceling any dates. They didn't send out the email and start posting until January 18<sup>th</sup>. From that time, I sent them a revised calendar, but the first one is just coming through on the 18<sup>th</sup>. It included burger night and all that, but then they canceled it. I sent the revised one to them, the first part of that week and said, *"This is going to be canceled."* Then the trivia that was cancelled, had the first burger night and the second burger night was not on there because I didn't know how long this was going to happen. It wasn't shared. So, then I sent an email the 1<sup>st</sup> of this week to Allison, but she never responded. So, today I sent another one saying, *"Urgent request."*

Mr. Dale: Right. So, the bottom line is that we sent multiple requests to them asking them not to post burger night and yet it gets posted on the golf course Facebook page, regardless. They're not very responsive, is the point that I'm trying to get across to the Board. Then the other huge part of this, that is just so upsetting, is back several months ago, Michelle had a sit-down meeting with Tim. We don't have control over our Facebook page. It wound up being a big issue today with the restaurant, because I'm back-and-forth with, *"Hey, can we get this post about burger night off of it?"* The response was, *"No, we can't get it off because we can't delete from our own Facebook page."* We've got to get control of it. Somehow, its a two-step verification. It goes through to Tim's personal email somehow. She tried sitting down with Tim a while back and we weren't able to get control of it. We still don't have control of it. We are able to back door post on there through Instagram, but we can't get rid of anything. So, where we're at is, when I talked to Jim on Tuesday, I said, *"Let's try it one more time with you and Michelle. Give it the*



*college try. If you can't get control of the Facebook page, then we're going to have to abandon it and start a new one and just post on there, 'This page is no longer the current page of the Viera East CDD' and start our new one.*" Because one of the things that I am very disappointed in, is the fact that Duran has about 4,500 likes and followers. The restaurant, which has only been in existence for one year, has 2,000 likes and followings and the golf course Facebook page has 1,300. So, our usage of social media with the golf course has not been to standard or effective. We've got to get control of that. We've got to get that under Michelle. So, that part, I have been disappointed on. The other component of all of this is the rates. By the way, the reason why that's an issue, is once again that page flows through GolfNow. Everybody I'm sure received an email from the resident about rates and comparing it to different rates and not really receiving a 30% or 40% discount, when in actuality, yes, they were receiving it. My understanding from what I've seen with rates, is we actually we didn't get things updated completely on the GolfNow page. Am I speaking correctly?

Mr. Showe: That, I don't know.

Mr. Dale: Okay. Jim was prepared to have that discussion. My instructions to Jim were, *"Let's correct this. Let's make sure the entire staff is on the same sheet of music."* What happens with GolfNow is they have so many variables. They have *"hot now"* rates and different special rates. What I think is happening generally is the residents are comparing their 30% to 40% percent discount to those rates that are already discounted. Whereas in actuality, the way it's supposed to work is the discount is off what are rack rate is from the rate sheet that we prepared based on our August meeting.

Mr. Colasinski: That's correct.

Mr. Dale: So, that's what the discount is applied to. When you throw that in with the fact that with GolfNow, we are effectively giving them 12 tee times a day, I believe, a lot of them are fairly primetime before noon slots. I'm going back two years here, but I don't believe that was the way it was presented originally. Each one of those tee times are worth \$75 to \$80 right now.

Mr. Colasinski: Correct. If we did an average rate of \$40, it costs us \$175,000 a year.

Mr. Dale: There you go. What I'm doing is in my mind, we're not getting marketing support the way it was promised to us. We're paying \$150,000, effectively. Everybody says, *"Oh well, you're not giving up anything, they're rounds of golf."* Well, you have the opportunity loss. So, the opportunity, revenue loss is roughly \$150,000 a year. Right now, I'm at the point where

I'm not seeing the benefit. So, I think that is a discussion that this Board needs to have over the coming months. I know that we've sent our operations team to the golf show over at Orlando again and they've had an opportunity to look at one of the software packages that came up last year that everybody had a chance to give input on, which was Club Caddie. We took a look at it and a lot of the features of Club Caddie are available. The cost with it is negligible compared to the \$150,000 a year we're giving away.

Mr. Colasinski: It will cost us less than \$10,000 a year.

Mr. Dale: \$10,000 a year?

Ms. DeVries: Versus \$175,000?

Mr. Colasinski: I don't know what this year's pricing will be.

Mr. Dale: Right.

Mr. Colasinski: But I've asked Eddie to talk with them and start the conversation as to a proposal from them for us.

Mr. Showe: Yeah, I was going to mention that. Based on some conversation I had with the Chair earlier, I did pull the GolfNow agreements. The term expires May 19, 2023. It will renew for an additional year unless we notify them at least 30 days prior. So, I think what we need to do is to make sure that we target that May 19<sup>th</sup> date and work backwards. Because whatever new system you want, needs to be up and running by that day because they're going to shut it all down.

Mr. Colasinski: Right.

Ms. DeVries: Absolutely.

Mr. Colasinski: That's part of why I wanted to get this going to say, *"Let's take a look and get a proposal because we need to have a review by our legal people, then we have to do training and then we have to do database transitions."*

Mr. Dale: A lot of the features that GolfNow has with the online registration, can all be done and is currently being done through our website. We would have to probably procure a new website or somehow switch over. It all depends on who owns the domain.

Ms. DeVries: Who owns the domain?

Mr. Dale: We're going to have to look into that part. That's all part of the process.

Mr. Colasinski: There are easier ways around that too. Everything right now is considered the Viera East Golf Club. We can change it to the Viera East Golf Course. It needs to have our own domain and other things too.

Ms. DeVries: That's true.

Mr. Colasinski: I don't see that it's something that needs to be done, but I don't see it as a significant obstacle. The Facebook page, we could rename it or create a new Facebook page called, "*Viera East Golf Course*" versus "*Viera East Golf Club*" and go from there.

Mr. Dale: Yeah. As part of that process, there's probably 1,000 questions that we're going to want answered.

Mr. Showe: Yeah.

Ms. Webb: Because they know that the original Facebook page was operational before. Somebody else was on there. I got a lot of it changed over to me, but it's the two-step verification that causes it. When you log in, it sends you that code. It sends it to Tim's personal email, which he says he doesn't get. We called them and found that Tim has to send this or it should be a backdoor. I found a backdoor, but even with our back door, I've asked them to go in and try to change it. They can't change it even from GolfNow. It was somebody prior to them, whoever was there. So, it's been there for a while. I'm thinking even if we just start a new page, because this one has a lot of the...

Ms. DeVries: Legacy.

Ms. Webb: Legacy.

Ms. DeVries: Maybe you should just start a new page for the Viera East Golf Course and make sure that we notify all of the followers of the other one to follow this one.

Mr. Dale: Right.

Ms. Webb: Say, "*Join us for our grand opening celebration.*"

Ms. DeVries: Exactly. It could be part of the grand opening.

Ms. Webb: Yeah.

Mr. Dale: That could just happen from a couple of posts on the old site saying, "*Hey, this is now our page, please come like us and follow us there.*" We'll recapture most of the 1,300 onto that page.

Ms. DeVries: I think that would be better than beating your head against the wall.

Ms. Webb: It's been what seven months for an hour-and-a-half with Tim? Well, I logged on and asked for things and it sends an authorization code. He went on ahead and it never came in.

Mr. Dale: You've spent much more time than that because now in order for you to do anything, for you to have done anything over the past two years, it's a royal pain in the butt because you've got a back door everything.

Ms. Webb: Well, not everything too. I tried to post on Instagram and Instagram will post to Facebook.

Mr. Colasinski: This has drifted into a Facebook discussion. What is your point?

Ms. DeVries: Does GolfNow now control the website?

Mr. Dale: GolfNow does control the website. But generally, and this is something we're going to have to verify, is the domain and everything associated with that.

Ms. DeVries: Who controls the pointer as to where the domain goes?

Mr. Dale: Yes.

Ms. DeVries: Can it go over to Club Cabbie?

Mr. Showe: I'll get with our IT folks.

Mr. Dale: That's what we need to find out.

Ms. Webb: Because we just received a new one from them. They just created a new one

Mr. Colasinski: Who?

Ms. Webb: GolfNow.

Mr. Dale: Well, actually a lot of these questions might be easily answered by anybody from Club Caddie because I'm sure this isn't their first rodeo.

Ms. DeVries: It's the first time transferring from GolfNow.

Mr. Colasinski: That's all part of this. We just have to ask them the questions.

Mr. Dale: Right.

Mr. Colasinski: But I'm hoping we get the proposal started and then see what it would cost us and all of these other things and we can engage with more active conversation.

Mr. Dale: You just nailed it. Jason, to make this proper, I don't believe that there's really a motion that needs to be made.

Mr. Showe: I don't think there's anything that needs to be made right now in terms of a motion. Obviously, we're going to look at, when we get closer to March and April, terminating

this agreement, as long as we can get another agreement in place with another vendor that would start that same day. The motion would be when that agreement is approved, you would approve that new agreement and authorize District Staff to terminate the prior contract.

Mr. Dale: Right.

Mr. Showe: Until you have something that's actually in front of you to vote on, we're just taking direction.

Mr. Carnesale: As far as websites, Facebook pages, that kind of thing, it's a matter of who actually owns domains and who actually has control over the old one. If we don't, should we have an overlap on those so that we can post on one to go to the other?

Ms. DeVries: Definitely. That's what I was going to say to Pete. There needs to be an overlap. If we use Club Caddie, they have to be up and running before the others.

Mr. Dale: Yes.

Mr. Colasinski: That's why we want to start the proposal now.

Mr. Dale: Again, this doesn't require a motion, but I guess my question to the Board is, is there anyone that has apprehension about the process or is there generally consensus that this is something we should be looking into?

Mr. Carnesale: My only question would basically be, is Club Caddie used as much as GolfNow by outside golfers?

Mr. Colasinski: I don't think anybody here can answer that.

Mr. Dale: That's where we're going to need the vendor of the golf course.

Mr. Colasinski: I can give you a little bit more insight into that. What do you mean by outside golfers?

Ms. DeVries: Meaning that part of our community.

Mr. Carnesale: Well, I'm thinking of two possibilities. One is outside the community, but local and then the other is people that come down as visitors from the North that are just here for a couple of weeks that are looking to play golf.

Mr. Colasinski: Right.

Mr. Dale: That's a good question.

Mr. Colasinski: But the thing is, if you understand the distribution of that though, I don't think we have a data and I don't think GolfNow has it either.

Mr. Dale: Well, I do remember that from a year ago.

Mr. Colasinski: We have a small season for three months, effectively, where it goes up with people from the North. We have nine months that we need to worry about. That's also where we get most of our revenue from the restaurant too. We have to keep the whole year in mind. We need to make a choice based on the majority of people using the golf course and not a minority. I don't know that the group that comes here seasonally is actually the majority. It seemed based on the time period, it's a minority.

Mr. Dale: But then it's like the topic that we had a couple of months ago, where our rounds of golf were down, but our revenues were way up. We were like, "*How does that happen?*" Well, that's because we're charging a fairer price for our product. The same thing with what Steve is talking about, it's \$150,000 that we're giving to GolfNow.

Mr. Colasinski: \$175,000.

Mr. Dale: \$175,000 that we're giving to GolfNow, but if the opportunity cost of not having GolfNow available is only \$10,000 or \$20,000, then we get more revenue all year long.

Mr. Colasinski: I think we just pursue a proposal and then we can have that discussion on whether we want to consider this yes or no.

Mr. Dale: Right. My recommendation is I think we need a Board Member to take the lead on this and work with Jim. Steve has already done a fair amount of legwork on it.

Mr. Colasinski: When he's well again, I'll be happy to talk with him.

Mr. Dale: If you're willing to. You're done with your build-out now and now you've got something else on your plate. If you're willing to do that, that's the way I would go.

Mr. Colasinski: Yeah. I think that would be good.

Mr. Carnesale: Basically, as I've said before, I know very little about the details on golf. I'm not going to try and-

Mr. Colasinski: No, those are good questions.

Mr. Dale: Those were excellent questions.

Mr. Carnesale: I'm thinking business. Okay? Those basic questions would apply no matter what the business is.

Mr. Colasinski: In any business there's revenue and then there's expense.

Ms. DeVries: The whole idea is to keep revenue up and expenses down.

Mr. Dale: That was actually probably the biggest question that we had about a year or so ago.

Ms. DeVries: So, if expenses go from \$175,000 to \$10,000, then...

Mr. Carnesale: Well, and like I said my questions are regarding the business.

Mr. Dale: I got it. Well, I think there's a consensus there. So, Steve, if you'd take the lead on that, the Board appreciates it.

Mr. Colasinski: I'm doing that.

Mr. Rysztogi: Is there a number one golf site that people go to for golfing, if they're looking for a golf course?

Mr. Dale: That's the scenario Pete was generally talking about where you have somebody from out of town.

Mr. Rysztogi: Right.

Mr. Dale: The comments that I've heard, and this is what I want to hear from Club Caddie, is going by the wayside. There aren't as many people-

Mr. Colasinski: Most golf courses are going with their own websites. The golf course that I belong to in Daytona, give up two tee times a day for GolfNow. But when people book on GolfNow, they actually tell them when they come in, "*Next time use our website. It will be a lot cheaper than GolfNow.*" Because GolfNow imposes fees on every booking that they make as well. That is a little less attractive than just coming to somebody's website.

Mr. Dale: Right. That's a great point because the other thing that the residents are doing, they are just looking at the 'hot now' rate. They're not factoring in the fact that there are all sorts of fees from GolfNow and they're saying, "*Well, it's not 30% off of that number.*"

Mr. Colasinski: If someone uses GolfNow, I will go and look at the golf course website to see what the rate was and then I would go look at GolfNow and see what the rate was. But now I also want to make sure I knew what the fees were going to be at GolfNow and add that to the GolfNow rate, and then do the comparison between the golf course website and GolfNow with the fees.

Mr. Dale: Right.

Ms. DeVries: I just want to be clear about this. It's not an either-or thing. It can be an and thing. You can have Club Caddie, but you can still have certain tee times on GolfNow?

Mr. Colasinski: You can. It's just a matter of what services you get from them.

Mr. Showe: The arrangement we have now with GolfNow is that we don't pay for a POS system. They supply the POS system and in exchange, we give them the tee times. There are

other arrangements where people can book through your site, but we only give you two rounds like Steve was saying. There are different arrangements you can have with them.

Ms. Webb: It can be an and.

Mr. Showe: It can be an and.

Mr. Colasinski: Absolutely. It can, but it's a matter of what our cost is.

Mr. Showe: Correct.

Mr. Dale: Well, that's another thing that upsets me. Back a year ago, we sent around the things that the Board was looking for out of our golf service system. Steve had a number of things. All of the Board members had a number of things. I had one thing and I was immovable on this. I want everything Cloud-based. With GolfNow, I think their system that we have right now is all server based. So, if we have a fire or it blows up, then our server is down. If you look at the finances for every year, we're spending \$5,000 to \$10,000 on server-based stuff and it's just garbage.

Mr. Colasinski: We were replacing the server a few months ago, sadly. The other thing too is the GolfNow software is not very good.

Mr. Dale: Right.

Mr. Colasinski: The people at LPGA said our computers are not healthy. GolfNow says, *"That's your fault."* These guys said, *"No, it's your fault and here's why."* They couldn't come to a consensus on that. It took forever to get that resolved.

Ms. DeVries: I call that, *"The cross-item salute,"* when you deal with technology companies.

Mr. Colasinski: Pretty much.

Ms. DeVries: The customer is in the middle.

Mr. Dale: That is the one thing that stuck in my head from Club Caddie. Everything was Cloud-based. So, I was like, *"Great. That's what I'm looking for."*

Mr. Colasinski: It's a lot more reliable.

Mr. Dale: Yeah.

Ms. DeVries: Servers can be reliable too, but we also need to back them up. I don't know if they're being backed up.

Mr. Colasinski: Well, then that becomes a higher cost as well. Because now you've got to have two and then you've got to have somebody who makes sure that the backups...



Ms. DeVries: That the backup is running.

Mr. Colasinski: Well, not only that its running, but they actually have the correct data in them.

Ms. DeVries: I know. Okay. I look at \$175,000 versus \$10,000.

Mr. Colasinski: That's a potential option.

Ms. DeVries: Right.

Mr. Colasinski: As far as visibility.

Mr. Dale: Yeah.

Mr. Colasinski: But there's still a much lower operational cost.

Ms. DeVries: Right. So, we want a proposal.

Mr. Dale: Yes. Then the other big part of that is this is what has caused some chaos over the past month or two. Number one, I'm upset that the rates were not updated with GolfNow. I don't appreciate that.

Mr. Colasinski: Rates changed with the golf course.

Mr. Dale: Yes.

Mr. Colasinski: In October and in January.

Mr. Dale: I don't know why. In talking to Jason at the workshop, the comment was, *"Well, all we have to do is just provide our rate for the entire year and then it gets posted and you don't have to post it 15 times,"* but that wasn't done. So, that has caused confusion amongst the residents. I fully understand. The other part, it just needs to be in there. It's frustrating. I'm beating the dead horse now, so I do want to move on from there, but thank you again, Steve.

Mr. Colasinski: Sure. We'll get this done.

Mr. Dale: Two other issues are the parking lot and signs. We talked about it. Ron, that was your comment, which we all thought was a good comment. Jim isn't here to talk about this tonight, but he did get a quote or is in the process of getting one. He met with the people, I believe on Tuesday.

Mr. Showe: We got the first quote from Atlantic.

Mr. Dale: How did that come in?

Mr. Showe: It was in excess of \$200,000.

Mr. Dale: Okay.

Mr. Showe: The statutory limits on that service are \$195,000.

Mr. Dale: Right.

Mr. Showe: But that's for a full mill and resurface. They take the top three-quarters or so off, however much they take off. They take a certain portion off.

Mr. Colasinski: When you say statutory, could you explain that?

Mr. Showe: In the Florida Statutes, you have District roles and then there's the Florida Statutes. Your District rules say that if you're purchasing in Category 4, which is goods and services, if it goes over a certain dollar threshold, you have to do a formal bid. That dollar threshold is set in Florida Statute, Chapter 287. It gets adjusted, but right now it's \$195,000. So, anything over that dollar amount, has to go through a formal bid process in order for you to take action.

Mr. Dale: I am fully good with that. What this, right now we're kicking the tires.

Mr. Carnesale: For the lot and the drive.

Mr. Showe: Yes.

Mr. Dale: The lot and the drive. It's sort of like the bathroom and the roof and the electric system and the hood and the Pro Shop. It's 25 years of wear and tear, although I will say with the parking lot, that's disappointing. As everyone knows, I own an office over at the corporate park at Viera, and this is one of the things that we do every five years. There's a difference between resurfacing and re-sealing. The thing is if you re-seal on a regular basis...

Mr. Carnesale: You have to redo it.

Mr. Dale: That parking lot is going to last you 50 to 60 years. We haven't done that at the golf course and now we have to do a complete resurface.

Mr. Showe: There is another vendor that Jim talked to you about that is going to come out. He seems to think that they may be able to do some patching and sealing.

Mr. Dale: That's what I was hoping for because not all of it is in horrible shape.

Mr. Showe: I wanted to get a price to see what all of it costs. It's like over \$200,000. This guy is going to come out and see if you can patch and re-seal it.

Mr. Dale: Right.

Mr. Showe: Based on what I've heard, again I'm not an engineer, but I think your parking lot is probably beyond the condition at which sealing is normally an option. But if he could fix the problems and then seal it, that's probably a much lower cost.

Mr. Dale: Once we vote on it and it's resolved, we've talked numerous times about establishing a master maintenance, hiring the same company that we utilized before and establishing a list of maintenance projects, the timeframe, the cost and future dollars. Then we start building our reserves. It's like any other business, but that has never been done at this District. We're always putting out fires. Well, we have the opportunity now that we've just effectively reset the clock on the golf course and the Clubhouse, and potentially the parking lot too, depending on how much money we have leftover. So, let's establish a maintenance schedule. I know that sounds so novel.

Mr. Colasinski: To prevent higher costs.

Mr. Dale: Yes. It's the way businesses run.

Mr. Carnesale: The only thing in my mind is, although you can do repairs and resurface, even if that's doable, I don't think that will last as long. Because it's similar to just doing a seal on those areas.

Mr. Colasinski: Right. That's why I think Jason is pursuing the options.

Mr. Showe: I want you guys to see what both costs are.

Mr. Carnesale: Yes, it could be done. Yes, it would be fine.

Mr. Colasinski: We will only see the options and the cost.

Mr. Showe: Typically, what we've done in our Districts, in Baytree, they would mill and resurface about 30% of the community every three to four years. This year they re-sealed the entire community. So, if you go there now, it's been completely sealed. It was more of, *"We think we can extend it three or four extra years by doing this and it will be about a third of the cost. Let's just see how it goes."*

Mr. Dale: Right.

Mr. Showe: So, they're trying it there now. The company that did it, did a real nice job. Sometimes the parking lot re-sealing, you really have to watch the company and see how they scope it.

Mr. Dale: Right.

Mr. Showe: Because some of them just spray it on and walk away. Others do what they did at Baytree where they spray it, let it sit and they put another coat on and have to brush it a certain way. There are all kinds of different ways to do it. I think the right way is probably to do a full mill and resurface to start because it does have a lot of age on it. A seal is almost like a coat

of paint. If the wall underneath is bad and you put a coat of paint on it, it's going to look good for a little bit, but you're still going to have problems underneath it.

Mr. Dale: Right.

Mr. Showe: If you mill and resurface it, you won't have a brand-new parking lot. Then you start with the sealing process.

Mr. Dale: Right.

Mr. Showe: That was my suggestion.

Mr. Carnesale: I say we go with the comment that I just made.

Mr. Dale: Right.

Mr. Colasinski: I agree.

Mr. Carnesale: If we were only looking at making it last as long as we're in office, then that would be the way to go. That's the way political decisions are made, normally.

Mr. Dale: You're right.

Mr. Carnesale: Okay? However, we have shown that we are not doing that. We are looking at long-term.

Mr. Colasinski: We are trying to get fiscally responsible.

Ms. DeVries: Right.

Mr. Dale: When ultimately all of us are off this Board, we're trying to leave it teed up for the community.

Mr. Carnesale: So, they can do just an every five-year maintenance or an every three-year maintenance that different things require.

Ms. DeVries: Right.

Mr. Dale: Right.

Mr. Carnesale: Okay. That's what we got elected to do because of the fact that we were talking about management.

Mr. Colasinski: We said that we would be fiscally responsible.

Mr. Rysztogi: Does anyone know if there are storm drains under the blacktop or is there just blacktop?

Mr. Showe: No, storm drains are there. There are probably some drains in the parking lot.

Mr. Dale: There is plumbing.

Mr. Colasinski: I think there are some along the entrance.

Mr. Showe: Right. Those wouldn't be effective.

Mr. Rysztogi: I was thinking of added cost.

Mr. Dale: I get where you're going.

Mr. Showe: They definitely work around those.

Mr. Dale: We just spent \$250,000 on two culverts. So, I get where you're coming from, Ron.

Mr. Showe: They're not just going to cover those up. No.

Mr. Dale: The other issue that I wanted to talk about, and I was hoping to have them here tonight, but it doesn't seem like he was able to make it, we've talked for a while about electronic signs for the District, for the golf course, for the restaurant. Where they get placed is kind of up in the air. There are a lot of different scenarios that we could wind up going with. The biggest obstacle to all of this is the County. What I don't understand, even if that is the code, I don't accept the code. It's not the Ten Commandments. It's not permanently etched that way. Where I have a problem with the issue is, literally right across the street from Woodside Park, is a church with an electronic sign. Right down the street is a bank with an electronic sign. There is a zoo with a huge electronic sign. On Viera Boulevard, there's another church with an electronic sign. There actually used to be one at the intersection.

Mr. Colasinski: Memory Center has one.

Mr. Dale: So, there are multiple electronic signs and we're being told that we as the government entity in Viera East, are not able to put in an electronic sign. We do have a new County Commissioner and I do plan on working hand-in-hand with him on this issue. We will take this one as far as we need to, but I do believe an electronic sign or signs, would enable us to be able to communicate messages about the golf course, about the restaurant, upcoming events for the District, all sorts of things that we could utilize that one for.

Mr. Colasinski: And even sell advertising on them.

Mr. Dale: Maybe make it itself pay. So, those are all of the things that are on the table. Nothing needs to be decided tonight, but as with the parking lot, we are going to kick the tires some, get a couple of different prices and see what we're talking about it. I believe when we looked into it a year-and-a-half ago, we were looking at roughly \$20,000 for one electronic sign.

Mr. Colasinski: That had to do with the installation as well. Also, we are talking about electrical installation at Woodside Park. We needed to get a transformer installed. There are a

number of constraints associated with that. If we were to do one for the Clubhouse, one of the locations that we're thinking about is when you first drive in, we have a sign right there at the main entrance that says, "*Viera East Gol Course.*" We we're thinking about that location. We have electricity, there already.

Mr. Dale: Right.

Mr. Colasinski: We just have to determine whether the wiring is sufficient to carry that additional load because it would have to come off where the streetlights come in there. We would have to tap off of the streetlights to get power there, whether we have enough capacity on there to be able to power a digital sign as well.

Ms. DeVries: Do we own that? Is that the HOA or is that us?

Mr. Colasinski: Actually, once you get to that corner, we don't own it.

Ms. DeVries: The Murrell Road corner?

Mr. Colasinski: Not Murrell Road. Where Clubhouse Drive meets the first interchange there.

Ms. DeVries: Clubhouse Drive.

Mr. Colasinski: Yeah. The first interchange going west.

Ms. DeVries: It would go there.

Mr. Colasinski: Yeah.

Ms. DeVries: Not out on Murrell Road.

Mr. Colasinski: No.

Mr. Rysztogi: The problem is if it is not visible from Murrell Road, it doesn't have as much affect.

Mr. Colasinski: It won't.

Mr. Rysztogi: You have to make that turn to see the sign.

Mr. Colasinski: We have no power on Murrell Road right now.

Mr. Rysztogi: That's where I think you need to let people know.

Mr. Colasinski: What it will cost.

Mr. Dale: Right.

Mr. Colasinski: We will go into each option to understand what it would cost to have one here.

Mr. Rysztogi: Both would be nice.

Mr. Colasinski: I agree with you. I agree with the effectiveness side of it. But like Rob said, one at Woodside Park would have been \$20,000. I would imagine that one out there on Murrell Road for the golf course, would be about the same. I don't know what it would be if it was closer to that interchange, but I liked the effect of it.

Mr. Rysztogi: I don't think people know that there's a public golf course.

Mr. Dale: Because you're off center.

Mr. Colasinski: It rises crazy without not being able to do anything about it.

Ms. DeVries: Could it be closer by the cart barn? Can you run the electric from the maintenance facility.

Mr. Colasinski: It depends on how far down you want to have the sign. You could do that, but it depends on how far down you want to have the sign. The other thing too is that there are other utility rights-of-way (ROWS) along that way that we need to be concerned about as well. We just started an investigation.

Mr. Dale: Right. We're just starting to look at it. Then the other big issue is, you don't have a stop light there, so everybody is just driving by. So, is it as effective?

Ms. DeVries: Not as effective, but I really wouldn't want an electric sign.

Mr. Dale: Not on the ground. We're going to put a big one that you can see from I-95.

Ms. DeVries: I like it.

Mr. Dale: I'm just joking.

Ms. DeVries: Is there a big billboard out there? We can just advertise.

Mr. Colasinski: I-95 between Viera Road and Wickham, last quarter, there was a billboard for Duran Golf Club.

Mr. Dale: That is true. That's not unreasonable.

Mr. Colasinski: We have the property. You could see our golf course from I-95.

Mr. Dale: Right.

Mr. Colasinski: You could see the fairway. That's something we could also consider as well.

Mr. Dale: That will be interesting.

Ms. DeVries: I don't know how much it would cost to have a billboard.

Mr. Dale: The last thing that I want to share with the Board, the company that we're going to kick the tires with, just to get some rough ideas, is the same company that did probably

the most notable sign in the County, which is the Brevard Zoo. They've done a lot more than that, but that is their crown jewel of electronic signs.

Mr. Colasinski: What is the name of the company?

Mr. Dale: I believe it's Artcraft. But with that being said, I just wanted to bring to the Board's attention, that that's something that we're looking into. That is not as time-sensitive as the previous issue that we were talking about with Steve as well as the parking lot, depending on the cost and monies that we have left over from the bond.

Mr. Showe: Once we get the Clubhouse finished, we will know where we stand with available monies, and then we'll have a good indication.

Mr. Dale: If you had to give your best guess right now, pure guess, lets worse case it.

Mr. Showe: Worse case it.

Mr. Colasinski: Because you know you'll be held accountable for that next. Yeah.

Mr. Showe: You're putting me on a public recording. I think there's going to be about \$300,000 left after the Clubhouse event.

Mr. Dale: Okay. These are all things that are still in there.

Mr. Colasinski: We'll get a precise number. Like you said, once all of that settles out and we have a number, then we'll make decisions based on potential opportunities.

Mr. Dale: Also, one of the things that I've received emails about was, *"How could you spend all that money on the Clubhouse?"* The short answer is we didn't. I believe in the discussion that we had a week or two ago, the estimated number is somewhere around \$1.3 million.

Mr. Showe: Yeah. I've got \$1.3 million in there as the total project cost right now with about a \$100,000 buffer still remaining.

Mr. Dale: Right.

Mr. Showe: I think it's going to be less than that, I would guess.

Mr. Dale: Well, and considering the fact that we wound up having to do that for safety reasons, primarily, almost a complete rebuild of the place, I'd say \$1.3 million, giving the elevated costs in today's market, was pretty darn reasonable given everything that was accomplished there.

Mr. Colasinski: If any of you have the opportunity to go into the kitchen and look at the new hood that's been installed, if you saw the old one and see the new one, your jaw would drop.



Mr. Dale: Well, and I will say this now, now that the old one is out, but I had serious concerns about that being a fire hazard.

Ms. DeVries: It was a safety issue.

Mr. Dale: That's why it was so frustrating. I believe we started this process for the hood at the beginning of June last year. It was supposed to go in in September.

Mr. Colasinski: On September 19<sup>th</sup>.

Mr. Rysztogi: It is larger than I thought it would be. I watched the video. I didn't think it was that big.

Mr. Dale: The inside is just as big.

Mr. Colasinski: Yeah. It's much larger. There's a control panel as well that was installed and that was part of it.

Mr. Dale: Go by and check it out.

Mr. Carnesale: The outside piece was supposed to come in parts and be assembled here, in which case we wouldn't have had to have it as one giant thing being placed the way that it was.

Mr. Dale: That's why we needed the crane.

- **Engineer's Report** *(Item 8C)*

Mr. Dale: We don't have anything for Engineer's Report.

**B. District Manager's Report**

Mr. Showe: I have a District Manager update.

Mr. Dale: District Manager, please.

Mr. Showe: In front of you, is a Termination Assignment and Assumption Agreement, which I received about two days ago. Here's the short of it. When Star Rush entered into the contract with The Viera Company to purchase that property, they entered into what was called an Easement Agreement which detailed ingress, egress and parking issues. All of those issues were dealt with in the agreement that we approved at the last meeting, as well as the CDD's interest in maintaining that culvert that runs through the property. What this agreement does is it essentially terminates the original agreement that they had, so there aren't two agreements that cover the same property and the same item. Subsequently, it also provides that there may be a brief moment of time or several minutes or days where the documents are each getting recorded. One

might get recorded before the other, so this indemnifies the District for anything at times when there may be conflict while these two documents are getting covered. It's been run through our attorneys, it's been run through our engineer and they're both fine with it. It's more of a mechanical approval for the Board, just to clean up the records over that property.

Mr. Colasinski: Who is required to sign this?

Mr. Showe: The only thing here would be the CDD Chairman. There are three parties to the agreement; The Viera Company, Star Rush and the CDD.

Mr. Colasinski: There's notary on here. What signatures need to be notarized?

Mr. Showe: I'll be notarizing the Chair's signature.

Mr. Colasinski: Alright. Very good. Thank you.

Mr. Showe: Again, it's been run through all of our professionals and we're comfortable with it. It really doesn't do a whole lot other than terminating an old agreement that's irrelevant and indemnify the District in case there's some action that occurs in those few moments while these two documents are getting recorded.

Mr. Carnesale: The indemnification basically is listed in Number 3.

Mr. Showe: So, we would just like a motion for the Board to approve the Termination Assignment and Assumption Agreement.

On MOTION by Mr. Colasinski seconded by Mr. Carnesale with all in favor the Termination Assignment and Assumption Agreement between The Viera Company, Star Rush and the District was approved.
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Mr. Dale: Along those lines, if you guys remember the culvert plan that we signed off on there, this is just an FYI for the Board because I think you should know what's going on in your District. We've got the large building there, that was a 100,000 square foot facility with a garden shop. Upon a little bit of research, there's only a handful of big block retailers that fit that description with a garden shop. After a process of elimination of the ones that are in an immediate proximity, it appears that the likely candidate we have going in there is a Home Depot. So, I was rather excited about that. I think that's a nice big block.

Ms. DeVries: If it's true, we have Lowe's, Ace and Home Depot within a close proximity.

Mr. Dale: Exactly.

Mr. Colasinski: We have options.

Mr. Dale: But the Home Depot will literally just be right up the street from us, which is kind of nice and is also part of our tax base.

Mr. Colasinski: Absolutely. Miller's Ale House will also be our tax base. When people build businesses in our community, I think it's very important that we support them in whatever way possible, because they're here too with us and their livelihood is dependent upon us as well as they contribute to our livelihood as a District. So, I think it's all important. Like Miller's Ale House, it is a business and they are entitled to be in there and we need to help support them in whatever way and whatever else goes in there.

Mr. Dale: I will also share that in the real estate world apparently, that was already common knowledge. They were like, *"You didn't know about that one?"* I was like, nope, I didn't.

Mr. Colasinski: We have a different intention and purpose. We're not here to make money.

Mr. Dale: Right. So, I'm rather excited about the fact that we're getting one. Nothing's guaranteed or etched in stone, but the likely candidate that we've got going in there is a Home Depot. So, that is exciting. With that being said, we have several things going on. We have an event this Saturday and on the 11<sup>th</sup>.

### **C. Engineer's Report**

This item was discussed.

### **D. Lifestyle/Marketing Report**

Mr. Dale: Michelle, why don't you tell us all about these events?

Ms. Webb: This weekend, on the 28<sup>th</sup>, we have a game sequence night at Hook & Eagle. If you haven't heard, it's more of a card game. You have to place cards in sequences of five in certain angles and directions. It's gotten really popular out there. So, we're doing a game night. From 5:00 p.m. to 6:00 p.m., they can learn the game and then from 6:00 p.m. to 8:00 p.m., we'll actually move the tables. We'll have a first table and then you pick whatever table you start at and the goal is to be at the first table. We actually have quite a few people. More people out there knew about it. I'm actually borrowing some of my friends' games because I'm not quite sure how many are showing up now. So, that will be fun.

Mr. Dale: If you're coming and you have a sequence board, bring it.

Ms. Webb: Yeah. We'll have enough. The next one is going to be on the 11<sup>th</sup>. We're having a really busy weekend that weekend. We have the Farmer's Market. Most of the people that asked about the Farmer's Market, do not want to come to the golf course. They have their customers that regularly come to them and they're very comfortable being where they're at. So, with that being said, we have new vendors that are coming to the golf course. More of them are more business-like vendors, like a shutter business guy that will give discounts on shutters. We will have a CPA. We have a foam company coming.

Mr. Dale: Do you want to explain foam? Because the Chairman did not know what that meant.

Ms. DeVries: I don't either.

Ms. Webb: It's like a big bubble party. They shoot foam out and the kids play in it.

Mr. Dale: Is that going to kill all of our grass?

Ms. Webb: It's actually not. It's non-toxic. It won't even hurt their eyes if they get bubbles in their eyes. It's a non-toxic foam. It normally disintegrates when it gets up into the air. So, it's not like it sits on anything and parks itself. We're going to wait until a little later in the day to do it, so that the golfers doing the putting and driving range contests, won't affect them at all. That actually should be fun. I just heard from the foam guy that Viera West already booked them for two events in May.

Mr. Dale: Who booked him? The Viera Company?

Ms. Webb: It's somebody with The Viera Company. I think is probably the place where the pool is.

Mr. Dale: Okay.

Ms. Webb: It's very popular and I'm glad that we're going to have that opportunity. It promotes it for the families up here, so that will be good. We have a poster requesting volunteers from Eastern Florida State College for the golf team. Viera High School is already sending volunteers from their golf team. We already have some of our youth volunteers that come out to the park.

Mr. Colasinski: Cool.

Ms. Webb: They contacted me again and said they want to help with the golf course. We have a little kitty area that they can help manage for kids that come. We have little things for

anybody who comes throughout the day. We were giving away raffles, but not selling tickets. We have two nights on the beach at the Hilton. We have a raffle for Olive Trace. I have to go buy a gift certificate for her. I don't know how much that is yet. She said that she will definitely give us something for that. We have a gift basket being donated from Life Recapture. So, that would be a nice thing to have from them. Robins has also given us a gift card. I have to go by and pick it up from him. We also have two golf coolers. They are can coolers that fit in your golf bag. You put the cans in and they slide in just like a golf club.

Mr. Colasinski: Don't tell Jeff.

Ms. Webb: It's still coming from Jeff.

Mr. Dale: Would it be safe to say that, at this point in time, we're still accumulating items for our raffle and if any Board Member or any person in the community has a contact, that can get you something for the raffle, we would be happy to work with them and insert that as part of the process? That's probably the best way to phrase this.

Ms. Webb: Yeah.

Mr. Dale: This is an area where if Board Members have connections, let's exploit those connections and help out and make this a team effort.

Ms. Webb: We're advertising raffles every hour, but because people are seeing it and asking because they want their stuff out there too, we may be doing it every half hour, at this point in time.

Ms. DeVries: Are we raffling anything from the golf course, like a bucket of balls?

Ms. Webb: Yes and no. We're going to have prizes for first, second and third place for the contest, except for the golf bag coolers that is actually going to have a gift card from Jeff. I have some master pins, a whole bunch of them, that we will be randomly handing out.

Mr. Colasinski: Those are not easy to acquire.

Ms. Webb: I had a good connection.

Mr. Colasinski: Keep it going. That's all I can say.

Ms. Webb: Actually, he's also donating a practice swing club, which is about a \$50 club. I don't know what it is.

Mr. Colasinski: It may be a warm-up type of device.

Ms. Webb: Yeah, something like that.

Mr. Colasinski: Which you would use before you actually play and use it to take swings.

Ms. Webb: Yeah. He just said to put it in your raffle.

Mr. Dale: Can we pause here just for a second? Just going back to Jason on your issue, my understanding for the record is, so all of the Board members are on the same sheet of music, because we're a government entity, we are not going to be able to do any 50/50 drawing.

Mr. Showe: Correct.

Mr. Dale: And we are not able to charge for raffle tickets.

Mr. Showe: Correct. Yeah, that's best practice.

Mr. Carnesale: Okay. Now, just from the idea of what people expect, when it's usually a ticket that they get for free, don't they usually call it a door prize or something of that nature as opposed to a raffle?

Mr. Showe: I think what they're doing, if I understand it, is if you purchase something that day, you'll get a ticket.

Ms. Webb: Right. So, if they go to Hook & Eagle and buy lunch, they get tickets for that. If they go into the Pro Shop and buy something, they will get a raffle ticket for that.

Mr. Showe: It's still a door prize, but you just have to buy something to get a ticket.

Mr. Dale: Right. You can't just show up and freeload.

Ms. Webb: Right.

Mr. Colasinski: It's more of a usage prize.

Ms. Webb: But they still call them raffle tickets.

Mr. Colasinski: Okay, so keep going.

Ms. Webb: So, we've got that going on. I'm actually writing out a timeline for the events of the day. We have Frank Rios from Rios Rock Band who's going to be playing music from 4:00 p.m. to 8:00 p.m. We have Rockstar Entertainment who is going to be MCing and playing music from 10:00 a.m. to 4:00 p.m. We're still trying to find little things that I don't want to put out there yet, in case they don't happen..I don't want to be disappointed.

Mr. Colasinski: Then you have schedule for the golf events too. Correct?

Ms. Webb: Yes. Actually, they just went out on social media today and in the *Space Coast Daily*. They have a nice article about our event. They're actually going to be coming out and doing a live interview in *The Viera Voice*. They're posting it in their papers too.

Mr. Dale: What happened on Tuesday in *The Viera Voice*?

Ms. Webb: Are you talking about the photographer?

Mr. Dale: Yeah.

Ms. Webb: The photographer went out and met with Jim. They took pictures of all the renovations that we've done. They're actually going to post an entire article about the renovations that are being done and have pictures of the improvements. I'm also working on a timeline video of changes of what the golf course looked like and what it looks like now.

Ms. DeVries: It sounds awesome.

Ms. Webb: Yeah. It's going to be showing the differences.

Mr. Dale: The before and after.

Ms. Webb: The before and after. Yeah.

Mr. Dale: That's so huge because we're getting at least \$3,000 to \$4,000 worth of PR and free advertising.

Ms. DeVries: Yeah.

Ms. Webb: I love *The Viera Voice* because they are including our calendar and not charging us. She wants to be involved in everything. Actually, the one writer of this article, came to the restaurant, ate and loved it. She's been coming back multiple times. I have the Cocoa Beach Chamber now calling me, seeing what they can do to help us with our grand opening. I know that she wants me to become a member, but I want to see what she'll give me first.

Mr. Colasinski: Wait, they want us to become a member?

Ms. Webb: Yes.

Mr. Colasinski: We were a member of that before.

Mr. Dale: Yes and we got nothing for it.

Mr. Colasinski: We paid a lot for it.

Ms. Webb: Yes and that's what I told her. I said, *"You've got to show me."*

Mr. Dale: Show me what we get for this.

Ms. Webb: I said, *"You've got to show me what you guys will do for us before I can even commit to something like that, because having a little ad on the 9<sup>th</sup> page of your chain isn't enough for us any longer."* We're bigger than that. It's so funny, because we have some regular customers and one of our customers at trivia night was so excited. These guys were there, came in from golfing from somewhere north and she said, *"Oh, have you ever been to Viera East?"* They're like, *"No, it's a private club."* She said, *"It's not."* She told me that she tells everybody now. So, it's still out there as a private club.

Mr. Colasinski: It's a four-letter word club.

Ms. DeVries: Let's get rid of that word.

Ms. Webb: Yes, that word is what hinders it a little bit.

Ms. DeVries: That's another reason why we should update the Facebook page.

Ms. Webb: Yes. There's a lot of excitement. I'm getting messages every day, as well as still doing the Farmer's Market. That's going to be bigger this time too. We are in a contest against the 321 Food Truck Rally at Wickham Park.

Mr. Colasinski: Yeah. They have over 100 vendors that day as well.

Mr. Dale: Yeah, that's tough.

Mr. Colasinski: I agree.

Ms. Webb: It's \$125 a tent.

Mr. Colasinski: They still got 100 vendors though.

Ms. Webb: Right.

Mr. Colasinski: I just hope it goes well. There are a lot of people down here this time of year too though. That's the other aspect.

Ms. Webb: Yeah.

Mr. Dale: It is a two-day thing. So, we're striking that lucky a little bit there.

Ms. Webb: That's why I'm trying to do some unusual things, like a foam party. So, they may come over to see that because what are the kids going to do at 321? All they can do is eat and play on the playground there.

Mr. Dale: But just as we just asked the community and the Board Members to try to round up any raffle items, we're also looking for vendors. We're not just looking for any vendor. Somebody that makes pooka shell necklaces isn't what we want as a vendor, as we are looking for quality vendors, like the vendor that does shutters, liquor vendors and wine vendors. Things like that. If we've got something of quality that a Board Member has a connection to, please get in touch with them or forward to Michelle. Let's make that connection.

Ms. Webb: Yeah. I'm still working on the massage people. Hopefully, we'll have at least one there. We're still working on that one. I think it intimidates them a little bit.

Mr. Dale: Well, just to put it in perspective, I do think this grand re-opening is going to be big. She just posted the event on Facebook two days ago and we already have 100 people saying that they plan to come. Not all those people will come, but you're going to have a chunk



of those, plus the ones that are going to be seeing all of the advertising that we've been putting into this. *Space Coast Daily* just came out with an article.

Ms. Webb: Yes. I did order five-yard signs to post around the golf course and right at the entrance of the golf course that the grand opening is coming.

Mr. Dale: Right.

Ms. Webb: And down at the park, there will be some stationary signs. I am also putting up a big sign over by Hook & Eagle that says, "*Grand re-opening Coming Soon.*" Then there will be a big banner up at Hook & Eagle on grand re-opening day, saying, "*Best Burgers in Town.*"

Mr. Colasinski: Did you put the signs up on Murrell Road, where the current Hook & Eagle sign is?

Ms. Webb: Yeah.

Mr. Colasinski: That's perfect.

Mr. Dale: Any kind of temporary banner that you can put up for two weeks minimum.

Ms. Webb: Yeah. So, I'm just going to put it up. That way it changes after a little bit because when you change something, people pay more attention to it. So, I've got those ready to go. I'm going to bring them with me to the golf course on Saturday. We're going to have games. We will have a cornhole that day for people that play cornhole that don't golf. I will have a chipping cornhole for golfers that we're going to put out on the driving range on opposite sides. We're still trying to figure out if we can create a golfing pool table for playing golf with pool table balls. You actually break them and it's got pockets. We're going to see if we can get that. We want some fun and unique things that aren't all just golf.

Mr. Dale: Like night putting.

Ms. Webb: Oh, yeah. We're going to do the night putting. We're putting lights in the putting cups.

Resident (Not Identified): Don't be shining those lights into my house.

Ms. Webb: They are going in the holes.

Mr. Dale: We already discussed that. We're getting a big flood light like the bat signal and we can just shine it around.

Mr. Colasinski: It's going to face your house and we're going to tell everybody to aim for the light.

Ms. Webb: The foam party will have music that goes boom, boom, boom.

Ms. DeVries: My house is going to be shaken.

Mr. Dale: But the way you do the night putting, is they have LED lights that go into the cups. We first discovered it when we went over to Popstroke in Orlando. It's really neat-looking.

Mr. Colasinski: Its better than candles.

Mr. Dale: Yeah.

Ms. DeVries: Its fun.

Mr. Colasinski: We used to use candles, actually.

Ms. Webb: And glow balls.

Mr. Dale: And glow balls.

Ms. Webb: Yes. There's a lot going on. Just to outline the day; the DJ comes out at 10:00 a.m. and the music will start. There's going to be a coffee truck there that offers coffees and smoothies. They're going to start showing up at 7:30 a.m. I checked with Jeff, and he's fine with it.

Mr. Dale: I have asked the restaurant and golf operations to take note that we are hoping essentially for all hands-on deck on that particular day. Obviously we don't need every employee there, but we are going to need a number of servers from the restaurant. Jeff is going to be heavily staffed that day and have the patio up and running the entire time. That's the expectation.

Ms. DeVries: As Board Members, I think we're all planning to be there the entire day.

Mr. Dale: I think we all need to be there for the entire day.

Ms. DeVries: I'd be looking at you and going, "*What do you need?*"

Ms. Webb: We're also going to have a Viera East table and really pushing the Kids Club because the kids can actually golf for free, I think under age of 16. I'm trying to get with Eddie to talk about summer. Mr. Hogan may have something available by then. I'm not sure. Eddie was going to talk with him on that one. We talked about just giving information to them about our pricing and some of the things that they can get to reduce pricing, especially people coming in that have never been to the golf course that didn't know that we're not a private course. They will have opportunities to look at the things. The Pro Shop is going to have a contest where you pick your discount. You can pick 20% off and we will have a couple of 50% discounts in there too. We actually just did that on Black Friday or around that time and Eddie was packing them in. So,

we definitely want to drive that because the Pro Shop has a lot more nicer things in there. There's a lot going on. Every day we have something added to it.

Mr. Dale: Then what happens on the 12<sup>th</sup>?

Ms. Webb: There is a Super Bowl party on the 12<sup>th</sup>. The weekend is going to be my nightmare, but that's okay. We have two events at one end of the County; one in Viera West and the other here. Jeff is going to let us host another football party there. We did it last year. It was packed. We had a good time. This time they need to reserve their space. It's going to start at 5:00 p.m. and go until it ends. He's going to offer 50 cent wings.

Mr. Dale: Actually, 65 cent wings.

Ms. Webb: I already advertised 50 cents. That's what he told me.

Mr. Dale: Well, you know what, then go with what he told you on that one. Because his wing Wednesdays are going to be 65 cents. Maybe he's doing the Super Bowl party for 50 cents.

Ms. Webb: Yeah. Don't change the flyer that's already been approved. We tell everybody, *"Come on out. I don't know if it's the teams you like, but it's still fun."* April 22<sup>nd</sup> is Earth Day and I'm working with the zoo at getting an event at the park for Earth Day for the kids. We want to start promoting that as well because we want the park to give back. The zoo has gotten a lot busier. They're starting to build up their volunteer people again because after COVID they lost a lot of people. They have their grants that they need to do. So, I'm happy to help them have events over there. That's going to be one of the big things that we'll promote. That's all I have. The County gave us a license for another six months for the Farmer's Market.

Mr. Dale: Okay. I would highly encourage Board Members, as you get additional information related to either the Super Bowl or the grand re-opening, please email Michelle and coordinate with her directly. Because I believe all we have is just one workshop before then. So, our opportunities to meet as a group before then, this is the last meeting. So, let's stay in touch with her. We want this to be the biggest, best grand re-opening ever.

Ms. Webb: I did inform everyone who advertised on the dog park fence to put their banners up on the wall. We have to start collecting them.

Mr. Dale: This is the culmination of a year's worth of exceptionally hard work and we get to toot our horn now. That's the way I look at it. I'm proud of the things that this Board has done and everybody involved in that.

Mr. Colasinski: I've talked with Jim before about trying to get the employee party going, to thank all of the employees for going through all of this.

Mr. Dale: Yeah.

Mr. Colasinski: He was working on something. Unfortunately, he is not here tonight to discuss it. I have not heard anything from him.

Mr. Dale: Yeah. Well, I think that's something that, even if it were before the next official Board Meeting, I think he has enough authority as GM, to be able to put that on and through email, we would be able to communicate to Board Members to attend it.

Mr. Showe: Yeah.

Mr. Colasinski: We're not employees.

Mr. Dale: I understand that, but they still want to see us sometimes and tell us what we're doing wrong.

Ms. DeVries: They do?

Mr. Colasinski: We've taken a vote in community, not with the employees.

Mr. Dale: Right, but however, Jim would want to run that, I guess is what I'm saying. I don't know that that really requires Board approval.

Mr. Showe: No.

Mr. Dale: It appears that there's a consensus for that.

Mr. Showe: Yeah. He's the GM and has the authority to take whatever action needs to be taken.

Mr. Dale: Yeah.

Ms. Webb: I did decide not to do the dunk tank with Rob.

Mr. Dale: With the first splash, all of the water would be displaced.

Ms. Webb: Because you can't collect money, I was thinking we could put a lot of money on that.

#### **E. Restaurant Report**

Ms. DeVries: Is there a Restaurant Report?

Mr. Dale: The only thing that I'm going to add for the restaurant, because the GM does have in his report some estimates of revenues I think for the month, one of the other things that was completed this week is there a new ceramic epoxy type of coating on the floor. It is not that

we had an issue, but if you take any hard surface and you throw the right liquid on it, anything is going to be slippery. But with that being said, safety is always this Board's number one concern. So, we took the added step of adding a ceramic epoxy coating to the floors. The floors are even stickier now to traction.

Mr. Colasinski: Right, for normal shoes. Golf spikes are very different because they are not designed to be worn on hard surfaces.

Mr. Dale: Right. You don't slip on concrete with golf spikes.

Mr. Colasinski: Absolutely. People have been trying to label the floor slippery, but the reality is you're wearing golf spikes on a hard surface and therefore softer, porous surfaces will not dig into concrete.

Mr. Dale: Right. In fact, you bring up an excellent point that I was thinking about and I forgot to write down. Jason, I'm sure you've probably already had this with one of the other facilities, but if there are signs that already have legalese about wearing golf spikes on a hard surface.

Mr. Showe: Okay.

Mr. Dale: I would like those posted at all the entrances of the restaurant.

Mr. Showe: I'll find something.

Mr. Dale: I know it's overkill, but in this world's litigious society, I don't think that's too much to add.

Mr. Colasinski: We have a legion of people who want to sue.

Mr. Dale: Yes. That's what I'm saying. You can sue a ham sandwich, but that doesn't make it right.

Ms. Webb: Can you not put up a sign that says, "*Golf shoes are not allowed?*"

Mr. Dale: This is what I'm asking Jason.

Mr. Showe: We'll see what's out there.

Mr. Colasinski: It could probably be a warning more than more than any rule.

Mr. Carnesale: A warning more than a rule.

Mr. Dale: That's what I'm saying. Just a disclaimer.

Mr. Carnesale: So that in the event they go in there and they have them on, they've been warned.

Mr. Dale: Right.

Mr. Carnesale: If they wore a suit, they would have a hard time getting in there.

Mr. Dale: It's very similar to the dog park with the rules sign that we have up there, that helps us with our insurance and things like that.

Ms. Webb: So that we're not liable.

Mr. Dale: Right.

Mr. Colasinski: Jason will come up with the wording. It really is just to establish a warning that those types of shoes are not conducive for traction of a hard surface environment.

Mr. Dale: Right, but the floors were completed and I believe we did that for an added cost of roughly \$3,000. I think is that what it ran us, but I believe there was a lot of floor and I think it was money well spent. Aesthetically, I have to say, that looking at it, it actually looks a lot nicer.

Ms. DeVries: It does.

Mr. Dale: It really does.

Mr. Carnesale: People were already making comments about how nice the floor looked.

Mr. Dale: Yup. I've had a number of residents say, "*Wow, this is nice and we appreciate you taking the extra step for safety.*" So, I'm very glad that the Board took that action and Steve was the number one for sure as the Project Manager. I appreciate you getting that done.

Mr. Colasinski: We're almost done.

Mr. Dale: Yup.

Mr. Colasinski: If it's done, we're gone.

## **NINTH ORDER OF BUSINESS**

### **Treasurer's Report – Consideration of Financial Statements**

#### **A. Approval of Check Register**

Ms. DeVries: Is it time for the Treasurer's Report?

Mr. Dale: It is.

Mr. Colasinski: It really is just the Check Register. Right, Jason?

Mr. Showe: Yes. In the General Fund, we have Checks 4598 through 4624, Checks 170 through 178 in the Capital Reserve Fund and Checks 30275 through 30384 for the Golf Course Fund in the amount of \$1,389,100. I'll point out, that over \$1 million of that is the transfer from the General Fund to the individual Debt Service and Golf and Recreation Funds because the assessments all come in one check. So, we're essentially just cutting checks to ourselves. But

they do reflect on the Check Register. So, we're looking for a motion to approve the Check Register.

On MOTION by Mr. Colasinski seconded by Mr. Carnesale with all in favor the Check Register for December 9, 2022 through January 20, 2023 in the amount of \$1,389,100 was approved.

**B. Balance Sheet and Income Statements**

Mr. Showe: We also have the Balance Sheet and Income Statement. No action is required by the Board, but we would be happy to answer any questions the Board would has. We will note that we are at about 90% collected of our assessments already, so we're in great shape as far as those go.

Mr. Dale: Wonderful.

Mr. Carnesale: Are we projecting over 100% this year?

Mr. Showe: Yes.

Ms. Webb: Can I ask a question.

Mr. Colasinski: We're in the middle of the Treasurer's Report?

Ms. Webb: I have a question about the newsletter.

Mr. Colasinski: This is the Treasurer's Report. We did the Marketing Report already. This is why we have an agenda.

Mr. Dale: We'll come back to the newsletter.

**C. Ratification of Requisitions 148-149**

Mr. Colasinski: Let's keep going. We have Requisitions 148 and 149.

Mr. Showe: Those have already been approved due to the amounts and the approvals and would be looking for a ratification. This is the finalization of the irrigation project.

Mr. Colasinski: Yes. Next are Requisitions 150 through 158. I want to hold off on Requisition 157. There's about \$7,000 worth of material that we did not do that has to do with the cart paths.

Mr. Showe: Okay.

Mr. Colasinski: There's a curving on Hole #7 that we weren't going to do and we also decided not to do the cart path extensions on Hole #9. I think we need to get with Jim as to the cost on that and have Mr. Dave Bell invoice us again.

Mr. Dale: When I talked to Jim on Tuesday, he did say he had that discussion with Dave.

Mr. Colasinski: He needs to resubmit.

Mr. Dale: Well, I don't know exactly where they're at in the process, but Dave is aware of it.

Mr. Colasinski: He should know because they had the conversation that the scope was going to change.

Mr. Dale: Right.

Mr. Colasinski: I'm just saying with that requisition, we're not going to do anything with it and it needs to be resubmitted.

Mr. Showe: Okay. We'll pull Requisition 157.

Mr. Colasinski: Okay.

Mr. Showe: So, we'll be looking for a motion of the Board to ratify Requisitions 148 and 149 and approve Requisitions 150-158 with the exception of Requisition 157, which we would bring back.

On MOTION by Mr. Colasinski seconded by Mr. Carnesale with all in favor the ratification of Requisitions 148 and 149 and the approval of Requisitions 150 through 158, with the exception of Requisition 157 was approved.

Mr. Colasinski: That's the end of the Treasurer's Report.

- **Lifestyle/Marketing Report** (*Item 8D*)

Mr. Dale: Let's go back to the Lifestyle Report.

Ms. Webb: I don't know if this is part of the Lifestyle Report. Do you guys want to put out a newsletter?

Mr. Dale: Yes. That's lifestyle.

Ms. Webb: Okay. You're going to draft an article. Is everybody drafting the article and then you submit it to me so I can put it in the newsletter?



Ms. DeVries: What is the timing?

Ms. Webb: Last year, we did it in mid-February, around the 15<sup>th</sup>.

Ms. DeVries: That timing is like really bad this year.

Ms. Webb: It is.

Ms. DeVries: Can we do a different timing?

Ms. Webb: We are going to call it, *"The annual newsletter."*

Mr. Colasinski: I wouldn't constrain ourselves to put a date on that. I think we can have a scope that we can assemble and the timeframe that we can meet.

Ms. Webb: That's what I want it to say, because I'm sitting here and going, *"Okay, I have all of this and I'm going to need..."*

Mr. Colasinski: Let's get past the grand re-opening and then we'll turn our attention to that.

Mr. Dale: Right. You put in over 40 hours this week already for the District.

Mr. Colasinski: That's right.

Ms. Webb: March is going to be our plan.

Mr. Colasinski: Well, I would wait to start assembling things after the grand re-opening, just so that it's one less thing to worry about.

Mr. Dale: Your plate's full.

Mr. Colasinski: Yes, very much so.

## **TENTH ORDER OF BUSINESS**

### **Supervisor's Requests**

Mr. Dale: Let's start with Pete for Supervisor's Requests.

Mr. Carnesale: Okay. It's not really a request, just a statement. When we're talking about the living shoreline or whatever you want to call it, the County/State is doing another one of those that I did last year, as far as a symposium, where I get to meet all of the people in those fields. They're doing that on February 14<sup>th</sup> and 15<sup>th</sup> and I will be attending that. Those are the two full dates.

Mr. Dale: Okay. Wonderful. We appreciate you representing us.

Mr. Carnesale: Well, it relates to the projects that I'm working on.

Mr. Dale: I appreciate that because I don't think I could sit through a two-day symposium on anything. Not my thing. Jen?

Ms. DeVries: We were talking about this before the meeting, but just on the record, I'd like to better understand how the accounting is done. There are items that I'd like to understand what goes into them. So, I'll be making a list of some of those things, just a conversation with the accountant about how we make this clearer or better.

Mr. Showe: Absolutely.

Ms. DeVries: Just room for improvement. That's it.

Mr. Colasinski: My request is that we can actually get the report that we received yesterday on Friday. We have three of us on the Board that are working and I would prefer to have time to read it. Something came up last night and now there is no time to review it.

Mr. Showe: I've had conversations with our accountants.

Ms. DeVries: Okay. Thank you. I second that.

Mr. Colasinski: I see it as a key piece of operating to be able to get the Board to provide feedback or take actions if necessary.

Mr. Showe: I certainly appreciate you telling us that and I will relay that as well along with the conversations.

Mr. Colasinski: That goes for all of our vendors here.

Mr. Dale: With that being said, thank you, Steve. I appreciate it. Ron?

Mr. Rysztogi: How do the numbers work out on the outside bar?

Mr. Dale: I do not know the answer to that question.

Mr. Rysztogi: Okay.

Mr. Dale: We had another two weeks for it to be compiled. He's talking about us supplementing the salary.

Mr. Rysztogi: Right.

Mr. Colasinski: I don't think we have a way of doing that.

Mr. Dale: No, like Jeff's report. Remember that thing that he put together when he came?

Mr. Colasinski: Yeah, but I think we have it divided into that understanding. In the last week, the only revenue we're getting has been just outside because of the hood. There has been no activity inside. The bar was outside. It wasn't an option. That's all we had.

Ms. DeVries: That sounds like it shouldn't count.

Mr. Colasinski: That's my point.

Mr. Dale: I agree.

Mr. Colasinski: We don't really have the data on that.

Mr. Rysztogi: On the report that was given, it a limited report of just a few days.

Mr. Dale: Right.

Mr. Colasinski: Yeah. We haven't gotten any more than that.

Mr. Rysztogi: Was the tip numbered on just the bartender or was that pooled together with the servers?

Mr. Dale: No. It was just on the employee that we hired to staff that on a regular basis.

Mr. Rysztogi: That number was just to that employee?

Mr. Dale: Just to that one employee.

Mr. Rysztogi: That was the one part that I wasn't sure about.

Mr. Dale: But that was a good question. I think Steve is correct. Remember, we didn't give him a time frame. We gave them a dollar limit on that. So, I'll requested that Jeff and Jim provide some more numbers out of that. I want to see how it's working.

Mr. Rysztogi: Yeah, just to see if the direction is a positive direction.

Mr. Dale: Right.

Mr. Rysztogi: That's it.

Mr. Dale: I don't have anything, but Mary Ann, you came in after the public speaking portion. So, I'm going to take a rare exception and ask if there's anything that you would like to for your three minutes.

- **Public Comment Period** (*Item 3*)

Resident (Mary Ann Ferraro, Fawn Ridge): At our HOA meeting, the discussion came up about the overgrowth of the tree and everything that's growing onto walkway and what was going to happen on the berm. I knew that Tim was not feeling well. With the holidays and personnel not feeling well, I said that we would check into it. Tom did put in a request and what came back was the sprinkler system. Why bother to put stuff there that has to be watered?

Mr. Dale: Right. Xeriscaping.

Resident (Mary Ann Ferraro, Fawn Ridge): Yeah. The new thinking members on the Board have to rethink the flora and whether it's just going to be mulch that's there.

Mr. Dale: Right.

Resident (Mary Ann Ferraro, Fawn Ridge): There are some strong opinions, but we're hoping that the overgrowth can get cut back.

Mr. Dale: Okay.

Resident (Mary Ann Ferraro, Fawn Ridge): The lights are still out. You drive back there and you have no idea what you enter into. You can't read the Fawn Ridge sign at all.

Mr. Dale: The only thing I will add to that is you weren't at our last meeting, but Tim is on a three-month sabbatical.

Resident (Mary Ann Ferraro, Fawn Ridge): Right. I knew he wasn't feeling well and then I heard that there were new personnel. So, I brought that back to Tom and said that's what I knew.

Mr. Dale: Well, what we do have though, the acting GM now is Mr. Jim Maller, M-O-L-L-E-R, with all the same telephone numbers and everything. His email is **Jmaller@vieraecdd.com**. If you need to get immediate service or deal with anything from that perspective, Jim is available.

Mr. Showe: If for some reason that doesn't work, email me. Tom has my email too, just so you can get hold of me.

Resident (Mary Ann Ferraro, Fawn Ridge): It's just that there were new people on the Board and when I called, they don't know. Just like they don't know about the digital sign fiasco that's been going on for years. Good luck!

Mr. Dale: Yeah. Thank you.

Resident (Mary Ann Ferraro, Fawn Ridge): Finally, I heard that they were supposed to break ground for the middle school.

Mr. Dale: Next Wednesday at 9:00 a.m.

Resident (Mary Ann Ferraro, Fawn Ridge): Some lady said to me, "*Where do you live?*" I said, "*I live in Viera.*" She said, "*Oh, I live in Viera too, in Heritage Isle. Where do you live?*" I said, "*I live in Fawn Ridge, off of Morrell Road.*" She said to me, "*Oh, you live in the old section.*" So, I said to her, "*No, I live in the established section.*"

Mr. Dale: Yes.

Resident (Mary Ann Ferraro, Fawn Ridge): At least I want to find my way around. If you go back over there, you could get lost trying to figure out how to get out of there, particularly at night. We need more street lights so we can see the golf cart.

Mr. Dale: Michelle and I have reframed that. We say we live in the fun section.

Resident (Mary Ann Ferraro, Fawn Ridge): Well, Yes. As I say, nobody knows I live back there. I live by the only entering sign from my development that's not on Murrell Road.

Mr. Dale: The last thought I'm going to leave us with before I ask for a motion, is a couple of weeks ago at burger night, I was so impressed. We had a mom and three people. I don't know if they were her two sons and a girlfriend or two sons and a daughter. They were probably in their late teens or early 20s, but I asked them, *"How did you hear about burger night?"* They said, *"We heard about it through Facebook and all the advertising that you're doing and we decided to come down and try it out based on all of the stuff that we've been seeing online."* What impressed me the most about that is, like you say, Fawn Ridge is one of the first communities. It is the furthest away from the golf course. The fact that we're now getting the word out to Fawn Ridge, of all places and people are realizing that that Clubhouse is just as much theirs to utilize as it is by those who are closest in proximity, it really made me happy. I spent 15 minutes talking to those people and said, *"Please tell all your neighbors about it. We want all of you here."*

Resident (Mary Ann Ferraro, Fawn Ridge): You'll be hearing, because there's some new blood, like I said and new ideas, some of the younger people want more instant gratification. Those of us who've been around and know how long it takes, have the time. So, you just have to go right back and say, *"Alright, it will get done, but what year, God only knows."*

Mr. Dale: Right. Thank you, Mary Ann.

Resident (Mary Ann Ferraro, Fawn Ridge): Thanks for cleaning up the communication technology, cleaning up Facebook and the web page and stuff like that. Communication is important.

Mr. Dale: Yup.

Resident (Mary Ann Ferraro, Fawn Ridge): The signs are important. But when you see this little sign when you're driving down 40 miles-per-hour and you're thinking, *"What is that sign? What did it say?"*

Mr. Dale: Right.

Resident (Mary Ann Ferraro, Fawn Ridge): It was for Viera and it was electronic. I tell everybody that I live by the billboard church.

Mr. Dale: Yup.

Mr. Colasinski: We're trying to update all of our infrastructure.

*There was no Eleventh Order of Business on the Agenda.*

**TWELFTH ORDER OF BUSINESS**

**Adjournment**

On MOTION by Mr. Colasinski seconded by Ms. DeVries with all in favor the meeting was adjourned.



Secretary/Assistant Secretary



Chairman/Vice Chairman