

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, September 16, 2024 - 1:00 p.m.
MINUTES
PDR/Zoom**

MEMBERS	Present	OTHERS	Present
Mary Koenig, Chair	X		
Sherri Long	X	Karen Mars, Board Liaison	X
Teresa Pipal	-	J.B. Belknap, General Manager	X
Bob Polenska	Zoom		
Dennis Rathburn, Vice Chair	X	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Peter Overs	X
Elaine Sawyer	-		
		Residents:	10

- I. **CALL TO ORDER** –Chair Koenig called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Chair Koenig welcomed those in attendance in person and by Zoom.
- III. **APPROVAL OF MEETING MINUTES (May 13, 2024)** – Chair Koenig asked for approval of the Facilities & Amenities Advisory Committee minutes for May 13, 2024. Dennis Rathburn moved to accept the minutes for May 13, 2024. Sherri 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 asked for any questions regarding his report. Pat Gentile stated that the Shuffleboard courts are not flat or level. GM Belknap stated that Mor Sports will be coming out for the Pickleball courts, and he plans to have them check with a laser on their levelness. Mor Sports are also doing a core assessment of the Pickleball courts to determine the root cause of the chipping of the courts and the course of action to correct the problem. The assessment is scheduled in a few weeks. Larry Cummings asked about the work being done on both sides of the Bocce courts and GM Belknap stated that he is working with Stoney Dragon to do the work on both ends of the courts but trying to not have to shut down both ends of the courts for two weeks at the same time. Larry Cummings also asked if there was a solution to the ceiling issue in the Fitness Center. GM Belknap is still working with the AC companies to figure out the issue with the condensation. Once the issue is resolved, the damaged ceiling tiles will be replaced.

GM Belknap responded to prior concerns referred to management at the last meeting. Sherri Long asked whether bar snacks such as pretzels, popcorn and nuts would be available at the bar. Discussion ensued on the issue which included: popcorn will not be served in the restaurant due to the grease, the smell, the messiness, service issues, and

the lack of cleanliness of serving popcorn from the machine; the sanitarness of sharing bowls of snacks, the expense and cost of free snacks, or charging a nominal fee for snacks. After discussion, Dennis Rathburn moved to recommend that the Board of Supervisors approve that “snacks” be served in the lounge. Sherri Long seconded the motion. A vote was taken, and the motion passed unanimously.

Bob Polenska felt that the Restaurant should be open Sundays, Mondays, and Tuesdays in season to reduce the cost that the residents pay in their assessments. GM Belknap explained that clubs subsidize their restaurant because they are an amenity and not a free-standing restaurant and lounge. GM Belknap suggested that Bob Polenska come for a meeting with him when he returns to the Glen so they can talk about the issue more in depth.

Sherri Long asked management why the poolside service has not been available since May 1st. She stated that it was a terrific 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.

Mary Koenig stated that there have been many staff changes at the restaurant both in front of the house and the kitchen. She has noted a huge positive difference in the quality and types of food served along with better service at the front of the house. She suggested that residents give the new staff members time to acclimatize themselves to their new jobs and see if the improvement gets even better and if not, the committee can address any concerns.

Kim Kitko stated that management should determine five goals that the restaurant should accomplish this upcoming year. GM Belknap stated that the goals for the restaurant are to make people happy, attain budgeted food and beverage costs, maintain cleanliness of the restaurant, continue with staff training and improve the quickness of service. GM Belknap stated that Janine has started a Boot Camp for servers.

B. Report on prior issues referred to the Board – No issues were referred to the Board from the last meeting.

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.

Sherri Long asked management when and if they would be investigating heat resistant coating for the pool pavers. Sherri 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 has been talking to Accurate Paving if they know of any product that would reduce the heat on the pavers. It was suggested that management contact Magnolia Landing because their pool pavers do not seem to be as hot as the ones at the Glen. Paver Sealing is tentatively scheduled for this fall after the rainy season.

Chair Koenig received a copy of the 2024 Strategic Plan Survey and data that pertains to restaurant satisfaction which includes all the comments about the restaurant that she requested from management at the last meeting. She has gone through the

