

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, January 4, 2024 - 1:00 p.m.
MINUTES
Card Room C/Zoom**

MEMBERS	Present	OTHERS	Present
Mark Finewood	X		
Glen Holmes	-	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	-	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 Peter Overs, Jayne Schwarz & Bill Kulkoski	X
Elaine Sawyer, Chair	X		
Teresa Pipal, Alternate	-	Residents:	0
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 January 4th, 2024, Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (November 2, 2023)** – Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for November 2, 2023. George Milot moved to accept the minutes for November 2, 2023. Mary Koenig 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. **GM Report** – J.B. Belknap (See attached Report)

Restaurant: The restaurant opened the second week of December. The staff is adjusting to the new layout and service flow. Janine and Steve will be monitoring the situation and will be flexible in making the necessary changes to accommodate the residents as best they can. So far, the comments have been positive.

Mary Koenig brought up the issue that a lot of the residents feel that the restaurant and lounge are beautifully decorated, but the lounge feels more like a restaurant than a lounge and not a place where you can just hang out. She also felt that a lot of residents still are unsure if they need to make a reservation in the lounge. Discussion ensued on whether residents are allowed to move tables and chairs in the lounge. Chair Sawyer stated there should be guidelines communicated to the residents on whether furniture can be moved. Chair Sawyer questioned why the Thursday night entertainment is being moved to the ballroom. GM Belknap stated that the Thursday night entertainment is so popular now there is not enough dance floor in the lounge to accommodate all the residents. This will be a trial run in the ballroom just during the peak season although there are a few times that Thursday Night Entertainment will be in the lounge due to prior booking of events. Mary Koenig brought up the issue of not allowing the “Animal Clock” to be hung in the lounge. Mary stated that the clock had been in the lounge for over 25 years and felt that it could be put up near the pool door in the lounge. GM Belknap stated that at the last Board meeting the Supervisors voted to not allow any changes of décor in the restaurant

and lounge until the end of this season and then they will reevaluate the décor and make any changes before next season. After a discussion about the reservation system, Karon Bennett suggested place cards can be put on the tables in the lounge that will inform people who and when reservations are for a specific table. Management was informed that when the hostess puts in the reservation the resident does not get an email confirmation. Karon Bennett will investigate the issue and inform the restaurant on what key they need to press to make sure the residents receive a confirmation email.

Roof: CMM has completed the clubhouse (& sports complex restroom) roof, gutters, and downspouts. Currently, the clubhouse maintenance staff is cleaning up around the clubhouse and additional painting is scheduled for next week.

Sports Complex:

- **Bocce:** Once the County performs their final inspection, the paver walkway to the parking lot will be completed in-house along with tree rearrangement for the final placement of the storage shed.
- **Ian Repairs:** Kirkwood Electric reinstalled the tennis lights/poles that were destroyed in Ian. One light still needs a surge protector which is scheduled for next week.

Swimming Pool Deck: The pool lights have been installed and the County lighting review is scheduled for next week. The new ramp railing is still not available but should be installed in a few weeks. We are scheduled to receive additional pool furniture from Copperleaf CC once their \$20M club project is complete. New extended hours of operation (& signs) will be posted once the lighting review is completed.

Pickleball: This has been one of our most frustrating projects. The County has not issued the lighting permit yet however the review is scheduled to start on Monday. While we've been waiting, we instructed Stultz to have MorSports paint the courts so they would at least be playable prior to the light installation. MorSports has been less than responsive although Stultz did say yesterday they are putting us on the schedule, but no firm date has been given. The Board agreed to place pavers at the east end of the courts rather than asphalt, which will add to the aesthetics. The picture shows the area (red lined) where the pavers will be placed. They will extend 15 feet from the edge of the fence. (total area: 60'x15') The shade structure and bleaches will be placed on the pavers for proper stabilization. According to Dan, a concrete slab is not necessary for the shade structure. Stultz has contacted Accurate Pavers to set the installation date. Mark Finewood asked if we could fire Mor Sports and get another company to complete the job. Supervisor Overs pointed out that if we change companies during construction, then the warranty would be null and void.



Lobby: The new front lobby revitalization is completed. Thank you to Jayne Schwarz, Karen Mars, Peter Overs and Beth Brucker for their insight and hard work.

Multi Use Path/Crosswalks: Collier Paving has been finishing up some of the punch list items, including a safety issue at the corner of Athenia and HG Blvd., and has repainted the existing crosswalks. This project should be completed by the end of next week.

CLIS: Mainscape is continuing to troubleshoot and make the necessary repairs. I sent a CLIS informational letter to the residents on November 9th outlining our current situation. Mainscape's goal is to inspect each yard ("wet check") once every two months.

B. Report on prior issues referred to the Board – There were no prior issues referred to the Board at the November meeting.

C. Report on prior issues that required further study – Supervisor Mars 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 Facilities and Amenities committee or the applicable committee or group to be vetted. The information in Section V, Letter F of the Policy Manual could be used for guidance in putting a request together.

A second recommendation was made that a question requesting resident input for items to add to the Facilities and Amenities Wish List also passed unanimously.

VI NEW BUSINESS –

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

Mary Koenig questioned what time the Bocce Court lighting comes on at night, especially on Tuesday nights. She was unsure if they are only on when someone is on the court or if they are on a timer. GM Belknap will check with maintenance to find out when the lights are usually on at night.

B. Resident concerns/requests regarding recreational activities

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. GM Belknap will speak to Janine.

Mary Koenig and Elaine Sawyer felt that there should be more "bar food" in the lounge. They felt like there should be more items such as Nachoes, Fried Green Beans, Fried Mushrooms and even bar snacks that can be purchased while sitting at the bar. The only bar item right now on the menu is a basket of fries.

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

VIII ADJOURNMENT – Meeting adjourned at 2:15 p.m.

APPROVED:

Approved
Elaine Sawyer, Chair

February 1, 2024
Date

**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

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, March 7, 2024 - 1:00 p.m.
MINUTES
Card Room C/Zoom**

MEMBERS	Present	OTHERS	Present
Mark Finewood	X		
Glen Holmes	-	Karen Mars, Board Liaison	-
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 Howard Young	X
Elaine Sawyer, Chair	X		
Teresa Pipal, Alternate	Zoom	Residents:	5
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 March 7, 2024, Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (February 1, 2024)** – Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee minutes for February 1, 2024. Mark Finewood moved to accept the minutes for January 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 reported on the following:
 - 1) Pickleball - Accurate Pavers are currently on site to prepare the East end of the new courts for paver installation which will occur the following day. Once the pavers are down, the bleachers will be placed on the new pavers and the East entrance will be unlocked. Then, when the shade structure is assembled, Stultz Construction will come back and have the concrete company remove some of the pavers to put the structure footers in. Following the season, Mor Sports will return and install the lights and re-paint the new courts. They have assessed our four older courts, and we are awaiting their proposal to rehab them.
 - 2) Bocce Issue – Management is aware of the issues and problems with the shade structure drainage onto the Bocce Courts MorSports will re-laser level, reset the irrigation boxes and add 1 ton of clay to each court in the upcoming weeks.
 - 3) Window/Door Replacement to the Clubhouse – BNT will be coming out to replace certain windows around the clubhouse that were damaged from the hurricane and will replace the panic doors at the restaurant which presently have to be locked from the outside and therefore do not allow the panic door to open during business hours.
 - 4) Three Bond Projects that are currently being addressed:
 - a) Storage Building- Due to the cost of a storage building being \$200 a square foot, the Board is considering purchasing customize storage containers that have electricity and A/C. Management is also looking into the additional pricing on

pouring the concrete footers, a general contractor to level the area & perform a soil compaction test, a survey of the area, permitting, and modifying the LDO.

- b) Restrooms at the Driving Range – Management has contacted construction companies on the viability of incorporating two new restrooms inside the current cart barn and the cost of a lift station for said restrooms.
- c) Ballroom Renovation – A committee has been formed and are currently meeting to determine the scope of the renovation for the ballroom this summer.

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

C. Report on prior issues that required further study – Chair Sawyer stated that at the last meeting the “Wish List” requests of use of targeted donation funds would have to be kept by a member of the Facilities & Amenities Advisory Committee. Chair Sawyer volunteered to maintain the book of “Wish List” requests of targeted donation funds for 6 months. Supervisor Young informed the committee that the recent strategic survey that was completed in February included a section that requested resident input for items or amenities wanted or needed.

VI NEW BUSINESS –

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

Jim Meidl asked why the pool lights are on until 10:00 p.m. each day with no one on the pool deck. GM Belknap stated that once the Health Department approves the permit, the pool hours will be extended until 10:00 p.m. Pool lights will go out at 10:00 p.m.

Sherri Long complemented the pool service as amazing in that there are now menus, water for residents, and prompt service.

Sherri Long also stated that she has seen people get out of their cars and go all the way around the Pro Shop and enter the pool area by asking someone already on deck to open the door for them. She stated that the car that the people got out of did not have an HGRD resident sticker. GM Belknap stated that the new card/fob system is working but is not fool proof if residents open doors for people or prop the doors open. He said that if any residents see someone that comes from the parking lot and their car doesn't have a sticker, they should take a photo of the license plate and send it to him, and he can check with HOA. If they are illegally using the pool, we can ban them from entering the front gate.

Joyce Lipkin had a few questions/concerns on the restaurant operations:

- 1) The menu lacks healthy options.
- 2) Was told she could not have the sauce on the side on a pasta dish.
- 3) Asked how many seats were lost in the restaurant/lounge due to the renovation – Supervisor Young stated approximately 13 seats were due to the enlarged bar area.
- 4) Comment Card box and cards are not in the entry way of the restaurant anymore.
- 5) Will management be extending the food service hours and menu options.

GM Belknap stated that he will ask Janine and Chef Mayberry about the concerns that she has pointed out. GM Belknap stated that the recent survey results showed that 71% of respondents can be considered “promoters” of Herons Glen in that they would recommend HG to others who might be considering moving to the area. He said that we have made improvements but still have room to improve, but overall the survey results were positive.

Andy Edmunds stated that the lounge food is not “Pub” food and an example of that is the inclusion of escargot in this month’s new menu and the removal of the fried calamari. She also felt there may be too many menu items on the menu. She also pointed out that the Ladies Night which features a painting night and gives the participants cheese and crackers and fruit, with a half carafe of wine for \$50. In comparison, the Men’s Night which offered a steak dinner along with unlimited bourbon for \$55. She feels that management should analyze the two. Karon Bennett stated that only 14 seats remain for Ladies Night. Andy Edmunds asked that there be a dessert menu and it have items such as “small” bite size desserts to choose from. She also asked when or if the Sunday Brunch will be changing to a la carte Breakfast on Sundays and had an issue with the restaurant not having any Mimosa or Bloody Mary’s available on Sundays until 11:30 a.m. when the Brunch begins at 9:30 a.m.

Sherri Long said the restaurant/lounge has been out of Bud Light Draft for two weeks and questioned why the HGRD does not get rent or a percentage of the personal trainers’ income at the Fitness Center. GM Belknap said he would check out why there has been no draft Bud Light and stated that the personal trainers are residents and serve as an amenity for many residents who need help, but he will keep an open mind about the possibilities in the future to charge the personal trainers in some way.

A discussion ensued on how late the restaurant should be open each day and how late the bar should be open. Mary Koenig wants the lounge to be open on Thursday night when the entertainment is in the ballroom for those that do not want to listen to music but instead just want to have a drink or two in the lounge. At the present time the lounge closes at 7:00 p.m. and the only place to get a drink is in the ballroom where the music is playing. GM Belknap stated that the entertainment will be going back into the lounge as of April 1st. After a discussion on what the residents’ expectations are as to the time the restaurant is open on Wednesdays through Saturday, along with the time that the bar should be open on those days – the group stated that they would like to see that the restaurant kitchen closes at 8:00 p.m. and the bar closes at 9:00 p.m.

B. Resident concerns/requests regarding recreational activities – there were no resident concerns/requests that 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, April 4, 2024, at 1:00 p.m. in Card Room C/Zoom.

VIII ADJOURNMENT – Meeting adjourned at 2:13 p.m.

APPROVED:

Approved
Elaine Sawyer, Chair

April 4, 2024
Date

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, April 4, 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	-	Karon Bennett, Asst. GM	X
George Milot	X	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Howard Young & Peter Overs	X X
Elaine Sawyer, Chair	X		
Teresa Pipal, Alternate	Zoom	Residents:	2
Mary Koenig, Alternate	-		

- 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 April 4, 2024, Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (March 7, 2024)** – Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee minutes for March 7, 2024. Mark Finewood moved to accept the minutes for March 7, 2024. Glen Holmes 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 reported on the following:
 - 1) Pool Lights – The county has finally approved the lights on the pool deck, now the last step is the approval from the Health Department on the photometrics of the lights. GM Belknap stated that the health department should be here this week or early next week and once the approval is given the pool hours will extend to 10:00 p.m. all nights.
 - 2) Bocce Courts – Mor Sports will be meeting GM Belknap at 2:00 p.m. today to assess the issues and problems with Court #2 drainage. Accurate Pavers will also be addressing the sunken pavers. Management is aware of the issues and problems with the shade structure drainage onto the Bocce Courts. MorSports will investigate alternative solutions to address the shade structure drainage onto the courts.
 - 3) The restaurant divider wall between the PDR and Lounge will be installed between May 6th and May 13th.
 - 4) New asphalt will be put down in several places beginning this week. The road behind the clubhouse leading to the dumpsters will be widened (red-lined). This will help alleviate some of the congestion caused by delivery trucks, trash trucks, golf carts, walkers, bicyclists, etc.
 - 5) Pickleball - The plan is to pour the shade structure foundation on May 13th and the structure itself will be installed later that week. MorSports still must confirm May 15th is the date they'll return to install the lights and repaint the two new courts. In addition, MorSports still owes us a cost estimate to rehab our 4 existing courts.

6. GM Belknap informed the committee that Dan Parker will retire on the 12th of April and Nate Baers has been mentoring with Dan for the last year and now will be officially the Facilities Maintenance Manager. GM Belknap thanked Dan for his 14 years of service to the Glen.
7. Based on the numerous reports we've received regarding day-time racoon encounters, Tim has directed the Nuisance Racoon Trapping Service to set multiple traps to mitigate the situation. The service will monitor the traps around the golf course and fitness center for 2 weeks. As a reminder, please refrain from feeding any wildlife.
8. Mainscape – Mainscape's biggest issue is the multistrand wires linking the decoders to the valves. GM Belknap stated that the system is over 30 years old and Mainscape is still performing all the wet checks and working through all the issues. Glen Holmes stated that he has only received great customer service and response time from Mainscape the 3 or 4 times he has requested service. Martie Shea stated her service has been great too.

Chair Sawyer asked what the status of the storage building is. GM Belknap has been working with Jim Ink who is working with the County and said, "The storage building is currently permitted for a 5,000 sq. foot pre-engineered metal building with significant infrastructure. The new plan calls for modular units that require a building permit and have less total SF than what was originally planned. This will be a significant redraw of phase 5 which will change phases and revisions to landscape plans." Jim is 95% sure this will be approved of since it's less intense and only requires minor modification. He first must submit the new drawings to the county- which will include some type of cover between the units- and then allow 6-8 weeks for the first round of comments back from the county. UES Geotechnical is in the process of scheduling locations prior to drilling for the soil compaction test. We should be receiving timelines early next week.

GM Belknap stated that Karen Popp, Chair of the Pretty in Pink Golf Tournament asked that the "Pretty in Pink Canvas" be displayed in one of the Activity Rooms. After discussion, Mark Finewood made a motion to recommend to the Board of Supervisors to display the Pretty in Pink Canvas in Activities Room A windows facing outward. Glen Holmes seconded the motion. A vote was taken, and the motion passed unanimously.

GM Belknap stated he spoke with Janine about the bar closing time and was informed that the bar will remain open 1 hour after the kitchen closes. This information is on the website and in the weekly newsletter every week. Glen Holmes spoke about a program that his club has in Canada whereby members can purchase beer mugs and wine glasses that have their name on them and are displayed in the bar. Discussion ensued on how some residents feel that the lounge is decorated too formally and should be re-decorated as a pub to give it a more casual feel. GM Belknap stated that 4 more high-tops will be added to the lounge this summer.

Chair Sawyer asked management if the Animals Clock would be hung in the lounge. GM Belknap stated it was hung for Mr. Brosnan's birthday party a couple of weeks ago. Jim Meidel made a motion to recommend the Board of Supervisors approve the placing of the "Animals Clock" in the Lounge. Mark Finewood seconded the motion. A vote was taken, the motion was approved unanimously.

B. Report on prior issues referred to the Board – No issues were referred to the Board from last month's meeting, but the Board has asked Supervisor Mars to remind the members of the F&A Advisory Committee that this is the last meeting of this standing committee for this year and to thank them for serving. The new F&A Committee will start

on May 1st, so she reminded everyone that wants to continue to be a member of the committee to sign up either online via the website or get an application from the Administration office. The second request from the Board will be discussed later in the meeting under resident requests regarding recreational activities which is a request from a Corn Hole Group. The third request was to discuss the possibility of having a Decoration Committee (this committee would oversee setting up and taking down special Holiday decorations and helping the restaurant out if needed with individual special events in the restaurant). After further consideration, Supervisor Mars realized that it is not the responsibility of the Facilities & Amenities Committee to form a Decorations Committee, but it is the Board of Supervisors who must determine and set up the committee.

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.

Discussion ensued on the decorations in the lounge. Many felt that the Lounge is too formal and should be more of a “pub” with decorations that were more in line with an informal pub such as golf pictures and not the large formal decorations that are currently in the lounge. Sherri Long stated that she doesn’t want to downgrade the way the current lounge looks like now but feels that the lounge should have more “pub type” food menu. After discussion, Chair Sawyer made a motion to recommend to the Board of Supervisors the lounge become more casual and more pub like than it currently is. Jim Meidel seconded the motion. A vote was taken, and the motion passed with one dissenting vote. Glen Holmes felt that the prior decorating group had legitimate reasons for the current decorations and before any changes are made there needs to be further discussion. GM Belknap reminded the committee that the Board has said no changes would be made prior to the end of season, but after season things would be evaluated and possibly changes made at that time.

B. Resident concerns/requests regarding recreational activities –

GM Belknap explained that he was approached by Gary Attalla who he has a group of about 100 people that play Corn Hole and they would like to be recognized as an HGRD activities group. On May 19th when the Ice Cream Truck will be at the Glen, the Corn Hole group will be playing in the parking lot and gauge the interest of possibly becoming a recognized activity and possibly using some of the shuffleboard courts. If they feel that there is sufficient interest, then they will fill out the paperwork and present it to the Facilities & Amenities Committee for recommendation to the Board of Supervisors.

Susan Darcy asked why the pool is going to close at 3:00 p.m. on Friday, April 5th when the “Wine under the Stars” has its function on the pool deck. She feels that management must be mindful of displaced residents who would like to use the pool that evening and now cannot be due to this event. GM Belknap stated that the closing was scheduled for 6:00 pm as restaurant management wanted to see how this event works outside and didn’t want people splashing and making noise in the pool to distract from the event. Management will evaluate after this event.

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 – To be determined by new Committee in May.

VIII ADJOURNMENT – Meeting adjourned at 1:52 p.m.

APPROVED:

Approved
Karen Mars, Board Liaison

May 13, 2024
Date

**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.

APPROVED:

Approved _____

Mary Koenig, Chair

September 16, 2024

Date

**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

**HERONS GLEN RECREATION DISTRICT
FACILITIES & AMENITIES ADVISORY COMMITTEE
Monday, November 11, 2024 - 9:00 a.m.
MINUTES
CR-C/Zoom**

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

- I. **CALL TO ORDER** –Chair Koenig called the meeting to order at 9:00 a.m.
- II. **WELCOME**– Chair Koenig welcomed those in attendance in person and by Zoom.
- III. **APPROVAL OF MEETING MINUTES (September 16, 2024)** – Chair Koenig asked for approval of the Facilities & Amenities Advisory Committee minutes for September 16, 2024. Elaine Sawyer moved to accept the minutes for September 16, 2024, as presented. Sherri Long seconded the motion. A vote was taken, and the minutes were approved.

IV. OLD BUSINESS –

A. Report on prior concerns referred to Management –

GM Belknap reported on prior concerns referred to Management including questions on pool service during the off season. GM Belknap spoke with Janine Stepanich and she relayed the issue of trying to find a software program that is compatible with our present point of sale to be able to order from a phone or kiosk. GM Belknap stated that we have not found a program yet. During the off season there is the resource issue of not having enough service staff to work both the outside pool area and the main dining area. He stated that now that the H2B employees are beginning to arrive, Janine will start the pool service in a week or so. GM Belknap is still working on obtaining a response from the paving company on how to find a heat-resistant pool paver sealant that will help with the heat issues at the pool. The companies so far do not think that a sealant will work and might be slippery unless sand is added to the sealant. GM Belknap also reported that the restaurant management and staff know the Fire Alarm procedures. A couple of months ago a resident pulled the alarm and there were questions on how to reset the alarm. Our fire alarm company has since shown the restaurant management and staff how to reset the fire alarm.

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. Those projects include:

Storage Container Area: The County has stated that *the fire flow is not satisfactory*. Denmark suggested putting masonry firewalls between the containers as opposed to putting in a booster pump for fire suppression. The engineer is investigating. Innovar Structures has been contacted to find out if they could transport 1 or 2 of the containers immediately and set them off to the side to use for temporary storage.

Driving Range Restrooms: Denmark will be working with the engineer to create a set of restrooms building plans for County submittal. The LDO modification is still with the county.

Ballroom Improvements: Permitting for the bar is now in week 6 of the *projected 4-to-6-week process* awaiting County comments. According to Larry Denmark the application is “in the system under review”.

Stage Curtain and Motor: A new motor is required for the front curtain to fully close.

Window & Door Replacement: The door & window company, BNT, was here to remeasure the doors and windows so they can begin the permitting process with the County. Nineteen doors and fourteen windows are scheduled to be replaced. The replacement doors and windows will be phased in during and after the season, so as not to interfere with events, etc.

Pickleball: Gary Morton from MorSports is in the process of putting a proposal together with several options to rehab and repaint the 4 older courts.

Parking Lot Lighting: Many of the parking lot lights have not been working. Nate contacted Kirkwood to find out if there was a wire break that was causing the lights not to come on. Kirkwood traced under the asphalt and identified a wire break in the parking lot near the back door of Activities room B. Nate and his staff saw-cut the asphalt and replaced the wire. The lights are now working properly.

Ivy Smith Reimbursement: This week we received another check from Ivy Smith. So far, we’ve received 2 and are awaiting 3 more totaling \$18k. I’ve also requested Ivy relocate their orange conduit from the employee parking lot and the storage container site.

B. Report on prior issues referred to the Board –

1. Bar Snacks at the Lounge - Supervisor Mars reported that she recommended to the Board that bar snacks be offered at the Lounge free of charge. The Board turned down the recommendation and then asked that management offer snacks at the lounge for the same price as the snacks that are offered at the Pro Shop. Supervisor Mars stated that bar snacks are now being offered at the Lounge for \$1 a package. Chair Koenig stated that she inquired as to whether the snacks are going over well and was told that they are. Supervisor Young stated that the Board’s criteria for providing individual snacks for sale at the Lounge was a health issue. The Board did not want snacks to be available in a bowl with many hands going into the bowl, so they approved the purchase of individual snacks.

2. Proposal to add Corn Hole as a sanctioned Activity – Supervisor Mars stated that she took the recommendation to the Board to have Corn Hole as a sanctioned Activity and it was passed by the Board.

C. Report on prior issues that required further study –

1. Subcommittee report on procedures and roadmap for an Activity to become an Amenity clearer – Chair Koenig met with the other members of the subcommittee –

Dennis Rathburn and Sherri Long to discuss putting together the procedures and roadmap for an Activity to become an Amenity but have not completed it yet. Chair Koenig and Supervisor Mars met with the Long-Range Planning Committee to ask for a recommendation from LRP to the Board of Supervisors to have Corn Hole on the Strategic Planning Survey this upcoming year. The LRP Committee made a recommendation to the Board that Corn Hole be on the survey this upcoming year. The LRP Committee has requested that more information be obtained from the Corn Hole group as to storage plans, maintenance costs and labor costs if the Corn Hole activity were to become an amenity. Sherri Long complemented the Corn Hole group for a great Corn Hole Tournament on Sunday, November 10th. She stated that over 90 residents participated and over 30-40 people watched the three-and-a-half-hour tournament.

2. Discussion of the 2024 Strategic Plan Survey and data that pertains to restaurant satisfaction. Chair Koenig stated that she received all the data that pertains to restaurant satisfaction from the 2024 Strategic Plan Survey and broke down all the information into Categories. She would like to hold off on the discussion until the next F&A meeting to see how the satisfaction is with the beginning of the season and with the new Chef.

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. He feels that the restaurant should not be subsidized and wants it to be a profit center. He would like the HGRD to advertise to the outside communities to make the restaurant profitable. GM Belknap explained that clubs subsidize their restaurant because it is an amenity and not a free-standing restaurant and lounge. GM Belknap stated that we do not use a restaurant model but rather a country club model, designed as an amenity rather than a profit-seeking endeavor.

Bob Polenska made a motion to recommend to the Board of Supervisors that they investigate the possibility of changing the model of a country club to a restaurant model to make the restaurant profitable. Teresa Pipal seconded the motion. After discussion, a vote was taken and three (3) affirmative votes – Polenska, Pipal and Roerk and three (3) no votes – Koenig, Long and Sawyer. The motion failed.

3. Bookcases in the Library - Chair Koenig met with Susan Christodoulou and Pat Gentile to assess the need for more bookcases for the libraries. The new bookcases that were purchased during the renovation of the lobby have some molding around the edges which does not allow you to see the books on the edges. They have been using bookends to move the books away from the edges and have requested an additional 100 bookends. Supervisor Mars and the F&A Committee have requested that management determine how many bookends are needed and purchase them. Supervisor Mars stated that the HGRD will be purchasing more of the current bookcases later. Chair Koenig stated that the librarians have re-organized the puzzle section, and it looks very good.

VI NEW BUSINESS –

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

1. Request from Pickleball Board to have two logos painted on the new shed.

Supervisor Mars stated that the Pickleball Board has requested permission to paint two logos (see attached) on the new pickleball shed. A resident artist has volunteered to paint the logos on the shed. After discussion, the F&A Committee requested that the Pickleball Board develop a plan with more detail on how they want to paint the logos on the new shed, a maintenance plan for the upkeep of the logos, and the size and number of logos to be painted. Supervisor Mars stated the Pickleball Board would

also like two directional signs to be made up for the pickleball courts. Management will handle the request.

Bob Polenska asked if there ever has been a thought of having a beverage cart for the golf course. GM Belknap stated that there was a beverage cart years ago, but it was disbanded. He stated that the request has come up before and has been considered. At this point in time however, the District has opted not to pursue it. This issue should be brought up with the Golf Committee. GM Belknap stated that the HGRD now has a breakfast truck that serves breakfast until 11:00 a.m. Tuesday thru Saturday and is working so far well. This is a trial run for 60 days.

Howard Young feels that the F&A Committee needs to establish criteria for transitioning from an activity to an amenity. Standards need to be developed and a roadmap for an activity such as corn hole to become an amenity. He also pointed out that at what point in time would it be wise to possibly reduce the amount of space for one amenity and create new amenities to take its place.

Howard Young stated that when the Board began the Strategic Plan, they implemented a yearly resident survey to assess the satisfaction of the amenities including the restaurant operations. He stated that the '24 Survey results stated that the residents were overwhelmingly satisfied with the current amenities.

Sherri Long asked what the basis was for the Board not allowing the use of the popcorn machine and the baskets of popcorn in the Lounge. Howard Young stated that it was the "pandemic" and the issue of sanitation for the reason of not serving popcorn.

- 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 CLIS problems were brought up at the meeting.

VII NEXT MEETING DATE – Monday, February 24, 2025, at 9:00 a.m. – CR-C/Zoom

VIII ADJOURNMENT – Meeting adjourned at 10:27 a.m.

APPROVED:

Approved
Mary Koenig, Chair

March 3, 2025
Date