

# MINUTES OF MEETING

## BRIGHTON LAKES COMMUNITY DEVELOPMENT DISTRICT

The meeting of the Board of Supervisors of the Brighton Lakes Community Development District was held Thursday, August 7, 2014, at 6:30 p.m. at the Brighton Lakes Recreation Center, 4250 Brighton Lakes Boulevard, Kissimmee, Florida.

Present and constituting a quorum were:

Michelle Incandela	Chairman
Jennifer Palmer	Vice Chairman
John Mastromarino	Assistant Secretary
John McGrath	Assistant Secretary
Dolores Pieters	Assistant Secretary

Also present were:

Brenda Burgess ( <i>by phone</i> )	Moyer Management Group
Tucker Mackie ( <i>by phone</i> )	Attorney
Brian Smith	Severn Trent Services
Residents and members of the public	

*This represents the context and summary of the meeting.*

### FIRST ORDER OF BUSINESS

### Pledge of Allegiance

Mr. McGrath led the *Pledge of Allegiance*.

### SECOND ORDER OF BUSINESS

### Roll Call

Mr. Smith called the meeting to order at 6:30 p.m.

Mr. Smith called the roll, indicating a quorum was present for the meeting.

### THIRD ORDER OF BUSINESS

### Audience Comments

Mr. Joe Klusko asked did they find out about the sidewalks?

Ms. Palmer responded we all communicated to Mr. Smith independently, but they are our responsibility. Mr. Smith has started doing an audit of all of the sidewalks that they need to grind down. The driveway is not our responsibility, but anything outside of that driveway is.

Mr. Smith stated if you see clouds of dust, it means they are grinding them. They have almost the entire boulevard done. Tomorrow they should be completed with the sidewalks on the boulevard.

Mr. McGrath stated I saw them today.

Mr. Mastromarino asked is that all we need done, grinding the points down or do we need any additional work?

Mr. Smith responded we have already done most of the replacements, but as they go through them and finish the entire community, they will make a list of areas that need to be replaced, and then we will go back and replace those panels.

Mr. Klusko stated we should have a person a few hours a day providing security in the recreation center area rather than at night.

Mr. Smith stated we have an attendant during the day. They are here six days a week.

Ms. Palmer stated I think we should look at this for next summer.

Mr. Klusko stated we need to take down the playground in the small recreation area and save the CDD a few dollars by putting in a soccer field. The neighbors cannot complain too much because there is a playground now.

Ms. Palmer stated we talked about that. That is not a bad suggestion. I heard from three or four home owners about soccer fields. That is a good location because it has so much space.

Mr. Mastromarino stated perhaps we can have even half a soccer field.

Mr. McGrath stated a couple of years ago, we discussed the idea of putting a dedicated soccer field on Brighton Lakes Boulevard at Maggiore on the southwest side. That is CDD property, which is just a field. We thought we had room. We spoke with some residents whose homes back up to that field and that was the end of that idea. That would still be a good location because there is parking available.

Mr. Klusko stated the reason why I chose the small recreation area is because there is already a playground there and the neighbors know there is one there. Plus there is close proximity to a bathroom. What was the cost to refinish the pool?

Mr. Smith responded around \$20,000.

Mr. McGrath stated we originally talked about the work costing \$30,000.

Mr. Klusko stated when you go to the HOA meeting, hardly anyone shows and hardly anyone comes to these CDD meetings. I realize we all have a life. I suggest the HOA and CDD have a joint meeting instead of meeting separately. Maybe some issues that take six months to resolve can be resolved in a shorter period of time instead of meeting every other month.

Ms. Palmer asked is there anything saying we cannot have a joint meeting?

Mr. Smith responded all you have to do is notice it.

Ms. Incandela stated I am not sure what the purpose is of combining the meetings because our decisions and their decisions govern separate areas.

Mr. Klusko stated people do not realize that.

Ms. Palmer stated maybe instead of having an organized meeting, we can have a “Meet the Boards” meeting.

Mr. Smith stated it is not usual for a community to have a joint meeting once a year.

Mr. Klusko asked are you following Florida law?

Ms. Incandela responded this notice should not have anything to do with Florida law.

Mr. Klusko stated we all have our lives. I am retired, but some people have work and children. For some reason it seems like the HOA is on one side and the CDD is on the other side.

Mr. Mastromarino stated no offense, but there are things that go on behind the scenes. The HOA submitted a proposal for the installation of flowers, which I have been working on with them and Mr. Smith.

Mr. Klusko stated I mentioned awhile back about the “Welcome Home” sign which sounds nicer than just “Welcome.”

Ms. Brenda Jennings stated I am interested in knowing why we do not have any flowers.

Mr. Mastromarino stated this will be discussed later in the meeting. Since Mr. Klusko brought up the HOA and Ms. Jennings is on the HOA Board, I have a proposal from Girard. The HOA requested a proposal to put flowers at the entrance.

Mr. McGrath asked are these perennials?

Mr. Mastromarino responded no, annuals. The proposal was for three plantings a year. The initial cost was \$1,800. Girard was asked by the HOA to resubmit a proposal because they thought the cost was too high. I am working with Ms. Alba Sanchez who is the property manager to share information back and forth. They are looking at putting annuals on either side and replacing them three times a year. Mr. Smith’s crew would remove the grass and I would help in that area. If we had a community volunteer group, we could knock the cost down to \$700 to \$800.

Ms. Palmer stated the reason why we eliminated a lot of the flowers was because you are not always going to have people who are willing to come to volunteer to do them all of the time. It was done by our outside landscaping company and became a very costly endeavor because they were replacing them three times a year. We are at a point where some people are not going to want the CDD assessment increase. Every place where we spend additional money has to come from somewhere. Therefore, we sat together as a

group for years, looking at every place where we could save money in order to eliminate increasing assessments. The proposed increase from last year and now for this year are two of the only increases. We have done a good job for years and never increased assessments because we cut costs where we could where we thought it would not affect the safety and security of our residents. We eliminated some things. Although I have no problem putting in annuals and appreciate that the HOA wants to do this, we have to look at the long term and determine after the first year, who would continue to do this. Spending \$1,800 three times a year becomes \$5,400 additional a year in landscaping. The annuals have to continue to be maintained.

Mr. Mastromarino stated the design would be such that if they are mulched in, that is all that is required. I was looking at that down the road, as well. If we do not fund it and the HOA does not fund it, what will it cost us to get it back to the way it was?

Ms. Palmer responded you would need to install grass because adding annuals would be a continual cost. I have no problem voting to allow the HOA to do something. I think it is great that they want to do something for the community.

Mr. McGrath stated me, too.

Ms. Palmer stated my concern is when we remove the plants and go to put things back in, and people start asking where the flowers are and why we are removing them. I think we just need to look at all of those things.

Mr. Mastromarino stated I did look at all of them and in discussing with Mr. Smith, the removal of the prep from the invoice is an insignificant amount. To maintain it with mulch, you are probably talking about 10 to 12 bags of mulch if go that route without the flowers. The watering system is already there. Girard would absorb the cost with no additional maintenance. However, we need a commitment from the HOA because half of the cost was labor, and to cut the costs down, we will have to solicit volunteers. We will only need six to eight volunteers. I think it helps the community spirit and brings people together. If we put these flowers in, there may be a greater sense of pride within the community. We do not have and the HOA does not have a tremendous amount of attendance at meetings. That does not mean people are not interested. As Mr. Klusko pointed out, there are a number of reasons why people may not be attending.

Ms. Jennings asked have you investigated other companies to do the plantings and did you look into seasonable plants?

Mr. Mastromarino responded I am a master gardener with Osceola County and I do a lot of volunteer work with them. We maintain a plant clinic for the entire county. If anyone has any questions, they can come in Monday through Friday. I have a list of several annuals based on the time of year. As a matter of fact, now is not a good time, which I mentioned to Ms. Sanchez.

Ms. Jennings stated there are some plants that you do not have to plant every year. there are perennials.

Mr. Mastromarino stated the request was for annuals. Perennials that have a relatively short flowering season. There are some that perform better than others, but the request was for annuals. Another proposal will not be cheaper than us doing it all ourselves.

Ms. Palmer stated landscape companies will charge you the same rate.

Mr. Ralph Thompson asked who owns one side of the sidewalk to the other sidewalk across Brighton Lakes Boulevard?

Mr. McGrath responded we own it.

Ms. Palmer stated the CDD owns it, but it was built with tax-exempt bond money. Because the money that was used to build these roads was tax-exempt money, the public cannot be excluded or prohibited from being on them.

Mr. Thompson stated I was wondering if that was owned by Osceola County. That is what I was told. I told Osceola County that we are paying a lot of taxes. Why can we not ask the County to fix the road?

Ms. Palmer stated it is not owned by Osceola County. It is owned by Brighton Lakes CDD.

Mr. Thompson stated I noticed beer cans on my street when I was walking my dog. I saw a fight break out between two owners because one owner did not pick up after their dog.

Mr. McGrath asked do you mean the three- to four-foot section from the road to the beginning of the sidewalk?

Mr. Thompson responded yes.

Mr. Smith stated the back-of-curb to back-of-sidewalk is what you are referring to.

Mr. Thompson stated yes.

Mr. Smith stated the CDD owns the outside right-of-way to outside right-of-way all the way across the road and the median.

Mr. Thompson asked who owns the road?

Mr. Smith responded the CDD.

Mr. McGrath stated a lot of people do not know that.

Mr. Smith stated if a home owner has a dog and the dog is using the area between the sidewalk and curb, then the home owner who owns the house can say that is Brighton Lakes CDD property, you pay assessments to the CDD, and you maintain that area in front of your house, so you would appreciate it if they would go someplace else or at least pick it up. The same thing applies to Brighton Lakes Boulevard. All of the home owners in Brighton Lakes own that area.

Mr. Mastromarino asked is there a law within the County that you have to pick up after your dog?

Mr. Smith stated yes.

Mr. Thompson stated I would ask that the CDD send a letter to the owners to let them be aware that the sidewalk belongs to the CDD.

Mr. Mastromarino stated that is an HOA issue.

Ms. Incandela stated unfortunately, there are number of issues dealing with the personal behavior of residents and their disrespect for the community. It does not have to do with who owns the property, but more the behavior of the individual. They do not care whether it is private or belongs to the CDD.

Mr. Thompson stated I totally understand that.

Ms. Incandela stated there is a specific problem to the owner of that dog who is not respecting our community by not going where he needs to go. The only control that we would have as a Board is if we know the name of the individual who is doing it. If the dog is on our property and we have complaints, we can send a letter. We would have to know who this was. In terms of people in the community engaging in bad behavior with one another, the Board as a whole does not have any control over that. To be quite honest, it does not matter who owns the property. The dog should not be doing what he does there anyway. That is the owner's control and responsibility. There are County laws against your dog going on property without you picking it up and disregarding the rules. It is a problem that we have and we do try to deal with it when it relates to CDD property when we become aware of it. Yes, it is a problematic issue.

Mr. McGrath stated it is an issue that we have been aware of for some time. The CDD spent some of your money and our money to purchase these dog stations with plastic

bags to make it easier for people to pick up after their dog. If people do not use them, there is nothing that we can do.

Ms. Incandela stated the HOA has a big problem with this, as well, because a lot of times, owners are taking their dogs onto people's property, not only their sidewalks but also their lawns. I know it is issue within our community. I have a question about the planting. What exactly does the HOA want from us?

Mr. Mastromarino responded they want our approval. There would be no cost incurred by the CDD at all at this point.

Mr. Smith stated just permission to plant for one year. Then it would be the responsibility of the HOA to replace them on an ongoing basis. If they do not replace them, then the dead ones will be removed and mulch will be put in until a decision is made as to if they want to continue or we will sod it.

Mr. Mastromarino stated with the permission of the Board, I will work with them directly as long as I am here in making sure they follow through.

Mr. McGrath asked do you understand that it is their intention to begin this and continue it, or just do it for one year?

Mr. Mastromarino responded I asked that same question and they said they would do it for at least one year. Much like us, money is an issue with them. Right now they are doing okay, but who knows what will happen a year or two down the road.

Mr. McGrath asked does anyone have any reason to object to the HOA request?

Ms. Palmer responded I do not have an objection. I want to make the Board aware that at the end of the year if the HOA decides that they do not want to continue the process, we are not in a position to fund it. We need to be aware that we could have home owners coming back and asking what happened to the flowers. As long as everyone is aware and is okay dealing with that when it happens, then I have no objection.

Mr. Mastromarino stated I will make the HOA Board aware of the circumstances, especially if it causes feedback. Like I said, there would be some camaraderie if can get some home owners to participate.

Ms. Incandela stated it is great for the residents and I am glad there is involvement. I hope there is no problem getting continued volunteer support for it. I do not know if Mr. Smith or Ms. Mackie needs to draft a letter to establish who is ultimately responsible. Do you want to have Ms. Mackie draft a letter stating what we are doing?

Mr. Mastromarino responded I have a letter from Ms. Mackie, which Mr. Moyer provided to me as far as indemnity to protect us if people get hurt while they are doing it so we are not liable.

Ms. Incandela stated we could have some sort of plaque indicating these are donated by the HOA.

Mr. McGrath stated that would be nice. Is there any concern that what somebody puts in there, somebody else might find terrible instead of beautiful?

Ms. Palmer stated we do not need to worry about that. I believe the HOA Board will put in something they find aesthetically pleasing. I trust that they are not going to put stink flowers out there.

Mr. Mastromarino stated there are several options that I have.

Mr. McGrath stated but you have looked into those options.

Mr. Mastromarino stated yes.

Ms. Palmer stated I think we are fine.

Mr. McGrath stated I think we should proceed.

Ms. Incandela stated I suggest that Mr. Mastromarino be involved in the process. I trust his discretion.

<p>On MOTION by Ms. Palmer, seconded by Ms. Incandela, with all in favor, unanimous approval was given to authorize Mr. Mastromarino to work with the HOA to install annuals at the front of Brighton Lakes at their cost for the period of one year.</p>
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Mr. Thompson asked since the road is owned by the CDD, why can a security guard not stop someone from coming in?

Ms. Palmer responded that is what I was saying to you earlier. We cannot prevent anyone from entering the community. Brighton Lakes is proud to have the lowest crime rate of any subdivision on Pleasant Hill Road. I honestly believe that is, in large part, due to the presence of security in the neighborhood.

Mr. Thompson stated I think it is because there are decent people living here.

Ms. Palmer stated you say there are decent people, but you just got done telling us about two owners who fought about a dog.

Mr. Thompson stated they were arguing about the roads.

Ms. Palmer stated they are our roads, but because they were built with tax-exempt money, we do not have the right to restrict people. Overall the consensus has been within the community and through the sheriff's department that it is effective. The sheriff's department is the first one to say that this has been a huge deterrent to crime happening in the area. I think this is something that the Board is looking forward to continuing until we see some change in the crime rate and then we have to look at it again. At this point, it has been a great deterrent.

Mr. McGrath stated your point is right on target. The people who live in here are probably not going to perform crime in here because they live here. We believe the advantage of spending the money for security, which we all have to pay, is because the guy who plans to do bad things may drive up and see a security guard and a gate and decide to go to the next community instead of here. I cannot give you proof on that, but I can say that the Osceola County sheriff's department keeps statistics. Whatever it is, we are prospering from the lowest crime rate on Pleasant Hill Road. The Board decided to continue to do that. I think it is money well spent.

Mr. Mastromarino stated our crime rate is actually lower than Bellalago, which has a gate and a security guard. You need key access to get through their gate. It is amazing. Like you said, we have conscientious neighbors who keep an eye on things. There are a number of things.

Ms. Palmer stated we have an active crime watch. There are lots of things that contributed to it.

Mr. McGrath stated you would be invited any time the crime watch meetings. It will give you a lot of information. It will give you more comfort that there are people who are really trying to keep the place we have in top condition.

Mr. Thompson stated a lot of owners do not come to the CDD meetings or the HOA meetings because owners do not get the chance to speak, especially at the HOA meetings.

Ms. Palmer stated I cannot speak for the HOA, but on our agenda, we have three different opportunities for residents to speak. I only have control over what happens at this meeting. We hope that the HOA does the same.

Ms. Pieters stated I know what he is talking about because he is my neighbor. He is talking about an argument that occurred between two people because of their dogs. I just want everyone to know that a letter was sent out to the individual who caused that problem.

Ms. Palmer stated we did find out the name of the individual who was involved and sent them a letter. We sent a letter to the owner and renter. If you know who it is and it is happening on private property, then call the sheriff's department and let the HOA know. If we know the name of the owner and it happened on CDD property, we will certainly address it.

Mr. Thompson stated after that, animal control came.

Ms. Incandela stated I think the fact that the sheriff came and animal control was called was a deterrent even though no action was taken because they realize you are serious. If there are continued problems, they are not going to hesitate to get the sheriff out there again.

**FOURTH ORDER OF BUSINESS**

**Approval of the Minutes of the July 1, 2014, Meeting**

Mr. Smith reviewed the minutes and requested corrections, additions, or deletions.

Mr. McGrath stated there was a typo on page 12, which I will provide to Ms. Brenda Burgess.

On MOTION by Ms. Palmer, seconded by Mr. McGrath, with all in favor, unanimous approval was given to the minutes of the July 1, 2014, regular meeting, as amended.

**FIFTH ORDER OF BUSINESS**

**Continued Public Hearing to Consider the Adoption of the Budget for Fiscal Year 2015**

On MOTION by Ms. Palmer, seconded by Mr. Mastromarino, with all in favor, the public hearing for the fiscal year 2015 budget was opened.

**A. Fiscal Year 2015 Budget**

Mr. Smith stated you have designated an increase of \$50 per unit over 751 units within Brighton Lakes.

Mr. McGrath asked did we receive any public comments through Severn Trent?

Mr. Smith responded no.

**B. Public Comments Received**

Ms. Jennings stated I would be interested to know about your budget and how different things are being spent. If you are talking about not having enough budget money to continue doing the flowers, but you are talking about increasing assessment, what are you referring to?

Mr. McGrath responded one of the things we discussed at the last meeting was complaints from home owners about their kids wanting to play basketball. When they go to the basketball courts, people who do not live here are playing basketball. Our kids and the parents who are paying for the upkeep cannot even get in there. We started an idea of fencing that area in and just like the pool, only home owners with cards can get in. Right now that area will be fenced in with the same size fence that we used at the tennis court, which is 10 feet, which we hope will resolve part of that issue. While we were doing this, we decided to increase the space for an additional area we will use for something.

Ms. Palmer stated we are looking at having volleyball courts.

Ms. Jennings stated I noticed that most of the gym equipment has been replaced. However, the televisions are so outdated.

Mr. McGrath stated so you are asking us to spend more money.

Ms. Incandela stated that is an excellent question. The way that the budget process works is, we had a workshop meeting a month ago. All of our information is on the website so you can see the line items. Unfortunately, what happens is by this meeting, we are basically approving the budget that we already worked out. We went through some new issues such as community improvements. It covers everything. It covers our maintenance and what we are going to have to spend to maintain the community down the road so we do not end up in the position where we are in a deficit. We are very fortunate with respect to how we have been balancing our budget very carefully over the years. We are very stingy when it comes to raising assessments. It is a good thing for the community because we are very conservative about that. A lot goes into that and there are so many issues in this specific budget that we deal with at the workshop, and we go through every line, what we are going to do for maintenance, what equipment we can replace, what we have to expect in terms of what we will have to do with the pool in the coming years, and what we are going to do about insurance, roofs and phones.

Ms. Palmer stated we discuss things that Mr. Smith and his staff can do instead of paying an outside contractor.

Ms. Incandela stated all of those things go into the process. We have everything posted online so you and anyone who is interested can look at it and ask questions.

Ms. Palmer stated in addition to that, there is a big item in the budget related to the roads. As we discussed, although we own these roads and cannot restrict anyone because of how they were built, we still own them. There are things that we are going to have to

repair. Repairing roads is a very costly endeavor. We have been strategically putting money aside every single year in a reserve fund, and when it comes time in the next few years to have to do some of those big items—road repairs, the pool, the recreation center roof—we will not have to present to the home owners a \$1 million bill or \$100,000 bill that we have to pay this year because we have to do it. When we have to do that, we will be able to say that we have a reserve and have anticipated for these future needs, so we will pull from that reserve so that everyone's assessment will stay the same.

Mr. Mastromarino stated there were a couple of items from 2013, which were put into the 2015 budget and the reserve was no longer there.

Ms. Palmer stated it was the reserve from this year that we were going to put aside.

Mr. Mastromarino stated what we wanted to put aside was not there.

Ms. Palmer stated there is still a healthy amount.

Mr. Mastromarino stated yes, but we spent that money.

Ms. Jennings asked how much is in the reserves?

Mr. Mastromarino responded there are a couple of different reserves.

Mr. McGrath stated I recall it was \$450,000.

A Resident stated the roads are State roads.

Ms. Palmer stated no, they are not. The roads within the Brighton Lakes subdivision are CDD roads.

The Resident stated I know for a fact that roads in the State of Florida, like with most States, were built with Federal money as well as State money. The police have access to them.

Ms. Palmer stated they only do because they were built with tax-exempt bond money. When the developer came in here and first developed this property, he wanted to do it the way that the most beneficial to him, not looking at us as the community, but looking at himself as the developer. He built all of these roads and this infrastructure with tax-exempt bond money. Because they were built with tax-exempt money, we cannot limit access to them. They are our roads, and we pay for them and have to maintain them.

Ms. Incandela stated there was actually litigation over this. We are all home owners and are extremely frustrated and feel very angry that this is the situation because we feel like we have to pay for these roads, but we do not get to restrict who comes in and out. We were sold something different from the builder when we built our houses, so we are frustrated. We have security issues because of it. We have a guard who does not have the

ability to stop anybody. There was litigation over this, and we had to spend a lot of money on our attorneys to try to find out exactly what we are able to do with these roads. Unfortunately, you can check every record there is and that is exactly what happened. We own these roads. We have to pay for them and maintain them, but we cannot restrict access. We have turned over every rock to try to find a way around this.

Ms. Palmer stated we actually have problems sometimes with the sheriff because they like to argue with us and tell us that these are private roads. We tell them they are public roads because they were built with tax-exempt bond money even though we have to maintain them. Therefore, we had to have our attorney send letters to the sheriff's department so they can enforce speeding. It is a cluster, which was brought on originally by our developer. I have lived here for 14 years and went through every litigation you can imagine. When we bought our houses here, we were told that there was going to be a school and our homes included cable and security because they were private roads. We were sold a bill of goods. We actually even went to the point of hiring attorneys for the home owners and they told us we were not going to win. We had long meetings about this. Then we got sued by the County when we did put gates up.

Mr. McGrath stated that is ancient history.

Ms. Palmer stated it is ancient history, but just so that he understands, we are not just taking someone's word that these roads are public roads.

The Resident stated I understand about roads.

A Resident stated I was told by the sheriff's department that if we have green-and-white signs, those are County signs. The other ones are blue and white. That is how you can tell if they are County roads or not.

Mr. McGrath stated this may shock and surprise you at some point, but since the year 2003, this is something that I have been unhappily aware of. We can go back and forth, but that is what the Board is telling you. If you know a way to get around it, tell us how.

The Resident stated if they were built with tax dollars, there is no way around it.

Ms. Palmer stated we tried everything. We are responsible for these roads. That is why we feel it is our responsibility to make sure that there is money in an account. They are getting to the age where some of them are going to have to be resurfaced. We will probably do it in sections. However, we are getting to the point where in the next few years, we are going to need to resurface them. The worst thing for any of us is to come to the home owners and say they have to pay for this repair this year. We cut the budget

from everywhere that we can to maintain a stable budget. As Ms. Incandela said, it is online and we did some improvements last year with the pool and some equipment. We certainly have more problems. The televisions are no problem and if we can get it done, that is easy. There are some other things that we want to do for the community, especially for the youth of the community. I think the more that we keep them busy, the more we can keep it confined so we celebrate our youth and not the youth from outside. Sometimes our youth will bring someone in to hang out with them, which is great, but we want the vast majority of people utilizing these facilities to be our people.

Ms. Jennings asked have you ever thought about doing a needs assessment to find out what the community wants?

Ms. Palmer responded we have sent out numerous surveys.

Ms. Jennings stated you can ask for things like a day care center and other programs.

Ms. Palmer stated I do not think that we are in the business of doing a day care center because of the liabilities.

Ms. Jennings stated there are a lot of vacant homes that are not being occupied.

Ms. Palmer stated that is something that the HOA can certainly look at. Anything that has to do with private property has nothing to do with the CDD. That would have to do with the County zoning for a day care. I do not think we would have any say. That would be a County ordinance of what this area is zoned for. We were promised that the vacant lot would be used for a charter school and a day care center. It was something that the developer was putting in and would be run by the County and a private organization. It was not run by the community.

Ms. Incandela stated we have sent out notices before asking for input from the community on what they would like to see, and we received no response.

Ms. Palmer stated we get a response from as many people as are in this room. It is an expense to send out a notice. Even if we could get 15% to 20% of the home owners to send us their feedback, it would be money well spent. But we only get one or two responses, and those are usually the same people who attend our meetings.

Ms. Incandela stated the money we spend on a mailing like that could go toward a television or for additional security.

Ms. Palmer stated we are all accessible by email and you can even send submissions in a suggestion box. We do rely on our regulars to come to our meetings. When people are talking in the community, we try to have ears to find out what some of the people

would like. A lot of times we are guessing and making decisions based upon a need for it. If you have any suggestions, we are always open to hear them, and you can reach us by email, calling, or coming to the meetings.

Ms. Palmer stated the parking on Brighton Lakes Boulevard was a major change we made this year based upon a reoccurring theme. Sometimes we need to be careful what we ask for because that created another problem. The Board wanted people to have easier access to their cars. We had to determine how to keep that for the buses and kids at the basketball court so that if there was a volatile situation, someone can get to their car right away. That is why we considered the fence so we can block that area off and add additional facilities. It makes a better recreation center.

Mr. Mastromarino stated to answer an earlier question, the roadway reserve that we will be carrying to 2015 is \$274,000.

Ms. Palmer stated we also have other reserves.

A Resident stated I suggest having a multi-purpose court.

Mr. McGrath stated it is on the list.

A Resident stated this is my fourth meeting. The first time I came to your meeting, there was discussion about upgrading the playgrounds. The second time it was the same discussion with a cost of about \$80,000. I went to an HOA meeting and discussion ensued about maintenance of the playgrounds. I am a senior and do not use the playgrounds. I heard some discussion about the playgrounds not being clean and sanitary. What is going on?

Ms. Palmer responded we looked at the equipment and have gone through the equipment. We are in the final stages of looking at purchasing the equipment. They are not wooden this time so they will be so much better.

The Resident stated after you did it, I walked around and looked at the equipment.

Mr. McGrath asked do they need replacing?

The Resident responded they need work.

Mr. McGrath stated putting wood in Florida is a problem. We hope that the fiberglass we are looking at will be a lot easier on the maintenance. It should look better longer.

The Resident asked can we have someone come by occasionally and wipe them down with Clorox?

Ms. Incandela responded with wood, you can only pressure wash it. The new equipment that we are putting in is easier for us to maintain and to clean.

Ms. Palmer stated yes, there is a cleaning program.

Mr. Smith stated the equipment is pressure treated. We have a program that we go through. We rebuilt a portion of the equipment, but it is so old that it is rotting down at the bottom. The structures are no longer safe to keep, so we are going to remove most of the equipment. I will talk about this later in the meeting.

Mr. Thompson stated I saw that you had a meeting on July 1. I was not invited to that meeting. Why?

Ms. Palmer responded you are invited to every meeting.

Ms. Incandela stated the meetings are publicly noticed. We do not send out individual notices or meetings. They are publically noticed. We do not post individual meeting notices in the mail. We post them publically. We do not have any closed-door meetings or have meetings that you are not welcome to be a part of. They are posted on our website. In fact, all of our meeting dates for next year are posted.

Mr. Thompson stated I do not have a computer. I am in total disagreement with this increase for a number of reasons. The first reason is the fence behind my home on Chapala is a piece of garbage. I called the HOA and no one came out here to replace the panels. I had to do them myself.

Mr. Smith stated it is the white pvc fence along the back. Generally we do not go behind people's homes to maintain it. We only maintain it from the outside. For example, at the park on Chapala, any time panels go down, we cannot get to them.

Ms. Palmer stated first of all, you are calling the wrong number. I can give you the number to call.

Mr. Smith stated anytime there is a problem with the fence, call our main number, 407-566-1935.

Mr. McGrath stated we appreciate hearing from you about these things.

Ms. Incandela asked what did the HOA tell you? Did they say you were calling the wrong number?

The Resident responded no.

Ms. Palmer stated the HOA is completely separate from this Board. They deal with private home owner issues. We deal with CDD property and community property. When you called that number and made a complaint, someone should have said that was not their issue and referred you to the CDD. Otherwise, we will never know about it. When

we get HOA complaints, we refer them to the HOA. You should have been bounced back here.

Mr. Thompson stated the curb from my driveway completely floods after a rainfall. Water settles there and we have to use a push broom to push the water into the inlet.

Ms. Incandela asked is that the area that has the drainage issue?

Mr. Smith responded no, that is on Sweetspire. What happens is when they construct these curbs and the roads are flat, they will get these birdbaths that hold water. There is very little you can do. You cannot replace those sections because all you do is move the water unless you have a good fall on that street. Chapala is very flat.

Ms. Incandela asked is that something that can be addressed when they address the roadways?

Mr. Smith responded not at the curb.

Mr. Thompson stated the asphalt is fine but the curb dropped. They did not put in a slope so it could drain. The trees that are planted are beautiful, but the roots are pushing up.

Ms. Palmer asked Mr. Smith, can you take a look at it?

Mr. Smith responded yes.

Ms. Palmer stated Mr. Smith is our field manager for this area. We will have him come out and look around your house. When you see problems with the fence, please call the main office so Mr. Smith can get out there and get it taken care of right away.

Mr. Thompson stated I oppose the increase in taxes and my mortgage increasing by \$100. I am an old man and cannot afford it.

Ms. Palmer stated we cannot do anything about Osceola County's taxes. There are many public hearings held by Osceola County, which you can attend where they determine what the taxes are going to be. What we do have control over is this community. All of the other issues you are bringing up, in order for us to do the maintenance and take care of these things, it takes money. We have to sit as a Board and budget out these items. We have found for this next year, in order to effectively maintain this community, we need to increase assessments by \$50. It has to do with your taxes because it is on your tax bill, but it does not have to do with Osceola County taxes. That is a separate issue.

Mr. Thompson stated I noticed that somebody is doing some repairs on the sidewalk.

Ms. Palmer stated yes.

Mr. Thompson asked has anyone examined them?

Ms. Palmer responded we have not actually hired an outside company. This is one of the ways that your Board works with Mr. Smith to save us money. We know the sidewalks are the responsibility of the CDD, so he is going through and grinding sidewalks down as part of his regular monthly fee.

Mr. Smith stated there is some additional cost because I am using a temp.

Ms. Palmer stated it is temp labor but much less than paying an outside contractor.

Mr. Thompson stated that is a waste of time.

Mr. Smith stated it is a trip hazard. I have done this throughout Celebration. They consider it to be a trip hazard if it is a sharp edge that is a half inch to three-quarters of an inch. If it does not have that and it is a flat surface, when you are walking along, you have a sharp edge, which causes you to trip. If you grind it down, you make it more of a cantilever type of situation where your foot does not get caught on that trip hazard. That is what they consider to be creating a safe environment. If we were to go through and replace all of those concrete panels, you are talking about \$10 per square foot to replace each concrete panel. It maybe costs us pennies on the dollar to grind those areas. Over time, if the trees lift those areas and it cannot be grinded anymore, then we come back and replace the concrete. However, if we have a small trip hazard, we just grind it to make it a safer environment.

Ms. Incandela stated I would love to replace all of these sidewalks, if you do not mind raising our assessments another \$150. It is not costing us anything to do this as a preventative measure. It is satisfying the legal requirement because we have an obligation to keep the community safe from trip hazards so we have to do that. You have two choices: we can either do what we can to conserve until we eventually have to replace them, or we can replace them all for another \$150 increase in assessments. We just do not have the budget to do that. We need to work within the budget that we have and try to raise assessments as little as possible and balance the safety of the community with what we need to do to satisfy our legal requirements. When it comes to where we can no longer use a cost-effective grinding and would have to replace, then we will budget for the replacement. In the meantime, we will take the less-expensive option, if we have it available because this is our money, as well, that we are investing into these sidewalks.

Mr. Mastromarino stated the sidewalks were discussed earlier. What Mr. Smith is doing is what we have to do. If there is anything above and beyond that in terms of

replacement, as he is doing that, he is going to compile a list and come back to the Board because it is going to require money from the budget to pay for additional repairs beyond just the grinding. We are aware that there are circumstances where the grinding or beveling of the sidewalk is not going to work. In those cases, Mr. Smith will provide an estimate to the Board on what those costs are and we will make those repairs.

Mr. Smith stated we went through the entire community last year and probably spent \$12,000 replacing concrete, fixing asphalt, and taking out trip hazards. This is our second go around; we are just trying to keep the kids safe. As was already said, we will replace it as it gets bad.

Mr. Mastromarino stated the Board is looking out for everyone and have interests just as you do in this community. If you see something out there, by all means bring it to Mr. Smith's attention. We meet every two months, and there is a log at the end of our agenda package showing the calls and what Mr. Smith and his crew have done to repair. For the most part, everything in that log gets addressed and taken care of.

Ms. Incandela stated if you call the CDD office about an issue, it shows up on the log, and we can see that the home owner called about a location and the time and what Mr. Smith did to repair it. Unfortunately, the fence was reported to the HOA and we never knew about that. However, if you have an issue, we will find out what was done to address it.

Mr. Thompson stated finally, there is a park on the side of my house. What is being done there?

Ms. Palmer responded we are replacing the equipment and looking at the possibility of doing a soccer field in that area. We have not made a definite decision yet, but we are definitely replacing the playground equipment.

Mr. Thompson stated a couple months ago, there were people who came to service the park. They sprayed the grass, and the chemicals they use are dangerous.

Ms. Palmer stated they have to place a flag on the lawn when they spray.

Mr. Smith stated they put one in the ground when they do a fertilization.

Ms. Palmer stated we will check with the landscaping company to make sure they are putting out a sign. Mr. Smith will make sure when they spray the chemicals that they are putting out signs because legally that is their responsibility. We need to maintain those areas so we are going to have to spray chemicals. However, they are supposed to place those signs showing they sprayed. All of these items you brought up are things we need

to do, such as replacing the playground equipment, fence post, roads, and sidewalks. They all cost money. I know you initially said that you were opposed to the increase, but in order to continue these things, we need to have the increase.

Mr. Thompson stated I understand.

Ms. Incandela stated when you are talking about the soccer field, we are balancing out a number of items. Part of what goes into our decision is that with the playground equipment, even when we are picking the equipment, we are picking it knowing that we want there to be equipment for children to play on and we want our children to have safe equipment. We want it to be attractive and used. But we also know that it can attract a criminal element because people can hide in there after hours. One of our reasons for looking at a soccer field is the fact that it is open and there is no hiding place. You will have kids there during the day.

Mr. Thompson stated I agree, except for when they kick the ball into my yard and play on my grass.

Ms. Incandela stated they will have enough of a space in some locations so we can minimize it. Here is the situation. We can put in playground equipment. Either way, there are pros and cons. We have playground equipment in some areas and open play in other areas. Some of the activities in the community with personal behaviors, we do not have control over. We weigh all of that when we make our decisions.

Mr. Thompson stated if you put a soccer field there, I am going to leave Brighton Lakes because this is not what I was sold.

Ms. Incandela stated we were all sold the same thing. We were all promised things, such as schools, cable, and private roads. We were some of the first ones in here and were promised a lot of things by the builder that never materialized. Unfortunately, we have inherited a lot of issues that we did not anticipate, so we have to do the best with what we can. It is all of our money. It is not the builder's money. That is why every decision that we make is made cautiously. We try to get as much input from the community as we can and weigh a bunch of different options, not just cost, but the safety and legal aspects so we can try to make the best decisions for our community. We are home owners and live here and were made the same promises.

Ms. Pieters stated as a Supervisor, I do not agree with a soccer field at the park on Chapala.

Ms. Palmer asked do you not agree because it is by your house or because you think there is a better location?

Ms. Pieters responded no. It will affect the property values of the people who live there as well as their privacy. When we purchased our lot, nothing was there and then they put the park in and people are using it as a park.

Mr. Smith stated right now, there is no plan for soccer fields anywhere in Brighton Lakes. It is a conversation about what benefits will it have and where can we find those benefits for the community. The Board is only discussing having soccer fields, tetherball, and volleyball.

Mr. Mastromarino stated we are just talking about it.

Mr. Thompson stated you guys do not live there.

Ms. Incandela stated I live on Chapala, too.

Mr. Thompson stated my house is exactly beside that park. Even when kids go over there to play, it disturbs me.

Ms. Incandela stated we may consider it. I do not know if that is the decision that the Board is going to make at some point. I cannot promise you that we are not going to consider it. As of right now, there are no plans for a soccer field to go there. Is it something that we are going to consider in the future? Possibly, but not right now. I was trying to explain to you different things that we weigh when we are looking at whether or we are going to go with equipment and how we go beyond just the cost of the equipment in thinking about security issues and home owner issues. We are trying to balance the needs of the children and the home owners as well. I was just trying to give you a comprehensive idea of how much goes into the decision process for us.

Mr. McGrath stated as a home owner, I want to thank you for being here tonight. So often we sit here and we do not get the feedback like what you have given us. What you have given us is very helpful. If I was to walk by and see kids having sex there, I would not like that either. If you would write that phone number down, we have a really good working relationship with the sheriff. That should not be happening in our community. If you were to call them, you can be anonymous.

Ms. Palmer stated I called them all the time and they will ask you if you want the sheriff to report back to you or not. You can say no.

Mr. Thompson stated once you make a taped phone call, your number is registered.

Ms. Palmer stated call me and I will call for you.

Mr. McGrath stated it is just a suggestion. You do not have to call them.

Ms. Incandela stated you can always call Severn Trent and tell them that you do not want to call the sheriff and they will call for you.

Ms. Palmer stated I am serious when I say call me and I will call the sheriff myself. I will not put up with that. If I see something going on in the neighborhood, I am the first one to get on the phone with them. If someone is going to do something to me afterwards for it, I will call the sheriff then, too.

Mr. McGrath stated of course, it is your decision.

Mr. Thompson stated I just want to state for the record that I am in total disagreement with the increased assessment.

Ms. Palmer stated I respect that. I just want you to understand when we do vote on whether or not we will adopt the increase, everything you discussed involves money and we have to weigh that against how we fill your needs the best way.

**C. Consideration of Resolution 2014-04 Adopting the Final Budget**

Mr. Smith read Resolution 2014-04 into the record by title.

On MOTION by Ms. Palmer, seconded by Mr. McGrath, with all in favor, unanimous approval was given to Resolution 2014-04 adopting the final budget.

**D. Consideration of Resolution 2014-05 Imposing Special Assessments**

Mr. Smith read Resolution 2014-05 into the record by title.

On MOTION by Mr. McGrath, seconded by Ms. Palmer, with all in favor, unanimous approval was given to Resolution 2014-05 imposing special assessments.

On MOTION by Ms. Palmer, seconded by Ms. Pieters, with all in favor, the public hearing was closed.

**SIXTH ORDER OF BUSINESS**

**District Manager's Report**

There not being any, the next item followed.

**EIGHTH ORDER OF BUSINESS**

**Staff Reports**

**A. Attorney**

There not being any, the next item followed.

**B. Engineer**

Mr. Smith stated we have a couple of drainage issues. We have the one on Stargrass, which is going to cost us approximately \$6,000 to get in there and block off the drain and

find out what is going on. Once before in a pipe on Stargrass, we found the area bricked up. They did not bust that out, so there was a small hole, which causes the water to funnel. What we need to do is to get down there and find out what is blocking it. We have vacuumed it out several times, twice recently. We find that it does help, but after awhile, sand gets in there and backs it up, and we have the same problem.

Ms. Incandela asked is that to find out what the problem is?

Mr. Smith responded no. That is to go down there to see what is happening. Once he is in there, they will fix what they find. The next item is regarding a pond on Stargrass that runs along a fabriform swale behind the Chapala fence. There is a structure that has fallen down into the water. That needs to be fixed because it is at the wrong elevation.

Mr. Mastromarino asked what is the structure?

Mr. Smith responded it is an outfall structure that is a large concrete box with a skimmer and pipe around it. It fell away from the pipe leaving a gap and lowering the water level. That has to be pushed back. The problem with that is it has to be removed, recompacted, and put back. Sometimes that takes draining down the pond. Hopefully we can move it back away from where it is and get it fixed. I have two proposals: one for \$21,000 and the other for \$15,000.

Ms. Palmer asked does it have to be done?

Mr. Smith responded it is not a rush, but it has to be done at some point.

Ms. Palmer asked does it make sense to do it more in the winter when the water levels are lower?

Mr. Smith responded we can do it in May, which is your driest month.

Mr. McGrath asked would part of the cost be because of lowering the pond or is the cost regardless of the pond level?

Mr. Smith responded the cost is to bring in a tractor and the mobilization that you have to pay upfront. I will get you another proposal to see if there is another way we can do it. Those are two engineering issues that we need to take care of. I will proceed with the \$6,000 repair on Stargrass to address that flooding.

Mr. Mastromarino asked will this be taken care of within the next month?

Mr. Smith responded I will speak with Mr. Russ Simmons after this meeting, but within the next two weeks, the contractor will be out there.

Ms. Palmer asked do you need a motion?

Mr. Smith responded no, it is in the budget. This is for your information.

### **C. Field Operations**

Mr. Smith stated I will start with the playground. This is just for the Board's information at this point. We have a contract signed with the contractor. I met with the contractor and they ordered the equipment. The equipment has come in. I did move some of the equipment around to see which pieces would go best. The recreation center is the first piece, the second is Chapala, and then Volta Circle is third. The existing equipment will start to leave here on Monday.

Mr. McGrath stated good.

Mr. Smith stated I have a couple of guys coming in. We will work on the recreation center first, then go to Chapala, then to Volta Circle and end up working on Sweetspire. What we are going to do on Sweetspire is take the slides, which are all in excellent condition but the wood is bad. We are going to make Sweetspire a slide park. There are two slides already there that are in excellent condition and are worth \$2,000 to \$3,000. We will move the other slides to Sweetspire and build a deck and have the slides going off that deck. The deck will have to be pressure treated wood that we will build ourselves. I am going to use a good quality wood. We will see what we can get our hands on. I will do that park last. My guys will be in here removing all of the old equipment. There is going to be some cost associated with this. This is where we are. You will start seeing this new equipment coming in within the next month. You will see some exercise equipment on the drawings. They do not necessarily go to these parks. I will look at doing an exercise trail all the way down to Sweetspire and back. We will set some of these pieces of exercise equipment along the trail. We will mark the mileage all the way down and back. That is our plan right now. This one will take some time because my guys are grinding sidewalks right now. We will get that taken care of. That is our next big project.

Mr. Mastromarino asked knowing it will take some time, can you give us a ballpark completion date?

Mr. Smith responded I think by October most of the equipment will be in. The trail system may not be done by then. The play equipment and tot lots should be done by then.

Ms. Pieters asked will there be mulching?

Mr. Smith responded there will be all new mulching and borders.

Mr. McGrath asked what is a web wall?

Mr. Smith responded a web wall is two poles with a rope across the top for kids to climb up, like a rope wall on a ship.

Mr. Mastromarino asked what type of mulch are we talking about?

Mr. Smith responded it is identified on the information I provided.

Mr. Mastromarino asked is it untreated, natural mulch?

Mr. Smith responded yes. It is the ADA-compliant mulching used in tot lots.

Mr. McGrath stated it says it is recommended for children five to twelve, which is what we wanted.

Mr. Smith stated that is just for your information.

Mr. Mastromarino asked what are we doing with the areas we remove the equipment out of?

Mr. Smith responded we are removing the equipment and after we are done with everything else, we will look at the area again. We may generate some conversation from home owners in the area and see what comes back. Some of the parks are not going to be used, such as on Biel. We do not want to put benches back there.

Mr. Mastromarino asked how will they be maintained?

Mr. Smith responded they will be a mowed open space. Someone can walk their dogs back there. The area on Volta will be an open field and people can chip golf balls if they want.

A Resident stated safety is what people are concerned about. They might not feel comfortable about being back there. You also do not want to have pressure-treated wood.

Ms. Palmer stated these are not going to be pressure-treated wood. We are going to recycle a couple of the slides from the current equipment that is bad and do new wood. We are looking at possibly using TREX.

Mr. Smith stated all of this equipment is metal. We will look at what products to use for the slide. We will use something that is ADA compliant on the tot lot. We will use good material.

Mr. Smith stated the next item is the basketball fence. I provided some drawings to the Board. The best drawing is the last page. We talked about tying this into the lift station. The lift station fence is in a condition that would not look good with the new fence. I am trying to get something that looks good and looks like it is supposed to be there next to the tennis courts. I have a problem with two utility boxes, which are on the left hand side, being so close to the basketball court. The fence will come down fairly

close to the basketball court and then will cut across six to eight feet away from the edge of the court itself, not the asphalt, but the sideline of the court.

Mr. McGrath asked is that the south side of the basketball court?

Mr. Smith responded yes. Then it will go over to the sidewalk. I put in three gates. That way we are not taking out all of those brick pavers. We can lock these with chains. If you ever want to access it, you can open them. Otherwise, we will just chain them shut and you will not be able to get through them. They can be easily removed as well and they were not that expensive. You will see that the fence goes back north to the back of the tennis court. I did a hash line there. I will extend the fence to the hash line and bring it right down along the black wrought iron fence and tie it back in. That way the 10-foot fence will be right there. We will open that gate and the tennis court gate so it will be right together. Otherwise you will have a space between the wrought iron fence and the chain link fence, and people will be jumping over it. I think it is better to bring it down this way. They may jump over right where we have the chair or the sign and try to get in, but they will have to jump into the pool area and the guard will be able to see them.

A Resident asked what is a lift station?

Mr. Smith responded the lift station is the sanitary lift station, which is out in the fenced in area. That is where all of the wastewater from Brighton Lakes goes to and goes out a force main to Pleasant Hill Road, which takes it down to their master lift station, which is off Bermuda.

Mr. McGrath asked in looking at the sketch, would it be accurate to say that we are fencing in less than we had originally envisioned and is the main reason you are thinking about doing that so we do not have to deal with linking the fence up to this lower portion?

Mr. Smith responded yes. At first I was looking at the cost and how to reduce the cost. The estimates came in pretty good. From looking out there and pulling up the pavers, we can put in a sand volleyball court at a later date or put it in behind the pool. You are not going to get that many people playing volleyball. It is not something that you need to fence in. The idea for the fence was to make it a secure situation for the basketball court. I wanted to only take the basketball court into consideration and safe it in the best possible way.

Mr. Mastromarino asked how do we eliminate the temptation of somebody jumping over the fence here, which is not that hard to do? The gate is relatively close to the black fence.

Ms. Palmer responded this is 10 feet all along here.

Mr. McGrath stated it is accurate to say people could have jumped all along.

Mr. Smith stated the only place they are going to be able to jump is on the side.

Ms. Palmer stated you will have to close that gate and you need to have key access to get in there. Even if they jump, they need to have a key.

Mr. Smith stated we can make that gate as tall as the fence, and they have to swipe a key to get through the gate.

Mr. McGrath stated I do not like the idea of having two extra gates. We can chain them shut. Is it our intention to use them at any point?

Ms. Palmer responded I think he is right. If we do a community event at some point, we could have it open and do something at the basketball court. You can even have a bounce house. Everything will be contained versus in the past you had to do it in the front. You can have a bounce house right there and have this gate open so people can come through, and you do not have to pull up all the brick pavers.

Mr. Mastromarino asked what is the distance between the walkway and the proposed fence where the hash marks are?

Mr. Smith responded I would say between 20 and 25 feet.

Mr. Mastromarino stated we have a walkway in the middle of that, and it limits the potential usability of putting a volleyball court.

Ms. Palmer stated you cannot put anything in there. There is not enough room. If you have volleyball here and basketball next to it, it is not going to work. You need to have an open volleyball court back there that did not have a fence around it later on.

Mr. Mastromarino stated he actually has a fence coming out farther at this point.

Mr. Smith stated it will be close. I am going to need another gate because if we need to resurface this, we will need a big gate access. That is going to be the one out front for sure. If we want the additional cost, you could take this gate away. If you do what Ms. Palmer is saying, you want that gate there if you have an event.

Mr. Mastromarino stated you are talking about this usable space being outside of the fence.

Mr. Smith stated yes, because there is quite a bit of usable space here, too. You can put in a tether ball pole.

Ms. Palmer stated you can do something in there. You can put a picnic table in there.

Mr. Smith stated if you wanted to get rid of this gate, we can take that away. The cost of one gate does not make a difference.

Ms. Palmer stated I think you leave the gate and have a picnic table inside for now for people who want to come down and have a day at the pool. These tables are not conducive for having lunch. You can have that area closed off and leave the gates because if you have a community event, you can utilize that space for the community event.

Mr. Smith stated it is as simple as putting a channel up.

Ms. Palmer stated it is not going to hurt us to have it, but it can hurt us not to have it.

A Resident asked what is the cost for the gates?

Ms. Palmer responded it is not broken down.

Mr. Smith stated I believe they cost \$200 to \$300.

Mr. McGrath stated a basketball court is about 94x50. The fence we had there before was more or less 300 linear feet. The builder paid for that fence. I understand that there are sections of it that have been kicked in.

Ms. Palmer stated it is not going to match or look right. It is gone.

Mr. McGrath asked when you say it is gone, do we mean 100% of it is gone? These are made up of sections. Every single section is not rusted away. It is galvanized.

Mr. Smith stated they cut the bases to take out the posts. I am trying to get them out. Otherwise, they would damage the courts. At that point, you have galvanized pipe. It is not really worth it. The chain link fence was so damaged. For example, if you have a 10-foot chain link fence, from here up it is good but from here down it is bad. That whole section needs to be thrown away.

Mr. Mastromarino asked are we talking about a fence that used to be here?

Ms. Palmer responded yes.

Mr. Mastromarino asked are we going to run into the same problems with this new fence?

Mr. Smith responded no, because this one is farther away. The only problem we may see that happen is by the utility box.

Ms. Palmer stated it was right on the court line and would outline the court. If you want to show home owners, tell them that it is metal and is not going to be pressurized wood, since you said home owners are requesting that. I would say out of the two

companies, we go with Osceola Fence & Supply because they included permitting fees for less money.

Mr. McGrath asked have you worked with them before?

Mr. Smith responded no. However, I am familiar with them.

Ms. Palmer stated I heard good things about them.

Mr. Smith stated I am comfortable with them.

A Resident stated most of the home owners are not as technical as all of you are. You guys come up with the ideas and decide what you want to do. However, the home owners do not find out until the last minute that they are going to be assessed for it.

A Resident stated look at how many people are here. If people complain, they need to come to the meetings.

Ms. Palmer stated please encourage people to come.

Mr. Mastromarino stated these have to be public meetings.

Ms. Palmer stated the meetings have to be public, but the comments from the home owners do not have to be public. What the home owners can do at any given time is go onto the website or call us and ask for an item to be discussed at the next meeting. You may want to take an agenda and show them that there are multiple times when we ask for public comments. If we have comments ahead of time from home owners, those get read and discussed. We hear about those at the beginning of the meeting so we can discuss those during the agenda.

The Resident stated we have 751 home owners and about 400 live elsewhere. Who is left? We have a lot of new owners coming in who have an interest and will start attending meetings.

Ms. Palmer stated good.

The Resident stated in the meantime, you guys are doing what you are doing and a lot of residents do not like it. Like you said, if they do not come out and say anything, how will you know.

Mr. Smith stated I manage a lot of communities and if the residents of the community are generally happy, they do not go to the meetings. If someone is really upset about an issue, they are going to be here. We want them to be here because we do not know if there are any problems.

The Resident stated Mr. Mastromarino goes to the HOA meetings and knows what comes up.

Mr. McGrath stated I think you also know because you have been around that we have to get stuff done. With people who have issues and complaints, we have to listen and find the essence of it. At the end of the day, we still need to have new playgrounds and the pool done. It may look like we are just barreling on ahead and people do not care, but we are chartered to do the best for the community, and that is what we are doing.

A Resident asked you say you are doing parks for the community, but what are you doing for seniors?

Ms. Palmer responded one of the items on the agenda this year is to do a handball or multi-purpose court because that is something one of our seniors requested. They also use the basketball court. There will also be a walking trail at the end of the boulevard. It will have different exercises. People can see how far they are walking. We are trying to do something for everybody. If there are other suggestions that people have and things they want us to look at, please have them submit those suggestions.

The Resident stated I tell people to come to the meeting.

Mr. McGrath stated you are here, and we appreciate that.

Ms. Incandela stated you had come to a meeting several meetings ago when we started talking about the playground and you saw the start of the process, what our concerns were, what we had to do, and how we budgeted for it. We finally ended up in this place. Are you satisfied that the Board really looked at everything and came to a reasonable conclusion since you saw the process from the beginning and what it took us to get from point A to point B?

Mr. McGrath asked did we do our due diligence?

The Resident responded sort of. The first meeting I came to, you said that stuff would have to be replaced if we did not maintain it.

Ms. Palmer stated we did maintain it.

Ms. Incandela stated we also had to budget for it. That is why it takes time to get from point A to point B. By your coming to the meetings and seeing where it started and the progress, we hope that you understand what we go through as a Board when these issues come up and how we try to find cost-effective measures first. Sometimes one of the things that people are concerned about is what we are doing about it. It is something that we are working on and it is in front of the Board and does take us time to get there. However, we are addressing those issues. Sometimes people do not understand that those are issues that we are addressing.

The Resident stated I built parks and playgrounds when I lived in Connecticut. I worked for the Parks and Recreation Department in Kissimmee. I understand the process that you are going through.

Mr. McGrath stated the way you are asking the questions, it shows.

The Resident stated I just want to make sure because there is liability from any decision you make on those parks. It is your decision.

Mr. Smith stated at this time, I would like to ask the Board for authorization to award the work to Osceola Fence & Supply.

Mr. McGrath asked what is the timeframe of when this fence will be up?

Mr. Smith responded we are always at the mercy of the contractor. I would think it would probably be within 60 days. The contractor may string you out if they are busy.

Ms. Palmer stated it also depends on how long it takes to obtain the permit. Once the application is submitted, the County has 21 days to make comments on it. If they do not make any comments, you can start within three weeks. However, if the County has comments, you have to answer back.

<p>Ms. Palmer made a MOTION to authorize Osceola Fence &amp; Supply to perform the fence work in a not-to-exceed price of \$10,650 including the permits. Mr. McGrath seconded the motion.</p>
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Mr. Smith stated I request that the motion be amended to include the additional hatched area as shown in the drawings. That is what I revised it to after further consideration.

Ms. Palmer asked how many additional linear feet?

Mr. Smith responded not many.

Ms. Palmer asked should we put an amount to not to exceed \$12,000?

Mr. Smith responded yes.

Mr. Mastromarino asked does that include the gate access system?

Mr. Smith responded no. We would have to install an additional gate access. I will bring that back to the Board.

Mr. McGrath stated just put gate 1 in and forget gate 3.

Ms. Palmer stated I do not agree.

Mr. Smith stated you do not want fencing over a sidewalk.

Ms. Palmer stated if you utilize this area in the back at a future time for a volleyball court, you have to rip out the fence and put in a gate, whereas we would already have had a gate.

Mr. Smith stated it will cost you more to take out that sidewalk.

Mr. Mastromarino stated it is a negligible cost. What do you figure, \$200 to \$300?

Ms. Palmer responded yes.

Mr. Smith stated we can always take it out if we do not like it.

Mr. Mastromarino asked with you having put in access gates before, what do you estimate this would cost?

Mr. Smith responded \$1,000.

Ms. Palmer stated the motion is a not-to-exceed price of \$12,000.

Ms. Palmer amended the MOTION to increase the not-to-exceed price to \$12,000.  
Mr. McGrath seconded the amendment.

Upon VOICE VOTE, with all in favor, approval was given to authorize Osceola Fence & Supply to perform the fence work in a not-to-exceed price of \$12,000 including the permits.

Mr. Mastromarino asked can I get a copy of the contract that includes a start and a completion date so I have information to provide to home owners?

Mr. Smith responded yes. The next item is just for informational purposes, which we can discuss at the next meeting. I just received a letter from ACT with some suggestions as far as the gates and arms at Cariba and Volta. Just read over it and we will discuss it more at the next meeting.

**EIGHTH ORDER OF BUSINESS**

**Submitted Resident Questions and Audience Comments**

There being none, the next order of business followed.

**NINTH ORDER OF BUSINESS**

**Supervisor Requests and Comments**

Mr. Mastromarino stated I would like to discuss security at the gate. It is non-existent. I had an issue with the guard last weekend. I was away for a week and came back. The gate was open well before I even reached the guardhouse. He was new. I asked him if he should have a clipboard and check cars. He said he could not stop any cars.

Ms. Palmer asked did you say he was new?

Mr. Mastromarino responded I never saw him before. His name is Louie. He is not here most of the time.

Ms. Palmer stated there is a woman and a guy.

Mr. McGrath stated he is not brand new.

Mr. Mastromarino stated this is a friendly community. The next evening, I came in about 9:30 and the gate was open 30 to 40 feet before I even reached the guardhouse. I and three or four other cars behind me just went through. We discuss this time and time again. We had an incident this weekend. I only know bits and pieces. Mr. Smith, do you have further details about the guard at the pool area?

Mr. Smith responded he was saying inappropriate things to people. We asked Mr. Paul McCartan to make sure he was not back here. It was a new person, not Frank.

Mr. Mastromarino stated Mr. McCartan's response was that if it happens again, we will replace him. Mr. Smith's comment was that we do not want to see him again. We keep bringing the same things up with Keep Safe. I spoke to Mr. Gary Moyer about this. If we have just cause, we can cancel the contract. My recommendation is that we look at other options because for whatever reason, they cannot follow the protocol we have had in place time and time again.

Ms. Palmer stated maybe we should put them on a 30-day notice. Here is the issue. We have gone through a few security companies and Mr. McCartan is actually more receptive than most. We tell them what has to happen. We need to have professional people at the clubhouse, and when cars are pulling up to the gate, someone needs to stop them. If they have to open the gate because someone is going to run through it, then they need to open it. For the most part, they should be waiting until that person is up there before they open the gate.

Ms. Incandela stated unfortunately, we lost Colin. A lot of this has to do with the fact of who is in the guardhouse. That person should never have addressed it with you in that manner, but when he did respond to you that way, the first thing I would have done is been on the phone with Mr. McCartan.

Mr. Mastromarino stated we have brought this up at every meeting we had for the last year. My question is why we have to keep bringing this up.

Ms. Incandela stated this was a new person.

Mr. Mastromarino stated it does not matter. If we have protocol in place, I do not care who is there; those protocols should be followed.

Ms. Palmer stated I understand, but what we are saying to you is through numerous companies, you think you are going to get a magic cure. You are not.

Mr. Mastromarino asked then why put a guard there?

Ms. Palmer responded because it is a deterrent.

Mr. Smith stated you will get some good people there. The idea is you are paying an employee a certain dollar amount, and that employee is not necessarily going to be your most committed human being on the face of the planet. That is where we are because all guardhouses have the same issue.

Mr. Mastromarino stated but for me they are at 4:00 a.m.

Mr. Smith stated they are there and are working. Getting with Mr. McCartan and trying to get the right people in there, sometimes he goes through two or three people to get the right person. We have had situations where we had good people there and everything was great. That is what we are trying to get to. This is a flare-up. If we get a flare-up of having bad security guards, then we get new employees to try to get someone new in there. At the next meeting, I am going to bring some information to you about some other opportunities that are out there and the possibility of doing away with guards altogether and just strictly going with a camera system where you have a person at the other end who talks to you through a monitor. We can look at doing that and some costs associated with doing that. In the meantime, we have gotten with Mr. McCartan and he understands the situation. He knows he has to get good guards in here and get them in here now. We are not waiting anymore. We need to get rid of this flare-up problem with bad guards and move on until we can get to a situation of where we can make improvements. We need to make improvements to the camera system. They are getting old. Maybe we need to rethink our guard situation out front.

Mr. Mastromarino stated he needs to know the current process.

Mr. Smith stated he is aware of it.

Mr. Mastromarino stated the guard he has now is unacceptable.

Ms. Incandela asked when this happened, did you call Mr. McCartan?

Mr. Mastromarino responded this just happened this past weekend.

Ms. Incandela stated I did like Mr. Smith's response when we had the issue, and I appreciated the fact that he said he did not want the guard back here. That should be the

resolution because there is a balance. Some of them are either not moving quickly enough or putting the gate down fast enough. These are things that we can work with them on. However, when you have an employee like what you are describing, that is somebody who is not showing any enthusiasm for their job and not following the rules and not even making any attempt.

Mr. Mastromarino stated there was no attempt.

Mr. Smith stated if you go through the guardhouse and there is an employee who is unacceptable, let us know the next day. You do not have to give us a name or ask for their name. Just let us know and we will immediately go to Mr. McCartan and tell him that this person is not working out and get someone better. That is how we generally handle it. That is the type of feedback we need.

Ms. Incandela stated we need to find the right people. The problem that we had with security in the past is that the manager or owner has not been as receptive to changing things as quickly, whereas Mr. McCartan is. If you call Mr. McCartan, tell him if this guy is not out of here, we are going to have problems. He has manned that guardhouse himself. Unfortunately, he will hire new people and until he gives them a try, he does not even know how they will work out. Some people are new to his staff, and he has employee problems the same way any company or owner would. At least Mr. McCartan is willing to work with us and has been the best. The security experience we had in the past has been a nightmare.

Ms. Palmer stated there have been more conglomerates where people do not care and the owner does not care. Mr. McCartan cares.

Mr. Mastromarino stated I am not saying that he does not give that impression, but the results are what show. He can say whatever he wants, but what actually happens is what he is judged on.

Ms. Palmer stated they will come out in the middle of the night if they need to. The owner himself will be out there in the middle of the night dealing with the problem. To most companies, we are just a number. Mr. McCartan does not treat us like a number. I do not think it is just perception. Does he have a bad person in there now? If that is the answer you are getting, certainly he does. However, he should be given the opportunity to correct that person because in the past with other people, we pretty much said that we were happy with the service, like with Colin and Andrea. I think we should tell Mr. McCartan to get somebody new in here and if he does not, then we will look at all of the

options with Mr. Smith. However, to make a rash decision based upon the individual who is there now I do not think is the right decision. We can always look.

Ms. Incandela stated but the response you received was completely inappropriate.

Mr. Smith stated we will let them know and put them on notice.

Mr. McGrath stated I think that is what Mr. Mastromarino wants. He wants the guard to do what he is supposed to do all the time.

Mr. Mastromarino stated right. I want him to follow whatever protocol he is supposed to follow.

Mr. McGrath stated I have two items. Back when we approved the HOA to put their bulletin board up, we were told that they were going to put larger letters on there. At the last HOA meeting, I understood them to say there are no larger letters. We conditionally approved it. I bring this up if this is something that we need to remediate.

Ms. Palmer stated I suggest they keep one side of the sign to do whatever they want and on the other side, put "Welcome Home, Brighton Lakes" and keep that as a permanent message.

A Resident stated that question was raised at the HOA meeting and they said it was the CDD's fault.

Ms. Palmer asked why is it our fault about their sign?

The Resident responded they said they could not find the four-inch letters.

Mr. Mastromarino stated at the HOA meeting, I questioned why they write their monthly meeting sign that was so small on paper, when the boards were up there and they had the letters. The answer that they said was, they do not make four-inch letters.

Mr. Smith stated I will get with Ms. Sanchez. She can make inserts.

Ms. Palmer stated if they cannot, then one side can just say "Welcome Home, Brighton Lakes." I am not going to fight with them.

Mr. McGrath stated it is their sign; it is not our sign.

Ms. Palmer stated but we allowed them to have it based upon certain things, but I am not going to argue with them.

Mr. McGrath stated of course, I think it is advisable that we always be harmonious because we are always going to have to be dealing with each other. When we approved it, we said that they could put it up and we can make the decision to have them remove it.

Ms. Palmer stated I am not going to make them remove it.

Mr. McGrath stated we never made any comment that we may want them to use half of it to say something that advisably is a great idea. That is not our board. It is for their information.

Ms. Incandela stated I drove by it and honestly I cannot read it unless I stop in front of it. Those signs are useless. However, they wanted it and felt it served a purpose. They feel that they are informing the residents.

Ms. Palmer stated a suggestion would be to have a one-sided Welcome Home sign. If they do not want it there, that is fine.

Ms. Incandela stated the letters are so small and there is so much on both sides.

Ms. Palmer stated Mr. Smith will get with Ms. Sanchez to see if they can come up with some better-sized lettering. We are not going to make them take it down.

Mr. McGrath stated in regard to the crime watch and HOA meetings, I would like the Board to ask Severn Trent to be responsible for posting the meeting notices on a board. We had a crime watch meeting last night. It was not posted anywhere.

A Resident stated no one was here.

Mr. McGrath asked would it be possible and would Severn Trent be willing to have someone post the notice? The attendant used to do that, and it worked fine. I would like to make it be for HOA, crime watch, and CDD meetings.

Ms. Palmer asked do we have a key to their sign?

Mr. Mastromarino responded yes, we do.

Mr. McGrath stated they made it available hoping for that.

Ms. Palmer stated as long as they give us the notice.

Mr. McGrath stated what I am talking about is the monthly meeting notice, which could just be a sign that is printed up.

Ms. Palmer stated if they give us a sign, we will post it, but we are not going to pay someone to go out there and push letters in.

Mr. McGrath stated I agree.

Ms. Palmer stated if they want to have a sign and give Severn Trent a schedule of when that sign should go up, then Mr. Smith said they will do it.

Mr. McGrath stated I will work on that part of it. I appreciate it.

Ms. Incandela asked are the crime watch meetings set at the same time every week?

Mr. McGrath responded yes.

Ms. Incandela asked would it be worth it for us to just have a sign like you see the political signs, and all the attendant has to do is go out and stick the sign in the ground?

Mr. Smith responded give us the signs and a schedule, and we will get them posted.

A Resident stated if you want to put a fence around the basketball court, that is fine, but if you look at the statistics, the average person in Brighton Lakes is about 65 years old.

Mr. McGrath stated you are wrong.

Ms. Palmer stated that is not true.

The Resident stated instead of spending money for the basketball court fence, you should put the money toward an electrical sign that can be easily read.

Ms. Incandela stated I love that idea. The problem is that we looked at the cost of electric signs and they are really expensive. We were not able to budget for them.

Ms. Palmer stated we would need three of them. We need one for each gate up front and one at the gate here.

Mr. Mastromarino stated the HOA looked at the same thing.

Ms. Palmer stated if you put it on Brighton Lakes Boulevard, in order to be able to read the whole message, you are still running into cars being distracted. The thought was to have them where you stop, which would be at all three of the gates.

Ms. Incandela stated there would also be a cost for maintenance.

Mr. McGrath stated however, Mr. Smith came up with a brilliant idea, which I think we should look at. Maybe that is the solution. You simply put a stop sign at Volta Circle. People come in and stop at the stop sign. There is your electric sign that we get the HOA to pay over half to put in because then they can use that sign.

Ms. Palmer stated if I am turning right or if I am in that right hand lane and I stop, the sign is way over here.

The Resident stated you can still see it.

Mr. McGrath stated you are right. I am not saying that this is the most perfect solution. However, interested people who live in the 70 homes that are on Volta, if they want, they can stay on the right side long enough to get the message and then loop around. If they are not interested, they do not have to. Out of 751 homes, 90% of the people would have access to a message board that is a moving sign that someone with a computer types into.

Ms. Palmer asked did you even check to see what the rules are on having a stop sign there?

Mr. Smith responded we can check with the engineer.

Ms. Incandela stated I do not like the idea of mixing traffic safety with signage. If someone is at a stop sign, they should stop to look for traffic and pedestrians. I would not want someone at a stop sign reading the sign and then going. That was my concern about putting the stop sign in just so they could read our community meeting sign. If I am at a stop sign, I am looking at pedestrians and traffic. I do not want to impose any liability by anyone being distracted from the traffic device to look at the meeting schedule, as important as I feel they are.

Mr. McGrath stated it is just an idea.

A Resident stated I believe the original signs we had when it was in big letters were effective.

Ms. Palmer stated that is what we are talking about.

The Resident stated you can see that easily as you go by.

Mr. McGrath stated because it does not have 47 words. It just announces the meeting date and time.

The Resident stated that is what should be put up front, and it was easy to see. That is what we submitted to the CDD.

Ms. Palmer stated they can get those two signs made and put them up.

Mr. McGrath stated at our last meeting, Mr. Mastromarino brought up a concern that the money that we are getting on interest for over half a million dollars does not appear that they are actively trying to make the most money they can for us with safety. Mr. Mastromarino mentioned an investment. I asked Mr. Moyer to ask the accounting manager to respond because Mr. Moyer thought there was a particular reason why that was not a good or a proper investment for us. Do we have an answer from Severn Trent?

Ms. Burgess responded I do not have an answer. I will ask Mr. Moyer to see if he has an answer.

Mr. Mastromarino stated along the same lines, the trustee fee is in a dollar amount of \$5,000 per year. Can someone provide us what the percentage that is versus a dollar amount? Are we paying someone 2% or 3% or .25%? I am curious about what that number actually is. Most investment firms charge between .10% and .25%. In the general

fund on page 1 of the annual operating and debt service budget, the Professional Service-Trustee Fee is listed at \$5,000.

Ms. Burgess responded correct. That is a set fee that the trustee charges for managing the bond funds.

Mr. Mastromarino asked my question is, what percentage is it?

Ms. Palmer stated it is for managing the bonds, not our money.

Mr. Mastromarino stated it is the same thing.

Ms. Palmer stated no, it is managing the bonds that we are paying back.

Mr. Mastromarino asked so we do not have a choice paying this amount?

Ms. Palmer stated I do not know, but I am explaining the difference between the two. It is the bonds that were used to build the infrastructure.

Mr. Mastromarino stated I understand what that is. Why would we have an increase? Why is that not a set fee, much like the bond interest?

Mr. McGrath responded we can get some answers on that the next time we meet.

Ms. Burgess stated yes.

Ms. Incandela stated when you have these types of questions that are very good questions, email those to Mr. Moyer ahead of time. Preferably he would be able to come to a meeting with the answer instead of bringing it up at the meeting and then we have to wait until the next meeting. This way he would get them ahead of time. When you have a Supervisor's requests, you can ask him to bring copies of your emails into the meetings so that everyone is aware of what the issue you raised was and he can come to the meeting having already researched the answer.

Mr. McGrath stated when the gates were damaged at Volta, it turned out staff was contacting ACT to check it out. Did we have a computer at your offices?

Ms. Palmer stated there is no computer there anymore. I asked the same question.

Mr. McGrath asked how long has it been gone?

Mr. Smith responded because of the situation we were having at Volta with the camera system, we can still DVR it. We were looking at spending a lot of money. I am looking toward possibly going to a new system. Rather than spending all of that money for new DVRs, ACT can go out and pull the information right from the camera rather than seeing it from our office, until we can research this other system. What you will see from their letter is the cameras we have there are not so much to view the damage as to

view license plates. We did not necessarily know if any damage occurred, particularly with it happening at night. It is hard to see exactly who it is.

Mr. McGrath stated I was under the impression that is what you did. How long have we been doing this, a year?

Mr. Smith responded it has not been that long.

Ms. Palmer stated I think six months.

Mr. Smith stated I have been working with ACT trying to repair our existing system to operate as well as it possibly can. Some of those damages we had down there, we did the repairs on whereas we did not need ACT, so if there was a gate problem, we fixed it ourselves.

Ms. Pieters asked had the pond in the front been treated?

Mr. Smith responded it is treated weekly. We did get a hydrilla bloom in there. When we get those hydrilla blooms, that brown algae will sit on top and has a tendency to grow faster. We have that pond and the one behind the clubhouse that are problems. They have been treating it weekly.

Mr. McGrath stated it is the best that they can do.

Mr. Smith stated for now. The hydrilla really blooms this time of year from the fertilizer and heat.

Mr. Mastromarino stated I want to thank Girard and Mr. Smith for removing grass clippings from around the pond areas. It is much better care in terms of neatness. There was some hydrilla in the Stargrass pond, and I think they are doing a good job trying to keep that at bay. Can I be copied on the meeting notes that you have with contractors?

Mr. Smith responded yes.

Mr. Mastromarino stated I do not know if anyone else on the Board wants to be copied.

Ms. Palmer stated if I have questions, I speak with Ms. Fuentes and she tells me everything.

Mr. Mastromarino asked do you meet with Keep Safe Security?

Mr. Smith responded I speak with Mr. McCartan on the phone. We do not actually meet like on a monthly basis. We probably talk a couple of times a month.

Mr. Mastromarino stated the contract states that you have weekly meetings.

Mr. Smith stated we will meet more often than that if we have phone meetings.

Mr. Mastromarino stated that would be the same. If you recall at the last meeting, there was an issue with a resident making other residents uncomfortable at the pool area. The sheriff's office came. I spoke to our crime watch liaison, Deputy Angel Beltran, last night about it. What he said was because the person is a resident, he is not trespassing. Unless the resident is committing a crime, he or his guest cannot be taken off the property.

Mr. McGrath stated the police cannot act.

Ms. Incandela stated I just do not know at what point the behavior of making someone uncomfortable becomes a crime. I do not know what he was doing. I do not think from what I am understanding that it was intentional, but people were feeling uncomfortable about it.

Mr. Mastromarino asked is leering a crime?

Ms. Palmer responded I think it depends if the person being leered at is willing to state that to the sheriff's department.

Mr. Smith stated and if the person who is leering is handicapped. That is a gray area.

Mr. Mastromarino stated I understand that, but the fact is, the resident was on common property. I think the action they took was appropriate.

Ms. Incandela stated I have an item for us to consider for the next meeting. Some of the issues that Mr. Gerry Frawley had emailed to us were frustrating to me because he had copied the entire Board and wanted to know what was being done. A couple of Board members called Severn Trent. In the future, I think we should assign Supervisors to various designated areas. For example, if you have an issue with security, call Ms. Palmer, call Mr. Mastromarino if you have an issue with landscaping, and call Mr. McGrath if you have an issue with the budget. One Supervisor can handle the issue with Severn Trent and respond, as opposed to no one else knows who has already handled it.

Ms. Palmer stated I do not have a problem with that as long as everyone is copied. It may be from Mr. Frawley, but he is a home owner and I feel like I have an obligation to answer back to them.

Ms. Incandela stated I want to save Severn Trent five phone calls on the same issue and having to explain it five different times, which is wasting time that you could be dealing with other issues. There was a criticism that there was no response, but the initial email did not request a response from the Board. It requested action, which I assumed would be taken. If a Supervisor is not given a specific request to make a call to Severn

Trent, then we are just going to assume that we are being kept in the loop of communication. If you want Ms. Palmer to call on these issues or Mr. McGrath called on these issues, we know that we are all not calling on the same issue but we are all in the loop.

Ms. Palmer stated my thinking is if whoever wants to call Severn Trent, they should call them. Then they can email the rest of the Board and say the issue is being handled.

Mr. Smith stated when Mr. Frawley emails us, whatever we respond back to him, we will email everybody.

Ms. Palmer stated sometimes he does not copy you, so I forward it to one of you.

Mr. Smith stated sometimes it comes to you. If you send it to us, then we will copy the entire Board. We will make sure that everything from Mr. Frawley, when we get it from a Board member, will be copied back to the Board.

Mr. Mastromarino stated in regard to Ms. Incandela's point, I can see the point of redundancy if I do not open my email until an hour or two later and creating more work for you.

Mr. Smith stated I think it is going to be very difficult for you to get Mr. Frawley to send it to the right person. He sends it to the Board members.

Ms. Palmer stated he wants someone to take care of it. He does not care who.

Mr. Smith stated if he sends it to you, forward it to us and we will figure it out.

Ms. Palmer stated we will not call about it. We will forward the email to you and expect a response from you within 24 hours.

Mr. McGrath stated that is a good idea.

Mr. Mastromarino stated we should tell Mr. Frawley what we tell everyone else. If he has an issue, contact Severn Trent. He should copy us.

Ms. Palmer stated I think he feels as though maybe we do not know some of the issues that are happening and he wants to make sure that we are in the loop. Out of everyone in this community, Mr. Frawley brings more to us. If we get it, we will forward it on to you, and you respond back.

Mr. Mastromarino stated we will try it and see how it works.

Mr. Smith stated when you hear from Mr. Frawley, forward it to Mr. Danny Gonzalez and copy me and Ms. Fuentes. We will get a response back to you and then you can respond back to Mr. Frawley.

Mr. Mastromarino asked when is the next meeting?

Ms. Incandela responded September 4, 2014.

**TWELFTH ORDER OF BUSINESS**

**Adjournment**

On MOTION by Mr. McGrath, seconded by Mr. Mastromarino, with all in favor, the meeting was adjourned at 8:55.

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Gary L. Moyer, Secretary

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Michelle Incandela, Chairman