



BOARD OF DIRECTORS' MEETING

Wednesday, June 8, 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; Mrs. Celia A McFadden, Secretary; Director Mrs. Cindy Swisher; Director Mr. Jim Hays and Mr. Bill Grindl, Director. Representing GrandManors were Ms. Lauren Gunnyon, Executive Director; Mr. Roger Edwards, Vice President; Mr. Ariel Lovera, Financial Manager; Ms. Liz Wargo, Director of Lifestyles and Communication; Ms. Amie Guswiler, Client Service Manager; and Ms. Stephanie Martes, Community Standards Manager, and Patrick Dume, IT Manager. The meeting, having been appropriately noticed, was ready to proceed with business.

Adopt Agenda

Mr. Kensil motioned to adopt the agenda with modifications of a) take discussion item #6 and move it into the discussion of action items #4 & #5. Mr. Hays seconded, and the motion passed unanimously.

Approval of Meeting Minutes

Mr. Kensil motioned to approve the minutes for the Board meeting on May 25, 2022; Mrs. Swisher seconded; the motion passed unanimously.

President's Overview

Mr. Mumey began by reiterating on Job #1 "Go Fast and Fix Stuff". The Board's Tenure is 96 days, and many things have been accomplished. Last 8 weeks there has been expenditures and approved 83 action items including maintenance and landscaping (\$886,000), repairs (\$98,000), playgrounds (\$395,000) with a grand total of \$1,379,000. Work is being done in Founders Park, Towhee Park, Lakeside Park, and Town Hall Parking Lot. In tonight's meeting agenda, there are 18 actions items that need Board's decision including Landscape expenditures in the amount of \$291,219, Repairs / Paint expenditures in the amount of \$262,999, with a grand total of \$554,218. As a reminder, the funding comes from the following accounts: Maintenance and Repair come from Replacement Reserves and as of June 7, 2022, the account is funded with \$2.29 million; Landscaping come from Operating Expenses and as of June 7, 2022, the account is funded with \$1.57 million; New Amenities come from Capital Funds and as of June 7, 2022, the account is funded with \$2.65 million, with a total asset of \$9.78 million as of May 31, 2022.

The process starts with an awareness of a problem and is reported via CeleService, Email, Call Center and Inspections; then Management goes out and reviews, research and find competitive bids and bring them to service areas and community to review and budget approval are considered and then the Board





reviews the bids and ask questions; and finally the items are brought to the Board meeting looking for approval on items that are on the consent agenda or under action item.

Mr. Mumeby continued by saying that inspectors are out in the Community actively inspecting homes and as of June 3rd the following violations have been submitted:

- 58 for landscaping
- 25 for architectural
- 274 for maintenance
- 17 others

The goal is “Let’s do great things together” and regardless of whether one agree or disagree, one can be respectful of each other and make smart decisions.

Action Items

1. Consent Agenda - Landscape

- a. Mrs. McFadden motioned to approve landscape improvements at North Village Commons by Nu-Leaf in the amount of \$85,560.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- b. Mrs. McFadden motioned to approve landscape improvements at North Village Pavilion by Nu-Leaf in the amount of \$6,465.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- c. Mrs. McFadden motioned to approve landscape improvements at Aquila Loop Park by Nu-Leaf in the amount of \$21,465.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- d. Mrs. McFadden motioned to approve landscape improvements at Blue Sage Passive Park by Nu-Leaf in the amount of \$4,998.50 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- e. Mrs. McFadden motioned to approve landscape improvements at Pond View Park by Exquisite Lawn Care in the amount of \$857.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- f. Mrs. McFadden motioned to approve landscape improvements at Runner Oak Park by Exquisite Lawn Care in the amount of \$3,855.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- g. Mrs. McFadden motioned to approve landscape improvements at Wild Elm Park by Exquisite Lawn Care in the amount of \$792.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.



- h. Mrs. McFadden motioned to approve landscape improvements at Sand Lace Park by Exquisite Lawn Care in the amount of \$2,790.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- i. Mrs. McFadden motioned to approve landscape repairs at the Athletic Complex by NuLeaf in the amount of \$7,125.00– CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.

2. Consent Agenda

- a. Mr. Hays motioned to approve painting and repairs at Lakeside Pool House by Central Painting in the amount of \$2,240.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- b. Mr. Hays motioned to approve the Dog Park Hours Resolution for Landscaping Maintenance. Mr. Grindl seconded; the motion passed unanimously.
- c. Mr. Hays motioned to approve repairs for the 2016 NEV by Bill Bryan Fruitland Park in the amount of \$4,832.12 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- d. Mr. Hays motioned to approve repairs for a NEV by Bill Bryan Fruitland Park in the amount of \$644.14 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- e. Mr. Hays motioned to approve paver repairs at Founders Park by Phoenix Works in the amount of \$6,750.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- f. Mr. Hays motioned to approve replacement of fence at East Village Pool and Playground by Phoenix Works in the amount of \$17,500.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
- g. Mr. Hays motioned to approve sidewalk repairs at Roseville Service Area by Phoenix Works in the amount of \$1,650.00 – Service Area Reserves. Mr. Grindl seconded; the motion passed unanimously.
- h. Mr. Hays motioned to approve siding repairs at Charleston Place Townhomes by Central Painting in the amount of \$1,950.00 – North Village Townhomes Service Area Reserves. Mr. Grindl seconded; the motion passed unanimously.
- i. Mr. Hays motioned to approve stucco repairs at Charleston Place Townhomes by Central Painting in the amount of \$27,800.00 – North Village Townhomes Service Area Reserves. Mr. Grindl seconded; the motion passed unanimously.



3. Mrs. McFadden motioned to approve painting at Spring Lake Townhomes Phase I & II by Cardinal Painting in the amount of \$205,109.00 – Spring Lake Townhomes Reserves. Mr. Grindl seconded; the motion passed unanimously.
4. Mrs. Swisher motioned to approve landscape improvements at Heritage Hall by Nu-Leaf in the amount of \$99,887.00 – CROA Replacement Reserve Funds. Mr. Grindl seconded; the motion passed unanimously.
5. Mrs. Swisher motioned to approve landscape improvements at Spring Park Field by Nu-Leaf in the amount of \$57,425.00 – CROA Replacement Reserves Funds. Mr. Grindl seconded, the motion passed unanimously.

New motion: Mrs. Swisher motioned to approve removal of the plans from Lot D and to approve items #4 and #5 as they are currently published on the agenda. Mr. Grindl seconded; the motion passed 4-3, with Mrs. McFadden, Mr. Hays, and Mr. Anderson voting Nay.

6. Mr. Kensil motioned to ratify Celebration K-8 Contract as proposed. Mr. Grindl seconded, the motion passed unanimously.
7. Mrs. McFadden motioned to deny fee waiver request for apartment association. Mr. Grindl seconded; the motion passed unanimously.
8. Mr. Anderson motioned to approve 1 Resident Fee Waiver Request*. Mr. Kensil seconded; the motioned passed unanimously.

Discussion Items

1. Transition and Management Update:
 - a. Staffing

Mrs. Gunnyon began announcing the new Community Standards Manager, Stephanie Martes she was formally the ARC Coordinator, so the position is posted and available to view. Currently, there are 3 part-time pool monitors and 1 full-time park & facility monitor, hence Town Hall is getting fully up to staffed.

- b. Call Center

Mrs. Gunnyon began by saying there were 877 total calls out of 22 business days with an average of 39.9 calls a day. The Call Center Resolution Rate was 95.1% of all calls were resolved by the call center (833 calls). The calls transferred to Town Hall was 44, these were either direct transfers or residents are being advised they will receive a call back and an internal email is sent to the Town Hall Cira Mail to be triaged and responded to by the appropriate person.



The average time on hold was 26 seconds, the average time on the phone with an agent was 3 minutes and 14 seconds and the average time for calls to transfer back to Town Hall was 1 minute and 54 seconds.

c. Front Desk Matrix

2. Updates for ongoing projects:

a. CROA Amenities Inventory and quality grades

1. Executive Summary

Mrs. Mower began by saying when Management is finalizing main projects an inspection sheet will be completed with the name of the vendor, date of inspection, project name, Board approval date, and scope of the project. Also, attached to the inspection sheet there will be a vendor's bid and before and after pictures for the records. Mrs. Mower also explained how vendors are also being held accountable and presented the process of the CROA landscape inspection forms and they will be reviewed on a monthly basis. In the event of any deficiency, the vendor will have three business days to rectify things unless it is a major damage that requires further Board approval, the vendor will have an extended time.

2. Listing of sites and assessment status

3. Covenants Inspection Update

Ms. Martes began by saying effective June 1st inspections are focused based on a category for the month. June inspections are focus on the cleaning category.

As of May 16th – June 3rd a total of 381 violations have been processed and 586 inspections have been completed. The total breakdown is as follow:

- New inspections: 412
- Re-inspections: 48
- Resales: 34
- Meeting Inspections: 43
- Complaints: 17
- Architectural review: 32

Total: 586



4. Security

Mrs. Gunnyon began by saying the new security company has started and doing seven days a week patrols, and actively patrolling from 5pm – midnight.

5. Autonomous Vehicles

The Chair of the Technology Committee began by saying they placed a visit to the city of Lake Nona where the usage and main location of autonomous vehicles is. Three Board members joined the tour, and the meeting went well. Autonomous vehicles are relatively new, but Celebration would not be the only Community to have them around, as Lake Nona is already operating them in their Community. In a future date, if possible, we would like to invite Autonomous Vehicles to visit Celebration to showcase and have a presentation on the concept.

7. July 4th

Ms. Gunnyon began by saying the light picnic has been finalized and Management will provide a hotdog Food Truck at Lakeside for the event.

Board Comments

Mr. Anderson showed gratitude for a good discussion and great meeting.

Mrs. Swisher appreciated the extended time of the Board meeting to further discuss the various projects on the agenda.

Mrs. McFadden showed gratitude towards Management for Special Olympics event in Celebration.

Mr. Hays showed gratitude towards owner's comments that were mentioned in the meeting.

Mr. Mumey appreciated the public comments from the Community. Also, showed gratitude towards the Advisory Groups and their magnificent job they are doing. A Celebration Hall Advisory Group / CROA Board Town Hall meeting will be held on Thursday, June 23rd and provide an opportunity for the public to come in and provide their comments and see what the work is.

Adjournment

Mrs. McFadden motioned to adjourn; Mrs. Swisher seconded; the motion passed unanimously at 8:24pm.

Celia A McFadden

Celia A McFadden (Jun 25, 2022 21:51 EDT)

Celia A McFadden, Secretary