

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, May 13, 2024 - 9:00 a.m.
MINUTES
Card Room C/Zoom**

| MEMBERS | Present | OTHERS | Present |
|-----------------------------|----------------|---|----------------|
| Mary Koenig, Chair | X | | |
| Sherry Long | X | Karen Mars, Board Liaison | X |
| Teresa Pipal | Zoom | J.B. Belknap, General Manager | X |
| Bob Polenska | X | | |
| Dennis Rathburn, Vice Chair | X | Wendy Shea, Activities & Events Coordinator | X |
| Kim Roerk | Zoom | Supervisor Howard Young | X |
| Elaine Sawyer | X | | |
| | | Residents: | 1 |

- I. **CALL TO ORDER** –Supervisor Mars called the meeting to order at 9:00 a.m.

- II. **WELCOME**– Supervisor Mars welcomed those in attendance and those on Zoom to the May 13, 2024, Facilities and Amenities Advisory Committee meeting. Supervisor Mars asked that all committee members and staff introduce themselves and give a little background information.
 1. Charter Review – Supervisor Mars informed the committee that the Facilities & Amenities Charter states that the advisory responsibility of the committee is limited to receiving and reviewing Resident or Board concerns and requests of:
 - a) Maintenance, improvements, logistics, and safety of all buildings and grounds.
 - b) Recreation Activities provided by the District except golf.
 - c) Proposals for new activities.
 - d) Recurring problems in the general operation of Food & Beverage and Common Lot Irrigation System (CLIS).

Scope of Responsibilities – After reviewing a concern or request, the committee can:

 - a) Make a request to Management, with an informational copy to the Board.
 - b) Make a recommendation to the Board.
 - c) Decide to study the issue further, including creating a subcommittee if needed.
 - d) Decide to take no further action on the concern or request.
 2. Dates of Scheduled F&A Committee meetings – Supervisor Mars went through the quarterly dates of the F&A Committee for 2024-2025. She stated that if needed the committee can request additional meeting dates if needed. After discussion, the committee requested to see if the time of the 4 meetings can be changed from 9:00 a.m. to 1:00 p.m. The new chair will contact the committee and advise them of the times.
 3. Election of Chair and Vice Chair for Facilities & Amenities Advisory Committee – Supervisor Mars opened the floor for nominations for Chair of Facilities & Amenities. Elaine Sawyer nominated Mary Koenig as Chair. Supervisor Mars asked if Mary Koenig was willing to serve as Chair and she stated yes. Hearing of no other nominations, Supervisor Mars asked for a vote on Mary Koenig as Chair of Facilities & Amenities and Mary Koenig was unanimously approved.

Mary Koenig opened the floor for nominations for Vice Chair of Facilities & Amenities. Elaine Sawyer nominated Dennis Rathburn as Vice Chair. Chair Koenig asked if

Dennis Rathburn was willing to serve as Vice Chair and he stated yes. Hearing of no other nominations, Chair Koenig asked for a vote on Dennis Rathburn as Vice Chair of Facilities & Amenities and Dennis Rathburn was unanimously approved.

III. APPROVAL OF MEETING MINUTES (April 4, 2024) – Chair Koenig asked for approval of the Facilities & Amenities Advisory Committee minutes for April 4, 2024. Elaine Sawyer moved to accept the minutes for April 4, 2024. Sherry Long 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 –

GM Belknap updated the committee of the current bond projects and their status:

GM Belknap informed the committee that in 2020 the District received 12.9 million in Bond monies for 16 or 17 capital projects such as the renovation of the golf course, renovation of the restaurant and lobby, renovation of the Sports Complex (Bocce & Shuffleboard), etc. Most projects have been completed but there are a few in the process of completion before the deadline of May 1, 2025. GM Belknap stated that an email update will be coming out soon to all the residents to update them on all the projects still in process.

Bocce Courts - A meeting with MorSports is scheduled for today, Monday, May 13th to talk about a game plan for court repairs which will begin on the 15th. An email will be sent to the residents outlining the plan. Dragon Sports will be altering and shifting the north end bocce canopies back towards the tennis courts.

Pickleball Courts - Another team from MorSports is scheduled to install the new pickleball lights on May 15th. Stultz confirmed that placement of the new shade structure foundation will also start May 13th.

PDR Divider/Veranda flooring - On Monday, May 13th, Stultz will be supervising the PDR divider installation and work on the epoxy floor for the ballroom veranda will begin. The new lanai furniture will be delivered on the 20th.

Clubhouse Maintenance Office and Driving Range Restroom- GM Belknap explained that Cart Shack on the driving range will be getting two restrooms as part of the Bond monies and part of the golf maintenance storage building will be converted to a Clubhouse Maintenance office and breakroom. Moving the Clubhouse Maintenance office from behind the ballroom will free up much storage space for the restaurant.

Clubhouse Door/Window Replacement – Ten doors/windows around the clubhouse (Main Lobby doors, ballroom lobby and Restaurant doors) will be replaced with energy efficient doors/windows.

#17 Bulkhead: We've paid South Florida Water Management District and the County all the permitting fees and all the applications have been submitted. At this point, we're at the County's mercy as to when the project can begin.

Ballroom Renovation: Supervisor Mars is crafting an RFP for the stage projection and lighting. Denmark told us he will send a proposal to locate the sewer hookup to quote the new restroom.

CLIS Update- GM Belknap stated that the CLIS Irrigation system is a 30-year-old system and the work presently being done trying to correct all the issues is a work in progress. The HGRD will spend \$1 million dollars of the bond monies to address the issues. Juan Rivera, the Mainscape regional supervisor joined Tim Kortanek and GM Belknap for last Thursday's HOA Grounds Committee meeting. Our interest in attending was to explain and address issues related to CLIS so the committee has more information when they are monitoring the community. We discussed the current weather pattern, some of the restrictions imposed by Lee County & SFMUD, the District's new CLIS policies, etc. The main point we tried to convey was in dry conditions like we're experiencing now, even if your system is operating normally, 2 days of watering per week won't keep yards

completely green. If a yard is emerald green, the homeowner is either using city water or tampering with our valve system. Sherry Long was at the meeting and found it very informative and stated that GM Belknap should put out the information that was addressed at the HOA Grounds Committee meeting to the residents of Herons Glen.

B. Report on prior issues referred to the Board –

Supervisor Mars presented the recommendation from the F&A committee to the HGRD Board regarding the LGA18 “Pretty in Pink Canvas” (from the Pretty in Pink Luncheon) be displayed in one of the Activity Rooms. Management has decided that the “Pretty in Pink Canvas” will have a space in the Pro Shop for display.

Supervisor Mars presented the recommendation from the F&A Committee to the HGRD Board to hang the “Animals Clock” in the lounge. Management approved the hanging of the “Animals Clock” in the lounge. The clock is presently near the pool service bar area.

Supervisor Mars presented the recommendation from the F&A Committee to the HGRD Board on the lounge décor should be more casual and more pub like than it currently is. Supervisor Mars stated that the Board and management are still evaluating the décor and seating arrangements in the lounge. She stated that changes in the seating arrangements in the lounge will occur during the summer shut down.

C. Report on prior issues that required further study – None were discussed.

VI NEW BUSINESS –

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

Sherry Long asked management when and if they would be investigating heat resistant coating for the pool pavers. Sherry stated that the pavers are extremely hot, and residents are leaving shoes next to the entry of the pool and that might cause a tripping issue on the pool deck. GM Belknap will check again with Accurate Paving if they know of any product that would reduce the heat on the pavers.

Bob Polenska asked why the HGRD does not advertise outside of the Glen to get the public to fill the empty tables during the season and off-season. Discussion on the issue included: the necessity to change the model of the restaurant, expend advertising budget monies to bring outside people into the restaurant, increase in staffing, and increase in food costs. The restaurant is an amenity, and budgets are set during the budget meetings. The time of the year determines a lot of the business, cost of running a “club” restaurant and is much higher than chain restaurants. The reservation system has helped with controlling the tickets in the kitchen, and some residents do not like the idea that the public can come in and patronize the restaurant and possibly not allow residents to get a seat or possibly be a security threat by saying they are going to the restaurant but never go and once in are able to go anywhere in the Glen.

Kim Kitko had a list of items that she felt needed to be addressed concerning the restaurant which included: establish separate working committee to measure the success of the restaurant with timelines, survey the current patrons of the restaurant to see what they think the level of contentment is, have a self-serve section of the restaurant, more training of the restaurant staff, kiosk that residents can use to express their contentment, and advertise more to the public. Chair Koenig stated that she is not in favor of setting up more committees because she feels we already have enough

committees and would rather determine the definition of success of the restaurant before setting up another committee. Mary Koenig asked about the comment cards and whether they can be simplified with fewer questions. She asked management to see if the Comment Cards and box at the restaurant can be re-established.

Chair Koenig asked management to get the Facilities & Amenities Advisory Committee members a copy of the 2024 Strategic Plan Survey and data that pertains to the restaurant satisfaction which includes all the comments about the restaurant.

Supervisor Young stated that the Strategic Plan Survey results were very positive on the restaurant in that 75% of the respondents were happy with the restaurant. He stated that no matter what you do the 25% would never be content. He said that the daily subsidy per household to run the restaurant operations is \$1.06 per day.

Dennis Rathburn asked about why the restaurant and lounge close on Tuesdays and Sundays at 4:00 p.m. in the off season. He feels that they should be open in the off season to at least 6:00 p.m. even if it is just the lounge. He also has heard from many residents that they would like to have bar snacks available at the bar. After discussion on the issue, Dennis Rathburn moved to recommend to management that bar snacks such as pretzels and nuts be available at the bar. Mary Koenig seconded the motion. A vote was taken, and the motion passed unanimously.

Sherry Long asked management why the poolside service has not been available since May 1st. She stated that it was a great addition to the pool amenity and now people are bringing their own refreshments to the pool area because there is no poolside service. GM Belknap stated it might be a staffing issue in the off season but will check with Janine.

Dennis Rathburn questioned the newly paved area in front of the Fitness Center. GM Belknap stated it is an area for golf carts to come into the Fitness Center restrooms coming off the golf course and not to use up the car parking spaces. He said that there will be signage in that area soon along with a video that will be sent out to the residents.

Sherry Long informed the committee that recently after a golf group finished their round, the Chef came out and passed out tasters of his upcoming appetizer menu to the golfers. She also stated that the other night, she saw Janine go up to every table in the restaurant to ask how their experience and satisfaction was with their dining experience.

- B. Resident concerns/requests regarding recreational activities** – no concerns/requests regarding recreational activities were brought up at the meeting.
- C. Resident concerns regarding recurring problems in the general operation of F&B and CLIS** – no recurring problems were brought up at the meeting.

VII NEXT MEETING DATE – Monday, September 16, 2024, at 1:00 p.m. in CR-C/Zoom

VIII ADJOURNMENT – Meeting adjourned at 10:40 a.m.

DRAFT APPROVED:

Approved
Mary Koenig, Chair

May 17, 2024
Date

DRAFT