



Celebration Residential Owners Association (CROA)

BOARD OF DIRECTORS' MEETING

Wednesday, February 9, 2022 6:00 PM
MINUTES

Call to Order

The Board Meeting was called to order at 6:00 PM by Mr. Brian Kensil, President. Also present were Mr. David Anderson, Vice President; Mrs. Cindy Swisher, Treasurer; Director Mrs. Celia McFadden; and Director Mr. Jackson Mumey. Mr. Kevin Kirby was not in attendance. Representing GrandManors was Mrs. Lauren Gunnyon, Executive Director; Ms. Suzanna McLeod, Community Manager; and Mr. Ariel Lovera, Financial Manager. The meeting, having been appropriately noticed, was ready to proceed with business.

Adopt Agenda

Mr. Mumey motioned to adopt the agenda with modifications of a) adding an item to discuss the contract of the security company; b) briefing of Lawn Sports; and c) briefing on minutes and agendas. Mrs. McFadden seconded, and the motion passed unanimously.

Approval of Meeting Minutes

Mr. Mumey motioned to approve the minutes for the Board meeting on January 26, 2022; Mrs. McFadden seconded, and the motion passed unanimously.

Discussion Items (Resident participation welcome)

1. Transition and Management Update

a. Staffing

Mrs. Gunnyon began by providing an update on staffing and explained currently at the beginning of the month there was a vacancy for resident's coordinator, IT administrator, community standards manager, field inspector, maintenance lead, maintenance technician, and four part-time pool monitors. As of today, the maintenance lead position was filled on February 7th, an offer was verbally extended to resident's coordinator, maintenance technician to start soon and the IT administrator position was posted. They have been actively interviewing for the Community Standards Manager position and have more face-to-face scheduled interviews.





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Ms. McLeod stated the hardest positions to fill are the pool and park monitors right now and asked for residents to please have patience as Niki Patten and Danny Mann are doing those positions on top of their own. Mrs. Gunnyon continued and stated in addition to the existing staffing, she and Mrs. Orduno have had conversations of future staffing plans in the office that can be shared at a later time if the Board so chooses.

b. Call Center

Mrs. Gunnyon shared that she has received a report from GrandManors dated January 1 to January 31 showing a total of 971 received calls, a resolution rate of 82% at the Call Center, which means the Call Center managed 833 out of the 971 calls. Also, there were 138 calls transferred to Town Hall which is 18%, meaning residents were advised that someone from Town Hall would call them back. The average time on hold with the call center was 50 seconds, the average time on the phone with an agent was 4 minutes and 39 seconds, and the average time waiting on hold while the Call Center was trying to contact someone at Town Hall was 2 minutes. The Board discussed that the Call Center process needs to be improved. The Board wants Lauren and GrandManors to discuss enhancements to the process. The Board is still committed to the Call Center and will monitor progress at every Board meeting.

c. Completeness of online portals for resident information

Mrs. Gunnyon stated that all approved meeting minutes, agendas, and videos under CROA online page are available to residents. The committee meeting minutes, agenda, and videos are also available for residents to review. An email blast will be sent to all homeowners regarding this information.

d. GrandManors transition plan

Mr. Kensil explained the 90 Day Transition Plan which was heavily focused on transferring the core financial and operating/administrative data from the prior management company. The CROA Board desires a lot of change in communication, and it is an added item that will be discussed at the new board organizational meeting. Mr. Mumey described the next phase as a “Level of Service” discussion for year one of the management contract.

e. Security Company

Mrs. Gunnyon began by saying there was an incident last week at Lakeside with the current security company which are supposed to patrol at Lakeside and Civic Corridor. The security personnel have yet to go to the Civic Corridor and have been unsuccessful in terms of responsiveness to phone calls and emails. Mrs. Gunnyon continued by recommending changing security company and the Board agreed to move forward.



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2. Updates for ongoing projects:

- a. Engineering Work on the Civic Corridor – to be discussed at Action Item #1.
- b. Lawn Sports

Mrs. McFadden began by providing an update on the meeting with Albert, as new drawings of the concept were presented. According to the drawings, Spring Park will have activity options as well as open space for multi generations to benefit from the changes. The lighting and irrigation were not included in his drawings as that would be a different company to manage, but otherwise everything else was specific. The Task Force recommended the concepts but will schedule another meeting to discuss the plans and estimated costs before information is shared with the CROA Board for discussion.

- c. CROA Amenities Inventory and quality grades

1. Executive Summary

Ms. McLeod began by explaining the Executive Summary. Inspections of all facilities and playgrounds have taken place and Bryan Senquis is moving on to passive parks.

She continued by saying they have started the reserve funds replacement of the two playgrounds, but the companies are still putting the bids together. Future work to take place includes painting of Memorial Garden next week and pressure washing all the CROA facilities starting with Town Hall the week of February 21 before Annual Meeting.

Requests for proposals have been solicited from Yellowstone regarding work on the Dog Park, Central Bark, Mosaic, Green Square and Towhee Court. Ms. McLeod proceeded to explain the strategy in addressing items. The priority list is: safety concerns especially at playgrounds, repairs, cleaning, landscape, painting, and detail work. An overall goal is to have everything in working order by September.

Mr. Senquis continued by providing an update on maintenance staff and their daily operations. Their morning timeline is usually opening and cleaning all the facilities from 5am to 10am. Afterwards, the maintenance team addresses CeleService requests and preventive maintenance. The focus now has also been any safety concerns.

Mr. Senquis continued by providing an update on CeleService and explained based on maintenance there were ninety-three requests and currently there are only twenty outstanding items, which have proposals in the works.

Management is looking at several third-party vendors to assist in fixing up properties as soon as is practical.



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The Board reiterated that the situation manifested itself during Covid and the runoff of the old management company. Getting everything fixed is a high Board priority, but will not be done in 30 days, it will take through the end of the summer most likely.

2. Listing of sites to assess – included in the packet

3. Legal issues briefing:

Mr. Mumey relayed that earlier today he sent the Board an email update regarding legal issues.

4. Update on 2022 CROA Board election

Mrs. Gunnyon began by saying they have received returned mail for unknown addresses or undeliverable, but we have emailed the residents and provided them with voting ballots and credentials online. Currently, we have 514 votes and approximately twenty paper ballots in the ballot box by the lobby. Mr. Mumey described the direction from Tom Slaten concerning Mattamy voting rights. Tom also provided the process for handling any “provisional or disregarded” ballots on election night.

5. Annual Meeting – expectations

Mrs. Gunnyon explained that all three rooms will be open with the Board of Directors at the front of the room. After refreshments at 5:15 the Annual Meeting will begin at 6:00 pm. There will be a Board presentation followed by a Q&A with residents.

6. Little League fields

a. Utilization and cost to maintain

Mr. Kensil began by saying he had received a report from management of 983 hours of field usage in 2021 with an income of \$4000 and a cost of \$123,000 for two baseball fields at the K-8 facility. Ms. McLeod continued by saying that Mr. Senquis and she have met with Yellowstone and the Little League out in the fields and in general the fields are in good shape but there is still work to be done.

The \$123,000 was questioned as being an accurate number for maintenance of the K-8 fields only so Mr. Kensil asked Management to get from Yellowstone an estimated cost of a one-year contract for the two baseball fields. After the meeting, it was learned the \$123,000 was for four different locations. Mr. Anderson also suggested negotiation of one contract for all three schools’ properties in Celebration. Mr. Mumey noted that the contract with the School District is being re-negotiated and will be discussed in more detail in the next several months.



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7. Civic Corridor Access to Residents – this was not discussed due to time limitations.

8. Microsoft Teams Challenges and Resolutions

The Board suggested residents send an email to CROA Board Members directly to share their feedback regarding Microsoft Teams connectivity and communication.

9. Innovation Center Usage Guidelines - this was not discussed due to time limitations.

e. Action Items (Board discussion only)

1. Mrs. McFadden motioned to have the final KMP Franklin Lot D concept drawings submitted to three civil engineering firms for full design drawings including coordination of surveying, electrical and any other relevant factors to create a final set of designs to go to contractors for development work on Lot D. Mr. Anderson seconded, and the motion passed unanimously.
2. Mr. Mumey motioned to renew a one-year contract with Accela (CeleService) up to the amount of \$8,754.26 – CROA Operating Expenditure. Mrs. McFadden seconded, and the motion passed unanimously.
3. Mr. Mumey motioned to reinstate voting rights for owners with pending covenants appeals. Mrs. McFadden seconded, and the motion passed unanimously.

Board Comments

Mr. Anderson expressed working on Teams is a little challenging, but it is part of the evolution and progress.

Mr. Kensil thanked the public for coming out tonight.

Adjournment

Mrs. Swisher motioned to adjourn. Mrs. McFadden seconded, and the motion passed unanimously at 8:17pm.

Celia A McFadden

Celia A McFadden (Mar 10, 2022 20:48 EST)

Celia McFadden, Secretary

