

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, February 1, 2024 - 1:00 p.m.
MINUTES
Card Room C/Zoom**

MEMBERS	Present	OTHERS	Present
Mark Finewood	X		
Glen Holmes	X	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	X	J.B. Belknap, General Manager	X
James Meidl	X	Karon Bennett, Asst. GM	X
George Milot	X	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Jayne Schwarz	Zoom
Elaine Sawyer, Chair	X	Chef Steve Mayberry & FB Director Janine Stepanich	X
Teresa Pipal, Alternate	-	Residents:	6
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Chair Sawyer called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Chair Sawyer welcomed those in attendance and those on Zoom to the February 1, 2024, Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (January 4, 2024)** – Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee minutes for January 4, 2024. Mark Finewood moved to accept the minutes for January 4, 2024. George Milot seconded the motion. A vote was taken, and the minutes were approved as presented.
- IV. **OLD BUSINESS –**
 - A. **Report on prior concerns referred to Management –**
 1. **Question and answer with the Chef and Food and Beverage Director –**
J.B. Belknap, Chef Steve Mayberry and F&B Director Janine Stepanich
J.B. Belknap introduced Chef Mayberry and F&B Director Janine Stepanich and stated that he had them come to the F&A meeting to explain the reservation system in the restaurant and lounge. Janine opened by stating that reservations are recommended but not required in the lounge and the restaurant. Janine explained that reservations are not usually received for lunchtime but more for dinnertime in the restaurant and lounge. Most residents come to the dinner hour between 5:00 – 6:30 p.m. and having reservations allows the restaurant to control the flow from the door not only for the kitchen but also for the servers. When you have everyone come at one time instead of staggering the times that they sit down, it increases the ticket time for the kitchen and results in poorer service from the servers. Chef Mayberry stated that in the kitchen, all food is cooked from scratch and if tickets arrive all at once service will take much more time than it normally would if the tickets were staggered.

Discussion and questions were asked by committee members and residents which included the following:

1. Why are there signs on the tables in the lounge reserving tables: Signs are placed on tables 15 minutes prior to the reservation for those that have made reservations.

2. Thursday night seating in the lounge is different because of the entertainment due to its popularity. Thursday night entertainment in the ballroom is again reservations are recommended and all food and beverage will just be in the ballroom. Chair Sawyer stated that the reservation recommendations and the reserved tables need to be communicated to the residents.
 3. Golf Groups – it was brought up that some golf groups coming in after 5 for a drink at the lounge have been stopped by the hostess due to there being no seats available in the lounge. Janine will speak to the hostesses and let them know that they are trying to accommodate all and can offer a seat in the dining room if the lounge is full, or they can wait for a table or two to become available in the lounge. Jeff Buxton stated that F&B must effectively communicate when a table is available to these golf groups. Karen Popp stated that she feels that the formal dining room should be used for parties with reservations and the lounge should be left for the walk-ins.
 4. The dress codes for the dining and lounge are different. The lounge code is less formal.
 5. Most servers use tablets but those that write down the orders use the POS system to relay the orders to the kitchen.
 6. Joan Darcy wants the Chicken Parmesan to be on the dinner menu.
- Chef Mayberry and Janine Stepanich had to leave the meeting due to a previously scheduled appointment.

GM Belknap asked if anyone had any questions on any of the bond projects. Sherry Long stated that she has not had any irrigation at her house since October. She said that Mainscape has been out but there has been no positive outcome to date. She asked how much of the bond monies have been spent to date to repair the Clis system. GM Belknap stated that the HGRD has spent approximately \$400,000 of the \$1,000,000 that was allocated to replace the decoders, repair the two wires, and put new valves in. GM Belknap stated he would contact Mainscapes and find out the status of her work order.

Mary Koenig asked if GM Belknap would find out when the lights at the Bocce Courts are on at night. She stated that it is very dark in that area when Bingo is done and there are usually no lights on around 8:30 p.m. GM Belknap will find out when and if there are timers at the Bocce courts.

Mark Finewood wanted to thank Nate Baers, the new Clubhouse Maintenance manager on the work he is doing.

Glen Holmes asked if there is a process in place that allows the HGRD the ability to not hire construction firms that have not preformed in the past. GM Belknap stated that since we are a governmental entity, we must obtain at least 3 bids for any project over \$35,000. There is also a Bid Oversight Committee that evaluates the bids and gives their recommendation to the Board of Supervisors.

Geoge Milot asked about the problem with the canopies draining on the Bocce Courts. GM Belknap is aware of the issue and has been working to find a solution to the design issue.

B. Report on prior issues referred to the Board – Supervisor Mars at the previous F&A meeting reviewed the “Donations” section of the HGRD Policies and Procedures and realized that the Board already has a “targeted funds” for monetary and property guidelines in place. After discussion it was discovered that the process was written for putting funds into a targeted donation account, but there was no process for requesting the use of the funds. The committee unanimously voted to approve a recommendation to the Board that “A process be created whereby a person or group could request the use of targeted

donation funds. This process should include a written description of the intended use of the funds and this request should be presented to the General Manager who would advance it to the Facilities and Amenities committee or the applicable committee or group to be vetted. Supervisor Mars took it upon herself to develop the "Request to use targeted donation funds" application (see attached). Once this form is filled out by a resident it will be given to management who will then present it to the Facilities & Amenities or other applicable committee or group for vetting. The final decision on the acceptance or non-acceptance of a requested project or purchase using the targeted funds shall be made by the Board of Supervisors. The form was approved by the Board of Supervisors at their last meeting and is in Policies and Procedures. The Golf Committee will review any donation or request concerning the golf course. The Facilities and Amenities Committee will have to keep a book on the requests made for funds if the funds are not currently available.

A second recommendation was made that an addition be made to the survey requesting resident input for items to add to the Facilities and Amenities Wish List. This passed the committee unanimously. Supervisor Mars stated that the survey that went out on the afternoon of the Board meeting had already included a section that requested resident input for items or amenities wanted or needed.

C. Report on prior issues that required further study – No issues were discussed.

VI NEW BUSINESS –

A. Resident concerns/requests regarding maintenance, improvement, logistics and safety of buildings and grounds.

B. Resident concerns/requests regarding recreational activities

George Milot asked for more benches around the Bocce Courts. GM Belknap stated that Dan Parker has been working with the Bocce Association to determine the additional needs for more benches.

GM Belknap stated that Stultz construction will be prepping the east side of the pickleball courts to lay the foundation and then add the shade structure/awnings to the area.

A resident asked if there was a need for a project manager and GM Belknap stated that Stultz Construction was hired as the HGRD's Project Manager and organizes all paths for the projects.

C. Resident concerns regarding recurring problems in the general operation of F&B and CLIS

Kim Roerk informed the committee that Magnolia Landings does a "Ladies Cocktail Bar Hour" and thought that would be a good idea for the Lounge to do once a month. She also requested that there be Luau and Pool Parties on the pool deck. GM Belknap will speak to Janine.

Karen Popp informed the committee that the back door of the restaurant that has the push bar was locked the other night. GM Belknap said he will check on why it was locked.

Discussion ensued on menus and how often they are changed and whether the Chef reviews the number of purchases of each menu item before changing the menu. GM Belknap stated that the Chef and F&B Director meet with him every month to discuss the menu top and bottom sellers. The Chef uses the reports to determine which items will stay on the menu and which will be removed from the menu.

Discussion ensued on the request that the restaurant offers dinner on Saturday nights instead of just the lunch and Pizza menu. Mary Koenig stated that in all the years she has been a resident of Herons Glen Saturday is the night with the least number of patrons. She also stated that is why the restaurant hosts Trivia Night on Saturday nights.

There was a discussion that the residents want a less formal menu for the lounge and want the formal dinner menu offered for the main dining room.

VII NEXT MEETING DATE – Monday, March 8, 2024, at 1:00 p.m. in Card Room C/Zoom.

VIII ADJOURNMENT – Meeting adjourned at 2:27 p.m.

APPROVED:

Approved
Elaine Sawyer, Chair

March 7, 2024
Date