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	Х	Karen Mars, Board Liaison	Х
Teresa Pipal	-	J.B. Belknap, General Manager	Х
Bob Polenska	Zoom		
Dennis Rathburn, Vice Chair	х	Wendy Shea, Activities & Events Coordinator	х
Kim Roerk	Zoom	Supervisor Peter Overs	Х
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 sanitariness 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

survey and data and will be sending the information to the committee for review and will discuss it at the next scheduled meeting.

Steve Christensen asked if the restaurant has a Fire Alarm procedure in place. He was at the restaurant when the alarm went off and no one knew who or how the alarm was to be reset. GM Belknap will discuss the procedure with Janine.

Steve Christensen gave an overview of the plan to make Cornhole a Herons Glen Amenity and not just an Activity. (See Attached Presentation) His presentation included how the committee formed, what tournaments they have had and ones that are upcoming, how the community needs to show continued support and interest for Cornhole to become an amenity, how Cornhole must appear on the "Annual HGRD Resident Survey", what plans there are to hold Cornhole "Activity" events to show community support and interest, supplied a list of participants who participated in the May Cornhole Tournament, the estimated cost to start Cornhole, the approximate layout of Cornhole on the Shuffleboard Court instead of in the parking lot, storage needs for supplies for Cornhole, and how they plan on protecting the shuffleboard courts when playing cornhole. After discussion by the committee and the audience on the process of getting Cornhole elevated to an amenity, Chair Koenig moved to forward the plan for making Cornhole an Amenity to the Long-Range Planning Committee for consideration. Sherri Long seconded the motion. A vote was taken, and the motion was approved unanimously. The next scheduled meeting of the Long-Range Planning Committee is Tuesday, October 28th at 9:00 a.m. in Card Room C and by Zoom.

The Committee felt that the procedures for making an activity to an amenity was not clear and needed to be made clearer and expanded. Chair Koenig put together a subcommittee consisting of herself, Dennis Rathburn, and Sherri Long to work with the Board Liaison Karen Mars to make the procedures and roadmap for an Activity to become an Amenity clearer.

Susan Christodoulou and Pat Gentile requested that the two small bookcases that were removed from the library and replaced with larger ones be brought back to the library. Chair Koenig asked that she have a meeting with Susan and Pat in the Library so that they can show her exactly what they need, and Chair Koenig will report her findings to the F&A Committee at the next meeting.

- **B.** Resident concerns/requests regarding recreational activities No concerns/requests regarding recreational activities were brought up at the meeting.
- C. Resident concerns regarding <u>recurring</u> problems in the general operation of F&B and CLIS No recurring problems were brought up at the meeting.
- VII NEXT MEETING DATE Thursday, October 17, 2024, at 9:00 a.m. in CR-C/Zoom
- **VIII ADJOURNMENT –** Meeting adjourned at 2:52 p.m.

APPROVED:

Approved Mary Koenig, Chair November 11, 2024 Date