



## Celebration Residential Owners Association (CROA)

### BOARD OF DIRECTORS' MEETING

Wednesday, March 9, 2022 6:00 PM  
MINUTES

#### Call to Order

The Board Meeting was called to order at 6:00 PM by Mr. Jackson Mumey, President. Also present were Mr. David Anderson, Vice President; Mr. Brian Kensil, Treasurer; Director Mrs. Cindy Swisher; Director Mr. Jim Hays; Director Bill Grindl; and Secretary Mrs. Celia McFadden. Representing GrandManors was Ms. Lauren Gunnyon, Executive Director; Mr. Roger Edwards, Vice President; and Mr. Ariel Lovera, Financial Manager; Mr. J.R. Rupp, Director of Lifestyles and Communication; Mr. Patrick Dume, I.T. Manager; Mrs. Natalie Mower, Service Area Manager; and Ms. Amie Guswiler, Client Service Manager. The meeting, having been appropriately noticed, was ready to proceed with business.

#### Adopt Agenda

Mrs. Swisher motioned to adopt the agenda with modifications of a) remove item #4 on the Dog Park hours; b) move item G1 to the top of the agenda; and c) add onto discussion item G5 assigning a School Board contract liaison(s). Mrs. McFadden seconded, and the motion passed unanimously.

#### Board Update

##### a. Introduction of new Directors

Mr. Mumey began by saying the Board met on Friday to organize and shared the news of having two new board members. Mr. Grindl began by introducing himself as a new Board member for a one-year term. Mr. Hays began by introducing himself as a new Board member for a three-year term.

##### b. Liaison roles for committees and entities

Mr. Mumey began by saying CJC is the Celebration Joint Committee that it is made up of CROA and CNOA and currently there are two members, but when The Celebration company withdraws their seats on CJC and CNOA, by Charter that will create a third CROA seat on the CJC Board and at that time Mr. Grindl will sit on that seat. Mr. Mumey continued by saying Charter Committees are set by Celebration Charters and the Board decided last week that one Board member should serve as liaison rather than multiple Board members to simplify the process.





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The Architectural Review Committee, Mr. Grindl will be serving as the liaison, in Covenants Committee Mrs. Swisher will be the liaison, in the Finance Committee by Charter the treasurer of the Board is the liaison to that Committee and Mr. Kensil will be serving that position, and for Service Area Committee Mrs. McFadden will be the liaison for that committee.

Mr. Mumey continued by introducing the Standing Committee Liaisons; Dog Park is Mr. Anderson, for Parks and Recreation the liaison will be Mr. Kensil; for Special Events Mrs. McFadden will be the liaison; and for the Technology the liaison will be Mr. Anderson.

Mr. Mumey introduced the Community Partner Liaison and Mr. Anderson will be the liaison for the Celebration Foundation. The liaison for Celebration Community Development District will be Mr. Hays and for Condo Council Mrs. McFadden will be the serving liaison.

### Approval of Meeting Minutes

Mr. Kensil motioned to approve the minutes for the Board meeting on February 9, 2022; Mrs. McFadden seconded, and the motion passed unanimously.

### Financial Update

Mr. Kensil began by saying that by March 16 the December 31, 2021, financials will be available to view.

### Action Items

#### 1. Consent Agenda

- a. Mr. Kensil motioned to approve the renewal of LarsenSlaten PLLC prime membership for one year in the annual amount of \$5,968.00 and \$489.00 per month – CROA Operating Expenditure. Mr. Anderson seconded, and the motion passed unanimously.
- b. Mr. Kensil motioned to approve the ratification of the merge and resolution of the new Artisan Park Lifestyle Communications Subcommittee and up to five members on the committee as approved at the January 18, 2022, APC meeting. Mr. Anderson seconded, and the motion passed unanimously.
- c. Mr. Kensil motioned to approve the ratification of the purchase of an elliptical machine from Commercial Fitness Products for the Artisan Park Clubhouse Gym in the amount not to exceed \$10,200 as approved by the Artisan Park Committee at the January 27, 2022, meeting – Artisan Park Service Area Replacement Reserve Fund Expenditure. Mr. Anderson seconded, and the motion passed unanimously.





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- d. Mr. Kensil motioned to approve repairs for the Colorado Truck by Don's Complete Auto Service in the amount of \$5,319.95 – CROA Operating Expenditure. Mr. Anderson seconded, and the motion passed unanimously.
2. Mr. Kensil motioned to approve Design Engineering proposal by KPM Franklin for Lot D in the amount of \$132,687.00 – CROA Capital Funds Expenditure. Mrs. McFadden seconded, and the motion passed unanimously.
3. Motion to approve a new security company for Lakeside and CCFC.  
**Motion:** Mr. Kensil motioned to table this for one week and place it on action items for March 16 agenda. Mrs. Swisher seconded, and the motion passed unanimously.
5. Mr. Kensil motioned to initiate the fining process for 16 Non-Compliance Items\* through notification of the Covenants Committee meeting to approve or reject the fine. Mrs. McFadden seconded, and the motion passed unanimously.
6. Mr. Kensil motioned to approve 1 Resident Fee Waiver Request\*. Mr. Anderson seconded, and the motion passed unanimously.

### Discussion Items

#### 1. Transition and Management Update

##### a. Staffing

Mrs. Gunnyon began by saying the Community Manager position is currently vacant as Ms. McLeod last day was Friday. The position is posted, and management have interviewed candidates and close in selecting. The IT administrator reservation agent is also currently open and actively interviewing candidates as they apply. The Community Standards Manager's an offer was extended on March 2<sup>nd</sup> with a tentative start date of March 28<sup>th</sup>. The field monitors and Park and Pool monitors positions are currently still open with tentative thoughts on how to address those.

##### b. Call Center

Mrs. Gunnyon began by saying between February 1 – February 28 there were nine hundred calls to the Call Center, with an average of forty-five calls a day. The Call Center resolution rate was 82% at 735 calls and there were 165 calls transferred to Town Hall





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either via phone or a case created in CiraNet.

The Caller Type was 766 residents, 71 closing agents, 18 vendors, 44 others, and 1 Board matter. Mr. Kensil asked management to take steps to reduce the “Other” category of calls as it was about 45%. Management will work on this request.

2. Updates for ongoing projects
  - a. CROA Amenities Inventory and quality grades
    1. Executive Summary

Mrs. Gunnyon began by saying since the last Board meeting management has pressured wash all playgrounds, inspected East Village passive parks, lighting and electrical in Spring Lake Pool and Gym have been fixed and completed. Also, all CROA facility Buildings/ Roofs have been pressured washed and soft washed. The Memorial Gardens stucco repair and painting have been completed. The Hippodrome Park sidewalks and Pergola has been pressure washed. The sidewalk grinding at North Village, Spring Park/Heritage Hall and Amphitheatre has been completed. Currently, management is working with two different companies to replace playground equipment. These companies are Rep Services (initial bid came in and is being revised to better adjust to budget) and Top Line Recreation (initial project manager no longer with the company replacement project manager came out Proposal pending). Management is working with the vendors to keep costs within Replacement Reserve Budget.

Mrs. Gunnyon continued by providing scheduled work to take place the week of 3/7 and 3/21. Mosaic West was re-sod the week of 3/7; sidewalk grinding at Town Hall will be take place the week of 3/7; and pressure washing of sidewalks and flats of all CROA facility buildings will be take place the week of 3/21. Management solicited proposal from vendors for work on landscape refurbishment, basketball court resurfacing, painting, standard repairs, rebuilding of the Hippodrome Park Pergola, lighting/electrical of Lakeside Great Lawn. CeleService from November 1 to March 3 there were 115 requests and 96 of those were completed, and 19 requests pending which are pending proposals.

Mr. Kensil noted that the Executive Summary was very informative and would be good for the Executive Director to share with the community in some manner as many will not see it as part of a Board package.



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### 2. Listing of sites and assessment status

This item was addressed in the Executive Summary provided by Ms. Gunnyon.

### 3. Longmeadow Park – new equipment cost discussion

This item was addressed in the Executive Summary provided by Ms. Gunnyon.

### 3. Communication Framework Discussion

Mr. Mumey began by saying the Board acknowledges they have not done a thorough enough job of communicating appropriately across numerous communication channels, but we are capable of change and improvement. Mr. Anderson continued by saying the intent tonight is to formalize input from the Board and the Community on the Communication Framework.

A one to two page that outlines the framework and will start with the responsibility with respect of communication for the community.

### 4. Update regarding medication of the Osceola County K-8 school contract

Mr. Kensil began by saying there was a meeting and got it down to two baseball fields and the field by Celebration Avenue. The annual expense that Yellowstone quoted was \$30,000 to maintain these three properties. The Board understands the double taxation argument and the question is whether it is worth \$30,000 to keep the properties in better shape for our children playing sports on those fields.

Mr. Kensil had an opportunity to meet with Little League group, and they are putting a lot of effort into maintaining the fields too. Mr. Kensil believes we should make the Little League President part of our communication group. Mr. Mumey continued and appointed Mr. Kensil, Mrs. Swisher, and Mr. Hays to be the liaisons to the school contract project.

### Board Comments

Mr. Kensil congratulated all the new CROA Board Members.

Mrs. Swisher expressed gratitude towards GrandManors for managing the community.

Mr. Anderson reminded the Board about a project that was placed on hold in June regarding a New Resident Welcome in collaboration with the foundation.



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Mr. Mumey expressed gratitude and is excited to be part of the Board and collaborating with the community, the Board, and GrandManors.

### Adjournment

Mr. Kensil motioned to adjourn. Mrs. McFadden seconded, and the motion passed unanimously at 8:00pm.

*Celia A McFadden*

[Celia A McFadden \(Mar 17, 2022 11:16 EDT\)](#)

Celia McFadden, Secretary

