

RECREATION DISTRICT REGULAR BOARD MEETING

January 9, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meeting on November 28, 2022
 - B. Special Board Meeting on November 28, 2022
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **GENERAL MANAGER’S REPORT**— GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **OLD BUSINESS**
 - A. Update/Review of Proposed Items for Emergency Power Needs for the HGRD
 - B. Status of the Asset Study Completion
- VIII. **NEW BUSINESS**
- IX. **RESIDENT COMMENTS**
- X. **UPCOMING MEETINGS**
 - Monday, January 9, 2023— Facilities & Amenities — 2:00 p.m.—CR-C/Zoom
 - Monday, January 16, 2023—Long-Range Planning—9:00 a.m.—CR-C/Zoom
 - Monday, January 23, 2023—Board of Supervisors—9:00 a.m.—CR-C/Zoom
- XI. **ADJOURNMENT**



RECREATION DISTRICT REGULAR BOARD MEETING

January 9, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Mary Ann Polvinen	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Bill Kulkoski	X	Assistant Controller, Sherry Young	X
		Residents	22

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Vice-Chair Overs made a motion to approve the minutes from the Regular Board Meeting on November 28, 2022, and the Special Board Meeting on November 28, 2022. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. did not have a report for the meeting. A discussion took place on liability for injuries to volunteers on HGRD property. District Counsel Hart suggested that limits be put in place on volunteering. He advised the group not to allow volunteers in areas where they are at risk for bodily harm. The Adopt-A-Hole program volunteers need to know that they cannot be on the golf course while players are on the course. The Board will circle back to this at an upcoming meeting. The program has been very successful with 900 divots being filled per month.
- VI. **GENERAL MANAGER'S REPORT**– GM J.B. Belknap provided the following update:

INSURANCE & CLUBHOUSE ROOF - GM Belknap mentioned that he'd like to get a second opinion on the roof using Jack Brown and Associates, whom District Counsel recommended, to validate the adjusters' findings. According to their website, "JBA collaborates with many of the State and Local Municipalities to help them resolve their many varied roofing problems throughout the state of Florida as well as abroad. They assist numerous Architects and Engineers who look to us for our expertise. JBA consists of certified roofing contractors experienced in both commercial and residential, registered professional engineers licensed in Florida, civil engineers, and construction experts." GM Belknap will also query them if they would be interested in acting as our owner's rep or purchasing specialist for the roof replacement. (Hole Montes declined since they do not have a structural engineer on staff.)

*Chair Young made a motion to approve GM Belknap's request to have an independent analysis to assist the HGRD with the roofing issue and provide another option on the amount of damage to the roof not to exceed the amount of \$3,000 in professional services. The analyst will inspect the fitness center as well. A report from the analyst will be provided on both facilities. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

FEMA – GM Belknap and Assistant Controller Sherry Young have been building a relationship with FEMA by having weekly meetings. The fact that we provide public accommodation is very helpful in the process. The representatives from FEMA are aware that the invoices are still coming in.

Bocce & Shuffleboard Courts: At Thursday's meeting, Stultz said Dragon Shade Structures (Stoney) was on their way to meet with Mike, the Stultz superintendent. The plan is to start digging Monday so they can pour the shade structure foundations. Nate from Mor Sports said his concrete guys may start this weekend on the shuffleboard walkways but said they were having a hard time getting a full load of concrete. Mor Sports is looking at 2 ½ weeks of work forming, pouring, and building of the bocce courts. Shade structure orientation was discussed. Stultz, Dan and Jayne will confer as to the correct locations. The tennis association desires to expand the center concrete pad to account for a larger pavilion structure. Mor Sports will provide input as to the costs of moving irrigation, expanding the pad, and costing out a larger shade structure.

Pickleball: Stultz stated that Mor Sports is mobilizing Wednesday to start the base rock and paving. Once paving is complete, another 45 days is needed for the asphalt to cure before painting the courts begins. In the meantime, they will be working on fencing and other items. HONC is scheduled for the week of the 16th, but the priority remains bocce and shuffle.

Pool Deck: Stultz is working with Jim Ink on the final plan. It was decided that 24' light poles will be used.

Storage Building: Hole Montes is not able to build the storage building. Dan Parker has reached out to Stevens Construction about building the storage building.

Multi-Use Path: GM Belknap and Dan Parker met with John Baker from Hole Montes and Joyce Gillespie of the HOA. The multi-use path bids ranged from \$116K to \$202K. Questions arose at the meeting with regard to quantities and costs. John Baker has to get back with the bidders and, once he has better clarity, we will reconvene, most likely next week.

Executive Chef Replacement: Steve Mayberry officially started as Executive Chef on Thursday. Steve will be evaluating the current staff and will decide what direction he wants to take with the Sous Chef position. Steve's initial plan is to change the menu once a month in season with daily specials. He's looking to create more colorful, vibrant dishes, add more variety to the menu; healthier alternatives; making in-house soups/chili/ dressings; re-doing the recipe book using pictures; garnishing the plates, etc. We enthusiastically think Janine and Steve will make a great team.

Pool Party & Food Trucks: Today we are having our first pool party from 2pm-5pm along with six food trucks on Monday between 3:30-6:30. The ballroom bar will be staffed on Monday to provide beverages & hot dogs.

VII. OLD BUSINESS

Update/Review of Proposed Items for Emergency Power Needs for the HGRD – Beth Brucker, Dan Parker, and J.B. Belknap met to determine five options for generators following power issues during Hurricane Ian. They focused on providing power to the administration offices and the golf maintenance area. The Long Range Planning Committee plans to have this project completed by April/May, they will recommend this to the Board. Treasurer Schwarz researched to find state contracts through Sourcewell that we can use as a Special District. This will allow us to buy through the government, which eliminates our process of obtaining three quotes. Vice-Chair Overs added that the FEMA mitigation process could provide a generator for the kitchen. Options will be reviewed that can include the HOA offices.

Status of the Asset Study Completion – Controller Lynn Brew and GM Belknap met with Brent from Club Benchmarking by virtual meeting to navigate the Asset Study inventory. Many changes have occurred in the assets which the district owns, and updates have been made including the removal of the golf equipment. The golf equipment we own and lease is tracked by fixed assets. The original plan from 2021 will be rolled forward two years, this will incorporate the 3% inflationary factor per year. We do have the ability to change the inflationary factor during the first three years. The Board agreed that it should be changed to 5% minimum immediately. Supervisor Schwarz would like every asset to be on the list, no matter how they were financed. All district assets need to be

listed, and they may be segregated by leased or purchased if management desires. However if the complete list of capital assets is not tracked, assets will get lost and excluded from capital requirements used to determine assessments or other funding. This is the list of what we need now and 20 years into the future. The rest of the Board agreed with Supervisor Schwarz's statement. The report should be received this week.

VIII. **NEW BUSINESS**

Election Notification – Counsel Hart will provide the resolution for the 2023 Board Election at the next meeting.

IX. **RESIDENT COMMENTS** – An extended discussion took place on delays of the remaining Bond Projects and accountability for issues. Questions were posed on lowering the total construction time on the pool deck.

Julie Krug resident voiced several concerns about the management of the HGRD. An extensive conversation ensued on the subject of the Bond projects, CLIS and the Fitness Center. Craig Wooley and Barry Glaudel volunteered to assist in getting some of the construction issues resolved. They would like the Board to concentrate on CLIS ahead of everything else.

Kathy Patrillo and Kim Roerke commented on the recent pool party hosted by the Resident Events Committee. They would like to see this event on our schedule once a month.

Deb Baker asked the Board to clarify when the completion of the bocce courts would be. Their completion is expected mid-February. If we need to shut down a couple of days for shade installation, we will.

X. **UPCOMING MEETINGS**

- Monday, January 9, 2023— Facilities & Amenities — 2:00 p.m.—CR-C/Zoom
- Monday, January 16, 2023—Long-Range Planning—9:00 a.m.—CR-C/Zoom
- Monday, January 23, 2023—Board of Supervisors—9:00 a.m.—CR-C/Zoom

XI. **ADJOURNMENT** took place at 10:50 AM.

Submitted By:

 
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 
Howard Young, HGRD Board Chair Date

RECREATION DISTRICT REGULAR BOARD MEETING

January 23, 2023, at 9:00 a.m. in Card Room C

Agenda

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **MOMENT OF SILENCE FOR DOROTHY KLEWICKI**
- V. **APPROVAL OF MINUTES:**
 - A. Regular Board Meeting on December 12, 2022
- VI. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - A. Resolution 2023-01, Election for the Board of Supervisors
- VII. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - A. Facilities & Amenities Committee- Supervisor Kulkoski
 - B. Finance Committee - Dennis Popp
 - C. Green Committee - Jon Edinger
 - D. Long-Range Planning Committee - Fred Gignac
 - i. Strategic Planning Review
 - E. Policies & Procedures Committee - Karen Mars - Draft of the revised policy manual **(TAB1)**
 - F. Problem-Solving Taskforce - John Cowgill
- VIII. **FINANCIAL REPORT** – Controller Lynn Brew
- IX. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
 - B. RG Restaurant Proposal
- X. **OLD BUSINESS**
- XI. **NEW BUSINESS**
 - A. MK Architect to move forward on the Restaurant development requirements – Chair Young
- XII. **RESIDENT COMMENTS**
- XIII. **UPCOMING MEETINGS**
 - Thursday, February 2, 2023—Green Committee —9:00 a.m.—CR-C/Zoom
 - Monday, February 6, 2023—Board of Supervisors with Finance to review Audit —9:00 a.m.—CR-C/Zoom
 - Monday, February 13, 2023—Long-Range Planning Committee —9:00 a.m.—CR-C/Zoom
 - Monday, February 13, 2023—Facilities & Amenities —2:00 p.m.—CR-C/Zoom
 - Monday, February 06, 2023—Board of Supervisors with Finance to review Audit —9:00 a.m.—CR-C/Zoom
- XIV. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING

January 23, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	x	GM J.B. Belknap	x
Vice-Chair Peter Overs	x	Controller Lynn Brew	x
Treasurer Jayne Schwarz	x	District Counsel Tom Hart	x
Secretary Mary Ann Polvinen	x	Assistant GM Karon Bennett	x
Assistant Sec/Treas Bill Kulkoski	x	Residents	26

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett called roll (attendees are listed above).

MOMENT OF SILENCE FOR DOROTHY KLEWICKI – Chair Young spoke to the group about the passing of former Board Supervisor Dorothy Klewicki. Chair Young described Dorothy as one of the founders of our community. Over two and a half decades Dorothy proved to be instrumental in making Herons Glen what it is today. Counsel Hart added that he worked with Dorothy before there was a Recreation District when she was a volunteer in the community. Dorothy served on the Board for many years, she was instrumental in many things such as the 2006 Bond, the purchase of the CLIS system, and the wastewater treatment plant. Dorothy has been a real asset in the community for many years. Karen Jessop added that she has written an article on Dorothy for the next issue of The Heron newspaper.

THE FOLLOWING BLANK PAGE IS DEDICATED TO THE MEMORY OF DOROTHY KLEWICKI.

IV. **APPROVAL OF MINUTES** - *Supervisor Overs made a motion to approve the minutes from the Regular Board Meeting on Regular Board Meeting on December 12, 2022. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

V. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. presented the following resolution to the Board:
A RESOLUTION CALLING AND FIXING AN ELECTION FOR ONE (1) MEMBER OF THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT ON MARCH 21, 2023; DESIGNATING HOURS AND PLACE OF VOTING; PROVIDING FOR QUALIFICATIONS; AND, OTHERWISE PROVIDING FOR THE HOLDING OF SAID ELECTION. *Supervisor Polvinen moved to approve Resolution 2023-01, Supervisor Schwarz seconded the motion, and Resolution 2023-01 was approved.*

Candidate qualifying will take place from January 30, 2023, through February 10, 2023. Counsel Hart advised the group that the proposed Policies & Procedures may change to include an Election Committee. Once he has looked at the proposed policy, if an amendment to the procedures is needed, he will bring the Board an amendment at the next meeting. The Board agreed.

*Chair Young made a motion to approve appointing Peter Overs as the Board Representative for the Election and Lynn Brew as the Supervisor of Elections. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***

VI. **COMMITTEE REPORTS & RECOMMENDATIONS**

Facilities & Amenities Committee - No report was given.

Finance Committee – No report was given.

Green Committee - Jon Edinger reported that the golf course is in great shape, grow-in is going well. Clean up from Hurricane Ian is basically done. The course is open and safe to play. The drainage presented in the original plans is finished. The Committee is starting to look ahead, they are working on their annual report which involves four different areas.

Long-Range Planning Committee - Fred Gignac mentioned that Beth Brucker had a meeting last Monday about emergency power. Bob Herbstritt is gathering costs through Lee County purchasing contracts and Sourcewell-which is for state and local government purchasing to get lower costs.

Jeff Buxton shared the first draft results of the 2023 Annual Survey. A discussion took place on duplicates on the survey. (**As attached**). The final version will be shared with the residents soon. The Board looks forward to the improvements to the Food & Beverage Department made based on the survey.

Policies & Procedures Committee - Karen Mars shared the draft of the revised policy manual for the Board's review. She will collect responses and consider additions to the final version. Once the policy is wrapped up, they will move on to Rules and Regulations. Board comments are due to Karen by February 10, 2023.

Problem-Solving Taskforce - **John Cowgill** reported that the committee has been asked to review the storage building. They will meet tomorrow.

VII. **FINANCIAL REPORT** – Controller Lynn Brew presented the financial report as follows: (December, year-to-date)

- **Administration** \$7,222 Unfavorable, \$10,468 Favorable
- **Restaurant** \$13,862 Unfavorable, \$27,702 Favorable
- **Clubhouse** \$14,016 Unfavorable, \$25,692 Favorable
- **CLIS** \$5,816 Favorable, \$28,015 Favorable
- **Fitness Center** \$422 Favorable, \$6,645 Favorable
- **Golf Course Maintenance** \$11,050, Unfavorable \$68,254 Favorable

- **Pro Shop** \$335 Unfavorable, \$36,318 Favorable
- **Golf Operations** \$11,385 Unfavorable, \$104,573 Favorable
- **Other than Golf Operations** \$28,863 Unfavorable, \$98,523 Favorable

These results exclude operating costs for cleanup and additional insurance costs as a result of Hurricane Ian. Some of these costs may be covered by FEMA.

VIII. **GENERAL MANAGER'S REPORT**— GM J.B. Belknap presented the following report:

Sports Complex: Footers for the shade structures have been dug and inspections were completed yesterday. Stoney will pour the concrete footers Monday. He will get a definitive answer on Monday as to when Mor Sports will be starting the Bocce courts.

Tennis Court Closure: The tennis courts are scheduled to be closed Monday through Sunday so that new clay (6 tons) and fencing can be installed in order to make repairs as a result of Ian. The courts are scheduled to reopen on Saturday, January 28th.

Pickleball: Stoney is scheduled to begin digging the footers for the shade structures on Monday. Asphalt courts are scheduled to be put down on Tuesday.

Insurance & Roof: Todd Denham from Jack Brown & Associates was on-site Wednesday to meet with Dan and inspect the roof. He was here for a couple of hours, I will share the findings of his report once I receive it.

Pool Deck: Stultz still owes us a tasks/logistics plan for the Board and management to consider if we want to begin work prior to Easter. GM Belknap will be in touch with him this coming week.

Storage Building: As a result of Monday's LRP committee meeting, John Cowgill has called a PSTF meeting Tuesday morning to discuss options moving forward.

Multi-Use Path: Hole Montes is still getting updated numbers from the bidders. There seems to be a large disparity between bids so we are looking for clarity before going before the Finance committee.

Misc.

- This week, Matt Tight from Florida Class told Controller Brew he will begin to download the HG documents and start the process of creating a cash flow analysis.
- Controller Brew and AGM Bennett have changed office spaces so the accounting department is on one wing of the Administration Office. Now that more office space has been added for another part-time person, we will continue the search for a part-time person.

IX. **OLD BUSINESS** – None was presented.

X. **NEW BUSINESS**

*Supervisor Overs made a motion to move forward with the proposal from RG Architects on the Restaurant development requirements. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

I. **RESIDENT COMMENTS**

Karen Mars complimented GM Belknap on the additions to the F&B Team.

Tom Stephens commented on the CLIS system and made a recommendation to post watering time zones during light hours and published to everyone what their zones are.

Julie Krug commented on lounge closure times on Mondays and Tuesdays. She would like the hours extended.

II. **UPCOMING MEETINGS**

- Thursday, February 2, 2023—Green Committee —9:00 a.m.—CR-C/Zoom
- Monday, February 6, 2023—Board of Supervisors with Finance to Review Audit —9:00 a.m.—CR-C/Zoom
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III. **ADJOURNMENT** took place at 10:53 a.m.

Submitted By:

 
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 
Howard Young, HGRD Board Chair Date

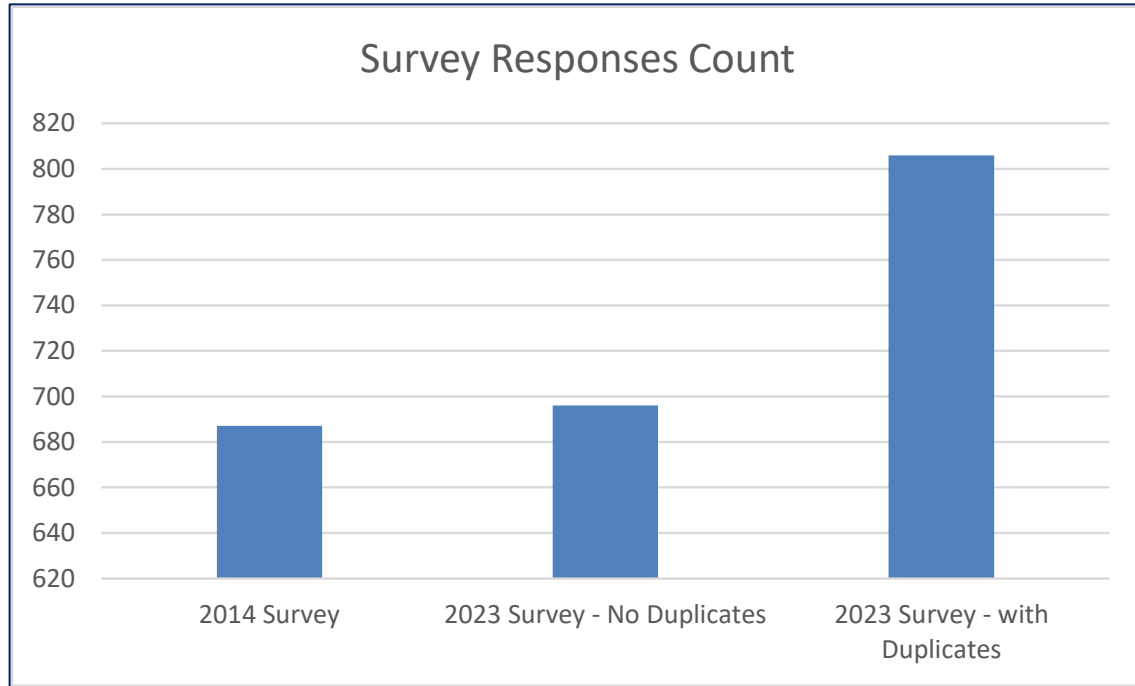
Analysis of 2023 Annual HGRD Resident Survey

JANUARY 2023

Executive Summary Take-aways

- Herons Glen is getting older and more female with more residents living in the Glen longer
- 74% 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. Herons Glen scored a Net Promoter Score of 62, which is considered top tier Customer Satisfaction
- The amenity with the lowest overall satisfaction levels is the Restaurant with Food being the lowest overall satisfaction level
 - Satisfaction with food quality and consistency remains the overall lowest in satisfaction levels wherever it is served (Restaurant, Lounge, Ballroom)
 - The restaurant and lounge should be a key focus for improvement
- All other amenities provide strong overall satisfaction levels
- Those amenities currently facing construction issues (Tennis, Pickleball, Bocce, Shuffleboard) all have majority satisfaction levels but also have noticeable dissatisfaction responses
 - Construction disturbances logically detract from residents satisfaction, especially when construction completely eliminates use of the amenity and/or faces significant, unforeseen delays
- The 2023 HGRD Resident Survey tool did not easily prevent residents from entering multiple responses to the survey from the same HGRD account
 - Of the 806 total responses, 699 represented unique responses, with 107 responses representing duplicates (13% of total responses)
 - In an effort to analyze the impacts of these duplicate responses on the Resident Survey results, an effort was undertaken to examine the results with these duplicate responses removed. Duplicate responses to the 2023 HGRD Resident Survey were removed using the following approach:
 - All comments will be retained as these are subjective inputs and do not impact the quantitative analyses
 - The first response received from duplicate account numbers (as evidenced by the time stamp in Survey Monkey) will be retained for the quantitative analyses. Subsequent responses from duplicate account numbers will be deleted (except for the comments) as these responses would be most subject to potential bias as influenced by the initial response
 - The results in the quantitative analyses were insignificantly altered due to the elimination of these duplicates. No individual result was altered by more than 2% from the result using All responses other than the # of months or rentals

Survey Responses Summary



The 2023 HGRD Resident Survey tool did not easily prevent residents from entering multiple responses to the survey from the same HGRD account

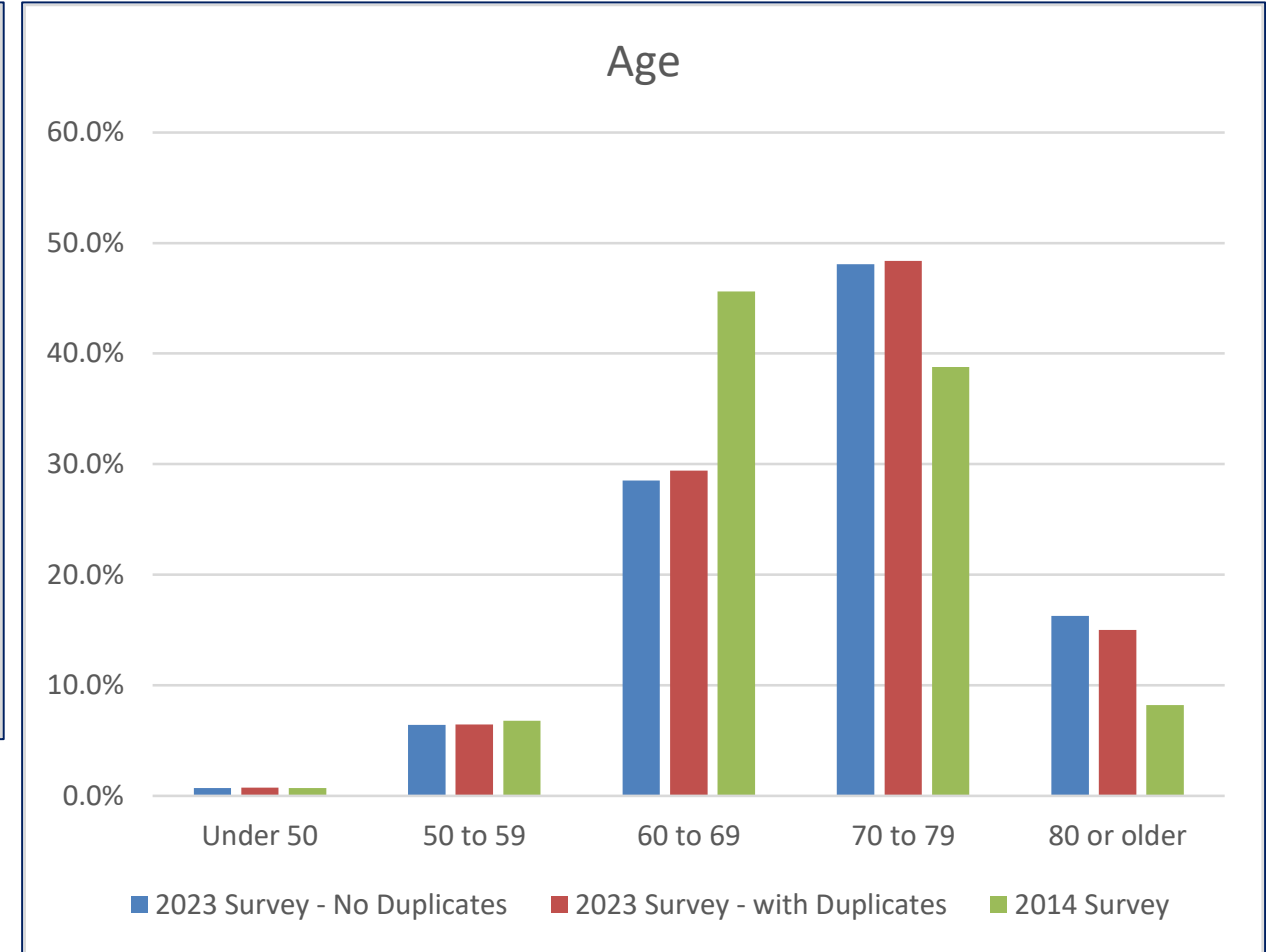
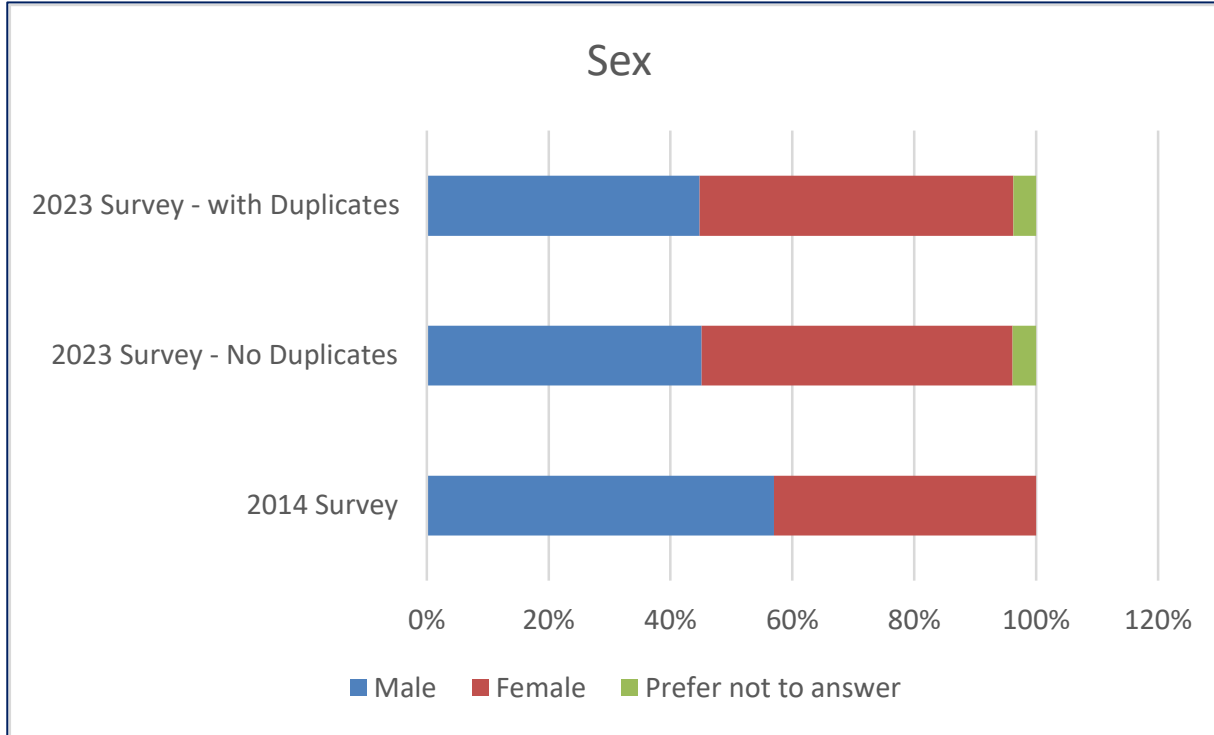
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<u>Responses</u>	<u>2014 Survey</u>	<u>2023 Survey</u>	<u>2023 Survey</u>
		<u>- No Duplicates</u>	<u>- with Duplicates</u>
Total Responses	687	696	806
Unique Responses		696	699
Duplicate Responses		0	107
Duplicate account numbers		0	93

Key Take-aways:

- 806 total responses
- 93 residents offered multiple responses (12%); all responses are included in the following analyses

Age & Sex Demographics Summary

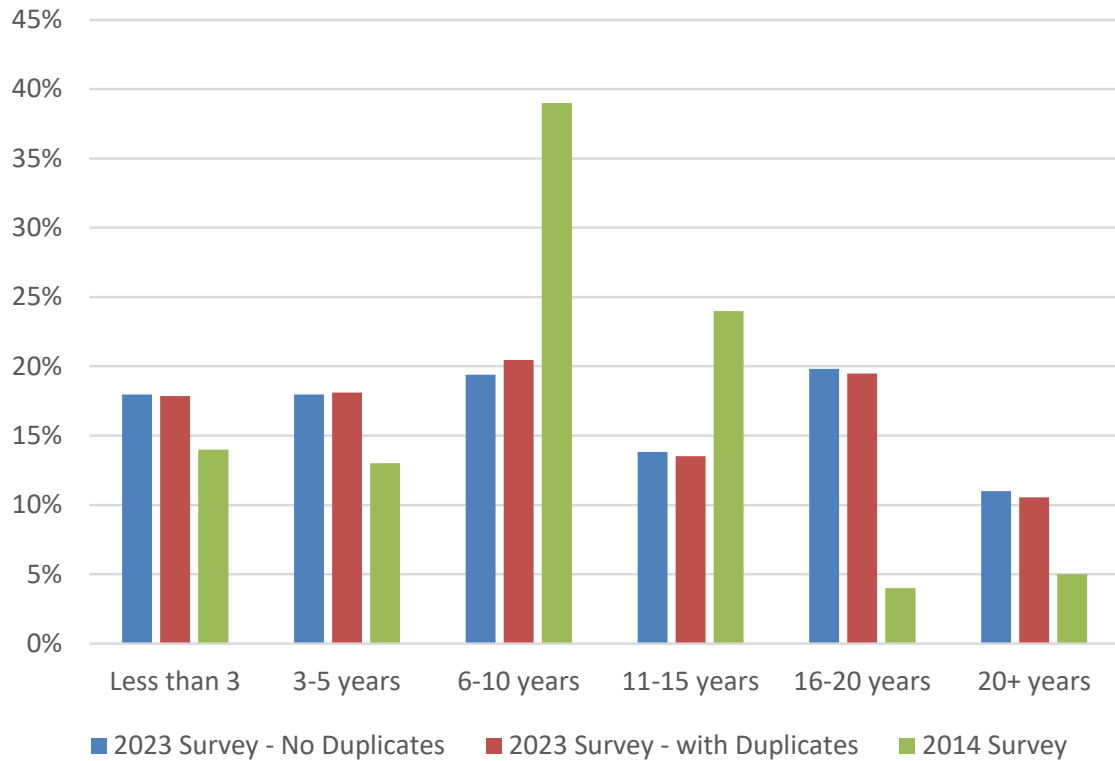


The residents in Heron's Glen have become slightly more female over the last 9 years.

The Age of the residents in Heron's Glen has grown older over the last 9 years

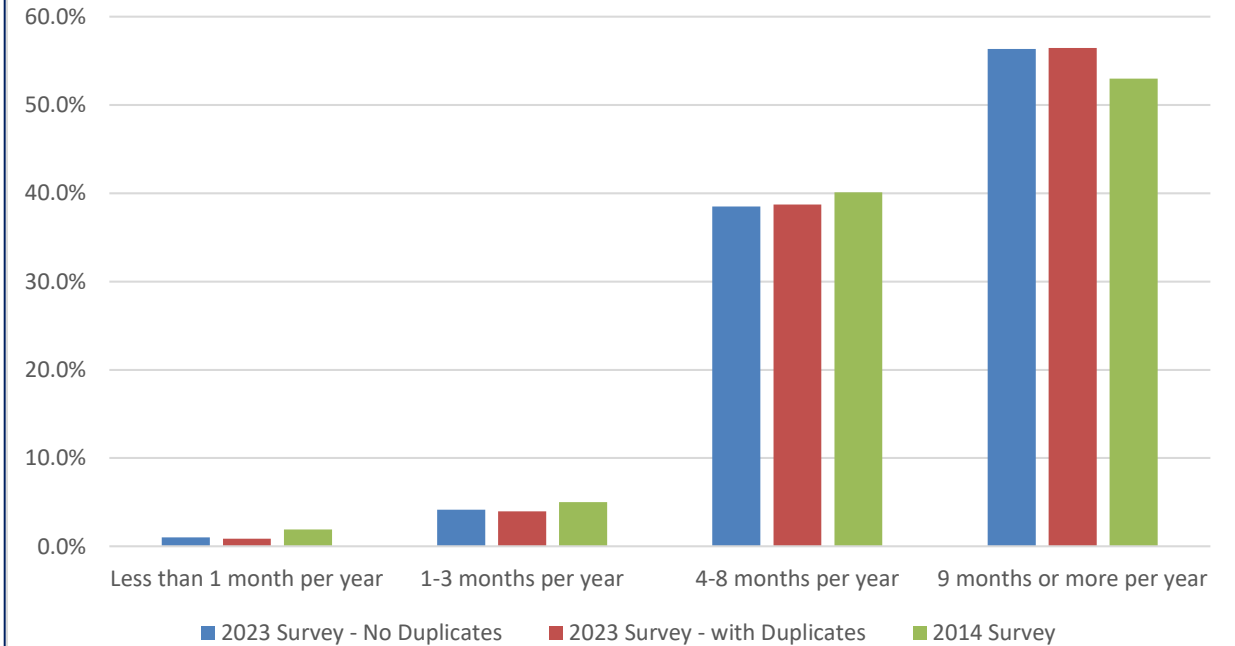
Residency Demographics Summary

of Years as Resident



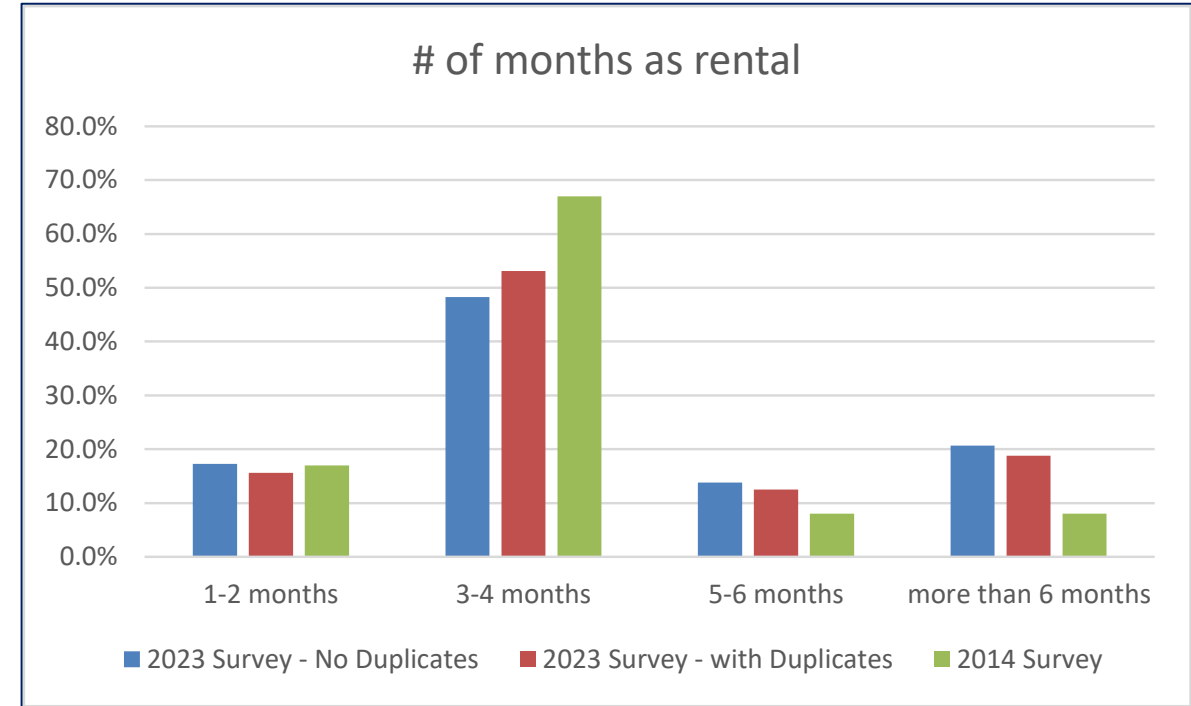
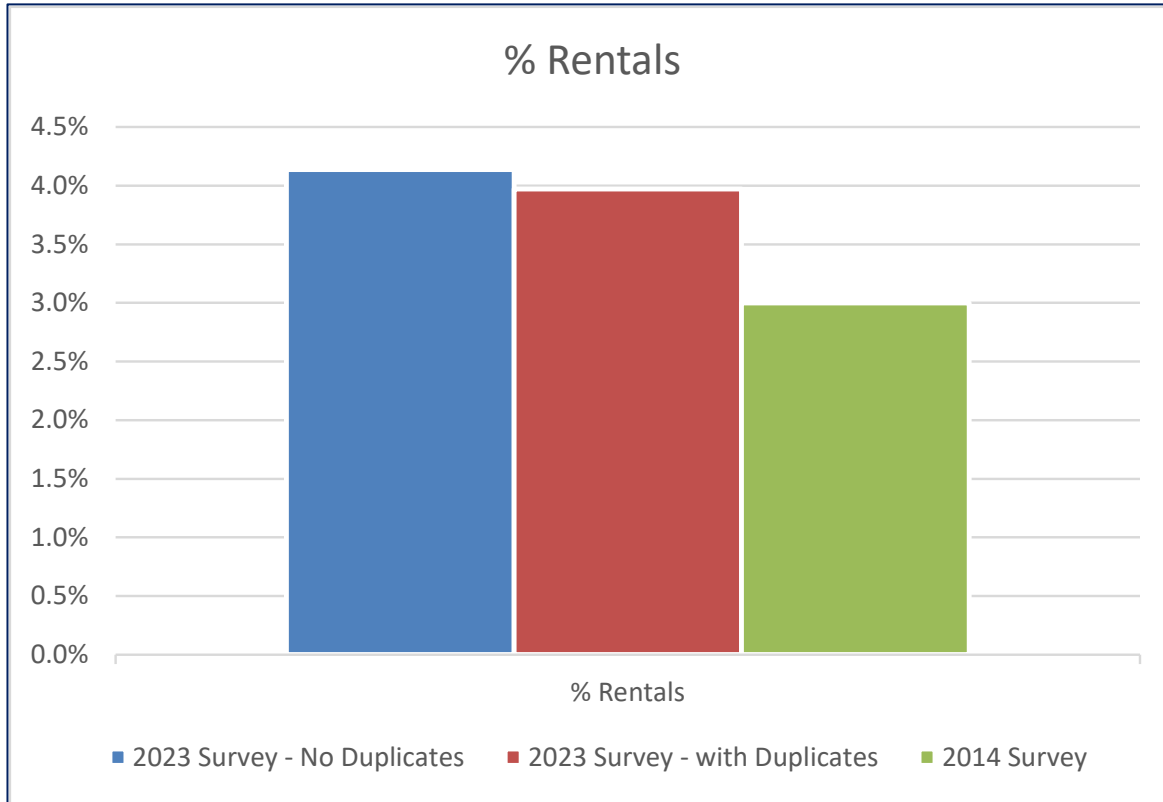
A greater percentage of residents have lived in Herons Glen longer

of Months per year



A slightly greater percentage of residents have become full time residents

Rentals Demographics Summary

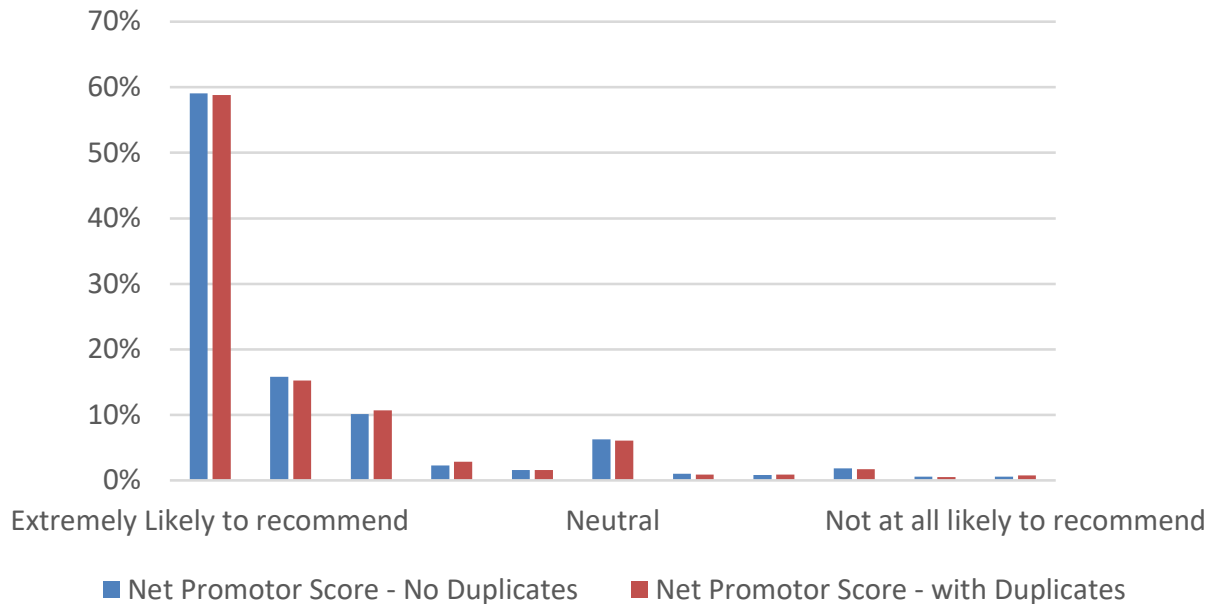


Key Take-aways:

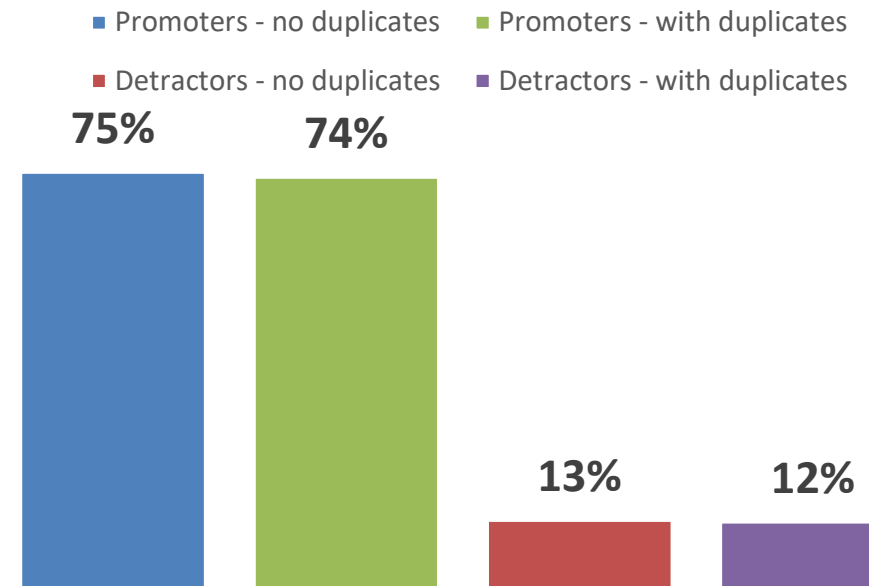
- The percentage of residents who rent out their property has not changed significantly over the last 9 years
- Those who do rent out their property appear to be renting for longer periods of time.

Net Promotor Score (NPS)

% likely to promote Herons Glen



Net Promotor Score (NPS) = 62

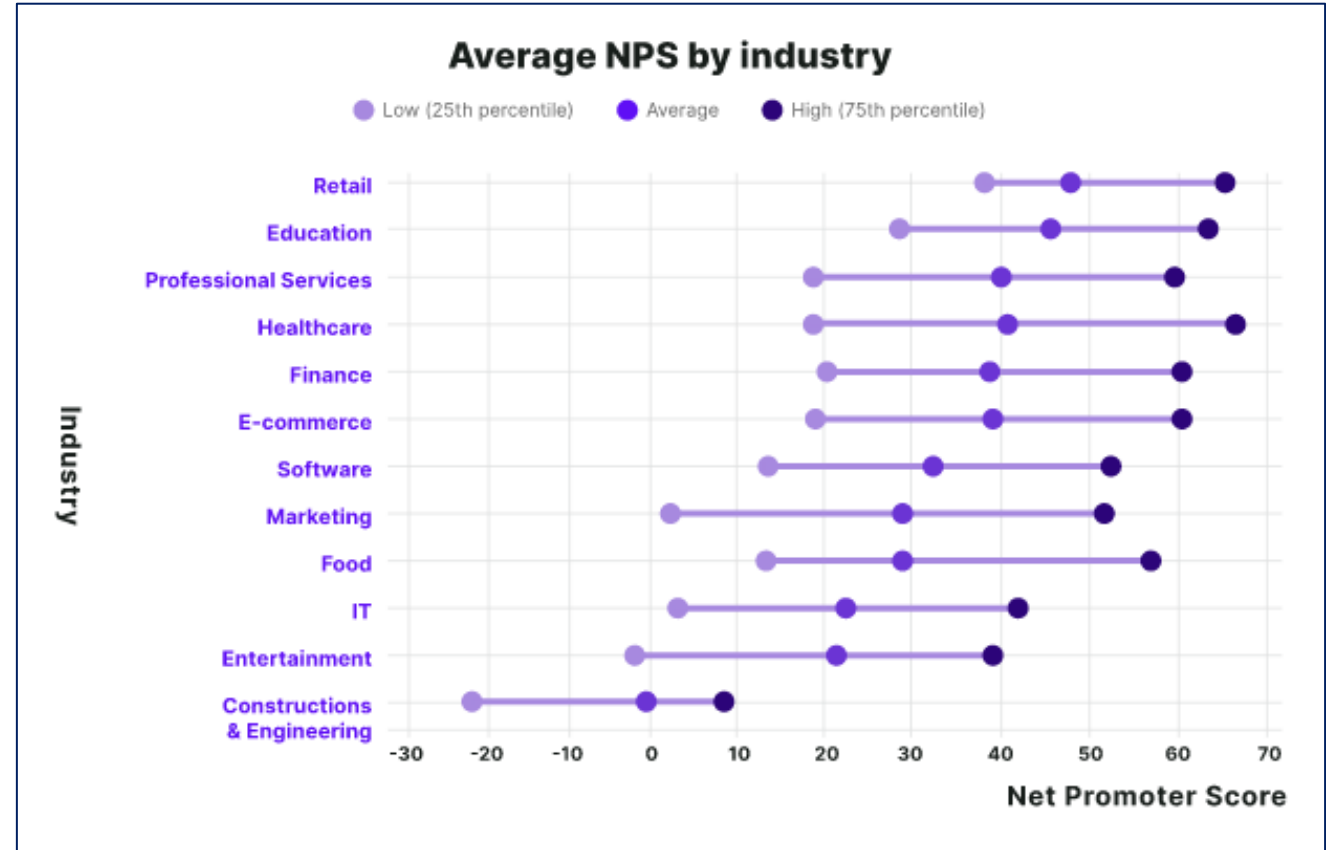
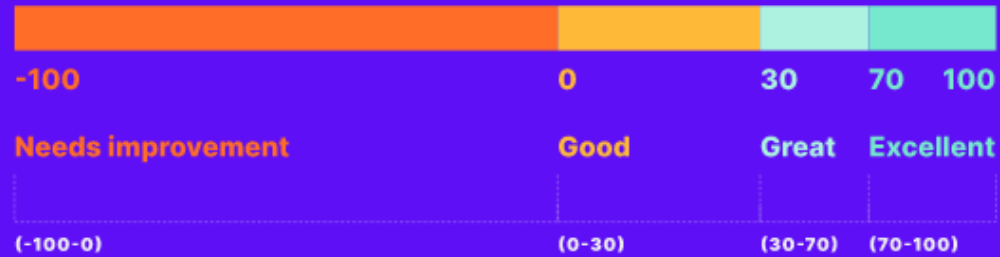


Key Take-aways:

- HGRD NPS of 62 should be considered a top tier performance
- This NPS metric should be used as a relative measure of improvement over the coming years

Net Promotor Score (NPS) explained

What is a good NPS?



The Net Promotor Score (NPS) is a widely used measure of overall client satisfaction which provides a "top of the mind", consistent trending metric for annual surveys. The NPS is calculated as Promoters (9's and 10's) - Detractors (0 through 6's).

For more information on NPS, go to the following website: <https://www.netpromotersystem.com/about/>

Net Promotor Score (NPS) comments

Positive Comment Key Words



Negative Comment Key Words

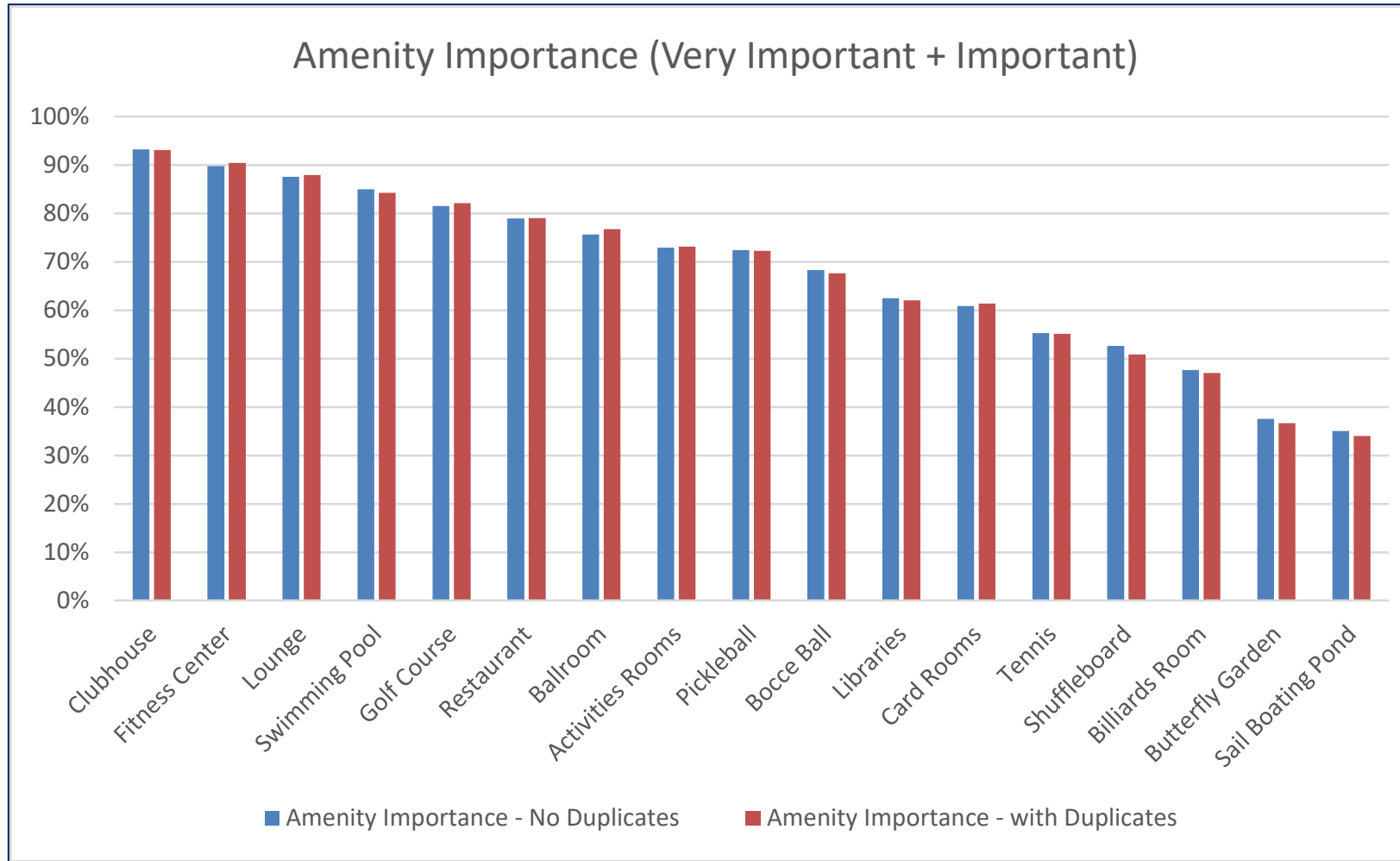


The Net Promotor Score (NPS) comments are in response to the question, “Why did you give this rating?” All comments were assigned Key Words which reflect the sentiment of the positive and/or negative comments. These Key Words are reflected in the above Word Clouds which emphasize the words used with the most frequency using larger fonts. Hence, the larger the font, the more frequently the word was presented by the response comments.

Key Take-aways:

- Several items that are praised by Promoters are also criticized by Detractors

Amenity Importance

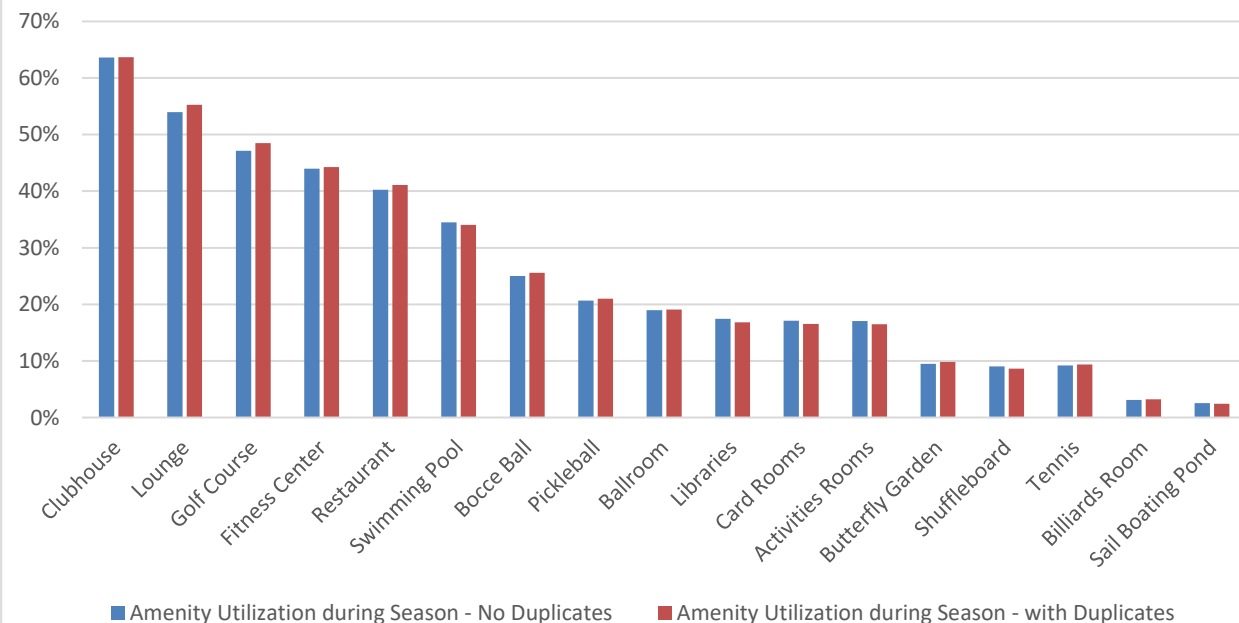


Key Take-aways:

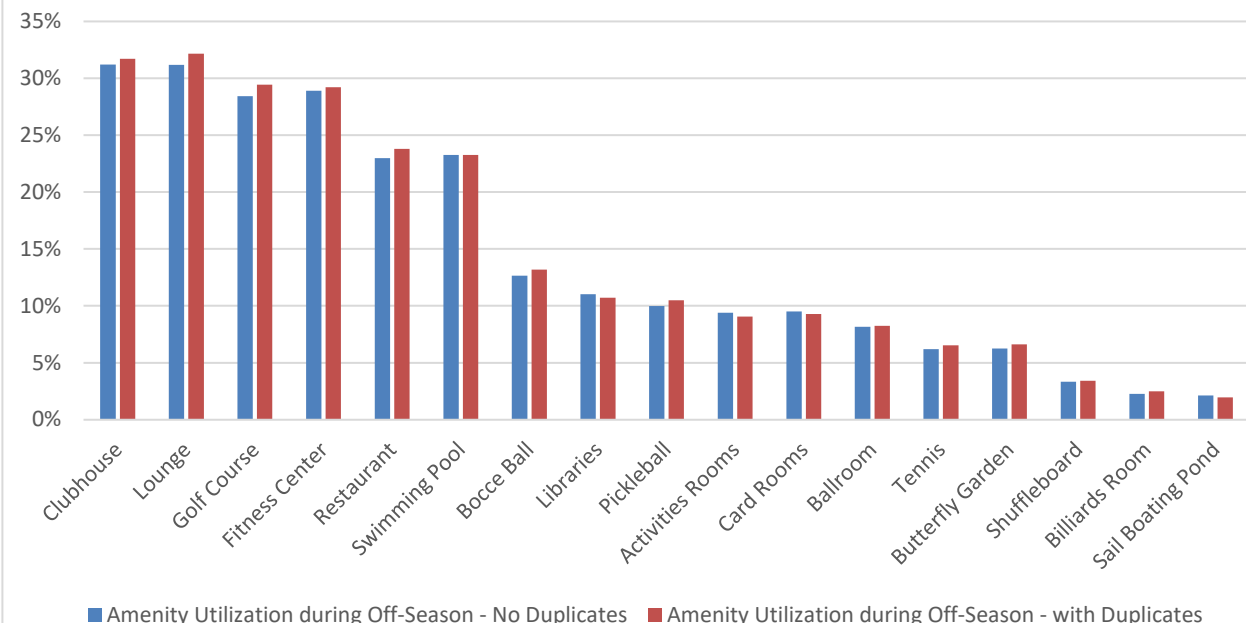
- Fitness Center, Lounge, and Swimming Pool are ranked as higher in importance than Golf Course

Amenity Utilization

Amenity Utilization during Season (at least once per week)



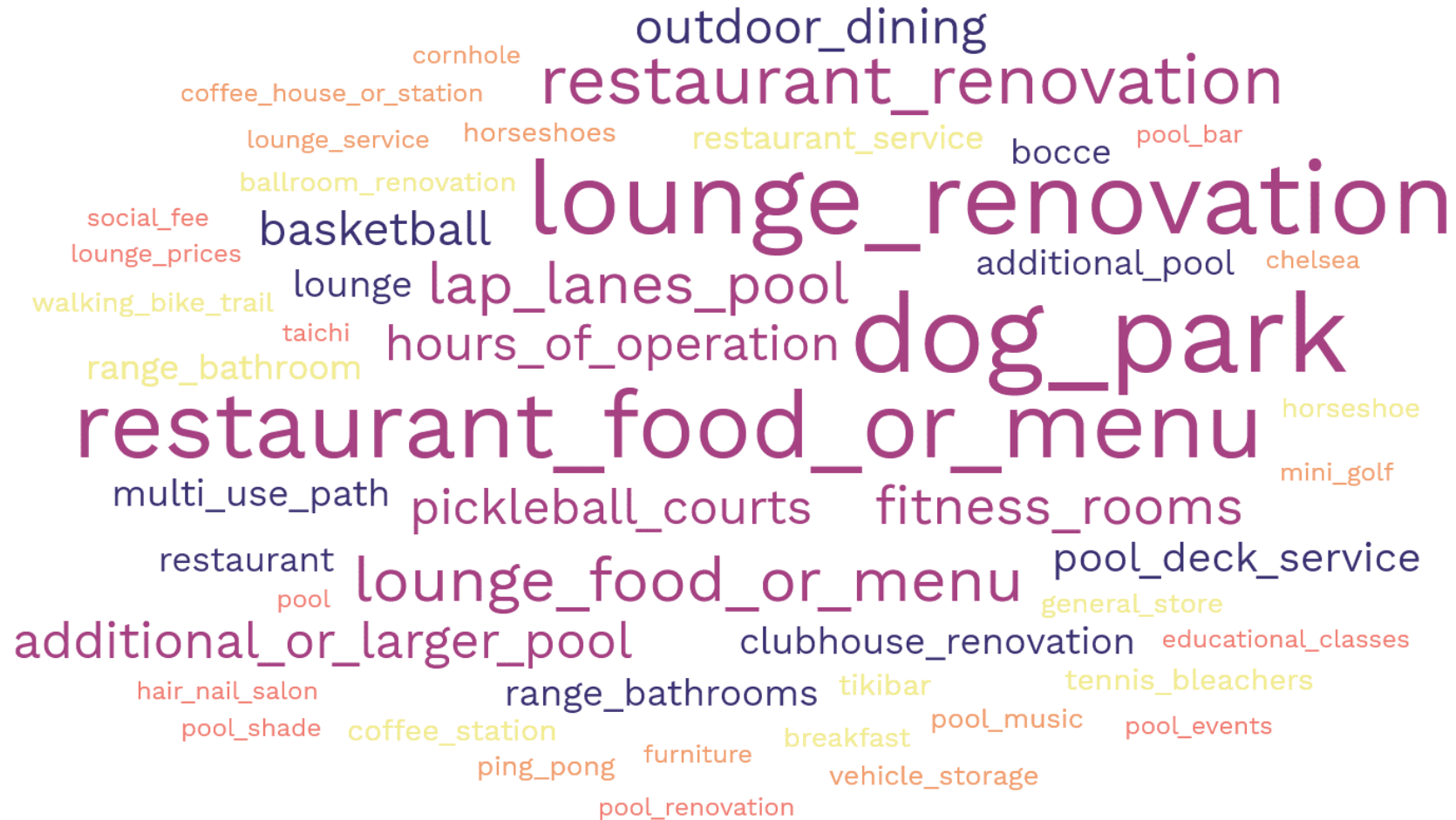
Amenity Utilization during Off-Season (at least once per week)



Key Take-aways:

- Top 5 utilized amenities are the same for both on-Season and off-Season
- Utilization of Outdoor amenities (other than Golf Course & Swimming Pool) drops off in the summer months

Amenity Improvement comments

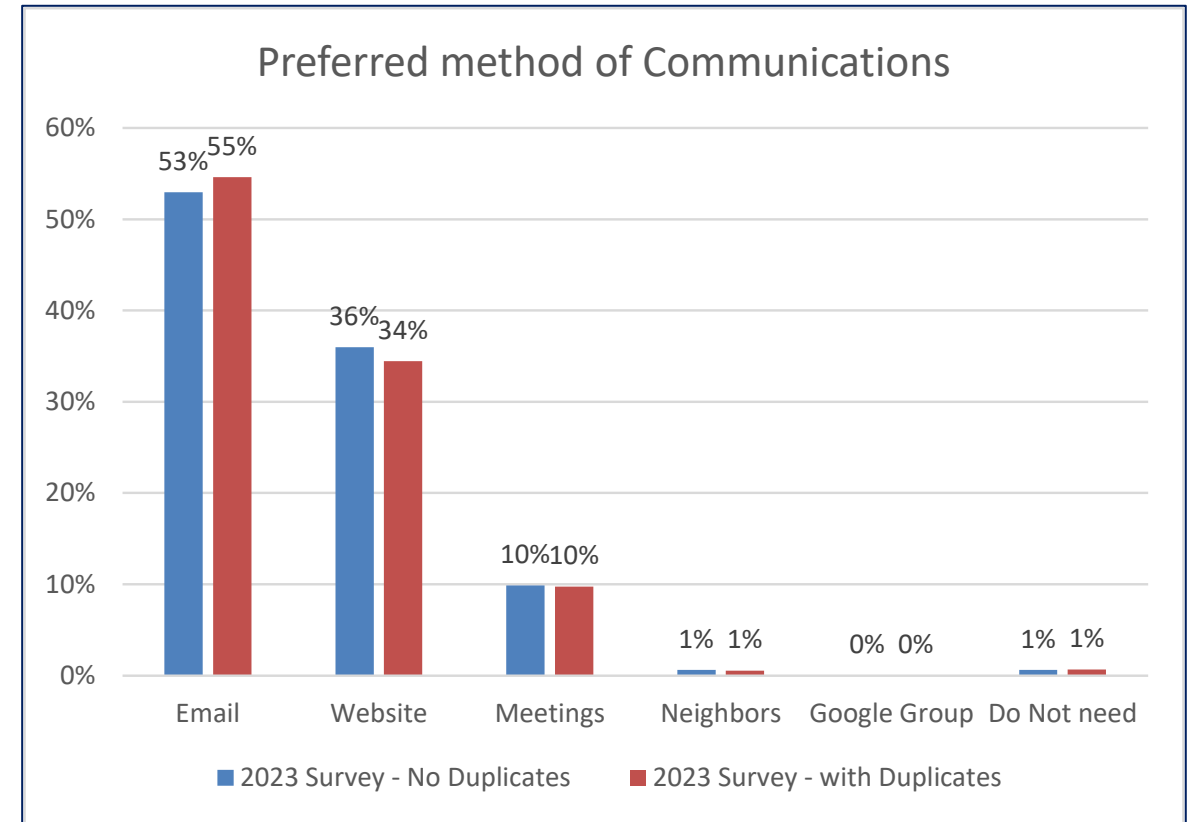
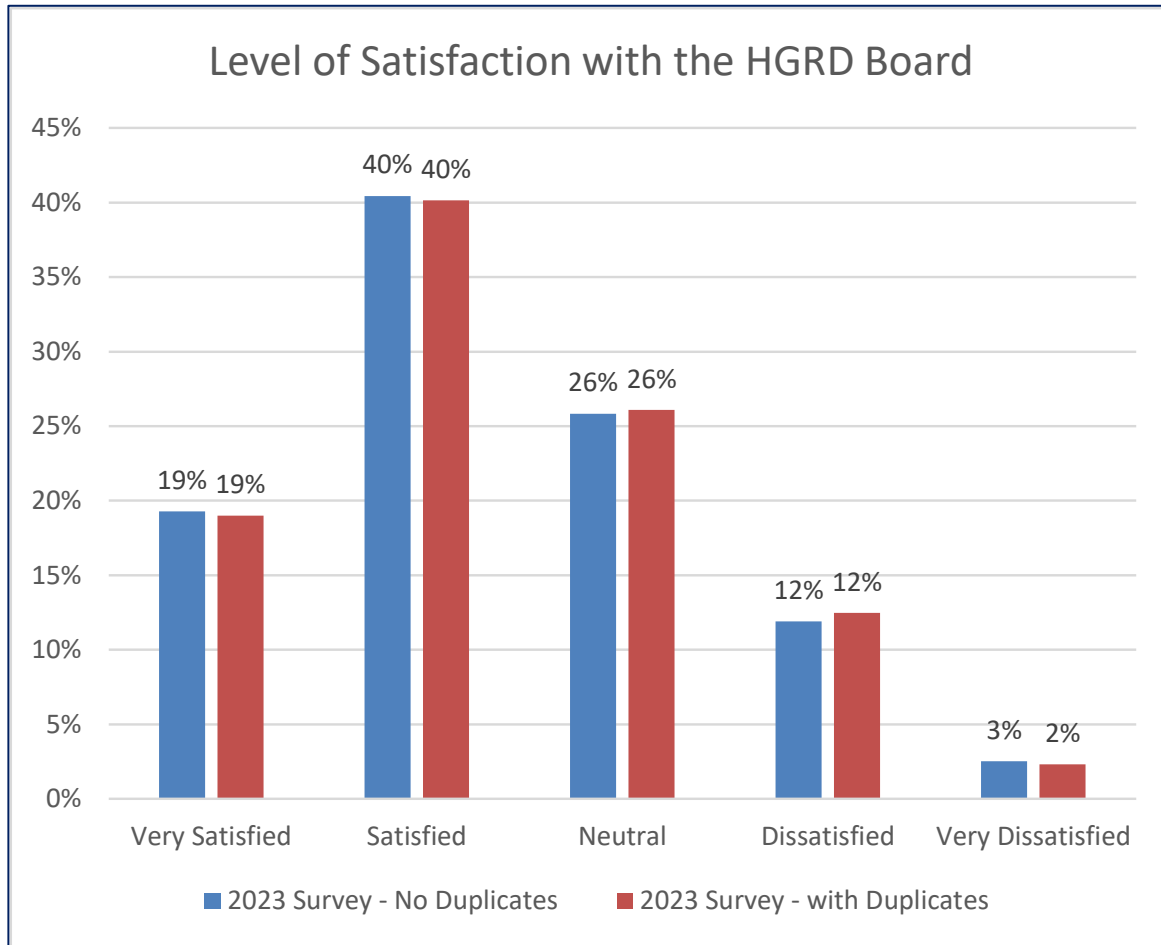


The Amenity comments are in response to the question, “What potential enhancements/new additions would increase your satisfaction and enjoyment as a resident?” All comments were assigned Key Words which reflect the sentiment of the positive and/or negative comments. These Key Words are reflected in the above Word Clouds which emphasize the words used with the most frequency using larger fonts. Hence, the larger the font, the more frequently the word was presented by the response comments.

Key Take-aways:

- Many comments related to completion of already planned projects
- Several new ideas offered for consideration

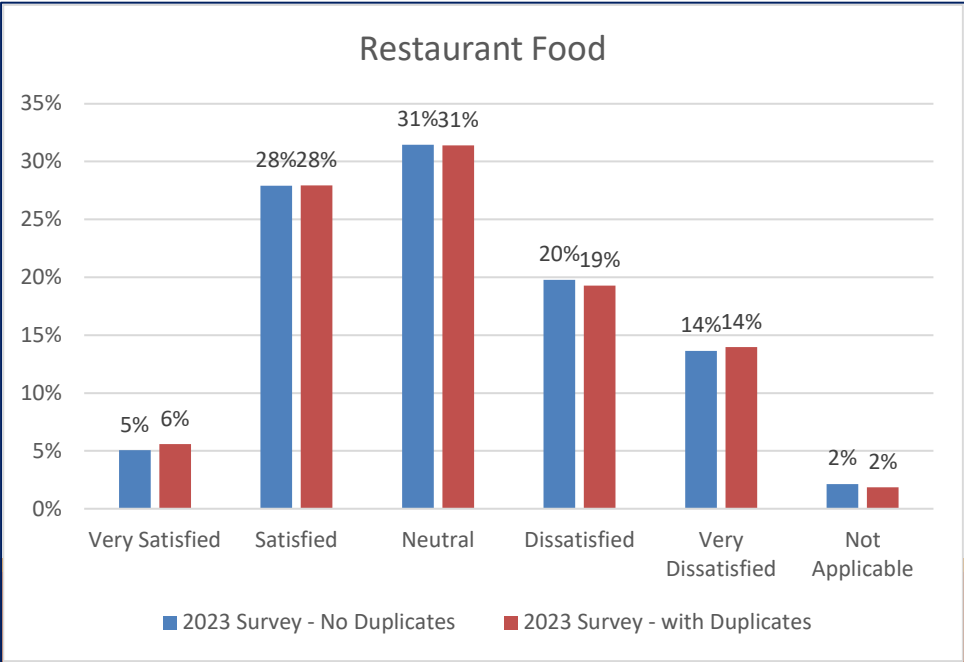
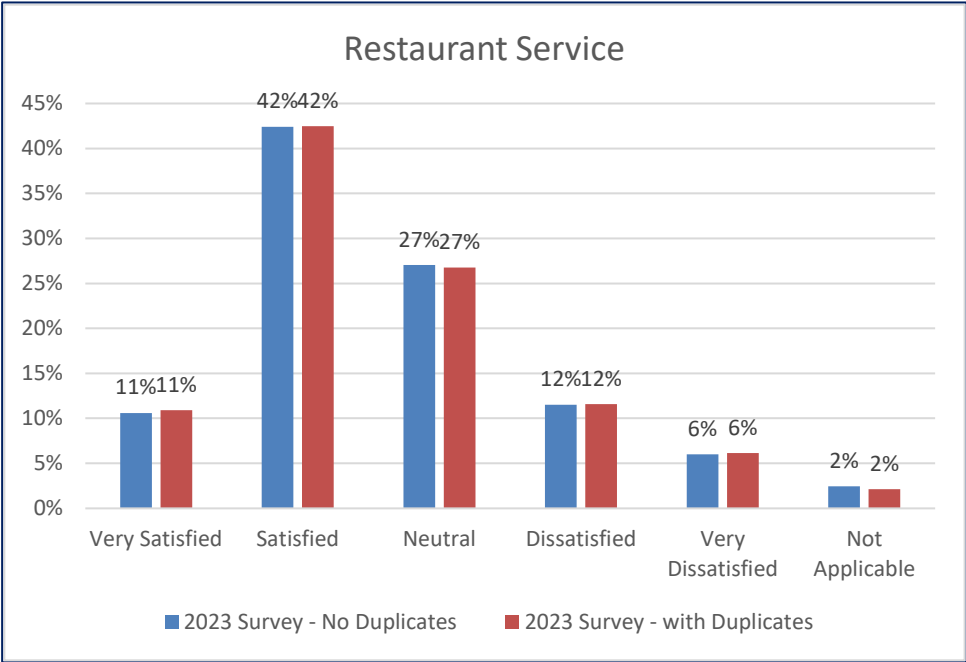
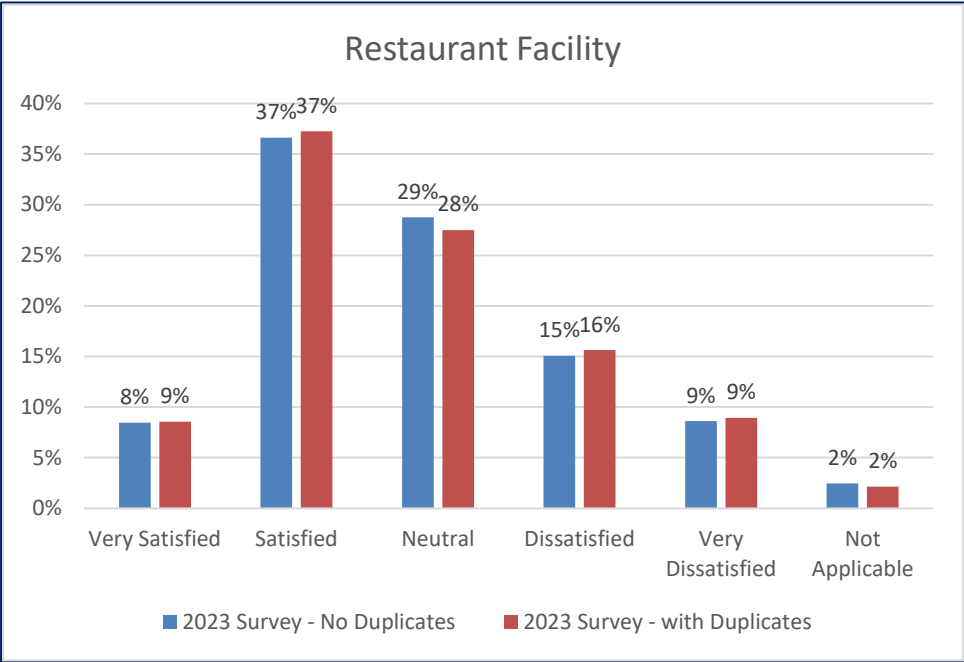
Satisfaction Level with the HGRD Board



Key Take-aways:

- Majority of residents are satisfied or Very Satisfied with the HGRD Board
- Direct and multi-format communications are all preferred

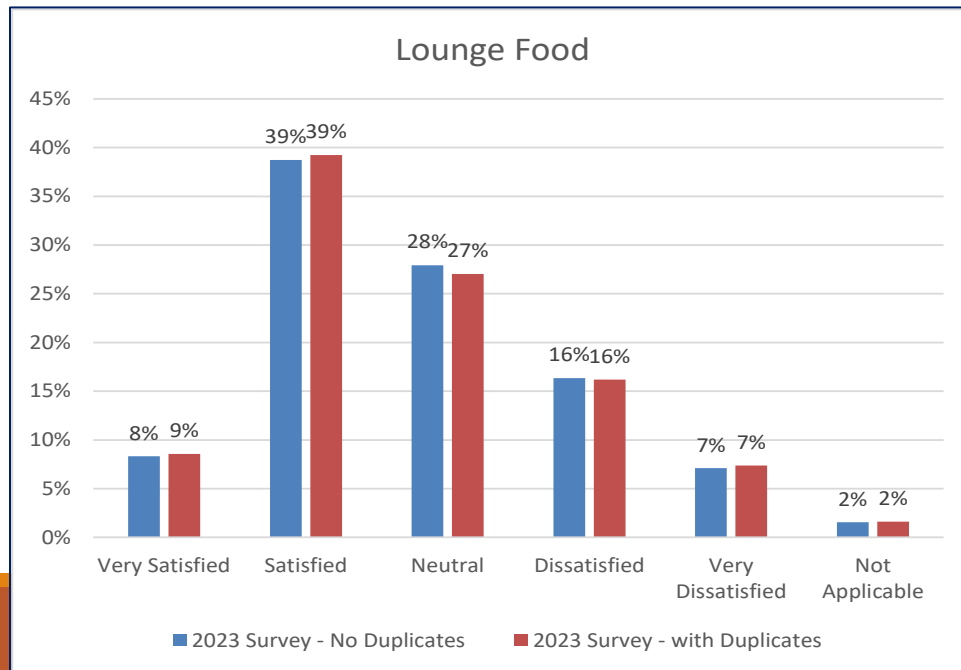
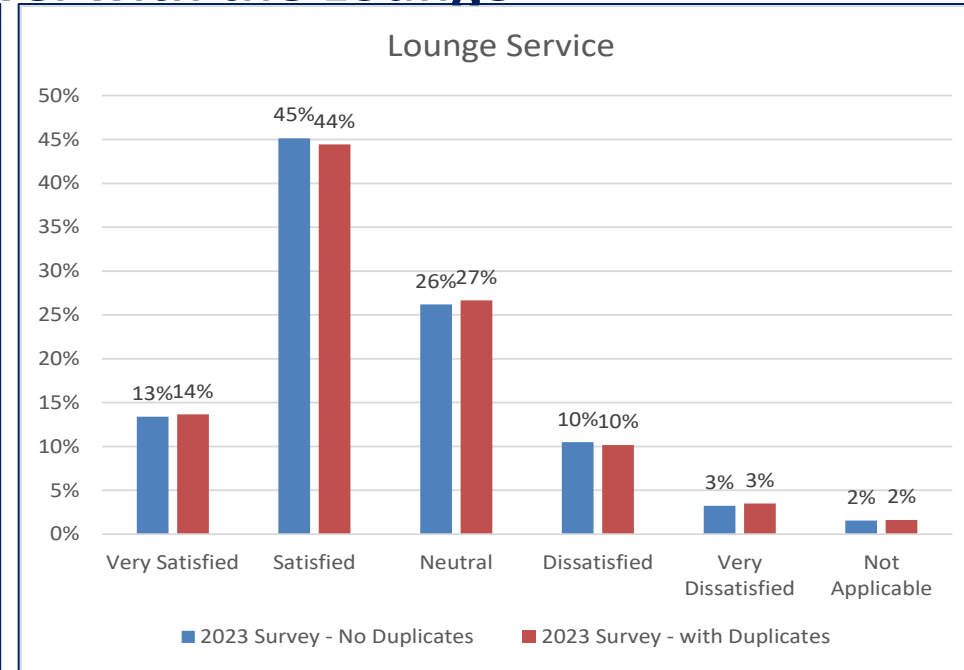
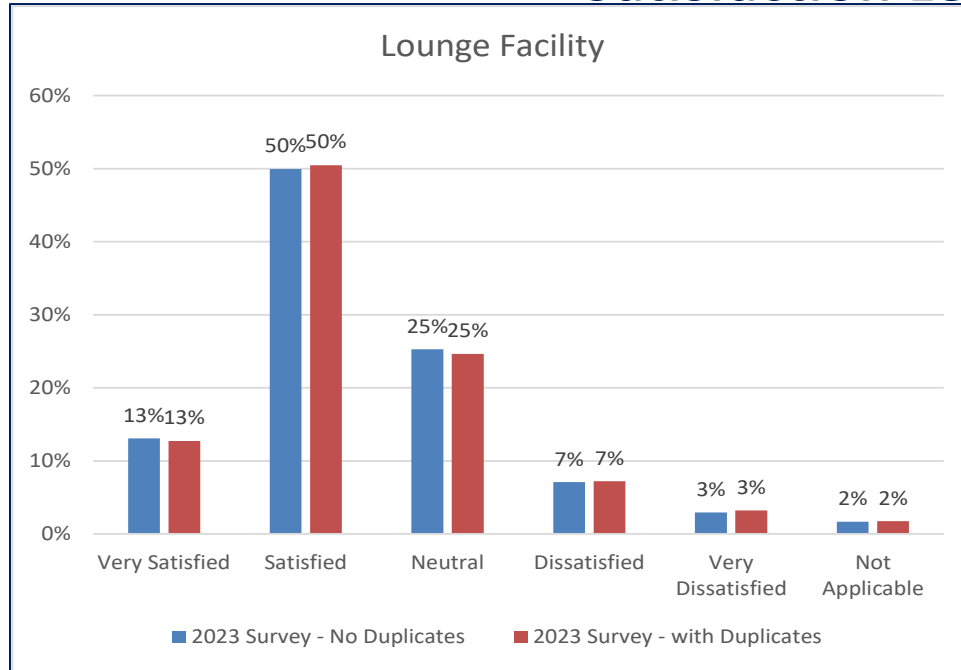
Satisfaction Level with the Restaurant



Key Take-aways:

- Reasonable satisfaction with the Restaurant Service
- Satisfaction with the Restaurant facility may be influenced by pending, expected renovations
- Satisfaction with the Restaurant food remains a significant issue

Satisfaction Level with the Lounge

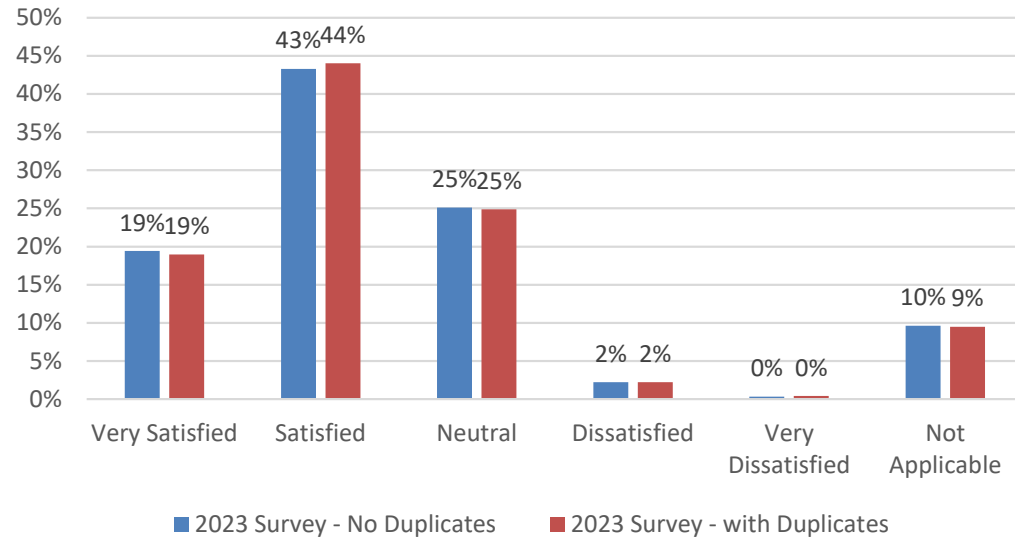


Key Take-aways:

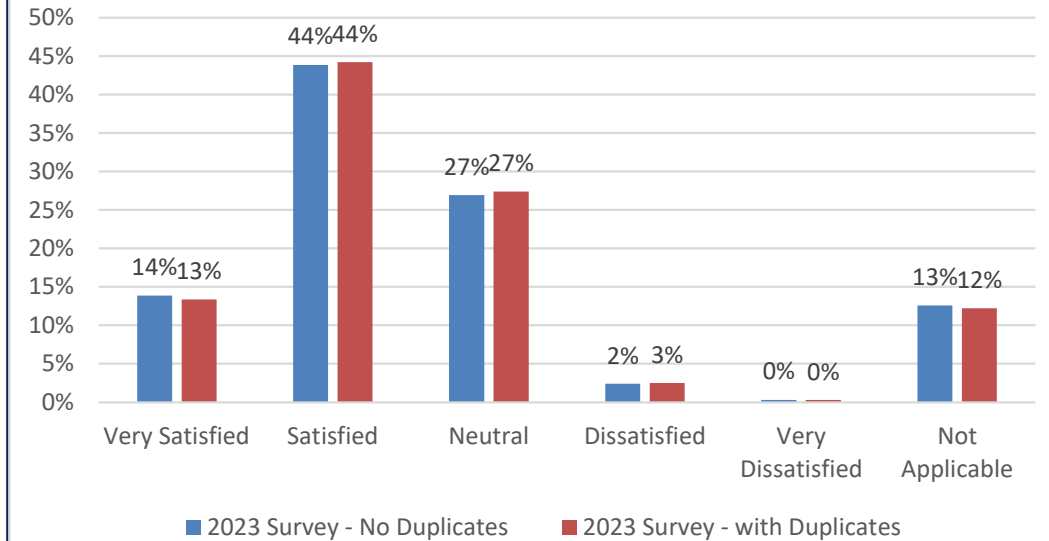
- Satisfaction levels for the Lounge are all higher than those for the Restaurant
- Interesting to note that satisfaction levels for the Lounge Food is 17% higher than for the Restaurant Food

Satisfaction Level with the Ballroom

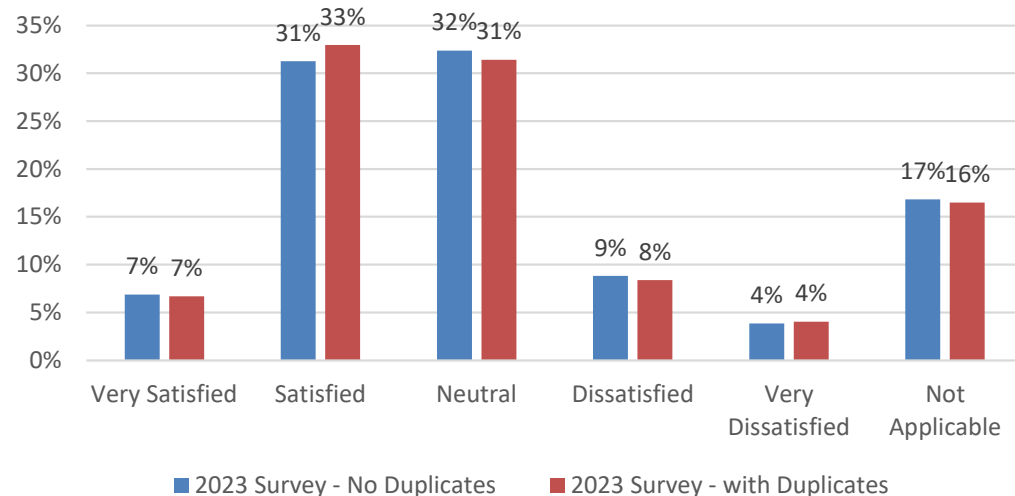
Satisfaction with Ballroom facility



Satisfaction with Ballroom services



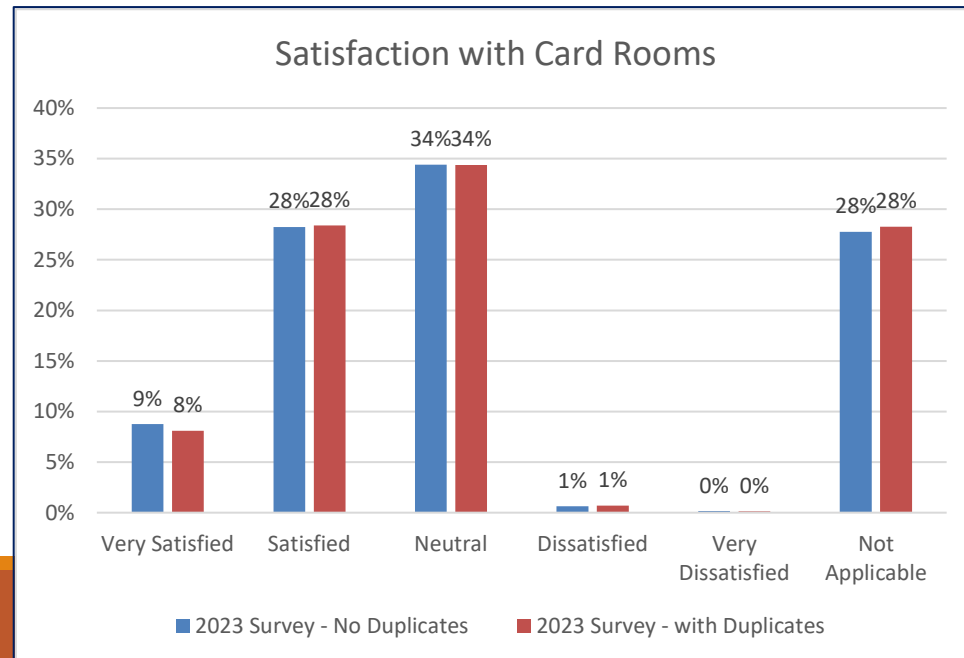
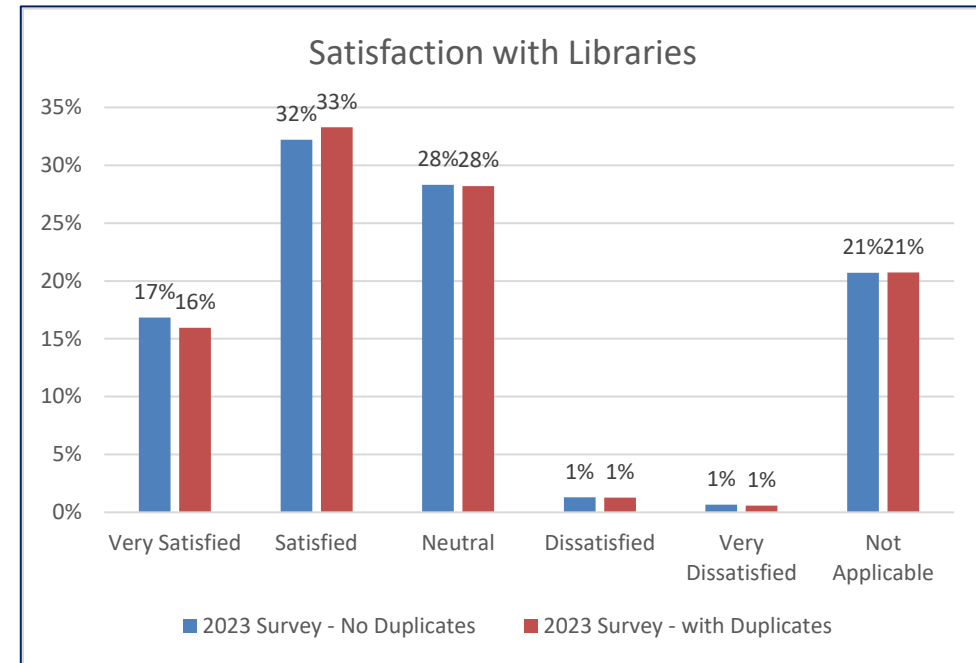
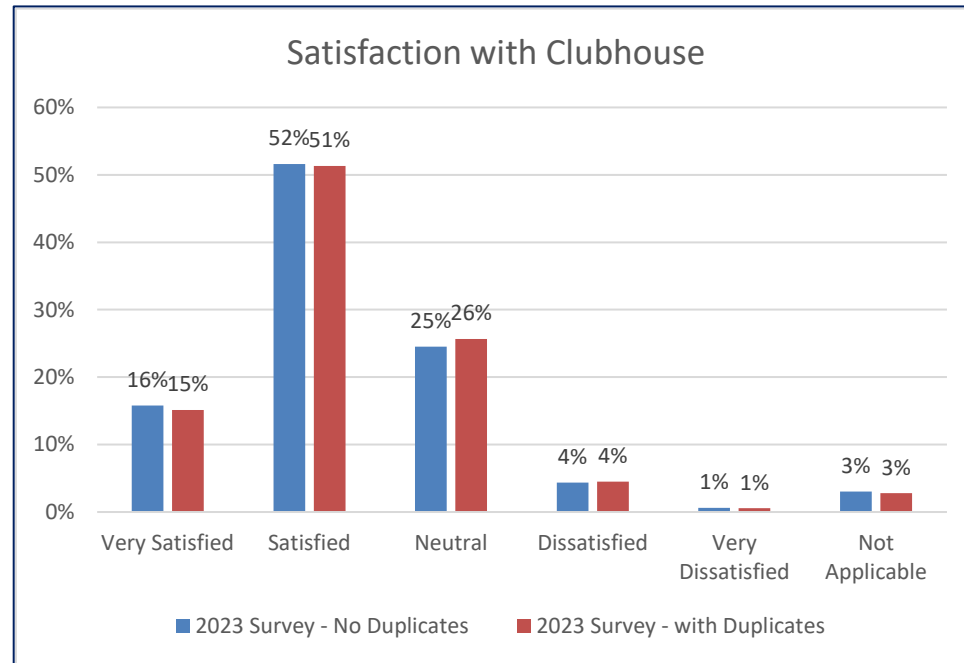
Satisfaction with Ballroom food



Key Take-aways:

- Overwhelming satisfaction with the Ballroom facility and service
- Majority satisfaction with the Ballroom food but not aligned with the facility and service satisfaction levels

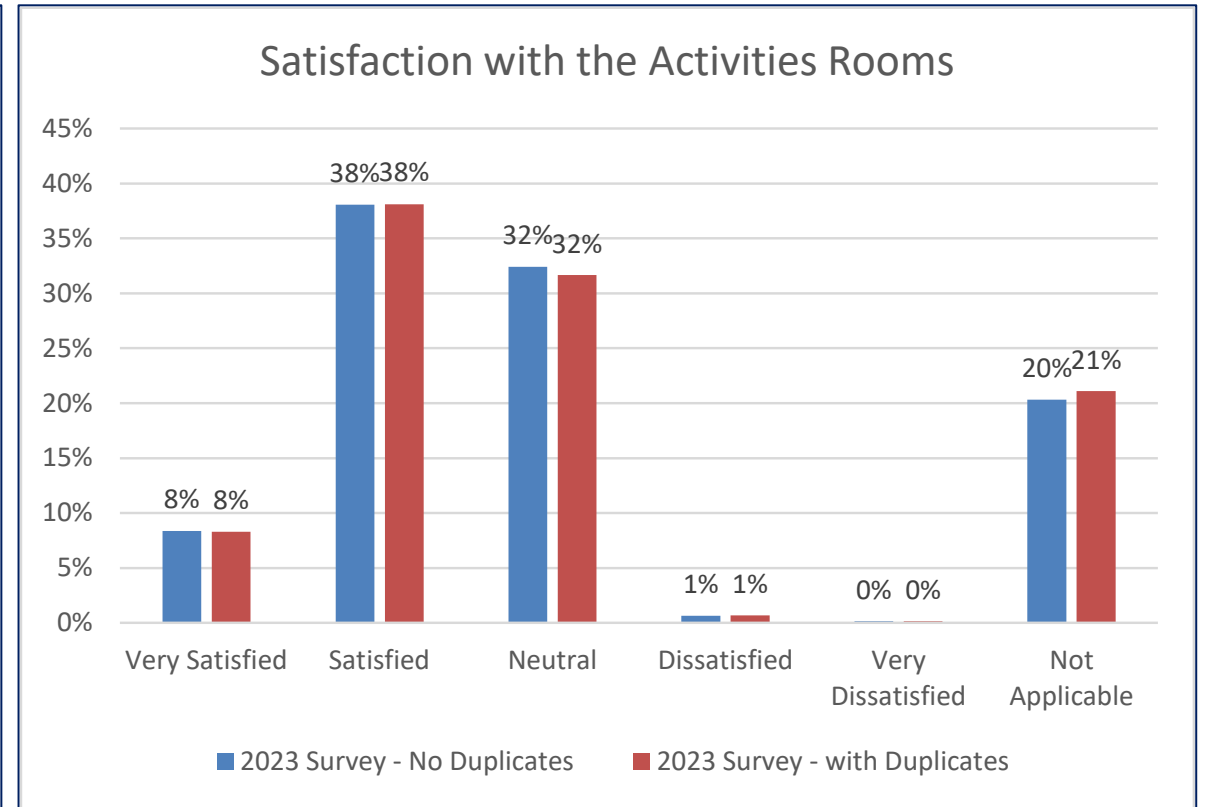
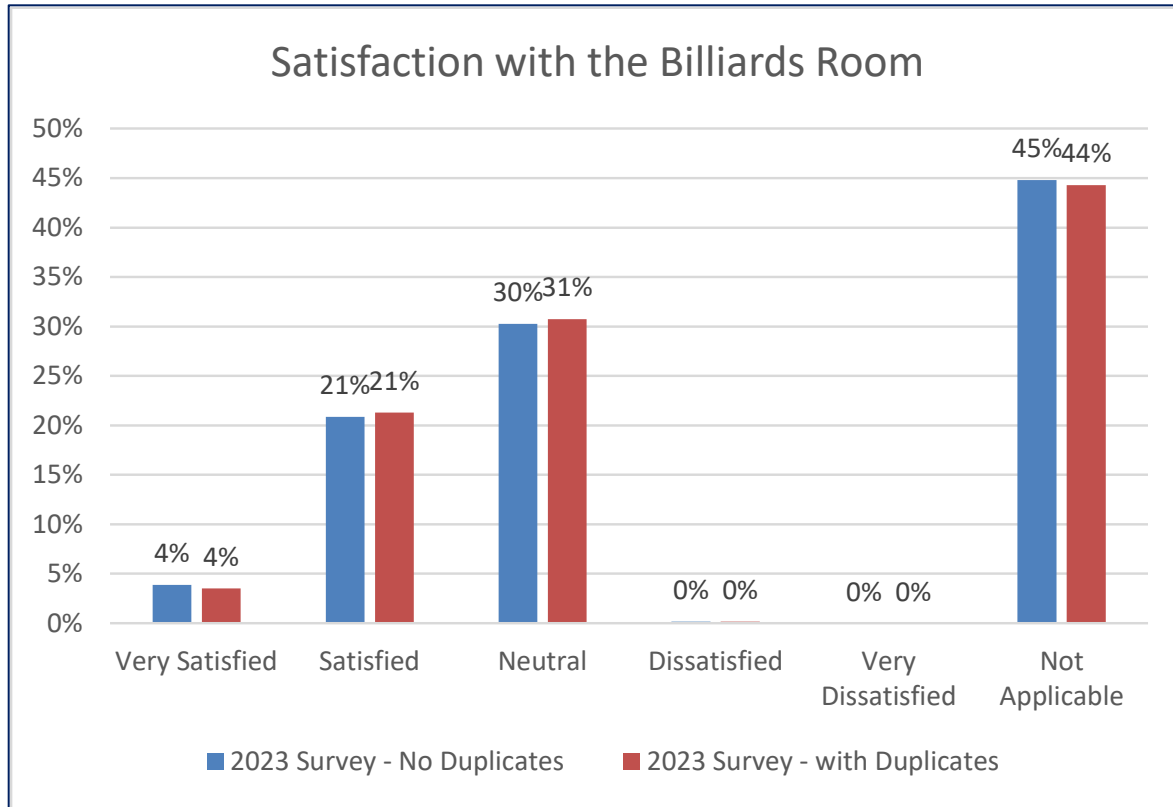
Satisfaction Level with the Clubhouse, Libraries, and Card Rooms



Key Take-aways:

- Strong satisfaction with the Clubhouse
- Overwhelming satisfaction with the libraries and card rooms

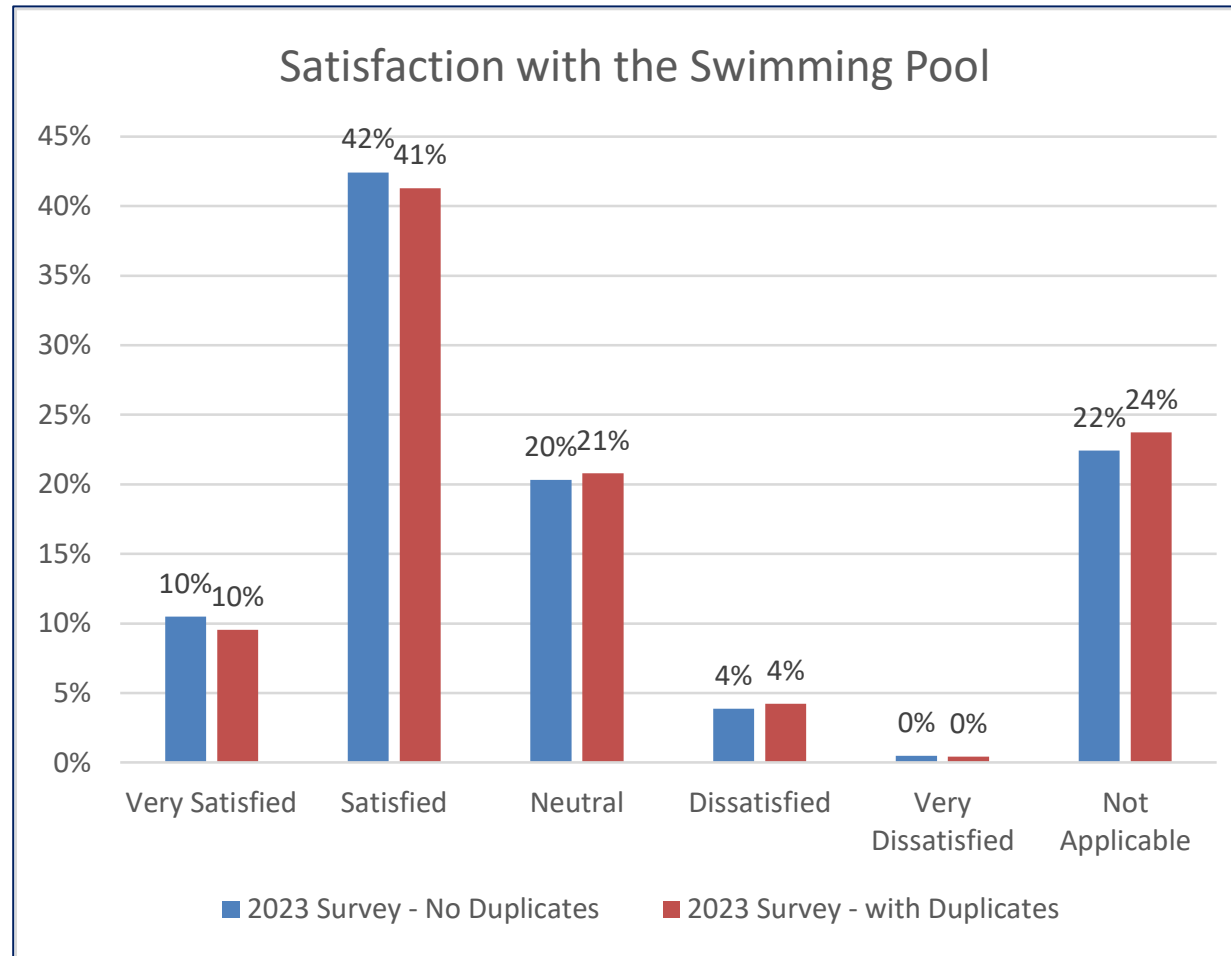
Satisfaction Level with the Activities Rooms and Billiards Room



Key Take-aways:

- Overwhelming satisfaction with the Billiards room and Activities rooms

Satisfaction Level with the Swimming Pool

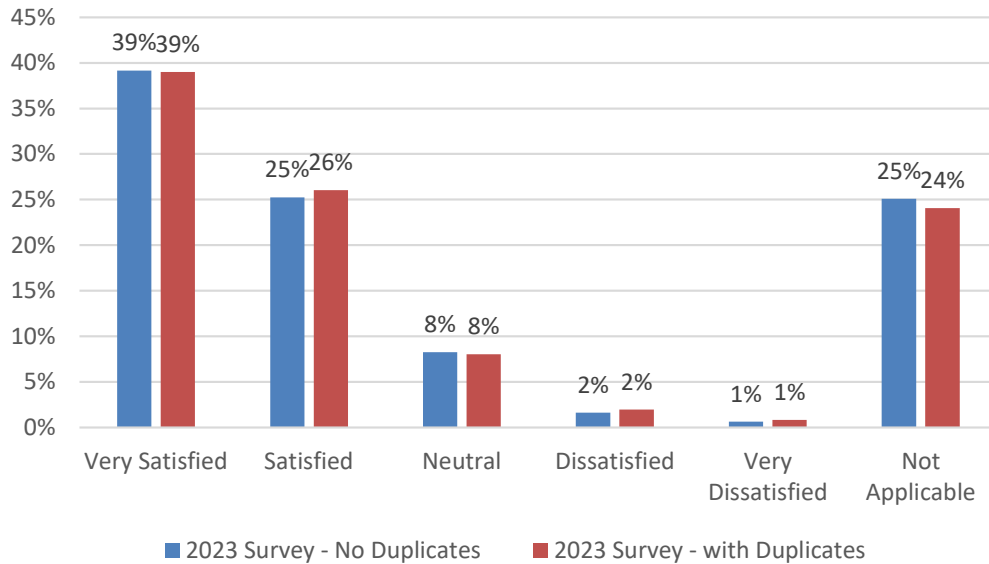


Key Take-aways:

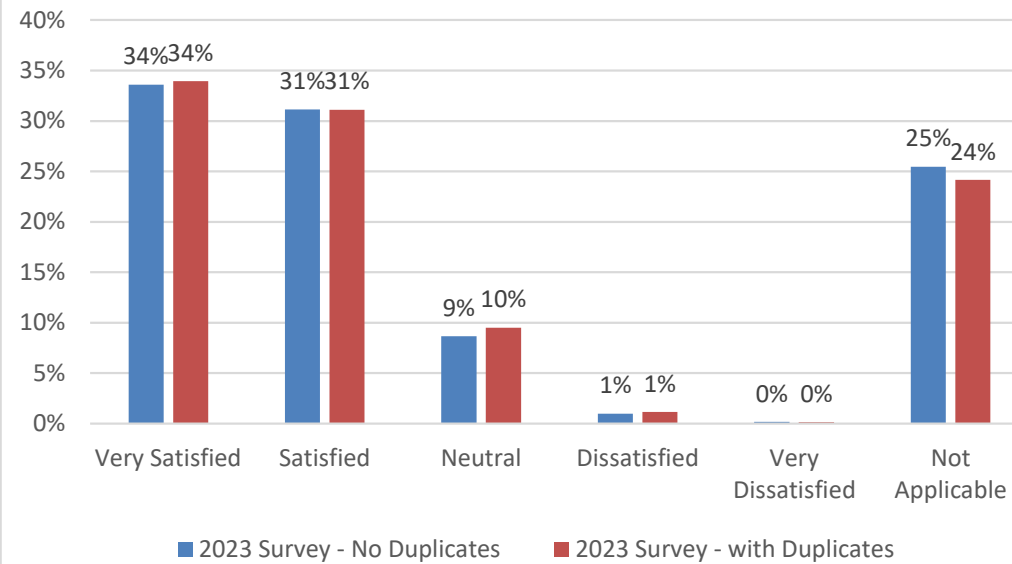
- Strong satisfaction with the Swimming Pool but a big difference between “satisfied” and “Very satisfied” indicating an area of potential improvement

Satisfaction Level with the Golf Course, Pro Shop, & Practice Areas

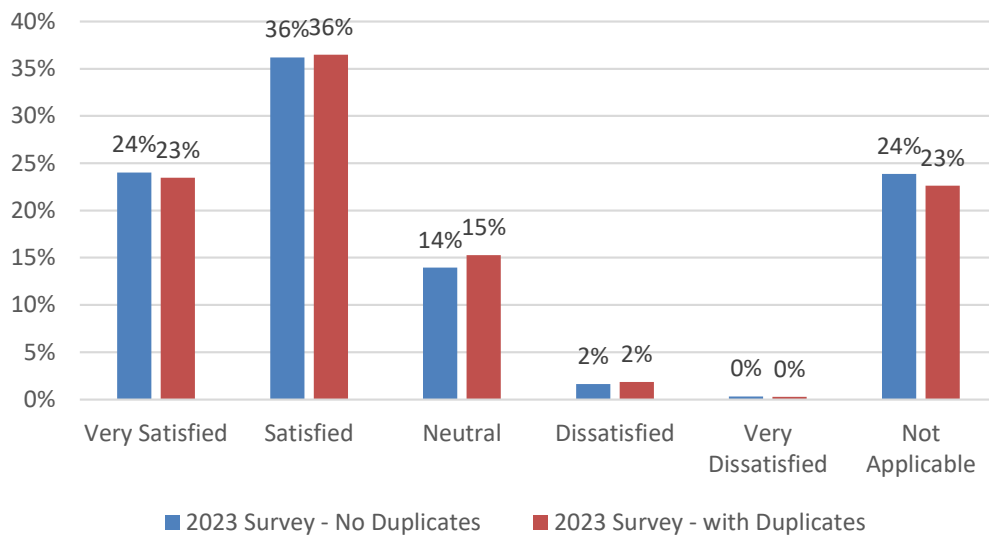
Satisfaction with the Golf Course



Satisfaction with the Practice Areas



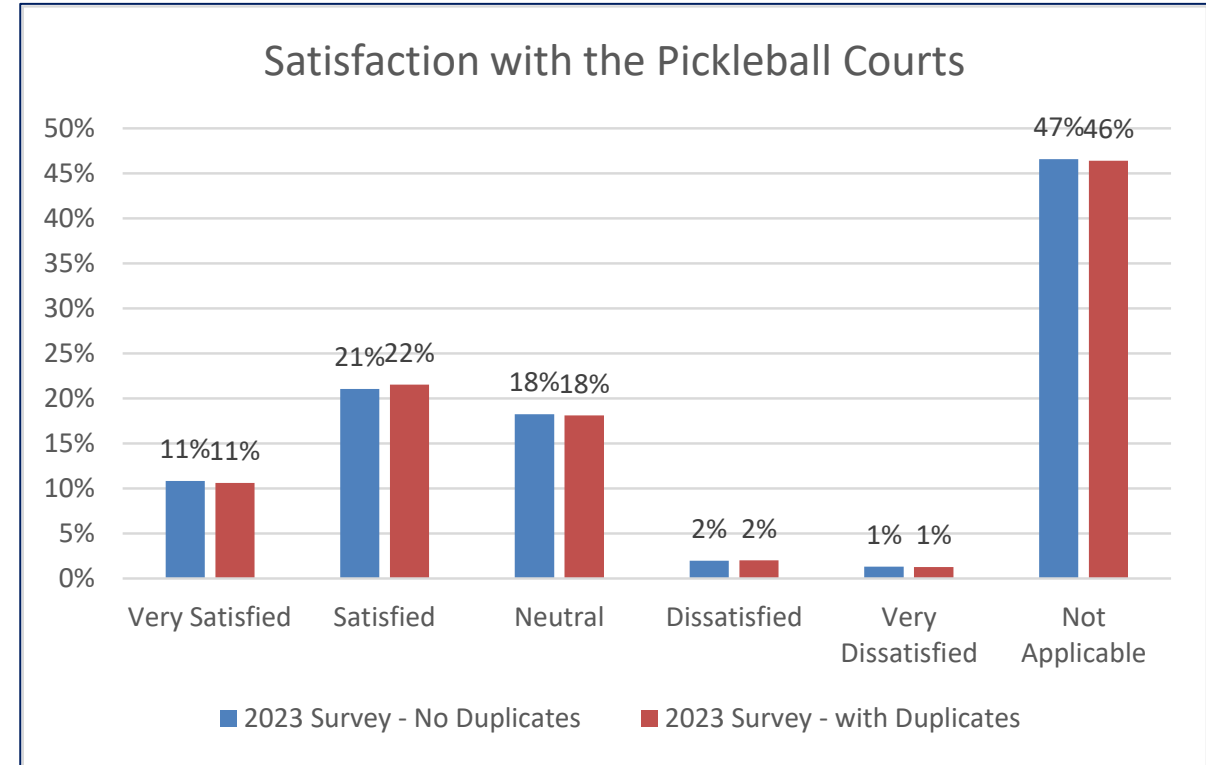
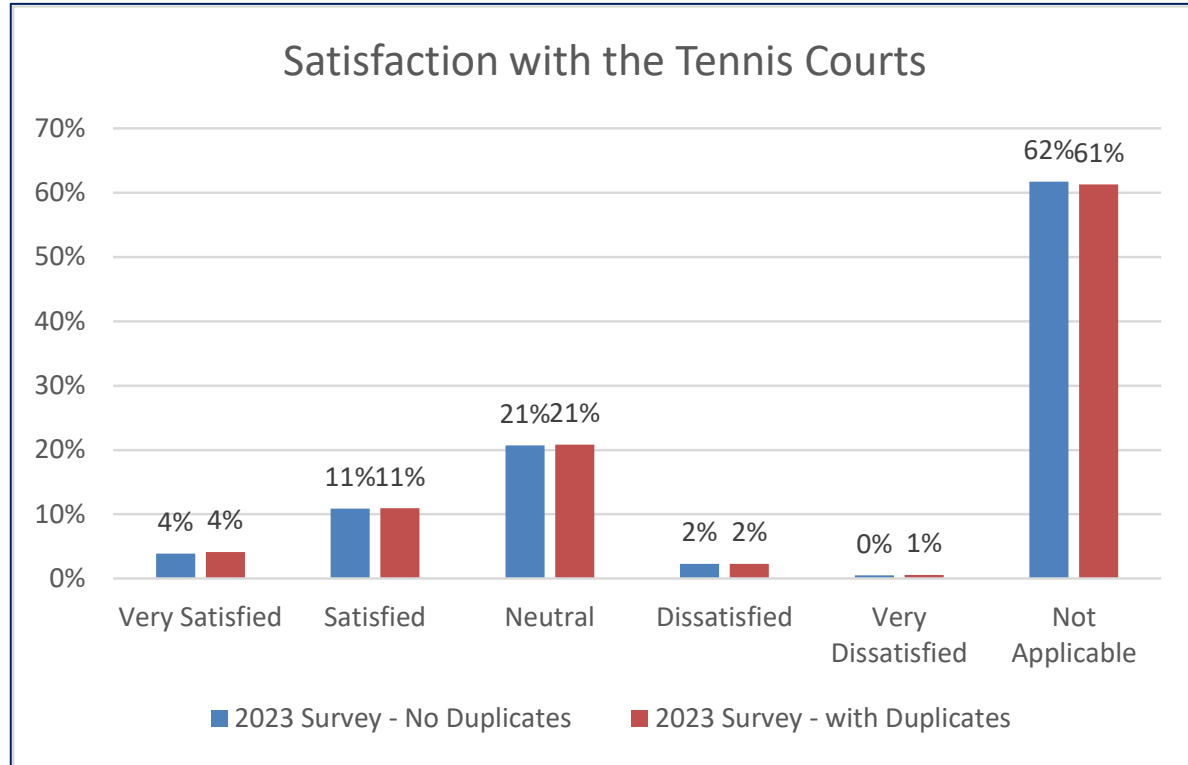
Satisfaction with the Golf Shop



Key Take-aways:

- Strong satisfaction for the Golf Course, Shop, and Practice Areas
- A significant percentage of respondents rated the Course and Practice Areas as Very Satisfied (which is understandable as they are both newly renovated)

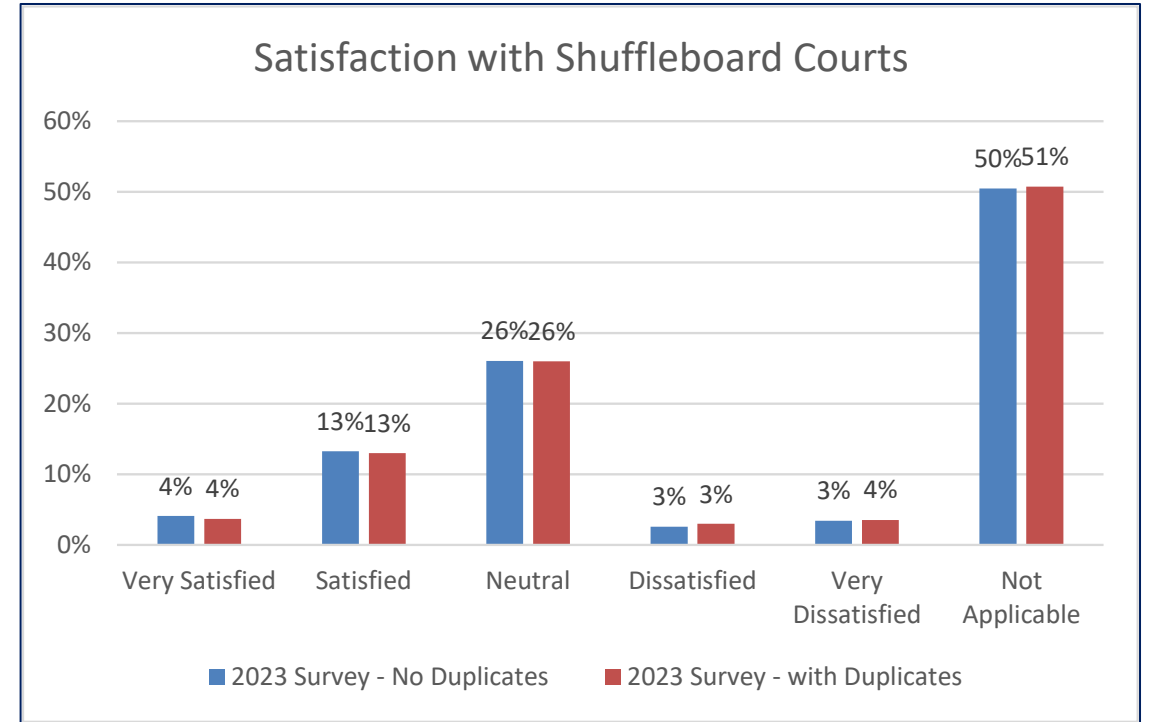
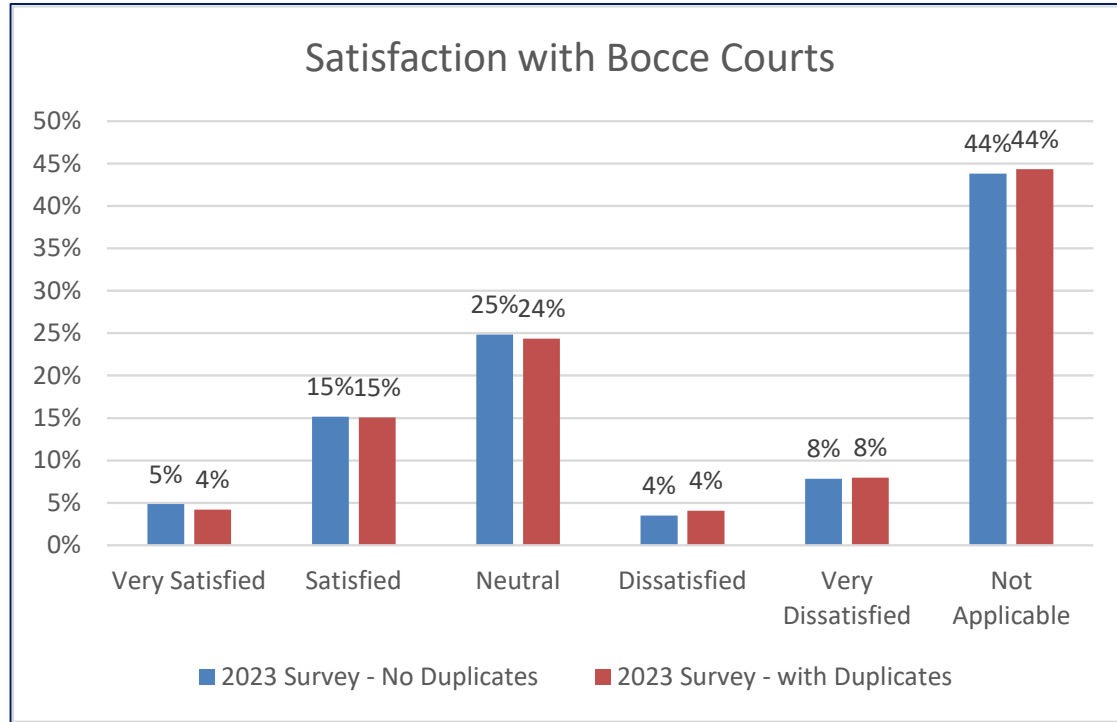
Satisfaction Level with the Tennis & Pickleball



Key Take-aways:

- Strong satisfaction for Tennis Courts and Pickleball courts but not as overwhelming as other key amenities

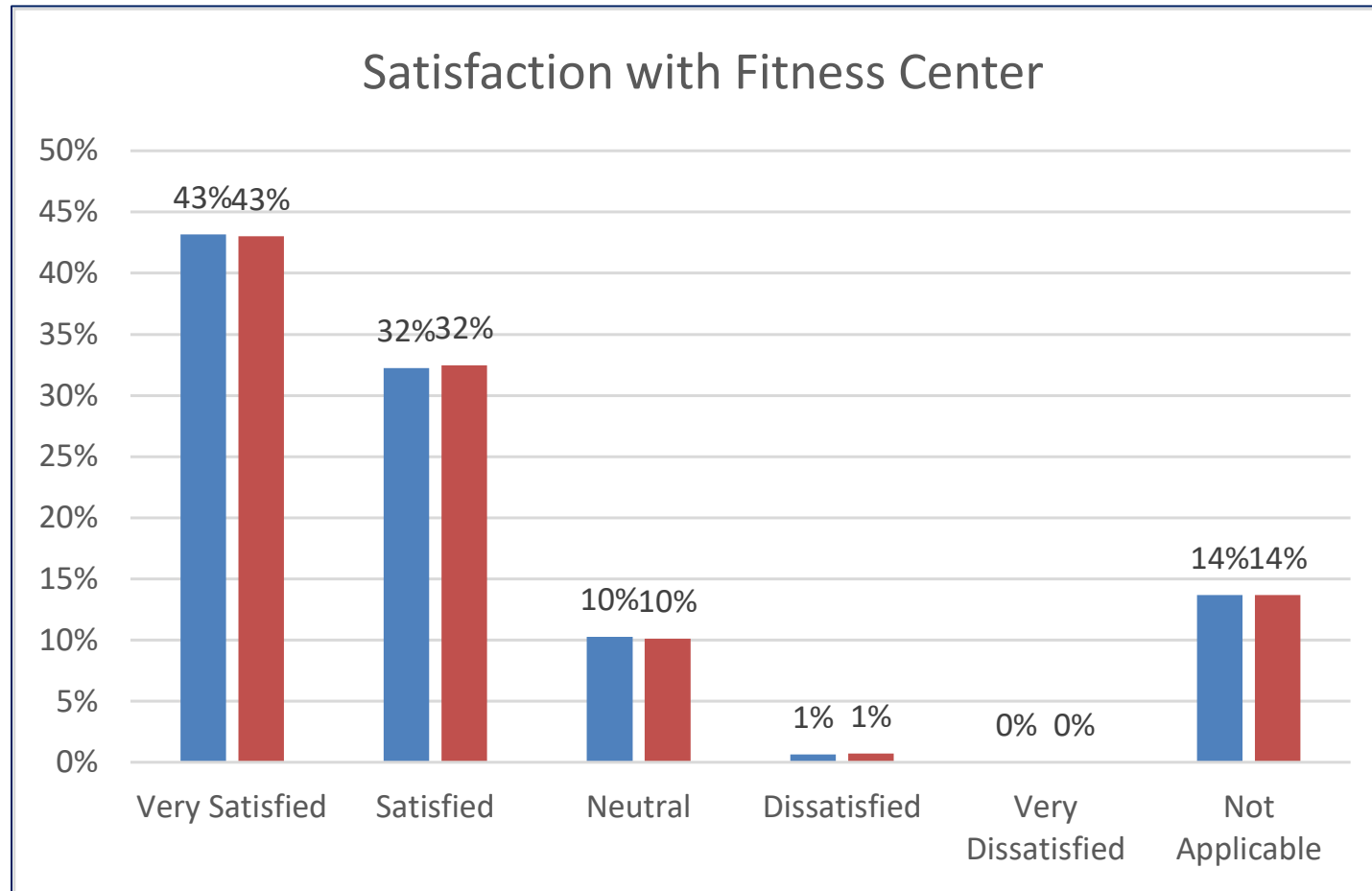
Satisfaction Level with the Bocce & Shuffleboard



Key Take-aways:

- Majority are satisfied but likely effects of construction has impacted satisfaction levels

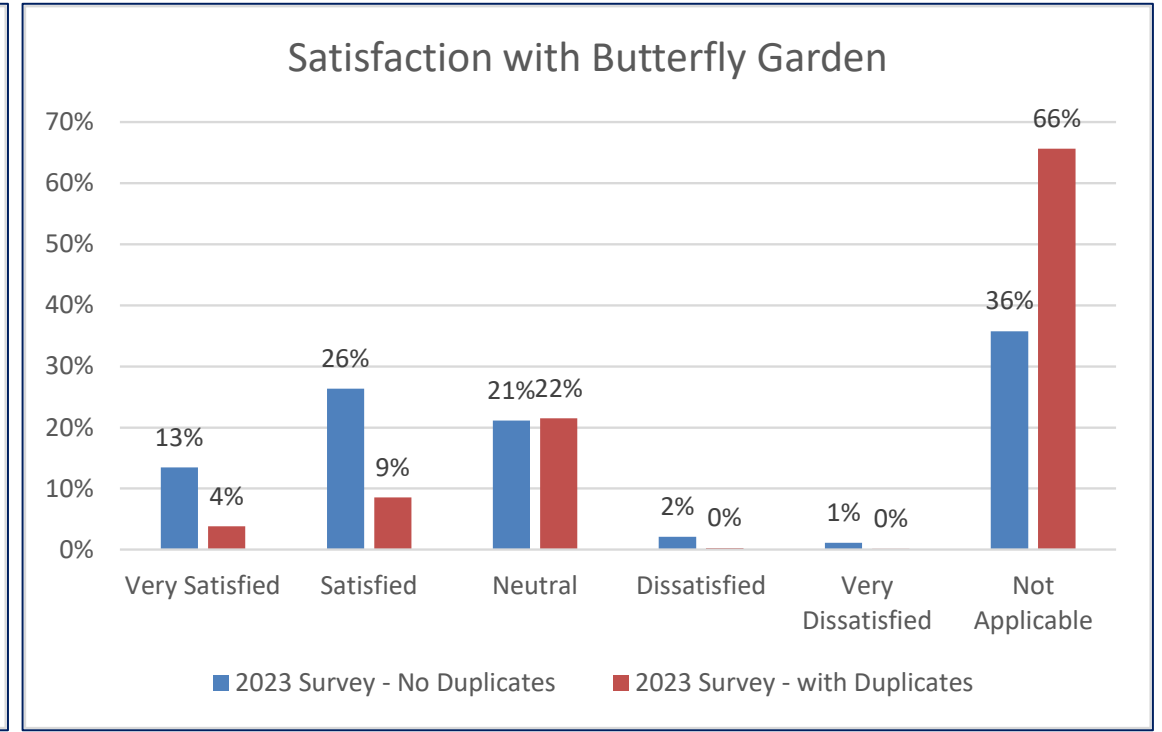
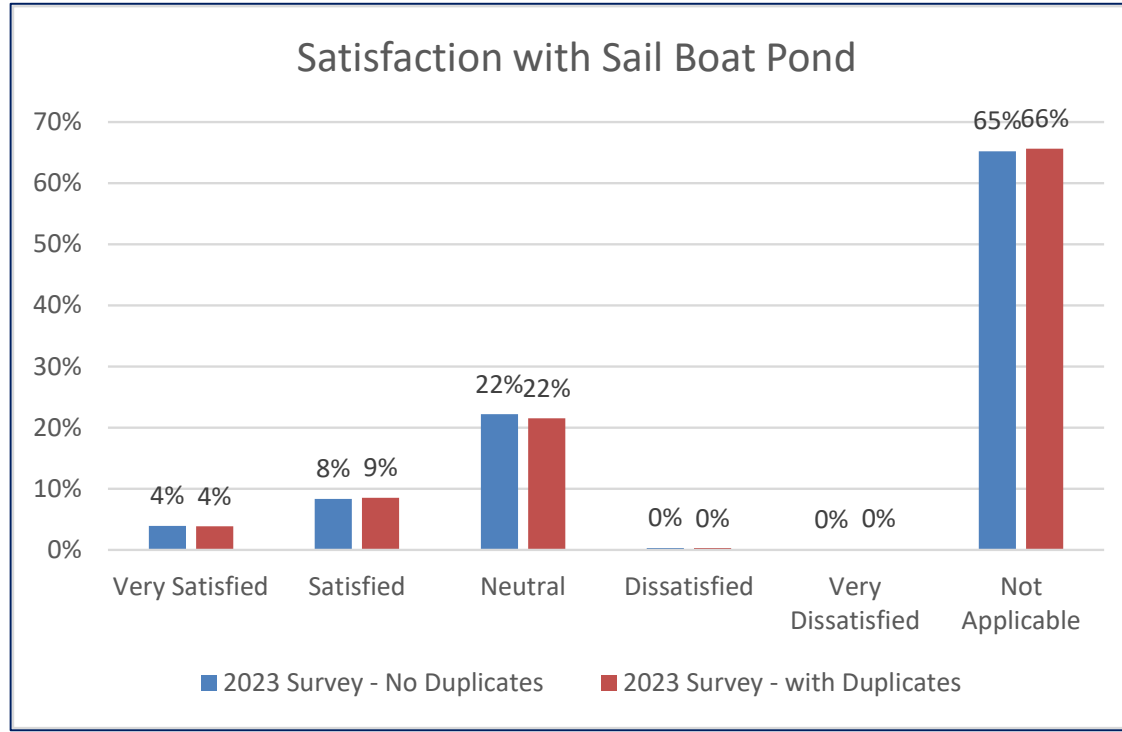
Satisfaction Level with the Fitness Center



Key Take-aways:

- Overwhelming satisfaction with the fitness center

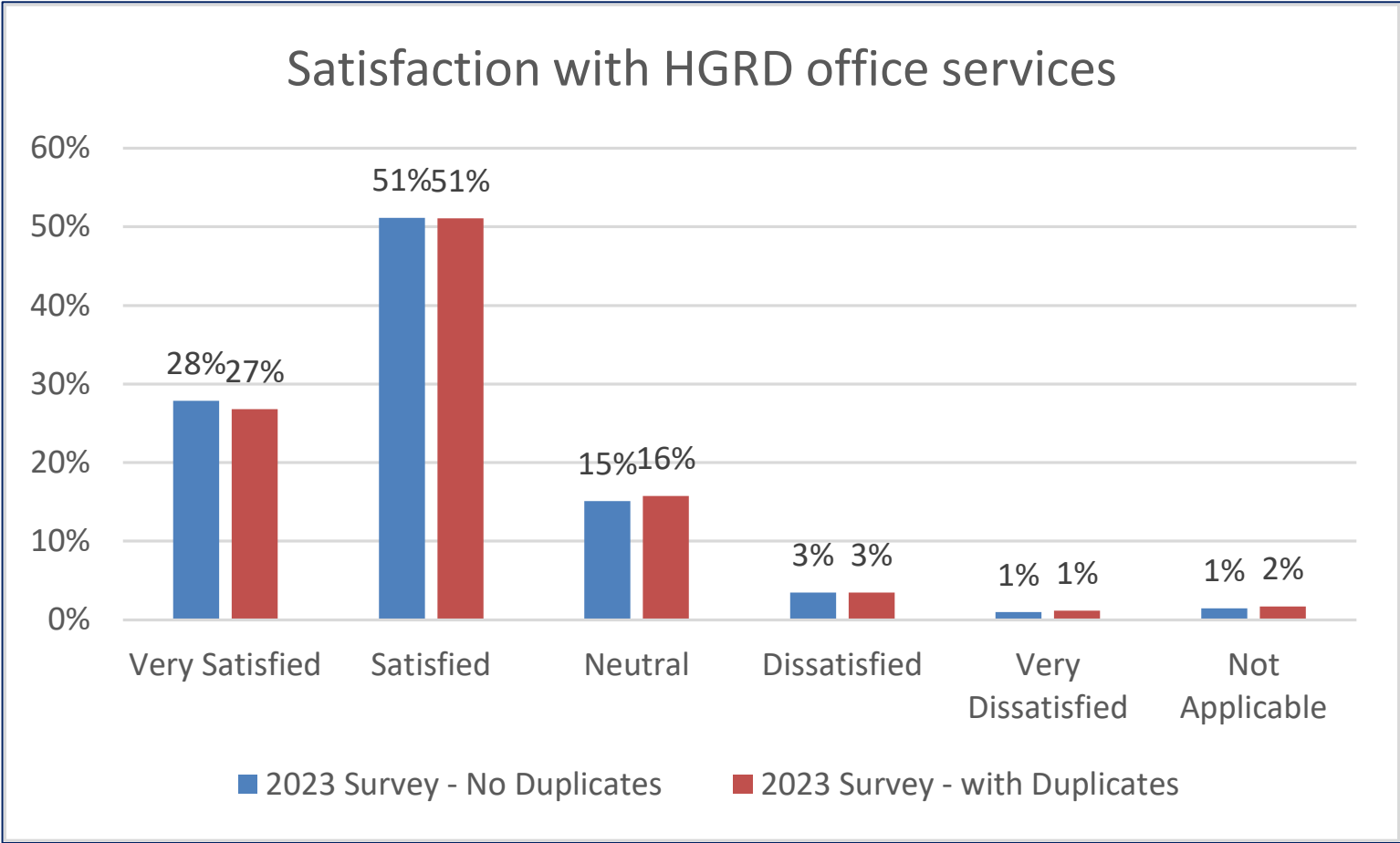
Satisfaction Level with the Sailboat Pond & Butterfly Garden



Key Take-aways:

- Very strong satisfaction with both the Sail Boat Pond and the Butterfly Garden
- Sample size for the Sail Boat Pond was very small
- Lots of duplicates for the Butterfly Garden responses

Satisfaction Level with the services provided by the HGRD Office

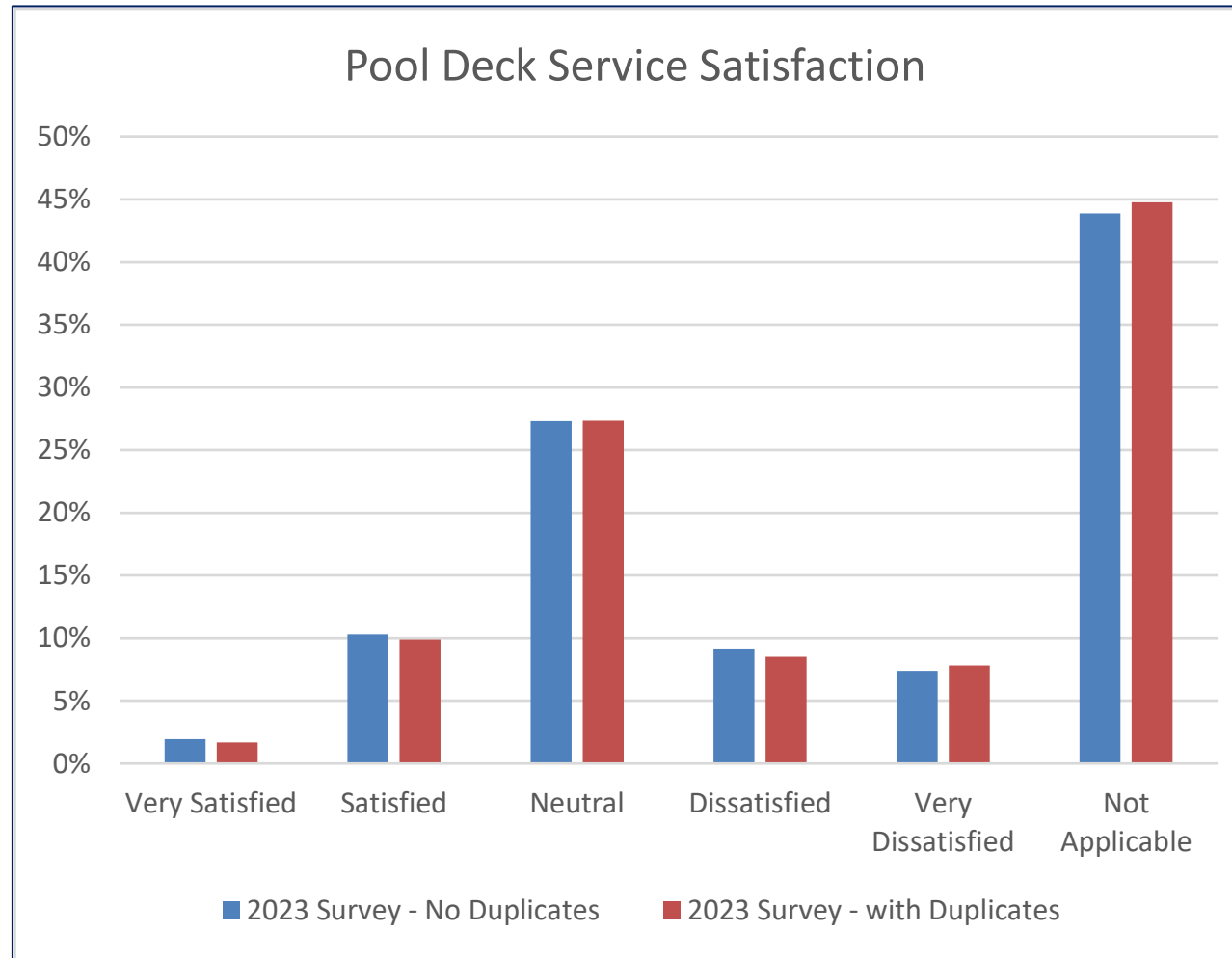


Key Take-aways:

- Strong satisfaction for the services provided by the HGRD office

Appendix – Pool Deck Service

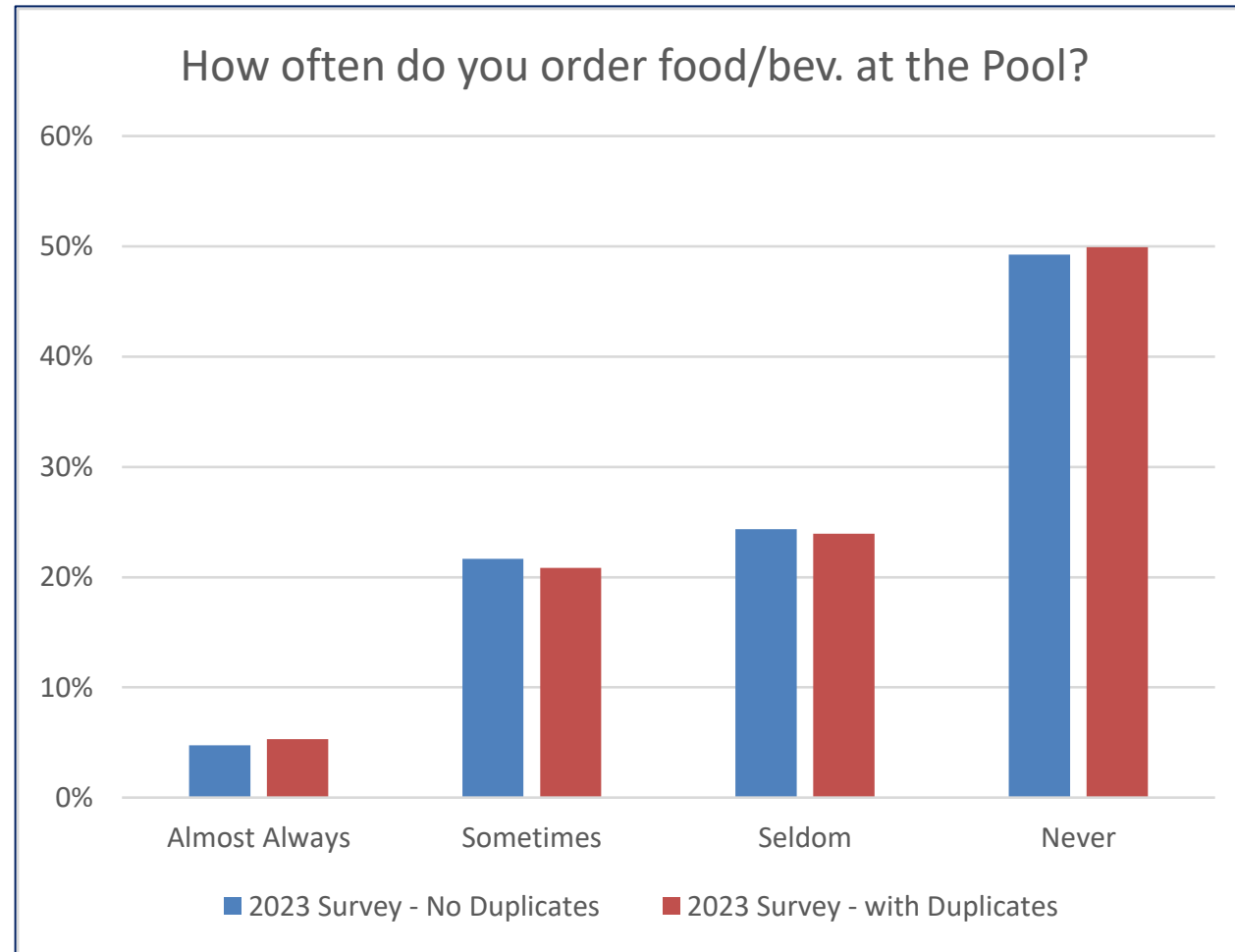
Satisfaction Level with the Pool Deck Service



Key Take-aways:

- Dissatisfied respondents outnumbered satisfied respondents for the Pool Deck Service indicating a significant area of needed improvement

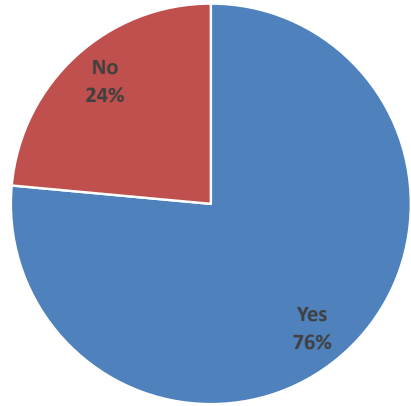
Food & Beverage at the Pool



Key Take-aways:

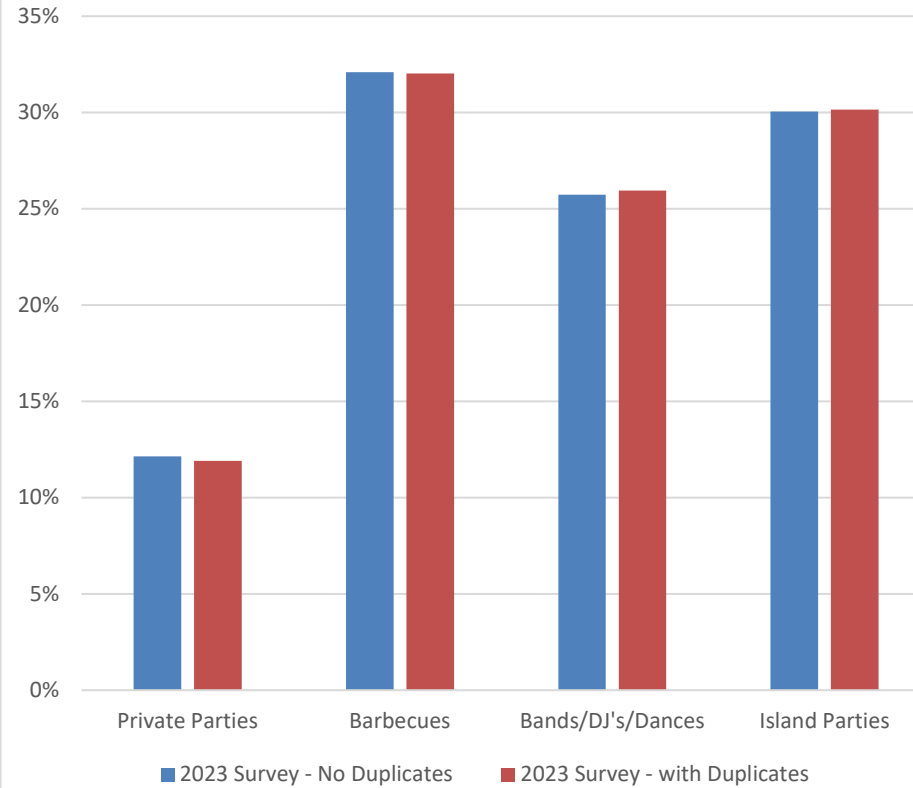
- Majority of respondents seldom or never order food or beverages at the Pool indicating a potential opportunity to expand Food & Beverage revenues

Should the Pool Deck be used for Special Events?

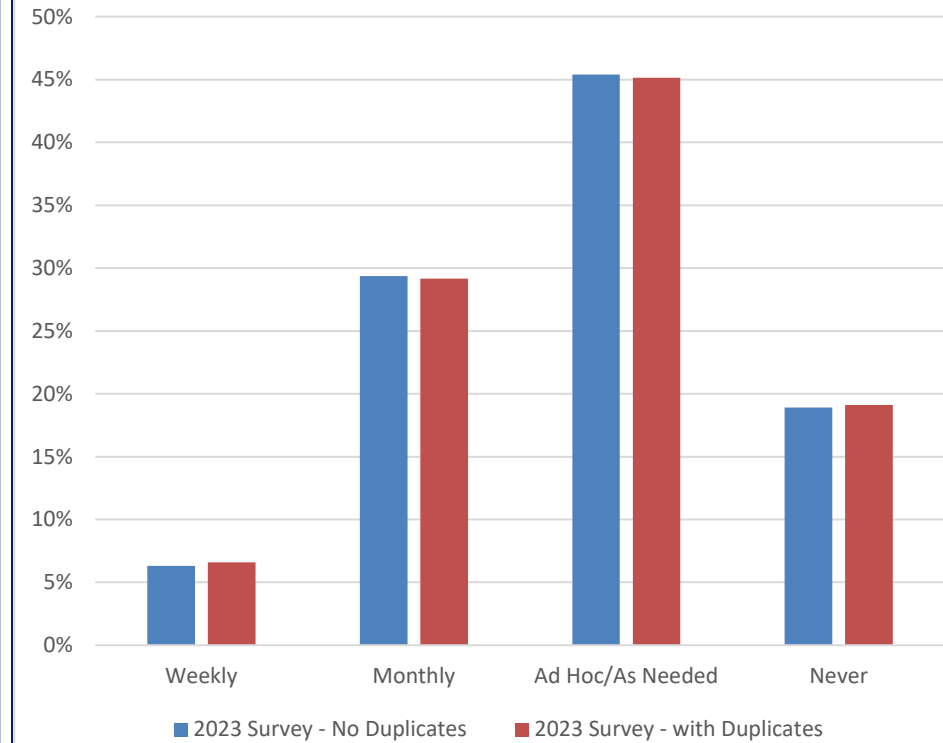


Use of the Pool for Special Events

What types of events are most desirable?



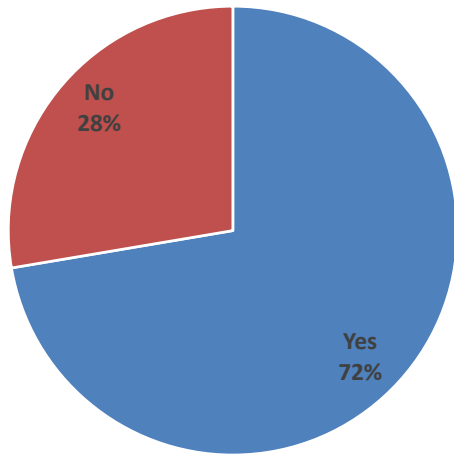
How frequently should the Pool Deck be used for special events?



Key Take-aways:

- Majority of respondents agree that the Pool should be available for special events. However, a significant majority feel that this should occur not more than monthly or for ad hoc special events only.
- A strong majority feel that these events should be open events (not private) with no clear preference on the type of event.

Should the Pool Deck have music playing?

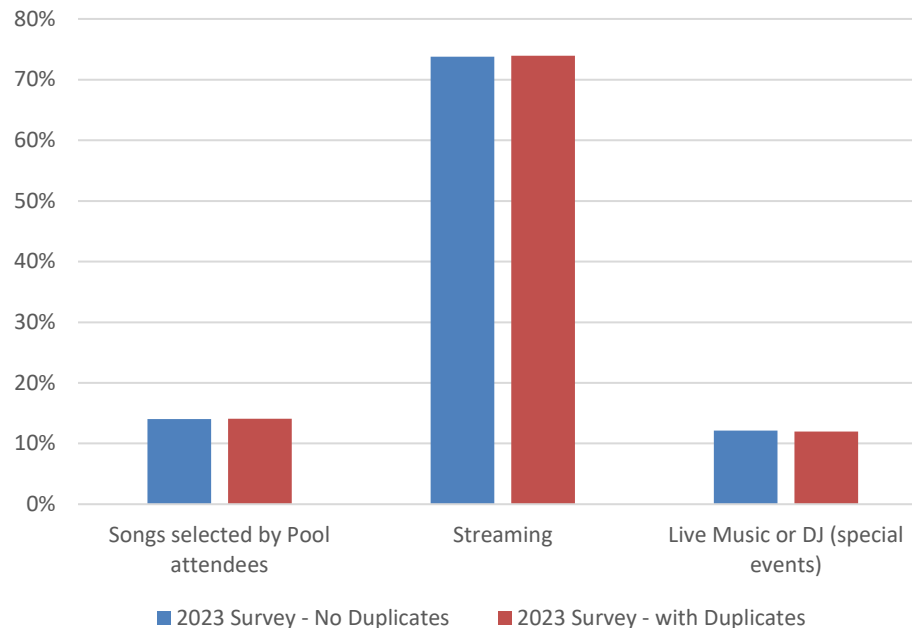


Music preferences for the Pool

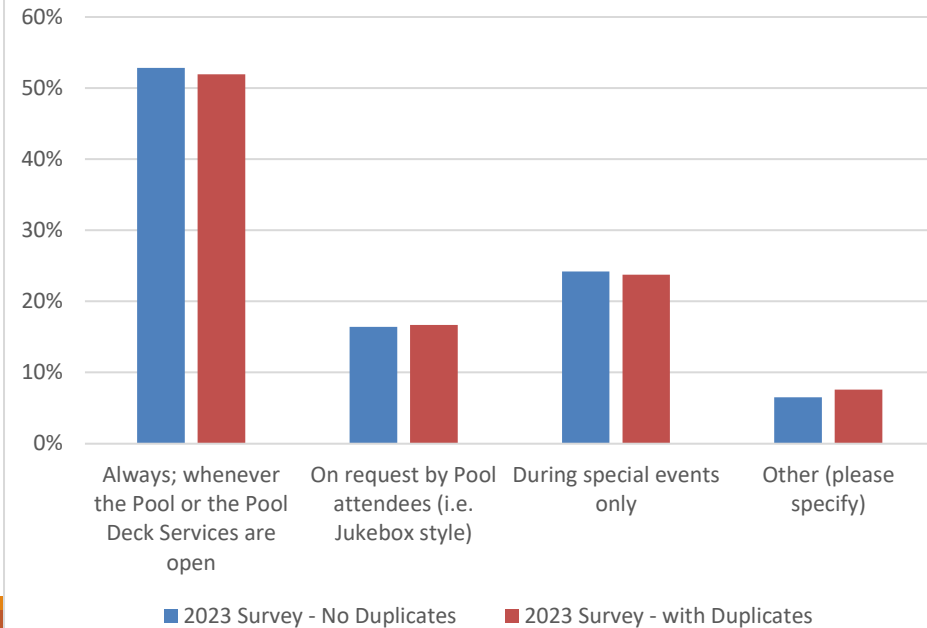
Key Take-aways:

- A majority of respondents agree that the Pool should have music playing.
- Half of the respondents would like the music playing all the time while the other half would like it controlled.
- A very strong majority would prefer that the music be supplied by a streaming music service

Desired source of Music



How frequently should music be played?



RECREATION DISTRICT REGULAR BOARD MEETING

February 6, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

Agenda

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meeting on January 9, 2023, and Regular Board Meeting on January 23, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **OLD BUSINESS**
 - A. Review 2023 Annual Survey Results – Chair Young **(TAB 1)**
 - B. Hole-In-One Volunteers – Chair Young
- VIII. **NEW BUSINESS**
 - A. Resident Events Volunteers – Supervisor Polvinen **(TAB 2)**
- IX. **RESIDENT COMMENTS**
- X. **UPCOMING MEETINGS**
 - Monday, February 13, 2023—Long-Range Planning Committee —9:00 a.m.—CR-C/Zoom
 - Monday, February 13, 2023—Facilities & Amenities —2:00 p.m.—CR-C/Zoom
 - Monday, February 20, 2023—Board of Supervisors with Finance to review Audit —9:00 a.m.—CR-C/Zoom
- XI. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING

February 6, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Mary Ann Polvinen	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Bill Kulkoski	X	Residents	16

- I. **CALL TO ORDER** – Chair Howard Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES:**
*Vice-Chair Overs made a motion to approve the minutes from the Regular Board Meeting on January 9, 2023, and January 23, 2023. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. shared the Proposed Election Policy from the HGRD Policies and Procedures draft. He would like the Board to look over the document and he will bring a resolution to the next meeting. This minor change includes the addition of a Supervisor of Elections, an Elections Committee, and a Board Liaison for the committee to be appointed by the Board. This formalizes the election procedure. Lynn Brew will send a notice to the community seeking election committee volunteers.
- Counsel Hart reminded the group that we are in the election qualifying cycle. The process asks that potential candidates send Counsel Hart their form. Once the qualifying period ends the Board will be advised of the qualified candidates who will share this information with the community.
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap update the group on Bond Projects
- Sports Complex:** Mor Sports was on site Friday to laser the bocce courts and will begin forming the courts either Monday or Tuesday.
- Tennis Court Closure:** Mor Sports was onsite again Saturday after finishing the re-fencing around the courts. The Building Maintenance team is also here today to help with the clay distribution, putting the nets and posts back up, reinstalling the windscreens, etc.
- Pickleball:** While the asphalt is being cured, HONC is working on drainage, paths, and berms. Stoney is scheduled to begin digging the footers for the shade structures.
- Roof Inspection:** GM Belknap reached out to Todd Denham from Jack Brown & Associates who inspected the roof previously to find out when we could expect his report. The report will determine how we

approach the insurance claim along with mitigation measures, likely required by our insurance carrier shortly. We will also gauge their interest in serving as an owner's rep on the new roof replacement.

Pool Deck: Jeff Stultz will give us his plan on Thursday to mobilize by the end of February and begin demo work on the pool deck ahead of the scheduled closure.

Storage Building: GM Belknap is working with Counsel Hart on contract language to remove the maintenance building project from Stultz's continuing services agreement. John Cowgill and Problem Solving Taskforce are looking at various methods of project delivery and options moving forward. Clarke Construction, our golf course renovation contractor, is interested and they will set up an initial call. Ryan from RG Architecture is also interested in continuing with the project.

Multi-Use Path: Hole Montes reached out to Bonness Paving who indicated, even if they weren't awarded the HOA project, they would honor their \$118k bid to widen the multi-use path. With this in mind and the fact that the HOA will likely choose Collier Paving, GM Belknap had Hole Montes reach back out to Collier to see if they could close the gap and lower their \$185K quote. As of today, no update.

Restaurant Renovation:

- On Thursday, GM Belknap met with Ryan from RG Architecture along with Sharon Whitney from Distinctly Yours Design and Interiors at Copperleaf to show them the FF&E. He was impressed with Sharon's expertise and would recommend that we invite her to the clubhouse, if she's interested, to determine if she would be helpful in the restaurant and lobby design.

- We were presented with a unique opportunity to purchase slightly used (4-year-old) furniture from Copperleaf Country Club at The Brooks in Estero. Copperleaf is undergoing a \$17M clubhouse renovation project this summer which includes purchasing new furniture. The furniture is in excellent condition and a much higher caliber than what we were planning on buying new but at the fraction of the cost. Karon Bennett has pursued quotes from moving companies over the past several weeks to move the furniture from Copperleaf. Both Ray the Movers and Frank & Sons have similar pricing but we were impressed by Ray the Movers and their ability to provide the needed resources to get the job done. The furniture will be picked up on April 3 and held in moving trucks outside of Herons Glen for two days while two events in the ballroom take place.

- *Chair Young made a motion to move forward with the purchase of furniture from Copperleaf not to exceed \$60k and to secure Ray the Movers to move the furniture from Copperleaf to Herons Glen on April 3, 2023, with moving expenses not to exceed \$10k. Funds are to be taken out of the bond. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

Counsel Hart will follow up with a resolution at the next Board meeting. A detailed email will be sent to the residents from GM Belknap.

FEMA: The final meeting with FEMA is scheduled for this coming Tuesday.

Fitness Center HVAC Issue: Facilities Maintenance Manager Dan Parker and Bob Herbstritt met with MK representative, Rod Richardson this past Tuesday to look at the fitness center roof. This was a productive meeting. Rob took pictures and will deliver a report to Mike Sheeley. We should hear back from them by the end of the month with a plan.

F&B: Over 55% of our F&B budgeted revenue is derived between the months of January through April. In running the preliminary reports, January revenue targets were met. January '23 sales are up 38% compared to January 2022.

Golf Membership: After further review, you can see below that the golf membership has grown since the start of the fiscal year, in large part due to the number of new resident memberships. We've added 12 new single residents and 9 resident couples since the end of October. Non-member revenue rebounded in January and is \$1k favorable to budget.

<i>Membership</i>	21-'22 YE	End of Oct. '22	End of Jan. '23	<i>Net Adds since Oct '22</i>
<i>Resident Single</i>	218	192	204	12
<i>Non-Resident Single</i>	46	36	38	2
<i>Resident Couple</i>	156	157	166	9
<i>Non-Resident Couple</i>	8	8	10	2
	592	558	594	25

VII. OLD BUSINESS

Review 2023 Annual Survey Results – Chair Young and Jeff Buxton presented the survey results as attached.

Adopt A Hole Volunteers – Vice-Chair Overs mentioned a report shared by Becky Gignac from the Golf Committee. To show how successful the program has been:

- In November 4,487 divots were repaired and 605 ball marks were repaired.
- In December 3,642 divots were repaired and 814 ball marks were repaired.
- In January 4,274 divots were repaired and 942 ball marks were repaired.

Vice-Chair recommended that the program continue, and the Board agreed.

VIII. NEW BUSINESS

Resident Events Volunteers – Supervisor Polvinen advised the Board that Linda Nickerson, who is in charge of the Residents Events Committee, requested adding four additional members to the committee. To be selected for the committee the volunteers must have completed the Committee Interest Volunteer Form from March 2022. Those volunteers would have first priority. The Board will revisit the subject at the next Board meeting. Comments were made about the committee being outside their charter. The committee does not have contracting authority, GM Belknap will require the Food & Beverage Director to sign contracts. Their charter says they are to do only Ballroom events, going outside the ballroom with things like food trucks, ice cream trucks, and pool parties; this puts them outside their charter. GM Belknap will share the charter with the committee to get things in order and the committee will present this to the Board.

Golf – Jon Edinger mentioned that we have 30 lakes and 30% border the golf course, this is why the Golf Committee is involved. Tim Kortanek has received an estimate to do 3 miles of littoral plants. This deferred maintenance is a part of the lake management plan. The committee recommends that the Board give their approval to get a solid quote, purchase, and install the littorals for \$20k out of the \$50K per year set aside for erosion prevention.

- *Chair Young made a motion to approve \$20k from deferred maintenance for GM Belknap to authorize the expenditure of existing funds for the installation of littorals on the lakes bordering the golf course. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

IX. RESIDENT COMMENTS

Nic Rossi asked why Counsel Hart's office does not tally votes. Counsel Hart explained that it is do to the expense for the HGRD, he does attend, the process is secure and the setup is working very well. Vice-Chair Overs explained the process. Counsel Hart added that the election is a public outing, and anyone can observe.

Dawn Jackson wanted to include in the minutes how the additional courts were decided on 2 courts rather than 4 as discussed during the bond proposal. She stated that the Pickleball Officers wanted larger courts which took up the room for four courts. The pickleball officers and their general meeting last year confirmed that they wanted competition-size courts; therefore they were fine with two. The Board will ask the Pickleball Officers to send minutes out authorizing what they requested and what is being done.

Craig Wooley asked for the end date for the construction project, these dates have been fluid. GM Belknap stated that the Sports Complex is scheduled for the end of February. Pickleball needs to be cured, looking at end of March/April. The Pool Deck will start after Easter. The restaurant is in the hands of RG Architecture who will sketch the new design concept to start early this summer, noting that plans sometimes change. Mr. Wooley asked that the Board not allow Stultz to start any other projects at Herons Glen. Counsel Hart added that this is not the time to be giving demands, they are trying to get the projects moving. The projects have been changing specifics, and the cost of goods and services as these projects have been delayed while costs have gone up, in addition, Lee County has delayed securing permits. The Board listens to the opinions of 2,500 people when making these plans, they are staying within the budget as established with the bond. Mr. Wooley asked about the roof installation being put out to bid. GM Belknap agreed that as a contractual service over \$35k it must be put out to bid. Mr. Wooley mentioned that the current pool furniture is fifty and suggested that a professional company come in quarterly to clean the pool furniture. Mr. Wooley asked what would happen to the old furniture. It will be sold to another club or restaurant, if it is decided that it is worth \$5k or more it has to be noticed in the newspaper. The disposal is yet to be determined. Furthermore, Mr. Wooley voiced his concern over the CLIS system. HGRD will work with the No Limit Irrigation company to help us repair stuck zones, particularly on the front half of the community, by replacing wires and valves which will improve many of our issues.

Richard Misner asked that preventative maintenance take place by trimming trees.

Nic Rossi mentioned that Solona spent \$30k to redo their sod, not that it all had to be replaced because of irrigation, but the installers stated that there were a lot of irrigation issues.

X. UPCOMING MEETINGS

- Monday, February 13, 2023—Long-Range Planning Committee —9:00 a.m.—CR-C/Zoom
- Monday, February 13, 2023—Facilities & Amenities —2:00 p.m.—CR-C/Zoom
- Monday, February 20, 2023—Board of Supervisors with Finance to Review Audit —9:00 a.m.—CR-C/Zoom - *The meeting with the auditors will be first on the agenda, Board meeting to follow.*

XI. ADJOURNMENT took place at 11:05 a.m.

Submitted By:

Karon Bennett 3/06/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

Howard Young 3/06/2023
Howard Young, HGRD Board Chair Date

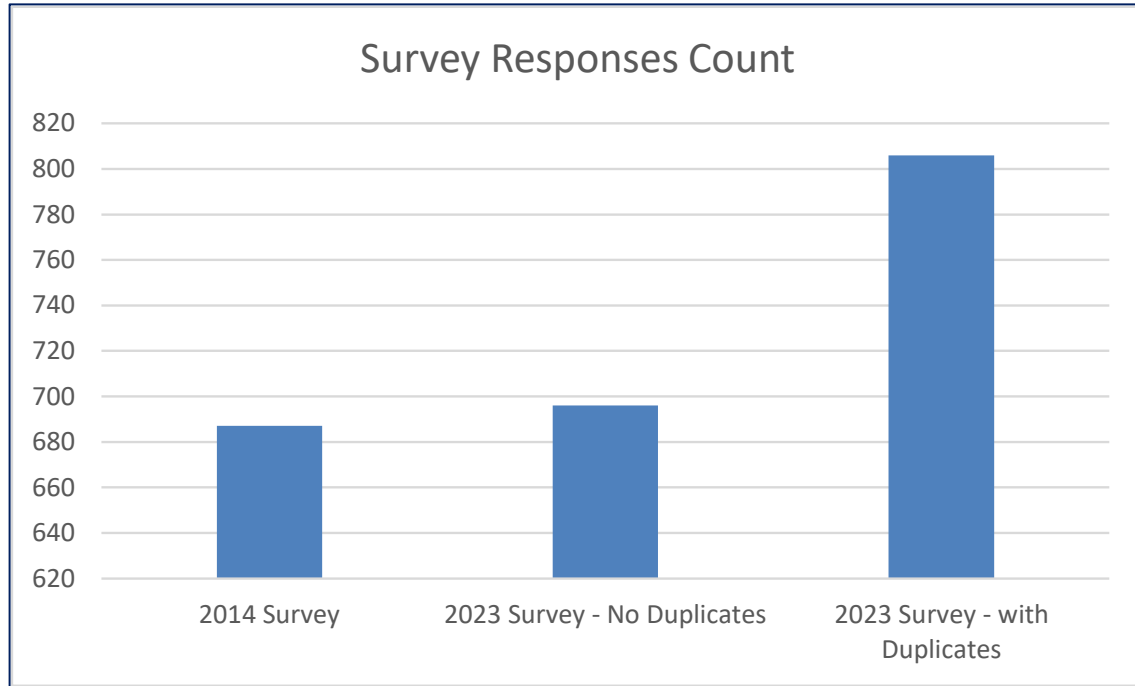
Analysis of 2023 Annual HGRD Resident Survey

JANUARY 2023

Executive Summary Take-aways

- Herons Glen is getting older and more female with more residents living in the Glen longer
- 74% 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. Herons Glen scored a Net Promoter Score of 62, which is considered top tier Customer Satisfaction
- The amenity with the lowest overall satisfaction levels is the Restaurant with Food being the lowest overall satisfaction level
 - Satisfaction with food quality and consistency remains the overall lowest in satisfaction levels wherever it is served (Restaurant, Lounge, Ballroom)
 - The restaurant and lounge should be a key focus for improvement
- All other amenities provide strong overall satisfaction levels
- Those amenities currently facing construction issues (Tennis, Pickleball, Bocce, Shuffleboard) all have majority satisfaction levels but also have noticeable dissatisfaction responses
 - Construction disturbances logically detract from residents satisfaction, especially when construction completely eliminates use of the amenity and/or faces significant, unforeseen delays
- The 2023 HGRD Resident Survey tool did not easily prevent residents from entering multiple responses to the survey from the same HGRD account
 - Of the 806 total responses, 699 represented unique responses, with 107 responses representing duplicates (13% of total responses)
 - In an effort to analyze the impacts of these duplicate responses on the Resident Survey results, an effort was undertaken to examine the results with these duplicate responses removed. Duplicate responses to the 2023 HGRD Resident Survey were removed using the following approach:
 - All comments will be retained as these are subjective inputs and do not impact the quantitative analyses
 - The first response received from duplicate account numbers (as evidenced by the time stamp in Survey Monkey) will be retained for the quantitative analyses. Subsequent responses from duplicate account numbers will be deleted (except for the comments) as these responses would be most subject to potential bias as influenced by the initial response
 - The results in the quantitative analyses were insignificantly altered due to the elimination of these duplicates. No individual result was altered by more than 2% from the result using All responses other than the # of months or rentals

Survey Responses Summary



The 2023 HGRD Resident Survey tool did not easily prevent residents from entering multiple responses to the survey from the same HGRD account

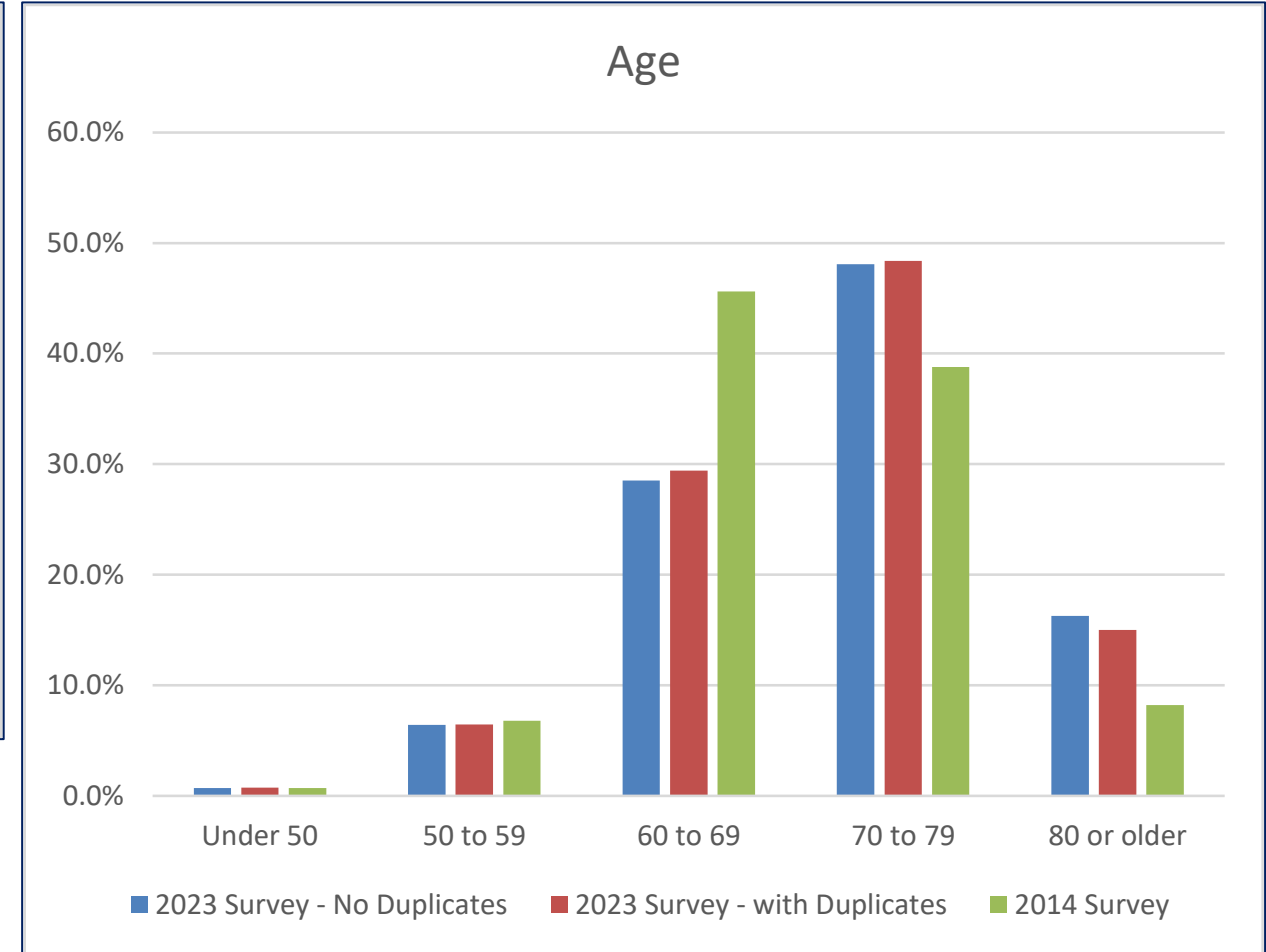
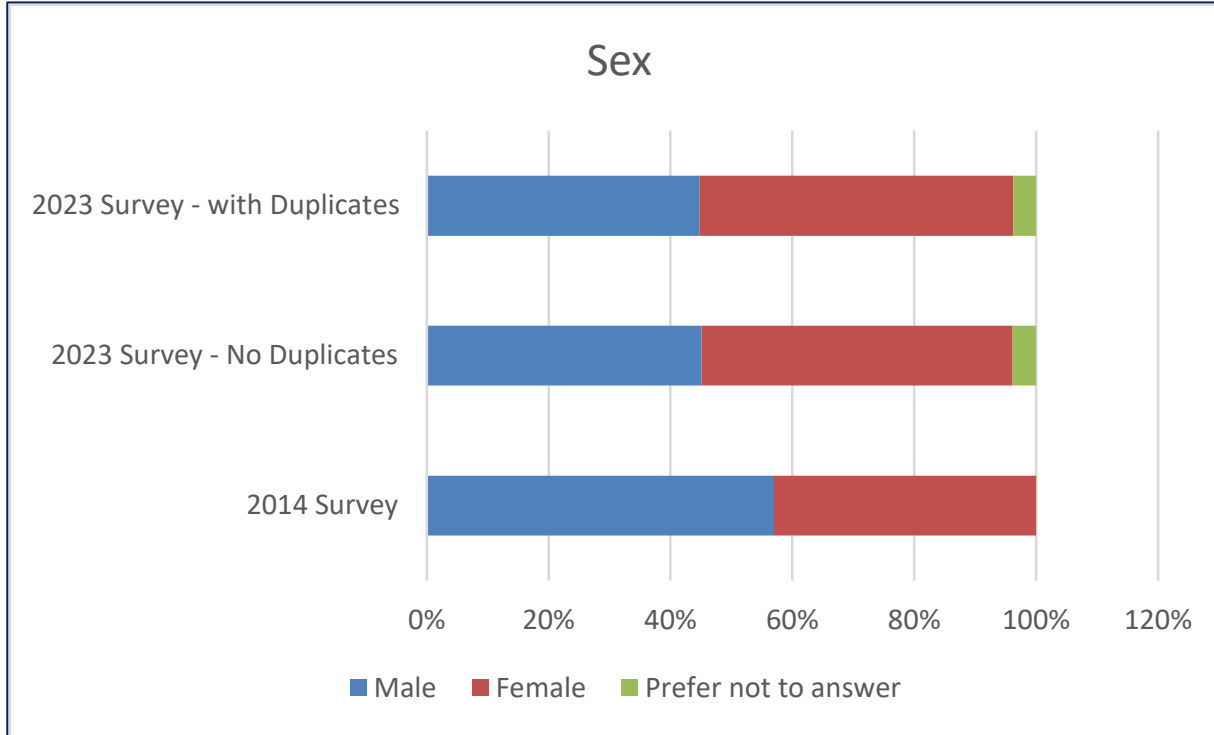
- Of the 806 total responses, 699 represented unique responses, with 107 responses representing duplicates (13% of total responses)
- In an effort to analyze the impacts of these duplicate responses on the Resident Survey results, an effort was undertaken to examine the results with these duplicate responses removed. Duplicate responses to the 2023 HGRD Resident Survey were removed using the following approach:
 - All comments were retained as these are subjective inputs and do not impact the quantitative analyses
 - The first response received from duplicate account numbers (as evidenced by the time stamp in Survey Monkey) was retained for the quantitative analyses. Subsequent responses from duplicate account numbers were deleted (except for the comments) as these responses were considered to be the most likely to be subject to potential bias as influenced by the initial response.

<u>Responses</u>	<u>2014 Survey</u>	<u>2023 Survey</u>	<u>2023 Survey</u>
		<u>- No Duplicates</u>	<u>- with Duplicates</u>
Total Responses	687	696	806
Unique Responses		696	699
Duplicate Responses		0	107
Duplicate account numbers		0	93

Key Take-aways:

- 806 total responses
- 93 residents offered multiple responses (12%); all responses are included in the following analyses

Age & Sex Demographics Summary

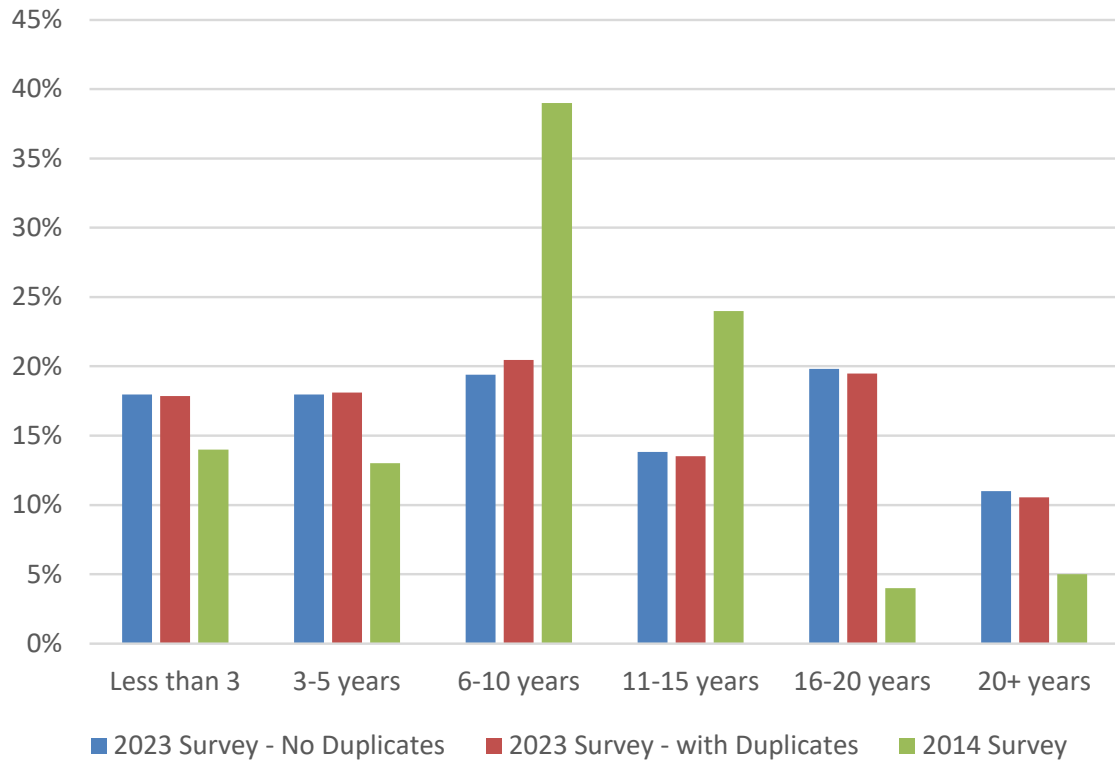


The residents in Heron's Glen have become slightly more female over the last 9 years.

The Age of the residents in Heron's Glen has grown older over the last 9 years

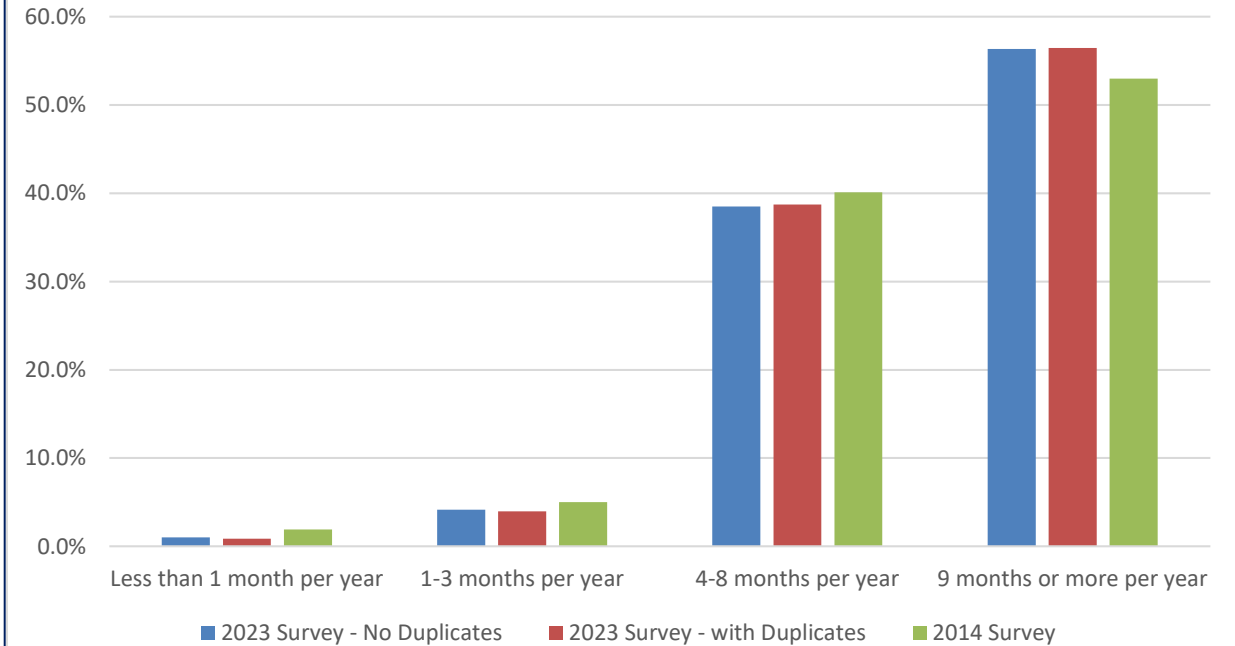
Residency Demographics Summary

of Years as Resident



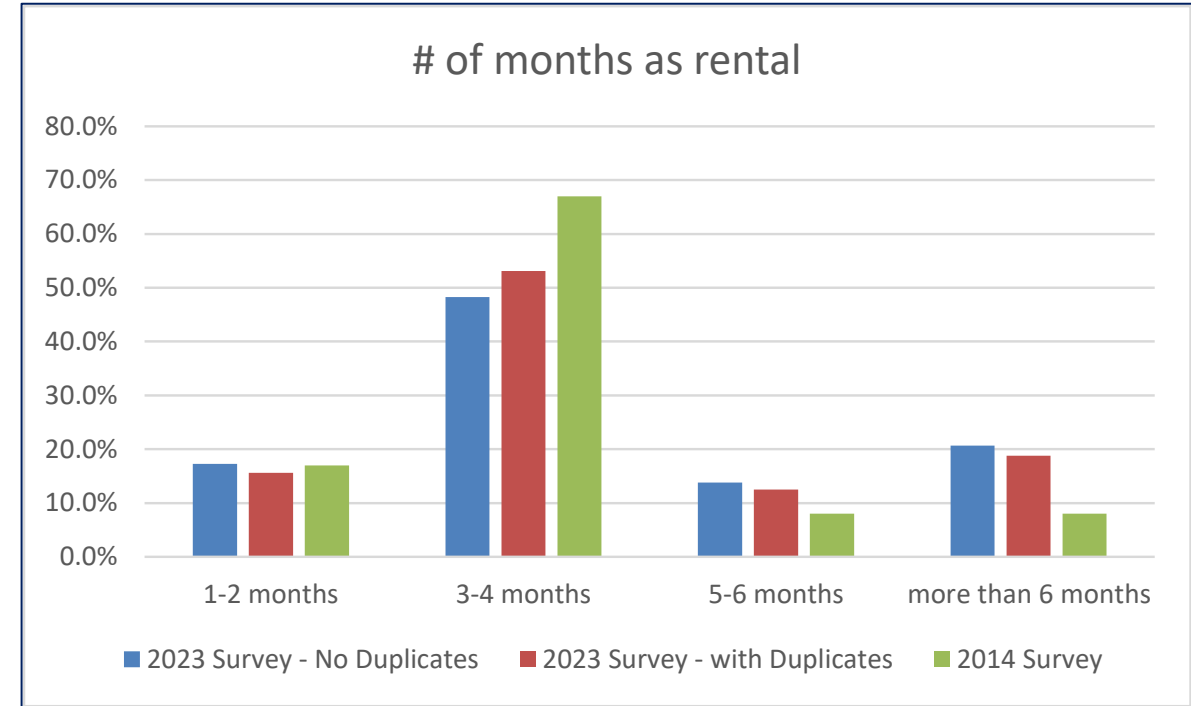
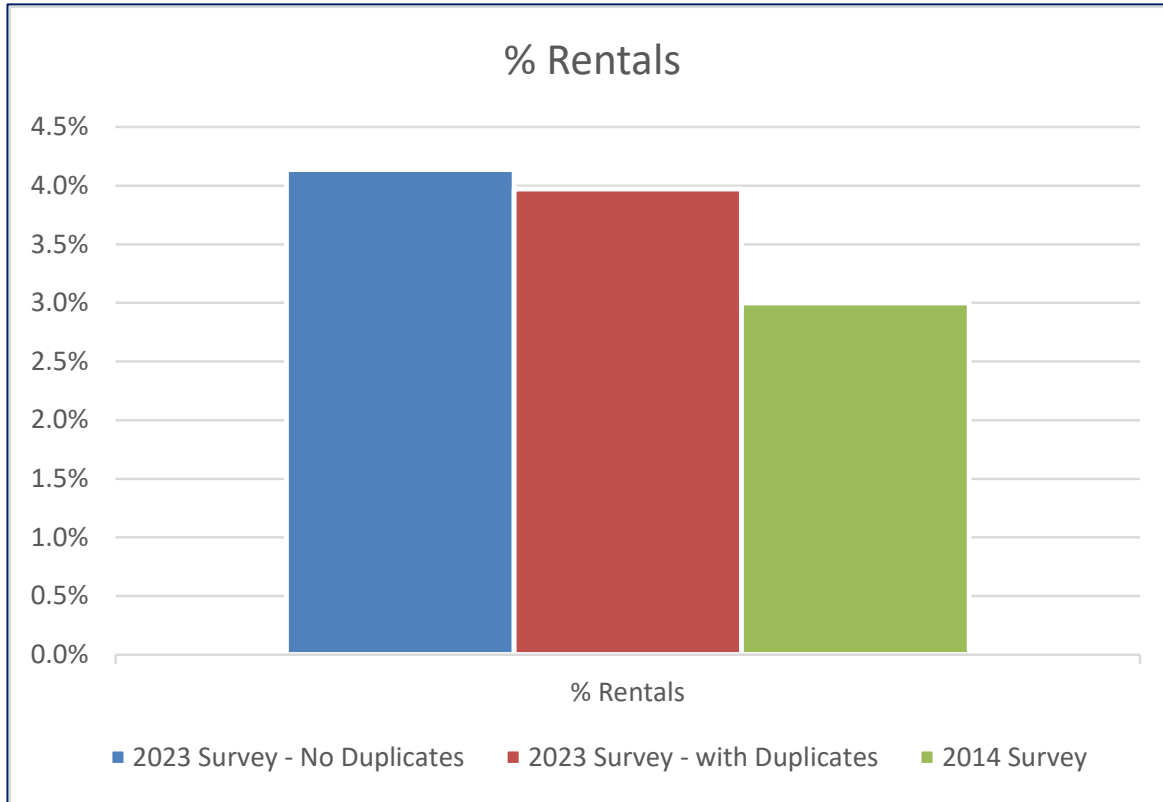
A greater percentage of residents have lived in Herons Glen longer

of Months per year



A slightly greater percentage of residents have become full time residents

Rentals Demographics Summary

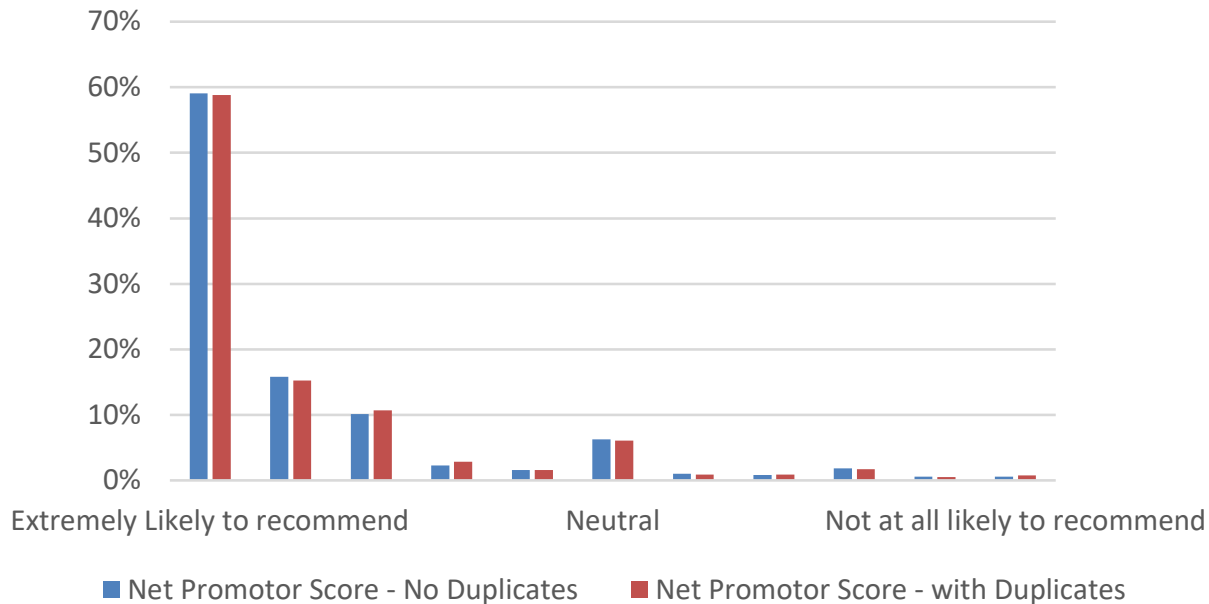


Key Take-aways:

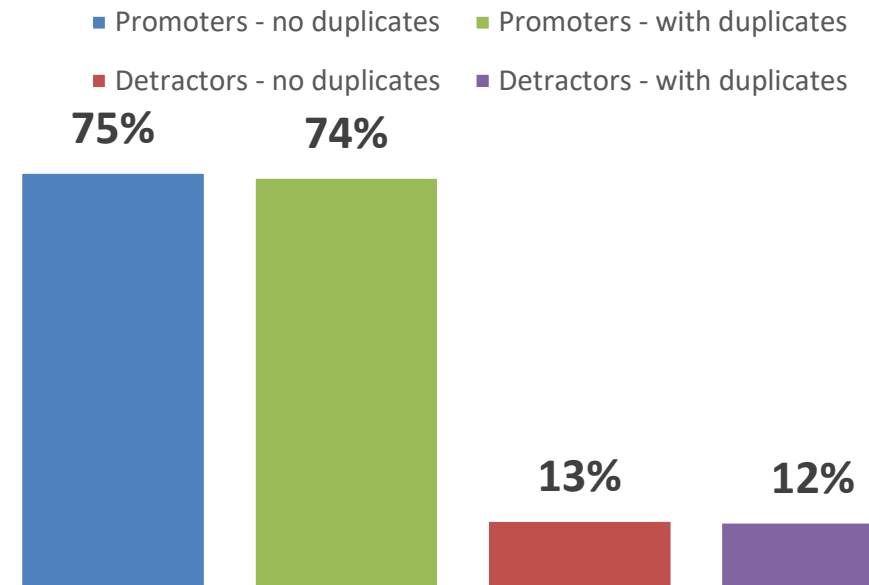
- The percentage of residents who rent out their property has not changed significantly over the last 9 years
- Those who do rent out their property appear to be renting for longer periods of time.

Net Promotor Score (NPS)

% likely to promote Herons Glen



Net Promotor Score (NPS) = 62

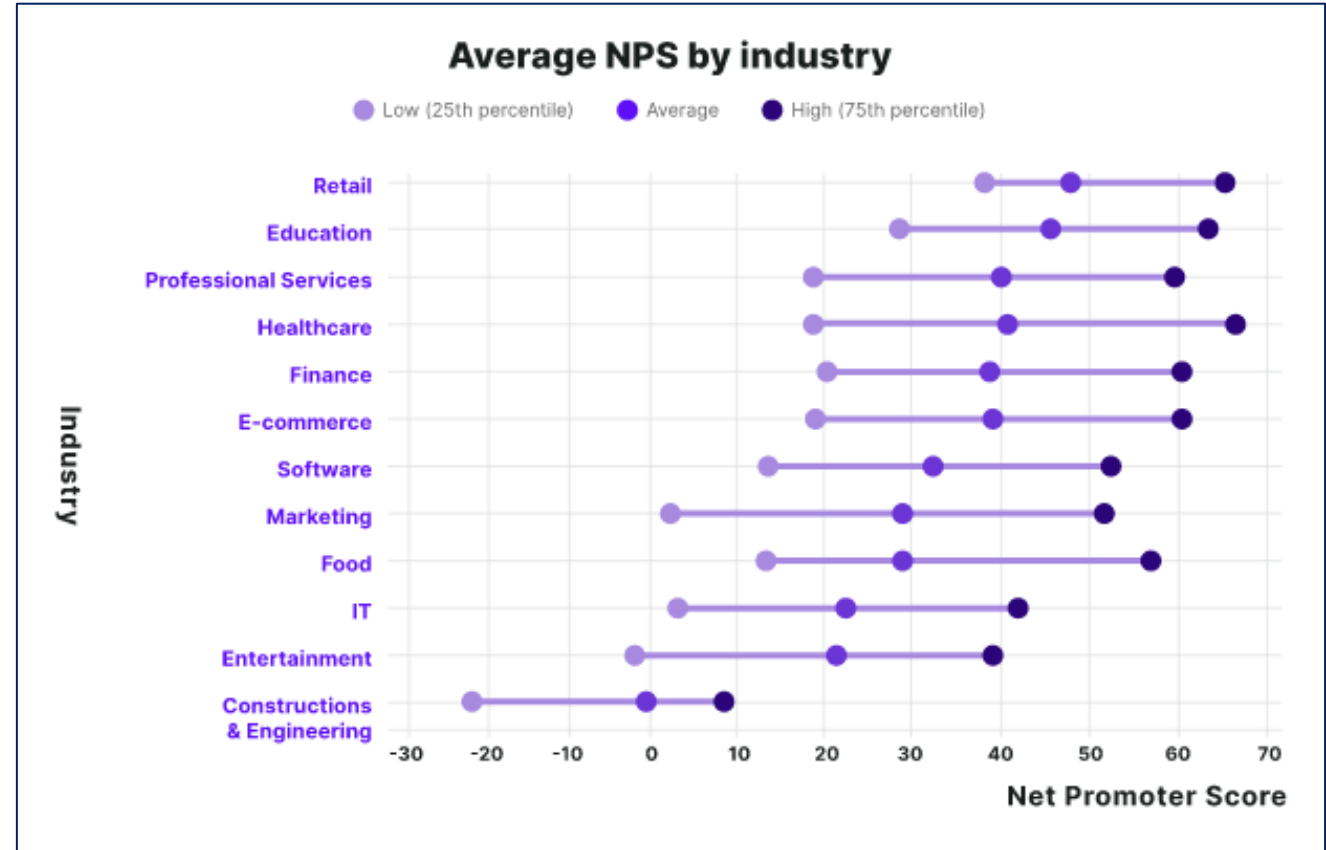
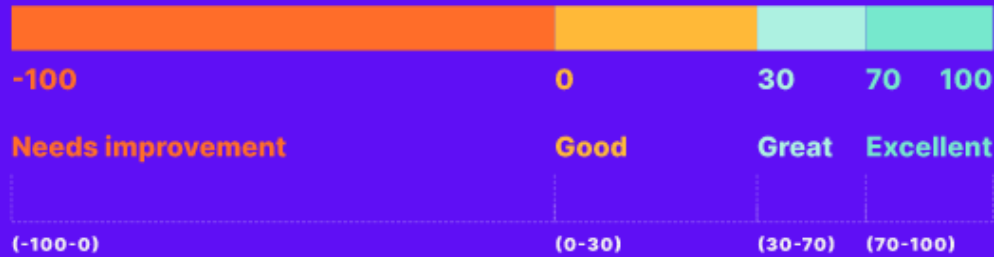


Key Take-aways:

- HGRD NPS of 62 should be considered a top tier performance
- This NPS metric should be used as a relative measure of improvement over the coming years

Net Promotor Score (NPS) explained

What is a good NPS?



The Net Promotor Score (NPS) is a widely used measure of overall client satisfaction which provides a "top of the mind", consistent trending metric for annual surveys. The NPS is calculated as Promoters (9's and 10's) - Detractors (0 through 6's).

For more information on NPS, go to the following website: <https://www.netpromotersystem.com/about/>

Net Promotor Score (NPS) comments

Positive Comment Key Words



Negative Comment Key Words

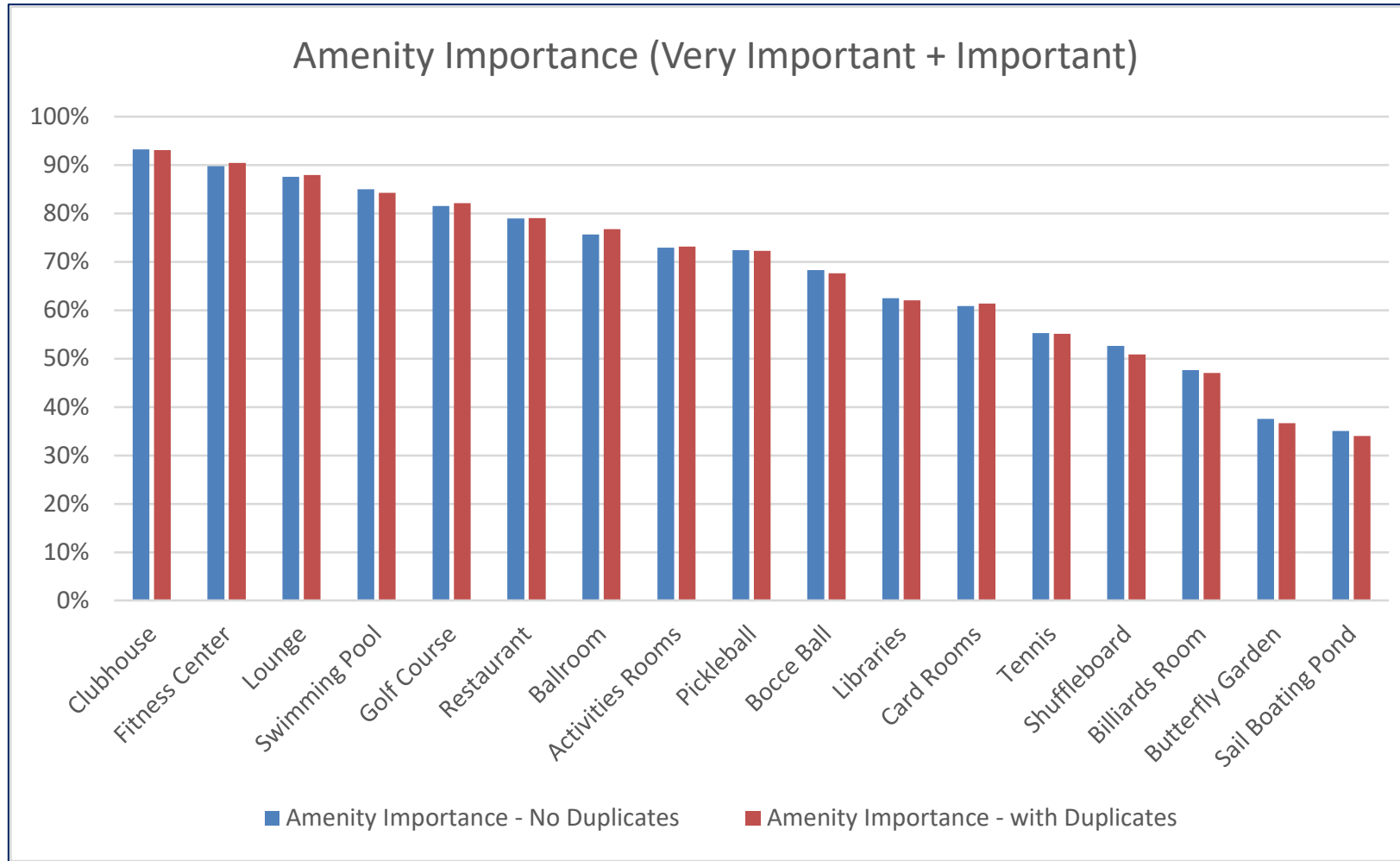


The Net Promotor Score (NPS) comments are in response to the question, “Why did you give this rating?” All comments were assigned Key Words which reflect the sentiment of the positive and/or negative comments. These Key Words are reflected in the above Word Clouds which emphasize the words used with the most frequency using larger fonts. Hence, the larger the font, the more frequently the word was presented by the response comments.

Key Take-aways:

- Several items that are praised by Promoters are also criticized by Detractors

Amenity Importance

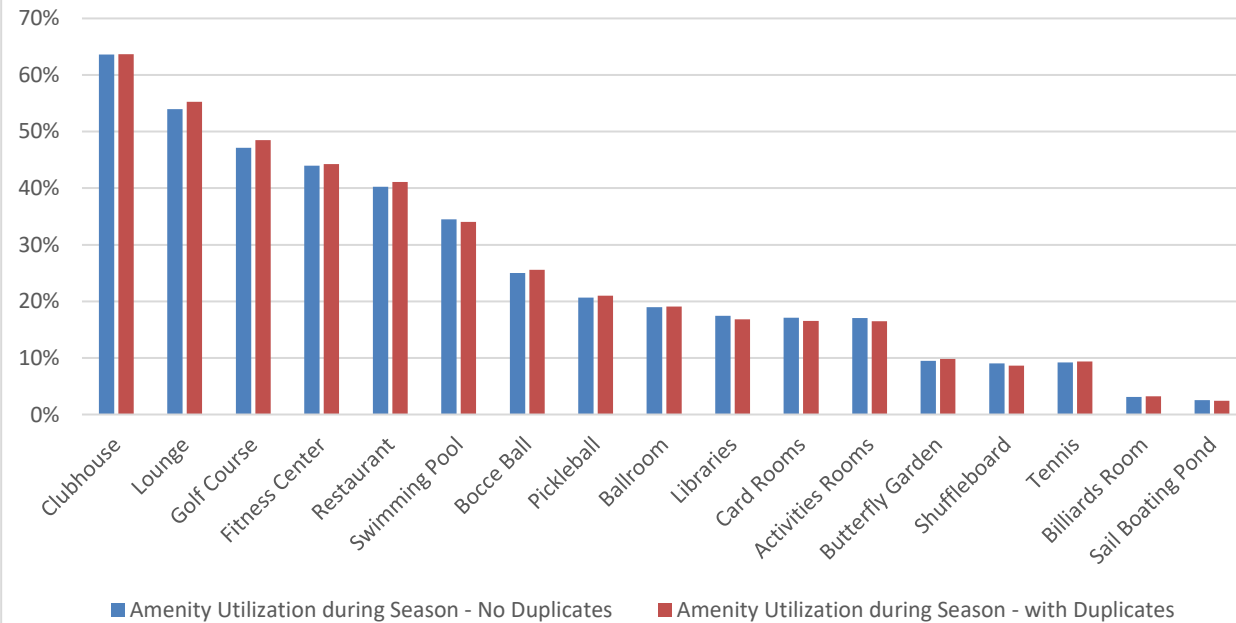


Key Take-aways:

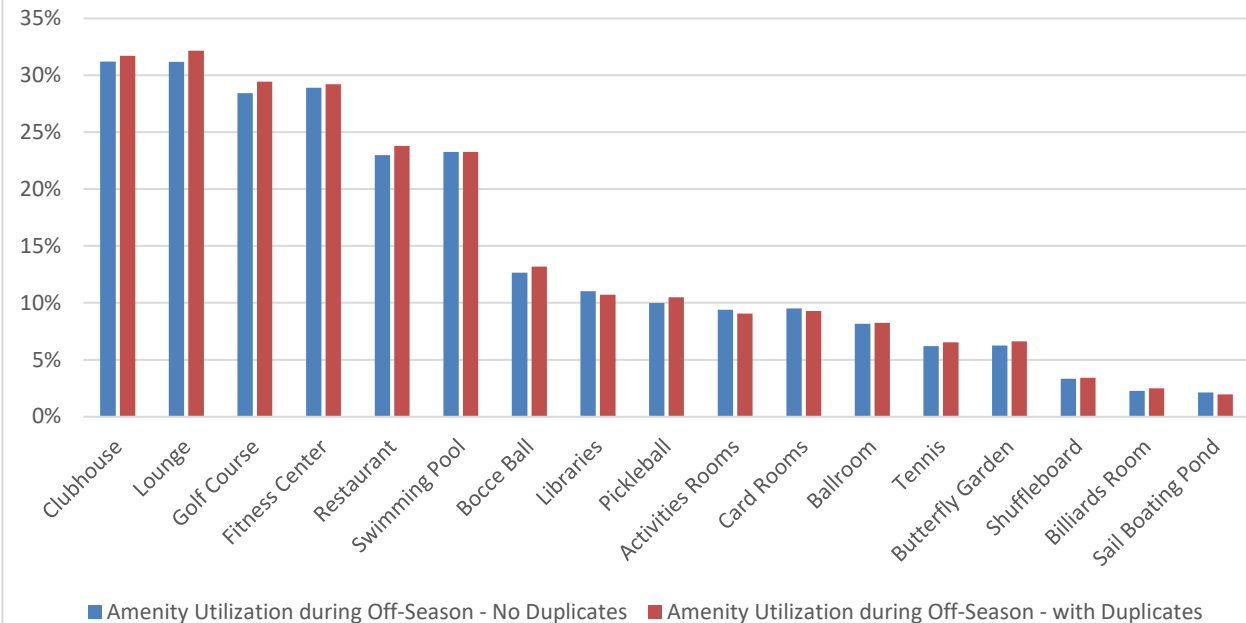
- Fitness Center, Lounge, and Swimming Pool are ranked as higher in importance than Golf Course

Amenity Utilization

Amenity Utilization during Season (at least once per week)



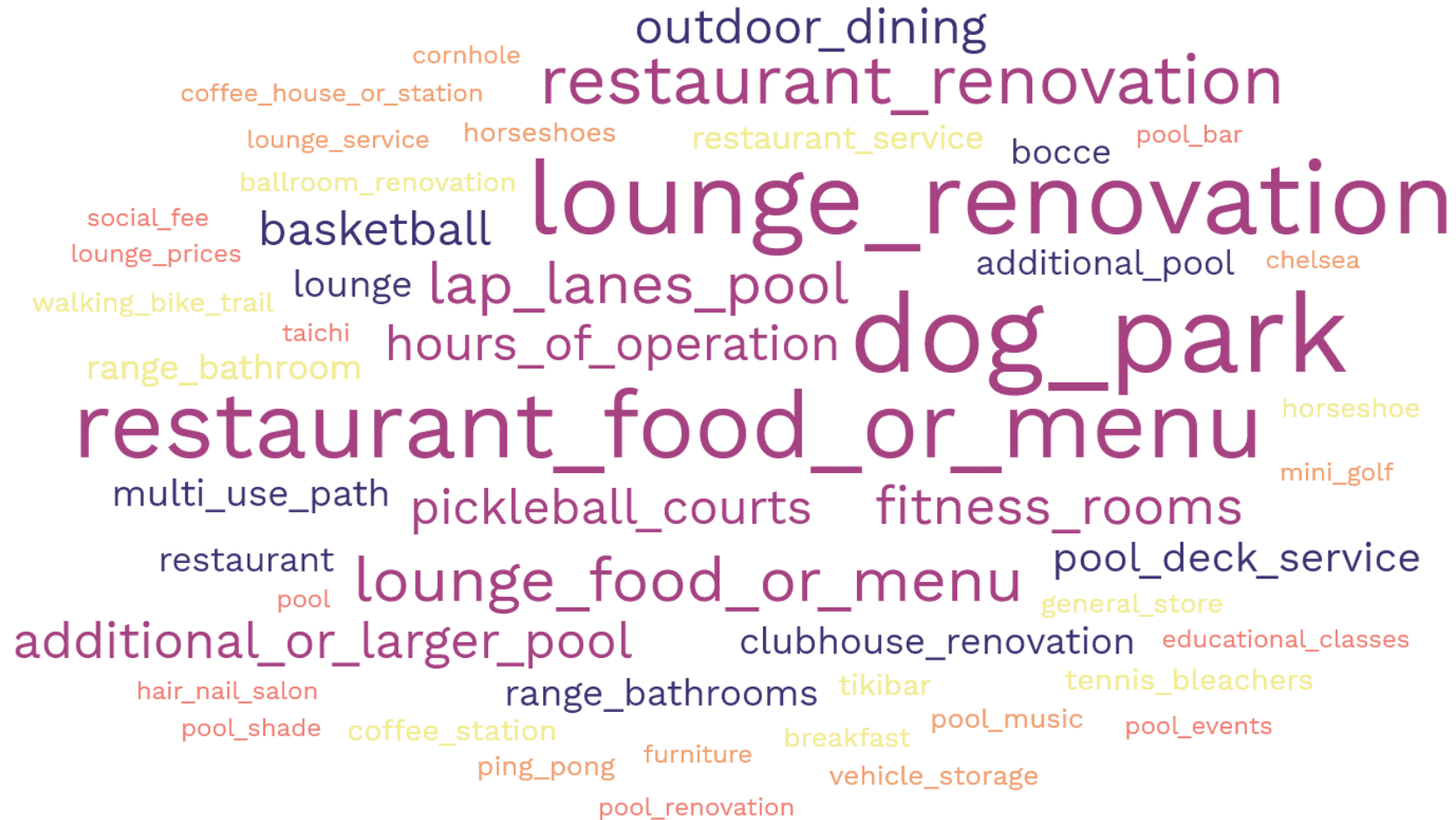
Amenity Utilization during Off-Season (at least once per week)



Key Take-aways:

- Top 5 utilized amenities are the same for both on-Season and off-Season
- Utilization of Outdoor amenities (other than Golf Course & Swimming Pool) drops off in the summer months

Amenity Improvement comments

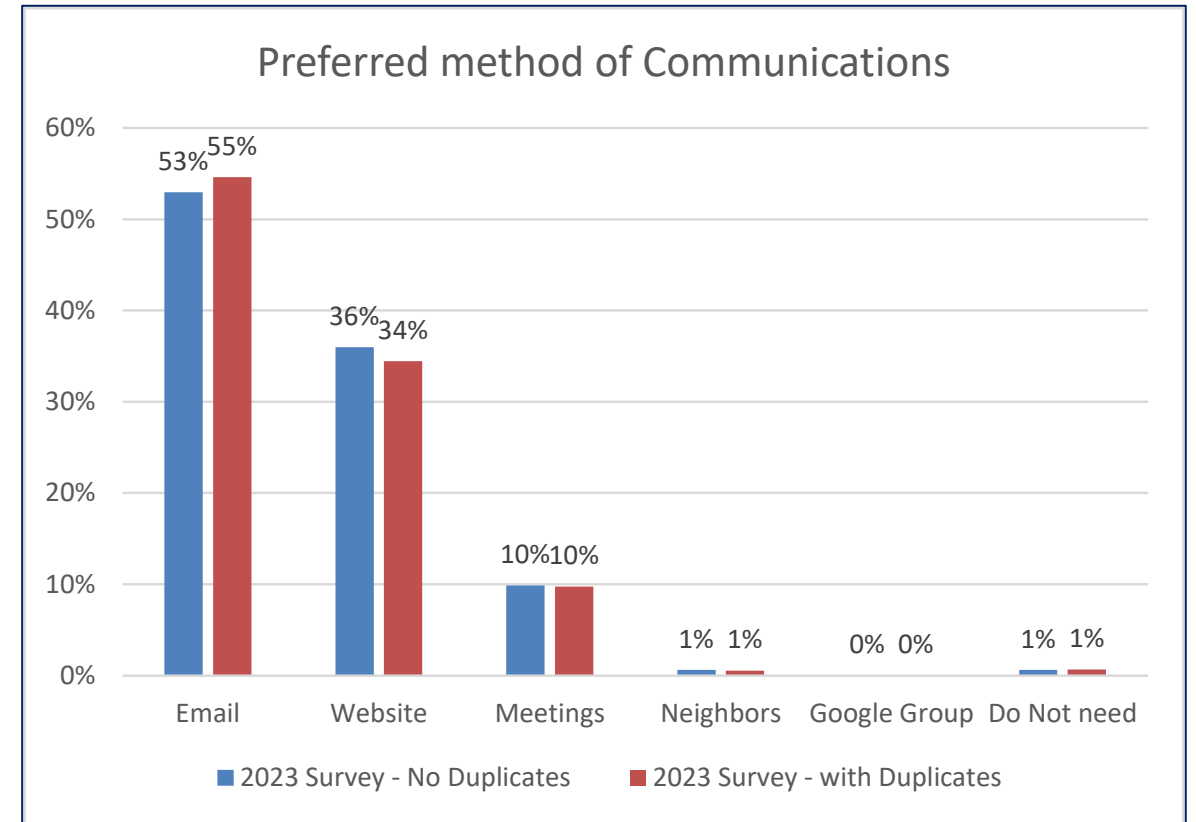
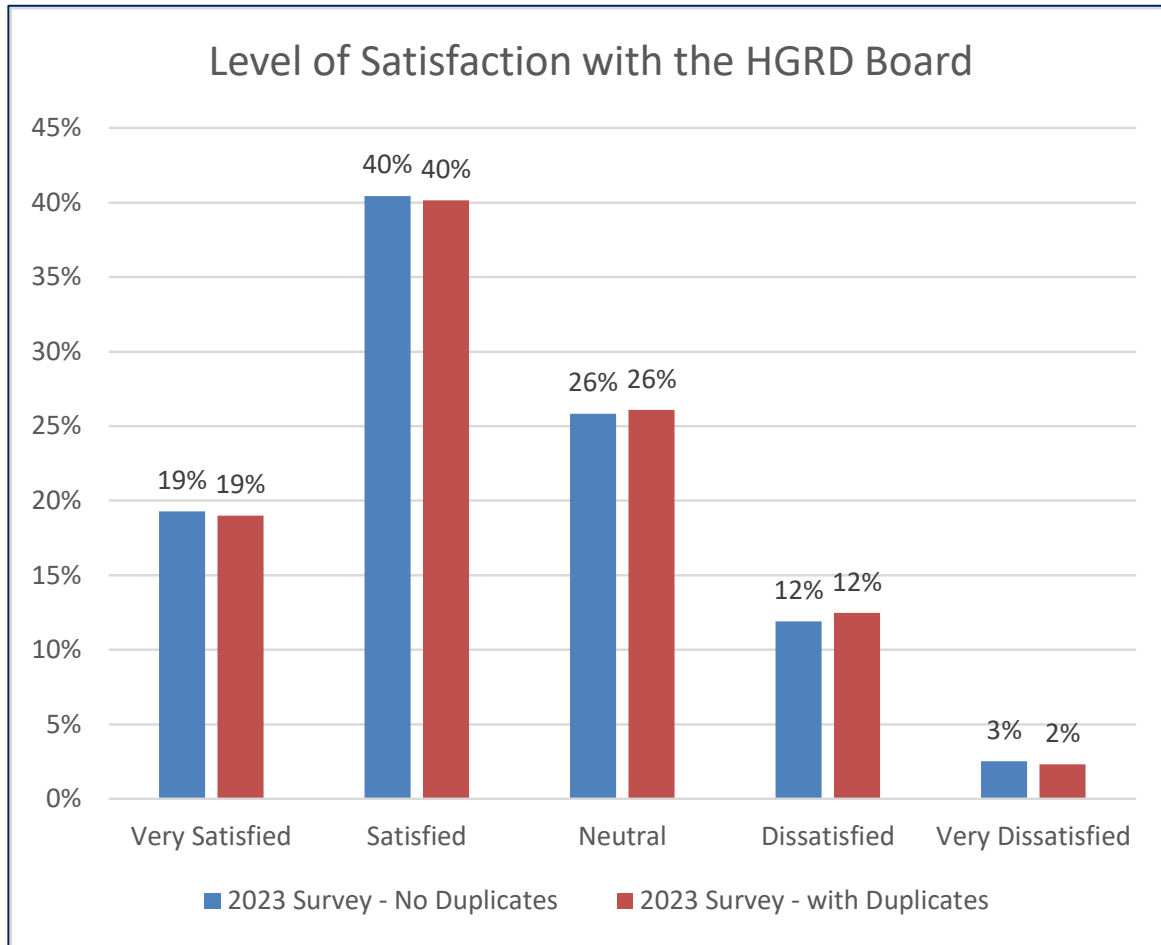


The Amenity comments are in response to the question, “What potential enhancements/new additions would increase your satisfaction and enjoyment as a resident?” All comments were assigned Key Words which reflect the sentiment of the positive and/or negative comments. These Key Words are reflected in the above Word Clouds which emphasize the words used with the most frequency using larger fonts. Hence, the larger the font, the more frequently the word was presented by the response comments.

Key Take-aways:

- Many comments related to completion of already planned projects
- Several new ideas offered for consideration

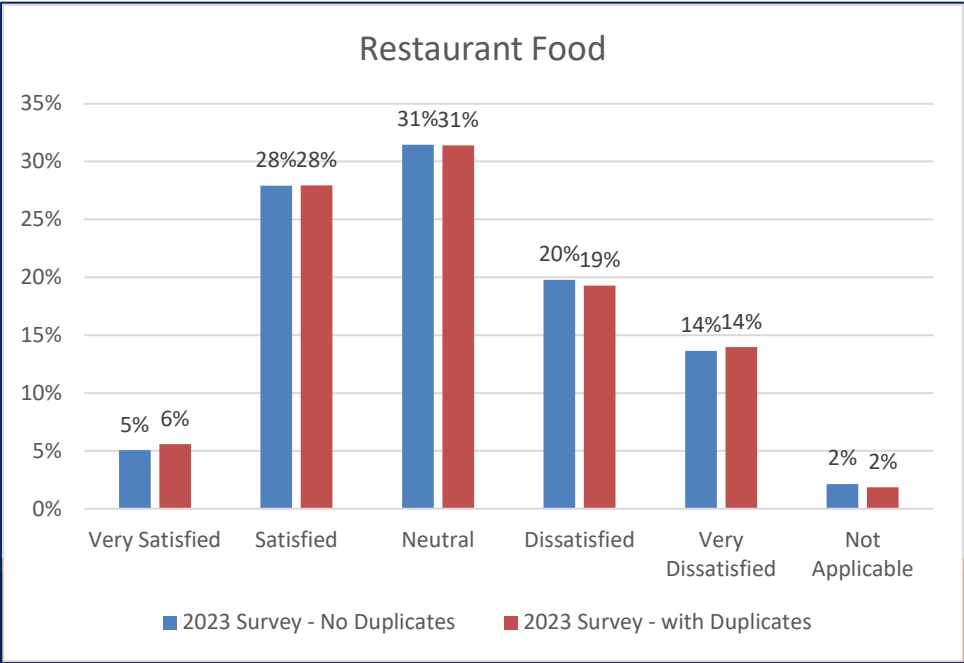
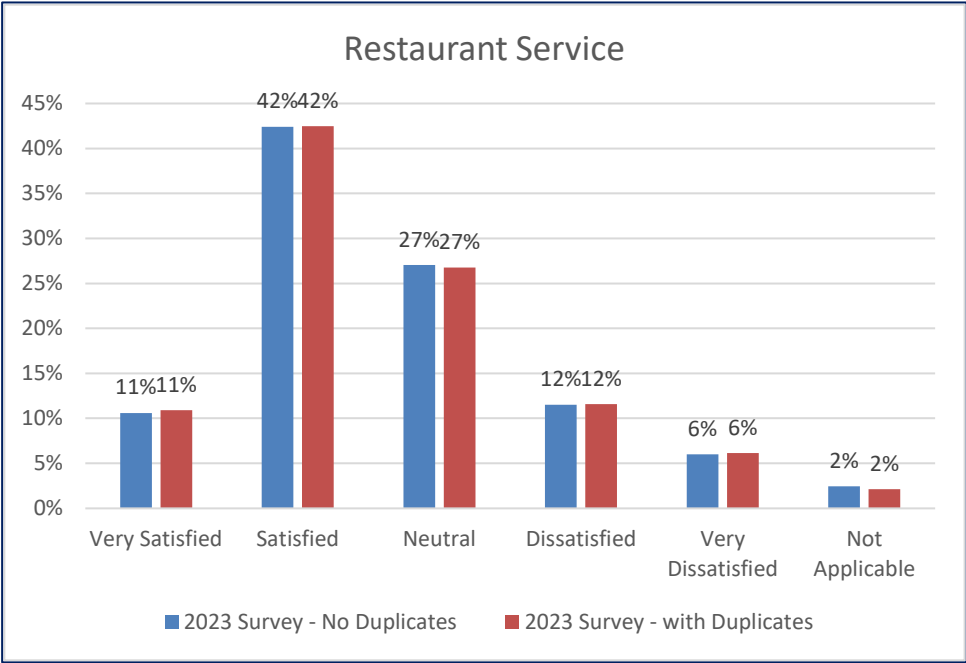
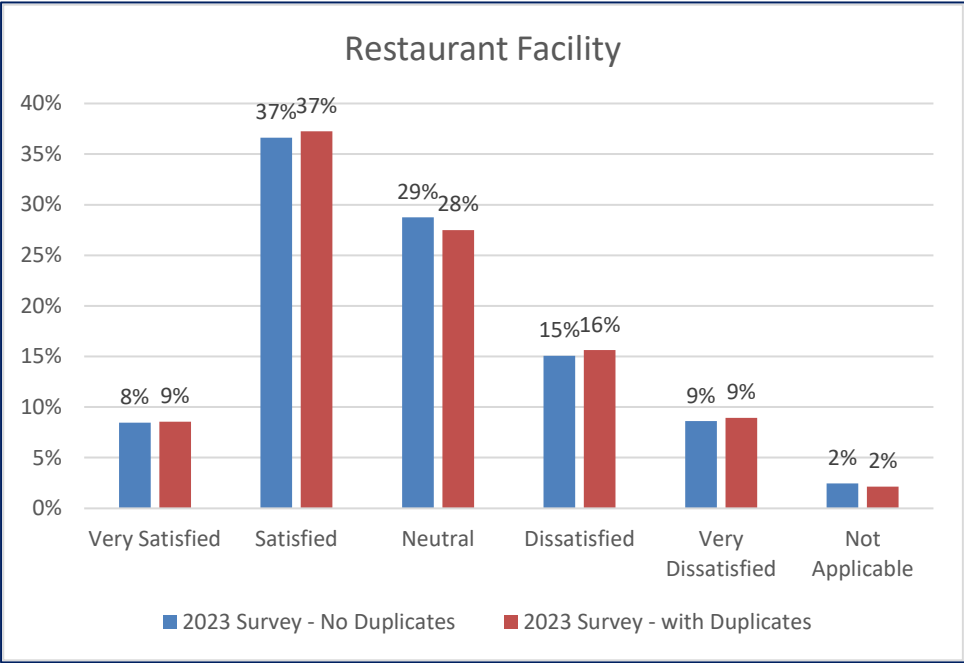
Satisfaction Level with the HGRD Board



Key Take-aways:

- Majority of residents are satisfied or Very Satisfied with the HGRD Board
- Direct and multi-format communications are all preferred

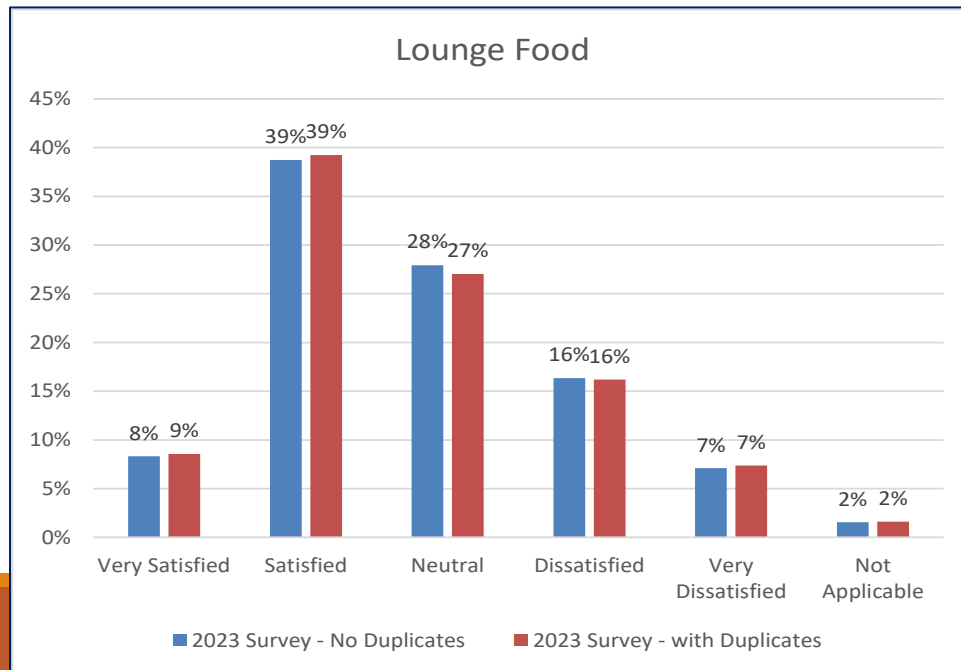
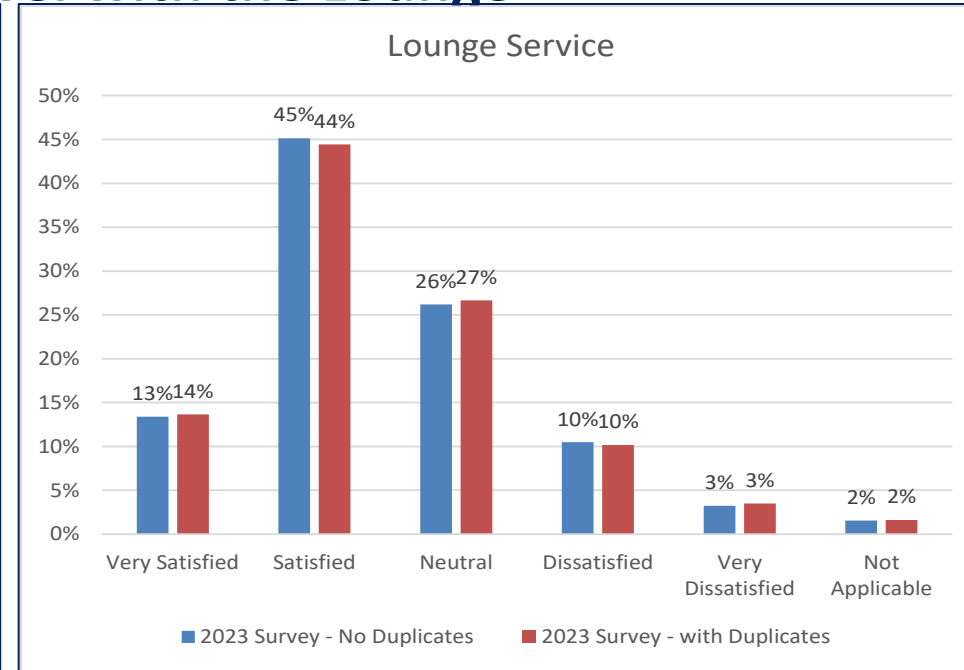
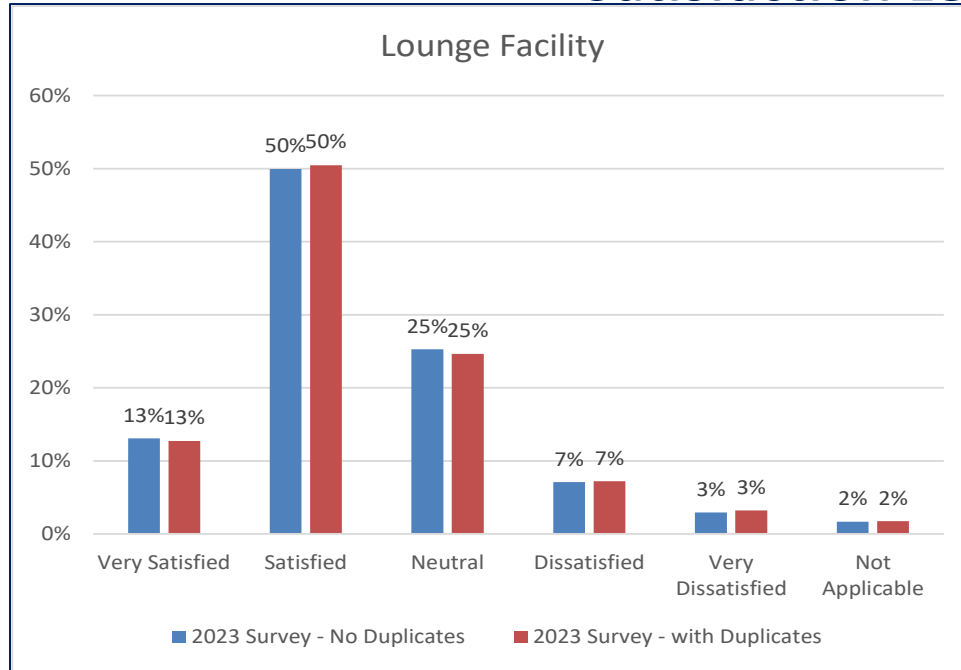
Satisfaction Level with the Restaurant



Key Take-aways:

- Reasonable satisfaction with the Restaurant Service
- Satisfaction with the Restaurant facility may be influenced by pending, expected renovations
- Satisfaction with the Restaurant food remains a significant issue

Satisfaction Level with the Lounge

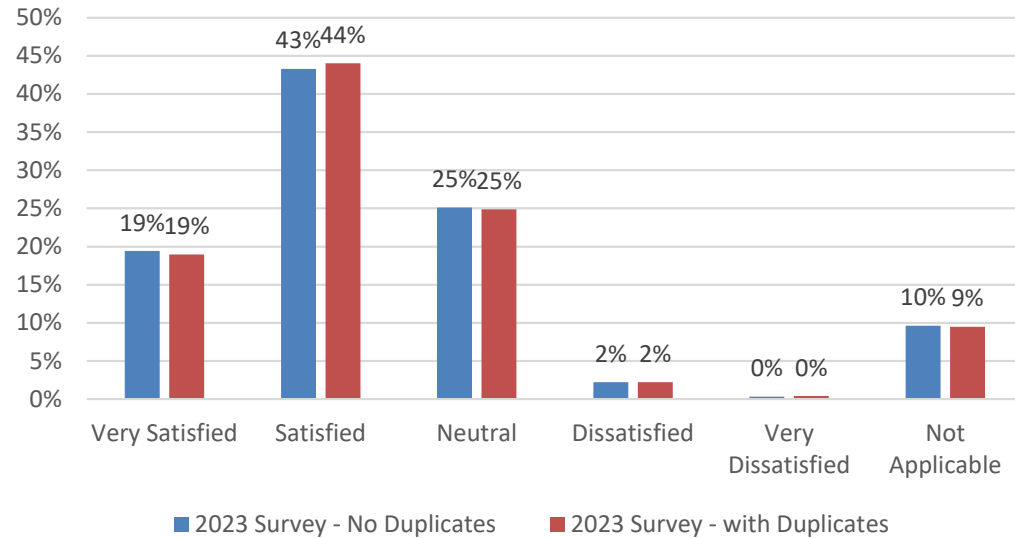


Key Take-aways:

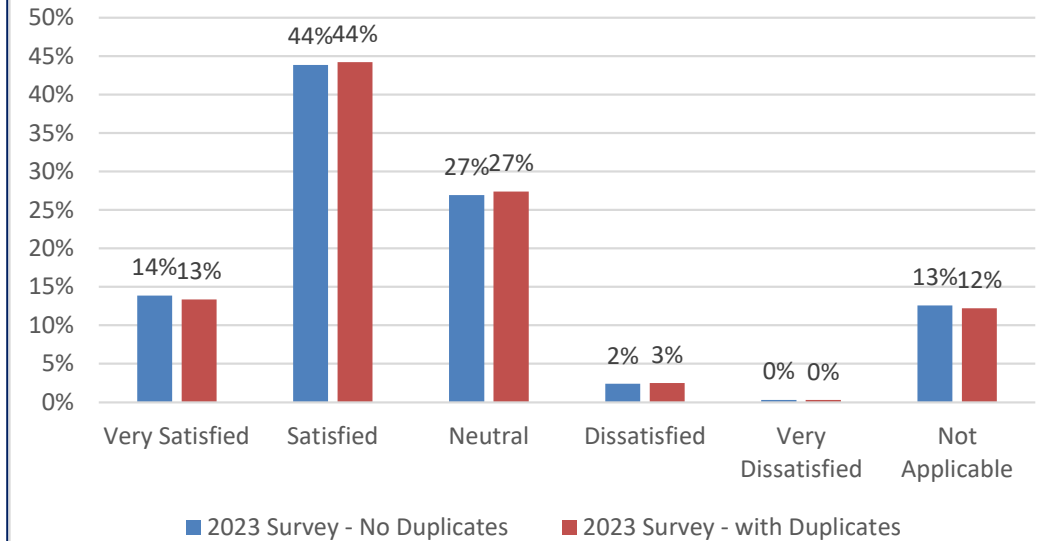
- Satisfaction levels for the Lounge are all higher than those for the Restaurant
- Interesting to note that satisfaction levels for the Lounge Food is 17% higher than for the Restaurant Food

Satisfaction Level with the Ballroom

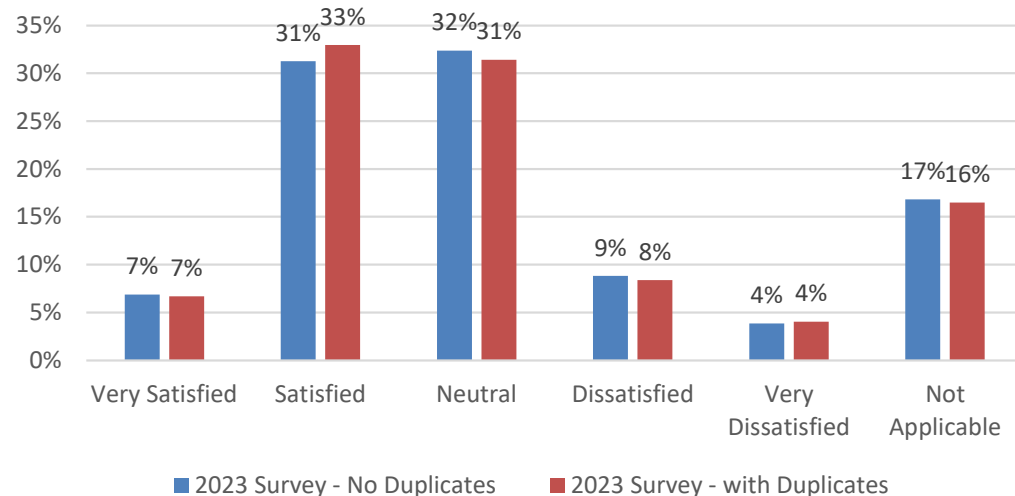
Satisfaction with Ballroom facility



Satisfaction with Ballroom services



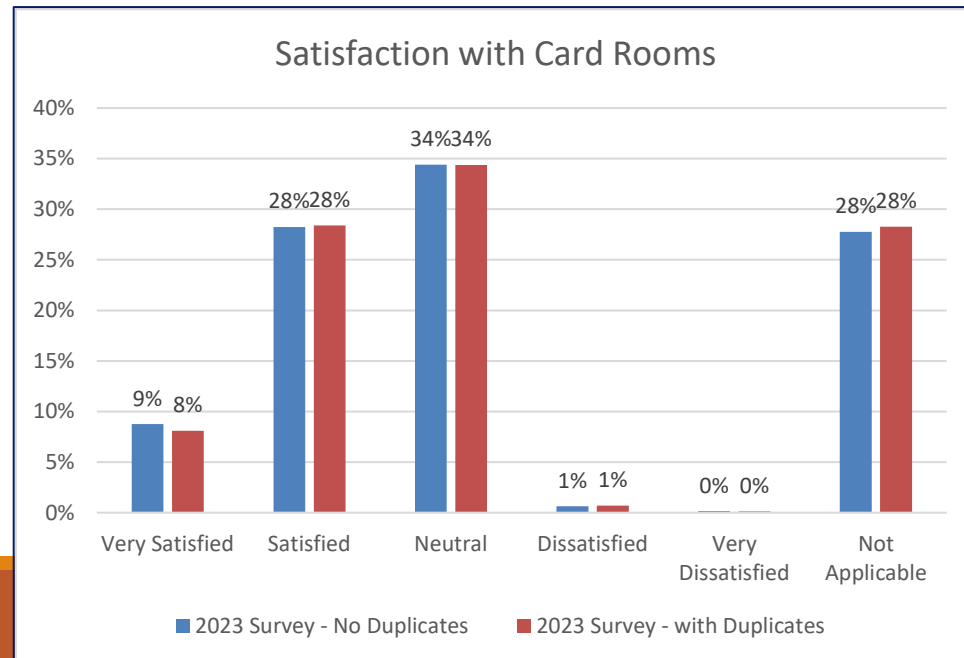
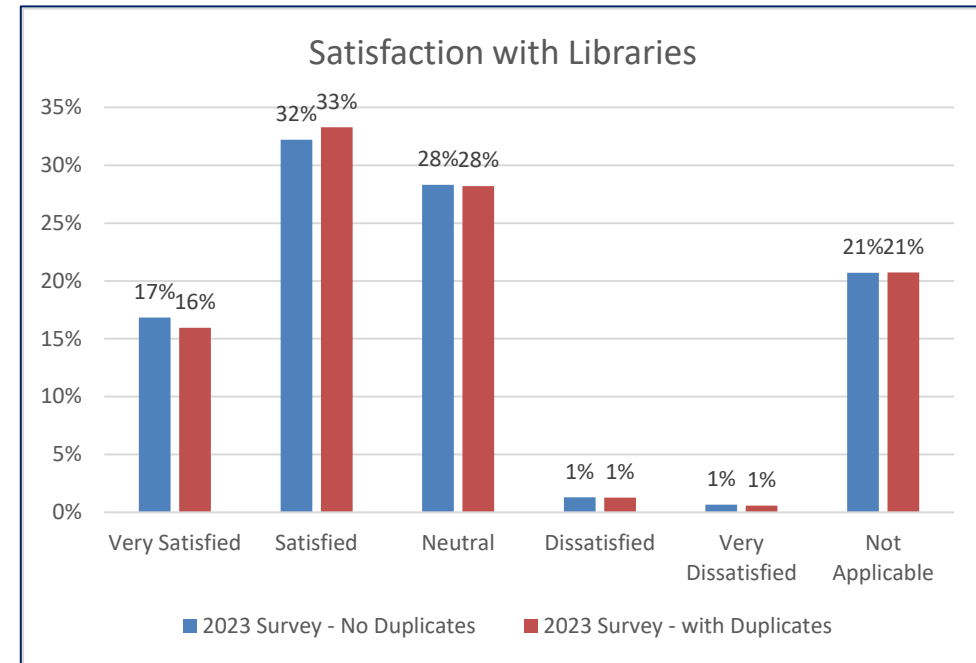
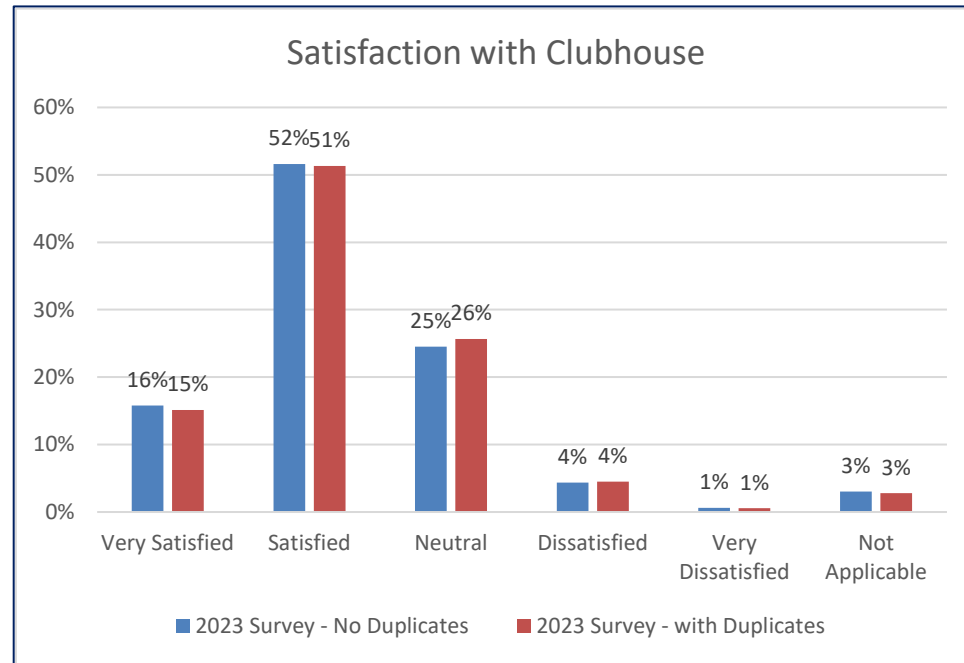
Satisfaction with Ballroom food



Key Take-aways:

- Overwhelming satisfaction with the Ballroom facility and service
- Majority satisfaction with the Ballroom food but not aligned with the facility and service satisfaction levels

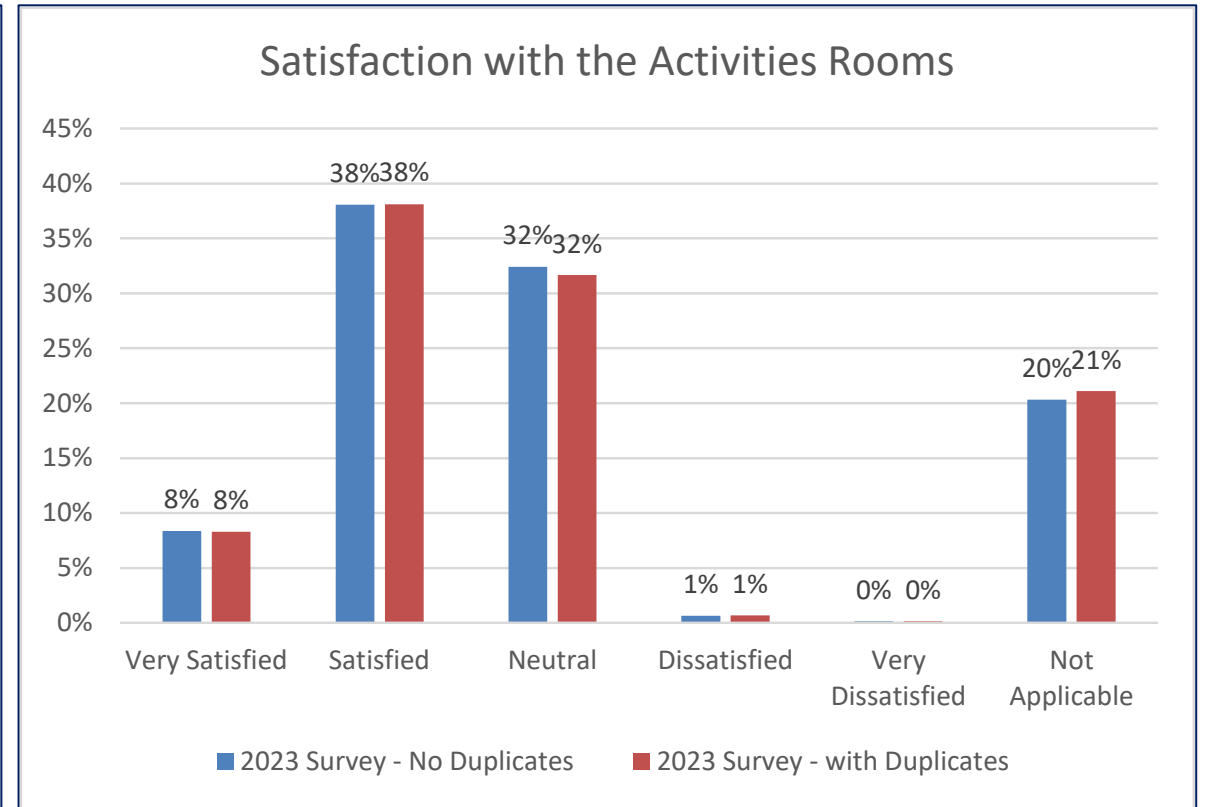
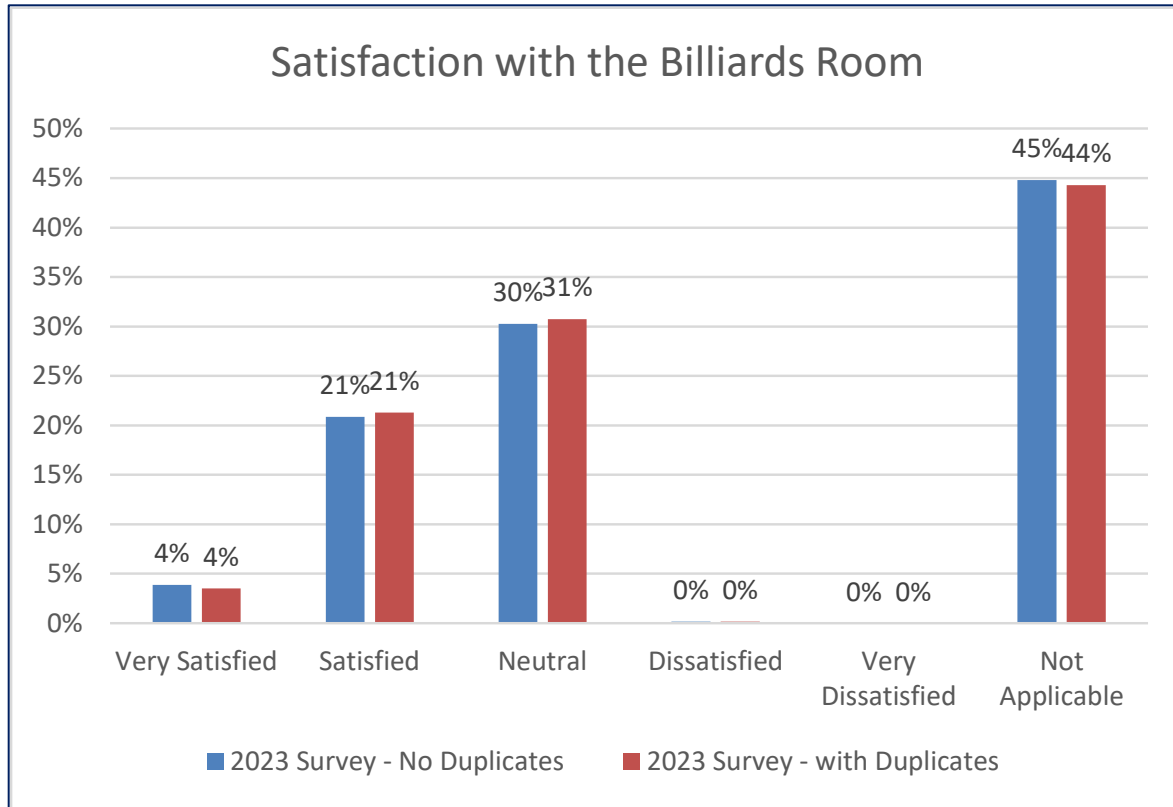
Satisfaction Level with the Clubhouse, Libraries, and Card Rooms



Key Take-aways:

- Strong satisfaction with the Clubhouse
- Overwhelming satisfaction with the libraries and card rooms

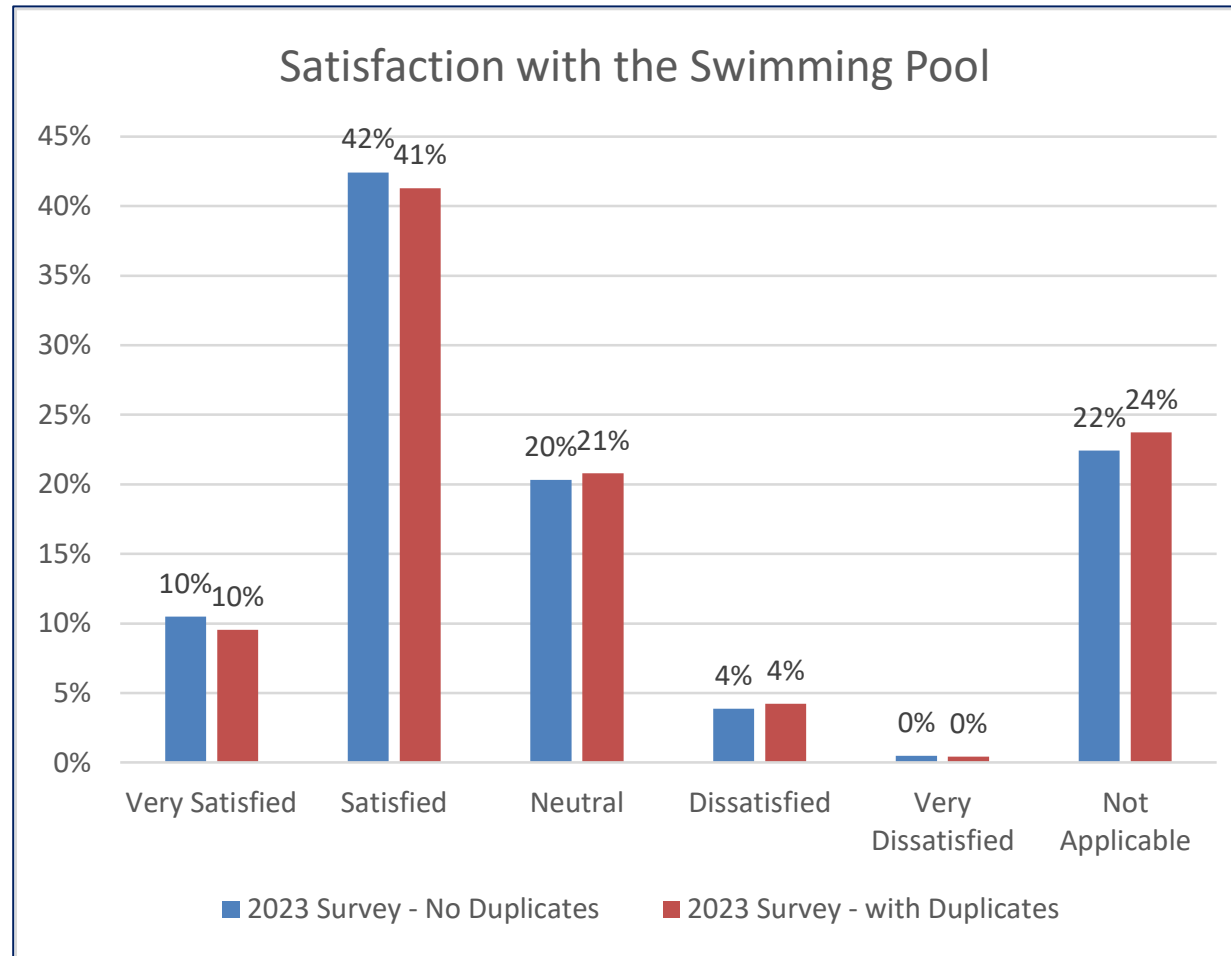
Satisfaction Level with the Activities Rooms and Billiards Room



Key Take-aways:

- Overwhelming satisfaction with the Billiards room and Activities rooms

Satisfaction Level with the Swimming Pool

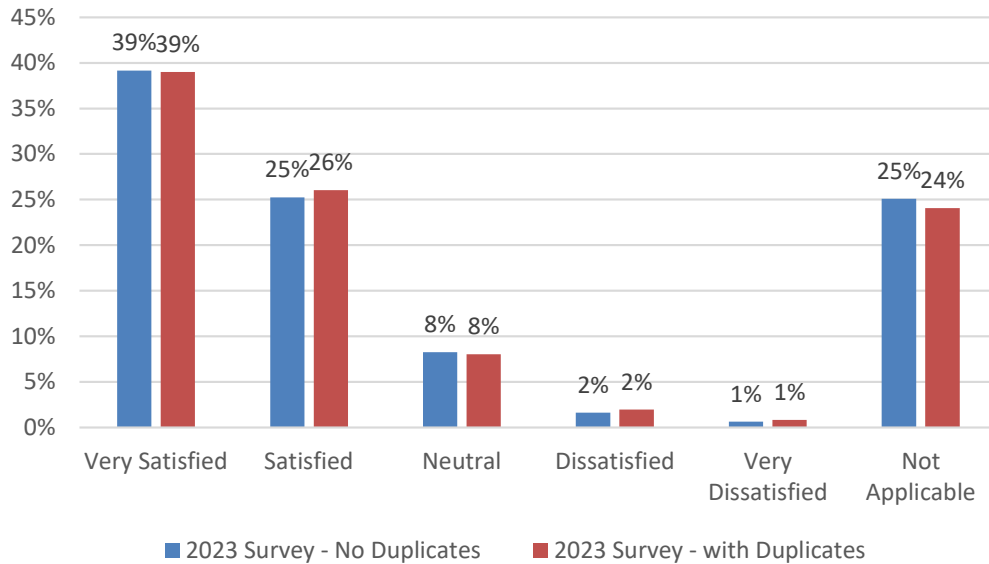


Key Take-aways:

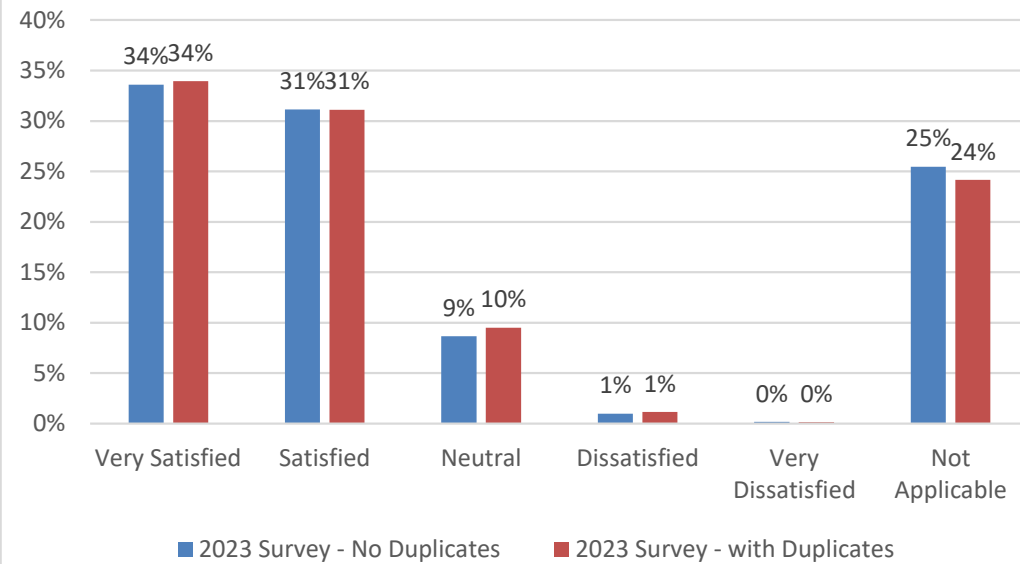
- Strong satisfaction with the Swimming Pool but a big difference between “satisfied” and “Very satisfied” indicating an area of potential improvement

Satisfaction Level with the Golf Course, Pro Shop, & Practice Areas

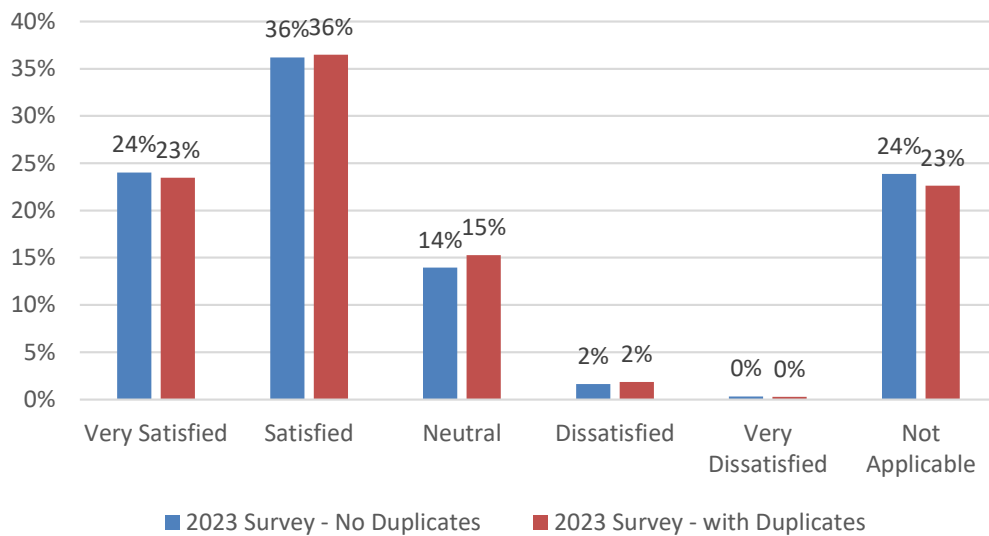
Satisfaction with the Golf Course



Satisfaction with the Practice Areas



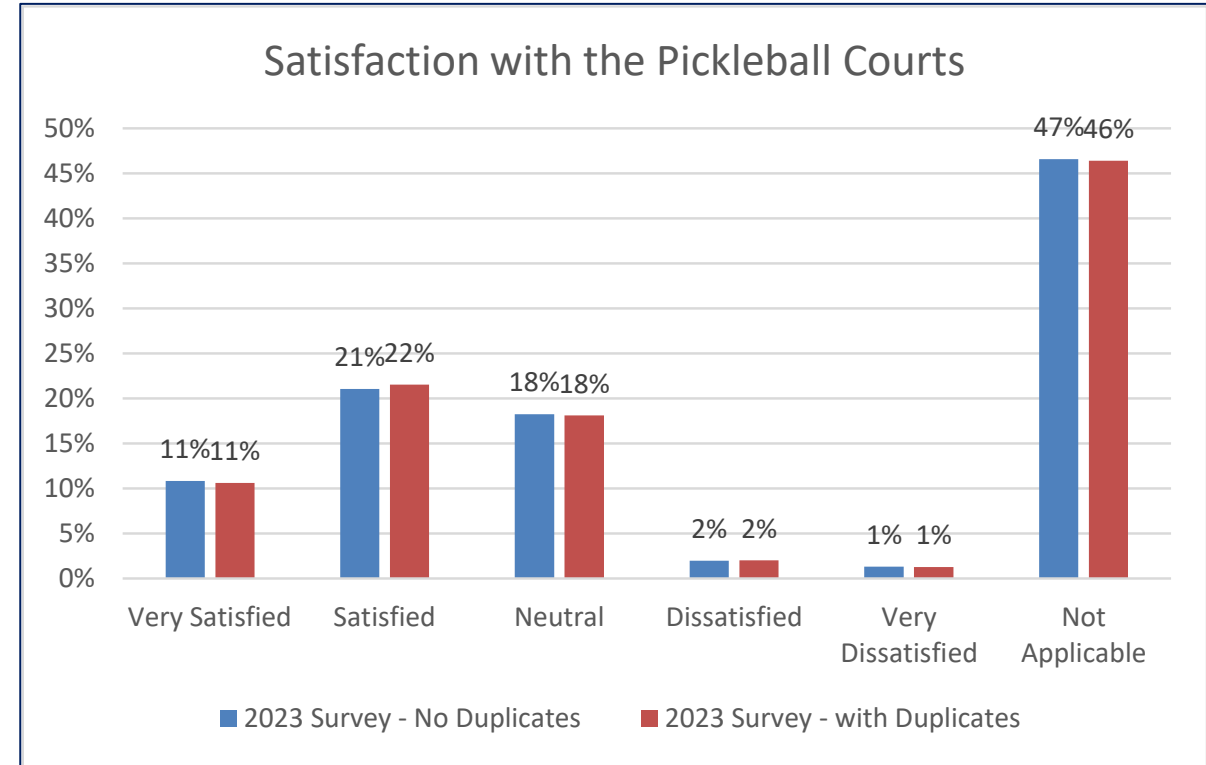
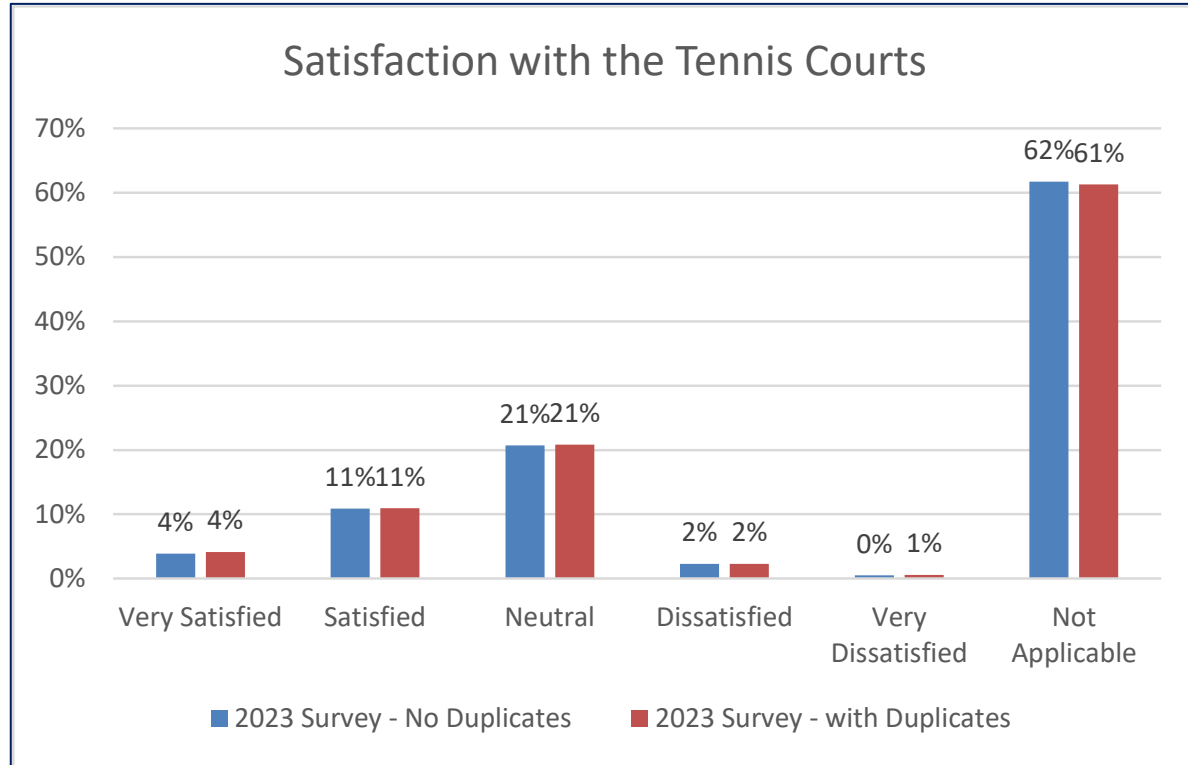
Satisfaction with the Golf Shop



Key Take-aways:

- Strong satisfaction for the Golf Course, Shop, and Practice Areas
- A significant percentage of respondents rated the Course and Practice Areas as Very Satisfied (which is understandable as they are both newly renovated)

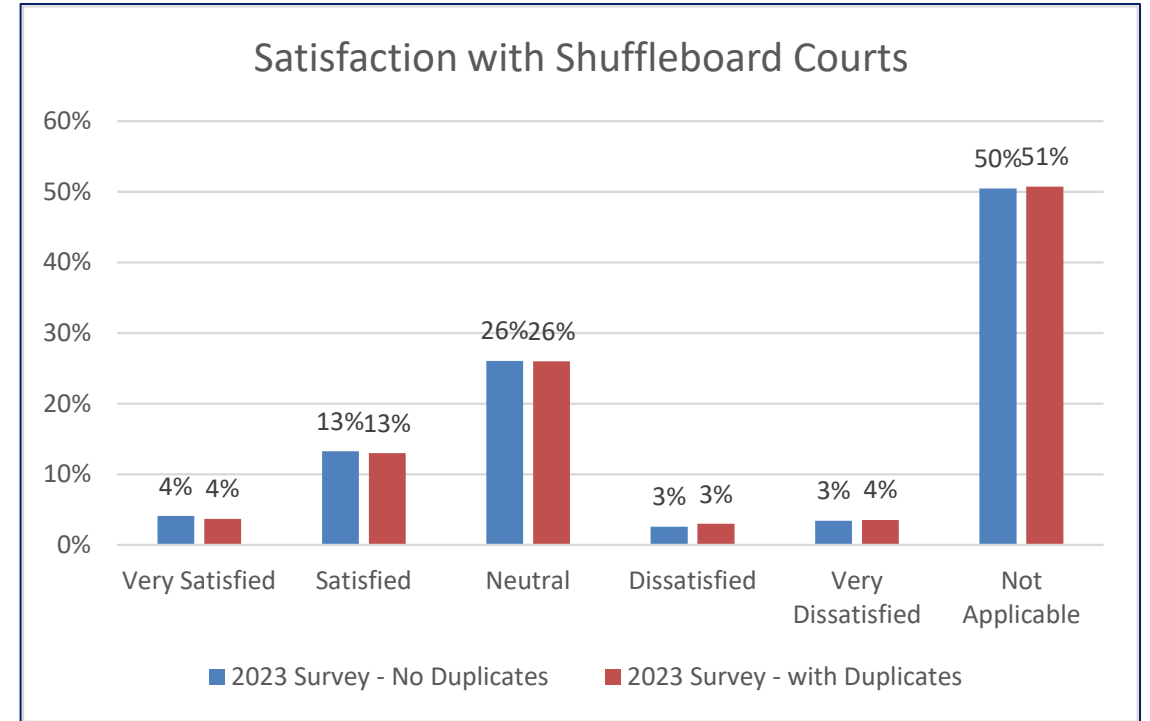
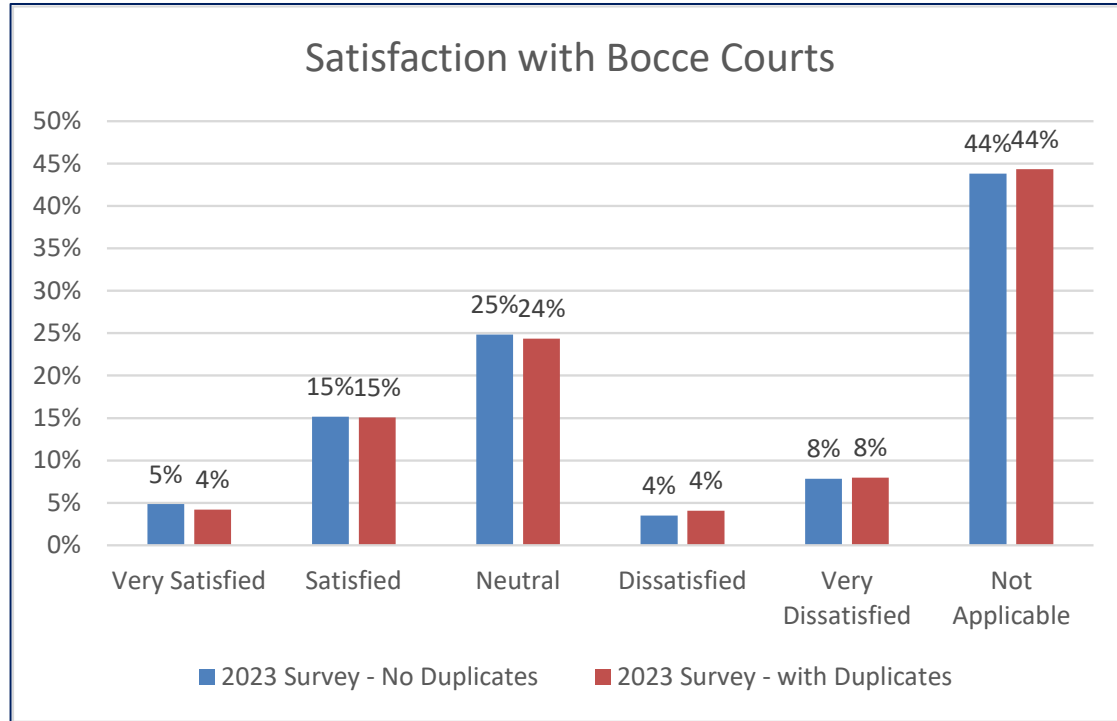
Satisfaction Level with the Tennis & Pickleball



Key Take-aways:

- Strong satisfaction for Tennis Courts and Pickleball courts but not as overwhelming as other key amenities

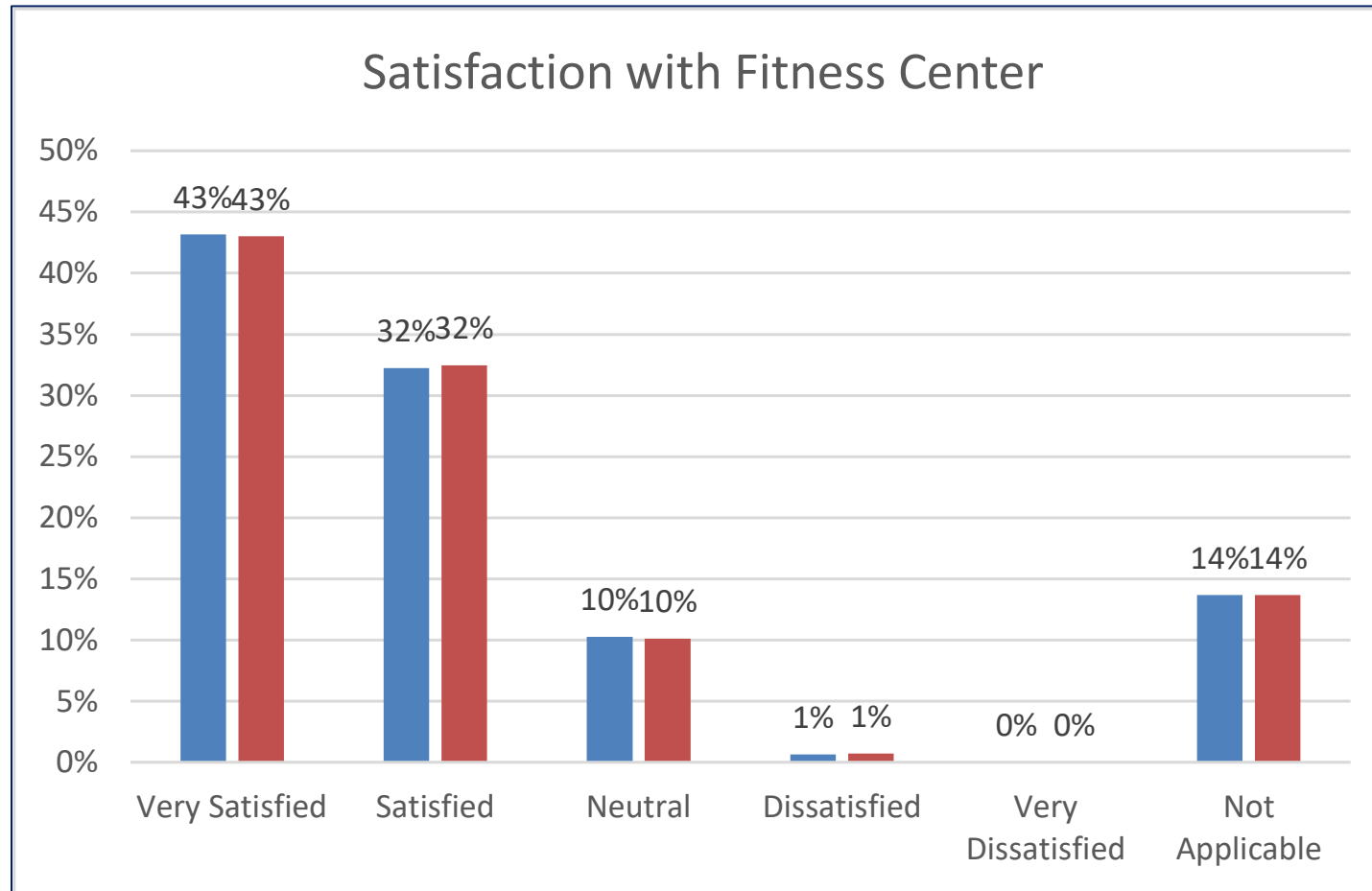
Satisfaction Level with the Bocce & Shuffleboard



Key Take-aways:

- Majority are satisfied but likely effects of construction has impacted satisfaction levels

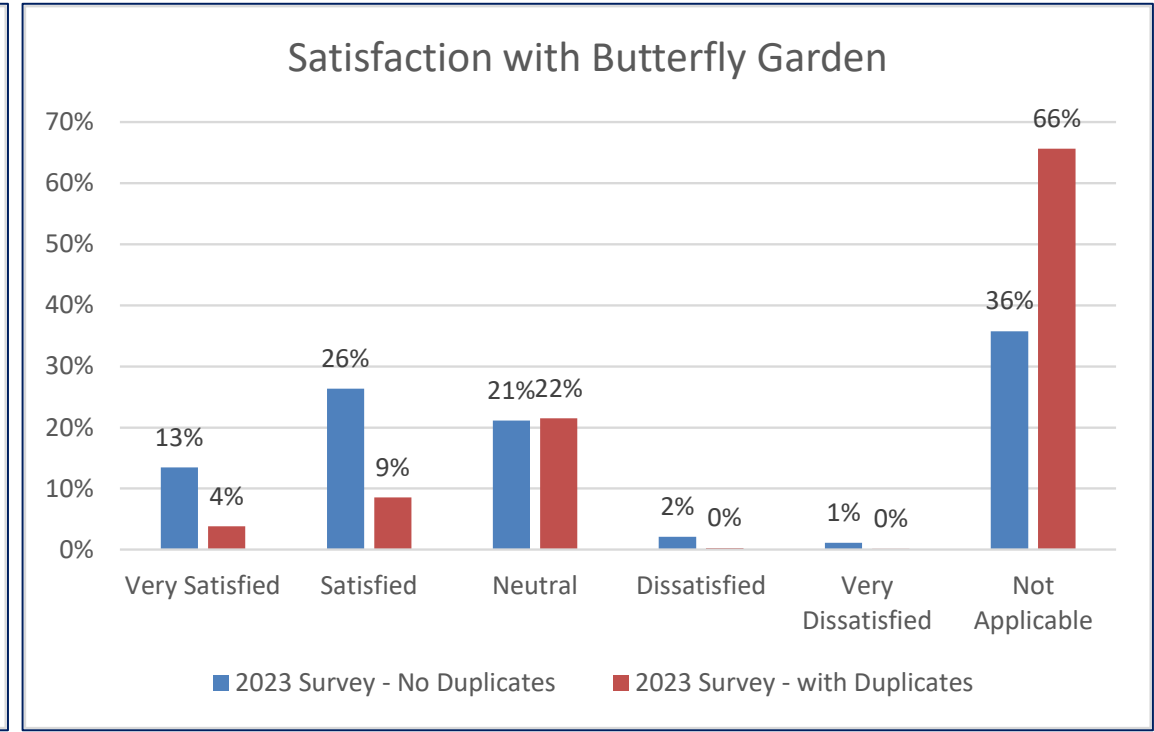
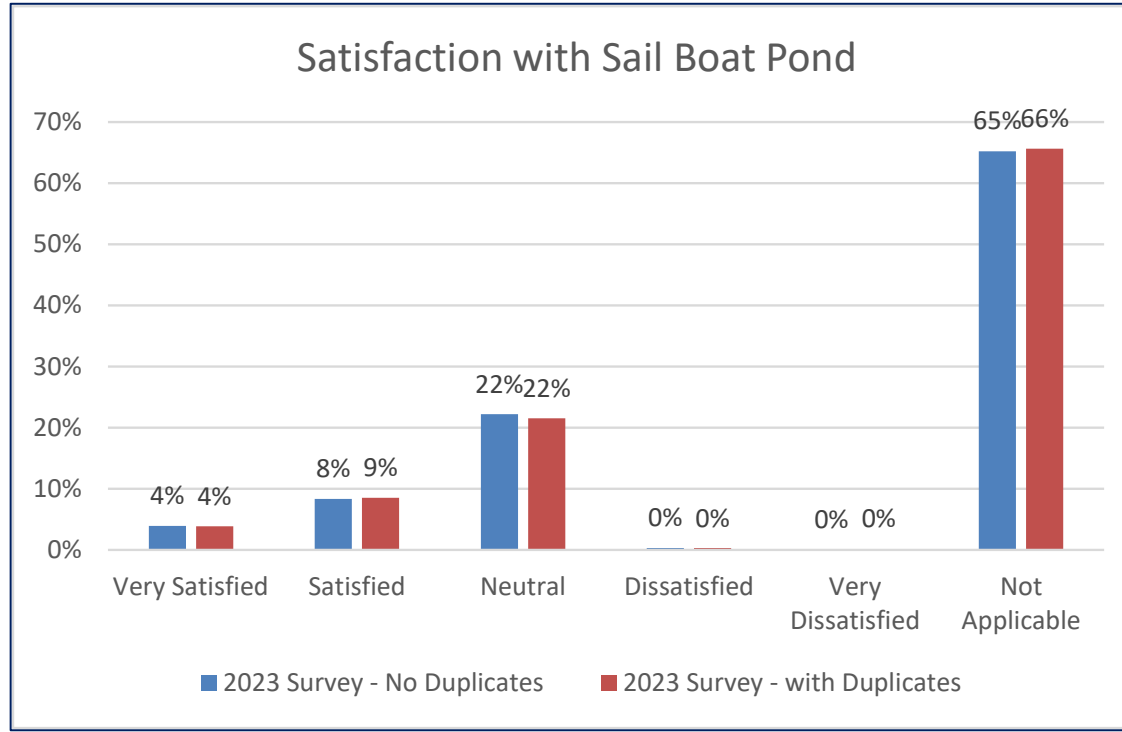
Satisfaction Level with the Fitness Center



Key Take-aways:

- Overwhelming satisfaction with the fitness center

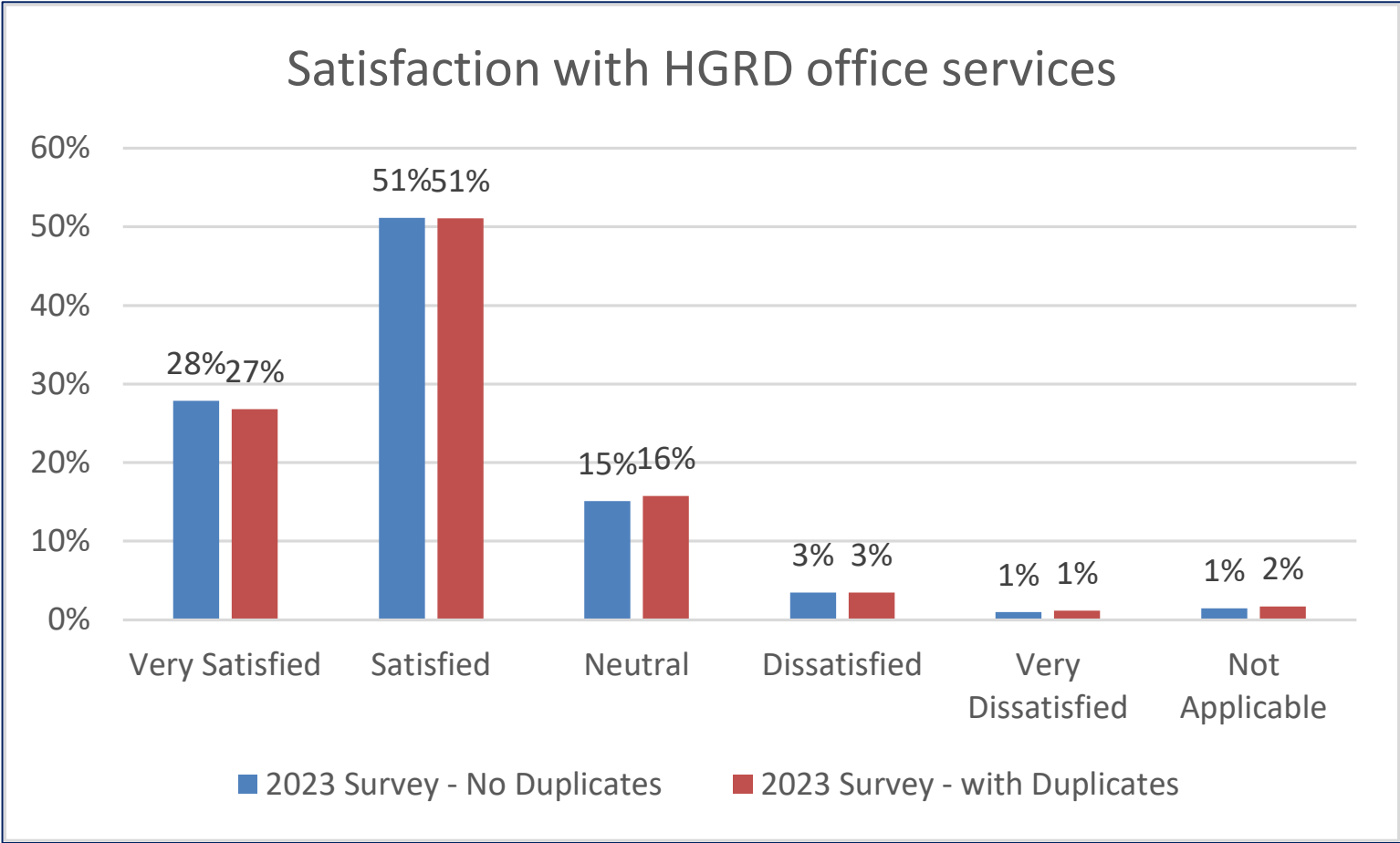
Satisfaction Level with the Sailboat Pond & Butterfly Garden



Key Take-aways:

- Very strong satisfaction with both the Sail Boat Pond and the Butterfly Garden
- Sample size for the Sail Boat Pond was very small
- Lots of duplicates for the Butterfly Garden responses

Satisfaction Level with the services provided by the HGRD Office

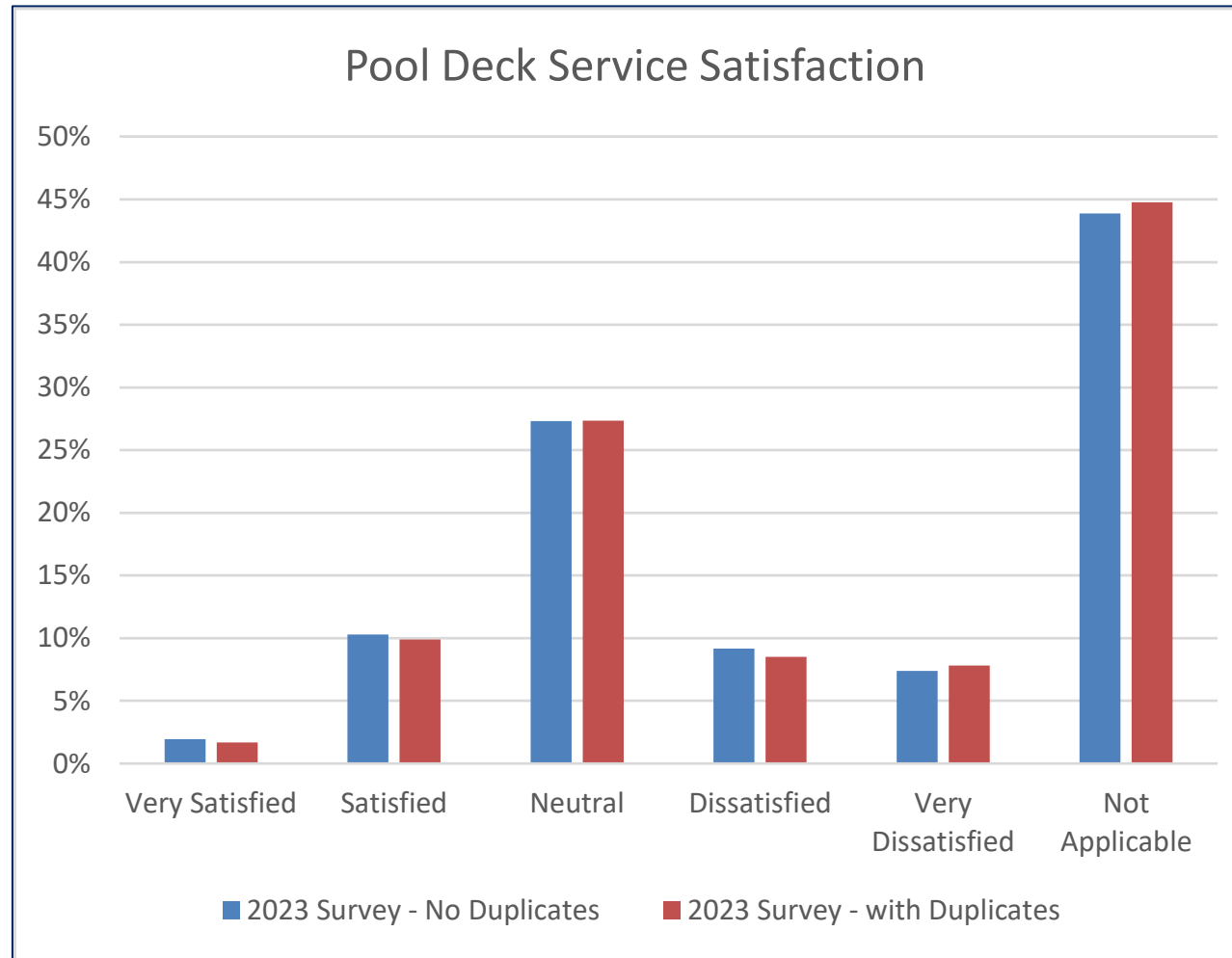


Key Take-aways:

- Strong satisfaction for the services provided by the HGRD office

Appendix – Pool Deck Service

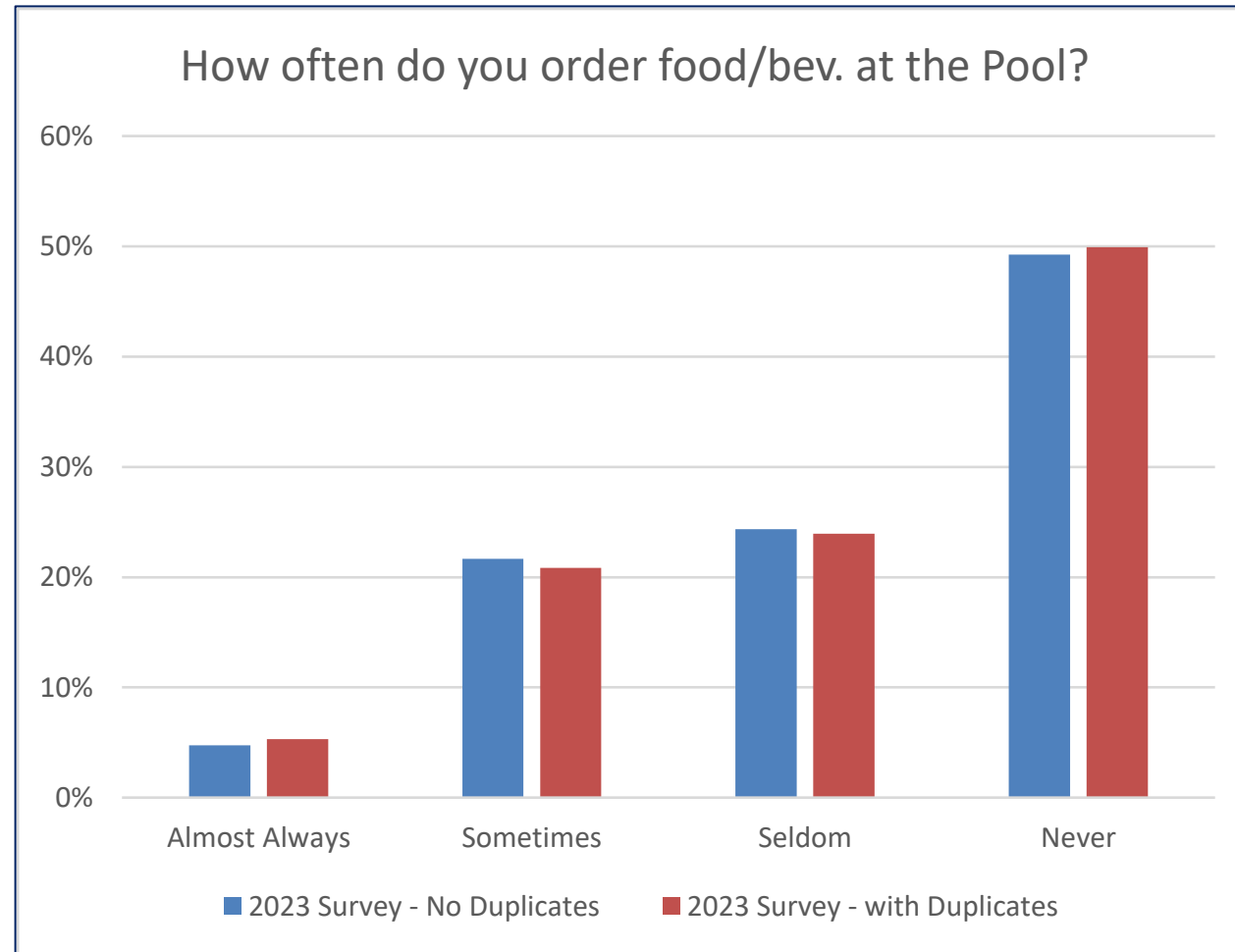
Satisfaction Level with the Pool Deck Service



Key Take-aways:

- Dissatisfied respondents outnumbered satisfied respondents for the Pool Deck Service indicating a significant area of needed improvement

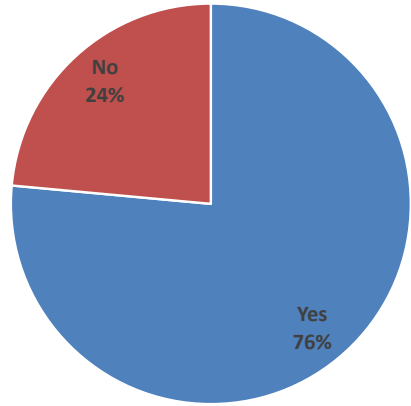
Food & Beverage at the Pool



Key Take-aways:

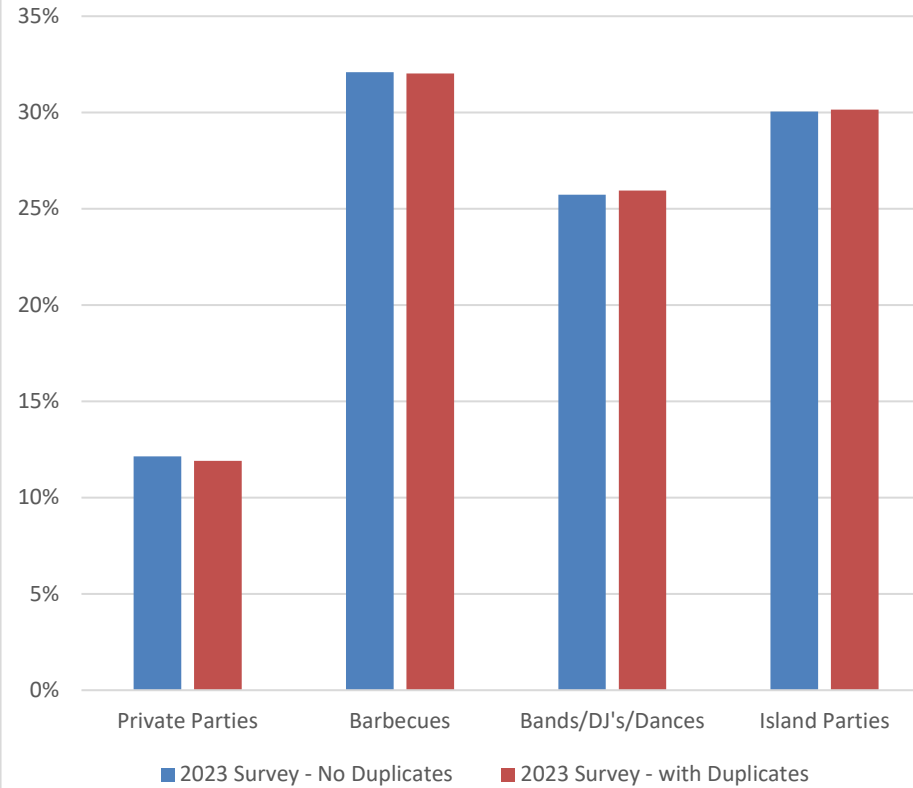
- Majority of respondents seldom or never order food or beverages at the Pool indicating a potential opportunity to expand Food & Beverage revenues

Should the Pool Deck be used for Special Events?

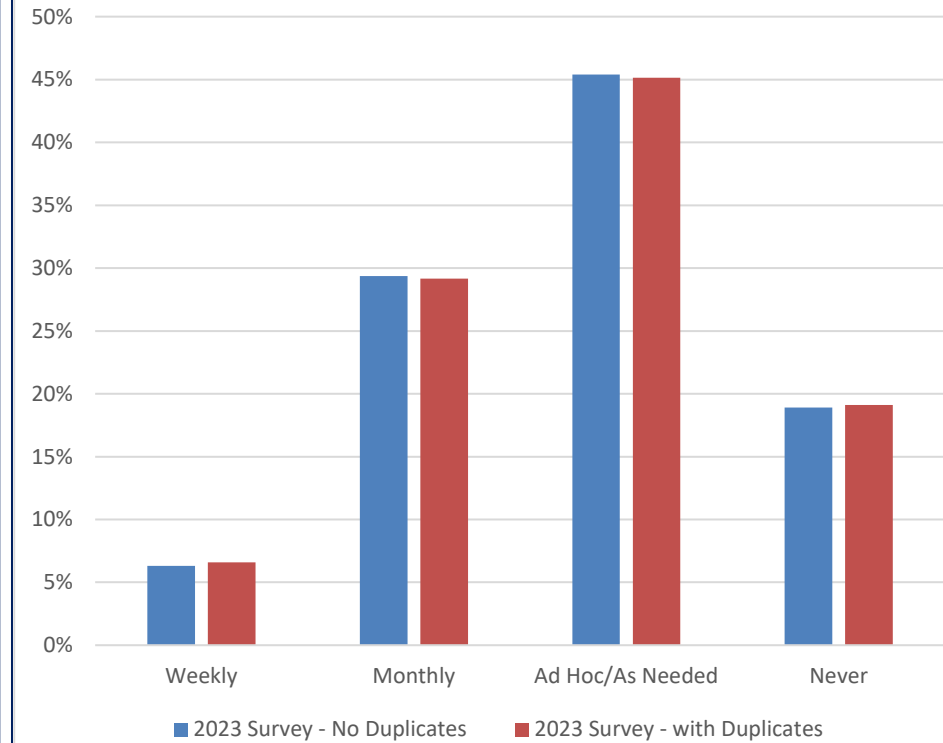


Use of the Pool for Special Events

What types of events are most desirable?



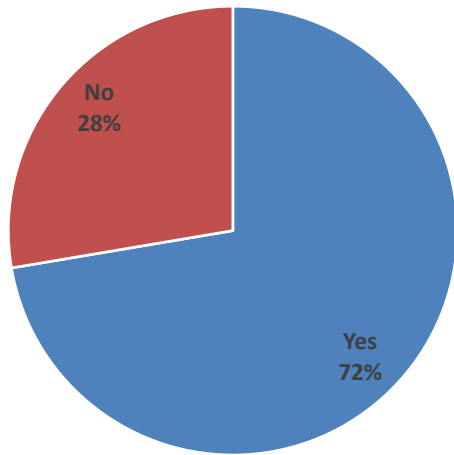
How frequently should the Pool Deck be used for special events?



Key Take-aways:

- Majority of respondents agree that the Pool should be available for special events. However, a significant majority feel that this should occur not more than monthly or for ad hoc special events only.
- A strong majority feel that these events should be open events (not private) with no clear preference on the type of event.

Should the Pool Deck have music playing?

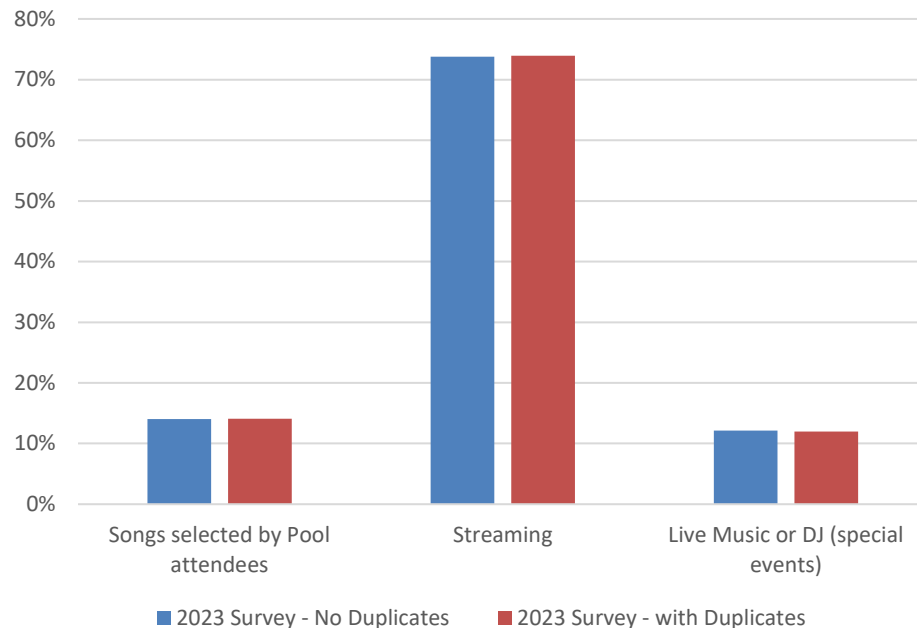


Music preferences for the Pool

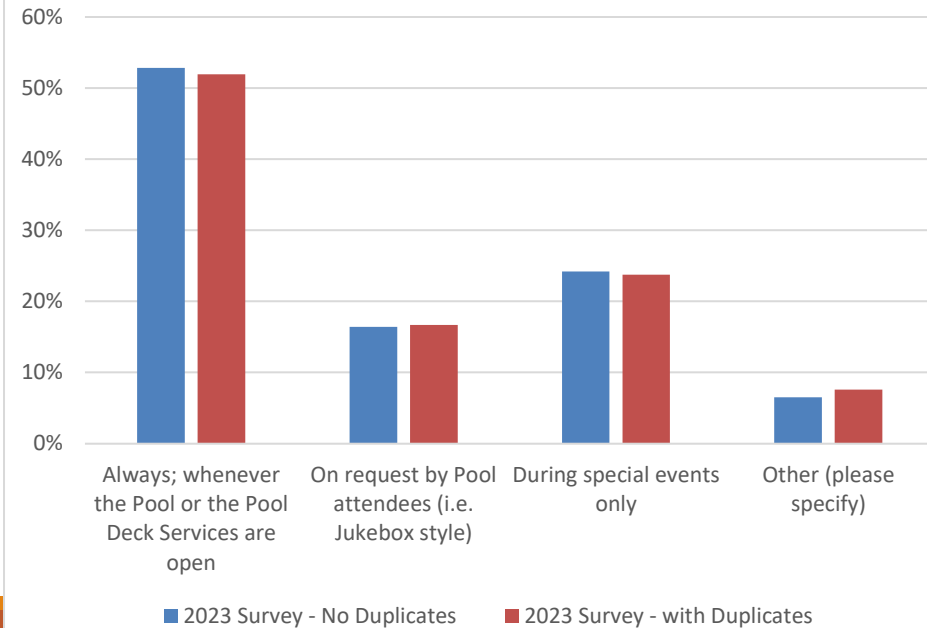
Key Take-aways:

- A majority of respondents agree that the Pool should have music playing.
- Half of the respondents would like the music playing all the time while the other half would like it controlled.
- A very strong majority would prefer that the music be supplied by a streaming music service

Desired source of Music



How frequently should music be played?





HERONS GLEN RECREATION DISTRICT BOARD MEETING
Joint Meeting with Finance and Audit Committees and Auditors
February 20, 2023, at 9:00 AM, Card Room C/Zoom

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas William Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski
- III. **ROLL CALL OF BOARD AND COMMITTEES** – Assistant GM Karon Bennett
- IV. **CALL FINANCE AND AUDIT COMMITTEES TO ORDER** - Chair Finance Committee Dennis Popp
- V. **PRESENTATION OF THE 2022 AUDIT RESULTS** –Chris Kessler and Rob Willems from CliftonLarsonAllen
- VI. **FINANCE AND AUDIT COMMITTEE DISCUSSION** - Recommendations to Management
- VII. **FINANCE AND AUDIT COMMITTEE MEETING ADJOURNMENT**

15-Minute Break

- VIII. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
Resolution 2023-02 – Furniture
- IX. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - A. Facilities & Amenities Committee- Supervisor Kulkoski
 - B. Finance Committee - Dennis Popp
 - C. Green Committee - Jon Edinger
 - D. Long-Range Planning Committee - Fred Gignac
 - i. Strategic Planning Review
 - E. Policies & Procedures Committee - Karen Mars
 - F. Problem-Solving Taskforce - John Cowgill
- X. **GENERAL MANAGER’S REPORT** – GM J.B. Belknap
- XI. **FINANCIAL REPORT** – Controller Lynn Brew
- XII. **OLD BUSINESS**
 - A. Resident Events Volunteers – Supervisor Polvinen
 - B. Multi-Use Path Recommendation - Supervisor Kulkoski

XIII. NEW BUSINESS

- A. Analysis of the 2023 Resident Survey Amenity Comments – Chair Young & Jeff Buxton
- B. Appointment of the Election Committee – Vice-Chair Overs

XIV. RESIDENT COMMENTS

XV. UPCOMING MEETINGS

- Thursday, March 2 – Green Committee - 9:00 a.m.—CR-C/Zoom
- Thursday, March 2 – Meet the Candidates – 4:30 PM – Ballroom/Zoom
- Monday, March 6 — Board Meeting —9:00 a.m.—CR-C/Zoom
- Monday, March 13—Finance Advisory Committee—9:00 a.m.—CR-C/Zoom
- Monday, March 13—Facilities & Amenities Advisory—2:00 p.m.—CR-C/Zoom
- Monday, March 20 — Board Meeting —9:00 a.m.—CR-C/Zoom
- Tuesday, March 21 — Board Election —4:30 p.m.— 6:30 p.m. – Card Room C
- Thursday, March 23 —Special Board Meeting —9:00 a.m.—CR-C/Zoom

XVI. ADJOURNMENT



HERONS GLEN RECREATION DISTRICT BOARD MEETING
Joint Meeting with Finance and Audit Committees and Auditors
February 20, 2023, at 9:00 AM, Card Room C/Zoom
MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Mary Ann Polvinen	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas William Kulkoski	X	Residents	16

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski led the Pledge of Allegiance.
- III. **ROLL CALL OF BOARD AND COMMITTEES** – Assistant GM Karon Bennett took roll call; attendees are listed above
- IV. **CALL FINANCE AND AUDIT COMMITTEES TO ORDER** - Chair Finance Committee Dennis Popp
- V. **PRESENTATION OF THE 2022 AUDIT RESULTS AND DISCUSSION** –Chris Kessler and Rob Willems from CliftonLarsonAllen presented the Fiscal Year 2022 audit results as attached in this document. This report ends the engagement work for this fiscal year.

A discussion took place on the auditor’s non-compliance finding relating to the physical inventory of assets in order to do an audit follow-up. GM Belknap stated that we need to wait until the season is over in order to get the resources for the project. Controller Lynn Brew agreed that by the end of March 2023, there would be a plan in place to do the inventory of physical assets by the end of the fiscal year. Management will include this in the plan mentioned by Controller Brew in order to get the deficiency rectified.

Supervisor Schwarz referred to the untimely bank reconciliations and asked that management confirm a target date each month so that findings may be addressed.

Dennis Popp the Finance Chair recommended that the Board approve the audit with any modifications that they’d like. Additionally, he asked that the Board have the auditors put year-to-year comparatives on the financial reports.

*Supervisor Kulkoski made a motion to approve the audit. Vice-Chair Overs seconded: **The motion was approved unanimously.***

*Supervisor Schwarz made a motion to have management prepare comparative statements in the annual financial report. Vice-Chair Overs seconded the motion. **The motion was approved unanimously.***

Further, Chair Young requested the Board receive a comparison of the audited financial statements prior to budget time. Mrs. Brew replied that she does provide multiple years in the budget worksheets.

Chair Young Excused the Auditors, Audit, and Finance Committees at 10:15 a.m. The Regular Board Meeting opened following a 15-minute break.

VI. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. officially announced candidates Ken Marohn and Karen Mars for the HGRD Board Election. The election is underway.

Counsel Hart presented Resolution 2023-02. *Vice-Chair Overs moved to approve Resolution 2023-02, Supervisor Schwarz seconded the motion, and the Resolution was approved as follows:* A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2020 BOND FUNDS FOR RESTAURANT PROJECT, SPECIFICALLY FURNITURE, AND EQUIPMENT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

Supervisor Kulkoski asked the Board to consider paying for the furniture out of the \$65k reserves for the restaurant amount instead of the Bond. Supervisor Polvinen agreed. Supervisor Schwarz disagreed, stating the importance of staying consistent with the way other projects were handled by paying out of the Bond and then moving to the reserves. The Board agreed to use the bond proceeds first.

Counsel Hart presented Resolution 2023-03. *Supervisor Polvinen moved to approve Resolution 2023-03, Vice-Chair Overs seconded the motion, and the Resolution was approved as follows:* A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 DEFERRED MAINTENANCE BUDGET FOR LAKE BANK MAINTENANCE; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

VII. **COMMITTEE REPORTS & RECOMMENDATIONS**

Facilities & Amenities Committee - Supervisor Kulkoski advised the group that a formal introduction will take place between the committee, the F&B Director, and the Chef at the next committee meeting. At the last meeting, the committee discussed: pool seating, the replacement of handicapped chair at the pool, a lap lane at the pool, menus outside, kid's menu, a consideration service window, mobile app so residents can order food from the pool, dog park, sleeves on pool handles, extended restaurant hours, update bathrooms on the golf course, consider a halfway house fitness center, and women's bathroom odor. Another item was that a number of residents think they are paying operational costs for the golf course and supplementing the concert series. They asked that GM Belknap notify the residents that the golf course is self-sufficient from an operational standpoint and that the concert series runs at a profit. A resident suggested lowering the ceiling on the SW corner of the restaurant. Jeff Buxton provided an update on the amenities as attached using keywords that were pulled from the 2023 Strategic Planning Survey.

It was determined by the Board and the management team that resort casual attire includes dress jeans as follows: "Acceptable dress jeans of any color are permitted in the dining facilities ONLY but must not be torn or faded." Assistant GM Karon Bennett will notify the residents by email.

Finance Committee – No report.

Golf Committee - Jon Edinger went through his analysis of the strategic planning survey including the 220 comments made on the subject of golf. Many of the comments came from golfers. The comments demonstrated a great lack of knowledge of using the Chelsea System. A lot of people wanted faster greens. 51 comments referred to rates with most wanting others to pay more money. Overall, it appears we are moving in the right direction. The committee is not in the best shape with the Memorial status, they need to know what needs to be planted. Requests are encouraged, there has been a lot of damage on the golf course. The committee is starting the put together costs and suggestions to address shoreline concerns on hole #17.

Long-Range Planning Committee – Beth Brucker presented generator quotes in the absence of Bob Herbstritt. They are looking at five contractors to do the work, four of which are from Sourcewell.

Policies & Procedures Committee - Karen Mars the committee met this past week and decided on suggestions from the Board, management and Counsel Hart to include in the update to the HGRD Policies & Procedures. The draft has been given to the Board. The committee recommends tentatively approving the clean version of the document as a whole. That would allow the committee to do several things: using the Policies & Procedures to put together an update on the HGRD Rules and Regulations, allowing for some legal thoughts from Counsel Hart, and allowing the Board time to review. The committee will attempt to get this completed by the next Board meeting for approval.

Problem-Solving Taskforce - John Cowgill reported that the Problem-Solving Taskforce recommends that the HGRD determine how to pursue advertising contractors to provide bid estimates for the total maintenance/storage building project. This includes design, metal building, and tentative issuing of permitting on all construction activities. HGRD input must be concise and timely to have the project move forward. The best way is to get one contractor to get the initial price. We don't have any building suppliers who can do the whole project on Sourcewell. It was suggested that the items in storage be organized before moving into the new building.

VIII. **GENERAL MANAGER'S REPORT** – GM J.B. Belknap reported on the following:

Bocce/Shuffle Courts: Stultz has been following up with Mor-Sports since Monday about starting work. Sanitary has been rerouted around the shuffle courts. They have poured a base for the Lightning Alarm system. We are waiting for an update from Honc on remobilizing for the parking lot work

Pickleball Courts: Stultz has finished clearing the plants from the pickleball area. Mor-Sports was supposed to start cutting the courts and setting fence posts, but they did not show up. Stultz has been following up with them since Monday. We are waiting on a response from Stoney regarding the pickleball structure. Stultz is working on some counts to see if it's feasible to use pavers for the area between the new courts and the future courts.

Pool Deck: The electrician is working with his supplier for lead times on the spec'd poles. We're also talking to the supplier about doing the photometric for the lighting which we can then have an engineer sign and seal.

Restaurant: There was a meeting this afternoon with an Interior Designer. They have presented some options for the bar location relative to the existing column. They will be making some adjustments to the plan based on today's feedback and expects to have an updated floor plan by the middle of next week for approval by HG. They will need formal approval of the floor plan before we can proceed with their MEP consultants.

Roof & Inspection: Todd Denham from Jack Brown & Associates has not yet sent us his written report nor a proposal to serve as our owner's rep on the new roof replacement. After our phone conversation a week ago, we are confident they are interested in acting as our representative and I've reached out to him again for a timeline. Facilities Maintenance Manager Dan Parker has been attempting to gauge local roofer's lead times. Crowther said they are 8 months out, even on a large job like Herons Glen. Obviously, this is an issue for us making Brown's (or someone else's) involvement with regard to options even more critical.

Storage Building: John Cowgill and the PSTF committee met Friday to discuss various methods of delivering a "turnkey" project. Clarke Construction will give us a cost proposal this coming week. Other design/build companies will also be explored.

Multi-Use Path: Bonness paving met with Dan, Supervisor Kulkoski, and Jon Edinger on Tuesday. As we told Hole Montes, Bonness wasn't prepared and thought they were reviewing the HOA road project. The estimator, however, did walk the MUP project and now has a better understanding of the scope. If they still want the job after not getting the HOA project, they will submit a new proposal to HM who, in turn, will inform us of the final bids so we can go to bid oversight.

FEMA: The next meeting is scheduled for Tuesday, Feb. 21st.

Fitness Center HVAC Issue: MK representative, Rod Richardson filed the following report after meeting with Dan and Bob Herbstreit, *"Upon visiting the Herons Glen fitness center, I did observe areas mostly above the AC duct work where the retaining fabric had not been installed or was cut back, and disheveled insulation in some areas. Filling any gaps in the insulation is bound to be a plus. However, after conferring with Brian Foret and Mike Sheeley, MK architecture believes that the first line of correction needed is for the proper thermostats to be installed and their proper function verified. (Honeywell YTHX9421R5051 Prestige IAQ) I found the current thermostats to be Carrier and their function capabilities are unknown to us. As stated in the reply from Ron Reis, the Honeywell thermostats are designed to work for both temperature and humidity control, turning the AC units into dehumidifiers even after a set temperature is reached. Also, have someone check the connections at the supply grills for any air leakage while the units are running. Once the proper stats are in place and any air leakage is sealed, I would be happy to revisit the site and confer with Dan if the problem still exists."* Gm Belknap talked to Bob Herbstreit yesterday and he mentioned the thermostats called for in the plans were not installed based on Dan's request at the time. Dan is going to install those and seal the air leakage. We'll then observe the conditions and work with Bob in getting MK back to determine if anyone was at fault.

F&B: We continue to receive positive feedback regarding food & service. A quick dashboard check shows a 30% increase in sales the first 17 days of February compared to the same period last year.

CLIS: February through April are always the months of greatest concern. Director of Golf Course Grounds Tim Kortanek and GM Belknap have been meeting to discuss ways of improving our day-to-day operations. In the short term, we've reached out to No Limit Irrigation and Mainscape to supplement our staff to replace failing wiring/valves in problem zones, help in repairing mainline breaks, and if need be, aid in wet checks throughout the community. Additional investigation will be done from a longer-term perspective, which will include looking at outsourcing, to develop costs, daily efficiencies, etc. Information will be gathered and given to you.

Policies & Procedures Update: Management sat in with Jayne Schwarz, Karen Mars, and other committee members to review the revision of the Policies & Procedures document. The committee has done a thorough job in bringing many of the policies up to date.

ADA Update: Ryan at RG Architecture will provide a proposal for an ADA audit of the facility.

FINANCIAL REPORT – Due to time constraints Controller Lynn Brew did not report the month’s financial variances. The financials are posted online.

IX. **OLD BUSINESS**

Resident Events Volunteers – Supervisor Polvinen reported that the volunteers will wait to join the committee when the Board seeks committee volunteers in March.

Multi-Use Path Recommendation - Supervisor Kulkoski proposed that the engineer from Hole Montes take the multi-use path back 10 feet wide the whole way to Kaydon and repair Palo Duro to Mystic as well as the area where the sail club is. There are significant differences between the bids Hole Montes has received. The Board will be prepared for contingencies. Counsel Hart will work directly with the committee on the process of competitive bidding.

X. **NEW BUSINESS**

Appointment of the Election Committee – Vice-Chair Overs shared the process of gathering volunteers for the election committee. Supervisor of Elections Lynn Brew sent out an email asking for volunteers on two dates. 23 responses were received, using email addresses rather than names, and in the presence of Assistant GM Karon Bennett, a random number generator on the internet was used to select the 2023 District Election Committee as follows:

1. Sean McDonald
2. Joann Brosnan
3. Annette Slocum
4. Dawn Jackson
5. Pat Colucci
6. Nic Rossi
7. Sherri Long

The Board members have now been removed from the election process. The committee will participate prior to the Meet the Candidates, they will meet one hour beforehand and pass them to the moderator. They will also participate in counting ballots on Election Night.

*Vice-Chair Overs moved to appoint the residents to the Elections Committee. Supervisor Schwarz seconded. **The motion was approved unanimously.***

XI. **RESIDENT COMMENTS**

Mary Wright requested to go on record to express her disappointment at the criticism made at the last Board Meeting by a resident. The comment was that they feel the Board mishandles election voting. Mrs. Wright felt that this was quite an insult to the Board, management, attorney, and some of the residents. She was upset by the comment and the uneducated critique of the election process. Mrs. Wright added that when things like that happen the Google Group picks up on it and spreads bad rumors. The group agreed that it would be appropriate to email the residents a copy of the election procedures that the Board and Election Committee follow in the Policies and Procedures. Mrs. Wright added that she is grateful for the work the Board does and for their transparency.

Kim Roerke asked about the sound system at the pool. GM Belknap stated that at the time we are playing music through a streaming station. GM Belknap is in the process of having a new system installed through Harmon’s Audio/Visual.

XII. **UPCOMING MEETINGS**

- Thursday, March 2 – Green Committee - 9:00 a.m.—CR-C/Zoom
- Thursday, March 2 – Meet the Candidates – 4:30 PM – Ballroom/Zoom
- Monday, March 6 – Board Meeting —9:00 a.m.—CR-C/Zoom
- Monday, March 13—Finance Advisory Committee—9:00 a.m.—CR-C/Zoom
- Monday, March 13—Facilities & Amenities Advisory—2:00 p.m.—CR-C/Zoom
- Monday, March 20 – Board Meeting —9:00 a.m.—CR-C/Zoom
- Tuesday, March 21 – Board Election —4:30 p.m.— 6:30 p.m. – Card Room C
- Thursday, March 23 – Special Board Meeting —9:00 a.m.—CR-C/Zoom

XIII. **ADJOURNMENT** took place at 11:40 a.m.

Submitted By:

Karon Bennett 3/20/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

Howard Young 3/20/2023
Howard Young, HGRD Board Chair Date



We'll get you there.

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Hérons Glen Recreation District

Presentation of the 2022 Audit Results

February 20, 2023



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Firm Overview

Create opportunities

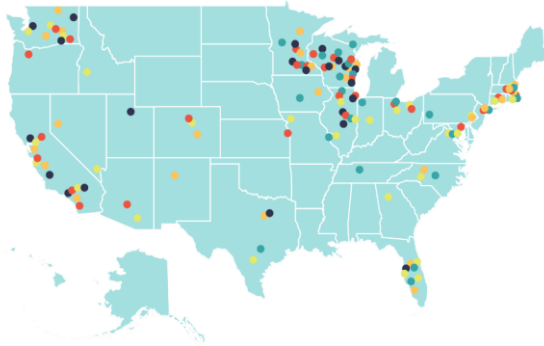
CLA is the 8th largest public accounting firm in the country. CLA exists to create opportunities for our clients and our communities through industry-focused wealth advisory, outsourcing, audit, tax and consulting services.

8,500+
PEOPLE

130
NEARLY 130 U.S. LOCATIONS

AN INDEPENDENT
NETWORK MEMBER OF

CLA Global



Audit Services Performed

Financial Statements

- Financial statement audit for the year ended September 30, 2022, in accordance with *Government Auditing Standards*

Reports to be Delivered

Independent Auditors' Report	Report on Internal Control Over Financial Reporting and On Compliance And Other Matters Based on an Audit of Financial Statements Performed in Accordance with <i>Government Auditing Standards</i> (Yellow Book Report)	Management Letter	Independent Accountants' Report	Governance Communication Letter
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Required Communications to Governance

- Unmodified Opinion on the Financial Statements
- Scope and timing of audit proceeded as planned
- Significant accounting policies
 - In accordance with generally accepted accounting principles and consistent with industry practices and standards
- Change in accounting policies
 - As described in Note 1, the District changed accounting policies related to Leases by adopting Statement of Governmental Accounting Standards Board (GASB Statement) No. 87, Leases, in 2022.
- Significant estimates within the financial statements
 - None
- There was one uncorrected misstatement. A summary of which is attached to the governance letter.
- No difficulties encountered in performing the audit
- No disagreements with management
 - Management was very helpful in working with us to complete our audit
- During the audit we identified impairment of capital assets due to Hurricane Ian as an additional risk that was not included in the Statement of Work (Engagement Letter).



Highlights of Financial Position as of September 30, 2022

- Management's Discussion and Analysis – Pages 4 through 11
- Financial Statements – Pages 12 through 15
 - Single year presentation due to implementation of GASB 87 - *Leases*
 - Total Net Position of \$35,047,100
 - Operating Loss of \$1,679,581
 - Decrease of Net Position of \$764,142
 - Cash Flow Provided used by Operations of \$955,459
- Make-up of Net Position \$35,047,100 – Page 12
 - Net Investment in Capital Assets - \$1,932,582
 - Restricted to Debt Service - \$28,265,594
 - Restricted for Capital Improvements and Maintenance - \$5,132,0545
 - Unrestricted – (\$283,130)



Questions?

Christopher Kessler, CPA

Principal

Chris.Kessler@CLAconnect.com

Robert Willems, CPA

Director

Robert.Willems@CLAconnect.com



CLAconnect.com



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Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.

Amenity Comments – Quantitative Analysis

Is there an additional amenity or upgrade to an existing amenity that you would like the Board to consider?

- Total count of responses: 748
- Count of "Yes" responses: 297 (39.7%)
- Count of "No" responses: 451 (60.3%)

If yes, what potential enhancements/new additions would increase your satisfaction and enjoyment as a resident?

Sorted Count of Key Words (Top 12)

Dog_Park	39	8.59%
Lounge_Renovation	36	7.93%
Restaurant_Food_or_Menu	32	7.05%
Restaurant_Renovation	21	4.63%
Lounge_Food_or_Menu	18	3.96%
Lap_Lanes_Pool	16	3.52%
Fitness_Rooms	14	3.08%
Additional_or_Larger_Pool	13	2.86%
Hours_of_Operation	12	2.64%
Pickleball_Courts	12	2.64%
Outdoor_Dining	12	2.64%
Basketball	11	2.42%

Sorted Count of Consolidated Comments (Top 12)

Lounge/Restaurant_Renovation	71	15.6%
Lounge/Restaurant_Food_or_Menu	50	11.0%
Dog_Park	39	8.6%
Additional_or_Larger_Pool_or_Lap_Lanes_Pool	35	7.7%
Fitness_Rooms	14	3.1%
Outdoor_Dining	13	2.9%
Range_Bathroom	13	2.9%
Hours_of_Operation	12	2.6%
Pickleball_Courts	12	2.6%
Basketball	11	2.4%
Pool_Deck_Service	9	2.0%
Clubhouse_Renovation	7	1.5%



RECREATION DISTRICT REGULAR BOARD MEETING

March 6, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Chair Young
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meeting on February 6, 2023
- V. **EMPLOYEE INPUT**
 - A. Cash Flow Model from FLCLASS – J.B. Belknap and Lynn Brew
 - B. Concert Series Update – Wendy Shea
- VI. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VII. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VIII. **OLD BUSINESS**
 - A. New Accounting Position – J.B. Belknap
 - B. Review Ballroom Renovations – Chair Young
- IX. **NEW BUSINESS**
 - A. Restaurant Layout RG Architecture – J.B. Belknap
 - B. 2023-2024 Board Calendar – Karon Bennett
- X. **RESIDENT COMMENTS**
- XI. **UPCOMING MEETINGS**
 - Monday, March 13, 2023— Long Range Planning — 2:00 p.m.—CR-C/Zoom
 - Wednesday, March 15, 2023— Facilities & Amenities — 2:00 p.m.—CR-C/Zoom
 - Monday, March 20, 2023— Board of Supervisors—9:00 a.m.—CR-C/Zoom
 - Tuesday, March 21, 2023—Board Election
 - Thursday, March 23, 2023— Board of Supervisors—9:45 a.m.—CR-C/Zoom
- XII. **ADJOURNMENT**



RECREATION DISTRICT REGULAR BOARD MEETING

March 6, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	x
Secretary Mary Ann Polvinen	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Bill Kulkoski	X	Residents	14

- I. **CALL TO ORDER** – Chair Howard Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Chair Young led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Supervisor Polvinen made a motion to approve the minutes from the Regular Board Meeting on February 6, 2023. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***
- V. **EMPLOYEE INPUT**

Cash Flow Model from FLCLASS – J.B. Belknap and Lynn Brew reviewed the Cash Flow Model developed by FLClass as attached. This working document provides a cash position monthly. With interest rates being high, this document will guide us on how to better manage our cash. Discussion ensued.

Concert Series Update – Wendy Shea mentioned that she gets a lot of comments about the Concert Series being funded by assessments, this is incorrect. The event is entirely funded by ticket sales. She noted that in the 14 years, she has coordinated the concert series, its revenue has always been greater than the associated expenses. This year the series contributed \$11K to the District's bottom line. GM Belknap will communicate these details to the community. Prices will go up next year and will be present at budget time. There will be four shows next year as well as one showcase.
- VI. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. informed the group that he had reviewed the proposed Policies & Procedures document noting that only the following items have changed within the Election Procedures section:
 - Clearly written that every ballot must come back in an envelope signed by an owner.
 - Clearly state that there will be a call for an Election Committee and a Supervisor of Election.
 - Clearly define the procedure that the Election Committee will be chosen by the Supervisor of Election in a random drawing. This will include two alternates. The Board will be required to approve the selected volunteers.
 - Clearly state that District Counsel will publish in the newspaper the call for candidates, the required qualifications, and the qualifying period.

Vice-Chair Overs moved to adopt Resolution 2023-04 amending the Election Procedures in the Policies and Procedures document. Supervisor Polvinen seconded the motion, and the Resolution was approved as follows: A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT AMENDING THE DISTRICTS' POLICIES AND PROCEDURES REGARDING ELECTION PROCEDURES; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.
- VII. **GENERAL MANAGER'S REPORT**– GM J.B. Belknap updated the group as follows:

Bocce/Shuffle Courts: Mor-Sports has completed forming the courts and plans on pouring concrete Tuesday at Noon. Following the pour, Stultz will get an updated schedule/milestones from Mor-Sports. The paving company will be

scheduled once Mor-Sports provides its timelines. Stoney (shade structure) was scheduled to meet with Mike (Stultz Superintendent) yesterday to discuss structure timing.

Pickleball Courts: Mor-Sports began setting the fence posts but it was discovered that they were installing 4' posts on the perimeter side fences which would allow balls to easily fly over the short fence. We want the new courts to mirror our existing courts as it relates to fencing heights, shade structure, colors, etc. A change order authorization was sent to Stultz to ensure we get what we want.

Pool Deck: March 27th is the date they'll begin perimeter work pending the availability of crews and supplies. Again, if they can accomplish the border work, we'll close the pool after Easter with the anticipation of re-opening mid-May if all goes as planned.

Restaurant: Gm Belknap received a call from the Copperleaf GM, David Dorie-Smith who told him that their project has been delayed therefore the furniture won't be available on April 3rd. That doesn't necessarily present a problem to us except for the mover's schedule. We have been in contact with Ray's Movers who have, thus far, been flexible. David will be keeping us abreast of their situation and will provide us with a firm date as soon as he can.

Ryan (RG Architects) is now engaging his MEP (Mechanical, Electric & Plumbing) consultants. Edward Don Co. provided the cut sheets for the new bar equipment. We will be in contact with Stultz next week asking for a preliminary schedule along with Ryan's timing to have permittable plans that can be submitted to the County. Like with every other project, completion timing will be a factor if a 150-day timeline is the target.

Roof & Inspection: Todd Denham from Jack Brown Associates will provide a report to GM Belknap on Monday. Once received his written assessment, it will be shared with the Board, and our agent, to develop a plan moving forward. Again, if roofers are 8 months out and we want to replace the roof rather than make the necessary repairs, we have to devise a mitigation strategy headed into the rainy season. Regarding the proposal for acting as our owner's rep and assisting us with a new roof, JBA's initial fee is \$8,500 plus \$185/hr. We are attempting to get a range of magnitude for the variable costs so we can refine the total cost projection.

Storage Building: John Cowgill and GM Belknap had a productive conversation with another company, Owens, Ames & Kimbell who is interested. Once building needs are decided, we should engage with an architect (RG) and develop an RFP to send out to prospective design-build firms. Mr. Cowgill added that the Problem-Solving Taskforce had a good discussion where they would do a modified design-build by marrying the contractor and architect on qualifications and pricing. We need to confirm what we want in the building, GM Belknap and Mr. Cowgill will get feedback from people using it and look at it during the next Board Meeting.

Multi-Use Path: The Bonness paving estimator was here last Saturday to walk the property one more time. The process is straightforward The projected project time frame is mid-April to the end of May. Once all final bids are received the process will move forward to the Bid-Oversight Committee.

FEMA: The reimbursement applications for the projects have been submitted. The next scheduled meeting is March 28th.

CLIS: No Limit Irrigation was here all week replacing failing wiring and valves in problem zones. We are continuing dialogue with irrigation companies with respect to outsourcing operations. On Tuesday, divers will install a frame to lift the intake pipe located in the driving range pond that feeds CLIS on the front half of the community. This should help prevent increased amounts of sediment from flowing through the system. Due to the dry and windy conditions, we'll be paying close attention to any additional water restrictions that may be enforced.

Lake Bank Erosion Mitigation: On Monday, the Director of Golf Grounds and Maintenance Tim Kortanek will supervise the company installing aquatic plants along lake banks to satisfy county requirements.

Fitness Center: Building Maintenance Manager Dan Parker will install the thermostats needed in the fitness center and determine where we are on reinstalling the insulation above the ceiling grid. If we still have issues after the new insulation and the thermostats, MK Architecture will return for other options.

VIII. OLD BUSINESS

New Accounting Position – The CLA did an audit of the Administration structure. One suggestion was the addition of an Assistant General Manager, who was added by the promotion of Karon Bennett. Another suggestion was to add a Payroll Clerk/HR. After presenting the job summary for a new accounting position, Controller Lynn Brew presented her idea for the position. She explained that the person doing the HR work in the office does a great job, however, she does not have a bachelor's degree in accounting. The proposed new employee would have that degree, be part-

time, and would take tasks from Controller Brew so she could handle reviewing and analysis that the auditors feel the top finance person should be doing. Supervisor Schwarz mentioned that she felt the Auditors were recommending an Accounting Clerk/Transaction Processor, adding that the Assistant Controller could do some of the job duties. The Board agreed that the new position was not clearly defined. Supervisor Schwarz expected that the new employee would be a transactional processing accounting clerk. This person would handle transactions such FEMA claims, bond project reporting, HR, and recording fixed assets on subsidiary ledgers. She further explained that if assets aren't put in the system, everything else falls behind. After a brief discussion, the Board asked that GM Belknap reexamine the proposed accounting position as it relates to the Finance Department and bring it back to the Board at their next meeting. Supervisor Schwarz and Dennis Popp will work with Controller Brew to improve the job descriptions before we get to June or budget time. The Board requested that Controller Brew provide job descriptions and duties for all administration employees.

Review Ballroom Renovations –Karen Jessop reviewed the requirements for the Ballroom. This included the projection screen, LED lights, darkening screens, stage curtains, acoustical tile, stage restrooms, reconfiguration of the stage, sound room reconfiguration, electrical supply, lightboard and add A/C, this not only affects the people working but the equipment overheats. Another advantage is the stage will be made handicap accessible. Supervisor Schwarz, Karen Jessop, Wendy Shea, and GM Belknap will meet with a consultant to see what needs to be done to move forward with the project.

IX. **NEW BUSINESS**

Restaurant Layout RG Architecture – The latest rendering of the dining room was presented. (Attached) Many positive comments were received about the new layout and furniture purchase after GM Belknap sent an email on February 10, 2023 to the residents. GM Belknap will ratify the range of magnitude costs.

*Vice-Chair Overs motioned to approve the Restaurant layout and have RG Architecture to move forward with the plan. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

2023-2024 Board Calendar – The Board's schedule for 2023-2024 will be decided during the first meeting following the election of the new Board member. The Board will take into consideration the schedule of District Counsel Hart by avoiding the second Monday of each month.

Vice-Chair Overs mentioned that residents have asked why we don't have Board Workshops anymore. It should be known by the community that we changed from the workshop to a regular meeting to allow the Board to take action at each meeting. Before any motions are made, resident comments are encouraged.

Golf Committee Recommendation - Jon Edinger put forth the recommendation for an expenditure of \$52k for the palms and trees (\$40K palms and trees, \$12k scrubs, and bushes) that were damaged during Hurricane Ian. This will accomplish two things: beautification of the golf course and re-establishing its degree of difficulty.

*Chair Young motioned to move forward with the landscape and tree costs not to exceed \$54K to be funded by the Golf Course Improvement Fund. Supervisor Polvinen seconded the motion. **The motion was approved unanimously.***

X. **RESIDENT COMMENTS**

Barbara Chernow questioned the District's voting process. She opined that it was, somewhat flawed in its representation of voters. The HOA allows 1 vote per lot. For HGRD elections each lot owner gets a say, so anyone listed on the deed is entitled a vote. Yet, as to financial responsibilities, each lot is responsible, \$634 per quarter (October 1, 2022 through September 30, 2023) plus \$1,425 annual bond payment. She wanted to know how each supervisor feels about this and how to handle what she believed to be voter disparity. District Counsel explained that there is a difference between a government entity (HGRD) and other entities. The county created this special district, they directed what we must do with regard to voting for Supervisors, it is in the charter, i.e. the ordinance which

created the HGRD. Supervisor Kulkoski pointed out that the Recreation District statute itself, which is the State Statute which authorizes Recreation Districts in the first place, also has that same requirement. So, in summary, the State legislature would have to amend the Statute and the County Commissioners would have to amend the District's Charter in order to fix this situation and change the HGRD voting to one lot, one vote.

Counsel noted that at the time of establishing the District, the residents owned significantly fewer lots than the builder. The each owner voting was the best way for the residents to control the District. Counsel further explained that FL law says that a government can only assess the lots in a community such as Herons Glen if that government assessment is providing a special benefit to each lot assessed. Special benefit in this context means something which enhances the monetary value of the Lot, i.e. the real estate. District Counsel noted that in interpreting the laws that deal with special assessments (case laws), the courts are very particular about the particular benefit provided to the property. Ms. Chernow reiterated that she does not feel that this is an equal representation and asked more about how to change the process and whether litigation would be required. Counsel Hart advised that this would require major litigation which would be unlikely to succeed and the better way to change this would be to get the State legislature to amend the Recreation District statute and then ask the County Commissioners to amend the District's Charter.

Karen Mars – The Policy and Procedures document is almost ready. Most of Counsel Hart's changes have been incorporated into the draft. She will send the board a redline version if tentatively accepted.

Karen Jessop Chair of Media Resources: Thank you to J.B. for providing someone to adjust the lights for the play. She also extended a thank you to the vote sorters for Meet the Candidates, where she was the moderator.

Nic Rossi stated that at the last Board meeting, GM Belknap noted a 36% increase in food and beverage revenue and asked for February data. GM Belknap noted that revenue is up 28%, and they will look at expenses. What he wants to do is make people happy and control expenses along with the revues. Mr. Rossi raised a question on house charges. He suggested that the district bill house charges (restaurant and golf shop) every month rather than quarterly. However, he was advised that only assessments are billed quarterly; all other items are billed monthly.

XI. **UPCOMING MEETINGS**

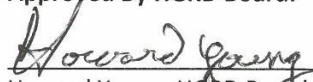
- Monday, March 13, 2023— Long Range Planning — 2:00 p.m.—CR-C/Zoom
- Wednesday, March 15, 2023— Facilities & Amenities — 2:00 p.m.—CR-C/Zoom
- Monday, March 20, 2023— Board of Supervisors—9:00 a.m.—CR-C/Zoom
- Tuesday, March 21, 2023—Board Election
- Thursday, March 23, 2023— Board of Supervisors—9:45 a.m.—CR-C/Zoom

XII. **ADJOURNMENT** took place at 11:37 a.m.

Submitted By:

 04/03/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 04/03/2023
Howard Young, HGRD Board Chair Date

CONSULTANT

CIVIL ENGINEER:
COMPANY NAME
ADDRESS

OWNER

EAL

PROJECT TITLE

**HERONS GLEN CLUBHOUSE -
RENOVATION
NORTH FORT MYERS, FL 33917**

PROJECT ADDRESS

[illegible]

DATE ISSUED: 02.21.23

REVIEWED BY: _____ Checker _____

DRAWN BY: _____ Author

DESIGNED BY: Designer

PROJECT NUMBER: 2160 000

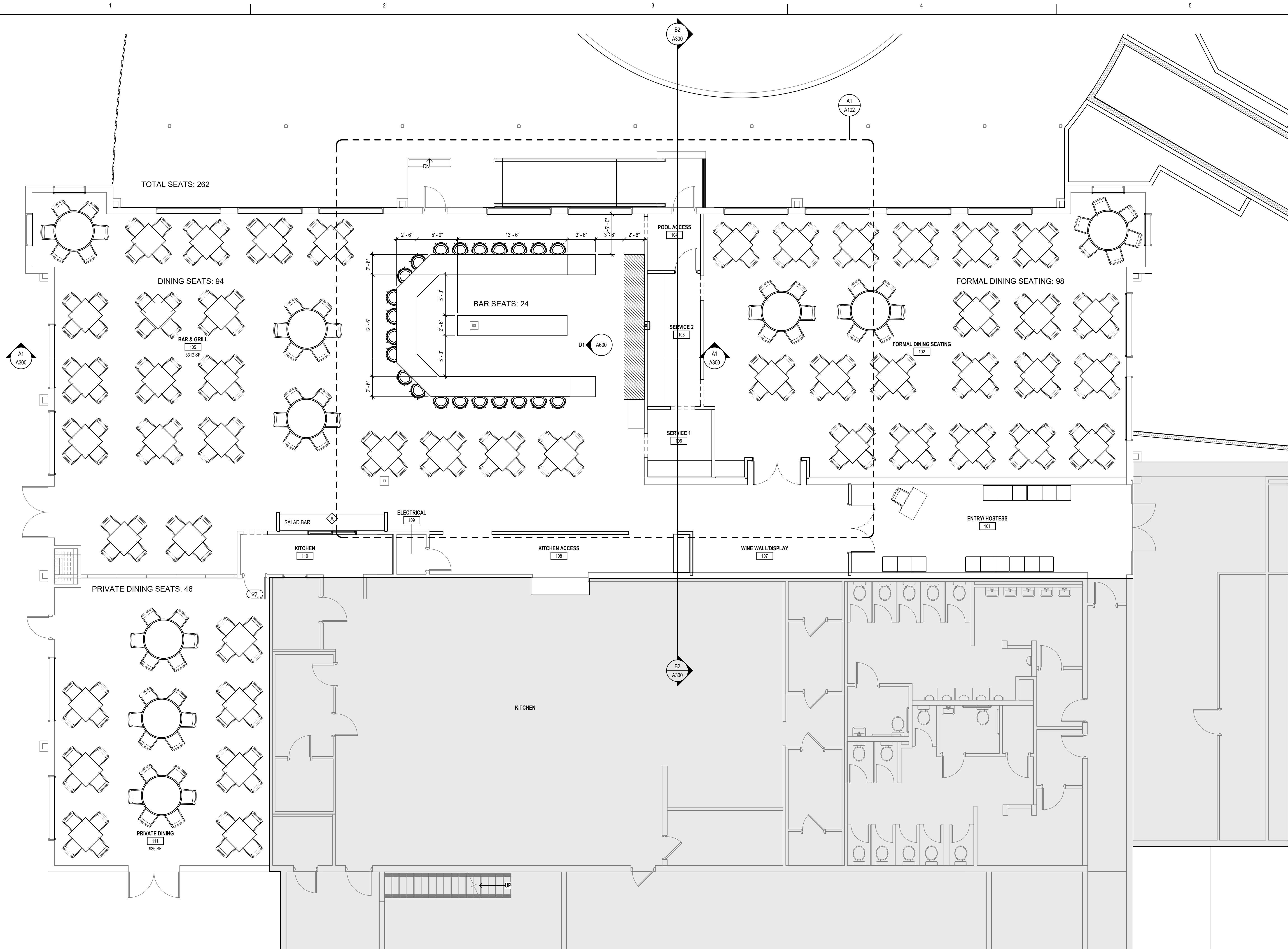
SHEET TITLE

OVERALL FIRST FLOOR PLAN

EET ID

A101

Design Development



OVERALL FIRST FLOOR PLAN

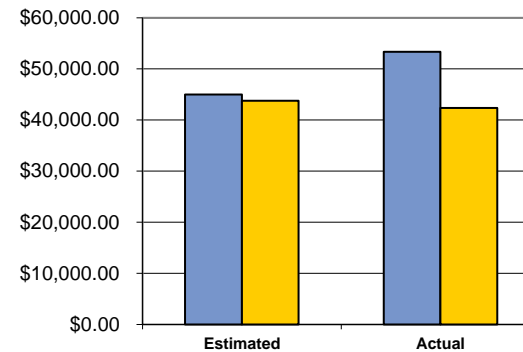
SCALE: 3/16" = 1'-0"

Event Budget for 2023 Concert Series

Profit - Loss Summary

	Estimated	Actual
Total income	\$45,000.00	\$53,351.00
Total expenses	\$43,775.00	\$42,345.28

Total profit (or loss)	\$1,225.00	\$11,005.72
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Income

	Estimated	Actual
Total income	\$45,000	\$53,351.00

Admissions-Series (Evening/Matinee)

Estimated	Actual		Estimated	Actual
250	279	Evening @	\$80.00	\$20,000
150	147	Matinee @	\$80.00	\$12,000
			\$32,000	\$34,080.00

Admissions- Individual Shows

Estimated	Actual		Estimated	Actual
250	283	Showcase - 1/26/23	\$12.00	\$3,000
100	120	1/13/23 Show @	\$25.00	\$2,500
100	155	1/28/23 Show @	\$25.00	\$2,500
100	178	2/10/23 Show @	\$25.00	\$2,500
100	182	2/28/23 Show @	\$25.00	\$2,500
			\$13,000	\$19,271.00

Expenses

	Estimated	Actual
Total Expenses	\$43,775.00	\$42,345.28

	Estimated	Actual
Site		
2022 Selection Visits	\$1,000.00	\$860.80
Totals	\$1,000.00	\$860.80

Other Expenses

Ticket Stock	\$50.00	\$50.00
Advertising	\$600.00	\$0.00
Cleaning Service (4)	\$300.00	\$125.00
Miscellaneous	\$100.00	\$0.00
Showcase Food & Tickets	\$800.00	\$720.04
Food For Performers-Series	\$900.00	\$814.44
Totals	\$2,750.00	\$1,709.48

	Estimated	Actual
Entertainers		
Bachelors of Broadway-1/14/23	\$10,800.00	\$10,800.00
Jayne Curry- 1/28/23	\$9,475.00	\$9,475.00
Joe Starr & Troy Thirdgill-2/10/23	\$11,500.00	\$11,500.00
Majesty of Rock -Sat.Feb 25, 2023	\$8,250.00	\$8,000.00
Totals	\$40,025.00	\$39,775.00



Herons Glen Recreation District

DRAFT

Position Title:	Part-Time Staff Accountant
Position Type: Reports To: Supervises:	Part-Time Flexible Schedule Controller N/A
Position Description	

POSITION SUMMARY:

This position is responsible for posting month end journal entries and payroll accruals, reconciling monthly bank and investment statements, preparing prepaid expense, fuel inventory and sales tax schedules as well as submitting monthly sales tax payments online by the deadline. This position will assist with the annual budget, outside audit and H-2B Visa processes. This position may be responsible for monitoring and recording the District's fixed assets and depreciation. This position may be expected to perform or assist with various project-based tasks as requested by the Controller. This position relies on experience and judgment to plan and accomplish goals in a timely manner.

POSITION DUTIES AND RESPONSIBILITIES:

- Reconcile monthly bank and investment statements
- Reconcile monthly fuel inventory
- Post month end journal entries, including bi-weekly payroll journal entries and month-end accrual
- Prepare draft monthly financial statements
- Prepare monthly sales tax reconciliation and payment
- Create new AP vendors in software program as needed
- Assist with annual budget process
- Assist with outside annual audit
- Assist with the H-2B Visa process
- Monitor and Record Fixed Assets (?)
- Perform various project-based tasks such as researching new payroll companies, getting quotes on new leases for equipment, etc... (?)

REQUIRED POSITION QUALIFICATIONS/EDUCATION:

Minimum of five (5) years in accounting function position at the general ledger level. Strong background in Hospitality/Club/Resort activities and/or Governmental Accounting preferred. Computer skills needed in all accounting areas. Experience in reporting government accounting practices a plus. Has knowledge of commonly-used concepts, practices, and procedures. Ability to use good judgment and strong problem-solving skills. Takes initiative, follow through, and works independently.

Bachelor's Degree in Business Administration or Accounting preferred or equivalent experience

RECREATION DISTRICT REGULAR BOARD MEETING

March 20, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Mary Ann Polvinen		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meeting on February 20, 2023.
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - A. Facilities & Amenities Committee- Supervisor Kulkoski
 - B. Finance Committee - Dennis Popp
 - C. Green Committee - Jon Edinger
 - D. Long-Range Planning Committee - Fred Gignac
 - i. Strategic Planning Review
 - E. Policies & Procedures Committee - Approval of the Charters - Karen Mars
 - F. Problem-Solving Taskforce - John Cowgill
- VII. **FINANCIAL REPORT** – Controller Lynn Brew
- VIII. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- IX. **OLD BUSINESS**
 - A. Storage Building – John Cowgill
- X. **NEW BUSINESS**
 - A. Walking Bridge Tribute – Chair Young
- XI. **RESIDENT COMMENTS**
- XII. **UPCOMING MEETINGS**
 - Tuesday, March 21, 2023—Board Election
 - Thursday, March 23, 2023— Board of Supervisors—9:45 a.m.—CR-C/Zoom
 - Monday, March 27, 2023—Long Range Planning—9:00 a.m.—CR-C/Zoom
 - Monday, April 3, 2023—Board of Supervisors—9:00 a.m.—CR-C/Zoom
 - Thursday, April 6, 2023—Golf Committee - 9:00 a.m.—CR-C/Zoom
 - Monday, April 10, 2023—Facilities & Amenities Committee - 2:00 p.m.—CR-C/Zoom
 - CANCELED - Thursday, April 17, 2023— Board of Supervisors
 - Monday, April 24, 2023—Board of Supervisors, Mid-Year Review—9:00 a.m.—CR-C/Zoom
- XIII. **ADJOURNMENT**



RECREATION DISTRICT REGULAR BOARD MEETING

March 20, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Mary Ann Polvinen	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Bill Kulkoski	X	Residents	29

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Supervisor Kulkoski made a motion to approve the minutes from the Regular Board Meeting on February 20, 2023. Supervisor Polvinen seconded the motion. The motion was approved unanimously.*
- V. **EMPLOYEE INPUT** – Facilities Maintenance Manager Dan Parker updated the group on the multi-use path. The project starts at LaQuinta and Herons Glen Blvd. There is a hedge there that needs to be removed to widen the corner which will be a large improvement. The path will extend left side up to Preserve, milled 1/2 inch, then an 8-10 inch expansion of asphalt to shrubbery line through to Mystic. Next, the path will go from Mystic, past #18 exit to tee on #18 where it will be widened on both sides to stay away from trees. The contractor will double mill, remove the blacktop removing all vegetation including roots. From the teebox at 18 where there is already a 10 ft path in place, they will be milling and overlaying the cart path. It was noted that sealing the path would make it slippery. From Wheelock to Kayla work will be on the left. The project scope originally included Kayla to Kaydon, and this would require 8 palm trees to be removed. From Kayla to Kaydon will be a separate quote and the HOA will determine if they would like that to be done at the same time as the bond project
 - *Supervisor Kulkoski made a motion to send the multi-use path bid package to Finance's Bid-Oversight Committee once the Kayla section is pulled out with a max price of \$180K. According to the set of plans, the project can start prior to the rainy season. This includes the exception, which is setting a date after the fact. Supervisor Polvinen seconded the motion. The motion was approved.*

This week Tim Kortanek and Dan Parker will investigate erosion near the hole #18 lake area along the path. Another area is on the edge of the asphalt where the fence line and bank area are. Path paving will be on hold until further investigation and discussion takes place between the HGRD and HOA.

- VI. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. presented Resolution 2023-05 - Golf Course Improvement: *Vice-Chair Overs moved to approve Resolution 2023-05, Supervisor Polvinen seconded the motion, and the Resolution was approved as follows:* A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 GOLF COURSE IMPROVEMENT BUDGET FOR TREES AND LANDSCAPING HURRICANE REPLACEMENTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

Counsel Hart added that on Thursday election results will be ratified. He also mentioned that at the last meeting, a long discussion took place on how every owner gets to vote in the election, and what the FL Statute requires. The attorney from a fairly new Recreation District, University Park (UPC) contacted Counsel Hart mentioning that they are interested in changing the legislation on the election statute. Counsel Hart offered his interest in supporting UPC who

will approach the issue next year. They are also looking to change their Board from 5 to 7. Another change is the statute says all bonds need to be public, they'd like to do this privately, this way they could use a bank and possibly get better deals. Counsel Hart wanted the Board to be aware and he will keep us informed as he gets more details.

VII. COMMITTEE REPORTS & RECOMMENDATIONS

Facilities & Amenities Committee - Supervisor Kulkoski introduced Food & Beverage Director Janine Stepanich and Executive Chef Steve Mayberry to the committee at their last meeting. A large part of the time was spent concerning food and drink service in the pool area. Specifically, the way the assigned staff to service the pool is working well. The committee talked about electronic ordering, lap time in the pool, upcoming trivia night, and sound system improvement. Supervisor Kulkoski mentioned that he explained to the committee the community's covenant denies the dog park because all dogs are required to be on a leash.

Finance Committee - No report.

Green Committee - Jon Edinger thanked the Board for their approval to fund the replacement of damaged landscaping and laterals from the golf course improvement fund; most of which are now planted. As mandated by our Lake Management Plan, the Golf Maintenance department has protected 500 linear feet of our lakes. We are still losing 3-4 pine trees a month due to additional stress caused by Hurricane Ian. The next committee meeting will mark the transition of the Golf Ad hoc Committee to the Golf Standing Committee. The committee will be looking at several areas to switch from pine needles to shells or grass. They will also investigate increasing the size of the nursery. They will investigate the addition of a bulkhead on the lake bank of hole #17 from the waste area. Some of the work can be done in-house; the cost could be in the neighborhood of \$100K. The committee will figure out what to do on the other side. The course is beginning to show some wear, but the committee is confident that it will recover over the summer.

Long-Range Planning Committee - Fred Gignac advised that the Club Benchmarking Capital Asset Expenditure Plan is in hand. It will be a concentrated effort starting March 27, 2023.

Strategic Planning Review - Jeff Buxton put together a summary proposal to go into the next Strategic Plan. His plan is to get feedback from the Board and roll it into a full document like we did last year. Some things will have immediate impacts like the capital finance piece.

Chair Young advised the audience on the Strategic Plan. He showed them the documents that he had in hand, adding that there are multiple pages in the Club Benchmarking piece. Each piece falls into a calendar year up to 2042, the previous process on the Long-Range Committee was to look at 10, 20, and 30 intervals of the document. Due to the change in direction of financing the community, they are revisiting some things on how best to finance our community's future. Once the plan is finalized it will be shared with the community.

Policies & Procedures Committee - Karen Mars stated that the committee is satisfied with the Policy and Procedures document and recommends that the Board pass the appendix as no concerns have been expressed. Supervisor Kulkoski still has a question about the provision of new information being shared in less than 3 days. He recommended the following statement: "It is preferable that all new information dealing with any item to be voted on by the Board be given to the Board Members 3 business days or more before the meeting where the vote will take place on that item, but the Board may shorten that time as the Board sees fit." There was no approval of the appendix.

Gary Attila represented the Resident Events Committee and expressed concern about their charter. He stated that they have worked very hard to bring in new events for the community. He asked that their input be considered in the proposed charter. One of the committee's biggest disputes is over the loft storage area where they store their decorations and other items for events. Mr. Attila stated that the committee has been responsible for the loft area for numerous years, yet many items have recently been removed or dismantled. He also added that the Administration Office has a process in place where someone going into the locked storage area must seek approval from a non- Residents Event Committee member. After discussing the many ways that the area is being used, it was added that the proposed Charter is meant to clearly define that the storage is for the entire organization. The

procedure in the Administration Office was unknown to the GM, it will be changed, and the locks changed. The proposed charter states that Management will oversee the storage areas in anticipation of the new storage area to be used at the Golf Maintenance Facility. The Resident Events Committee will review the proposed charter and submit recommended changes. Patty Cummings added that no committee operates independently, HGRD makes the rules, and committees abide by them. Residents needing access can go to the Administration Office on weekdays, or the Food & Beverage Director can let them in when she is here on the weekend.

Problem-Solving Taskforce - John Cowgill and Bob Herbstritt shared their recommendation for the emergency generator plan to be used in the Golf Maintenance facility area which will convert into a command center for the HGRD in the event of an emergency. As a sidenote, HOA President Rick Romine, mentioned that they have plans to add a similar system, they will have space for at least one staff member to be in the gatehouse during an emergency.

- *Chair Young made a motion to move forward with the installation of three generators, a concrete pad, an LP fuel for the Maintenance Building, plus two portable air conditioners for the Administration Office with funds from 2022-2023 Long Term Capital in an amount not to exceed \$40,000.00. Vice-Chair Overs seconded the motion. The motion was approved unanimously.*

Council Hart will provide ratification at the next meeting.

VIII. **FINANCIAL REPORT** – Controller Lynn Brew reported on the month’s variances to budget as follows:

- Administration \$37,247 favorable, YTD \$66,856 favorable
- Restaurant \$23,380 unfavorable, YTD \$15,561 unfavorable
- Clubhouse \$5,374 favorable, YTD \$34,556 favorable
- CLIS \$6,041 favorable, YTD \$35,882 favorable
- Fitness \$2,033 favorable, YTD \$8,859 favorable
- Golf Maintenance \$3,519 favorable, YTD \$100,365 favorable
- Pro Shop \$19,046 favorable, YTD \$77,280 favorable
- All Departments \$49,880 favorable, YTD \$308,235 favorable

IX. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap provided an update on the following:

Bocce/Shuffle Courts: Mor-Sports is completing the court drainage. Stoney is scheduled to set the posts for the shade structures next week. Paver fine grading and installation are scheduled for late March to early April. Installing the parking lot, final dressing for the courts and landscaping will follow.

Pickleball Courts: Mor-Sports is continuing to install the 8’ perimeter fence.

Pool Deck: We will be coordinating with Stultz to create a plan for residents to enter and exit the pool area beginning March 27th when the perimeter work begins. Safety will be the major concern around the construction area. A communication will be sent out next week outlining the logistics.

Restaurant: Jeff Stultz is in contact with the architect regarding the delivery of the construction documents for permitting, bidding, and then budget approval. Completion of construction documents is scheduled for April 3rd. Until Stultz tells us otherwise, the plan is to begin construction in May.

Copperleaf is roughly \$2M over their \$17.5 million budget which has delayed their project, at the very least until May. They haven’t ordered their furniture since they were scheduled to be closed for approximately a year. The GM hasn’t contacted us yet about their Thursday’s Board meeting which may be a good sign since he would have called immediately if they had reached a final resolution - either asking the members for more money, scaling back, or delaying until next summer. This has a ripple effect as it relates to us but we were told, “This membership has surprised me before, and may be willing to move forward this summer.” We will follow up next week for an update which will be shared with the Board.

Interior Designer: GM Belknap spoke yesterday with Sharon Whitney with Distinctly Yours Interior Design. After receiving RG & Stultz’s concurrence, we have an opportunity to contract with her independently for interior design work. The agreement which is attached to this email, calls for a small (\$1,000) retainer in which the time she’s already spent with us will be applied against that initial payment. Once that’s used up, monthly invoicing will kick in.

Roof & Inspection: GM Belknap is expecting a call from Jack Brown to address ancillary costs above the \$8,500 proposal to act as our owner's rep for the clubhouse roof. We're looking for a range of total costs.

Storage Building: With the architect out of town, we haven't been able to talk with him regarding plans and layout to help us develop an RFP. Further discussion took place on the subject. John Cowgill mentioned that he went to the people who use the storage space and confirmed their needs for storage.

X. **OLD BUSINESS** – No old business was presented.

XI. **NEW BUSINESS**

Walking Bridge Tribute – Chair Young Chair Young mentioned a request from Mr. Klewicki to consider adding a plaque in Dorothy Klewicki's honor to the walking bridge by the Golf Shop. Chair Young mentioned that the HGRD no longer allows plaques and asked for a suggestion from the Facilities & Amenities Committee.

XII. **RESIDENT COMMENTS**

Barbara Trammel asked about irrigation repairs. NoLimit Irrigation is currently working on changing valves and two wire connections in the front of the community. GM Belknap stated that the District's obligation is to ensure that residents are receiving irrigation on their yards twice a week. When looking at yards, the Irrigation Team is looking for St. Augustine grass. If common Bermuda is mixed in with St. Augustine, you may notice that Bermuda tends to turn brown until it gets rain. In her latest newsletter, HOA Manager Joyce Gillespie included, "*lawns must be bug free, disease free, weed free and fertilized year-round*" and "*all lawns must be maintained with St. Augustine Floratam grass*", etc. We need to do a better job of educating the community on these irrigation concerns. Communication will help us and the CLIS staff to explain some of the obligations of the residents related to maintaining their yards. The divers were finally able to install a frame to lift the intake pipe located at the bottom of the driving range pond that feeds CLIS on the front half of the community. This will help prevent increased amounts of sediment from getting into the system. We are paying close attention to County water restrictions. We have a plan in place to maintain pressure; people who turn on their own valves decrease the pressure for other yards.

Rick Romine and Patty Cummings requested 300 sq ft of the new storage facility be provided for HOA storage. Chair Young asked for this to be provided with the minutes so that they have some space for their maintenance worker.

XIII. **UPCOMING MEETINGS**

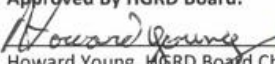
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- CANCELED - Thursday, April 17, 2023— Board of Supervisors
- Monday, April 24, 2023—Board of Supervisors, Mid-Year Review—9:00 a.m.—CR-C/Zoom

XIV. **ADJOURNMENT** took place at 11:35 a.m.

Submitted By:

 04/03/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 04/03/2023
Howard Young, HGRD Board Chair Date

RESOLUTION NO. 2023-05

A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 GOLF COURSE IMPROVEMENT BUDGET FOR TREES AND LANDSCAPING HURRICANE REPLACEMENTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT:

SECTION 1. AUTHORITY FOR THIS RESOLUTION. The Board of Supervisors (the “Board”) of the Herons Glen Recreation District (the “District”) is authorized to adopt this Resolution under the authority granted by the provisions of Chapter 418, Part II, Florida Statutes, as amended, its Charter (Ordinance No. 98-08 adopted by Lee County, Florida on April 28, 1998, as amended by Ordinances 98-18 and 2- 25), Chapters 418, 197 and 189, Florida Statutes and other applicable provisions of law (collectively, the “Act”).

SECTION 2. FINDINGS.

A. The District is a local unit of special purpose government organized and existing under and pursuant to Chapter 418, Part II, Florida Statutes and the Act.

B. The District was established for the purpose of acquiring, purchasing, constructing, improving and equipping recreational facilities of all types, including land, improvements, and equipment such as golf, tennis, restaurant, and club facilities, which are owned or operated by the District for the benefit of the community.

C. The Board hereby determines that expenditures described below to be made from the District’s Deferred Maintenance funds are necessary and prudent and in the best interests of the District.

D. This action ratifies Board action approved unanimously by voice vote at the Board’s March 6, 2023 meeting.

SECTION 3. AUTHORIZATION. The Chairman, Vice-Chairman, other officers of the District and the District Manager are authorized and directed to expend the funds from the 2022-2023 Golf Course Improvement Budget for the following items or services:

- A. Trees and landscape improvements for hurricane damaged areas of golf course in an amount not to exceed \$54,000.00 for work prioritized by General Manager with guidance from the Golf Committee.

SECTION 4. MISCELLANEOUS. The Chairman, Vice-Chairman, other officers of the District and the District Manager, are authorized and directed to execute and deliver all documents, contracts, instruments and certificates and to take all actions and steps on behalf of the District that are necessary or desirable in connection with the authorization granted herein if not inconsistent with the terms and provisions of this Resolution.

SECTION 5. SEVERABILITY. Should any sentence, section, clause, part or provision of this Resolution be declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this Resolution as a whole, or any part thereof, other than the part declared invalid.

SECTION 6. EFFECTIVE DATE. This Resolution shall be effective immediately upon its adoption.

PASSED AND ADOPTED at a meeting of the Board of Supervisors of the Herons Glen Recreation District this 20th day of March 2023.

**HERONS GLEN RECREATION
DISTRICT**


Howard Young, Chair

ATTEST:


District Secretary

Golf Committee Charter

Mission Statement: The Golf Committee (hereafter, Committee) will act in an advisory capacity to the Board of Supervisors (hereafter, Board) regarding golf course maintenance, playing condition standards, golf policies, yearly planning, and overall upkeep for the Herons Glen Golf Course.

Oversight: The HGRD General Manager is responsible for direct oversight, not the Committee, to see that the Director of Golf Course Grounds & Maintenance (hereafter, Director), the Course Superintendent, and Golf Professional maintains the golf course to the desired playing standards and course operations.

General Guidelines: The Committee will

Rely heavily on the Director, Superintendent, and Golf Professional's knowledge as well as opinions from independent consulting specialists as needed.

To ensure the decisions benefit the golfing members, one committee member will be recommended by the MGA and one by the LGA. All members will be selected by the Board.

Duties: The Committee shall:

Ensure capital and infrastructure requirements for renovations and upgrades are submitted to the Board/Long-Range Planning Committee

Upon request assist the Director and Superintendent with maintenance schedules, course playing conditions, golf course operating outlays and equipment needs, and other matters requested by the director or superintendent.

Upon request assist the Golf Professional on matters pertaining to course policies, playability, rules, course usage, pace-of-play, code of conduct, scorecards, tee placements, rates and the annual creation of the tournament calendar which may include interclub competitions. Ensure handicaps are properly calculated and other matters requested by the golf professional.

Upon request assist the Director, Superintendent and Golf Professional as necessary, for their response to any requests or complaints from the golf course members or residents. All requests should come via the HGRD Work Request Process.

In conjunction with the GM, ensure that timely communication is made to the residents and members from the Director, Superintendent and Golf Professional.

J. Resident Events ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Resident Events ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

To create a proposed schedule of special functions and events in the ballroom or other facilities and amenities as proposed to or requested by and coordinated through Management.

Scope of Responsibility

This committee will meet as needed to:

1. Work in conjunction with Management in planning and executing events for the benefit of Residents.
2. Complete the proposed schedule of events for the upcoming fiscal year by May 1st of each year. This does not preclude the addition of events at a later date as long as they fit into the budget.
3. Work with Management to create event menus and to define facility set-up as needed.
4. Create a budget for all events. The budget must ensure the ticket price covers the direct cost.
5. Select the appropriate entertainment for ballroom events and recommend to Management possible entertainment for the lounge. The committee may propose entertainers to Management however Management retains final approval and will obtain any needed contracts for entertainment.
6. Provide information about the scheduled events to available outlets including social media and encourage Residents to attend these functions.
7. Follow the Policies and the Rules & Regulations governing the Food & Beverage Operations and their facilities as they pertain to Resident events, decorations and event set up.
8. Follow the Rules and Regulations governing the storage areas. All items the committee places in District storage become the property of the District and may be used by all District sanctioned groups as well as the District.
9. If appropriate, provide coverage after the event for the community newspaper.
10. The Committee Chair will present a brief written report to the Board November, February, April and May.
11. In April of each year excess funds from the years' events will be used to purchase an item or items for the Food & Beverage Department. As an alternative, the committee may, working with Management, retain and allocate the funds toward a larger purchase for Food & Beverage to be made at a later date.
12. If the money is not spent or allocated by Sept 30 of each year it will be recorded as income to the District and be unavailable to the committee.

Management is the liaison for this committee.

HERONS GLEN RECREATION DISTRICT
REGULAR BOARD MEETING

April 3, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Supervisor Howard Young		GM J.B. Belknap	
Supervisor Peter Overs		Controller Lynn Brew	
Supervisor Jayne Schwarz		District Counsel Tom Hart	
Board Member-Elect, Karen Mars		Assistant GM Karon Bennett	
Supervisor Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Supervisor Young
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - A. Oath of Office for Board Member-Elect Karen Mars
 - B. ORGANIZATION OF THE BOARD:
 - Chair
 - Vice Chair
 - Treasurer
 - Secretary
 - Assistant Treasurer/Assistant Secretary
 - C. Dates and Locations for 2023-2024 Board Meetings
- V. **APPROVAL OF MINUTES:**
 - ☐ Regular Board Meeting on March 6, 2023
 - ☐ Regular Board Meeting on March 20, 2023
 - ☐ Special Board Meeting on March 23, 2023
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **OLD BUSINESS**
 - A. Policies & Procedures Approval – Karen Mars
 - B. Clubhouse Entry - Supervisor Young
- VIII. **NEW BUSINESS**
 - A. Committee Volunteer Request - Supervisor Young
- IX. **ANY OTHER BUSINESS TO DISCUSS**
- X. **RESIDENT COMMENTS**
- XI. **UPCOMING MEETINGS**
 - Thursday, April 6, 2023—Golf Committee - 9:00 a.m.—CR-C/Zoom
 - Monday, April 10, 2023—Facilities & Amenities Committee - 2:00 p.m.—CR-C/Zoom
 - CANCELED - Thursday, April 17, 2023— Board of Supervisors
 - Monday, April 24, 2023—Board of Supervisors, Mid-Year Review—9:00 a.m.—CR-C/Zoom
- XII. **ADJOURNMENT**

HERONS GLEN RECREATION DISTRICT
REGULAR BOARD MEETING
April 3, 2023, at 9:00 a.m. in Card Room C
MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Supervisor Howard Young	X	GM J.B. Belknap	X
Supervisor Peter Overs	X	Controller Lynn Brew	Excused
Supervisor Jayne Schwarz	X	District Counsel Tom Hart	X
Board Member-Elect, Karen Mars	X	Assistant GM Karon Bennett	X
Supervisor Bill Kulkoski	X	Residents	12

- I. **CALL TO ORDER** – Supervisor Young opened the meeting at 9:00 a.m.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **DISTRICT COUNSEL’S REPORT** – The first order of business was for Thomas Hart, Esq. to give the Oath of Office for Board Member-Elect Karen Mars. Counsel Hart swore in Karen Mars as the new Board Supervisor. Counsel Hart asked the Board for nominations for the Chair of the Board of Supervisors for the following year.
 - *Supervisor Kulkoski made a motion to keep the offices of Chair, Vice-Chair, and Treasurer from the previous year. Hearing no objections, Counsel Hart closed the nominations. **The motion was approved unanimously.***
 - *Chair Young made a motion to move Bill Kulkoski to the position of Secretary and Karen Mars to the Assistant Secretary/Treasurer. Supervisor Schwarz seconded. **The motion was approved unanimously.***

The ORGANIZATION OF THE BOARD took place as follows:

- Howard Young - Chair and Long-Range Planning Committee Liaison
- Peter Overs - Vice-Chair Overs and Golf Committee Liaison
- Jayne Schwarz – Treasurer and Finance Committee Liaison
- Bill Kulkoski – Secretary and Problem-Solving Taskforce Liaison
- Karen Mars - Assistant Treasurer/Secretary and Facilities & Amenities Committee Liaison
- *Furthermore, Chair Young motioned that Supervisor Mars consider being a Liaison to the Media Resources Committee for the Bond project on Ballroom improvements and specifically to work with Karen Jessop. He asked that they look at the Ballroom update, bar area, and the three lobbies. Supervisor Mars agreed. Vice-Chair Overs seconded. **The motion was approved unanimously.***

The Board will hold off on assigning the restaurant piece.

The Board discussed the implementation of a communication piece called “Supervisor’s Notes” which would include updates to the residents from board meetings within a week or two following a Board Meeting. Supervisor Kulkoski and Supervisor Mars will work together on this project.

Dates and Locations for 2023-2024 Board Meetings were approved through the end of the Fiscal Year, September 30, 2023, as follows:

- Mid-Year Review: Monday, April 24 at 9:00 a.m. in Card Room C
- Regular Board Meeting: Monday, May 1 at 9:00 a.m. in Card Room C

- Regular Board Meeting: Monday, May 15 at 9:00 a.m. in Card Room C
- Budget Review Meetings: Monday, June 12 – Thursday, June 15 at 9:00 a.m. in Card Room C
- Board Meeting to Approve the Budget: Friday, June 16 at 9:00 a.m. in Card Room C
- Regular Board Meeting: Monday, July 17 at 9:00 a.m. in Card Room C
- Regular Board Meeting: Monday, August 7 at 9:00 a.m. in Card Room C
- Public Hearing with Board Meeting to Follow: Wednesday, August 30 at 5:00 p.m. in the Ballroom
- Regular Board Meeting: Monday, September 18 at 9:00 a.m. in Card Room C

V. **APPROVAL OF MINUTES:**

- *Supervisor Kulkoski made a motion to approve the meeting minutes from the Regular Board Meetings on March 6, and March 20, 2023, as well as the Special Board Meeting on March 23, 2023. Vice-Chair Overs seconded the motion. **The motion was approved unanimously.***

VI. **GENERAL MANAGER'S REPORT**– GM J.B. Belknap updated the Board on the following:

Bocce/Shuffle Courts: A short progress video updating the residents on the sports complex and pickleball courts was sent out to the residents this week. Accurate Paving has started placing the pavers around the sports complex. Stoney hasn't set the posts for the shade structures yet. Stultz has boxed out those areas so as not to impede the paver laying. Asphalt for the parking lot, final dressing for the courts, and landscaping will follow the pavers. Stoney has the signed and sealed drawings for the tennis pavilion ready for permitting. They were given a site plan that showed the previous pavilion so he should have enough information to submit it to the County.

Pickleball Courts: HONC will be here next week to grade the cart parking area and shell path. Stoney is also scheduled to set the shade structure posts at the same time he sets the bocce/shuffle posts.

Pool Deck: Stultz's new demo/site work company is nearing the completion of the perimeter demo. Installing drainage and electric conduit will be next along with the placement of the new water feature. Thus far, we haven't had any issues with the residents accessing the pool from the backside. "Construction Zone" signs have been placed around the site for safety and to mitigate liability. New pool furniture is scheduled for delivery by the end of June so we'll have to operate for a month or so with the existing furniture.

Restaurant: On Thursday, Jeff Stultz reiterated that he has been in contact with RG Architecture regarding the delivery of construction documents for permitting, bidding, and budget approval. He asked me to also reach out to him to expedite that delivery. Completion of construction documents was scheduled for April 3rd but Stultz has pushed this back to April 28th in their latest project schedule. This change delays the project completion date by a month from early September to early October.

On Wednesday GM Belknap received a call from the Copperleaf GM and one of their Board members. They informed him that a membership vote will occur on April 22nd to determine whether or not to add \$2.5M to the \$17.3M project with no revisions to the original scope. They sounded optimistic that it would pass and indicated that even if it didn't pass and the scope had to be adjusted, the restaurant renovation, including procuring new furniture, would move forward. Therefore, they are projecting construction to begin between May 15th & May 28th that which time we could take possession of their furniture and other accessories. We have reached out to the mover to alert him to the possibility of moving the furniture during this time frame.

There have been several clubs or restaurants interested in our furniture.

Interior Designer: The Interior Designer should be coming on board soon. GM Belknap is working with Counsel Hart on some of the agreement language that isn't as clean as he would like to see it, but we will work through it.

Multi-Use Path: Below are the bid final proposals. We are working on the bid package to present to the Bid-oversight Committee. GM Belknap will contact Joyce Gillespie regarding the Kayla to Kaidon add alternate. The HOA is investigating the sinking of the culvert by hole #18.

Company	HGRD - Addendum #1 Mixed- Use Path Widening	Est. Kayla-Kaidon Roadway Construction Price	Total Without Kayla-Kaidon Roadway Included
AJAX	\$ 202,110.23	\$ 23,283.10	\$ 178,827.13
Bonness, LLC	\$ 663,141.46	\$ 78,925.18	\$ 584,216.28
Pavement Maintenance, LLC	\$ 115,936.95	\$ 13,355.94	\$ 102,581.01
Southern Striping Solutions	\$ 191,234.00	\$ 14,806.75	\$ 176,427.25

NOTES:

*Bonness' price includes alternate add for repainting curbing, replacing RPM's and adding ADA mats (\$52,483.24 added)

*Pavement Maint. Disqualified - Didn't break out original totals so all totals are estimates

Roof & Inspection: GM Belknap has a phone conference scheduled with Gulfshore Insurance on Tuesday to discuss our roof. As it stands now, to satisfy the insurance carrier, Facility Maintenance Manager Dan Parker has contacted Crowther Roofing to do repairs and make the roof watertight. The mitigation measures call for them to remove all the loose tiles, glue down coverings, etc. Crowther is 6-8 weeks out just for the repair work. Again, GM Belknap will get confirmation from Gulfshore, but this should satisfy the carrier as we move into the rainy season. Once the roof is "buttoned up" we can look at engaging Jack Brown and his pre-construction proposal of \$8,500 to put together the RFP for roofing companies. GM Belknap will confirm this, but this would not obligate us to use them as our owner's rep during the construction phase which was mentioned last week and would run around 2% of the total cost. Counsel Hart told GM Belknap that he spoke to his partner, George Knott about the fee. Mr. Knott is Board Certified in Construction Law and represents several roofers, but not Crowther. He said the 2% (3% overall) fee from Jack Brown seemed reasonable to him because some specialists are getting as much as 20%. He also said that Jack Brown is "prestige" good and thinks very highly of them.

Storage Building: We are still awaiting a response from RG Architecture about moving forward. John Cowgill and GM Belknap are in contact with him regularly.

FEMA & Insurance: Supervisor Schwarz, Supervisor Overs, Assistant Controller Sherry Young and GM Belknap met with FEMA on Tuesday. They are transitioning to a new representative and have their next meeting on April 6th. The golf course tree "cut and push" (\$300K) claim has been submitted and is now pending state oversight. We are currently working on Category B damages, for which an App Cert was submitted. Documentation for the next meeting includes: the adjuster's report for all insured claimed damages, detailed damage descriptions of all claimed damages, maintenance records of all claimed damages, and Pump House maintenance records (preventative pump cleaning, inspection, or monthly/scheduled walk-through of pump operations).

FITNESS CENTER: Dan Parker has not installed thermostats in the fitness center, GM Belknap will follow up.

Chair Young opened up the floor to residents. Tom Stephens asked about the pool closure. Sitework on the perimeter of the pool is in full swing. For clarification, the entire swimming pool will close no earlier than Monday, April 17th, the post-Easter closing target date, if everything goes according to plan, concerning the perimeter work.

Gary Attalla, Residents Committee stated they have a recommended contract for the Halloween dance event. Could the ballroom be used for the function? Management advised that we wouldn't fit 330 participants if the furniture from Copperleaf will only allow approximately 265 seats and have the dance floor still open. Capacity is lowered due to the size of the round tables being purchased for the restaurant renovation.

Julie Krug asked if GM Belknap looked for other pools that could be used as an alternative while the pool and deck are undergoing renovation GM Belknap confirmed that he has reached out to local clubs. He assumes that the reason

why we haven't heard back is because of the additional expense that our residents could cause to their pool maintenance.

VII. OLD BUSINESS

Policies & Procedures Approval

- *Supervisor Mars made a motion to adopt Policies & Procedures minus the resident event's charter. Vice-Chair Overs seconded. **The motion was approved unanimously.***
- *Supervisor Mars made a motion to send the Resident Events charter back to the Policies & Procedures Committee. Vice-Chair Overs seconded. **The motion was approved unanimously.***

Clubhouse Entry - Chair Young mentioned that Supervisor Mars would take on the Clubhouse Entry project. Supervisor Kulkoski added that a landscape designer should look at the entrance of the main lobby.

Strategic Plan Input – After input from the Board on the Strategic Plan draft, Jeff Buxton confirmed that he had worked some of those comments into the plan. Jeff Buxton mentioned from the last Long-Rang Planning Capital Planning analysis, he has started with help from Supervisor Schwarz and Controller Brew. The intent is to put together a future-looking capital flow plan, to see if there are any potential future bond capital needs from Club Benchmarking, or new amenities from the annual survey. Mr. Buxton has started putting them into a comparative model. We are headed in the right direction, and we are hopeful to have the plan in place by May 2023.

Storage Building – While RG Architectures' first priority is the restaurant, we still need to confirm their interest in the storage building project. Contact has been made with some of the contractors from the government list of contractors. Getting responses from contractors has been very difficult.

VIII. NEW BUSINESS

Committee Volunteer Request - Chair Young reminded the Board that the request for Committee Volunteers has opened and volunteers should submit a volunteer form either online or in the Administration Office by April 18, 2023. The Board will select volunteers during the next Board meeting on April 24, 2023. This includes all of the HGRD Committees with the exception of the Concert Series Committee.

IX. RESIDENT COMMENTS

Mary Wright requested that the preliminary results of the HGRD Election be emailed to the residents on election night. The Board agreed to do so, with the understanding that the results are not final until ratified at the Board meeting following the election.

Mrs. Wright also asked about the CLIS system. GM Belknap explained that the irrigation crew is dealing with numerous resident requests and a full-fledged drought. We are doing the best we can under the circumstances. We are only able to water twice a week as we are required to do by the county. When the water level goes down, we get sediment in the pipes. Common Bermuda grass has evaded some lawns, this type of grass goes dormant in this heat; this is where you will see brown areas. These issues are typical this time of year. It is our responsibility to keep St. Augustine going, Mrs. Wright added that the staff is limited on manpower, so they are not obligated to provide additional water, also please don't add additional sod in February, March, or April. We are going by the HOA requirements, which include pesticides, herbicides, and fertilizer. We are trying to get with other companies to assist with these issues. Contractors NoLimit Irrigation and Mainscape have told us that they do not have the staff to spare to assist us at this time. If the sprinklers aren't coming on, that's a problem and those work orders are being prioritized. Supervisor Kulkoski and Supervisor Mars will communicate an update to the residents on the plans in place for the CLIS system.

Tom Stephens has noticed that his backyard, before Hurricane Ian, has been eroding up to the curbing. GM Belknap responded that littoral plantings have been made to improve erosion around the lake banks. Tim Kortanek has been working with an engineer for more fortification of both the golf course and the homeowner's side. This is a plan made by engineers incorporating the whole community and the budget includes \$50k in the deferred maintenance reserve each year. Mr. Stephens asked that the Problem-Solving Taskforce and the Golf Committee look into the issue. The Golf Committee will meet again on April 6th, their Board Liaison Vice-Chair Overs will have this on the agenda.

X. UPCOMING MEETINGS

- Thursday, April 6, 2023—Golf Committee - 9:00 a.m.—CR-C/Zoom
- Monday, April 10, 2023—Facilities & Amenities Committee - 2:00 p.m.—CR-C/Zoom
- CANCELED - Thursday, April 17, 2023— Board of Supervisors
- Monday, April 24, 2023—Board of Supervisors, Mid-Year Review—9:00 a.m.—CR-C/Zoom

XII. ADJOURNMENT took place at 10:28 a.m.

Submitted By:

 4/24/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 4/24/2023
Howard Young, HGRD Board Chair Date

HERONS GLEN RECREATION DISTRICT REGULAR BOARD MEETING
WITH THE FINANCE ADVISORY COMMITTEE (Mid-Year Review)

Monday, April 24, 2023, @ 9:00 AM – Card Room C/Zoom

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	FINANCE COMMITTEE	PRESENT
Chair Howard Young		Jeffrey Buxton	
Vice-Chair Peter Overs		David Brendsel	
Treasurer Jayne Schwarz		Tom Hards	
Secretary Bill Kulkoski		Mary Koenig	
Assistant Sec/Treas Karen Mars		Paul Kutney	
OTHERS		Rita Lehman	
GM J.B. Belknap		Larry Pedersen	
Controller Lynn Brew		Dennis Popp	
District Counsel Tom Hart			
Assistant GM Karon Bennett		RESIDENTS	

- I. **CALL TO ORDER** Chair Young
- II. **PLEDGE OF ALLEGIANCE** Supervisor Kulkoski
- III. **ROLL CALL** Karon Bennett
- IV. **MANAGEMENT REPORT** J.B. Belknap
 - A. March 2023 Financial Results Lynn Brew/J.B. Belknap
 - B. Mid-Year Financial Review of Operations J.B. Belknap/Lynn Brew
- V. **FINANCE ADVISORY COMMITTEE COMMENTS** Dennis Popp
- VI. **NEXT FINANCE COMMITTEE MEETING FOR THE NEW TERM** (New Committee Organization)
 - Card Room C/Zoom Monday 8, 2023 at 9:00 AM
- VII. **CLOSE MID-YEAR REVIEW**
- VIII. **CALL TO ORDER REGULAR BOARD MEETING**
- IX. **APPROVAL OF BOARD MINUTES** – Regular Board Meeting on April 3, 2023
- X. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- XI. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Facilities & Amenities Committee Supervisor Mars
 - Finance & Audit Committees Dennis Popp
 - Green Committee Jon Edinger
 - Long-Range Planning Committee Fred Gignac
 - Policies & Procedures Sub-Committee Karen Mars
 - Problem-Solving Taskforce- No Meeting John Cowgill

- XII. **GENERAL MANAGER'S REPORT – J.B. Belknap**
A. Update on Bond Projects
B. Update on the Status of Insurance Claims and Hurricane Repairs
- XIII. **OLD BUSINESS**
A. Policies & Procedures Approval to include Resident Events Charter – Supervisor Mars
- XIV. **NEW BUSINESS**
A. Records Retention Process - Chair Young
B. Committee Volunteer Approval – Karon Bennett
C. Board Calendar – September – Chair Young
- XV. **RESIDENT COMMENTS**
- XVI. **UPCOMING MEETINGS**
 - Monday, May 1, 2023 - Board of Supervisors - 9:00 a.m. - Card Room C/Zoom
 - Thursday, May 11, 2023 - Golf Committee - 9:00 a.m. - Card Room C/Zoom
 - Monday, May 15, 2023 - Board of Supervisors - 9:00 a.m. - Card Room C/Zoom
- XVII. **ADJOURNMENT**

HERONS GLEN RECREATION DISTRICT REGULAR BOARD MEETING
WITH THE FINANCE ADVISORY COMMITTEE (Mid-Year Review)

Monday, April 24, 2023, @ 9:00 AM – Card Room C/Zoom

MINUTES

BOARD MEMBERS	PRESENT	FINANCE COMMITTEE	PRESENT
Chair Howard Young	X	David Brendsel	Excused
Vice-Chair Peter Overs	X	Jeffrey Buxton	X
Treasurer Jayne Schwarz	X	Tom Hards	X
Secretary Bill Kulkoski	X	Mary Koenig	X
Assistant Sec/Treas Karen Mars	X	Paul Kutney	Excused
OTHERS		Rita Lehman	Excused
GM J.B. Belknap	X	Larry Pedersen	X
Controller Lynn Brew	X	Dennis Popp	X
District Counsel Tom Hart	X		
Assistant GM Karon Bennett	X	RESIDENTS	12

- I. **CALL TO ORDER** - Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **MANAGEMENT REPORT**

March 2023 Financial Results and Mid-Year Financial Review of Operations - J.B. Belknap/Lynn Brew led an extensive discussion about our operational performance versus budget for the first half of the year where they expect to end up at year's end against the total approved budget. The operational budget is set to break even. It's the vehicle for delivering services/amenities that are consumed each year by the residents enjoying the amenities of the District. Management budgets to provide operational resources to meet resident expectations. They reviewed the operation by the department as well as discussed, the unanticipated expenditures (losses) caused by Hurricane Ian. (See Attachments A & B).

Since the June 2022 budget, the HGRD has had some budget volatility such as 7 key employee turnover, Hurricane Ian, and Insurance Premium increases of \$50,000 due to Hurricane Ian. The end-of-year forecast for non-golf (Admin, F&B, Clubhouse, CLIS, and Fitness Center) are expected to have a deficit of \$23,000 and Golf a surplus of \$216,000. District-wide is forecasted at year-end to have a budget surplus of \$192,000. Some of the reasons that non-golf operations are down are that home sales are down about 50% therefore estoppel and set-up fees are down by \$13,000; and, \$10,000 went to CLA for GASB 87 (lease accounting) research. Food & Beverage gross sales are 3% unfavorable. \$43,000 of the \$49,000 deficit is due to the unfavorability from banquets. Management has honored bookings with a fixed price from over a year ago, but costs have escalated since then. Combined dining room and lounge sales are on budget. The cost of food is unfavorable by 13%. There were the following unexpected expenditures caused by Hurricane Ian – \$300,000 for debris removal on district property and tree removal from the golf course, and the fact that insurance was based on purchase price not actual current replacement value.

Status of Insurance and FEMA damages and claims – Year to date the expenditures from Hurricane Ian are \$382,000. Management has spent months working with FEMA to recoup some of the expenditure but found out last week that no Special Recreation District is eligible to receive any FEMA benefits. To date, we have received \$183,000 from our insurance company. Getting

estimates on repairs for damage caused by Hurricane Ian continues to be a struggle. Further discussion took place on insurance estimates and renewals.

Brief Overview of Club Benchmark Asset Reserve Study – GM Belknap stated that management is gathering more information on the Club Benchmarking Capital Reserve plan for analysis. At this point, GM Belknap explained that the capital plan is fluid and is being reviewed to assist the Board of Supervisors to determine which capital assets should be reserved for through capital assessments in the next 20 years- Obligatory (Maintenance) Capital- and which items should be included in the Strategic Plan-Aspirational (Growth) Capital when the next bonding opportunity presents itself beginning after 2036. Jeff Buxton will work with management to present planning options to the Board for the June budget meetings.

Human Resources: A discussion took place on the continuous loss of employees, particularly the CLIS employees. While we are paying the market rate, employees must be mentally tough to work in conditions where they are backlogged with work due to staff shortages and being yelled at by residents for issues that they have no control over. Chair Young suggested the employees be educated on conflict resolution; GM Belknap agreed and will pursue the training opportunity.

Golf Course Maintenance: The department is currently down three employees. Some windows of time for laying out chemicals were lost due to Hurricane Ian. New equipment has not been leased because of supply chain limitations.

Food & Beverage: The department is definitely headed in the right direction with F&B Director Janine Stepanich and Chef Steve Mayberry now in place. One difficulty is that we are still honoring prices given a year ago and will continue that into April 2024. This is reflected in the cost of sales. Supervisor Kulkoski mentioned that some of the residents tend to cook hot dogs and hamburgers on the Verandah to save money when the restaurant is not open or outside operating hours. When looking at local clubs we have noticed that we are the only ones allowing that. We are looking into this to better gauge the implementations.

Finance Committee member Tom Hards suggested that to get a better picture of the overall financial package the Board should reinstate their use of the page on the financial reports that show the revenue and expense activity in the non-operating (Department 90) accounts.

Supervisor Mars questioned page 4 of Attachment A. She pointed out that it appeared overtime in Golf Maintenance for the Head Mechanic costs us more than it would cost to replace the employees we are short on. This becomes a balancing act. The cost of health insurance is \$9k per person plus the rate of hiring an assistant mechanic paying \$50k can exceed the expense of the overtime at hand.

- V. **FINANCE ADVISORY COMMITTEE COMMENTS** – Chair Young asked for further questions, but none were presented. Dennis Popp thanked the Finance Committee and closed their portion of the meeting at 9:58 a.m. He mentioned that the next meeting for new committee members will take place in Card Room C/Zoom Monday 8, 2023 at 9:00 AM.

The MID-YEAR REVIEW was closed, and the group took a 10-minute break.

- VI. **CALL TO ORDER REGULAR BOARD MEETING** took place at 10:15 a.m.

VII. **APPROVAL OF BOARD MINUTES**

- *Supervisor Secretary Kulkoski made a motion to approve the minutes from the Regular Board Meeting on April 3, 2023. Vice-Chair Overs seconded the motion. **The motion was approved unanimously.***

VIII. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. presented the following resolutions to the Board:

- *Supervisor Kulkoski moved to approve Resolution 2023-09, Vice-Chair Overs seconded the motion, and the Resolution was approved as follows: A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2021/2022 CAPITAL ACCOUNT FOR FITNESS CENTER EQUIPMENT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.*

IX. **COMMITTEE REPORTS & RECOMMENDATIONS**

Facilities & Amenities Committee - The committee did not have its final meeting with their Board Liaison Supervisor Kulkoski, therefore there was no annual report. Supervisor Overs substituted for Supervisor Kulkoski at the meeting and added a few items:

- The committee recommended naming the pedestrian bridge near the clubhouse after Dorothy Klewicki. Additionally, Mary Ann Simpson is leading the installation of some trees in Mrs. Klewicki's honor.
- A couple of large golf groups have been turned away from the restaurant on Tuesdays and Fridays. Supervisor Kulkoski asked GM Belknap to investigate.
- On Saturday residents were seen again showing up to the pool with coolers. The committee, District Counsel, and management team will look at this.
- There have been numerous comments on the Easter Brunch being the best ever. Thanks to Chef Steve, Janine, and their staff.
- *Supervisor Kulkoski moved that a memorial plaque, not to exceed \$500, be placed on the bridge in honor of Dorothy Klewicki. For the purpose of discussion, Vice-Chair Overs seconded the motion.*

Supervisor Mars stated that the Policies & Procedures limits plaques. She suggested that the plaque be placed on one of the benches at the entry to the clubhouse. It is a very subjective viewpoint of who would be memorialized in that way, a certain criterion needs to be in place before approving the motion. Resident Mary Koenig asked that we not forget that Dorothy was just as much a part of the HOA and suggested combining service with the memorial garden.

- *Vice-Chairs Overs moved that the Policies & Procedures Committee create criteria or guidelines for the subject. Supervisor Kulkoski seconded the motion. **The motion to send this to the committee for guidelines was approved, and the motion to place a plaque on the bridge was tabled.***

Finance & Audit Committees – The committee information was presented above.

Golf Committee - Jon Edinger presented the 2022-23 Golf Committee (Ad Hoc) Annual Report as seen in Attachment B. The report was approved by all the Golf Committee members. Unanimous recommendations from the committee included:

1. \$20k to begin an annual program to replace pine straw areas with shells. Following 2024 it will come out of the Golf Course Improvement Fund.
 2. \$12k to refresh the Tiff Eagle Nursery behind Hole #16. In 10 years, the Bimini grass infiltrated the greens nearly 5 feet all the way around. The best example is number Hole #15.
- *Vice-Chair Overs made a motion to pull \$32k from the Golf Course Improvement Fund for shells and to increase the size of the nursery. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***

There were no major short or mid-term expenditures. The golf course is holding up well.

Policies & Procedures Ad hoc Committee - Supervisor Mars needs to incorporate comments from management to move forward with the revision to the Rules & Regulations. Supervisor Mars reiterated that the Policies & Procedures Committee is not writing policies or rules. It is taking the information that the Board and management provide to them and putting it into proper form, avoiding contradictions. She is hopeful to have that by the May meeting.

Long-Range Planning Committee – Committee Chair Fred Gignac was excused. Chair Young stated that the Strategic Plan has gone through multiple reviews and confirmed that input from the Board had been provided to Jeff Buxton. Review and approval of the Strategic Plan will be placed on the next Board meeting agenda.

Problem-Solving Committee – Beth Brucker is working with Facilities Maintenance Manager Dan Parker on determining how much space is needed for records retention in the proposed storage building.

X. **GENERAL MANAGER’S REPORT** – J.B. Belknap reported on the following:

Restaurant: Copperleaf members voted to spend the additional money to renovate their clubhouse. Therefore, we will be able to take possession of the furniture sometime around June 1st. Arrangements will be made next week to secure the moving company. Beth Brucker is working with Janine Stepanich on the bar equipment placement. An Edward Don representative has agreed to lay out the equipment in the new bar and to work with Ryan from RG Architecture. Plans are due May 5th.

Interior Designer: GM Belknap received a text from Sharon at Distinctly Yours Interior Designs. She was sent the signed agreement on Thursday and asked to send us the retainer invoice.

Roof: Jack Brown & Associates will be contacting us to set up a meeting regarding the pre-construction phase of the roof replacement. GM Belknap will communicate the plan moving forward. Dan Parker is following up with Crowther Roofing on the repairs to ensure the roof is watertight through the rainy season. Based on the time estimates they gave us a month ago, they should be approximately 4 weeks away from making the repairs.

Clubhouse Insurance: Counsel Hart reviewed the Catalytic Insurance cost estimates to “return the Clubhouse to its pre-loss condition.” He stated that they define the term “Replacement” in the policy to include both repair and replacement. The estimate not only involved “repair” to the roof, but also replacement of some items which could not actually be repaired. Those incidental items which were totally lost or destroyed and must be replaced include items such as boards, stucco, etc. as well as items like fencing and lights. If the Board is comfortable with the numbers, GM Belknap will send Catalytic a signed proof of loss statement to close out the claim.

Ancillary Property Policy: Outstanding claims remain on the ancillary property policy. Damage assessments and repair cost estimates are still ongoing. Various trade companies have been asked to make site visits to assess the damage and give us estimates on repairs/replacement.

Multi-Use Path: Per Counsel Hart's suggestion, John Baker at Hole Montes asked Collier Paving to prepare a Small Project AIA contract based on the substantial expenditure for the path widening. The written contract will provide details related to the scope, permitting, termination, etc. According to Counsel Hart, without a written contract, the District would be significantly handicapped in dealing with issues arising in the future. Once the contract is developed, GM Belknap and Counsel Hart will review it. GM Belknap communicated to Community Irrigation Manager Ryker Johnson and Director of Golf Course Grounds and Maintenance Tim Kortanek that the relocation of the CLIS lines is on our critical path. Homeowner Association Manager Joyce Gillespie is due back this week and GM Belknap will touch base with her regarding the erosion across from the #18 tee. She had Environmental Underground on site, and they apparently recommended a headwall to stop the erosion.

Karen Jessop, Supervisor Mars and Beth Brucker will work with the designer on the Ballroom.

Supervisor Mars expressed concern initiated by residents on curb cuts at the boat area. We know of a resident who has written to the county twice and will continue to do so. We don't want to see our residents antagonize the county. GM Belknap has placed a stop order with Dan Parker. We will go to Hole Montes, and potentially curb it up.

Update on the Status of Insurance Claims and Hurricane Repairs:

- *Supervisor Kulkoski moved to submit proof of loss to the insurance company and to accept the payment that they provide for deposit. Chair Young seconded. **The motion was approved unanimously.***

XI. OLD BUSINESS

Policies & Procedures Approval to include Resident Events Charter

This is included in the motion below as the policies were passed as amended.

- *Supervisor Mars moved to approve Resolution 2023-10 Amending and Restating Policies & Procedures, Supervisor Schwarz seconded the motion, and the Resolution was approved as follows: A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT AMENDING AND RESTATING THE DISTRICT'S POLICIES AND PROCEDURES; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.*

XII. NEW BUSINESS

Record Retention Process – The process of records retention must be identified by the end of the fiscal year. GM Belknap will work with each department on identifying the process. A process is in place for paper files; the request from the Auditors includes all departments with record retention for electronic records by October 2023, a records retention officer, financials being indexed, how to access, disposal date, and process dates.

- XIII. Board Calendar** – Chair Young requested that the Board meeting in September be moved to September 11th at 10:30 am and Sept 18th be canceled. The Board agreed to this request.

XIV. **The Board approved the following Standing Committee volunteers:**

- *Chair Young moved to accept the committee lists as provided by each Board Liaison. The Audit Committee was updated at the same time, and Vice-Chair Overs seconded. **The motion was approved unanimously.***

FACILITIES & AMENITIES

Board Liaison Karen Mars

Finewood, Mark
Holmes, Glen
Long, Sherry
Meidl, James
Milot, George
Roerk, Kim
Sawyer, Elaine
Pipal, Teresa 1st Alternate
Koenig, Mary 2nd Alternate

FINANCE

Board Liaison Jayne Schwarz

Brendsel, David
Buxton, Jeffrey
Chipman, Paul
Lehman, Rita
Lippens, Arthur
Pedersen, Larry
Popp, Dennis
Kline, Richard - Alternate

GOLF

Board Liaison Peter Overs

Edinger, Jon
Esdale, Janice
Herbstritt, Bob
Johnson, Bruce
Lyons, Dan
Sullivan, Karen
Vivian, Lori
1st Alt – Ron White
2nd Alt – Evan Slater

LONG-RANGE PLANNING

Board Liaison Howard Young

Brucker, Beth
Buxton, Jeffrey
Gignac, Fred
Herbstritt, Bob
Johnson, Bruce
Popp, Dennis
Smith, Carlton

The Audit Committee

Board Liaison Jayne Schwarz

Brendsel, David
Misener, Don
Popp, Dennis
Tyndall, Beth
Wilkin, Nicole


XV. **RESIDENT COMMENTS** - No other comments were made.

XVI. **UPCOMING MEETINGS**

- Thursday, May 4, 2023 – Facilities Committee - 1:00 p.m. - Card Room C/Zoom
- Monday, May 8, 2023 – Finance Committee - 9:00 a.m. - Card Room C/Zoom
- Thursday, May 11, 2023 - Golf Committee - 9:00 a.m. - Card Room C/Zoom
- Monday, May 15, 2023 - Board of Supervisors - 9:00 a.m. - Card Room C/Zoom

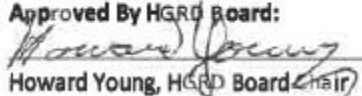
XVII. **ADJOURNMENT** took place at 11:34 p.m.

Submitted By:


Karon Bennett, Assistant GM


Date

Approved By HGRD Board:


Howard Young, HGRD Board Chair


Date

Attachment

~A~



Herons Glen: Mid-Year Review 2023

OPERATING PERFORMANCE

Review Mid-Year Operational performance versus budget and where we expect to end up at years end against the total approved budget.

The operational budget is set to “breakeven” (excluding depreciation) each year. It's the vehicle for delivering services/amenities consumed by the residents enjoying the club. Management budgets to provide operational resources to meet resident expectations.

BUDGET VOLITILITY- since June's Budget development:

- **Key Employee Turnover:**

- Golf professional
- GC Superintendent
- Executive Chef
- Dining Room Mgr.
- Head Bartender
- Sous Chef

- **Hurricane Ian**

- **Insurance Premium Increases \$50k due to Ian (50% increase from '22)**
- **Six month's remaining**



Operational Financial Performance vs. Budget

Surplus/(Deficit)

Non-Golf

Golf

Mid-Yr.

Forecast YE

Mid-Yr.

Forecast YE

Admin

-\$22,000

-\$32,000



F&B

-\$49,000

-\$45,000

Pro Shop

\$97,000

\$134,000

Clubhouse

\$32,000

\$13,000

GCM

\$95,000

\$82,000

CLIS

\$40,000

\$40,000

Total

\$192,000

\$216,000

Fitness Center

\$5,000

\$1,000

Total

\$6,000

-\$23,000

All Departments

Mid-Yr. Surplus

Forecasted YE Surplus

\$198,000

\$192,000

Non-Golf Operations

ADMIN: (\$22K)

- HOME SALES DOWN 50% YTD (25 VS. 51 IN '22)- DISTRICT GENERATES **\$500 PER HOME** SALE IN ESTOPPEL AND NEW ACCOUNT SET UP FEES. (\$13K)
- \$10K TO CLA FOR GASB 87 RESEARCH



F&B: (\$49K)

- **GROSS SALES:** 3% UNFAVORABLE (\$43K)- 95% of Unfavourability from BANQUETS (\$40k)- COMBINED DINING ROOM AND LOUNGE SALES ON BUDGET.
- **COST OF SALES** UNFAVORABLE 13%. **FOOD RUNNING 49% TO A BUDGET OF 43%**
 - Food price increases persist-not passing along proportional price increases to residents
 - Cycling through banquets with fixed pricing from previous regime
- TOTAL REVENUE INCREASED 25% YoY & GROSS MARGIN INCREASED 20% YoY. Goal was to increase revenue to 2018 levels based on the fixed nature of labor costs
- PAYROLL UNDERBUDGET BY 5% BUT 24% INCREASE YoY
- TOTAL EXPENSES 5% BELOW BUDGET

CLUBHOUSE & CLIS-MAJOR DRIVERS OF FAVORABILITY TO BUDGET

Clubhouse

- Payroll underbudget \$9k. Nate taking over day to day ops. May 1st. Dan scaling back after May but not as rapidly due to unfinished bond projects. Budgeted for 20 hrs. week. Will be needed more.

CLIS

- Payroll underbudget 11% due to resignations. Actively recruiting techs.
- Total Expenses-13% below budget (\$39K)



Golf Operations



GOLF PRO SHOP

- Membership – 5% increase over budget projections (591 to a budget of 564). REVENUE favorable to budget - \$21K
- Combination of Member Guest, Resident Non Member & Public Play Revenue down 3% from Budget. Closed Oct.
- Labor \$75k (27%) favorable to budget. Closed in October & absence of 2nd Assistant Pro
- Total Expenses 20% favorable to budget. \$79k

GOLF COURSE MAINTENANCE

- Down 3 employees
- Total expenses are down 11% (\$95k) Decrease in fertilizer use, landscaping, and supply chain lease issues major drivers.

Unanticipated expenditures caused by Hurricane Ian

- Debris Removal on District Property- Golf Course \$300k “cut & push”
- YTD \$382K in Expenditures
- Insurance for Clubhouse-\$200k
- Recovery from Insurance and FEMA in process
- Insurance proceeds less deductibles. 3% wind
- Insurance based on purchase price not actual cash value



Attachment

~B~



**Heron's Glen
Recreation District**

2022-23

Mid-Year Review

Herons Glen Recreation District

Mid-Year Review Summary

6 Month Actuals 10/01/22 - 03/31/23

6 Month Forecast 04/01/23 - 09/30/23

DEPARTMENT	REVENUE			EXPENSES			NET INCOME (SURPLUS/DEFICIT)		
	6 Mo Actual + 6 Mo Budget	6 Mo Actual + 6 Mo Forecast	Variance	6 Mo Actual + 6 Mo Budget	6 Mo Actual + 6 Mo Forecast	Variance	6 Mo Actual + 6 Mo Budget	6 Mo Actual + 6 Mo Forecast	Variance
Admin	1,024,130	1,014,757	(9,373)	1,046,372	1,046,584	212	(22,241)	(31,827)	(9,585)
Restaurant	1,763,888	1,755,891	(7,997)	1,813,422	1,801,376	(12,045)	(49,534)	(45,486)	4,048
Clubhouse	900,494	900,494	-	868,215	887,311	19,095	32,279	13,184	(19,095)
CLIS	525,284	525,284	-	484,792	485,584	793	40,492	39,699	(793)
Fitness	72,884	72,884	-	68,000	72,450	4,450	4,885	434	(4,450)
Other Than Golf	\$ 4,286,681	\$ 4,269,311	\$ (17,370)	\$ 4,280,800	\$ 4,293,306	\$ 12,506	\$ 5,880	\$ (23,995)	\$ (29,876)
GCM	-	-	-	1,567,495	1,580,541	13,046	(1,567,495)	(1,580,541)	(13,046)
Pro Shop	2,379,051	2,389,915	10,864	618,668	593,231	(25,437)	1,760,383	1,796,684	36,301
Golf Operations	\$ 2,379,051	\$ 2,389,915	\$ 10,864	\$ 2,186,163	\$ 2,173,772	\$ (12,391)	\$ 192,888	\$ 216,143	\$ 23,255
All Departments	\$ 6,665,732	\$ 6,659,225	\$ (6,507)	\$ 6,466,963	\$ 6,467,077	\$ 114	\$ 198,769	\$ 192,148	\$ (6,621)

2022-23 Mid-Year Review Notes and Departmental Assumptions

Dept 00 – Administration

Revenue: Forecasting Revenue will decrease \$9,373 vs amount budgeted over the next six months

- **Miscellaneous Other Income** – Decreased \$9,373 or 20% - home sales have dropped significantly over the past six months and this dictates how much revenue we generate from estoppel and new account fees each month

Expenses: Forecasting Expenses will Increase \$212 vs amount budgeted over the next six months

- **Dues & Subscriptions** – Decreased \$917 – Amazon Prime, Club Advisor & Zoom Renewal were paid a month early
- **Insurance (Allocation)** – Increased \$1,129 due to the last-minute policy increase after Hurricane Ian

Net Income/Loss: Forecasting the Net Loss will increase \$9,585 over the next six months

Dept 10 – Food & Beverage

Revenue: Forecasting Revenue will decrease \$7,997 vs amount budgeted over the next six months

- **Food Sales – Dining Room** - Increased \$5,185 or 5% in sales April through September based on first six months positive trend.
- **Beverage Revenue – Lounge** – Decreased \$8,875 or 8% in sales April through September based on first six months trend.
- **Banquet Food – Residents** – Decreased \$7,207 in April sales based on scheduled events. Residents are having parties on Mondays when the restaurant is closed and bringing their own food & beverage instead of booking their functions through the restaurant.
- **Banquet Food – Outside** – Decreased \$1,825 to account for the four specific scheduled events on the books.
- **Banquet Beverage – Outside** – Increased \$2,225 to account for the four specific scheduled events on the books.
- **Banquet Other Revenue** – Added \$2,500 to account for room rental for the four specific scheduled events on the books.

Expenses: Forecasting Expenses will decrease \$12,045 vs amount budgeted over the next six months

- **Cost of Sales, Food (Calculation)** – Decreased \$1,929 - Recalculated accordingly at an increased percentage of 45% as opposed to the budget of 42%. Not passing along the cost increases from suppliers. Previously booked events did not take into consideration the cost increases in food.
- **Cost of Sales, Beverage (Calculation)** – Increased \$1,728 - Recalculated accordingly at an increased percentage of 30% as opposed to the budget of 26%. Not passing along the cost increases from suppliers.
- **Payroll Taxes & Fees (Calculation)** – Increased \$47 due to changes in revenue for purposes of the 18% gratuity.
- **Payroll Benefits** – Decreased \$9,445 – only 9 employees taking the insurance with a budget of 12.
- **Insurance (Allocation)** – Increased \$755 due to the last-minute policy increase after Hurricane Ian
- **Member Rewards Food (Calculation)** – Increased \$415 - Based on current average percentage of outside sales vs. member sales based on YTD percentage of 79.87%.
- **Member Rewards Beverage (Calculation)** – Decreased \$2,117 - Based on current average percentage of outside sales vs. member sales based on YTD percentage of 84.22%.
- **Uniforms** – Decreased \$1,500 – not purchasing new uniforms until Oct.

Net Income/Loss: Forecasting the Net Loss will decrease \$4,048 over the next six months

2022-23 Mid-Year Review Notes and Departmental Assumptions

Dept 70 – Clubhouse Maintenance

Expenses: Forecasting Expenses will increase \$19,095 vs amount budgeted over the next six months

- **Payroll** – Increased \$6,089 – Dan to work 32 hrs/wk for the month of May and 25 hrs/wk Jun-Sep
- **Payroll Taxes & Fees (*Calculation*)** – Increased \$796 based on increase in payroll
- **Insurance (Allocation)** – Increased \$6,287 due to the last-minute policy increase after Hurricane Ian
- **Landscape Plant/Supplies** – Moved \$4,924 from 1st six months to April to plant flowers & shrubs – YTD \$4,924 better than budget
- **Office Supplies** – Increased \$1,000 for a new laptop with installation and setup for Dan as he transitions into his new role and Nate becomes Clubhouse Maintenance Manager

Net Income/Loss: Forecasting the Net Income will decrease \$19,095 over the next six months

Dept 76 – CLIS

Expenses: Forecasting Expenses will increase \$793 vs amount budgeted over the next six months

- **Insurance (Allocation)** – Increased \$793 due to the last-minute policy increase after Hurricane Ian

Net Income/Loss: Forecasting the Net Income will decrease \$793 over the next six months

Dept 77 – Fitness Center

Expenses: Forecasting Expenses will increase \$4,450 vs amount budgeted over the next six months

- **Electric (Allocation)** – Increased \$1,368 based on first six months actuals trend (LCEC increased its rates significantly after the Board adopted the FY23 budget)
- **Insurance (Allocation)** – Increased \$1,900 due to the last-minute policy increase after Hurricane Ian
- **Landscape Plant/Supply** - Moved \$1,182 from 1st six months' budget to April to plant flowers & shrubs – YTD \$1,182 better than budget

Net Income/Loss: Forecasting the Net Income will decrease \$4,450 over the next six months

2022-23 Mid-Year Review Notes and Departmental Assumptions

Dept 30 – Golf Course Maintenance

Expenses: Forecasting Expenses will increase \$13,046 vs amount budgeted over the next six months

- **Payroll, OT** – Increased \$1,439 to make up for being three employees down.
- **Payroll Taxes & Fees (*Calculation*)** – Increased \$188 due to increase in Payroll OT.
- **Electric (Allocation)** – Increased \$4,898 or 27% based on first six months actuals trend (LCEC increased its rates significantly after the Board adopted the FY23 budget)
- **Equipment Rental** – Added \$7,500 due to FY23 GCM Leased Equipment not arriving on time.
- **Fertilizer** – Moved \$9,000 from 1st six months' budget due to timing issues – YTD \$18,118 better than budget.
- **Insurance (Allocation)** – Increased \$1,205 due to the last-minute policy increase after Hurricane Ian
- **Landscape Plant/Supplies** – Moved \$12,000 from 1st six months' budget due to timing issues – YTD \$28,083 better than budget.
- **Lease** – Decreased \$23,184 due to FY23 GCM Leased Equipment not arriving on time.

Net Income/Loss: Forecasting the Net Loss will increase \$13,046 over the next six months

Dept 60 – Pro Shop

Revenue: Forecasting Revenue will increase \$10,864 vs amount budgeted over the next six months

- **Membership Fees** - Increased \$12,000 consistent with current membership level
- **Public Play Fees** – Increased \$4,351 or 5% based on first six months and plans to set daily rate higher than budgeted
- **Resident Non-Member Fees** – Decreased \$5,487 10% due to more resident non-members having joined the membership this year

Expenses: Forecasting Expenses will decrease \$25,437 vs amount budgeted over the next six months

- **Payroll** – Decreased \$27,517 or 15% due to not hiring a 2nd Assistant Pro and scheduling appropriately
- **Payroll Taxes & Fees** – Decreased \$9,814 related to the decrease in Payroll
- **Advertising** – Moved \$2,430 from March's budget to April for the Golfers Guide – YTD \$7,930 better than budget
- **Electric (Allocation)** – Increased \$2,052 or 25% based on first six months actuals trend (LCEC increased its rates significantly after the Board adopted the FY23 budget)
- **Field Supplies** - Moved \$2,473 from 1st six months' budget to April to fund a new idea with Golf Genius to have real-time scoring for tournaments which includes the purchased of a few monitors/TVs with rolling carts – YTD \$2,473 better than budget
- **Insurance (Allocation)** – Increased \$4,939 due to the last-minute policy increase after Hurricane Ian

Net Income/Loss: Forecasting the Net Income will increase \$36,301 over the next six months

All Departments

Revenue: Forecasting Revenue will decrease \$6,507 vs amount budgeted over the next six months

Expenses: Forecasting Expenses will increase \$114 vs amount budgeted over the next six months

Net Income/Loss: Forecasting the Net Income will decrease \$6,621 over the next six months

2022-23 Mid-Year Review Notes and Departmental Assumptions

Capital

- Items expecting to be completed this summer \$254,663
- Projects done through the bond to potentially be transferred to the Long-Range Capital \$5,000
- Items to be included in future bond projects \$211,763
- Capital Budget items that were transferred to the Deferred Maintenance Budget \$33,765
- Capital Budget funds collected for items to possibly be reimbursed to Losses Reserve Fund \$41,414
- Items to be carried over into next fiscal year \$365,196
- Items to be determined \$90,833

Deferred

- Projects expected to be completed this summer \$322,686
- Projects done through the bond to potentially be transferred to the Long-Range Capital \$0.00
- Items to be included in future bond projects \$32,429
- Deferred Maintenance Budget items to be transferred to the Capital Budget \$5,593
- Deferred Maintenance items that were transferred from Capital \$33,765
- Items to be carried over into next fiscal year \$309,350
- Items to be determined \$0.00

RESOLUTION NO. 2023-09

A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2021/2022 CAPITAL ACCOUNT FOR FITNESS CENTER EQUIPMENT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT:

SECTION 1. AUTHORITY FOR THIS RESOLUTION. The Board of Supervisors (the “Board”) of the Herons Glen Recreation District (the “District”) is authorized to adopt this Resolution under the authority granted by the provisions of Chapter 418, Part II, Florida Statutes, as amended, its Charter (Ordinance No. 98-08 adopted by Lee County, Florida on April 28, 1998, as amended by Ordinances 98-18 and 2- 25), Chapters 418, 197 and 189, Florida Statutes and other applicable provisions of law (collectively, the “Act”).

SECTION 2. FINDINGS.

A. The District is a local unit of special purpose government organized and existing under and pursuant to Chapter 418, Part II, Florida Statutes and the Act.

B. The District was established for the purpose of acquiring, purchasing, constructing, improving and equipping recreational facilities of all types, including land, improvements, and equipment such as golf, tennis, restaurant, and club facilities, which are owned or operated by the District for the benefit of the community.

C. The Board hereby determines that expenditures described below to be made from the District’s Capital Account funds are necessary and prudent and in the best interests of the District.

SECTION 3. AUTHORIZATION. The Chairman, Vice-Chairman, other officers of the District and the District Manager are authorized and directed to expend the funds in an amount not to exceed those described for the following items or services:

- A. **Expend from 2022/2023 Capital Account a not to exceed amount of \$ \$6,100.00** for Matrix Endurance LED Treadmill from Commercial Fitness Products.

SECTION 4. MISCELLANEOUS. The Chairman, Vice-Chairman, other officers of the District and the District Manager, are authorized and directed to execute and deliver all documents, contracts, instruments and certificates and to take all actions and steps on behalf of the

District that are necessary or desirable in connection with the authorization granted herein if not inconsistent with the terms and provisions of this Resolution.

SECTION 5. SEVERABILITY. Should any sentence, section, clause, part or provision of this Resolution be declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this Resolution as a whole, or any part thereof, other than the part declared invalid.

SECTION 6. EFFECTIVE DATE. This Resolution shall be effective immediately upon its adoption.

PASSED AND ADOPTED at a meeting of the Board of Supervisor of the Herons Glen Recreation District this 24th day of April 2023.

ATTEST:



District Secretary

**HERONS GLEN RECREATION
DISTRICT**


Howard Young, Chair

RESOLUTION NO. 2023-10

A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT AMENDING AND RESTATING THE DISTRICT'S POLICIES AND PROCEDURES; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT:

SECTION 1. AUTHORITY FOR THIS RESOLUTION. The Board of Supervisors (the "Board") of the Herons Glen Recreation District (the "District") is authorized to adopt this Resolution under the authority granted by the provisions of Chapter 418, Part II, Florida Statutes, as amended, Ordinance No. 98-08 adopted by Lee County, Florida on April 28, 1998, as amended, and other applicable provisions of law (collectively, the "Act").

SECTION 2. FINDINGS.

- A. Pursuant to the Act, the District shall set its operating policies.
- B. The District has previously adopted from time to time Policies, Procedures and Rules and Regulations.
- C. District now desires to adopt its amended and restated Policies and Procedures as described in the attached exhibits.

SECTION 3. ADOPTED POLICIES. The District hereby adopts its restated and amended policies and procedures, specifically as restated and amended and adopted Policies and Procedures, all as more particularly described in the attached Exhibit "A."

SECTION 4. SEVERABILITY. Should any sentence, section, clause, part or provision of this resolution or the attachments hereto be declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this resolution as a whole or any part thereof other than the part declared invalid.

SECTION 5. EFFECTIVE DATE. This resolution shall be effective immediately upon its adoption.

PASSED AND ADOPTED at a meeting of the Board of Supervisors of the Herons Glen Recreation District this 24th day of April 2023.

DISTRICT

ATTEST:

District Secretary

HERON'S GLEN RECREATION

Howard Young, Chair

EXHIBIT A

ADMINISTRATIVE CODE AND POLICIES

April 24, 2023

Permission to use any of the Herons Glen Recreation District Facilities and services is granted only on the condition that the user has unconditionally agreed to do so in compliance with these Policies and Procedures.

**HERONS
GLEN**
Recreation District
POLICIES & PROCEDURES
Revised
April 26, 2023

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I. ADMINISTRATIVE CODE AND POLICIES

A. Herons Glen Recreation District Purpose

The Herons Glen Recreation District (the “District”) is an independent special district of the State of Florida created pursuant to Chapter 418, Florida Statutes (the “Act”), Ordinance No. 98-08 enacted by Lee County, Florida on April 28, 1998 (the “Charter”), a referendum of the qualified electors of the District and other applicable law. The purpose of the District is to finance, acquire, plan, improve, own, operate, equip, maintain and manage recreational facilities within the District, as more fully set in, and subject to the provisions of, the Act and the Charter.

B. Herons Glen Recreation District Mission Statement

Herons Glen Recreation District is a Florida Special District, a community that provides quality recreation, activities, and programs for all residents. We strive to provide excellent financial value and well-maintained facilities to satisfy varied interest groups and promote healthy lifestyles.

C. Herons Glen Recreation District Vision Statement

Continue to be one of the premier active adult communities in Southwest Florida that provides an excellent value for our current and future residents.

D. Herons Glen Recreation District Location

The District is located in Lee County, Florida. The boundaries of the District are set forth in the Charter.

E. Purpose of Policies and Procedures: Definitions

The purpose of these Policies and Procedures is to describe the general operations of the District. Definitions set forth within any section hereof shall be applicable within all other sections, unless specifically stated to the contrary.

F. General Information Concerning the District

1. District Principal Office - The District’s principal office shall be that of the General Manager located at 2250 Herons Glen Boulevard, Suite 100, North Fort Myers, Florida 33917, or such other address as the Board may designate. The principal office is open for business during the posted hours on all weekdays, except State holidays and declared emergencies or posted closures.
2. Fiscal Year -The fiscal year of the District shall begin October 1 of each year and end September 30 of the following calendar year.
3. District Depository - The Board is authorized to select, from time to time, as a depository of funds any qualified public depository as defined in Florida Statutes. Surplus funds may be invested in accordance with District financial policies and procedures.
4. Records - All minutes, including Resolutions and all documents evidencing ownership of District property or rights in other property shall be retained in accordance with Florida General Records Schedule Gs1-SI for state and local government agencies. This general records schedule is issued by the Department of State’s Division of Library and Information Services, in accordance with the statutory provisions of Chapters 119 and 257, Florida Statutes. Public Records - All public records of the District shall be available for public inspection pursuant to Chapter 119, Florida Statutes, except those specifically exempted by Florida Statutes. Any person wishing to examine public records of the District may do so during normal business hours at the office of the General Manager.
5. Copying of Public Records -. Copies of public records shall be made available to the requesting person at the rates provided in FL statutes Chapter 119.
6. District Audit - In accordance with Chapter 218, Florida Statutes, the Board must cause an annual financial audit of the District’s accounts and records. The financial audit of the District must be performed by an independent certified public accountant and completed within 9 months after the end of the fiscal year. The District is required to comply with the rules of the auditor general. The Board will establish an

Auditor Selection Committee as required by FL statutes Chapter 218. As specified in the statute, the chair of the committee must be a Supervisor and no District employee may be a member of the committee. This committee solicits bids from qualified CPA firms and recommends an auditor to the Board.

G. Meetings

1. General Meetings.
 - a. The Board shall hold regular meetings. At a minimum, the meetings of the Board will comply with the provisions of Chapters 189, and 286, Florida Statutes. All meetings of the Board shall be open for public access under the provisions of Chapter 286, Florida Statutes.
 - b. A meeting may be canceled, provided that notice of cancelation shall be given by means calculated to give the best reasonable notice possible of such cancelation.
2. Special Meetings; Emergency Meetings
 - a. Special meetings of the Board may be held at any time upon the written or oral call of the Chairman, Vice-Chairman, or any three (3) members of the Board.
 - b. Notice of any such special meeting shall be given personally to all members of the Board by means calculated to provide the best opportunity to inform each Board Member of the time, place and date of such meeting. Seven days' notice shall be given except in cases of emergency, in which case a meeting to deal with the emergency may be held as necessary, with reasonable notice, so long as any action taken at the meeting is subsequently ratified by the Board. The advertisement shall be placed in that portion of the newspaper where legal notices and classified advertisements appear.
3. Meeting notices shall state at a minimum:
 - a. the date, time and place of the meeting;
 - b. a brief description of the purpose of the meeting;
4. Conduct of Business
 - a. The conduct of all business at regular meetings shall be governed by Florida Statute and the usual rules of parliamentary order. Roberts Rules of Order, current edition, shall be the guide for such usual rules of parliamentary procedure.
 - b. The procedure for all items to be voted on at a regular meeting shall be as follows: Once a motion on a matter has been made and seconded, all Board members will be afforded the opportunity to fully discuss the matter. After all Board discussion, and prior to taking a vote, the floor may be opened for resident comments on the matter. Upon conclusion, the matter shall be put to a vote of the Board.
 - c. Any New Business to be voted on at a regular Board meeting should be presented to the Supervisors three (3) business days prior to the meeting to allow sufficient time to review but the Board by unanimous consent may shorten that time.
5. Quorum
 - a. No decision or action of the Board shall be effective unless a quorum is present. A quorum shall consist of three (3) physically present members of the Board.
 - b. No decision or action of the Board shall be effective unless approved by at least three (3) physically present members of the Board.

H. The District Governing Body: Officers

1. District Governing Body - The District is governed by a five (5) member Board (the "Board") which shall exercise all powers granted to the District by the Charter and the laws of Florida.
2. Organization of Board - Annually, the Board shall, at a minimum, select a Chair and Vice-Chair of the Board and a Treasurer and an Assistant Treasurer and a Secretary and an Assistant Secretary of the District. Each of the persons selected to hold such positions shall serve for a term of one (1) year or until their successor is elected or until their earlier resignation, removal from office or death.
3. District Chair - The Chair shall be a member of the Board with full rights of participation to make, second, and discuss a motion as any other Board member. The Chair shall convene and conduct all meetings of the Board and shall have such other authority and responsibilities as specifically delegated by the Board from

time to time, including the authority to call a member, or other attendee, to order for lack of proper decorum. The Chair shall sign resolutions and other legislative documents for the Board and all contracts and instruments to which the District is a party, on behalf of the District. If the Chair ceases to be a member of the Board, the Board shall select a Chair to serve the remainder of the term, after filling the Board vacancy.

4. District Vice-Chair - The Vice-Chair shall be a member of the Board and shall perform all duties of the Chair in the absence of the Chair and such other duties and responsibilities as specifically delegated by the Board from time to time. If the Vice-Chair ceases to be a member of the Board, the Board shall select a Vice-Chair to serve the remainder of the term, after filling the Board vacancy.
5. District Secretary - The District Secretary shall be a member of the Board. The District Secretary shall attest the signature of the Chair on all resolutions and other documents to which the District is a party.
6. Assistant District Secretary - The Assistant District Secretary shall perform all duties of the District Secretary in the absence of the District Secretary.
7. District Treasurer - The District Treasurer shall be a member of the Board. The District Treasurer shall have charge of the funds of the District and such other duties as may be assigned by the Board from time to time.
8. Assistant District Treasurer - The Assistant District Treasurer shall be a member of the board. The Assistant District Treasurer shall perform the duties of the District Treasurer in the absence of the District Treasurer or with specific written authorization of the District Treasurer.
9. Other District Officers - The Board may appoint assistants and other officers of the District and give to such officers such powers and duties as the Board may deem appropriate.

I. Vacancies of Board

If during the term of office of a Board member a vacancy occurs, the remaining members of the Board shall fill the vacancy by appointment of a qualified person residing in the District for the remainder of the unexpired term. If three or more vacancies occur at the same time a quorum is not required to fill vacancies.

J. Compensation

Members of the Board serve without compensation. However, the members of the Board are entitled to per diem and travel expenses using the same reimbursement policies as employees. The General Manager's compensation and salary ranges for employee positions are approved by the Board.

K. Legal Services

A "continuing contract" for legal services may be entered into between the District and a firm whereby the firm provides professional legal services to the District for work outlined in the contract with no time limitation, except that the contract shall provide a termination clause.

L. Committees

The Board may establish committees in order to perform specifically designated functions. These committees may be standing or ad hoc. Committee members are individuals who are not members of the Board except for the Auditor selection committee and the Audit committee. Committee duties are further defined in committee charters. Charters for committees, both ad hoc and standing are included in the appendix.

M. Election Procedures

In connection with elections of the Board, the following procedures shall apply:

1. Establishing the Election

- a. At the first meeting of the Board in January of each year, the HGRD will call for an election of Board members to fill the positions of any Board members whose terms of service will expire on March 31st of that year. In its Resolution the Board will set the dates for the election and the qualifying period, and procedures by which qualified residents of the HGRD may become a candidate for the soon to be open Board positions.

- b. A Notice of Election and Candidate Qualifying will be published in a newspaper of general circulation in the County on or about the first date of candidate qualifying and during the 5th and 3rd weeks prior to the election and it shall be posted on the HGRD's bulletin board. The notice will provide the dates for qualifying to commence and end as well as the name and address of the person to whom nominations for the open positions must be provided, in writing.
- c. Counsel for the District will serve as qualifying officer for candidates. Nominations by any person for the position of Supervisor will be accepted at the Counsel's office, in writing, beginning on date set by the Board. Counsel will inspect the statement of qualification of each nominee and inquire of the nominee, if unclear, whether they are qualified, i.e. 18 years old, a resident of Florida, own property in the District, resides in the District at least 90 days out of the year, has signed a notarized candidate's oath included in the appendix, and whether they wish to have their name placed on the ballot.

2. Preparation and Distribution of Ballots

- a. After the close of nominations/qualifying for candidates, a ballot listing alphabetically the names of all persons who have qualified shall be prepared. The Ballot Instructions will say to vote for no more candidates than there are open positions.
- b. One ballot will be mailed to each property owner within the District boundaries as determined from the records of the Lee County Property Appraiser. The voting instructions will tell each recipient that an election will be held at the District's Clubhouse on the established election date, the time after which Ballots will no longer be accepted and that the owner may attend and vote in person, or may vote by the absentee method outlined in the included instructions.
- c. The records of the Lee County Property Appraiser will be the official records of eligible voters within the District unless an owner provides alternate proof of ownership, acceptable to District Counsel. District Counsel may order the Property Appraiser's list of owners in Herons Glen, i.e. eligible voters, at his discretion but not earlier than eight (8) weeks prior to the election.
- d. Included with the mailed ballots, if provided by or for the candidate by the end of the qualifying period, will be one 8 ½ in. by 11 inch page, but not more, of candidate biographical and/or qualifications information. Also a "Meet the Candidates" notice may be provided in the envelope containing the ballot.
- e. The instructions will direct each voter to insert his or her marked ballot into an envelope (enclosed with the initial mailing) labeled "BALLOT." The "BALLOT" envelope is then to be placed into a second envelope ("Mailing Envelope") addressed on the front to Herons Glen Recreation District, 2250 Herons Glen Boulevard, Suite 100, North Fort Myers, Florida 33917.
- f. Instructions to each voter will state that only those ballots delivered within a Mailing Envelope, with the Voter Certificate on the back having been signed by the voter and received by 4:00 p.m. on the day of the election (the "Close of Election") will be counted.
- g. The Mailing Envelope will contain on the back a line for the voter's signature swearing to the following certification In this way, all voters will be required to sign the certification and there will be no way to link a voter's signature to his or her ballot. The following will be printed on the back of the mailing envelope:

Under penalty for false swearing, pursuant to Florida Statutes, I do solemnly swear or affirm: that I am a qualified voter in the Herons Glen Recreation District because I own property in the District; that I will not vote more than one ballot in this election; that I understand that a failure to sign this certificate will invalidate my BALLOT.

- h. Directions for Voting on the back of Mailing Envelope will also state:

"NO BALLOT WILL BE COUNTED UNLESS VOTER'S CERTIFICATE IS PROPERLY SIGNED AND COMPLETED."
- i. The voter's signature will not be required to be notarized, but the instructions will also contain the following notice:

Pursuant to Chapter 104, Florida Statutes, a person who willfully swears or affirms falsely to any oath or affirmation or willfully procures another person to swear or affirm falsely to an oath or affirmation in connection with or arising out of voting or elections, commits a felony of the Third Degree punishable as provided in Florida Statutes.

- j. Voters are responsible to ensure that their properly completed Mailing Envelope (with ballot) is either mailed or hand-delivered to the District at the above-stated address and received prior to “Close of Election” established by the Board’s Resolution. All Mailing Envelopes received prior to the Close of Election must be kept in a locked receptacle which is securely maintained until opened by the Election Committee for counting on the date of the Election.

3. Conduct of Election

- a. Prior to the annual election, The Board shall appoint a Supervisor of Elections, an Election Committee consisting of seven members and two alternates, and shall designate a Board member to act as liaison to the Committee. The Supervisor of Elections shall solicit volunteers for the Election Committee. If greater than seven Residents volunteer, the Committee shall be selected by the Supervisor of Elections in a random drawing and approved by the Board. The committee shall perform its duties at the direction of the Supervisor of Elections. The Election Committee shall be responsible both for assisting at the “Meet the Candidates” event and overseeing the tabulation of ballots cast.
- b. The Supervisor of Elections, in addition to any other duties, shall be responsible for the certification of each ballot. The name on each ballot received shall be compared to the listing of names supplied by The Lee County Property Appraiser Office to verify the voter’s eligibility. During this process, the Mailing Envelopes will be sorted alphabetically, and names checked for ownership rights against the Property Appraiser’s Lists and for duplicates. Only the first ballot received from any qualified voter will be counted. Any duplicate ballots received will be marked as such and not counted. Once verified by the Supervisor of Elections, ballots in the unopened Mailing envelopes shall be placed in a locked cabinet until 9:00 a.m. on the day of the Election.
- c. Beginning at 9 A.M. on the day of the election, the Supervisor of Elections and the District’s staff volunteers will open the Mailing Envelopes, take out ballot envelopes and mix the unopened ballot envelopes together.
- d. After the Close of Election on the day of the election any ballots received before the Close of Election will be brought to a convenient place in the Clubhouse where the Supervisor of Elections and District employees will open and count the ballots in the presence of any members of the public wishing to observe. If there are not enough District employees, members of the Election Committee may help open and count the ballots.

4. Method of tabulation:

- a. There will be several counting stations each consisting of tables with two District employees and one member of the Election Committee. One employee will open the ballot and read aloud the votes on each ballot. The other employee will record the vote on tally sheets. The member of the Election Committee at each station shall observe the process of tallying in order to ensure that votes recorded for each ballot are correctly checked and tabulated. Once all the ballots at each station have been recorded and counted, the tally sheets shall be given to the Supervisor of Elections who will be responsible, in coordination with the District’s Counsel, to accurately total all of the votes and determine preliminary results of the election.
- b. Such results are preliminary results. They are not final until the Board has heard and determined any voter qualification questions and the Board has officially accepted the final vote tally.
- c. Any vote tally which reflects that a candidate was defeated by a margin of less than one-half of one percent of the total votes cast shall be recounted. These elections are determined by a plurality, meaning the candidate(s) with the highest vote total(s) win the open position(s). There are no runoffs. In the event of a tie vote, the two candidates shall draw lots or flip a coin to determine the winner.
- d. The Supervisor of Elections may publicly report the result of the election immediately after counting all ballots. The official report of election results will be presented to the Board by the

District's counsel and made a part of the Minutes at the next Board meeting and the Board shall declare the official election results at that meeting.

- e. The ballots and mailing envelopes will be retained for a minimum of one year and shall be available for inspection by the public after they have been counted, but they may not be handled by anyone other than the Elections Supervisor or Elections Committee members. If requested, the Elections Committee will determine a reasonable time and place for the inspection of ballots and mailing envelopes.

N. Meet the Candidate Procedures

Meet the Candidates is held in early March only when there are more qualified candidates than open Board positions.

1. Questions for the Candidates must be printed or typed and submitted to the District office by 12 P.M. on the date of the program. No question will be directed to only one candidate.
2. The submitted questions will be placed in a locked box and remain there until the election committee begins the process of reviewing the questions. This process will begin at a time designated by the Supervisor of Elections on the date of the program.
 - a. The committee will consolidate the questions from multiple Residents that are essentially the same.
 - b. The committee will provide questions to the moderator at the beginning of the program.
3. The program will begin with each candidate seated in alphabetical order, giving an opening statement not to exceed three minutes.
4. The Media Resources committee in the sound room will track the time and give each candidate a 15 second warning prior to the conclusion of the candidate's allotted time so that he/she may conclude his/her thoughts.
5. Each candidate will be asked the same question in alternating order so the same candidate isn't the first to respond to each question.
6. Each candidate will have up to 2 minutes to answer each question.
7. Two hours will be allotted for those questions that were submitted with closing statements to follow.
8. Each candidate will be allotted 1 minute for a closing statement.

O. Term of Office of Board Members

Supervisors shall serve for staggered three year terms. Each Supervisor shall serve a full three-year term, beginning April 1 of the year in which he or she is elected.

P. Indemnification

Each person (including the heirs, executors, administrators, or estate of such person): (i) who is or was a Board member or officer of the District; or (ii) who is or was an agent or employee of the District other than an officer; and as to whom the District has agreed to grant such indemnity shall be indemnified, defended and held harmless by the District as of right to the fullest extent permitted or authorized by current or future law against any fine, liability, cost or expense, including attorneys' fees, asserted against such person or incurred by such person in the capacity of a member of the Board, officer, agent or employee of the District or arising out of or relating in any way to their status as a member of the Board, officer, agent or employee of the District unless such Board member, officer, agent or employee acted intentionally, in bad faith or with malicious purpose or in a manner exhibiting wanton and willful disregard of human rights, safety or property. The District may maintain insurance to protect itself and any such person against any such fine, liability, cost or expense.

Q. General Description of Administration

1. General Manager - The Board will appoint a General Manager under the direction and supervision of the Board. The General Manager shall be responsible for the day-to-day operations of the District and shall have the authority to expend District funds for proper District expenditures that are consistent with the District Budget. The General Manager shall timely submit the proposed annual budget to the Board; shall

make regular reports to the Board on District affairs; and shall keep the Board fully advised on the financial condition and future needs of the District and make such recommendations on District affairs as deemed appropriate by the General Manager.

2. Consultants - The Board shall have the power to appoint and fix the compensation of attorneys, accountants, professional advisors and such other consultants as it may, from time to time, deem necessary, subject to compliance with any applicable law relating to competitive bidding and negotiation, and such persons or entities shall have such professional duties as may be delegated to them by the Board from time to time.

R. Voting Conflict of Interest and Ethics

The Code of Ethics (Chapter 112, Part III, Florida Statutes - Code of Ethics for Public Officers and Employees), was created to help:

1. Prevent conflicts between public duty and private interests; and ensure that public sector employees and officers will not use government office for private gain. All special district local officers and special district employees must comply with Florida's ethics laws.
2. Special district local officer must abstain from voting on the following measures:
 - a. One that inures to his or her special private gain or loss
 - b. One that inures to the special gain or loss of a principal (other than a government agency) by whom he or she is retained
 - c. One that could result in special private gain or loss to a relative
 - d. One that could result in special private gain or loss to a business associate. Special district local officers of community redevelopment agencies and special district local officers of independent special districts elected on a one-acre, one-vote basis, are not prohibited from voting in that capacity, but still must file Form 8B
 - e. For more information, see Chapter 112 Florida Statutes - Voting conflicts
3. Filing Notice of Voting Conflict
 - a. Appointed and Elected Supervisors must abstain from voting in the above-described voting conflict situations but may participate in discussion of such matters.
 - b. Appointed and Elected Supervisors must disclose the nature of the conflict on Form 8B immediately after any participation in the matter. If a Supervisor participates in the decision before or during the meeting in which the vote takes place, the Supervisor first must complete this form, which must be immediately provided to the other governing body members of the special district and read publicly at the next meeting.
4. Where to file
 - a. With the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes, provide a copy to the other members of the special district and read the form at the next meeting.
 - b. If the special district local officer does not try to influence the decision except by discussion at the meeting in which the vote will take place, they must disclose orally the nature of the conflict in the measure before participating. The form must be:
 - 1) Completed and filed within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting.
 - 2) Incorporated in the minutes.
 - 3) Copied immediately for the other members of the governing body.
 - 4) Read publicly at the next meeting after the form is filed.
5. All Board members present at a Board meeting must vote on items properly before the Board, unless the member has a conflict of interest. Any board member present may request a roll call vote, the results of which shall be recorded in the minutes.
6. In the event of a tie vote the motion shall be ruled as having failed.

S. Alcohol

The District abides by all laws of the State of Florida regarding the purchase, sale, and consumption of alcoholic beverages on the District's property. Due to state and local liquor laws, all alcoholic beverages to be served and consumed on the District's premises must be purchased from District and Residents or guests may not bring alcoholic beverages on District property, including the District parking areas.

T. Gambling and Games of Chance

In general, Florida law prohibits gambling including raffles on District properties. There are some exceptions, including BINGO and penny-ante card games. Exceptions must be conducted in strict compliance with the applicable law to retain their status as District sanctioned activities. All use of District facilities and all District activities, whether conducted by District sanctioned activities or otherwise, must comply with Florida Statute Chapter 849, pertaining to gambling; and all District Staff Members, Committees Members, Guests and any others using District facilities shall conduct their activities and events including drawings by chance (raffles) in conformance with Florida Statute Chapter 849.

U. Purchasing

1. General

- a. When reasonably possible the District will attempt to obtain three bids for all significant purchases of goods and services where the expense for any single purchase, is between \$10,000 to \$20,000. In such cases, two verbal or email quotes are to be obtained and the results documented. If a single purchase is greater than \$20,000, two written quotes must be attempted to be obtained (this may be email) and results documented.
- b. The District's Finance Committee will review all bids received by the District for goods and services where the expense is in excess of \$35,000.
- c. Except in the case of an Emergency Purchase, prior to purchasing goods or services estimated to cost in excess of \$35,000 the District Representative shall make a good faith estimate of the probable cost of the Project, Services, or Commodities intended to be purchased and determine whether Competitive Bidding is required.
- d. The "District Representative" means the Board, or person, firm or group designated by the Board to administer the purchasing process.

2. Competitive Bidding

- a. In addition to the Finance Committee review, the District will utilize Competitive Bidding procedures for the purchase of goods and services as required by Florida law.
- b. "Competitive Bidding" means the awarding of District contracts and agreements for purchase of goods, i.e. Commodities, and services to the lowest responsible and responsive bidder best able to supply the goods or complete the project in a manner financially most advantageous to the District, after solicitation of bids by public announcement and review by the District's Representative of the timely received, responsive bids.
- c. The District must use Competitive Bidding for its purchases when the estimated cost for such goods and/or services exceeds the following thresholds:
 - 1) \$35,000 for Services (other than Construction and Professional Services).
 - 2) \$35,000 for Commodities (goods and equipment, etc.)
 - 3) \$35,000 for Professional Services in the nature of planning and study:
 - 4) \$325,000 for Professional Services where the construction or improvement project exceeds that value. Note: this threshold refers to the estimated overall construction cost, not to the professional's expected fees.
 - 5) \$200,000 for Construction Services where the construction or improvement is a building or structure. Note: this threshold refers to the estimated overall construction cost, not to the contractor's fees.
 - 6) \$75,000 for Electrical Services where the deliverable is solely an electrical project. Note: this threshold refers to the estimated overall project cost, not to the contractor's fees.

3. Bidder Qualifying

To be eligible to submit a bid or proposal, an individual or firm must, at the time of District's receipt of the bid or proposal:

- a. Hold the required applicable federal, state and county license(s) in good standing.
- b. Be authorized to do business in Florida in accordance with Florida law.
- c. Meet any additional pre-qualification requirements established by the District, or set forth in the bid specifications. Failure to provide evidence of such compliance when requested by the District will disqualify the bidder.

4. Procedures for Competitive Bidding

- a. If the intended purchase is subject to Competitive Bidding and not otherwise exempt from such procedures due to emergency or other provisions of the law, the District will utilize the following procedures:
 - 1) The District shall designate a District Representative to administer the Competitive Bidding process and set a deadline for receipt of bids and responses.
 - 2) The District shall publish, in a newspaper of general circulation in Lee County, a Notice with a general description of the goods or services to be purchase and including a deadline date, time and address for receipt by the District Representative of all bids and other responses, and the date, time and place where bidders may attend the bid opening.
 - a) The Notice must appear at least one time and at least 21 days prior to the deadline for receipt of bids, and at least 5 days prior to any pre-bid conference.
 - b) The Notice must appear at least 30 days prior to the deadline for receipt of bids if the purchase is estimated to exceed \$500,000.
 - 3) The Board reserves the right, until a contract is signed, to reject all bids and revise or abandon the Project or purchase for which the Competitive Bidding process was undertaken. This reservation shall be included in the published Notice.
 - 4) Bidders not receiving a contract award shall not be entitled to recover any costs of bid preparation or submittal from the District.
- b. Review and Selection
 - 1) The District Representative shall review and evaluate the data submitted in response to the notice described above regarding qualifications and performance ability, as well as any statements of qualifications. The District Representative shall conduct discussions with, and may require public presentation by firms regarding their qualifications, approach to the Project, and ability to furnish the required service and any other aspect of the purchase, including price and alternative products and methods.
 - 2) The District Representative shall, following the review and/or public presentation, select and list the Responsive Bidders in order of preference deemed to be the most highly capable and qualified to perform the required services, after considering these and other appropriate criteria:
 - a) The experience, ability and adequacy of the professional personnel.
 - b) Past performance for the District and other professional employment
 - c) Willingness to meet time and budget requirements.
 - d) Geographic location of the firm's headquarters or office in relation to the District project.
 - e) Recent, current and anticipated workloads of the bidder.
 - f) Volume of work previously awarded to the bidder.
 - 3) All selections are subject to Board approval. If the Competitive Bidding process is administered by persons other than the full Board, the selection made will be presented to the full Board with a recommendation that negotiations be instituted with the selected bidders in order of preference listed.
 - 4) The Board has the right to reject any and all bids and such reservations shall be included in the public announcement.

- 5) Nothing in this Rule shall prevent the District from evaluating and eventually selecting any bidder if less than three Responsive Bids or Proposals are received.

5. Continuing Contract

- a. Nothing herein shall prohibit a continuing contract between a firm or an individual and the District.
- b. "Continuing Contract" means a contract for Professional Services which is entered into by and between the District and a Professional Services firm whereby the services to the District are for construction projects in which estimated construction costs do not exceed \$4,000,000 and for planning activities in which the estimated Professional Services costs do not exceed \$500,000 on any one project.

6. Requests for Proposals

- a. "Request for Proposal" means a written or electronically posted solicitation for competitive sealed proposals.
- b. The District may use Requests for Proposals as needed in the best interests of the District.
- c. If a Request for Proposal is issued for a purchase which would otherwise, or is later determined to, require Competitive Bidding, the District shall either follow the procedures described herein for Competitive Bidding in the process of issuing its Request for Proposal, or shall follow up the receipt of proposals by initiating the Competitive bidding process for the purchase contemplated.

7. Purchases Statutorily Exempt From Competitive Bidding.

- a. Emergency purchases.
- b. Purchases below the thresholds set forth herein
- c. Purchases after receiving less than 2 responsive bids.
- d. Purchases for repair or maintenance of existing District facilities
- e. Purchases from vendors pursuant to contracts by other government agencies which followed the Competitive Bidding process.
- f. Purchases from a single or sole source.
- g. Projects undertaken by the District using only its own services, employees and equipment.
- h. Legal services, including engagement of legal counsel.
- i. Artistic and Health services
- j. When the time needed to Competitively Bid the Project will jeopardize the available funding for the Project, Services or Commodities involved.

8. Definitions

Certain additional terms referred to in this Policy shall have the following meanings:

- a. "Contractor" means a person or licensed business which contracts to sell services or commodities.
- b. "Commodity" means any of the various supplies, materials, goods, merchandise, food, equipment, technology and other personal property purchased by the District.
- c. "Emergency purchase" is a purchase necessitated by a sudden unexpected turn of events (e.g., acts of God, riot, fires, floods, hurricanes, accidents or any circumstances or cause beyond the control of the District in the normal conduct of its business) and where the Board determines that there is an immediate danger to the public health, safety or welfare, or potential significant loss of District assets, such that the delay incident to competitive bidding would be detrimental to the best interests of the District.
- d. "Professional Services" means those services within the scope of the practice of architecture, professional engineering, landscape architecture or registered surveying and mapping, as defined by the laws of Florida, or those performed by any architect, professional engineer, landscape architect or registered surveyor, in connection with the firm's or individual's professional employment or practice.
- e. "Project" as used in this Policy means:

- 1) with respect to Professional Services, a proposed capital outlay study or planning activity for construction or improvement of a District building or structure the basic construction cost is estimated by the District to be more than \$450,000, (or \$110,00 for electrical projects) and \$35,000 for a planning or study activity; and
 - 2) with respect to construction of District structures, a proposed improvement whose estimated cost exceeds \$35,000.00.
- f. “Responsive bid” and “Responsive proposal” mean a bid or proposal submitted by a bidder which bid, or proposal conforms in all material respects to the District’s solicitation.

II. GENERAL STATEMENTS AND DEFINITIONS

A. Definitions

Whenever used herein the term “District” means the Herons Glen Recreation District. The purpose of these Policies and Procedures is to describe the general operations of the District. Definitions set forth within any section hereof shall be applicable within all other sections unless specifically stated to the contrary.

1. The term “Facilities” wherever used herein shall mean the land, water (lakes) and all the buildings and improvements thereon that are owned or controlled by the District, including but not limited to the: golf course and practice areas, Clubhouse, Maintenance areas, offices, Ballroom, Verandah, Gazebo, Picnic Areas, Activities Rooms, Card and Meeting Rooms, Billiards Room, Restrooms, Pool & Spa, Pump Houses, Storage Rooms, leased space, offices, stage etc., Fitness Center, Tennis Courts, Shuffleboard Courts and Bocce Courts, Pickleball Courts, all Parking lots, the Maintenance Buildings, the CLIS lakes and system and Golf Course Restrooms and attendant areas; the premises upon which said buildings are located and all attendant appurtenances including the bridge and all other District property.
2. For the purposes of these policies, “Resident” means any owner or other person who resides for at least 90 days within the boundaries of the District.
3. A Nonresident is any person who resides outside the boundaries of the District as established by Lee County Ordinance No. 98-08 pursuant to Chapter 418, Part II, Florida Statutes and as amended by Lee County Ordinance No. 98-18.
4. A Permitted Nonresident is any person, residing outside the boundaries of the District who has paid the requisite fees and complied with the District’s Rules and Regulations and is thereby permitted to use the Facilities in accordance with the said Rules and Regulations. This includes those who have purchased an Annual Nonresident Membership and those who have paid the requisite fee to use a single amenity.
5. A Guest is an individual who visits a property owner and is thereby permitted to use the Facilities in accordance with the said Rules and Regulations. The types of Guests are:
 - a. Day Guest – An individual who visits a property owner but does not spend the night. This guest can use Herons Glen amenities while accompanied by the property owner. Day guests are limited to no more than four (4) per day.
 - b. Overnight Guest – An individual who visits a property owner and spends the night. This guest can use Herons Glen amenities while accompanied by the property owner or with the property owner’s authorization.
 - c. Tenant – A tenant is a person who resides in Herons Glen under a lease with a term of less than 90 days. As used herein the term “Guest” includes such short term tenants.
6. Resident events are defined as any non-business related social event which is sponsored, hosted, and attended by a Herons Glen Resident and where all of the charges for the event are charged to the Resident’s house account or personal credit card. Resident events may also include events of groups sanctioned by the District. A Resident event would also include a Resident family event such as a wedding or celebration of life.
7. Nonresident events are defined as any event which is sponsored or hosted by a group from outside Herons Glen, or by any group or activity not on the list of sanctioned District activities or by any group that promotes ticket sales to persons residing outside Herons Glen. .
8. As defined in the Community Declaration of Covenants, Conditions and Restrictions for Herons Glen, Governing Documents shall mean the “Declaration, the Articles of Incorporation and Bylaws of the Association, approved or adopted from time; and the Rules and Regulations of the Association adopted by the Board of Directors.” The District’s governing documents shall also include the Board Policies and Procedures contained herein and the Management’s Rules and Regulations adopted by the Board.
9. Whenever used herein the term “Board” means the Herons Glen Board of Supervisors.
10. A “special district local officer” means a Herons Glen Recreation District “Supervisor”.

11. The term "Management" used herein refers to the Herons Glen Recreation District's General Manager, and his or her designated staff.

B. Statements

The Facilities are governed by the Herons Glen Recreation District through its elected Board and Facility use is available to all Residents, their Guests, and Permitted Nonresidents but only in compliance with the District governing documents.

1. Management is authorized and directed to implement and effectuate District policies.
2. Management has the right to request any person to leave an amenity should they be in violation of the District Policies, Rules and Regulations or Community Covenants as they pertain to that particular amenity.
3. During a period of declared public emergency all persons using the facilities of the District must comply with county, state and federal regulations and guidelines pertaining to the said declared emergency.
4. Any Resident, Permitted Nonresident, Guest, or other person who in any manner makes use of, or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the District, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the District, either on or off the Facilities, shall do so at his or her own risk, and shall release and hold the District, its Supervisors, officers, employees, representatives and agents harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by such person, resulting therefrom and/or from any act or omission of any Supervisor, officer, employee, representative or agent of the District. All Residents shall have, owe and perform the same above-stated obligations in respect to any loss, cost, claim, injury, damage or liability sustained or incurred by any Guest of the Resident.
5. Should any party bound by the District Policies and/or Rules and Regulations bring suit against the District, its Supervisors, officers, employees, representatives or agents in connection with any event operated, organized, arranged or sponsored by the District or on any other claim or matter in connection with use of Facilities, and fail to obtain judgment thereon against the District, its Supervisors, officers, employees, representatives or agents, said party shall be liable to the District, its Supervisors, officers, employees, representatives and agents for all costs and expenses incurred by it in the defense of the suit (including court costs and attorney's fees at all levels).
6. Herons Glen may be designated as a political polling place. When used as a polling place, Florida Statutes governing polling places will prevail.

III. OTHER ADMINISTRATIVE POLICIES

A. Communication

1. The Board has established the following methods for communicating official information to our Residents:
 - a. Regularly scheduled Workshops and Board Meetings
 - b. Special Workshops or Special Meetings for specific topics
 - c. Bulletin board near Restaurant entrance
 - d. District email notices and the weekly District newsletter
 - e. Letters or messages to our Residents (U.S. Mail)
 - f. District website: heronsglence.com
2. The recommended methods of communication from Residents to the Board Supervisors are as follows:
 - a. Attendance at Committee Meetings, Workshops, Special Workshops or Meetings, Monthly Board Meetings.
 - b. Emails addressed to the District BOARD OF SUPERVISORS and sent to: hgrdbord@hgrdnfm.com.
 - c. Signed letters sent or delivered to the District Administration Office.
3. The Board has agreed that the following methods are not to be considered a means for exchanging official information:
 - a. The GOOGLE GROUP or similar types of electronic communications.
 - b. Emails sent to Supervisors at their personal email addresses.
 - c. Committee members may not direct District Management and/or staff. All requests for information or reports from staff members are to be requested through the General Manager.
 - d. In addition, contacts made directly by our Residents to our District Counsel are not appropriate. Our District Counsel is on retainer and reports directly to the Board.
4. The guidelines for communications between the Board, the General Manager and also District Staff Members are:
 - a. When Management receives a request from a Board member to investigate potential projects, complete some specific tasks or prepare reports, Management will share the request with other Board members at his/her earliest convenience so that all Board members are aware of what Management has been asked to work on and, consequently, devote a portion of his/her time to completing.
 - b. Individual board and committee members should not make requests directly of staff. All requests shall be made to the General Manager. Staff Members receiving such requests from an individual Board member are directed to communicate the nature of the request to the General Manager as soon as reasonably possible and, notwithstanding any one Supervisor's request, staff is expected to take direction from the General Manager as to the timing and handling of all such special requests.
 - c. When an individual Board member communicates a question or request to the General Manager or Staff Members through email, the return email will be copied to all Board members so that the same set of information is available during discussions and the decision-making process on an issue.
5. The District provides several means for Residents to communicate information on events to other Residents.
 - a. To qualify for inclusion in a District publication information must:
 - 1) be from sanctioned groups or activities,
 - 2) be about activities or events that take place in the Glen, and
 - 3) not be of a commercial nature i.e., real estate ads, products or services for sale, etc.
 - b. Non-commercial messages and official announcements will be accepted for inclusion if received at least one week prior to the requested publication date.

- c. Submissions Management deems to be for the personal gain of the provider will be considered commercial.
- d. Details on ticketed events will be published no more than six (6) weeks prior to the event. Simple "Save the Date" announcements are not subject to this time restriction and may be posted earlier at the discretion of Management.
- e. The District will not publish material Management deems to be an opinion piece or information that expresses a particular political position.

B. Cashless Policy

Herons Glen is a cashless facility. Cash payments will not be accepted. Charges may be paid through the Residents' house accounts, debit or credit cards. Personal or commercial checks will be accepted with proper identification. This cashless policy applies to Residents and all other customers.

C. Animals

No pets are allowed in any District buildings or on any recreation facilities, including covered outside areas and including but not limited to the enclosed or improved play areas, such as pool and deck, tennis, bocce, shuffleboard and pickleball courts, golf course and practice facilities.

- 1. When on other District property, pets shall be confined on a leash held by a responsible person.
- 2. Persons walking pets shall be responsible for removing all solid pet waste and properly disposing of it.
- 3. Service animals and animals that are part of educational programs and accompanied by handlers, subject to the approval of Management are the exception.
- 4. Service animals are defined by the Federal Americans with Disabilities Act and Florida Statute. According to definitions within these laws, emotional support animals are not service animals.

D. Vehicles

Vehicles include automobiles, carts, mopeds, bicycles, motorcycles, RV's and all other modes of transport.

- 1. All must obey traffic signs and/or other posted traffic and parking instructions.
- 2. All vehicles must use caution when in the area of other vehicles or pedestrians.
- 3. No vehicles may be stored or left overnight on any District property without prior approval of Management. Such approval is not to exceed 7 nights.
- 4. Parking citations will be issued by HOA Roving Patrol Officer. Citations will be placed on the vehicle with a copy provided to Management.
- 5. Management may issue a warning or fine to the lot owner in accordance with the Rules & Regulations.
- 6. Additional action may be taken by the Board as allowed by Governing Documents of Herons Glen, including towing and booting. No prior notice is required other than the existence of appropriate signage as may be required by Florida statutes.
- 7. Owners will be held fully responsible for any and all damages caused by the owner or the owner's guest. The costs resulting from any and all such damages, including legal fees incurred by the District, will be charged to the Owner.

E. Privately owned or Leased Golf carts

- 1. Residents of the District may privately own or lease one or more golf carts. Each privately owned or leased golf cart will be assigned a registration number that is the same as the Resident's lot number. Numbers shall be affixed on both sides of the cart, a minimum of two inches high and in a contrasting color so as to be easily readable.
- 2. Residents may use their golf carts on District Property, however all carts driven onto the golf course or any district facilities or property must be registered. Management designates the District department responsible for the registration of all privately owned or leased golf carts.
- 3. Privately owned or leased carts must be electrically powered and equipped with headlights and taillights or reflectors if used after dusk.
- 4. Privately owned or leased carts must meet (ANSI) Safety Standards for golf carts.

5. Each operator of a private cart must be at least 18 years old or have a valid driver's license.
6. Residents using a privately owned or leased golf cart within the District, including on the Golf Course, will be held fully responsible for any and all damages caused by the golf cart during its use by the Resident or their guests. The Resident will reimburse the District for any and all damages, including damage to other golf carts and any property of the District. Golf cart liability insurance may be available through the Resident's Homeowner's insurance policy.

F. Recreational Use of Lakes and Ponds

1. In accordance with Herons Glen Country Club Covenants, Article XVI, the Board may permit use of wetlands, lakes, ponds, and streams within the Recreational Facilities for recreational use.
2. The District shall not be responsible for any loss or injury incurred as a result of such use.
3. Residents are authorized to use a District designated lake for the sailboat club with access via the cart path.
4. Residents are authorized to use District designated lakes for fishing; however access to the water body must be reached without trespassing on other District, or private property, such as via road or multi-purpose path.
5. No other use of District designated lakes is permitted.

G. Irrigation

1. As outlined in Herons Glen's Community Covenants, the District owns the Common Lot Irrigation System (CLIS) and provides irrigation to all Lots and Common Areas.
 - a. No sprinkler or irrigation systems may be installed, constructed, or operated within the District, other than by the District.
 - b. Some of the Recreational Facilities are irrigated with effluent.
 - c. CLIS charges are part of the District's annual budget and Operations and Maintenance assessments billed to owners.
2. The District has a blanket easement over all properties within Herons Glen for ingress and egress and for designing, studying, mapping, engineering, improving or adding to, maintaining, operating and servicing the CLIS.
 - a. The District is responsible to:
 - 1) Maintain, replace and repair the CLIS.
 - 2) Keep the CLIS in good working order sufficient to provide irrigation service.
 - 3) The District may be able to provide additional irrigation water for new plantings and sod. However, no additional water will be provided during periods of drought or during the months of February, March and April. Homeowners are encouraged to hand water their new landscaping in accordance with Lee County water restrictions.
 - b. Owners are responsible for:
 - 1) Edging the grass around the sprinkler heads so the grass does not interfere with the operation of the sprinkler head.
 - 2) Trimming landscape plants so as not to interfere with the operation of the CLIS sprinkler system.
 - 3) Contacting the District concerning sufficient irrigation.
 - 4) Ensuring their new plants and sod are getting adequate water.
 - 5) Keeping lawns and landscaping bug free, disease free, weed free and fertilized year-round.
 - 6) Per the HOA Standards, all lawns must be maintained with St. Augustine Floratam grass.
3. Damages
 - a. The Owner is responsible for the reasonable and actual costs of any damage to the CLIS on the Owner's Lot caused by Owner's actions or by acts of any landscape maintenance person, or some other service provider, which caused the damage.
 - b. The District is responsible for providing notice to the Owner or The Herons Glen HOA for common areas, documenting the damage, the cause of the damage, and the costs to repair such damage.
4. Limitation of Liability

Provided: the irrigation water meets all applicable standards for irrigation water in Lee County, the District acts in reasonable good faith to fulfill its responsibilities with regard to the CLIS as provided herein; then the District will not be responsible for any damage that may be caused to any landscaping or sod on any Lot or Common Area resulting from failure of the system or use of water supplied by the District.

5. New Construction or Landscaping Additions
 - a. After receiving HOA approval and prior to new construction, the Owner or their contractor is required to contact the CLIS Department.
 - b. The Owner is responsible for any costs associated with movement, addition, or installation of the irrigation, including the pipes, sprinklers or mainlines. The District shall provide the name of an approved Contractor for such work. If the homeowner chooses to utilize the services of a different contractor, the following must be submitted to the District for approval: 1) an irrigation plan; 2) a construction start date and completion date; 3) license and insurance information. Work must conform to the District's specifications and an inspection of the work will be required. The cost of the inspection shall be the responsibility of the resident. The fee for such inspection shall be set by Management.

H. Hazardous Weather Conditions

1. As lightening approaches, the District lightning prediction system activates a warning and the use of all outdoor recreational facilities must be suspended.
2. The audible warning is: one long, lightning in the area; 3 short, all clear.

I. Volunteer Appreciation Reception

In order to promote committee volunteerism, each spring the District will host or co-host with the HOA a volunteer appreciation reception. Residents who served on the Board or a Board appointed ad hoc or standing committee during the previous Board term will be invited. Other volunteers may be included if approved by the Board.

J. Disciplinary Action

Disciplinary action is initiated and carried out at the sole discretion of Management.

1. Any person who engages in conduct while on District property or participating in District sponsored events, which is deemed, to be offensive, disorderly, a threat to good order or in violation of District Policies & Procedures, District Rules & Regulations or otherwise detrimental to the best interests of the District, shall be subject to disciplinary action.
2. Disciplinary action may include, at Management's discretion, any or all of the following:
 - a. a warning that such future conduct may result in suspension;
 - b. the immediate revocation of access privileges and/or suspension of further guest privileges, including denial of access to all or any District property, programs and functions, for any reasonable period, not exceeding six (6) months.
3. The General Manager shall send an email in addition to a certified, return-receipt requested mail to the alleged violator when a violation has occurred. A written Notice of Disciplinary Action ("Notice") will include the alleged violation facts, date of violation, and any further discipline to be imposed.
 - a. If an alleged violator is a Resident or Resident's guest, the Notice shall be sent to the Resident's home address in Herons Glen.
 - b. If an alleged violator is a not the guest of a Resident, or is a Nonresident whose address is known, the Notice shall be mailed to that person's address.
 - c. If the alleged violator is unknown to Management or their address is not ascertainable with reasonable efforts then the Notice shall be kept on file and delivered personally, or mailed at such time as the violator becomes known.
 - d. The Notice shall provide a start date for any suspension imposed.

- e. The Notice shall also provide a statement that the alleged violator may appeal the suspension by providing a certified, return-receipt requested letter, signed by a person to whom the suspension will apply, requesting an appeal of the suspension to the Board, which letter must be received in the District office within 14 days of the date of the Notice of Disciplinary Action.
 - f. The appeal request must include a written statement specifying which facts in the Notice of Disciplinary Action are being disputed. Any facts not disputed will be presumed at the appeal hearing to be accurate. If ONLY the scope or duration of the suspension is being disputed, a statement to that effect is required. It must be included in the appeal request.
 - g. Notwithstanding any other provision set forth herein, if the District does not receive a written request for an appeal hearing ("Hearing") within 14 days of the postage date set forth on the Notice of Disciplinary Action, all rights of appeal by all persons subject to the Disciplinary Action shall terminate.
4. Pursuing an Appeal: If a request to appeal is timely and properly made the following shall apply:
 - a. The appeal is to the Board, and a Board Meeting to hear the appeal, open to the public (the "Hearing"), will be held and duly noticed, as soon as practical.
 - b. Disciplinary action is fully suspended until the Hearing is concluded.
 - c. At the Hearing, the Board shall at the Special Board Meeting: take relevant testimony from the District Representative, the person appealing, any witnesses for either side; view any evidence, including documents, photos, and recordings; and by majority vote of the Board members present, uphold, modify, or overturn the proposed disciplinary action.
 5. Nothing herein shall prevent or be deemed a defense to the District filing a police report, complaint or other legal action against any Resident, guest or other person who commits a criminal act or civil violation of law while on District property or while participating in an District-sponsored activity, including but not limited to, actions which constitute trespass, fraud, and nuisance.
 6. Suspensions and proposed suspensions on hold awaiting appeal hearings do not diminish or in any other way affect a Resident's legal obligation to timely pay all Bond assessments, Operation and Maintenance assessments, membership fees, account charges, installments due or any other legal obligations owed to the District.

IV. PERSONNEL POLICIES

A. Employee Manual

Management is responsible for developing an Employee Manual with policies approved by the Board and operating the District within the guidelines of the manual. The Board must approve any change to employment policies including benefits, contained in the Employee Manual.

It is also the policy of the District that Residents and Permitted Nonresidents or the immediate family of Residents and Permitted Nonresidents are not eligible for employment.

B. Employee Performance Payments and New Positions

1. No bonus or loan may be made to any employee without Board approval.
2. Pay increases for non-management employees may be made within the approved budgetary parameters.
3. Performance increases may be made by the General Manager within the budget approved by the Board through the budget process. The Board approves performance increases for the General Manager. Performance increases may be through salary increases and/or performance based lump sums.
4. No contract/agreement will be issued with a provision to pay a bonus, loan, payment or special privileges other than the negotiated salary.
5. No new positions may be created or filled, even though such positions may be budgeted, unless and until the position and position description have been discussed with and approved by the Board.

C. Travel

Florida Statutes Chapter 112 defines travel periods and class of official travel. The rate of reimbursement for official travel per diem (mileage and incidentals), subsistence, and transportation (mileage) allowance will be as General Services Administration (GSA) defines the standard per diem and mileage rates. These rates are generally updated each October by the US General Services Administration and IRS.

D. Use of Amenities other than Food & Beverage

1. As part of their employment, District employees may request to use the District facilities during their free time. Any such approval is limited to the employee only.
2. Employees may play golf during their free time on a space available basis but only with prior approval of Management. Such play shall be scheduled so as not to impact member play.
3. All use of the District facilities and events by employees is subject to prior approval of and at the discretion of the General Manager.

E. Use of Food and Beverage amenity

Prior to making dining reservations, District employees must obtain concurrence from the General Manager.

V. FINANCIAL POLICIES

A. General Statements

1. Prior to the start of each fiscal year, at its Public Hearing, the Board adopts the budget for the upcoming fiscal year. The adoption of assessments is used to defray the cost of the bond debt service, operating and maintaining the facilities and funding working capital and deferred maintenance reserve accounts. In accordance with Florida statutes, Chapter 189, expenditures are appropriated and the adopted budget regulates expenditures of the District.
2. Adopted annual District owner operation, maintenance, and reserve assessments are usually billed by and paid quarterly to the District. The debt service (Bond) assessment is billed by and paid to the Lee County tax collector. The “Bond” assessment is included on the owner’s property real estate tax bill.
3. After the completion of the annual fiscal year audit, the Board may allocate any budgetary surplus earned by the District. The District determines the fiscal year surplus by comparing operating results with the approved District-wide operating budget. The surplus may be allocated to the golf special improvement fund and/or the long term capital reserve.
4. Bank fees incurred by the District resulting from bank processing of a Resident’s financial instrument(s), other than routine credit card transactions, will be charged back to the account of the Resident presenting the financial instrument. Bank fees to be charged back include, but are not limited to, returned checks or automatic debits/EFT fees, fees to process non-US financial instruments, and fees for emergency electronic funds transfers.
5. Any Owner suspended due to non-payment of any financial obligation to the District may not charge to their house account or enjoy any other resident benefit until all delinquencies are paid. Suspension means that the owner may not use any District facility. However, an Owner suspended for non-payment of dues or assessments may, as a member of the general public, use the dining room, lounge or golf course by making payment with a valid credit or debit card. The suspension and this rule are applicable to all members of the delinquent Owner’s household, as well as to such Owner’s tenants and guests.
6. Assessments, fees and house accounts are subject to interest penalties and late fees. A \$20 late fee per statement will be added for new charges on the above if not paid by the due date. In addition, interest on any unpaid balance will be charged at the highest annual percentage rate allowed by law.

B. Assessments

1. General Statements

- a. It is the policy of the District (“District”) that all bills for Operation and Maintenance Assessments are due as outlined below and prompt payment of such assessments is expected. Management will implement the following procedures for rendering, collecting, and handling such payments:
 - 1) Payments for assessments may be made by: pre-authorized auto debit EFT/ACH on-line payments through the District’s website member portal (preferred method) or via check. The District does not accept cash. Owners are liable for all costs of collection including interest and attorney fees.
 - 2) Assessments will be billed the last day of September, December, March and June and will be mailed or electronically transmitted to the Owners at that time.
 - 3) Assessments will be due the last day of the month following the quarterly statement date; for example, October, January April and July. Auto-pay fees will be debited on this day.
- b. Owners’ privilege to use any of the District facilities will be suspended if a balance remains at the last day of November, February, May, or August
- c. Any assessment not paid by the last day of December, March, June or September (90 days after due date) will be considered seriously past due and those Owners will have a lien placed against their property by the District..

- d. Owners with a lien placed against their property, as described above, may have foreclosure action initiated against the property. This action will be initiated by the District Board Treasurer, with the notification of the District Finance Committee and the approval of the Board.
- e. The sanctions described above, will be imposed at the direction of the District Treasurer with the notification of the District Finance Committee.

2. New Owner Working Capital Assessment

- a. The Working Capital Assessment shall be established by the Board at the Public Hearing to adopt the Annual Budget.
- b. The New Owner Working Capital Assessment shall not be levied in the following circumstances:
 - 1) The conveyance of a lot in the community when the Owner or Owners of Record (“Owners”) of the lot conveyed simultaneously, meaning within 90 days, acquire fee title to and move into another home within the District.
 - 2) The conveyance of a lot in the community by Owners to a trust in which the Owners are the Trustee or Beneficiary of such trust.
 - 3) The conveyance of a lot in the community to Owners from a trust in which the Owners are the Trustee or Beneficiary of such trust.
 - 4) The conveyance of a lot in the community by an Owner or such Owner’s estate to the Owner’s spouse and/or children.
 - 5) The conveyance of an undivided interest in a lot by the Owner thereof to any then-existing Co-Owner(s) of such lot.
- c. Allocation of New Owner Working Capital Assessment
 - 1) Monies received as “New Owner Working Capital Assessment” are non-operating income to the District.
 - 2) These assessments may be used to supplement the annual working capital reserve assessment required for the improvement and replacement of District capital assets.
 - 3) All assessments received during a fiscal year shall be recorded in a separate account identified as the New Owner Working Capital Assessment account. At the end of each quarter, new owner capital funds received shall be moved to the Long-Term Capital Reserve Account.
 - 4) New Owner Working Capital Assessment monies received in a fiscal year shall not be spent during that fiscal year.
 - 5) Annually, at fiscal year end, the Board and Management shall allocate the New Owner Capital Assessment between the Losses Reserve Fund and the Long-Term Capital Reserve Fund based on goals set for each fund.
 - 6) Until the Losses Reserve Fund reaches its goal, the allocation shall be at least 50% of the long term reserve.

3. Delinquent Assessments

- a. The Treasurer is empowered to take whatever steps necessary to enforce the collections policies, including the placing of liens on the properties.
- b. Additionally, the District will use Chapter 170 and/or Chapter 197, Florida statutes, as a method of collecting assessments.
- c. The District retains the option of collecting its future assessments from those Owners who are two or more quarters delinquent, by including such assessments on the Owner’s annual tax bill to be collected by the Lee County Tax Collector.

C. Other Reserve Funds

1. Losses Reserve Funds

- a. The District has established a Losses Reserve Fund to satisfy, or partially satisfy, storm, emergency or other claims and losses incurred by the District, including:
 - 1) Deductible to meet insurance loss policy claim.

- 2) Losses not covered by insurance due to policy deductible.
 - 3) Claims/losses based on risk assessment and with documentation of district liability. Such risk assessment will be made by General Manager in conjunction with District Counsel, with input by Insurance Broker, and approved by the Board.
 - 4) Other contingencies approved by the Board.
- b. Management shall determine and recommend to the Board the amount needed in the Losses Reserve Fund. This determination shall be based on expenditures made during the current fiscal year, interest earned in the account during the current fiscal year and the amount of insurance deductibles projected to be required for the new fiscal year. The amount required must always be at least \$350,000 or the total insurance deductible, whichever is greater.
 - c. If the amount of additional funds for the minimum losses reserve requires less than 50% of the new owner capital assessment received during the fiscal year, the Board shall determine the allocation.
 - d. If the amount of additional funds required is more than 50% of the new owner capital assessment received during the fiscal year, the Board shall determine the allocation
 - e. If the amount of funds needed in the Losses Reserve Fund is less than the fiscal year-end balance in the Losses Reserve account, Management shall move excess monies into the Long-Term Capital Reserve Fund.

2. Long-Term Capital Reserve Fund

- a. The Long-Term Capital Reserve Fund is intended to fund capital items for:
 - 1) New or improved community-wide amenities that have been on the Long-Term Plan for at least a year or
 - 2) Capital assets that need to be replaced before their useful life has been completed.
- b. The monies in the Long-Term Capital Reserve Fund shall continue to grow without limit.
- c. When an item on the Master Capital List comes into the 10-year averaging window in the reserve, the Board will decide how much of the unreserved balance, if any, should be considered in the annual assessment calculations and how much should be relied on from the Long-Term Capital Reserve Fund.

3. Golf Special Improvement Fund

The golf special improvement is intended to fund items which benefit the golf course. It may be funded by any budget surplus attributable to golf operations when a District-wide budget surplus is achieved for the fiscal year.

D. House Accounts

1. It is the policy of the District that all bills for House Account charges are due at the end of the month following the statement date. Auto-debit payment of the bill is the preferred method of payment. Management will implement the following procedures for rendering, collecting and handling such payments:
 - a. A Statement ("Statement") showing House Account charges due will be mailed or electronically transmitted to the Owner, Owners or those with House Accounts monthly as long as there is a balance due. The owner is responsible for all costs of collection, including interest and attorney fees.
 - b. Payment is due the last day of the month following the mailing or electronic transmission e.g., a May 31st statement is due June 30th.
2. If a balance remains on the last day of the following month, i.e., July 31st in the previous example, the holder of the house account's privilege to use any of the District facilities will be suspended as described in the Financial General Statements.

E. Fees

1. Golf

- a. The Board establishes the annual membership fee as part of the fiscal year budget process. Golf Membership rates are posted in the Golf Shop. All annual Golf Memberships expire September 30th of each calendar year.
- b. Annual Golf Memberships may be purchased by:
 - 1) Property Owners – Payment for membership fees are due by the close of business September 30th. Late fees will apply to renewals. New Golf Members may be eligible for prorated memberships the first year purchasing an Annual Golf Membership. The new Golf Member prorating is only available once regardless of the number of years of non-renewals.
 - 2) Renters/Tenants – Individuals leasing a house/unit may purchase an annual membership at an owner's rate. However, only one annual owner's membership may be in effect for each house/unit. There are no pro-rated or part-year discounts. If a property owner's membership is not available, then a renter/tenant may purchase a "Public membership".
 - 3) Public – Annual Golf Memberships are available to Nonresidents. There are no prorated or part-year public memberships. From time to time, the Board may establish a "Golf Special." If a membership is purchased under the Golf Special, the golfer may renew the membership by paying the annual membership fee prior to the close of business September 30th. Renewals paid prior to the close of business September 30th will be guaranteed a renewal regardless of a membership ceiling established by the Board.
- c. The District has established the following rate categories for annual golf memberships.
 - 1) Owner's Rates:
 - a) Household memberships – may be purchased for use by TWO named golfers residing at the same physical address.
 - b) Single memberships – may be purchased for one golfer.
 - 2) Public Rates:
 - a) Public memberships are always available at twice the owner's rates for either a single or household membership.
 - b) Golf Special Rates – If approved by the Board and memberships are available, a member of the public may purchase at the rate established by the Board at the Annual Budget Meeting.
- d. Memberships are non-assignable and non-transferable
- e. Payments
 - 1) It is the policy of the District that all bills for Annual Golf Membership Fees are due as described below and prompt payment of such fees is expected. On-line payment is the preferred method of payment.
 - 2) Payment of the Fee for the renewal of Annual Golf Membership is due not later than the last business day of September each year (Due Date), and if payment is not received, golf privileges will be suspended at the close of business September 30th. There will be no pro-rated renewals.
 - 3) No Annual Golf Membership fee will be accepted and no golf privileges associated therewith will be afforded until the applicant has paid all past due amounts for all charges and assessments.
 - 4) Annual Golf Members are subject to suspension of all golf course privileges for failure to pay charges for assessments or house accounts within thirty (30) days of their due date.
 - 5) Resident Non-Members may pay an annual fee or daily fee to use the practice facilities as posted in the Pro Shop.
 - 6) It is the District's policy that no person will be permitted to play golf on the District's course unless all fees have been paid to the District. No credit privileges for golf play will be granted to any person or entity.
- f. Non-Member Daily Fees

- 1) While it is important to remember that use of the Herons Glen Golf Course is primarily designed for Members, it is also necessary to allow and attract outside use to achieve the financial performance consistent with the District's budget and to comply with Florida law.
- 2) The General Manager may adjust daily fees consistent with market conditions. The General Manager must communicate any rate adjustments to the Board.
- g. Herons Glen is considered an active adult community. Golf Members may periodically suffer debilitating injuries or other events, which interfere with their ability to utilize their annual membership. It is in the best interest of the District, as a whole, to maintain a "No Refunds, No Exceptions" policy.
- h. However, the District is sensitive to special circumstances; therefore, after paying the Annual Golf Membership fee and prior to playing a single round on October 1st or later, a member may request a refund. All refund requests must be verified by Management and must be requested prior to September 30th of the membership year.
 - 1) Upon death of the purchaser of a Single Member Annual Golf Membership, the Member's estate will be refunded the pro-rated portion of the current year's annual unused membership fee. If membership payment was made for the following fiscal year, that prepayment will be refunded.
 - 2) In the case of a the death of one of the designated golf members of a Household Membership, the membership fee will be adjusted pro-rata to that of a Single Membership.
 - 3) All requests for refund of membership fees must be approved by Management.

2. Tennis Association (HGTA)

- a. The Board establishes the annual HGTA fee as part of the annual budget process.
- b. The HGTA fee is due by close of business September 30th, of each year and is subject to all District late fees and interest payment policies.
- c. Upon payment in full of the annual fee, the HGTA receives rights and privileges to accommodate its approved league and intramural match schedules including:
 - 1) The right to reserve courts seven (7) days in advance using the process designated by the Board.
 - 2) The right to reserve immediately adjacent courts, regardless of actual number needed for the league and intramural matches, to prevent interference from casual play.
 - 3) The right to use the District tennis courts as its home court in order to host HGTA approved league tennis matches.
 - 4) The right to field a Herons Glen team supplemented with Nonresident players if there are not enough Residents to fully field a team. This privilege is authorized for a Nonresident per player fee that is established as part of the annual budget process,
- d. No other individual, group or association is granted the HGTA privileges.

3. Nonresident Social Membership

- a. The District's facilities and recreational activities, such as the tennis courts, bocce courts, shuffleboard courts, pickleball courts, billiards, darts, card rooms, artists' facilities and groups, quilting facilities and groups, pool and spa, dance classes and groups, various clubs, various activities, etc. are for the primary use and enjoyment of District residents.
- b. The Clubhouse facility and the recreation facilities and activities may be utilized by Nonresidents for an annual fee as provided for by law and in our Policies & Procedures and Rules & Regulations.
 - 1) Application may be made by Nonresidents to the Board, District, to be accepted as Social Members for the purpose of access to and the use of the recreational facilities other than golf.
 - 2) The number of such Social Memberships will not exceed the level which can reasonably be accommodated by these facilities.
 - 3) The annual fee for Social Members will be set by the Board through the budget process.
 - 4) Social Memberships are personal and non-transferable. No Guest privileges or group events or group usage are permitted.

- 5) Social Members must abide by all conditions, Policies & Procedures, and Rules and Regulations which are authorized and published by the Board. Gross and/or continued non-compliance will result in cancelation of membership rights, without refund of fees or other recompense for any unexpired time of membership.
- 6) Social Members will be provided with a copy of the applicable Rules and Regulations and will be issued a membership card which will serve as authority to be admitted by security personnel.
- 7) Golf is specifically excluded in this membership.

F. Capital Projects/Assets

1. From time-to-time various capital projects/assets will need to be proposed and approved, which will be funded from the District Capital Reserves Fund. Capital Assets are defined as all tangible personal property with a value of \$5,000 or more and having a projected useful life greater than one year and shall be recorded as property for inventory purposes. "Cost" is used if the property is purchased and represents the purchase price of the property item; "value" is used if the property is donated and represents the worth or acquisition value of the property item at the date of the donation. Items with a value or cost of less than \$5,000 may be recorded as property for inventory tracking purposes, at the discretion of the General Manager.
2. In order for the Board and Management to adequately assess these proposed projects/assets, a number of criteria need to be defined by the proposer(s) of the projects/assets. Generally, but not always, these proposals will originate in the Facilities & Amenities Committee or Long Range Planning Committee.
3. In order for the Board and Management to determine whether these projects/assets should be approved for inclusion in the District's Long Range Plan, the project/asset proposal is to include information on the reason for and scope of the project/asset, the requested priority of the project/asset, the initial cost, continuing cost and benefits with this proposal. Alternate solutions should also be provided. This information must be submitted to the Long Range Planning Committee for review and recommendation to the Board.
4. Priorities of Funding Project: Critical, Important or Desirable.
 - a. Critical: required for safety, health or regulatory reasons, or if it is not done there would be irreversible and significant damage to community property.
 - b. Important: prevent damage to community property or large costs for not doing, a large community impact or high-cost benefit.
 - c. Desirable: moderate community impact or good cost benefit.

G. Financial Internal Controls

Detailed financial internal controls policies can be found in the Internal Controls Policy Manual located with Management.

H. Check Signing Authorization

1. It is the policy of the District that invoices must be presented for review along with the checks that are provided for signature. All invoices must be approved by the Department Manager and authorized for payment by the General Manager.
2. The Treasurer should, at least annually, review the documentation of a sampling of invoices signed by the General Manager for payments under \$2500 and to recurring vendors.
3. At the beginning of each fiscal year Management's recommended list of recurring vendors must be presented to the Board for its consideration and approval.

I. Operating Accounts:

1. Checks for \$2500 or less and for any amount for Board-approved recurring vendors may be signed by the General Manager, the Treasurer or a Board member authorized as a signer on the account.
2. All checks over \$2500 or payable to the General Manager must be signed by either the Treasurer or a Board member authorized as a signer on the account.

3. All virtual credit card payments must be authorized by either the Treasurer or a Board member authorized as a signer on the account prior to the transfer of the funds.
4. Reserve Accounts (Restricted – Capital, Deferred Maintenance, Losses, etc.)
 - a) All checks on this account must be signed by either the Treasurer or a Board member authorized on the account.
 - b) All transfers between the checking and investment accounts for reserve/restricted accounts must be approved by either the Treasurer or a Board member authorized as a signer on the account.

J. Investments

1. The District elects not to adopt a detailed written investment policy and follows Florida Statute 218.415.(17) for investing surplus funds.
2. The District Treasurer is authorized to invest available funds of the District.

K. Donations including Memorials

District may accept donations for purposes that will help the District further and fulfill its mission. Decisions on the acceptance or refusal shall be made by Board. Management is responsible for issuing donation receipts and acknowledgments. Only a memorial bench may have markings and all such markings are subject to District approval. No other donation or memorial may be marked in any way.

1. Donations

- a) Donations become the property of the District. The District accepts no responsibility for replacement if a donation is damaged, destroyed, removed or becomes otherwise inoperable.
- b) Donations may be monetary or property.
 - 1) Monetary donations shall be given to Management along with the completed donation form. This may include donations for memorials as well as for targeted activity/facility funds.
 - 2) Donations of targeted funds must include reference to the desired area where funds are requested to be accumulated or spent.
 - 3) Donors of property must complete the donation form and present proof of acceptance prior to delivering the donation.
 - 4) The General Manager may consult with the Facilities & Amenities committee or the applicable activity before accepting donations. No donation is permitted to be left on District property until the request has been accepted.
 - 5) The District donation form is available in the appendix. This form must be printed and submitted to the General Manager.

2. Memorials

The District has a Memorial Program to honor our deceased Residents. This program is available to the entire community. This memorial may be represented by a tree, a palm or a bench. The individual making the memorial request will complete an District donation form available in the appendix. This form should be printed and submitted to the General Manager. Memorials become the property of the District.

- a) Tree(s) or palm(s);
 - 1) This cost will be the actual cost to include the tree(s) or palm(s), delivery, planting and the leaf for the memorial plaque. The amount of a required deposit is determined before the order is placed. The final cost must be paid with installation.
 - 2) Per our Declaration of Covenants, no identification will be placed on any tree or palm.
 - 3) The District reserves the right to move a tree or palm and is not responsible to replace or maintain a tree or palm that becomes infected with a disease, insects and/or damaged.
 - 4) Management has a plan drawing designating where trees or palms may be placed throughout the property.
- b) A bench

- 1) This cost will be the actual cost of the bench to include the bench, shipping, assembly and the personalized plaque. The amount of a required deposit is determined before the order is placed. The final cost must be paid with installation.
- 2) The personalized plaque may be no larger than 8 inches by 3 inches with no more than 3 lines of text.
- 3) The District reserves the right to move a bench and is not responsible to replace or maintain a damaged bench.
- 4) Management has a plan drawing designating where benches may be placed throughout the property.

VI. BUILDING/FACILITIES POLICIES

A. Participation

1. The facilities shall be open on the days and during the hours as may be established by the Board or as directed by Management. Areas of the facilities may be closed from time to time for scheduled maintenance and repairs.
2. Use of the facilities may be restricted or reserved from time to time by either the Board or Management.
3. Each Resident or Permitted Nonresident as a condition of use of the Facilities and each Resident's guest as a condition of invitation to the facilities assumes sole responsibility for his/her property. The District shall not be responsible for any loss or damage to any private property used or stored on or within the facilities.

B. Swimming Pool

Management is responsible for posting the rules and maintaining this area.

C. Room Use Priority List Including Ballroom

1. The following groups receive top priority and may schedule the ballroom up to two years in advance on a first-come, first-served basis, except that Halloween, New Year's Eve and Mardi Gras are reserved for the Resident Events Committee. Also, scheduling a Resident event on the regular monthly meeting dates of the District Board and the HOA Board must be avoided.
 - a. Food & Beverage Operations
 - b. Resident Events Committee
2. After transferring the events from the two-year calendar, the Management will use the following priority order in preparing the annual calendar:
 - a. District Meetings
 - b. Homeowners Association Meetings
 - c. Food & Beverage Operations
 - d. Resident Events Committee
 - e. Resident Events
 - f. Nonresident Events other than those Scheduled by Food & Beverage Operations
3. Once Management has prepared the annual calendar all further requests for activities are scheduled on a first-come, first-served basis. Management may on occasion deviate from this in order to accommodate a group's size or special needs. Regularly occurring weekly activities may be rescheduled from time to time in order to accommodate a revenue producing event or a Board request.

D. Areas Where Food May Be Served

1. Any Resident or Resident organization may reserve the Ballroom, Verandah, Gazebo or Activity Rooms, by completing the appropriate reservation form and receiving Management's approval. Management will be responsible for the reservation requests, approval and usage schedule for the Ballroom, Verandah, Gazebo and Activity Rooms. Residents and Resident organizations are completely responsible for their own and the conduct of their guests as participants, as well as for the cleanup and final condition of the area used, and for any setup and cleanup fees applicable.
2. When catered food is served, the caterer shall be the District Food & Beverage operation, except in extraordinary circumstances as determined by the District. However, if the District permits the group to provide its own personal catered food, Management must approve that in advance. Residents may not provide their own personal food during the regular business hours of the District's Food & Beverage Operations without the expressed consent of Management. Management may, under extraordinary circumstances, such as the extended closing of the Food & Beverage Operations, allow outside catering.
3. The liquor license of the District requires that all alcoholic beverages consumed on the premises of the District properties, including parking lots, be purchased from the District.

4. If a Ballroom event is scheduled, the Verandah will be unavailable for a separate function.

E. Waiver of Rental Fees

1. No Rental fees will be charged for the following categories:
 - a. District Board events
 - b. HOA Board events
 - c. District committee events, and those of District sanctioned associations, clubs, and activities (e.g. golf leagues, Bocce Association, Veterans of the Glen, craft fair, Travel Club)
 - d. HOA committee events (e.g. ice cream socials, BINGO)
 - e. A Resident's family event (e.g. celebration of life, and wedding)
2. However, there may be charges assessed for actual costs of setup and cleaning, etc., at the discretion of Management.
3. For all other events Room Rental will be charged as part of the Event Order.

F. Fitness Center

1. The building is only available during posted open hours. The doors automatically lock and unlock. Anyone inside when the doors lock will be able to exit the building.
2. The District is not responsible for any injury which may result from the use of any equipment.
3. No equipment may be removed from the building.
4. All guests must abide by the age requirements and sign the release by signing the guest book.

G. The Courts

Scheduling of the tennis, bocce, shuffleboard or pickleball courts is handled through the process designated by the Board.

1. Tennis

- a. Individuals or groups may reserve court times up to seven days in advance.
- b. Round Robin Play is open to players of all skill levels and is more fully described in the Rules and Regulations.
- c. Players may schedule court time before or after the reserved Round Robin play so as not to interfere with that play period.
- d. Round Robin Play takes precedence over HGTA scheduling.
- e. All tennis schedules, rules and approved equipment lists are subject to review and approval of Management.

2. Pickleball

- a. Court schedules will be posted at the pickleball courts.
- b. A list of paddles and balls approved for use will be posted at the Pickleball Courts. Only such approved paddles and balls are permitted on the courts.
- c. Court rules and playing order rules will be posted at the Pickleball Courts. These rules apply to all players.
- d. All pickleball schedules, rules and approved equipment lists are subject to review and approval of Management.

3. Bocce

- a. Court schedules will be posted at the bocce courts.
- b. Court rules will be posted at the Bocce Courts.
- c. These rules apply to all players.
- d. Equipment is provided by the District.
- e. All bocce schedules, rules and approved equipment lists are subject to review and approval of Management.

4. Shuffleboard

- a. Court schedules will be posted at the bocce courts.
- b. Court rules will be posted at the Bocce Courts.

- c. These rules apply to all players.
- d. Equipment is provided by the District.
- e. All shuffleboard schedules, rules and approved equipment lists are subject to review and approval of Management.

H. Activities/Card Rooms

1. Room use

- a. Scheduling of the Activities/Card Rooms will be the responsibility of Management. Management will advise Residents of the need to sign up for Activity/Card Room use.
- b. A list of sanctioned groups authorized to use the Activities Rooms will be maintained by Management.
- c. Final approval for new sanctioned groups will be the responsibility of Management and will be based on the "Sanctioned Group Application Form" located in the appendix, room availability, size of group, enhancement to Residents' lives and other factors as necessary.
- d. Incidental use by Residents will be scheduled at the discretion of Management, based on availability of the room, appropriateness of the activity and appropriateness of the room for the activity.
- e. Any disagreement with Management's decision with regard to suitability or availability will be presented to the General Manager in writing for a final decision.
- f. Food may be served or eaten in Activities Rooms A and B in conjunction with a function being held outdoors in accordance with adopted policies.
- g. Continued violations of room use rules will result in the activity being eliminated from the "sanctioned" list by the General Manager.

2. Equipment Use

- a. Rules for use of the kilns and the potter's wheel shall be posted near the equipment and they must be complied with by all users.
- b. Management shall maintain a list of those Residents authorized to use the kilns and potter's wheel.
- c. A list of authorized operators and hours will be posted outside the kiln room and next to the potter's wheel.
- d. Additional Residents may be trained to use the kiln or potter's wheel by a knowledgeable Resident authorized by the General Manager.

3. Assignment of Keys

- a. Door Keys
 - 1) Management has the responsibility for controlling and issuing of all keys.
 - 2) At a minimum, a two-step issuance policy is required. Management shall authorize the issuance and a second member of Management will handle the actual logging of the assigned keys. Recipients must sign for keys.
 - 3) A Resident who accepts a key also accepts responsibility for seeing that the area is kept clean and orderly.
- b. Activity room locker Keys
 - 1) Management is responsible for distribution of all locker keys.
 - 2) Any Resident requesting a key must present his or her request to Management in writing.
 - 3) The applicable locker fee will be charged to the Resident's house account.

I. Storage Areas

Management is responsible for the organization and maintenance of all storage areas. All items placed in District storage become the property of the District except for those items belonging to the HOA.

J. Resident Notices, Displays & Events

- 1. Bulletin boards

- a. Resident community bulletin boards and activity displays are under and subject to the direction and control of Management. Items for the bulletin boards and the displays must be approved, displayed and organized on a weekly basis as determined by Management.
 - b. Bulletin boards are for the use of Residents and Resident sponsored activities only. No notices for Nonresident events or advertisements for services providing personal financial gain to the advertiser will be displayed anywhere on District property.
 - c. Resident community bulletin boards are located on the exterior of the clubhouse.
 - d. No political advertising including those materials relating to District or HOA election campaigns may be placed on bulletin boards. The exception to this would information from the District regarding an upcoming election.
2. Displays/Easels/Signs/Posters
 - a. Displays for special charitable events organized by a District sanctioned group, may be placed in the lobby annually, for a period not to exceed 30 days, with the written approval of the General Manager.
 - b. No other displays, easels, signs or posters will be allowed in the clubhouse or on District property.
3. Events
 - a. The Board has designated the lobby alcove for ticket sales for Resident sponsored events. Ticket sales may also be conducted at the Ballroom door on the day of the event. Management is responsible for scheduling these locations.
 - b. On the day of the approved event, directional signs may be allowed upon approval of their location and format by the General Manager. No other displays for Resident sponsored events will be allowed on the District property.
4. The display limits defined in this section do not apply to the District.

K. Holiday Decorations

During the period between Thanksgiving and New Year's Day, the District is extensively decorated for the holidays. The District's decorations may not be moved, removed, or in any way altered for any event during that period of time.

L. Charity Events

1. Our Residents are well recognized in the community for their generous support of charitable events and causes. Each Resident individually supports the charity of his/her choice. Therefore, neither Management, nor the Board, nor any District committee will sponsor an activity that supports, or makes a donation to any charity or other organization.
 - a. District staff will only sell tickets for events that are District sponsored events.
 - b. All food and beverage items served in the District must be purchased at the price established by the District.
 - c. If a charity has an item of food or beverage donated by a vendor, the District retains full rights to reject such food and beverage items, but will charge a reasonable fee for the preparation and service of those items if it decides to accept and use them.
 - d. There may be charges assessed for actual costs of setup, cleaning, damage repair etc. at the discretion of Management.
2. Charity Events sponsored by sanctioned District activities or groups (Resident events) are accorded the following:
 - a. Events sponsored by and attended solely by District residents may use the usual publicity outlets to promote their event as long as it is clearly stated on all material that there is no District sponsorship.
 - b. The recipient charity may have representation at the event.
 - c. If using the District publicity outlets, all promotional materials must state clearly the 501c3 charity that will benefit from the event and comply with Florida statutes and federal law regarding charity events, donations and gambling (raffles).
 - d. Rental fees will be waived in accordance with the Waiver of Rental Fee policy.

- e. Ticket sales may be conducted in accordance with the policy for Resident sponsored event ticket sales.
- 3. Charity events sponsored or hosted by a group from outside the Glen or by any group or activity not on the list of sanctioned District activities, or by any group that promotes ticket sales to persons residing outside the Glen (Nonresident events), are subject to the following limitations:
 - a. District publicity outlets may not be used to promote the event.
 - b. The District will not provide a location for ticket sales.
 - c. Promotional materials may not be placed on District property.
 - d. A room rental fee as contracted in the Banquet Event Order will be charged.

M. Automated External Defibrillation (AED)

AED units are utilized to provide early intervention for cardiac emergencies to increase survival rate. AED's are available in strategic areas as identified by Management.

VII. FOOD AND BEVERAGE OPERATION POLICIES

A. Resident Rewards Program

Residents who charge purchases to their house account will receive a 10% discount. This includes food and drink at ballroom events such as dances, luncheons and concert series programs where the Resident's house account number is recorded at the event and the purchases later charged to the Resident's house account. Only those who use their house accounts will be provided the 10% discount. Charges for events that are booked with a set negotiated menu price on a Banquet Event Order do not receive the 10% discount.

B. Gratuity

As a convenience, a suggested 18% gratuity on the "gross" amount (excludes tax) of an individual's check will be added to each bill in all dining areas. The payment of this gratuity is subject to complete discretion and may be increased, decreased, or eliminated entirely.

C. Dining Reservations

The Herons Nest encourages but does not require reservations for dining during its regularly scheduled business hours. Reservations are helpful to better serve our Residents.

D. Herons Glen Recreation District Banquet Policies

Any event to be defined as a banquet and therefore subject to these policies is an event at which:

1. All attendees have agreed in advance to purchase a meal for themselves; or
2. A host has agreed in advance to pay the entire cost of the event; and
3. The District's Food & Beverage Operation is the primary caterer of the food consumed at the event.

E. Banquet Events

All reservations and agreements for Banquet Events are subject to the Rules and Policies of the District, its Management's policies and the following conditions:

1. Use of District Facilities

- a. A Banquet Event Order must be completed.
- b. The area reserved for the event is the only area that is to be used for the party.
- c. Attendees at Nonresident events will not be permitted access to other areas of the District.

2. Decorations and Event Set-Up

- a. Hosts of parties must have all decorations approved by Management. Nothing may be nailed or affixed to the walls, ceilings, or floors of the District. No tape, nails, or staples are permitted to attach pictures, signs, banners, or posters to the walls. No open flames are allowed.
- b. Only Management may use lifts, ladders, step stools, etc. due to the liability issues.
- c. All decorations, including flowers, risers, band equipment, or anything of any nature that is brought onto the District premises must be delivered on a schedule approved by Management.
- d. Set up times requested beyond a 2 hour timeframe may require an additional room rental fee.
- e. As other groups may follow your function, all articles must be promptly removed at the conclusion of the event unless otherwise approved by Management.

3. Food and Beverage Provided by the District

- a. All food and beverages for banquets to be held on the premises of the District must be provided by the District with the exception being wedding cakes or specialty birthday cakes, which may be provided by an outside vendor if approved by Management.
- b. Management may apply a service fee on cakes not provided by the District.

4. Alcoholic Beverages

- a. No person under the age of twenty-one years or anyone that is intoxicated will be served any alcoholic beverages on the premises of the District. The District will not serve any alcoholic beverages beyond 11:00 p.m. and all persons must vacate the premises by 12:00 a.m. with an

exception for certain District sanctioned events. The District reserves the right to refuse alcohol or service to anyone deemed to be intoxicated or disruptive. Management reserves the right to close the bar and cease all sales of alcohol should it be determined that such sales cannot be carried out safely and within state and local laws regarding alcohol service.

- b. At functions where the majority of the guests are under the age of 21, the District requires the following:
 - 1) Guests leaving the inside of the Clubhouse will not be permitted to return to the party.
 - 2) If there will be more than fifty persons attending the party under the age of 21 and alcoholic beverages will be served at the function, the District will require the host to provide one or more off duty police officers to monitor the event at the expense of the host.
 - 3) Identification measures must be established to ensure that persons under the age of twenty-one years of age are not served alcoholic beverages on the premises of the District. When required, at the discretion of the District, the host is responsible for the cost of additional labor to implement the extra identification and protection measures.

5. Guests

- a. Attendees at any banquet in the District are by invitation only.
- b. The Host must provide Management with a list of guest names at least 72 hours prior to the event for use by Management and security to grant guests entrance to the property for the event.
- c. All guests attending a banquet in the District must be invited by the host. Examples of invitations that are not permitted by the District include:
 - 1) A Resident or Nonresident host may not use purchased mailing lists or invitations addressed to "Resident".
 - 2) A Resident or Nonresident host may not advertise the event in print or broadcast media.

6. Valet Parking

At the discretion of the District, events exceeding 100 guests may require valet parking at the expense of the host.

7. Security

For parties in excess of one hundred persons, the District may require one or more off duty police officers at the discretion of Management and at the expense of the host.

8. Deposits

- a. Payment of the room rental fee if applicable and security deposit is required at the time of booking.
- b. The security deposit will be refunded only in accordance with the District's contract with the host. The nonrefundable security deposit will be applied to the final cost of the event if there are no damages to the facilities or other District expenses caused by or related to the event caused by the host, the host's guests, and/or the host's contractors.
- c. Room rental fees are waived for Resident events. However, a Resident host will be responsible for a cancellation fee when canceling an event with less than two weeks' notice. The cancellation fee will be set by Management, but in no event more than 10% of the contracted price.

9. Guarantee

- a. For Nonresident events, pre-payment of expected charges is required as agreed to in the contract with the Banquet Event Order. It is the host's responsibility to contact Management with the final participant count at least 72 hours prior to the function.
- b. The host's guaranteed guest count or the number of guests that actually attend the event, whichever is greater, is the number for which the host will be billed.
- c. Nonresident events are subject to a mandatory service charge at the contracted percentage rather than an optional gratuity.
- d. Payment must be made in accordance with the District Cashless Policy.

10. Liability and Damage

- a. The District does not assume responsibility for personal property and equipment brought on the premises by the event host or his/her agents. The District is not responsible for damage, loss or theft of any articles or merchandise left on the premises prior to, during or following a function.
- b. Performance of the event is contingent upon the ability of Management to complete the same, and is subject to labor troubles, restrictions upon travel, transportation of foods, beverages or supplies, and other causes whether enumerated herein or not, beyond the control of Management preventing or interfering with performance. The District reserves the right to employ a caterer, as deemed necessary by Management should the District not be able to provide such services for any reason. In no event shall the District be liable for the loss of profit or for other similar or dissimilar collateral or consequential damages, whether based on breach of contract, warranty, or otherwise.
- c. The District reserves the right to inspect and control all events, but is not responsible or liable for any injury or damage to persons or property not caused directly by the District or its employees. Expenses of damages to District property caused by the host or his/her guests will be charged to the host after deduction on any paid deposit.

VIII. GOLF POLICIES

A. General

Use of the golf course is available to individuals playing golf and paying a fee, either an Annual Golf Membership (prepaid greens fees) or a daily greens fee.

B. Hours of Play

1. The hours of play, Golf Shop hours and Practice Facility hours will be posted in the Golf Shop.
2. The golf course will be closed at the discretion of Management. No one will be allowed on the course until Management reopens the course.
3. The golf course will be closed for maintenance every Monday from May 1 through September 30th, except for holidays when the course will be closed on the Tuesday following the holiday. Members may use the course in the afternoon on these days, after the maintenance effort is completed for the day, but only after Management opens the Course and posts "OPEN" signage has been posted.
4. The golf course will be closed for maintenance during October through April as designated by Management.

C. Handicaps

1. Handicaps are computed under the supervision of Management in accordance with the current USGA Handicap System.
2. The service of providing handicaps for Members is provided as part of their Membership Fees. Handicaps can be provided for Non-Members for a fee.

D. Handicap Flags

1. The District encourages golfers with disabilities to participate in the game and therefore special considerations are given to these golfers.
2. Management has established the requirements for use of Handicap flags. The Golf Shop can be contacted for details.

E. Hazardous Weather Conditions

1. If the lightning prediction system activates a warning, play must stop.
2. Management will have the exclusive authority to resume play or to close the golf course, as conditions warrant.
3. Rain checks will be issued as described in the Rules & Regulations..

F. Pace of Play

Management has procedures in place to manage and monitor the pace of play. Depending on the volume of play, all players are expected to play "Ready Golf" in order to finish in 4 hours and 15 minutes.

G. Tee Times

1. The Herons Glen Golf Course utilizes a computerized tee time reservation system for Golf Members' use. Instructions explaining the system and its use are available in the Golf Shop and on the website.
2. No golf foursomes will be permitted to "Link" through the computerized tee time reservation system during the period January 1st through April 15th of each year.
3. Tee Time Priorities:
 - a. Golf Members
 - b. Guests of Golf Members (During January, February, March and through April 15th, a nonmember may only play 14 times as a guest. A golf member may have a maximum of 14 Guests.
 - c. Resident Non-Members
 - d. Public

4. Tee Time Requests
 - a. Management will determine how far in advance tee time requests may be made.
 - b. Management will inform the Board of changes made in the timing of advance tee time requests.
 - c. Golf members are allowed tee time requests in advance of Resident nonmembers and Resident nonmembers are allowed tee time requests in advance of the public.
5. If a Golf Member reserves a tee time using the Guest function and then substitutes a Golf Member in place of the guest without permission of the Golf Shop, a Guest fee will be charged to the member making the reservation for every such substitution. This policy is to ensure that substitutions are made from the stand-by list to be fair to all.
6. A Golf Member who signs up a Resident Non-Member as a Guest, or substitutes another member after the tee time is made without the permission and approval of Management, whether using the computerized tee time reservation system or not, will be charged a Guest Fee (at the rate in effect at that time) and receive a warning from Management. Continued violation of this policy by a Member will be referred to the General Manager for possible discipline, including suspension of privileges.

H. Tee Time Cancelations

1. All Members of the Herons Glen Golf Course must notify the Golf Shop at least 24 hours in advance to cancel an assigned tee time. It is understood that certain events can occur where 24 hours' notice is not possible.
2. If a Member does not cancel an assigned tee time at least 24 hours in advance and does not have a valid reason (e.g., illness, emergency, weather), it will be considered a violation. A sanction will be imposed against the Member as described in the Rules & Regulations.

I. Summer Reciprocals

The District participates in a Summer Reciprocal program managed by the Golf Shop.

J. Non-Member Play

There are a certain number of tee times reserved for non-member and outside paid play. These tee times are referred to as set-asides.

1. In conjunction with the annual golf budget, Management proposes "set-asides". These "set-asides" are used to determine the daily golf revenue, and the number of "set-asides" is approved by the Board with the budget.
2. It is the policy of the District that Management shall have the authority to use discretion from time to time to modify the number of set-aside tee times during season as economic conditions warrant. The Board is to be notified of changes.

K. Outings

1. District reserves the right for the golf course to host outings.
2. Management may negotiate fees for outings, which are in the best interests of the District.
 - a. Outing sponsors must purchase non-donated golf merchandise from the District.
 - b. Outing sponsors must purchase non-donated food and all drinks from the District. No alcoholic drinks donated or otherwise may be brought into the District. All alcoholic drinks consumed on District property must be purchased from the District.
3. While it is important to remember that the Herons Glen golf course is primarily designed for use by Members, it is also important to recognize that some outside use by the public must be permitted. Such outside use, particularly during the less busy summer months when many Members are away from the community, can substantially enhance the financial position of the District. This policy is designed to comply with our legal requirements and to provide all groups the opportunity to play, without denying a great deal of play time to Members. The following criteria will prevail:
 - a. There may be outside play groups scheduled at any time.

- b. Members will be allowed to sign up for any openings not used by the outside play group.
- c. Every effort will be made to impress upon the organizers of the outside play groups the importance of providing the Herons Glen Golf Shop with an accurate count of golfers for a given event and a firm commitment for the outing with a signed contract outlining the details.

L. Rain Checks

The District issues Rain checks as described in the Rules & Regulations.

M. Association Golf Events

1. Men's Day will be held on Tuesdays.
2. Ladies' Day will be held on Wednesdays.
3. Between November 1st and April 30th each Association may sponsor one tournament to which they may invite outside participants.
4. All Association tournaments will be held on Tuesdays and Wednesdays except for the final round(s) of the HGMGA & HGLGA Championship which may be played on Saturday.
5. Nothing in this section precludes the Golf Staff from conducting tournaments.

N. Association Day

During the months of October through April on shotgun starts if the respective fields do not fill Management has the option to fill with non-association play.

O. Tees

The Golf Professional will determine tournament play qualifications for the assigned tees.

P. Adopt-A-Hole Program

The District may establish an adopt-a-hole program for the community. Program details are available from Management.

Q. Hole-In-One Program

1. A Hole-in-One Program is available to all Herons Glen Golf Members.
2. Management has established operating procedures. The Golf Shop is responsible for the operation and rules.

IX. COMMITTEE POLICIES

A. General Policies Concerning All Committees

1. The Board appoints all committees and committee members. All committee members serve at the pleasure of the Board.
2. The Board may, if needed, create standing committees, ad hoc committees and sub-committees. The ad hoc and sub-committees may be authorized to report either directly to the Board or through a standing committee based on the charter of the committee. Committee members may be asked to serve on special committees and/or perform special studies. The Board may appoint alternate members of committees.
3. All appointees and/or members of any committee must be an owner in the District. Committee applications are strongly considered when making committee appointments.
4. The committee chair must promptly notify the Board of any resignation or vacancy on the committee. Vacancies on or seats created by expansion of any committee will be filled at the Board's discretion, with preference given to Residents who have requested and been vetted for service on that particular committee.
5. Committees serve only in an advisory capacity. Committees may recommend, but do not approve or take action pertaining to the District. Committee members may not direct District Management and/or Staff Members. All requests for staff to provide information must be requested through the General Manager. All Committee recommendations are subject to Board approval.
6. After each meeting, the Committee Chair will prepare a brief written report providing any recommendations that were approved by a vote of the committee membership. This written report will be verbally presented to the Board at a scheduled workshop or meeting.

B. Standing Committee Policies

1. All standing committee appointments begin on the first day of May. All standing committee appointments expire on April 30th the following year. Committee members must re-apply for membership annually.
2. Each standing committee will have a Supervisor from the Board to serve as the committee's liaison.
3. The General Manager will be liaison to all standing committees.
4. All standing committees will meet minimally once per calendar quarter. An organizational meeting shall be held during May to select the Chair, the Vice-chair and review the charter. Regular quarterly meetings will be scheduled each calendar quarter. The Board Liaison will establish initial meeting times, dates and locations when Management requests dates for room scheduling. Additional meetings or modifications may be scheduled by the committee chair.
5. All standing committees will consist of no less than five (5) nor more than seven (7) members in good standing. Additional person(s) may be appointed as a nonvoting, alternate member(s). In the absence of a regular member at any meeting the alternate member's status would change to that of a regular member for the duration of that meeting. In the case of a committee member's resignation, the alternate member would become the regular member. Committee members are expected to attend the quarterly meetings and are invited to participate in the budget workshops.
6. The General Manager will designate a recording secretary for Standing Committees for purposes of minutes only. All other correspondence is the responsibility of the committee chair. Draft minutes should be posted on the website prior to the next meeting of the committee.
7. Committee scope may be expanded by the Board.

C. Ad Hoc Committee Policies

1. Ad hoc committees and their membership are appointed by the Board as the need arises and are discharged after the task for which they were formed has been completed.
2. Ad hoc committees should select a chair or coordinator. The chair or coordinator is responsible for setting meeting times, locations and dates.
3. The committee's minutes or notes are the responsibility of the committee.

4. The membership of an ad hoc committee is largely dependent upon its purpose and area of study/work.
5. Alternate members may be appointed to an ad hoc committee
6. Serving on a standing committee does not preclude a person from serving on one or more ad hoc committees at the same time.
7. Any proposed change to committee membership is to be promptly submitted to the Board for approval.
8. The District Board of Supervisors may remove a committee member at any time.
9. The Board may assign a member of the Board to serve as a liaison to these committees.

X. APPENDIX

A. Facilities & Amenities Standing Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Facilities & Amenities Standing Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all Standing Committees.

Definition: Facilities shall be those defined in the District policies and procedures. In addition, included are the Food & Beverage operations, CLIS operations and recreational activities in or upon these facilities, but not including golf.

Purpose

The Facilities & Amenities Standing Committee's advisory responsibility is limited to receiving and reviewing Resident or Board concerns and requests in the following areas:

1. Maintenance, improvements, logistics, and safety of all buildings and grounds including, as examples, lighting, heating & cooling, cleaning, landscaping, etc.
2. Recreational Activities provided by the District except golf.
3. Proposals for new activities.
4. Recurring problems in the general operations of Food & Beverage and Common Lot Irrigation System (CLIS).

Scope of Responsibilities

After reviewing a concern or request, the committee may:

1. Have its chair make a request of Management, with an informational copy to the Board.
2. Have its chair make a recommendation to the Board concerning the issue. The recommendation may include the request that the Board establish an ad hoc committee with the needed expertise to evaluate the issue.
3. Decide to study the issue further, including creating a subcommittee if needed, and notify the Board of its intent.
4. Decide to take no further action on the concern or request.

Recommendations that are made for the short and long-term needs of the District must identify the impact of operating, capital and deferred budgets. New items must be coordinated with Long Range Planning before submitting to the Board.

B. Finance Standing Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Finance Standing Committee is subject to the General Policies which apply to all of District's committees and those policies which apply to all Standing Committees.

Purpose:

The Finance Standing Committee is responsible for recommending financial policies, financial goals and plans, budgets, and District fees that support the mission, vision, and values of the District in providing excellent financial value. The committee reviews the financial statements, financial reporting processes, and financial controls.

Scope of Responsibilities

1. May attend the budget presentations to review the proposed budget and provide input and comments as requested.
2. Review annual amounts needed for long-term maintenance of facilities and equipment for the annual budget in conjunction with the Long Range Planning committee.
3. Recommend funding options for major capital expenditures or repairs not adequately funded Coordinate with Long Range Planning committee.
4. May Participate with Bank and Bond representatives to review terms for financing, and provide recommendations on the terms and appropriate financing methods.
5. Recommend policies that maintain and improve the financial health and integrity of the District.
6. Review and recommend changes to financial plans and investments to ensure that the fiscal integrity, short and long term, of the District is maintained.
7. Review the financial reports as required against approved budgets. Review with the Board and Management the mid-year results and year-end projections.
8. Review the financial projections of major proposed transactions, new programs, amenities, activities, and services as well as proposals to discontinue services, amenities, Work in conjunction with the Facilities and Amenities and Long Range Planning Committees to make recommendations to the Board.
9. Reviews recommendations of bid oversight and make recommendations to the Board.
10. Review with the Board of supervisors, Audit committee, Management, and the external auditors' significant changes to the financial statements, changes in accounting principles, and accuracy of the District's financial statements.
11. May review the external auditor's annual management letter and monitor Management's implementation of corrective action plans.

Finance Subcommittee on Bid Oversight Responsibilities

This subcommittee will review proposed purchases for expenditures for Category 2 or higher as outlined in Section 287 of FL statutes and the Purchasing section of these policies.

In addition the Subcommittee shall review Management's analysis and proposals for:

1. New contracts for leases of equipment for the District use greater than \$5,000 and multi-year operating leases. Note: Management should provide the lease vs. buy analysis.
2. All insurance policies and employee insurance benefits.

The Subcommittee's review is to:

1. Ensure all bid requirements are met.
2. Ensure all bids offer comparable requirements.
3. Evaluate Management's determination of the company's ability to perform work or provide product based on references and/or prior work with the District.
4. Evaluate "best value" for the District.
5. Make recommendations to the Finance committee as to offerings and preferred providers.

C. Golf Standing Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Golf Standing Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all Standing Committees.

Purpose

The Golf Standing Committee will act in an advisory capacity to the Board regarding golf course maintenance, playing condition standards, golf policies, yearly planning, and overall upkeep for the Herons Glen Golf Course.

Scope of Responsibilities

Management, not the Committee, is responsible for direct oversight and seeing that the golf course is maintained to the desired standards.

1. Rely heavily on the Management's knowledge and experience for agronomic opinion, advice, and answers
2. At Management's request, seek advice and opinions from unbiased, independent consulting agronomists, or equal, as necessary, and appropriate.
3. Submit recommendations to the Board including maintenance schedules, boundaries of play/course playing conditions, golf course operating outlays and equipment needs, for example, fairways, greens, landscaping, cart paths, and so forth
4. Assist with capital and infrastructure recommended requirements for renovations and upgrades to the Board/Long-Range Planning Committee prior to Management's annual budget preparation.
5. Assist Management, as necessary, for their response to any requests or complaints from the golf course members/Residents
6. Identify and assist in resolving issues by providing constructive feedback related to operations and playing condition standards.
7. Refer to the USGA's Glossary of golf Turfgrass Terms to understand the agronomy practices being discussed
8. In April of each year, present a year-end report to the Board that includes unfinished projects and outstanding issues.

Qualifications and Skills

To ensure that decisions benefit the majority of the golfing membership, committee members should be representative of varying golf skills and should include a representative from each of our Golf Associations if possible.

D. Long Range Planning Standing Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Long Range Planning Standing Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all Standing Committees.

Purpose

The Long Range Planning Standing committee is responsible for reviewing the requirements and future needs of the District to ensure assets are adequately maintained and replacement planned. It also reviews strategic plans and the annual community survey to identify needs of the community.

Scope of Responsibilities

1. Review current Capital Expenditures and Master plan, evaluating estimated costs and useful life. Review as needed with the Finance committee funding options.
2. Review current Deferred Maintenance expenditures and Master plan, evaluating estimated costs and useful life.
3. Review the District Strategic Plan and current Survey recommending items for inclusion or removal from the plans.
4. Identify ongoing costs for potential impact on insurance or claims.
5. Review recommendations for short and long term needs of the community provided by the Facilities and Amenities committee. Additionally review parking.
6. Provide recommendations to the Board prior to the expiration of the term.

Qualifications and Skills

The committee should consist of individuals with a background in business, engineering, construction, architecture, safety & security and/or planning.

E. Audit ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Audit ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

The Audit Committee helps ensure that Management properly develops and adheres to a sound system of internal controls and provides oversight of and communication with the independent auditors. The committee reports to the Board.

Scope of Responsibilities

1. May review the annual work plans of the District's auditors, including timelines for work completion.
2. May review the District's financial audit process, including timeliness of Management responses.
3. May review the District's financial reporting processes, internal controls, and any changes needed with Management and the District's financial auditors.
4. May meet with the District financial auditors with and without Management for updates on work performed, changes in the operating environment, difficulties encountered, and opportunities for improvements.
5. Discuss with the District financial auditors and Management changes in Government Accounting Standards Board and progress on implementation.
6. May review complaints regarding accounting, internal controls, or auditing matters. Provide for the confidential review of such concerns.
7. May provide follow-up review to determine Management's resolution of audit findings, working with Finance Committee.
8. The chairperson will schedule meetings as the audit progresses, or as required.

Qualifications and Skills

The committee should consist of individuals who possess an understanding of financial reporting and auditing. Financial experience in preparing or auditing financial statements, experience in financial and/or government operations and internal controls are highly desirable. The Audit Committee will be comprised of between three (3) and five (5) voting members, including the Treasurer and at least one (1) member of the Finance Standing Committee. The District Treasurer serves as chair.

F. Concert Series Selection ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Concert Series Selection ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

This committee reviews entertainment performers at live showcases as well as web site videos and recommends shows for the District's concert series.

Scope of Responsibilities

1. Annually, Management advises Residents of the committee establishment as well as timeframes for showcases. Interested volunteers must be available to attend the showcases.
2. The committee consists of five Residents.
3. The committee reviews and recommends the entertainers for the concert series commencing in January two years hence. (Ex. Committee selected in November 2023 will recommend the 2025 Concert Series.)
4. Management will be responsible for all contacts, scheduling, arrangements, negotiations, and contracts,
5. Management is responsible for processes and dates for sales of tickets.
6. Pricing is established during the budget approval process.
7. Management is the Committee Coordinator.

G. Library ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Library ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

The Library ad hoc Committee is charged with keeping the print and non-print media collections of the District organized and updated.

Scope of Responsibility

This includes:

1. Hardback and paperback books.
2. Magazines and other print periodicals.
3. Electronic media formats that are included in the District collection.
4. Determining the appropriateness of the material to be included in the District collection.
5. Weeding and discarding as needed to keep the District collection serviceable.

This committee is required to hold one meeting annually in March for the purpose of creating a budget request for the following fiscal year. This budget request shall be turned in to Management prior to the end of April. A written report shall be presented in conjunction with the budget request.

This committee's coordinator schedules committee members.

This committee's liaison is Management.

H. Media Resources ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Media Resources ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

The Media Resources Committee provides media resources for sanctioned events.

Scope of Responsibility

The Media Resources ad hoc Committee's responsibility is limited to providing media resources services in the following priority order, and as resources are available.

1. Meetings of the HOA or District Boards.
2. Activities sponsored by the District.
3. Activities sponsored by the HOA.
4. Any other special function as requested by District Management.
5. Resident groups presenting a program in the District facilities that have received prior Management approval to use sound and/or light.

This committee is required to hold one meeting annually in March for the purpose of creating a budget request for the following fiscal year. A written report along with the budget request shall be turned in to Management prior to the end of April.

This committee shall also designate a coordinator who can determine volunteer availability. The committee coordinator has the option to refuse service and notify Management of the refusal if there are no committee members to work a function.

Management is the liaison for this committee.

I. Problem Solving ad hoc Committee

CHARTER HERONS GLEN RECREATION DISTRICT

The Problem-Solving ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

The Problem-Solving ad hoc Committee is responsible for assisting the Board, Management, and other District committees in identifying solutions to unique issues that require specific thought, examination, and resolutions.

Scope of Responsibilities

The ad hoc Committee shall provide recommendations for the sourcing of the resources to assist with the successful implementation, monitoring and completion of the suggested solutions.

1. The Problem-Solving ad hoc Committee shall consist of a minimum of five (5) members to a maximum of seven (7) members.
2. All recommendations will be delivered to the entity requesting assistance and shall also be made available to the District Board for their review, support, and/or implementation as required.
3. This Committee, through Management, may request access to District resources.
4. The Committee shall elect a Chair and Vice Chair. The Chair will establish the next meeting and advise Management and the Board.
5. The General Manager shall serve as Management liaison to the Committee. A member of the Board will also serve as liaison to the committee.

The Committee shall meet as needed.

J. Resident Events ad hoc Committee

The Resident Events ad hoc Committee is subject to the General Policies which apply to all of the District's committees and those policies which apply to all ad hoc committees.

Purpose

To create a proposed schedule of special functions and events in the ballroom or other facilities and amenities as proposed to or requested by and coordinated through Management.

Scope of Responsibility

This committee will meet as needed to:

1. Work in conjunction with Management in planning and executing events for the benefit of Residents.
2. Complete the proposed schedule of dates and locations for the upcoming fiscal year by May 1st of each year. This does not preclude the addition of events or details at a later date as long as they fit into the budget.
3. Work with Management to define facility set-up and create event menus as needed.
4. Create a budget for all events. The annual budget must ensure ticket prices cover the direct costs over the course of the fiscal year.
5. Select the appropriate entertainment for the committee's ballroom events and recommend to Management possible entertainment for the lounge. The committee may propose entertainers to Management however Management retains final approval and will obtain any needed contracts for entertainment.
6. Recommend to Management appropriate vendors for Food Truck Festivals, and Farmer's Market and work with Management to define facility set-up as needed.
7. Provide information about the scheduled events to available outlets including social media and encourage Residents to attend these functions.
8. Follow the Policies and the Rules & Regulations governing the Food & Beverage Operations and their facilities as they pertain to Resident events, decorations and event set up.
9. Follow the Rules and Regulations governing the storage areas. All items the committee places in District storage become the property of the District and may be used by all District sanctioned groups as well as the District.
10. If appropriate, provide coverage after the event for the community newspaper.
11. The Committee Chair will present a brief written report to the Board in November, February, April and May. The committee's final report in May must include an annual Profit and Loss statement and inform the Board as to how the committee has spent or allocated any excess funds.
12. In April of each year excess funds from the years' events will be used to purchase an item or items for the District. As an alternative, the committee may, working with Management, retain and allocate the funds toward a larger purchase for the District to be made at a later date.
13. If the money is not spent or allocated by Sept 30 of each year it will be recorded as income to the District and be unavailable to the committee.

Resident Events committee members have the opportunity to purchase 2 tickets per household 3 business days prior to ticket sales being offered to the remainder of the community.

Management is the liaison for this committee.

K. Candidate Oath and Qualifying

STATE OF FLORIDA)

COUNTY OF LEE)

Before me, an officer authorized to administer oaths, personally appeared the undersigned, to me well known, who, being sworn, says:

- I am a candidate for the office of Supervisor of Herons Glen Recreation District;
- I am a qualified elector of (i.e., registered to vote in) _____ County, Florida;
- I am qualified under the Constitution and the laws of Florida to hold the office to which I am seeking to be elected;
- I have qualified for no other public office in the state, the term of which office or any part thereof runs concurrent with that of the office I seek;
- I have resigned from any office from which I am required to resign pursuant to § 99.012, Florida Statutes;
- I will support the Constitution of the United States and the Constitution of the State of Florida.
- I am over the age of 18;
- I am an owner of property in the Herons Glen Recreation District;
- I reside in the District for at least 90 days each year;
- My name, as it is to appear on the ballot, is: _____

Signature of candidate

Residence address of candidate

City, State, Zip Code

SWORN TO AND SUBSCRIBED before me this _____ day of _____, 20____, at Lee County, Florida, appeared

_____ who ☐ is known to me or who ☐ has produced
_____, as identification.

Signature of Notary Public – State of Florida

Printed Name of Notary Public

My Commission Expires: _____

L. Sanctioned Group/Activity Application Form

What is the name of the group or activity? _____

Please provide a contact person. _____

Phone Number and/or email _____

Please provide an alternate contact? _____

Phone Number and/or email _____

Will you require meeting space in the Clubhouse? _____

If so, how often do you plan to meet? _____

What is your estimated occupancy need? _____

Will you require any additional services from staff? _____

Do you intend to raise money other than through dues? _____

Please explain the benefit this group will provide to the District or the Residents of Herons Glen.

I understand that being named a sanctioned group does not obligate the District to provide services or special facilities beyond those available to all District Residents. It simply allows the group to schedule District space and use District publicity outlets.

Group representative signature _____



M. Donation Form

Member # _____

District Donation Form

When making monetary or property donations this form documents your contribution. Please complete and return this form to the District Administration Office.

Hérons Glen Recreation District may accept donations for purposes that will help the District further fulfill its mission. Decisions on the acceptance or refusal shall be made by the General Manager. Management is responsible for issuing donation receipts and acknowledgments. Only a memorial bench may have markings and all such markings are subject to District approval. No other donation or memorial may be marked in any way.

Donor's Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Monetary Donation: _____

Memorial Tree(s)/Palm(s)*: Select from GM plan designating location and types of plantings.

Memorial Bench*: Select from GM plan showing the location and styles available for benches.

Other: Designate the desired area where funds are requested to be spent or accumulated.

* Cost of tree includes leaf for Tree of Life plaque. Cost of bench includes personalized plaque. Please provide details (plaque will be no more than 8 inches by 3 inches, with a 3-line maximum).

Property Donation: GM may consult with committee(s) before accepting donations.

Description of item: _____

Estimated Fair Market Value of the item shown in the donation above. _____

GM's signature signifying acceptance of the donation: _____

All donations are the property of District. The District accepts no responsibility for the replacement and may move or remove items as needed. The timing for the installation of your donation is at the discretion of GM. Weather, delivery times, and work schedules all may influence the installation timing.

The District will issue receipts for gifts to donors.

Signature: _____ Date: _____

Thank you so much for supporting the District with your donation.

Adopted at the April 26, 2023 District Board Meeting

For District staff use:

Actual Location of Donated Item: _____

Date Ordered: _____

Date Received: _____

Date Installed: _____

Amount of Deposit \$ _____

Actual Final Cost (including leaf or plaque for memorials) \$ _____

Date Paid: _____

District Staff Member Overseeing the Donation Position _____

__Accounting __Activities __HOA
01/31/2023

Form Creation Date:

2022-3 Golf Committee (Ad Hoc) Annual Report

A year of name transitions, from “Renovation” to “Green” to “Golf”. A year of challenges, final punch list for renovation project, IAN!!!, Ian recovery, high inflation rates, course grow in, along with establishing our identity and tasks. Struggled in the summer to get drainage additions completed, wet weather, limited contractor availability. Made some progress with remainder completed coupled with Ian recovery work. The “Renovation Project” is now complete.

Ian recovery is well underway and progressing well. We lost about 300 trees which have been removed along with most stumps, a work still in progress. Littorals (\$20K) have been planted on 15,000 linear feet of shoreline. \$54k has been approved for planting trees and shrubs to reestablish both course degree of difficulty as well as restore color and beauty. Tree and stump removal will continue as needed.

Established an Adopt-A-Hole program, led by Becky Gignac, which proved to be very successful. Many divot and ball marks repaired, and course care awareness was significantly increased.

We will be submitting now a request to the BOD for \$20k to begin a program to annually replace pine straw areas with shells which should quickly reduce the amount of pine straw needed and an additional \$12k to increase the size of our Tiff Eagle green grass nursery. The total immediate request is \$32k.

Working to establish a plan and cost to address lake shore management on the highest concern from Gordon Lewis report. Hole #17 from about 200 yds out to 100 yds out. Need about 400 linear feet of timber bulkhead on the right side and 100-200 feet of rip rap on left side. We feel the rip rap can be done with our staff and with minimal material cost. The proposed timber bulkhead is a work in progress with several details yet to be worked out, such as starting/stopping exact locations, barrier height, drainage details, sidewalk decisions, what material to be used- shells and or grass, etc. We do have some bidder information and are working with it as we continue. Our best estimate at this point is between \$100K and \$120K. Due to limited time and contractor availability the timber work may move to next year as this work ideally is done prior to the rainy season.

Some of the ongoing items and near future work are:

1. Review rounds played along with course impact, membership numbers, types of memberships, fees charged, revenue received, revenue needed and make recommendations from data.
2. Work with Bruce Harris to review and possibly amend Handicapped Cart guidelines.
3. Review Ranger tasks, usage, guidelines, etc.
4. Continue efforts to remove abandoned utility boxes.

Our review as to needs in the short and midterm shows NO major cost item anticipated in the next several years. Some of the items being considered are- range targets, additional cart path curbing, minor cart path repairs and additions, shoreline work along right side of hole #6 (could be phased), etc.

The committee is being transformed from an ad hoc committee to a standing committee, membership yet to be determined. Many “Thanks” to our committee members and will miss those that are retiring! Their hard work has paid off.

The first meeting of the Standing Golf Committee is Thursday May 11, 2023, at 9:00AM, cardroom “C” and Zoom. Meetings are scheduled monthly on the 2nd Thursday of each month thereafter.

Submitted by Jon Edinger, Chairman- Renovation/Green/Golf Ad Hoc Committee

HERONS GLEN RECREATION DISTRICT

REGULAR BOARD MEETING

May 15, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Treasurer/Secretary Karen Mars		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Chair Young
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES** – Regular Board Meeting w/ Finance Committee (Mid-Year Review) on April 24, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - A. Resolution 2023-07 – Generators
- VI. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Facilities & Amenities Committee Supervisor Mars
 - Finance & Audit Committees Dennis Popp
 - Golf Committee Jon Edinger
 - Long-Range Planning Committee Fred Gignac
 - Policies & Procedures Committee Supervisor Mars
 - Problem-Solving Committee John Cowgill
- VII. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
 - B. Temporary Position for Dan Parker
- VIII. **OLD BUSINESS**
 - A. Recommended Approval of the Strategic Plan – Chair Young
- IX. **NEW BUSINESS**
 - A. Letter from the Board Regarding FEMA/Hurricane Ian Impacts and CLIS – Chair Young
 - B. The Sale of the HGRD Outdoor Furniture – Vice-Chair Overs
 - C. Resident Events Committee Resignations – Supervisor Kulkoski
 - D. Tennis Association Request
- X. **ANY OTHER BUSINESS TO DISCUSS**

XI. RESIDENT COMMENTS

XII. UPCOMING MEETINGS

- Thursday, June 8, 2023—Golf Committee - 9:00 a.m.—CR-C/Zoom
- Monday, June 12 – June 15, 2023—Budget Workshops -- 9:00 a.m.—CR-C/Zoom
- Monday, June 16, 2023—Board of Supervisors - 9:00 a.m.—CR-C/Zoom

XIII. ADJOURNMENT

**HERONS GLEN RECREATION DISTRICT
REGULAR BOARD MEETING**

May 15, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Treasurer/Secretary Karen Mars	X	Residents	16

- I. **CALL TO ORDER** – Chair Young called the meeting to order at 9:00 a.m.
- II. **PLEDGE OF ALLEGIANCE** – Chair Young led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES**
- *Chair Overs made a motion to approve the minutes from the Regular Board Meeting w/ Finance Committee (Mid-Year Review) on April 24, 2023. Supervisor Schwarz seconded. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. presented the following resolutions to the Board:
- Generators** - A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 LONG TERM CAPITAL BUDGET FOR GENERATORS, PAD, AIR CONDITIONING AND FUEL STORAGE FOR DISTRICT BUILDINGS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE. *Vice-Chair Overs made a motion to approve Resolution 2023-07, Supervisor Schwarz seconded the motion, and Resolution 2023-08 was approved.*
- Purchase Refrigerator, Sandwich, Salad Unit from Capital** - A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 CAPITAL ACCOUNT FOR REFRIGERATED SANDWICH-SALAD UNIT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE. *Vice-Chair Overs made a motion to approve Resolution 2023-07, Supervisor Schwarz seconded the motion, and Resolution 2023-08 was approved.*
- VI. **COMMITTEE REPORTS & RECOMMENDATIONS**
- Facilities & Amenities Committee** - Supervisor Mars stated that the Facilities & Amenities Committee elected Elaine Sawyer as Chair, and Sherry Long as Vice-Chair. At their last meeting, the committee reviewed the Board’s request to provide three options for the Dorothy Klewicki memorial. Originally a sign with Mrs. Klewicki’s name was to be affixed to the bridge located by the Golf Shop. Supervisor Mars suggested that the Board either follow current policies for memorials or update the current policy to apply. Chair Young asked that GM Belknap send out the rendering of the sign to the Facilities & Amenities Committee. The committee will review it and provide a recommendation at the next Board meeting.
- Finance & Audit Committees** - Supervisor Schwarz reported that at the last meeting, Dennis Popp was named Chair and Larry Pedersen Vice Chair. The committee will meet in August with brokers for health benefits, liability insurance, and property insurance. Their next meeting is June 5th with the Long Range Planning Committee to discuss the Club

Benchmarking capital and reserves study. The Finance Committee will participate in the upcoming budget workshops scheduled in June.

Golf Committee - Bruce Johnson announced that he is the new Chairman for the Golf Committee. The new Adopt-A-Hole coordinator is Lori Vivian. The committee will focus on communications. Janice Ensdaie will assist Bruce Johnson and Tim Kortanek in creating bi-weekly reports to share with the community via the email platform used by the HGRD Administration Office. The lake management plan has prioritized the need for a bulkhead on hole #17. Tim presented three quotes for this, and the committee agreed and will share them with GM Belknap.

Long-Range Planning Committee - Fred Gignac stated that he has been reelected as Chair and Beth Brucker as Vice-Chair. They are preparing for their meeting in June.

Policies & Procedures Committee - Supervisor Mars stated that the committee has moved to revise the Rules & Regulations document. This is the natural extension following the update to the Policies & Procedures document. She has sent out portions to various departments to review.

Problem-Solving Committee - John Cowgill reported that the committee did not meet but they continue to move forward with having the storage building built. They should have information this week from Owens, Aimes and Kimball showing a range of magnitude to get to the point where we can get a quote.

VII. **GENERAL MANAGER'S REPORT**— GM J.B. Belknap presented the following update on Bond Projects:

Bocce/Shuffle Courts: The landscape was planted this week and irrigation is going in today. The light pole bases will be poured either Wednesday or Thursday of next week. Jeff said MorSports will be here the week of the 22nd and will be on site until the courts are completed. Stoney from Dragon Sports is scheduled to be here the 22nd to install shade structure columns. The rafters and fabric are scheduled for the week of June 5th. Again, the fabric installation shouldn't prevent us from securing a temporary certificate of occupancy (TCO) and opening.

Tennis Pavilion: The new tennis pavilion is in production and should be installed in June.

Pickleball Courts: Stultz Construction will look at drainage again to ensure efficiency.

Pool Deck: 90% of the coping is completed. Accurate is here working this morning working on the paver install. Century Fence is also here to complete the fencing. Pool gates will be installed next week by a different company. Stultz plans on having Jim Ink come out Thursday for a certification walk-through so Stultz can schedule an inspection date. **Existing Pool Furniture:** The new pool chase lounges will arrive at the end of June. Copperleaf chaise loungers will also be added. We have a list of residents who are interested in purchasing the old strap chairs. At least 30 chairs are in good condition along with the remaining which are in fair condition.

Multi-Use Path: Collier Paving agreed to the terms and conditions of Counsel Hart's Small Project AIA contract. Their schedule is as follows: May 22nd- 24th: Excavation/Widening Pathway; 25th-26th: Stabilized Subgrade Prep; 29th-31st: 6" Limerock Base Widening & ¾" Asphalt widening; June 1st-2nd: ½" Avg Depth Milling & 1" Asphalt Paving; June 5th: Final Punch Items.

Restaurant: As Stultz has mentioned several times before, there is a significant amount of work that can be started before the permit is issued, and thinks, *"the end date is pretty solid if demo can start by 7/1 and we get the permit sometime in mid-July. This allows 8 weeks for permitting."* Several of us visited Copperleaf on Wednesday to continue game planning for the June 1st & 2nd move. We haven't heard back from Nervous Nellies about purchasing our existing furniture. Karon Bennett has been in contact with other possible options. The interior decorator will be on

site the 16th to review the front lobby. In addition, the landscaper who we're using for the other projects will be here on Monday at 11am after the meeting to discuss the front entrance (lobby) area.

Roof: A representative from Jack Brown & Associates surveyed the roof on Monday. He is currently writing up the specs and will put them in book form for review. Once they are finalized, the RFPs can go out. We are also expecting Crowther Roofing to call with a date for the "peel & stick" repairs which they thought they could get to by the end of May.

Carts & Parking: After talking with Counsel Hart, GM Belknap reached out to Hole Montes and asked them for a proposal to assess District parking, including handicap, to determine (based on the county formulas) if we are in compliance with all County codes related to parking requirements.

Temporary Position for Dan Parker: GM Belknap explained that Dan Parker will oversee the Bond Project construction as he transitions into retirement, GM Belknap shared a broad description of responsibilities for Dan. He will remain a full-time employee over the next few months and then ease back. He will act as a mentor and advisor to Nate Baers, the new Facilities Maintenance Manager.

- *Supervisor Mars moved to approve the job description as written for Dan Parker. Vice-Chair Overs seconded. **The motion was approved unanimously.***

Chair Young asked about manpower in CLIS. GM Belknap explained that they were down to 2 employees, and Golf Course Maintenance are down as well. Food & Beverage is filling the gap from the departure of the H2B employees. Chair Young sees big improvements in the Food & Beverage Department and added that they are moving in the right direction.

VIII. **OLD BUSINESS**

Recommended Approval of the Strategic Plan – Chair Young was confident with the roadmap prepared for the community through the Strategic Plan. Chair Young and Jeff Buxton shared a presentation of the Strategic Plan.

- *Chair Overs moved that the Board approve the Strategic Plan as written and requested that it be issued to the residents. Supervisor Schwarz seconded. **The motion was unanimously approved.***

IX. **NEW BUSINESS**

Letter from the Board Regarding FEMA/Hurricane Ian Impacts and CLIS – Vice-Chair stated that over the past few months, several HGRD managers and himself have met with FEMA representatives. The representative informed us that the application had been denied two meetings ago. At a second and most recent meeting, they explained in detail why Washington has never determined an appropriate category for a Recreation District. Following Hurricane Ian, Recreation Districts in Florida are now listed as private non-profits that are not eligible for funding. Vice-Chair Overs suggests an end to the application for funding from FEMA. He has been advised that some have taken their cases to court repeatedly, and a lot of time and effort has been spent, while the probability of prevailing remains very low. It is a sad state of affairs when the government says that we are approved for funding then the government enacts a different policy that now says we are not eligible for the \$400k. Vice-Chair Overs and Supervisor Schwarz will prepare the communication piece to be shared with the residents.

Resident Events Committee Resignations – Supervisor Kulkoski addressed the group concerning the resignation of 11 Resident Events Committee. The committee receives positive feedback on the events they put together for the community. Gary Attalla explained that his reason for quitting was due to issues created over the past year and, rather than working through them, decisions were made outside the committee by the Board. Specifically, not being privy to the change to the Policies & Procedure prior to it being approved by the Board. Mr. Attalla added that the last straw was the last line on recently approved Policies and Procedures now states each committee member is eligible to get 2 seats per household, not per person, in advance of residents not involved in the committee. The ballroom holds less than 300 people. He believes that if things aren't changed others will resign. Supervisor Kulkowski

would like to go back and remove the table restriction in the Policies & Procedures. While Chair Young expressed his appreciation for all committee volunteers, he is concerned that this committee is the only committee that gets preferential treatment, including the Board members. He asked that the committee understand that all committees should be treated equally. Mr. Atalla responded that all the rules were already in place when he joined the committee in 2009. Having committee members is beneficial. Committees consist of volunteers who volunteer their time. Chair Young suggested that Gary Attalla come back to the Board and give them his thoughts about preferential treatment and the Board will revisit the issue. Mr. Attalla left this to the remaining members of the committee. The morning of the meeting a letter came from Martie Shea, with the committee's response which was not reviewed prior to the 9 AM meeting. Once the Board will revisit the subject at the next Board meeting to resolve the issue. Supervisor Overs added that when he voted on the policy change, he thought the Board had input from the Resident Events Committee and was working with the Policies & Procedures Committee. Supervisor Overs added that the Board was mistaken in not recognizing that the committees did not work together. Chair Young added an apology on behalf of the Board for not getting their input prior to approving the Policies & Procedures.

Tennis Association Request - For the Board's consideration, attached is a letter from the tennis association addressed to both Supervisor Schwarz and GM Belknap regarding the Herons Glen Tennis Association (HGTA) annual fee. The Tennis Association is requesting their annual fees used for special privileges such as scheduling interleague and play, or bringing in public, be waived. Chair Young added that he sat in many meetings on the agreements within the formal documents created for the annual fee. Supervisor Schwarz reminded the group that the Finance Committee recommended at budget time in 2022 to start charging inflation. When she reported to the Board the question became did, we have the same issue with pickleball. The Finance Committee recommendation was not implemented. The premise was captured at the Town Hall that they would get some privileges, clay courts vs. asphalt courts. Supervisor Mars added that the reason clay courts were added was that league residents couldn't use them in County leagues who preferred clay courts during that time. This also eliminates resident use of those courts. Chair Overs explained the maintenance and reconditioning of the courts is over \$25k annually. Counsel Tom Hart added that at this time we re-up for the tax roll.

- *Chair Young moved to go forward with the HGTA contract as described by Counsel Hart, seconded by Supervisor Mars. **The motion was unanimously approved.***

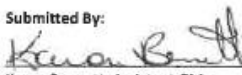
X. **RESIDENT COMMENTS** - Bob Polenska asked if the golf course is profitable. GM Belknap explained that golf pays for itself, and it is a break even. He asked about long-term capital improvement funds, specifically bondable items. A strategic advantage is that every 15 years bonds, the Board can ask for bonds rather than access residents. Bob suggested raising golf fees to \$4,500 and building toward the future. Additionally, he suggested that hiring people in the community could fill shortages of labor. Based on previous issues that took place when residents here were employed at Herons Glen, the policy would remain.

XI. **UPCOMING MEETINGS**

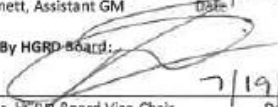
- Thursday, June 8, 2023—Golf Committee - 9:00 a.m.—CR-C/Zoom
- Monday, June 12 – June 15, 2023—Budget Workshops -- 9:00 a.m.—CR-C/Zoom
- Monday, June 16, 2023—Board of Supervisors - 9:00 a.m.—CR-C/Zoom

XII. **ADJOURNMENT**

Submitted By:

 7/19/23
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 7/19/2023
Peter Overs, HGRD Board Vice-Chair Date

RESOLUTION NO. 2023-07

A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 LONG TERM CAPITAL BUDGET FOR GENERATORS, PAD, AIR CONDITIONING AND FUEL STORAGE FOR DISTRICT BUILDINGS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT:

SECTION 1. AUTHORITY FOR THIS RESOLUTION. The Board of Supervisors (the “Board”) of the Herons Glen Recreation District (the “District”) is authorized to adopt this Resolution under the authority granted by the provisions of Chapter 418, Part II, Florida Statutes, as amended, its Charter (Ordinance No. 98-08 adopted by Lee County, Florida on April 28, 1998, as amended by Ordinances 98-18 and 2- 25), Chapters 418, 197 and 189, Florida Statutes and other applicable provisions of law (collectively, the “Act”).

SECTION 2. FINDINGS.

A. The District is a local unit of special purpose government organized and existing under and pursuant to Chapter 418, Part II, Florida Statutes and the Act.

B. The District was established for the purpose of acquiring, purchasing, constructing, improving and equipping recreational facilities of all types, including land, improvements, and equipment such as golf, tennis, restaurant, and club facilities, which are owned or operated by the District for the benefit of the community.

C. The Board hereby determines that expenditures described below to be made from the District’s Deferred Maintenance funds are necessary and prudent and in the best interests of the District.

D. This action ratifies Board action approved unanimously by voice vote at the Board’s March 20, 2023 meeting.

SECTION 3. AUTHORIZATION. The Chairman, Vice-Chairman, other officers of the District and the District Manager are authorized and directed to expend the funds from the 2022-2023 Long Term Capital Budget for the following items or services:

- A. Three generators, a concrete pad, and an LP fuel tank for the Maintenance Building plus two portable air conditioners for the Administration Office with funds from 2022-2023 Long Term Capital in an amount not to exceed \$40,000.00..

SECTION 4. MISCELLANEOUS. The Chairman, Vice-Chairman, other officers of the District and the District Manager, are authorized and directed to execute and deliver all documents, contracts, instruments and certificates and to take all actions and steps on behalf of the District that are necessary or desirable in connection with the authorization granted herein if not inconsistent with the terms and provisions of this Resolution.

SECTION 5. SEVERABILITY. Should any sentence, section, clause, part or provision of this Resolution be declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this Resolution as a whole, or any part thereof, other than the part declared invalid.

SECTION 6. EFFECTIVE DATE. This Resolution shall be effective immediately upon its adoption.

PASSED AND ADOPTED at a meeting of the Board of Supervisors of the Herons Glen Recreation District this 3rd day of April 2023.

**HERONS GLEN RECREATION
DISTRICT**


Howard Young, Chair

ATTEST:


District Secretary

RESOLUTION NO. 2023-08

A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 CAPITAL ACCOUNT FOR REFRIGERATED SANDWICH-SALAD UNIT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE HERONS GLEN RECREATION DISTRICT:

SECTION 1. AUTHORITY FOR THIS RESOLUTION. The Board of Supervisors (the “Board”) of the Herons Glen Recreation District (the “District”) is authorized to adopt this Resolution under the authority granted by the provisions of Chapter 418, Part II, Florida Statutes, as amended, its Charter (Ordinance No. 98-08 adopted by Lee County, Florida on April 28, 1998, as amended by Ordinances 98-18 and 2- 25), Chapters 418, 197 and 189, Florida Statutes and other applicable provisions of law (collectively, the “Act”).

SECTION 2. FINDINGS.

A. The District is a local unit of special purpose government organized and existing under and pursuant to Chapter 418, Part II, Florida Statutes and the Act.

B. The District was established for the purpose of acquiring, purchasing, constructing, improving and equipping recreational facilities of all types, including land, improvements, and equipment such as golf, tennis, restaurant, and club facilities, which are owned or operated by the District for the benefit of the community.

C. The Board hereby determines that expenditures described below to be made from the District’s Capital Account funds are necessary and prudent and in the best interests of the District.

SECTION 3. AUTHORIZATION. The Chairman, Vice-Chairman, other officers of the District and the District Manager are authorized and directed to expend the funds in an amount not to exceed those described for the following items or services:

- A. **Expend from 2022/2023 Capital Account a not to exceed amount of \$6,500.00 for Refrigerated Sandwich-Salad Unit from Edward Don & Company.**

SECTION 4. MISCELLANEOUS. The Chairman, Vice-Chairman, other officers of the District and the District Manager, are authorized and directed to execute and deliver all documents, contracts, instruments and certificates and to take all actions and steps on behalf of the

District that are necessary or desirable in connection with the authorization granted herein if not inconsistent with the terms and provisions of this Resolution.

SECTION 5. SEVERABILITY. Should any sentence, section, clause, part or provision of this Resolution be declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this Resolution as a whole, or any part thereof, other than the part declared invalid.

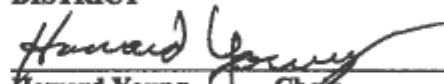
SECTION 6. EFFECTIVE DATE. This Resolution shall be effective immediately upon its adoption.

PASSED AND ADOPTED at a meeting of the Board of Supervisor of the Herons Glen Recreation District this 15th day of May 2023.

ATTEST:


District Secretary

**HERONS GLEN RECREATION
DISTRICT**


Howard Young, Chair



Herons Glen Recreation District Strategic Plan May 1, 2023



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Revision History

Version	Date	Author	Major revisions included
Original Plan	XX/XX/2016	Kopplin & Kuebler, LLC	Original Approved and adopted Plan
2022 Plan - DRAFT v1	2/3/2022	Jeff Buxton (Long Range Planning Committee)	DRAFT, revised Strategic Plan
2022 Plan - DRAFT v2	2/10/2022	Long Range Planning Committee	DRAFT, revised Strategic Plan
2022 Plan - DRAFT v3	2/25/2022	Jeff Buxton (Long Range Planning Committee)	DRAFT, revised Appendix
2022 Plan - DRAFT v4	11/21/2022	Jeff Buxton (Long Range Planning Committee)	DRAFT, add additional item to Appendix
2022 Plan - V5 FINAL	11/28/2022	Jeff Buxton (Long Range Planning Committee)	Edits as offered by Howard Young
2023 Plan - DRAFT v1	3/29/2023	Jeff Buxton (Long Range Planning Committee)	Initial DRAFT of 2023 Strategic Plan
2023 Plan - DRAFT v2	4/4/2023	Jeff Buxton (Long Range Planning Committee)	Revised DRAFT of 2023 Strategic Plan
2023 Plan - DRAFT v3	4/9/2023	Jeff Buxton (Long Range Planning Committee)	Added items to Long Range Capital Planning process
2023 Plan - DRAFT v4	4/25/2023	Jeff Buxton (Long Range Planning Committee)	Integrated edits from Karen Mars
2023 Plan – FINAL DRAFT	5/1/2023	Jeff Buxton (Long Range Planning Committee)	Issuance of final DRAFT version for 2023



The Process

Development of the HGRD Strategic Plan

The Herons Glen Recreation District Strategic Plan is expected to be revisited, refreshed, and revised on a periodic basis to address the following:

- Determine progress made regarding specific actions called out in the plan
- Adjust the plan as necessary to maintain a plan that reflects the needs and desires of the Herons Glen residents and remains aligned to the HGRD Vision and Mission

These reviews and potential revisions should be performed on an annual basis under the guidance of the HGRD Long Range Planning Committee and subsequently approved by the HGRD Board of Directors.

The Strategic Plan should reflect the needs and desires of the Herons Glen residents. Thus, the process to develop the plan should include the annual issuance and analysis of a survey of all residents to determine satisfaction with the facilities, amenities, and governance of HGRD.

Achievements since last update

Since the development of the 2022 HGRD Strategic Plan, the following significant accomplishments have been achieved in addressing the action items called out by the plan:

- Develop Facilities Master Plan
 - The Facilities & Amenities Committee has begun some elements of developing a Master Plan, including demographics analysis and resident desires for new and/or upgrades to amenities as determined by the 2023 Resident Survey.
- Develop a long-range plan for Capital funding
 - Finalization of the Club Benchmarking study will provide a key basis for developing the long-range plan for Capital funding.
- Conduct an annual review of all rules/policies to assure continuous relevance
 - Complete review of all rules and policies is nearing completion and expected to be approved by the HGRD Board in 2023
- Develop a services utilization study
 - Questions regarding the utilization of amenities was included in the 2023 Resident Survey and provided insights into the On-Season and Off-Season usage of all HGRD amenities
- Develop Restaurant Services Development Plan - While an integrated Restaurant Services Plan was not specifically developed in 2022, the following individual activities (which would make up the elements of a Restaurant Services Plan) were completed:
 - Restaurant/Lounge facility: The restaurant renovation has been included as a significant Bond project since the bond was planned and approved. The plan for the renovation of the facility is completed and proceeding to firm estimates, quotes, and contracting. Potential sourcing of new furniture has been identified for expected delivery prior to the completion of the renovation.
 - Restaurant/Lounge food: The management team responsible for the F&B services has seen significant change since 2022 resulting in a new F&B director and new Executive Chef in early 2023. New menus have been issued. The resident satisfaction of the restaurant and lounge food will be a key indicator of success from the 2024 Resident Survey.
 - Restaurant/Lounge service: Significant changes in service personnel have occurred in late 2022 and early 2023. The Pool deck is expected to be renovated during 2023. Coupled with the



renovation of the Restaurant and Lounge, this is expected to result in positive changes to the Pool Deck food & beverage services during 2023. The resident satisfaction of the restaurant and lounge service will be a key indicator of success from the 2024 Resident Survey.

- Restaurant/Lounge events: Restaurant has had great success in recognizing and planning menus around special days such as Mardi Gras, St. Patrick's Day, Christmas, etc. and planning events such as the Luau Pool Party, Monte Carlo Night and the End of Season Party. Food & Beverage should continue and possibly expand these offerings, Resident attendance at these functions will be a key indicator of success.
- Conduct an operational review of all food and beverage operations
 - A detailed study and analysis were completed to review F&B financial and operational metrics from 2016 through 2021. This information was used to identify key operational performance goals and trends for operational improvements.
- Develop a plan for how to effectively understand the "community-wide wants"
 - HGRD initiated an annual survey to better understand community wants with the issuance of the 2023 Resident Survey in January. The last survey of resident wants was conducted in 2014. This annual survey is expected to become a key element in guiding the HGRD Board in the desires of the residents.

HGRD Key Roles and Responsibilities

The Roles and Responsibilities of Board Members

1. Develop long term goals and a strategic plan for the facilities, amenities, and services provided by the Herons Glen Recreational District; making certain that decisions are made in the greater interest of the resident owners.
2. Review financial status of HGRD and review, approve, deny, or defer committee requests.
3. Establish and review HGRD policies and objectives and ensure compliance.
4. Communicate and coordinate community requirements with the Herons Glen HOA.
5. Hire the General Manager, provide guidance and direction to the General Manager, assess the ongoing performance of the General Manager, dismiss the General Manager if/when necessary.
6. Demonstrate expected resident participation in HGRD amenities through active engagement in HGRD activities when possible.
7. Be a 'positive' influence with other members and set an example by adhering to all club rules and policies.

The Roles and Responsibilities of Committees & Chairs

1. Support the HGRD Board through oversight, due diligence, and subject matter expertise in specific functional areas within the various committees as established by the Board.
2. Establish specific objectives and tasks within the scope of the committee Charter, with clear action plans; and report to the board as to the status, achievement, elimination, or deferral of these action plans.
3. Committees are ADVISORY and cannot set policy, make operating decisions, or commit District funds, but rather make RECOMMENDATIONS to the Board for action.
4. Maintain regular, clear, and complete communications to the Board on all activities, discussions, and progress against defined action plans.



Top HGRD Core Values

HGRD should strive to provide the following for the residents of Herons Glen:

- Honesty, integrity, and transparency of board and management actions
- Professional, competent management and staff
- Financial responsibility over operational costs and capital investments which serve to provide high quality services, well maintained facilities, and enhanced property values
- Prudent long-range planning which serves residents evolving tastes and demographic evolution

HGRD Vision Statement

Herons Glen Recreation District is a Florida Special District, a community that provides quality recreation, activities, and programs for all residents. We strive to provide excellent financial value and well-maintained facilities to satisfy varied interest groups and promote healthy lifestyles.

HGRD Mission Statement

Continue to be one of the premier active adult communities in Southwest Florida that provides an excellent value for our current and future residents.

Strengths, Weaknesses, Opportunities, Threats (SWOT)

Top Strengths

- Recreational District status – ability to issue tax-free bonds to finance facilities development; tax-free status
- Fiscal soundness and responsibility
- District owned common facilities
- Active lifestyle with an abundance and variety of amenities
- Strong management team
- Longevity (sustainability) as a fully developed, well managed community
- Security and safety

Top Weaknesses

- Aging Infrastructure
- Lack of land for expansion of HGRD facilities and amenities
- Split management of community
- Lack of public transportation for potential HGRD employees

Top Opportunities

- Marketing of the Herons Glen community and golf course to the public
- Greater utilization of the restaurant by residents
- Marketing of events and facilities to the public
- Determining and implementing community-wide wants in a timely fashion
- Improving technology and utilization to assist with membership satisfaction
- Energy conservation, such as exploring the use of solar



Top Threats

- Inability to grow – lack of land for future expansion will limit HGRD financial growth and ability to develop new amenities to meet residents growing desires
- Capital Reserves will be limited to turnover of existing home sales
- Growth Capital is limited to bond issuance and ability of existing homeowners to absorb resulting tax changes
- Growth in operational costs will be limited to ability of existing homeowners to absorb increases in assessments
- Increase in costs not within the HGRD control, such as insurance, etc.
- Potential changes to the Zemel Land fill
- Potential for State elimination of the “Special District”/ “Recreational District” status

Key Strategic Issues

The following key strategic issues facing Herons Glen Recreation District are meant to address the key needs of the community.

1. Facilities and Amenities
 - Community Master Plan
 - Long Term Capital Plan
 - Growth Plan
2. Governance
 - Rules and Policies review process
 - Strategic Goals and Agendas
 - Elections
3. Services
 - Food & Beverage facilities renovation
 - Food & Beverage financial performance
4. Operations
 - Technology Plan
 - Facilities, Property, and Asset Maintenance
 - Asset Management
 - Hurricane Preparedness

Facilities and Amenities

Facilities Master Plan

Facilities and Amenities Committee to develop the Community Master Plan. This Master Plan should include:

- Demographic trends analysis
- Facilities utilization review and value analysis – develop a clear analysis of the resident value from each amenity
 - Develop a Cost/Usage estimate based on the following:
 - Estimate Resident usage for each amenity based on the Resident Survey
 - For consistency, the underlying usage for this Cost/Usage analysis should be based on individual residents estimated utilization for each amenity from the Resident Survey
 - This information may be supplemented by other, direct measures such as facility sign-up schedules and/or Association members



- Estimate the long-term capital cost for maintaining/replacing each amenity based on the expected replacement costs from the Club Benchmarking study
 - Compare Cost/Usage against the Resident Survey results for question rating each amenities perceived value
- Facilities & Amenities enhancement plan (based on 2023 Resident Survey)
 - Use results of annual resident survey to develop specific recommended plans to address significant areas of dissatisfaction.
 - Integrate Top Amenity upgrades and new facilities requests into Facilities Master Plan as the roadmap to recommended facilities enhancements (include prioritization, expected timing, and estimated space requirements)

Long Term Capital Plan

1. **HGRD Management** to integrate all Asset management and tracking databases into a single, common, “source of record” Asset Tracking data set (Club Benchmarking)
 - a. Integrate Deferred Maintenance requirements into Club Benchmarking
 - b. Integrate Bond Projects into Club Benchmarking
 - c. Integrate potential new Amenity requests into Club Benchmarking
2. **Long Range Planning Committee and Finance Committee** to develop a Long-Range Capital Plan. Using the F&A enhancement plan and the Club Benchmarking report, develop an estimate of capital needs. Distinguish each item as Obligatory Capital or Aspirational Capital
 - a. Identify capital funding sources and timing for each. Align each funding source to the likely use of the funds for covering Obligatory or Aspirational Capital needs.
 - b. Identify any gaps or significant events that may require mitigation plans

Growth Plan

Long Range Planning Committee to develop community growth plan

1. Develop analysis of book value of HGRD over time to determine if the community net value is increasing or decreasing
2. Create a list of possible developable open space in the community. Estimate minimum square foot requirements of facilities enhancements from the F&A enhancement plan. Identify all planned facilities enhancements that would require new land (beyond available developable land in HGRD)
3. Examine potential avenues to grow the community; such as land acquisition, mergers or acquisitions of nearby communities, or any other opportunities (“if you’re not growing, you’re dying”). Potential opportunities should also identify and consider any legal and/or bond constraints.

Governance

Rules and Policies Review

Ad Hoc Committee to complete the review of all rules/policies to assure continuous relevance. **HGRD Board** to confirm and establish a recurring process for ongoing review of rules/policies, including consideration for the following:

- Policies should be reviewed biennially. Additionally, as they get amended as part of board business the Board assistant should update the policies and, update them on the HGRD website.
- Rules (to guide management operation) should be updated as needed to address issues as they arise. Additionally, as they are amended management should update any posted rules and update them on the HGRD website.



Strategic Goals and Agendas

HGRD Board to develop annual agenda & strategic goals – The **Long-Range Planning Committee** to develop a DRAFT annual agenda outlining the board's goals and objectives for the coming year for Board adoption. The agenda will be based on the approved Strategic Plan action items and the expected timing of each.

Elections

HGRD Board and HGRD Council to re-examine newly developed Board elections procedures to address the following:

- Follow ongoing efforts by other FL Recreation Districts to amend State Law to modify voting rules. Report any legislative considerations undertaken by other Districts to the Residents.
- Consider revising board election information provided to the residents prior to the call for candidates. This information might include a description of the functions of each board position, highlighting the board positions that are up for election. The intent would be to provide greater information to the residents (and potential candidates) in order to identify the diversity of needs on the board and the capabilities needed to fill/refill expected position gaps.

Services

Food & Beverage facilities renovations

Problem Solving Task Force to finalize recommendations for the renovation of F&B facilities

- Finalize and complete the plan for the restaurant & lounge renovation
- Media Resources Committee to finalize the plan for the Ballroom renovation and identify the expected timing for this renovation
- Finalize the plan for the Lobby renovation

Food & Beverage financial performance

HGRD Management to develop plan and reporting process to monitor F&B financial performance

- Update the financial performance review of the F&B operations performed in 2022
- Review financial performance quarterly with the financial goal for F&B to breakeven on variable costs (revenues should cover all Prime Costs; i.e., COS + Personnel Costs). Based on the 2022 financial analysis, on average HGRD F&B hit this goal from 2016 through 2019. This goal may be deferred to 2024 based on the expected disruption to F&B services in 2023.

Operations

Technology Plan

- **HGRD Management** to develop a Technology Plan to leverage newer technologies more fully for improved customer service and operational efficiency. Examples include:
 - Customer Service
 - QR codes for menus, events, and club information
 - iPads for ordering, displaying wine lists and signing up for tee times or lessons
 - Apps for members to interact with the club and access club information
 - Operations



- App-based/interactive security cameras
 - Staff scheduling software
 - Video training modules for employees, boards, and committees
 - Work Order Management System
 - Asset Management System
- **HGRD Management** to develop plans (including costs) for a more robust IT support capacity to enable new business processes, technology enabled operational efficiencies, new digital services, stronger cyber security, and a schedule for expected software upgrades to key operational systems.

Facilities, Property, and Asset Maintenance

- **Problem Solving Committee** to finalize plans for new maintenance building and complete the construction or cancel the plans.
- **Problem Solving Committee** to develop a Sustainability Plan, to include:
 - Lake Management Plan
 - Drainage Management Plan
 - Landscape Management Plan
- **Problem Solving Committee** to develop clear plan for Community Irrigation System.

Asset Management

- **HGRD Management** to develop a repeatable, reliable process to maintain the accuracy and timely updates to the HGRD Asset Management database (Club Benchmarking).
- **HGRD Management** should investigate and make recommendations to the board for enhanced Asset Management tools to expand the capabilities of the Club Benchmarking database.

Hurricane Preparedness

- **Long Range Planning Committee** to develop Hurricane Preparedness Plan (including backup power plan and/or rooftop solar backup power) for needed Capital investments based on documented Lessons Learned from HGRD Management following Hurricane IAN. Include consideration for increasing reserve funds (or setting up a special hurricane reserve fund) above the current losses reserves for potential hurricane events every 5-10 years. This Plan should include a written Hurricane Response plan/checklist which identifies the roles and responsibilities during emergency incidents.

April 25, 2023

**To: Jayne Schwarz (HGTA liaison)
CC: JB Belknap
Re: HGTA Special Annual Assessment**

For over a decade the HGTA has been subject to an annual \$10,000-\$12,000 special assessment that has been paid since the conversion of the hard courts to the Har Tru courts. For the last several years, the HGTA recommended to the HGRD finance committee and general board members the unfairness of this assessment.

The HGTA conducted a survey of its members to get their view on the issue. A total of 91 responses (81.3% of the membership at the time). We asked the members if 1) we should continue to pay the special assessment for the next fiscal year or 2) stop paying the special assessment.

The members overwhelmingly voted (85.7%) to stop paying the special assessment versus 11% said to continue to pay the special assessment and 3 members said it depends.

Based on this information and that the HGTA should represent the views of its members, the HGTA board voted to inform the HGRD of this vote and request a meeting with the HGRD board liaison to discuss the removal of this special assessment, if necessary, or have the liaison communicate this request to the HGRD board before the June budget meetings. We are trying to be proactive, encourage a positive dialogue, and put this issue to rest.

We are asking for your cooperation in this matter.

**Tom DeLache (President)
Harry Silverstein (Vice-President)
Susan Savage (Secretary)
Phil Franchini (Treasurer)
John Avigliano (Member at-large)**

RECREATION DISTRICT REGULAR BOARD MEETING

June 16, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – -Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Mars
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **REVIEW THE ANNUAL PRELIMINARY BUDGET** – GM J.B. Belknap and Controller Lynn Brew
 - Discuss the O&M
 - Discuss the Special Assessment
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - RESOLUTION 2023-11
 - RESOLUTION 2023-12
 - RESOLUTION 2023-13
- VI. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Audit Committee – Supervisor Schwarz
 - Facilities & Amenities Committee – Elaine Sawyer
 - Finance Committee – Dennis Popp
 - Golf Committee – Bruce Johnson
 - Long-Range Planning Committee - Fred Gignac
 - Policies & Procedures Committee – Supervisor Mars
 - Problem-Solving Taskforce – Chair Young
- VII. **FINANCIAL REPORT** – Controller Lynn Brew
- VIII. **GENERAL MANAGER’S REPORT**– General Manager J.B. Belknap
- IX. **OLD BUSINESS**
 - Resident Events Committee Charter – Vice-Chair Overs
- X. **NEW BUSINESS**
 - Long-Range Planning Alternate Member Approval - Fred Gignac
 - New Homeowner Fee
 - Golf Improvement Fund Surplus
- XI. **RESIDENT CORRESPONDENCE**

XII. **RESIDENT COMMENTS**

XIII. **UPCOMING MEETINGS**

- Thursday, July 6, 2023 - Facilities & Amenities Committee - 1:00 p.m. - CR-C/Zoom
- Thursday, July 13, 2023 - Golf Committee - 9:00 a.m. - CR-C/Zoom
- Monday, July 17, 2023 - Board of Supervisors - 9:00 a.m. - CR-C/Zoom

XIV. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING

June 16, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160> Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	8

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 a.m.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Mars led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call (attendees are listed above).
- IV. **FINAL REVIEW OF THE BUDGET** – Chair Young thanked all of the participants involved in the formation preliminary budget that is suitable. The Federal Government put the District in a situation that was untenable by not allowing expenses that we would typically be eligible for reimbursement under FEMA for local governments if we were not a Special District. Private, non-profit clubs in the state were not eligible for assistance either. After months, with our staff working closely with FEMA representatives, the government concluded that special districts were not eligible for reimbursement of expenses.

GM J.B. Belknap and Controller Lynn Brew reviewed the special assessments, O&M, and preliminary budget.

Further discussion took place on what the Club Benchmarking asset study report consists of. GM Belknap explained that we commissioned the company Club Benchmarking to analyze our fixed assets and capital planning. Historically we've taken our total requirements for capital items or assets and assigned useful life and replacement cost to them. Then that cost is listed as a requirement in the year(s) the District needs to replace or repair them. We then divide that by 20 to determine the annual cost per year and, then again by 1,300 homes. That typically becomes the annual assessment for each year. This Club Benchmarking plan is to be a living breathing document that the Controller is charged with keeping up to date.

GM Belknap moved forward with comments on property insurance. The loss reserve account reflects our insurance deductible of 5%, or around \$556k. Hurricane Ian caused losses particularly, wind damage and tree loss and removal of downed trees. The District had to spend more than \$300k for the removal of trees, while FEMA picked them up from the curbside. This as well as other replacement and repair of hurricane-damaged items, along with the addition of the increased insurance deductible we will need to carry with the new insurance, leaves us short in the losses reserve fund. The number of golf memberships and outside resident play could potentially result in a budget surplus in golf operations which could be used to help replenish the fund. The bad news is that this still leaves a \$400k deficit. We need this reserve in place for next year. This will require assessing each home for \$300, for fiscal year 2023-2024 only, to replenish the loss reserve. This is included in the total 2023-2024 annual assessment of \$3,065 which is paid by owners in the amount of \$766 each quarter. The Board agreed that this decision has been conservative yet responsible.

- V. **DISTRICT COUNSEL'S REPORT** - Counsel Thomas Hart presented the Resolutions 2023-11, 2023-12 and 2023-13 to the Board:
 - Supervisor Kulkoski *moved to approve* RESOLUTION NO. 2023-11, *Vice-Chair Overs seconded the motion, and the Resolution was approved as follows:* **RESOLUTION NO. 2023-11** - A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURE FROM 2023 AND FUTURE OPERATING ACCOUNTS, FUNDS FOR IRRIGATION MAINTENANCE AND RELATED SERVICES BY MAINSCAPE, INC.; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

- *After discussion, Supervisor Schwarz moved to approve the Preliminary 2023-24 Budget and Annual Assessment, Chair Young seconded the motion, and the Resolution was approved as follows: **RESOLUTION NO. 2023-12** - A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING A PRELIMINARY BUDGET RELATING TO SPECIAL ASSESSMENTS TO BE LEVIED IN THE DISTRICT TO OPERATE AND MAINTAIN THE RECREATIONAL FACILITIES; STATING THE INTENTION TO USE CHAPTER 170 OR CHAPTER 197, FLORIDA STATUTES AS METHODS OF COLLECTING SUCH ASSESSMENTS; CALLING FOR A PUBLIC HEARING TO BE HELD AT WHICH THE DISTRICT SHALL CONSIDER THE ADOPTION OF A NON AD VALOREM ASSESSMENT ROLL IN CONNECTION WITH SUCH ASSESSMENTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.*

This includes a Public Hearing to be held on August 30, 2023, at 6:00 pm. Counsel Hart will publish the announcement. Notices will be sent to owners in the Recreation District by the Administration Office before July 26, 2023.

- *Supervisor Mars moved to approve **RESOLUTION NO. 2023-13**. Supervisor Kulkoski seconded the motion, and the Resolution was approved as follows: **RESOLUTION NO. 2023-13** - A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT SETTING FORTH THE DISTRICT'S INTENTIONS RE HERONS GLEN TENNIS ASSOCIATION ANNUAL FEE; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE. Counsel Hart also read the full resolution and the discussion took place.*

Counsel Hart stated that the State of Florida has decided that all who serve on Boards need some ethics training starting in 2024 with 4 hours per person each year. He will provide additional information.

VI. **COMMITTEE REPORTS & RECOMMENDATIONS**

- Facilities & Amenities Committee – No June meetings. Met on July 6th.
- Finance Committee – Dennis Popp. No separate meetings
- Golf Committee – Supervisor Overs stated that the Golf Committee met last Thursday. They are looking at budget numbers, recommended a review of the dress code on the golf course, and a more precise way for Rangers to handle problems on the golf course to keep play moving.
- Long-Range Planning Committee – In Fred Gignac's absence, Chair Young recommended on behalf of the Long Range Planning Committee to add Joyce Forman as an alternate on the committee.
 - *Vice-Chair Overs moved to add Joyce Forman as an alternate on the Long Range Planning Committee, and Supervisor Schwarz seconded. **The motion was approved unanimously.***
- Policies & Procedures Committee – Supervisor Mars mentioned that they are looking for rules input from the Board and management on the Rules & Regulations review. The committee will handle the wordsmithing. She feels that this will be presented later this summer.
- Problem-Solving Taskforce – No report. Supervisor Kulkoski will pursue correspondence on the storage building.

VII. **FINANCIAL REPORT** – Controller Lynn Brew reported on the May 2023 financial variances as follows:

- Administration \$785 unfavorable, YTD \$ 33,606 unfavorable
- Restaurant \$6,337 favorable, YTD \$64,981 unfavorable
- Clubhouse \$3,591 favorable, YTD \$21,595 favorable
- CLIS \$12,944 favorable, YTD \$59,840 favorable
- Fitness \$538 favorable, YTD \$6,498 favorable
- Golf Maintenance \$8,803 favorable, YTD \$129,095 favorable
- Pro Shop \$22,526 favorable, YTD \$121,616 favorable
- All Departments \$53,953 favorable, YTD \$240,058 favorable

GENERAL MANAGER'S REPORT– GM J.B. Belknap mentioned that they are reviewing the project budget with visibility provided by Stultz. Looking at pool deck lighting, the distributor advises that new deck furniture will be delivered by the end of the month. Landscaping should arrive in the next couple of weeks. The excavating on the multiuse path is in progress,

milling, and paving will take place simultaneously. Bocce and shuffle courts have had some delays. The certification walk-thru has been delayed by Stultz until more work is completed by MorSports and punch list items are addressed. The same with the pickleball courts. Restaurant bids will be back by July 26th. Copperleaf furniture has been purchased and picked up, some other items may be available for pickup at a later date. Assistant GM Bennett will have the furniture refinished where necessary. The deal was to pick up all of the furniture or none, what we don't need can be given away. Crowther Roofing provided a peel-and-stick on the roof, with this information to be shared with our insurance provider. Jack Brown and Associates will hold a pre-bid meeting for the roof replacement later this month. This is going well.

GM Belknap recommended switching of housekeeping contractors to All-In-One Cleaning Services, pending Counsel Hart's approval of the contract. Counsel Hart will ratify at the next Board meeting.

- *Supervisor Schwarz moved to approve the contract pending Counsel Hart's review, with All-In-One Cleaning Services for housekeeping, Vice-Chair seconded. **The motion was approved unanimously.***

VIII. **OLD BUSINESS** – The Board agreed to amend the Resident Events Charter as follows:

- *Supervisor Kulkoski moved to approve the recommendation for Resident Events Committee members shall have an opportunity to purchase tickets in advance 3 days before ticket sales being offered to the remainder of the community. Such advanced sales are not to exceed 10 tables. Vice-Chair seconded. **The motion was approved unanimously.***

We had several resignations from this committee in April, and our policies state that in filling vacancies preference will be given to residents who have submitted a request to serve on that committee. Assistant GM Benett will update the Charter on the website and invite residents to apply or reapply. This will give our residents and any members who resigned and would like to reconsider, time to complete and submit a committee request to serve.

- *Supervisor Mars made a motion to fill Resident Events Committee at the upcoming July 19, 2023, Board Meeting. Vice-Chair Overs seconded. **The motion was approved unanimously.***

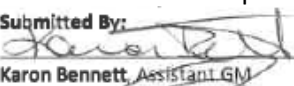
IX. **NEW BUSINESS**


- **New Homeowner Fees:** *Chair Young made a motion to change the new homeowner assessment from \$4,000 to \$4,500 effective October 1, 2023. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.** Counsel Hart will provide a resolution.*
- **Any surplus in District Operation** as of Sept. 30th will be transferred to the loss reserve for fiscal year 2023.
- Residents asked Supervisor Mars to suggest to the HOA and HGRD Board moving the Conrad garden stone to the memorial garden. The HOA approved her request and selected a place facing the lake. *Supervisor Mars made a motion to move the stone to the new garden area. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***

X. **UPCOMING MEETINGS**

- Thursday, July 6, 2023 - Facilities & Amenities Committee - 1:00 p.m. - CR-C/Zoom
- Thursday, July 13, 2023 - Golf Committee - 9:00 a.m. - CR-C/Zoom
- Monday, July 17, 2023 - Board of Supervisors - 9:00 a.m. - CR-C/Zoom

XI. **ADJOURNMENT** took place at 11:08 a.m.

Submitted By:  8/7/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:  8/7/2023
Peter Overs, HGRD Board Chair Date



RECREATION DISTRICT REGULAR BOARD MEETING

June 30, 2023, at **9:30 a.m.** in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **RESTAURANT RENOVATION STATUS & DISCUSSION** – General Contractor Jeff Stultz
- V. **UPDATE ON SPORTS COMPLEX, PICKLEBALL AND POOL DECK** - Jeff Stultz
- VI. **BOND PROJECT UPDATE** – General Manager J.B. Belknap and Controller Lynn Brew
 - A. Renovation of Lobbies
 - B. Renovation of the Ballroom
- VII. **DISCUSSION ON TIKI ADDITION** – Karen Mars
- VIII. **RESIDENT COMMENTS**
- IX. **UPCOMING MEETINGS**
 - Thursday, July 6, 2023 - Facilities & Amenities Committee - 1:00 p.m. - CR-C/Zoom
 - Thursday, July 13, 2023 - Golf Committee - 9:00 a.m. - CR-C/Zoom
 - Wednesday, July 19, 2023 - Board of Supervisors - 9:00 a.m. - CR-C/Zoom
- X. **ADJOURNMENT**



RECREATION DISTRICT REGULAR BOARD MEETING

June 30, 2023, at 9:30 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	Excused
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	HGRD Bond Project Mang, Dan Parker	X
		Residents	9

- I. **CALL TO ORDER** – Vice-Chair Overs opened the meeting at 9:30 AM.
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.

RESTAURANT RENOVATION STATUS & DISCUSSION – General Contractor Jeff Stultz shared his proposal with the group. GM Belknap shared an “all-in” cost for project expenditures including construction costs, non-construction costs, sunk funds, anticipated future expenditures, amounts paid-to-date, etc. for each project in the bond Plan. The following questions were presented.

Chair Young asked if these were the numbers for the bar equipment and an estimate from Stultz. GM Belknap explained that RG Architecture, Stultz, Edward Don Rep, and F&B Director Stepanich determined the needs for the bar. Edward Don set up the bar with some of our equipment along with new equipment and they provided the estimate. The railings from the pool are correctly allocated to the restaurant rather than the pool. Corian countertops were discussed, noting that quartz is significantly more expensive. Mr. Stultz added that Quartz could potentially run \$20-25k higher than Corian. The Board asked Mr. Stultz to pursue pricing on upgrading to quartz.

Supervisor Schwarz noted that the salad bar window has been removed. Looking at the finishes, Stultz identified his best-value vendor as Wayne Wiles for the LVP. The decorator suggested changing out the baseboards, in the lobby, but not in the restaurant, it was confirmed that the lobby baseboards would be replaced. A trim carpentry number will need to be added, this is estimated to be less than \$5k.

Supervisor Mars asked about the concrete slab prep, and Stultz explained the procedure. She asked about cable and satellite services, adding that Bluestream is our preferred provider. Dan Parker will determine the commercial usage of Direct TV for the NFL package.

Supervisor Kulkoski asked Dan Parker about the electric door to the pool. Dan stated that an operator could be added to the existing door. This would be similar to the restroom doors.

Vice Chair Overs agreed with the other Board members that the numbers came in as expected. He shared the Board's concern and requested that contracts be drawn up that include a penalty clause based on time-extended completion. Mr. Stultz agreed, adding that they would need to set the liquid damages so that all the subcontractors could be notified in advance. GM Belknap asked Mr. Stultz if any subcontractors would refuse to work with a contract containing a penalty clause and Mr. Stultz agreed that there were but he did not see it as a major obstacle going forward. Mr. Stultz agreed with Supervisor Schwarz when she asked if the subcontractors, he had in place were ones whom he had built solid, valuable relationships with. Further, Mr. Stultz advised the group that he had not worked with Mor Sports previously and that he had worked with Stoney (canopy shade structures for bocce, shuffleboard, and pickleball) on only one project, without issues. Chair Young added his disappointment in the current timeframe, knowing that we cannot get past October without a backup plan if things fall behind. Mr. Stultz plans to change the order of some things they do to push items out as long as possible before inspections come into play. This could push 5-6 weeks before the first inspection is needed. Chair Young still has serious concerns about permitting. Mr. Stultz acknowledged that permitting is a real issue that he does not have much control over. Lee County is on track with inspections, it is the permitting that tends to cause delays. The group agreed that Stultz Construction would be responsible for liquidated damages, and the agreement would hold damages due to subcontractors under the umbrella of Stultz Construction.

Further discussion took place on the lobby and restaurant renovation. The areas will complement each other, and each location will have the same interior designer. The Ballroom will function as the restaurant and lounge until the renovation is complete. Once a letter of intent is agreed upon Stultz Construction will move forward with the July 10th start date. Mr. Stultz is confident that his subcontractors comprehend the time restraints.

- *Chair Young made a motion that they move forward with the restaurant renovation not to exceed \$1.3 including the premise that Stultz Construction provides guidelines for the performance of their subcontractors, a liquidation damages clause from Stultz Construction, and the Board receives an updated timeline with specific due dates. Vice Chair Overs seconded the motion. **The motion was approved unanimously.***

- IV. **UPDATE ON SPORTS COMPLEX, PICKLEBALL, AND POOL DECK** – Mr. Stultz stated that the canopies on the Sports Complex are being completed today. The sod was completed last Saturday. MorSports will be onsite Monday to erect the lights, to be complete by Friday. The Bocce Association and Josh from MorSports found a solution on drain and playability concerns. The painting of shuffleboard courts is 2 weeks out. The bocce courts and restrooms will have “soft opening” on July 10th.

The pavers will be finished on the Pickleball courts this week. Stultz has reached out to Accent Awnings to finish the awnings left incomplete by Stoney. We are still facing canvas shortages, but Mr. Stultz is hopeful that he can get this completed quickly.

Regarding the pool deck, pavers continue to be installed and Stultz is working on the light poles. The card reader system has been installed and it is working in the same way that the fitness center doors do. Key cards and FOBs are assigned to current homeowners. Any cards or FOBs that were left behind when homeowners sold and left the community have been deactivated. New and replacement Key cards and FOBs can be picked up in the administration office. The spa has been closed recently due to multiple leaks. Several leaks were repaired last week but when the pumps are running, we are losing around 1,000 gallons of water per day. Therefore, Red Rhino, the detection and repair company, will be out again next week to identify and fix additional leaks.

V. **BOND PROJECT UPDATE** – General Manager J.B. Belknap

Lobbies Renovation – The proposed lobby design from the interior decorator was shared on-screen sharing the classic, timeless look. This renovation includes the removal of the storefront window, the removal of double doors to the HOA, the addition of a cardroom side door to the HOA, luxury vinyl plank (identical to the restaurant), baseboards, painting, and new furnishings in the main lobby. The pillars will remain in place with the addition of a paint color. The Board was advised that after investigation it was determined that the 20-year-old tile floors in the lobby could not be repaired; many of the tiles were cracked or hollow and the tile is no longer available. The main lobby should be a big selling point for outside events such as weddings or conferences. The chaise lounges and umbrellas from the pool will also complement the lobby. The ballroom lobby requirements are pretty much complete, using furniture, lighting, and decorations that were received with the purchase of the restaurant furniture from CopperLeaf G&CC. The admin lobby needs to be cleaned up to create a uniform look. The renovation is predicted to be approximately \$130k for the lobbies; this is all a Bond item. The construction contractor is ready to put us in their queue immediately. Treasure Schwarz asked that the Board agree to move forward on the project with its conclusion before the restaurant's completion.

Three furniture refinishing companies bid for the refinishing of all restaurant chairs and tables purchased from Copperleaf.

- *Supervisor Mars made a motion to move forward with the concept as presented by the decorator. Chair Young seconded the motion. **The motion was approved unanimously.***

Ballroom Renovation – Supervisor Mars and Karen Jessop, Media Chair shared a document (originally created in 2020, Attached) with the group concerning the proposed Ballroom renovation. In May 2023 there was a meeting with DB Sound for options for renovating the Ballroom stage lighting. Assuming that we are moving forward with the restaurant, the Ballroom renovation will need to be put on hold until the restaurant renovation is complete, but should continue moving forward with pricing on the equipment.

At some point in time, we will need a contractor to look at the overall space. Many resident groups need to be asked about space allocation. Chair Young would like to have management look into adding the air conditioning (stage and sound booth), projector, and screen on the stage immediately since it will not affect dining while the restaurant is staged in the ballroom. He also asked the group to consider extending out the stage onto the dance floor on a curvature rather than removing the rear wall. Beth Brucker was

asked about the ADA part of this, she mentioned replacing one of the dressing rooms with a handicap lift. The group agreed to have a professional look into this. Supervisor Mars and Karen Jessop will see if DB Sound has preferred contractors and GM Belknap will speak with Stultz Construction.

- VI. **DISCUSSION ON TIKI ADDITION** – Concerned about loss of revenue during the restaurant renovation, Vice Chair Overs asked Supervisor Mars to present her findings on adding a tiki bar to the space currently defined as the gazebo. It would take about \$16,000 (retail price) to fully equip with a grill, fryer, flat top oven, convection oven, beer cooler, etc. The space required to house equipment would be about a 10'x10' area. The area would be staffed by someone who could cook and serve drinks. Supervisor Kulkoski confirmed that the gazebo is a designated spot for the HGRD to sell liquor. After discussion, it was decided to move forward with the concept and investigate further. Supervisor Mars will lead this effort.

- VII. **RESIDENT COMMENTS** – None were presented.

VIII. **UPCOMING MEETINGS**

- Thursday, July 6, 2023 - Facilities & Amenities Committee - 1:00 p.m. - CR-C/Zoom
- Thursday, July 13, 2023 - Golf Committee - 9:00 a.m. - CR-C/Zoom
- Wednesday, July 19, 2023 - Board of Supervisors - 9:00 a.m. - CR-C/Zoom

- IX. **ADJOURNMENT** took place at 11:29 a.m.

Submitted By:

 9/11/2023
Karon Bennett, Assistant GM Date

Approved By the HGRD Board:

 9/11/2023
Peter Overs, HGRD Board Vice-Chair Date

Designed Especially for

Heron's Glen

By

Sharon Whitney



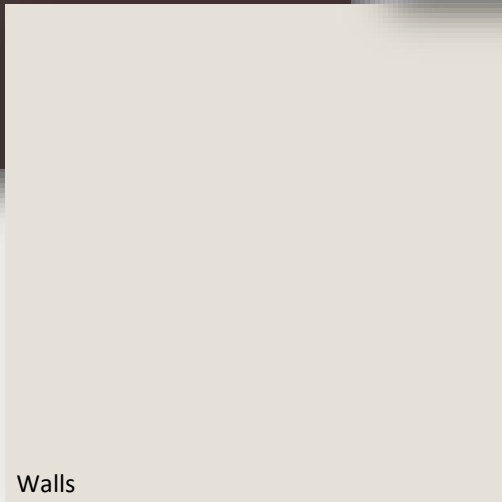
MAIN LOBBY/BACKGROUND ELEMENTS



Soffit



Grasscloth Accents



Walls



Trim



Floors



Chandeliers 36"

FEATURE WALLS



SEATING



RUG



hly

BALLROOM RENOIVATION

11 February 2020

Updated 6/29/23

<u>ITEM</u>	<u>APPROX COST</u>	<u>RATIONALE</u>
Projector/Screen (high lumen)	\$34,000 \$32,200	1. Town Hall Meetings 2. Board Presentations 3. Resident Events/Movie Night 4. Safety – ceiling mount vs free standing
LED Ballroom Lights	\$22,000 \$23,721	1. Less heat 2. Eliminate problems of “flickering” 3. Eliminate voltage regulator issues 4. Longer life
Darkening Shades	\$15,000	1. Eliminate car lights in Ballroom during performances/concerts 2. Improve ability to see screen during daylight presentations (ex. Town Hall Meetings) 3. Segregate Ballroom from Veranda if more than one event taking place 4. Completed 2023
Stage Curtains	\$12,000	1. Current main and scrim curtains – very old, heavy and filthy 2. Extremely heavy to move manually if power interrupted 3. Cost to clean high (would possibly “not survive”) 4. Make breaker access “user friendly” – currently a hazard 5. Trish Perry request they remain 6. Pat Clopton suggested removing – use “blackout”

<u>ITEM</u>	<u>APPROX COST</u>	<u>RATIONALE</u>
Acoustical Ceiling Tiles	\$120,000	<ol style="list-style-type: none"> 1. Improve sound for all events 2. Conversation difficult – too noisy 3. Party goers should be able to hear without shouting 4. DB Sound suggested ceiling grids – ? less expensive
Stage ADA Compliance	\$70,000	<ol style="list-style-type: none"> 1. Create restroom that allows handicapped access to stage <ol style="list-style-type: none"> a.) Resolve safety issues b.) Facilitate access for performers c.) Usage with Veranda events d.) Decrease congestion at entrance door (people coming & going in the same door) e.) Players Of The Glen have \$10,000 to add to the restroom project f.) Look at loading area g.) Dressing rooms Pat Clopton suggestions <ol style="list-style-type: none"> 1.) charging stations – multi circuits h.) Electrical outlets on stage
Stage Configuration <ul style="list-style-type: none"> • Remove ceiling • Replace back wall with curtain 	\$50,000	<ol style="list-style-type: none"> 1. Allow improved lighting of stage through use of overhead LED lights 2. Typical stages do not have ceilings 3. Open space above stage can be used to hold drop down features that are part of a production 4. 15 feet deep
Sound Room	\$4,561	<ol style="list-style-type: none"> 1. Improve sound penetration – single receiver to 2 antennae 2. Remove one wall to allow better sound penetration <ol style="list-style-type: none"> a.) Improve projection of receivers to ballroom b.) Could probable be done in house

<u>ITEM</u>	<u>APPROX COST</u>	<u>RATIONALE</u>
Electrical supply		1. Eliminate voltage variations
• Voltage to lights & sound rooms		2. Equipment – light room varies and can cause interruptions in Light Board
		3. Assess if supply is adequate
A/C		1. Rooms are beyond hot
• Sound Room, Light Room & Stage		2. Use of fans can cause other possible interference
		3. Equipment gets too hot and can shut down
Light Board	\$4,100	1. Approximated cost to replace if issues continue
Bar/Service Area		1. Unappealing appearance
		2. Congested and not user friendly
		3. Credit card usage needs to be convenient
		4. Confer with G.M., F & B Manager and Chef
Internet		1. Improve internet capabilities
		2. Make access more accessible – currently a mass of cables
		3. Allow for multiple users via “zoom”, recording etc.
Transformer Room (off lobby)		1. Equipment old
Stage amplifier mics	\$2,790	1. New mics for better performance when stage amplifier used for small events without the use of the sound room equipment and staff
Assisted Listening Device	\$2,403	1. To assist residents with hearing aids
		2. Not very successful in the past

New Add-Ons (4/3/23)

- **Ballroom Lobby**
- **Main Lobby**
- **Administration Lobby**

Notes:

1. **Bolded prices based on DB Sound estimates 6/26/23**
2. **Bolded comments based on DB sound (Donnie & Tabitha) meeting with Karen Mars, Paul Koenig, Bob LeMere, Pat Clopton, Jayne Schwarz & karen jessop on 5/16/23**
3. **Karen Jessop conferred with Trish Perry regarding stage curtains after Pat Clopton suggested they be eliminated**

In preparation for the closing of the restaurant and lounge, I was asked to pull together some information on the possibility of a tiki bar. I met with Janine, Dan and Steve to discuss. The following came out of those talks.

1. It would take about \$16000 retail to fully equip with Grille, fryer, flat top, convection oven, beer cooler, etc. This could be slightly less using different sources.
2. Space required to house equipment would be about a 10x10 area.
3. There would not be a closing break-down as all cabinets coolers and taps could be locked.
4. Can be staffed by one person with both cooking and bartending skills – during busy season may want to put on another to work the pool
5. Having an employee on site when the pool is open will help discourage “bring your own”.
6. Pool users can use tiki to order from regular menu rather than entering building and have their selections brought to them.
7. There is plenty of table space both inside and outside the pool fencing.
8. Janine did not feel it would pull business from the dining room later because this would appeal to a group of residents who were not dining room users.

Locations were discussed. The gazebo was the first choice by all.

1. This would not take away from any of the deck space we have just added.
2. None viewed the fence/gate as an impediment.
3. The gazebo provides the basic structure and décor could be added for the “tiki” effect
4. There is room for seating around the bar and for tables under the roof out of the sun.
5. The ice machine is close.
6. There is nearby electric
7. The path in the back provides easy access for propane refills and tank could be situated nearby.
8. Proximity to the driving range would allow it to double as half-way house
9. At some point could provide coffee and breakfast sandwiches in the morning to golfers and others.

The second choice for location would be to move the conversation pit to the gazebo and use that area left of the fountain.

I have not had time to pull together construction costs or contacts.



RECREATION DISTRICT REGULAR BOARD MEETING

Wednesday, July 19, 2023, at 9:30 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – **Passcode:** HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES** - Regular Board Meeting May 15, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Audit Committee – Supervisor Schwarz
 - Facilities & Amenities Committee – Elaine Sawyer
 - Finance Committee – Dennis Popp
 - Golf Committee – Bruce Johnson
 - Long-Range Planning Committee - Fred Gignac
 - Policies & Procedures Committee – Supervisor Mars
 - Problem-Solving Taskforce – Supervisor Kulkoski
- VII. **FINANCIAL REPORT** – Controller Lynn Brew
- VIII. **GM UPDATE** – General Manager J.B. Belknap
 - A. Approval of the Furniture Refinishing for the Restaurant
 - B. Presentation of the Events Module in Northstar - Karon Bennett
 - C. Renovation of Lobbies Update – Supervisor Schwarz, Beth Brucker, and Karon Bennett
- IX. **OLD BUSINESS**
 - A. Board Budget Letter to the Residents – Supervisor Schwarz
 - B. Appointment of the Resident Events Committee – Vice-Chair Overs
 - C. Revisions to the HGRD Rules & Regulations – Supervisor Mars
- X. **NEW BUSINESS**
 - A. Resident’s Communication to County - Dated July 10, 2023

XI. **RESIDENT COMMENTS**

XII. **UPCOMING MEETINGS**

- Thursday, July 20, 2023 - Golf Committee - **8:00 a.m.** - CR-C/Zoom
- Monday, August 7, 2023 - Board of Supervisors - 9:00 a.m. - TBD/Zoom
- Thursday, August 10, 2023 - Golf Committee - 9:00 a.m. - TBD/Zoom
- Tuesday, August 15, 2023 – Finance Committee - 11:30 a.m. - TBD/Zoom
- Wednesday, August 30, 2023 – Public Hearing - **6:00 p.m.** - Ballroom/Recording via Zoom

XIII. **ADJOURNMENT**



**RECREATION DISTRICT REGULAR BOARD MEETING
Wednesday, July 19, 2023, at 9:30 a.m. in Card Room C**

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – **Passcode:** HgrdMeet1

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	9

- I. **CALL TO ORDER** – Vice-Chair Overs opened the meeting at 9:30 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Supervisor Kulkoski made a motion to approve the minutes from the Regular Board Meeting on May 15, 2023. Treasurer Schwarz seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. presented two resolutions to the Board.

*Supervisor Mars moved to approve Resolution 2023-15, Treasurer Schwarz seconded the motion, and the Resolution was approved as follows: **A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING AND RATIFYING PRIOR BOARD ACTION APPROVING AMENDED CHARTER FOR RESIDENT EVENTS COMMITTEE AND AMENDING THE DISTRICT’S POLICIES AND PROCEDURES TO ADD SUCH AMENDED CHARTER; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.***

*Supervisor Mars moved to approve Resolution 2023-16, Treasurer Schwarz seconded the motion, and the Resolution was approved as follows: **A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT ESTABLISHING THE AMOUNT OF THE NEW OWNER CAPITAL ASSESSMENT BY THE DISTRICT; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.***

Counsel Hart stated that our original Bond Attorney had retired and proposed that we find someone new to represent the Recreation District for bond questions. Counsel Hart will review a proposal from Chris Traber at the law firm Nabors, Giblin & Nickerson. Vice-Chair Overs asked that this suggestion be set for approval at the next meeting subject to Counsel Hart and GM Belknap's approval of the proposal.

VI. **COMMITTEE REPORTS & RECOMMENDATIONS**

Audit Committee – No meeting, no report.

Facilities & Amenities Committee – Supervisor Mars advised the group that the Facilities & Amenities Committee recommends the Board retain and follow current policy regarding memorials and donations. The committee suggested that a wish list be made for monetary donations as a source to consult for needs and wants. It was agreed

that it would be reported to the Management who would in turn report to the Facilities & Amenities Committee the request.

- *Supervisor Mars moved that the Facilities & Amenities Committee be directed to create guidelines and a process to create a list of wants and needs that residents may consult if a resident wants to make a targeted monetary donation. Treasurer Schwarz seconded the motion. **The motion was approved unanimously.***

Karon Bennett will work on directional signs for under AED machines.

Finance Committee – No meeting, no report.

Golf Committee – No meeting, no report.

Long-Range Planning Committee - No meeting, no report.

Policies & Procedures Committee – Supervisor Mars shared the most recent version of the Rules and Regulations DRAFT. Final read and adopt next month. The Board was asked to provide any further changes they may have prior to the end of July. Counsel Hart will investigate the Florida Statute on firearms. Resident Joyce Forman asked if residents would have the opportunity to review the draft of the Rules and Regulations before it is presented to the Board for final approval. She requested a copy with the changes in red since the working document is not posted on the HGRD website. Vice-Chair Overs responded by telling Mrs. Forman that the document was available at the office.

Problem-Solving Taskforce – Supervisor Kulkoski asked for direction on the storage building project. He mentioned the combining of the driving range bathroom with the storage building as an incentive for the contractor. Treasurer Schwarz stated that Management has a full workload and needs to finish other projects first. Vice-Chair Overs suggested that we look back at the storage building and reevaluate what spaces can be better utilized. Supervisor Kulkowski agreed, and Chair Young did not want to move forward, adding that we need to get the budget in place. Beth Brucker agreed. Management will look at existing facilities in October, this allows time for proper study of the space.

VII. **FINANCIAL REPORT** – Controller Lynn Brew reported on the July's financial variances as follows:

- Admin \$28,662 unfavorable YTD
- Rest \$72,056 unfavorable YTD
- Clubhouse \$28,031 favorable YTD
- CLIS \$78,349 favorable YTD
- Fitness \$6,776 favorable YTD
- Golf Maintenance \$89,371 favorable YTD
- Pro Shop \$152,391 favorable YTD
- All Department's \$254,102 favorable 241762 golf 12339 other than golf
- Potential \$250,000 Golf Surplus to spend on the uninsured money we spent for the removal of the trees on the golf course due to Hurricane Irma.

VIII. **GM UPDATE** – General Manager J.B. Belknap

Restaurant – The changeover from the restaurant to the ballroom is going well. We are working on the NFL package. Chair Young asked about staffing in Food & Beverage, mentioning that he got several emails about a night recently when people walked out due to not getting service. Kathy Petrillo stated that she was one of those people who left. She added that someone called off, it was a pizza/drawing night, and reservations weren't in place which made the night exceptionally busy. Additionally, she said that management was doing their best by passing out menus and

acknowledging guests where possible. Martie Shae mentioned that the passed Thursday was the first night that there was music in the Ballroom/restaurant and everything went very well with over 100 people in attendance.

New housekeeping starts August 1st.

CLIS - We think it will be a great partnership between HGRD and Mainscape. Vice-Chair Overs used the system, he was pleased with the process. Breaks and leaks are prioritized over sprinkler heads. All the backlog has been assigned to Mainscape and most has been completed. Kim Roerke clarified that the HGRD controls the CLIS system and the HOA bills for grass mowing and such. She asked if the new irrigation company will charge homeowners if sprinkler heads needed to be replaced which the group agreed that they would not. Damaged heads will be charged if it's due to another's responsibility. GM Belknap explained that we are working with Mainscape, currently charging \$19 a month for the CLIS service and are we are open to finding out how other facilities handle things like this. What has gotten out of hand for us was everybody calling and requesting the marking of heads every month, so Tim and GM Belknap are developing a list to determine what reasonably makes sense to be included in the scope of the CLIS assessment and is \$19 a month indicative of the service that we are providing. Obviously, residents get charged if they put on the back lanai and we have to move CLIS piping or main lines. We have the Policies and Procedures that are on the HGRD website at heronsglencc.com, and we gave protocols on what residents should expect from the District as far as the CLIS goes and what the responsibilities are for the homeowners. Management would come to the Board if they felt like there were any changes to be made to the policies.

Sports Complex - MorSports will be here early Tuesday morning to calibrate the court irrigation. The more foot traffic and rolling the courts receive, the more the clay will pack down for better playing conditions. Next week Stultz will have a prototype drain cover to allow players to gauge the rebound of the ball so it matches the opposite end. Stultz will schedule Jim Ink for the engineering certification. MorSports is also scheduled to paint the shuffleboard court graphics on July 17th & 18th.

Restaurant - Demolition has begun. Ryan from RG Architecture and Sharon, the interior designer will be onsite Thursday at 8 a.m. to review the restaurant plans; The food and beverage operations moved into the ballroom on Wednesday and so far, the reaction has been positive; Ryan continues to work on the plan sketches which will be updated once the colors are established.

Swimming Pool Deck - New photometrics are scheduled. The landscape has been delayed until Wednesday. Plants will be placed in the pots and behind the deck. New sling deck chairs and umbrellas arrived Friday. Pavers will be sealed in approximately 8-10 weeks.

Spa Leak - The leak detection company repaired the leak and refilled the spa with water. We'll have to wait to see if the water escapes which will tell us we have additional leaks.

Multi-Use Path - Mainscape will be addressing the irrigation piping.

Roof - Sealed bids for the new roof are due back by July 28th. They'll set up a date & time to open them and give JBA an opportunity to develop a presentation with cost breakdowns for Board consideration. There is an Eagle Design showroom in Ft. Myers that we can visit by appointment only. The HOA approves the roof tile selection.

Restaurant Furniture Refinishing - Per your approval, we have engaged Legacy Restoration & Refinishing to perform the restoration. A deposit check will be given to them on Monday so we can be put on their schedule immediately. The plan is for them to start on July 31st. Furniture will be removed & taken back to their shop for rehab, initially rotating 43 pieces at a time. The main selling point of using Legacy was the fact that they would pick up and do the work on the furniture in their own shop. This eliminates the strong smell of fumes while residents are dining in the ballroom. Two of the companies who bid on the job said they were shocked that were able to purchase the furniture

for \$25k when the solid mahogany furniture could be refinished. One of the bidders added that the chairs were probably originally purchased for \$600-\$800 each.

- *Treasurer Schwarz moved to approve the use of Legacy Furniture Refinishing for the Restaurant Furniture refinishing with the motion not to exceed \$30k to be paid from Bond funds. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***

Counsel Hart will create a resolution to be ratified at the next meeting. This includes 274 chairs and 60 tables as well as a repair and touchup on the two brown credenzas with glass tops for those two.

Renovation of Lobbies – Supervisor Schwarz, Beth Brucker, Dan Parker, and Karon Bennett have been working on the renovation of all three lobbies. Treasurer Schwarz updated the group as follows:

There are firm prices in place for demolition, construction, and painting. Discussion took place on going over or chipping up the old tile and installing the same vinyl planks that will be used in the restaurant. We are getting pricing both ways. This is to be determined based on the warranty and quality of installation on this long-term product. The down payment has been made on the furniture and the other issue that we're going to have to talk with the decorator about when she comes tomorrow is the wallpaper. It was recommended that we put goldish or shiny wallpaper up at the top of the main lobby, but both the painter and Dan Parker reminded us that the lobby is warm all the time. Since the heat rises and there is always humidity up there, the actual functionality needs to be discussed. The demolish team has targeted a start day at the end of July or August 4th. The sconces, fixtures, and artwork from Copperleaf will be used as much as possible. The flooring is very common flooring so the length of time is not long to receive the product. New carpet will be installed in the HOA conference room. There will be walk-off carpets at the doors to prevent wear on the luxury vinyl tile. The project should take approximately 60 days and will be reopened when it is safe to do so. Activities will be moved around; management will be sure that residents understand this. Joyce Forman asked about the name of the interior decorator and their design plans. Vice-Chair Overs answered that the presentation was provided at the last Board meeting, but we do not currently have a rendering. Once those minutes are approved they will be available on the website.

Presentation of the Events Module in Northstar - Karon, Janine, Wendy and Lynn have been investigating the Northstar Event Module. The module will establish a unified calendar that is convenient for both our staff and residents to streamline the reservation/billing process and enhance the overall experience for our residents. Benefits include: *Directly linking reservations to the online calendar; *Reserving online for Concert Series and Resident Events eliminating long lines on the days when tickets go on sale; *Sending automatic email confirmations and upcoming events on the mobile app; *Sending reservation reminder emails: e.g., Thanksgiving reservation confirmations via email versus phone calls; *Billing directly through Northstar, eliminating the need for handwritten bills. Northstar charges a one-time fee of \$5,120 for the system and \$200/mo. for monthly support. Although it doesn't appear on the capital plan, we are requesting the Board's approval to purchase this enhancement.

The Board expressed interest in the Events Module that Northstar has to offer, but they asked that the people and processes be clearly defined. Supervisor Mars expressed concerns over software packages purchased in the past not being utilized. She stated that if she were to approve the proposal, she would like to know that all employees involved be required, not requested, to use the features. The staff has been using Northstar since 2014 and has continued to build modules as new features have come along. Treasurer Schwarz requested the processes be documented and policy changes be made. Vice-Chair Overs mentioned that as the community changes people will become more knowledgeable of the computer and mobile apps going forward.

The Board will revisit the subject at the next Board meeting where management will document who is responsible for the data integrity, who will do the updates, who will test the updates, and what policy or internal control will change over signed chits.

IX. **OLD BUSINESS**

Board Budget Letter to the Residents – Supervisor Schwarz stated that the Board budget letter production starts now and will be sent to property owners of District property. The letter cross-references a presentation posted on our website under “Governance”, “Finance & Budgets” and then half down the page is the “Budget History” section. Paul Chipman of the Finance Committee developed the presentation during this year’s budget preparation process.

- *Supervisor Mars made a motion to approve the budget letter as presented to be sent to the residents. Treasurer Schwarz seconded the motion. **The motion was approved unanimously.***

Appointment of the Resident Events Committee

- *Vice Chair Overs made a motion to fill the four seats on the Resident Events Committee, Supervisor Mars announced the entire committee as follows: Gary Attalla, Nancy Attalla, Barbara Callaghan, Pat Crytser, John DiTusa, Denise Fell, Bonnie Gee, Candace Huettelman, Jean Perillo-Roman, Nancy Peters, Marla Pierce, Martie Shea, Cathy Styles and Judith West. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***

The committee chair requested that only four members be added to the committee at this time, and she would inform the Board if more were needed. The Board agreed and said any future appointments would be made from the list in the order of appearance on the list.

X. **NEW BUSINESS**

Resident’s Communication to County - Dated July 10, 2023 – Multiple emails and letters have been received from resident Ellen Penar regarding multiple issues around Herons Glen, most of which impact the HOA as it relates to the golf carts and bikes on roads and others relate to the HGRD in terms of the lack of parking spaces near the Memorial Garden, the Butterfly Garden and the Sailboat Pond. Mrs. Penar has requested discovery material from the District regarding the Sunshine Laws. Mrs. Penar has also alerted the county of her questions and requested a review. Although we would not have gotten approval to open the clubhouse without the correct number of spots in place, we have commissioned a parking study pursuant to Mrs. Penar’s request. Counsel Hart and GM Belknap work together to address this issue, noting that the county is not typically inclined to respond to complaints like this. Letters to the county as such have ramifications, the study will cost the District \$2,500. Mary Wright, HOA Vice President added that it has cost the HOA \$5k to answer some of the questions presented by Mrs. Penar.

XI. **RESIDENT COMMENTS shared throughout the meeting and listed above.**

XII. **UPCOMING MEETINGS**

- Thursday, July 20, 2023 - Golf Committee - 8:00 a.m. - CR-C/Zoom
- Monday, August 7, 2023 - Board of Supervisors - 9:00 a.m. - TBD/Zoom
- Thursday, August 10, 2023 - Golf Committee - 9:00 a.m. - TBD/Zoom
- Tuesday, August 15, 2023 – Finance Committee - 11:30 a.m. - TBD/Zoom
- Wednesday, August 30, 2023 – Public Hearing - 6:00 p.m. - Ballroom/Recording via Zoom

XIII. **ADJOURNMENT** took place at 11:42 a.m.

Submitted By:

Karon Bennett 9/11/2023

Karon Bennett, Assistant GM

Date

Approved By the HGRD Board:

 9/11/2023

Peter Overs, HGRD Board Vice-Chair

Date



NORTHSTAR
TECHNOLOGIES

EVENTS MODULE



JULY 2023

Improving Communications through Northstar



The main objective of this upgrade is to establish a unified calendar that will benefit both our staff and residents. By upgrading to the Events Module, we have the potential to streamline our reservation and billing process, leading to a more efficient and convenient experience for everyone involved.

Not only will this upgrade enhance our operational efficiency, but it will also greatly improve the overall experience for our residents. They will have access to a user-friendly calendar, making it easier for them to stay informed about upcoming events and activities.

We encourage everyone to embrace this upgrade and see the positive impact it will have on our daily operations and resident satisfaction.

Calendar

A centralized platform for managing reservations, making it easier to stay organized and avoid any scheduling conflicts. Residents will also have access to the calendar, allowing them to see all upcoming events and make their own reservations conveniently.

By announcing events 30 days in advance, we can improve communication and ensure that residents have ample time to plan their activities. This will greatly enhance their overall experience and satisfaction with our services.

We will be able to monitor the success of each event and make any necessary adjustments for future planning.

Greater Flexibility & Convenience

Don't wait in line. Enjoy the convenience of purchasing tickets and making reservations online, directly from a computer or mobile device.

To ensure fairness and equal access, online reservations will be available at the same time that our office opens. This will allow everyone to have a fair chance to secure their desired reservations.

For our Concert Series and Resident Events, residents will also have the option to order tickets online. Residents can conveniently collect their tickets from our office at a time that suits them best.

Billing

Currently, we rely on manual billing processes, which not only consume a significant amount of time but also pose a risk of human error. This has resulted in incorrect billing and inconvenience for both our residents and our accounting team.

This system seamlessly integrates our point of sale (POS) system with our accounting module. This integration will allow us to automatically bill residents as they are checked in.

We will have real-time updates and detailed information within a single system to enhance our efficiency, improve accuracy, and provide a better experience all parties involved.

Example Email:

- Include all important details
- Send 30 days in advance
- Online reservations for residents only
- Reserve through the email, on the website calendar or the mobile app
- Automatic email confirmation

Our hostess, receptionist or manager can still place reservations over the phone for residents or guests.

Example Only
(links will not work)



BUFFET, TRIVIA, FUN - ALL UNDER ONE ROOF!



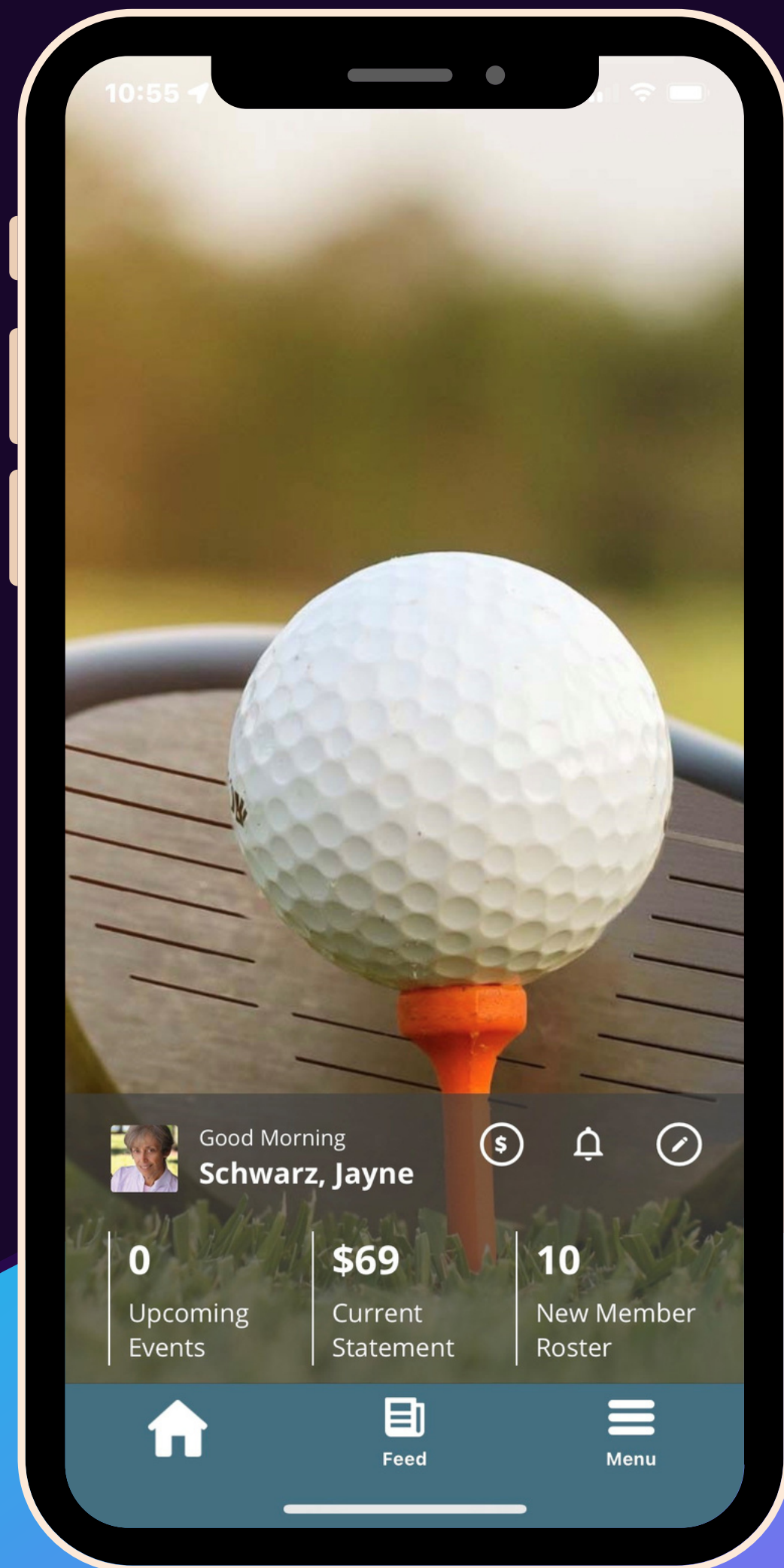
Get ready for an unforgettable night of trivia and fun in the Herons Glen Ballroom! On August 26th, we're hosting a trivia night that you don't want to miss. With a delicious buffet starting at 5 pm and the game kicking off at 6:30 pm, get ready to flex your knowledge muscles and have a blast with friends and family. Reservations are required, so call us today at 239-731-4545 to reserve your spot. Trust us, you won't want to miss out on this epic night!

[CLICK HERE FOR TO RESERVE YOUR SEAT](#)

Connect with us!



[View as Webpage](#)



Complimentary Mobile App Upgrade to Version 2.0



We are preparing a new video for the main page of the app and we are adjusting the "Open Checks" feature to fit our needs.

Other than that, we are ready to launch our upgraded app!

[Click here to see a 3 minute short video of what we are working on.](#)

This is not a Quote, It's an Opportunity!

ITEM NAME	DESCRIPTION	QTY	LICENSE FEE	PROF. SVCS FEE	MONTHLY SUPPORT FEE
Club Events Management Sub-Module (Ticket Sales)		1	\$ 2,000.00	\$ 1,200.00	\$ 100.00
Club Events Management - Back Office	Club Events Management (Back Office)	1	\$ 2,000.00	\$ 1,200.00	\$ 100.00

	One-Time Fee	Monthly Support Fee
Sub Total	\$ 6,400.00	\$ 200.00
Discount	\$ 1,280.00	\$ 0.00
Grand Total	\$ 5,120.00	\$ 200.00

Other Details

The club will pay \$200/Month or \$2400 Annually for the additional modules.

THANK
YOU



Permission to use any of the Herons Glen Recreation District Facilities and services is granted only on the condition that the user has unconditionally agreed to do so in compliance with these Rules and Regulations.



RULES AND REGULATIONS



Updated 7/19/2023

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I. ADMINISTRATIVE CODE AND STATUTES

A. District Purpose

The Herons Glen Recreation District (the “District”) is an Independent Special District of the State of Florida created pursuant to Chapter 418, Florida Statutes (the “Act”), Ordinance No. 98-08 enacted by Lee County, Florida on April 28, 1998 (the “Charter”), a referendum of the qualified electors of the District and other applicable law. The purpose of the District is to finance, acquire, plan, improve, own, operate, equip, maintain and manage recreational facilities within the District, as more fully set in, and subject to the provisions of, the Act and the Charter.

B. District Mission Statement

Herons Glen Recreation District is a Florida Special District, a community that provides quality recreation, activities, and programs for all residents. We strive to provide excellent financial value and well-maintained facilities to satisfy varied interest groups and promote healthy lifestyles.

C. District Vision Statement

Continue to be one of the premier active adult communities in Southwest Florida that provides an excellent value for our current and future residents.

D. Alcohol

All alcohol must be purchased from the District in accordance with the District’s liquor license. No person under the age of twenty-one years or anyone that is intoxicated will be served any alcoholic beverages on the premises of the District.

E. Firearms

Residents, their guests and Permitted Nonresidents shall abide by Florida law as it pertains to Firearms and all other weapons.

F. Gambling and Games of Chance

In general, Florida law prohibits gambling including raffles on District properties. There are some exceptions, including BINGO and penny-ante card games. Exceptions must be conducted in strict compliance with the applicable law to retain their status as District sanctioned activities. All use of District facilities and all District activities, whether conducted by District sanctioned activities or otherwise, must comply with Florida Statute Chapter 849, pertaining to gambling; and all District Staff Members, Committees Members, Guests, and any others using District facilities shall conduct their activities and events including drawings by chance (raffles) in conformance with Florida Statute Chapter 849.

G. Polling

Herons Glen may be designated as a political polling place. When used as a polling place, Florida Statutes governing polling places will prevail.

H. Smoke-Free

The Facilities shall be smoke-free in compliance with Florida Statutes. This shall be interpreted to include any device with a heating element, a battery or an electronic circuit that provides nicotine or other vaporized liquid to the user in a manner that simulates tobacco.

II. GENERAL STATEMENTS AND DEFINITIONS

A. Definitions

Terms used in these Rules and Regulations shall have the meaning set forth in the Herons Glen Recreation District (District) Operating Policies and Procedures.

B. Statements

1. All District Policies and Procedures statements are applicable to the Rules & Regulations.
2. The Board of Supervisors and Management have full authority to enforce these Rules and Regulations in accordance with Board policy.
3. The Board of Supervisors or management with Board notification may amend and modify these Rules and Regulations when deemed appropriate.
4. The Facilities are governed by the District through its lot owner elected Board of Supervisors and use is available to all Residents, their Guests, and Permitted Non-Residents subject to conditions, Rules & Regulations, and District Policies & Procedures.
5. Residents of Herons Glen, their guests, and Permitted Non-Residents shall abide by all Rules and Regulations of the District.
6. Tenants leasing a Resident's unit within the District will be designated as the beneficial user of the Resident's use of the Facilities with the exception of Golf Memberships. Prior to use of such Facilities, the tenant shall submit an information statement, together with a copy of the fully executed lease to Management. Any changes or amendments to the lease agreement must be reported immediately to Management. The rights of the tenant will terminate upon the expiration of the lease term. During the period that the tenant is designated as the beneficial user of the Facilities, the Resident shall not be entitled to use of the Facilities; however, the Resident shall be responsible for all of the tenant's charges, and/or damage to the Facilities, which remain unpaid or not repaired after the customary period. The Resident shall also be responsible for the conduct of their tenant.
7. Any Resident, Permitted Non-Resident, Guest, or other person who in any manner makes use of, or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the District, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the District, either on or off the Facilities, shall do so at their own risk, and shall release and hold the District, its Supervisors, officers, employees, representatives, and agents harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by such person, resulting therefrom and/or from any act or omission of any Supervisor, officer, employee, representative or agent of the District.
8. Any Resident shall have, owe and perform the same obligation to the District, its Supervisors, officers, employees, representatives, and agents hereunder in respect to any loss, cost, claim injury, damage or liability sustained or incurred by any Guest of the Resident.
9. Should any party bound by these Rules and Regulations bring suit against the District, its Supervisors, officers, employees, representatives or agents in connection with any event operated, organized, arranged or sponsored by the District or on any other claim or matter in connection with use of Facilities, and fail to obtain judgment thereon against the District, its Supervisors, officers, employees, representatives or agents, said party shall be liable to the District, its Supervisors, officers, employees, representatives, and agents for all costs and expenses incurred by it in the defense of the suit (including court costs and attorney's fees incident to appeals).
10. The Board shall be the sole interpreter with respect to any question of the construction or meaning of the provisions of these Rules and Regulations and the determination of the Board shall be final and binding.

III. OTHER ADMINISTRATIVE RULES

A. Animals

No pets are allowed in any District buildings or on any recreation facilities, including covered outside areas and including but not limited to the enclosed or improved play areas, such as pool and deck, tennis, bocce, shuffleboard and pickleball courts, golf course and practice facilities.

1. When on other District property, pets shall be confined on a leash held by a responsible person.
2. Persons walking pets shall be responsible for removing all solid pet waste and properly disposing of it.
3. Service animals are not pets and are defined by the Federal Americans with Disabilities Act and Florida Statute. According to definitions within these laws, emotional support animals are not service animals.
4. Per the Declaration of Covenants, all animals outside a unit are to be kept on a leash held by a responsible person.

B. Automated External Defibrillation (AED)

AED units are utilized to provide early intervention for cardiac emergencies to increase survival rate. AED's are available in strategic areas as defined by management. You must dial 911. Do not rely on the AED box to dial 911 for you.

1. Clubhouse Lobby – To the west entrance of the door.
2. Off of Hole # 13 - Corner of Via Montana Way and Skyler Drive.
3. Fitness Center Lobby – Inside left wall.
4. Pickleball Courts – On the Northern facing fence.
5. Tennis, Bocce, Shuffleboard Restroom Area.
6. Golf Shop - Starter Shack.

C. Communication

1. All complaints, criticisms or suggestions of any kind relating to any District operations or staff must be in writing, signed, dated, and addressed to the Board of Supervisors and/or General Manager.
2. All communications to the Board of Supervisors, individually or as a Board, should be sent to the designated email address hgrdbboard@hgrdnfm.com as provided on the District website at heronsglenc.com.
3. Each lot owner shall be responsible for sharing their mailing address, or changes thereto, where the lot owner would like all notices from the District sent. Much information is communicated by email. Therefore, it is important to keep an up-to-date email address on file with the District Administration Office.
4. Each lot owner shall be responsible for keeping residents' names listed as living at their address up-to-date. This can be done through the District Administration Office.

D. Conduct

1. All persons who use District Facilities, whether Resident, Permitted Non-Resident, Guest or other, shall at all times and places within the District properties conduct themselves in a manner that is compatible with the welfare, character and best interests of the District and the Herons Glen community, as determined in the sole and absolute discretion of the District. Any action or conduct which is counter to this standard is a violation of these Rules and Regulations.
2. Offensive, lewd, or illegal conduct is a violation of the above-described standard. Such conduct includes, but is not limited to: physically or verbally aggressive behavior towards another person including on social media; reprimanding or attempting to discipline District

employees; harassment of a sexual nature; threats of bodily harm; crude, vulgar or otherwise offensive (to a normal person) language; use of illegal substances; and excessively loud music or noises.

3. District employees are under the supervision of Management. Residents, their Guests or Permitted Non-Residents shall not reprimand or discipline any employee, nor shall Residents, their Guests, or Permitted Non-Residents request an employee to leave the premises for any reason or purpose whatsoever.
4. Any employee not rendering courteous and prompt service, or acting outside the scope of their employment, should be reported in accordance with District Policies and Procedures.
5. Residents, their Guests or Permitted Non-Residents shall not request special personal services from employees who are on duty or the personal use of the Facilities' furnishings or equipment which are not ordinarily available for use by Residents or Permitted Non-Residents.
6. No Resident, Guest or Permitted Non-Resident is allowed in service or posted restricted areas.
7. Only Management may use lifts, ladders, step stools, etc. due to the liability issues.
8. Permission of Management must be obtained prior to removing any District property for use outside the Facilities.

E. District Sponsored Ticketed Activities and Events

The District provides a variety of ticketed recreational activities through its committees and the Food & Beverage Department. All tickets are nonrefundable.

1. Ticketed Activities and/or Events
 - a. Management will set the initial date for ticket sales to Herons Glen residents.
 - b. If the event offers table reservations, a resident may reserve up to one table.
 - c. At the time the table reservation is made, the resident will be asked to provide their house account number and the house account numbers of the other residents who wish to share their table.
 - d. A limit of two seats may be reserved for each event on each house account number. Residents with additional people living at the residence or overnight guests may get approval from management to reserve more than two seats.
 - e. Tickets reserved with a house account number must be picked up and signed for, by a signatory on that house account.
 - f. A standby list will be created for sold out events and tickets will be offered to those on the standby list in the order in which they were placed on the list.
 - g. Two weeks after the initial sale date, if tickets are remaining, nonresidents may purchase tickets and residents may use their house account to purchase additional tickets.
 - h. Resident Events Committee members shall have an opportunity to purchase tickets to events that the committee initiates and runs 3 business days prior to tickets being offered for sale to the remainder of the community. Advance ticket sales shall not exceed 10 tables. Items c, d, and e above apply to these sales.
 - i. These events are not open to anyone 12 years of age or younger.
2. Concert Series Tickets
 - a. Management selects the Concert Series talent in conjunction with the Concert Series ad hoc Committee.
 - b. Management sets the process annually for Concert Series ticket sales.

F. Donations including Memorials

Details and forms are included in the Policies & Procedures Manual

1. Donations may be monetary or property.
 - a. Monetary donations shall be given to Management along with the completed donation

- form. This may include donations for memorials as well as for targeted activity/facility funds.
- b. Donations of targeted funds must include reference to the desired area where funds are requested to be accumulated or spent.
- 2. Donors of property must complete the donation form and present proof of acceptance prior to delivering the donation.

G. Fireworks

No fireworks will be permitted anywhere on or within the facilities or adjacent areas unless part of a fireworks exhibit authorized by the Board of Supervisors.

H. Hazardous Weather Conditions

- 1. When the automated lightning prediction system siren is sounded warning of hazardous weather, all those using any of the outdoor recreational facilities must immediately leave the outdoor facilities and seek shelter.
- 2. One long, continuous siren alerts that lightning is in the area. All activity is to cease, and people are to take safe cover. Three short, separate siren sounds signal that lightning has cleared the immediate area.
- 3. If the lightning warning siren sounds, outdoor activity must not resume until the three short separate siren sounds signaling that lightning has cleared the area has sounded.

I. Proper Attire

- 1. Throughout the Facilities and Amenities
 - a. Proper attire is required at all times while utilizing the facilities.
 - b. Residents, Resident's guest and Permitted Non-Residents are expected to dress in a fashion befitting the surroundings and atmosphere provided by the setting and appropriate for the occasion.
 - c. Muscle shirts may be worn in the Fitness Center, but neither muscle shirts nor uncovered bathing suits are permitted inside other areas of the Facilities.
 - d. Shirts and shoes must be worn at all times when inside the Facilities due to health reasons.
 - e. Men and women are required to wear appropriate "resort casual" attire. "Resort casual" attire includes dress jeans as follows: Acceptable dress jeans of any color are permitted in the dining facilities ONLY but must not be torn or faded.
- 2. Golf
 - a. Men are to wear proper golf attire. This includes traditional golf shirts, slacks or shorts. Golf shorts must be a maximum of five (5) inches from the top of the kneecap. Mock turtle neck shirts or shirts with ribbon collars containing no descriptive writing are permitted. No tank tops, tee shirts, fishnet tops, cut-offs, jams, sweatpants, denim, bathing suits, tennis shorts, or other athletic shorts are permitted. All clothing must be in good taste.
 - b. Women are to wear proper golf attire. This includes traditional golf shirts, slacks, Capri's, dresses, skorts, or shorts. Golf shorts must be a maximum of five (5) inches from the top of the kneecap. Women's traditional golf shirts must have collars or sleeves and must not be low cut. Mock turtle neck shirts or shirts with ribbon collars having no inappropriate writing, as determined by management, are permitted. No halter tops, tank tops, fishnet tops, bathing suits, denim, tennis dresses, athletic shorts, or cut-offs are permitted. All clothing must be in good taste.
 - c. Children have the same dress code requirements as Men and Women.
- 3. In the Dining Room
 - a. Men are required to wear shirts with sleeves.
 - b. Pool attire, bare feet, and t-shirts are not allowed.

- c. Slacks or shorts of an appropriate length, as determined by management, are considered to be proper attire.
- d. The wearing of baseball caps or visors is not allowed in the Main Dining Room unless part of a sports outing.
- e. The attire for children under the age of 13 may be informal at Management's discretion.
- 4. In the Casual Dining Area
 - a. Apparel should be appropriate to the surroundings and atmosphere of casual dining in a resort setting.
 - b. Baseball caps, hats, and visors are acceptable.
 - c. T-shirts are acceptable as long as no offensive language or printing is on them.
 - d. Muscle shirts, tank tops, halter tops, cut-offs, and short shorts are not permissible.
- 5. Poolside when ordering
 - a. Bathing suits must be covered prior to entering a dining area to order.
 - b. Due to health reasons, bare feet are not allowed.

Management in all situations shall have the final responsibility and authority for determining what attire may be deemed inappropriate. Failure to comply with the attire requirements above may cause the person to be asked to change their attire or result in refusal of admission or service.

J. Recreational Use of Lakes and Ponds

- 1. Swimming, playing or wading in any of the lakes on the premises is not permitted.
- 2. Walking, climbing, sitting, fishing or any other activity on rip rap is not permitted.
- 3. Entering the waters of the lakes on the premises to retrieve golf balls, other than by Management employees, is not permitted.
- 4. Residents are authorized to use a District designated lake for the sailboat club with access via the cart path.
- 5. Residents are authorized to use lakes for fishing; however access to the water body must be reached without trespassing on the golf course, or private property, such as via road or multi-purpose path. Fishing from the rocks is not allowed.
- 6. No other use of District designated lakes is permitted.

K. Vehicles

- 1. All Vehicles
 - a. There will be no parking of vehicles (golf carts, bicycles, autos, motorcycles, etc.) under the front entrance portico. All specified vehicles above shall be parked in areas designated as parking areas.
 - b. No vehicles of any kind should be driven or parked on pavers without specific management approval.
 - c. Neither Residents nor their guests are permitted to park vehicles overnight on District property without prior approval of Management. Violators of this rule will be subject to towing and fines.
 - d. The District will not be responsible for any damages or theft that may occur to any parked vehicle.
- 2. Privately owned or leased golf carts
 - a. Residents may use their privately owned or leased golf carts on District property; however, all carts driven on any District property including the golf course **must** be registered.
 - 1) Each privately owned golf cart will be assigned a registration number that will coincide with the owner's lot number.
 - 2) Multiple golf carts owned by a resident will be given the same registration number, which will be the resident's lot number.
 - 3) Registration numbers must be clearly visible on both sides of the golf cart,

- underneath the seating area.
- 4) Registration will be handled by the designated District department, currently the Golf Shop.
 - b. Members with private golf carts are required to ensure that the use of their cart is restricted to individuals who will operate the cart in a safe, prudent manner and in accordance with all regulations.
 - c. Members using a privately owned or leased golf cart will be held fully responsible for any and all damages caused by the golf cart used by the Member or Guests. The Member will reimburse the District for any and all damages including damage to other golf carts and any property of the District. (Private insurance is generally available for golf carts through an insurance agent.)
 - d. Anyone operating a golf cart within the District, including on the Golf Course, must be at least eighteen (18) years of age or have a valid automobile driver's license.
 - e. Privately owned or leased carts must meet (ANSI) Safety Standards for golf carts.
 - f. Privately owned or leased carts must be electrically powered and equipped with headlights and taillights or reflectors if used after dusk. Parking of golf carts is allowed in designated areas only.
 - g. Golf carts operated within the District must be free of commercial advertisements. Corporate logos or other business markings may be applied as long as the logo or markings do not contain any contact information.
 - h. No golf carts are permitted on the Golf Course when the course is posted closed.
 - i. No privately owned or leased golf carts will be stored, charged or maintained by the District.
3. Vehicle Violations
- a. Management may issue a warning or fine to the lot owner for violation of these rules.
 - 1) The first citation may result in a warning to the lot owner.
 - 2) A second citation may result in a \$25 fine to the lot owner.
 - 3) Additional citations may result in a \$25 fine to the lot owner each time a citation is issued.
 - b. Further, vehicles in violation of the Governing Documents may be towed or booted by the District at the Owner's expense. No notice is required prior to towing or booting other than the existence of appropriate signage as may be required by Florida Statutes.

L. Wildlife

Wildlife located on the premises shall not be fed or teased per Florida Chapter 379 and the Florida Fish and Wildlife Commission rules.

IV. BUILDING/FACILITIES

A. General Statements

1. The Facilities provide a variety of social, cultural, and recreational events in which all Residents and Permitted Non-Residents may participate.
2. Every Resident or Permitted Non-Resident, shall be liable for any property damage and/or personal injury occurring on/or in the Facilities, or at any activity taking place in/or on the Facilities, caused by such Resident, their Guests, or Permitted Non-Resident. The cost of damage shall be charged to the Resident or Permitted Non-Resident.
3. No one under the age of 18 will be permitted to use the Facilities or equipment thereof, unless accompanied by and supervised by an adult.
4. No one 12 years of age or under may enter the Fitness Center or participate in playing billiards or darts.
5. Management shall be responsible for scheduling the use of the facilities, including the Ballroom, in accordance with the District Policies & Procedures Manual and as amended from time to time by the Board of Supervisors.
6. The Facilities shall not be used for any function which is, in any way, related to fundraising efforts for the benefit of a political cause, except as specifically allowed by the Board of Supervisors.
7. The Facilities shall not be used in connection with organized religious services unless otherwise allowed by the Board of Supervisors.
8. No person shall remove from the room in which it is placed or from the Facilities, any property or furniture belonging to the District without proper authorization. Anything removed from a room must be returned. The room must be returned to the same condition as that in which it was found.

B. Activities/Card Rooms

1. General Statements
 - a. No activity will take place prior to scheduling with Management.
 - b. All regular use room scheduling must be renewed on an annual basis.
 - c. The Activity/Card Rooms will be left in the same state of cleanliness as when the resident or group entered the room.
 - d. Users must clean the tables, countertops and surrounding areas and discard debris and litter at the conclusion of use.
 - e. Any refuse or lack of good housekeeping shall be noted when a group or resident arrives in the room for a class or to work on a project. If at all possible, the Management will be notified immediately of the problem to verify and so appropriate action taken.
 - f. New groups wishing to be sanctioned in order to use the Activities/Card Rooms on a continuing scheduled basis must follow the established procedure as described in the Policies & Procedures.
 - 1) Submit in writing their request to Management.
 - 2) Possibly present their request to the Facilities & Amenities Advisory Committee..
 - 3) Final approval will rest with Management and be based on room availability, size of the group and other factors as necessary.
2. Use of Activities Rooms Equipment
 - a. Kilns Guidelines
 - 1) There are two large kilns. Their firing schedules are established by Management.
 - 2) Kiln room hours of operation are from 7:30 a.m. until 4:00 p.m. Monday through Friday only if attended by an authorized operator. There shall be no firing from 4:00 p.m. until 7:30 a.m.
 - 3) As per the manufacturer's recommended guidelines and the Fire Department's recommendations, the kilns will never be left unattended during the firing process.

- 4) At daily closing, the authorized operator will turn off the master switches and after cool down, close the door.
 - 5) Authorized operators are defined by Board policy.
 - 6) The exterior kiln room door is to remain closed.
- b. Kiln Courtesy:
 - 1) Do not open the kiln while it is in use by another group or Resident.
 - 2) No one will remove another group's or resident's fired items without the owner's permission.
 - 3) Every attempt will be made by the resident doing the firing to remove fired items as soon as possible in order to free up the kiln for another resident's use.
- c. Maintenance Required by User After Each Use:
 - 1) If a piece has exploded, all shards must be removed and the kiln inspected for damage. Any damage will be reported to the Management who will arrange for repairs if necessary.
 - 2) Vacuum the kiln after each use when firing greenware, making sure the kiln floor, inside lid and grooves holding oils are clean.
 - 3) Vacuum periodically if firing glaze.
 - 4) All glazed items will be placed on the shelves with stilts so as to prevent glaze "run-over" as much as possible.
 - 5) After use, if there is a glaze "run-over" on the shelves, remove the glaze by chipping off and applying two coats of kiln wash to the affected shelves. Apply to the top of shelves only. Allow the first coat to dry before applying a second coat in a crosshatch manner.
3. Potter's Wheel
 - a. Authorized operators are defined by Board policy.
 - b. Maintenance required after use:
 - 1) The wheel will be completely cleaned of all clay residues and returned to its original condition.
 - 2) The area around the wheel will be cleaned and left in its original condition. This could entail mopping the floor in the immediate area.
 - 3) Sweeping, or whatever else is needed for good housekeeping for the entire room, must also be accomplished.
 - 4) Care must be taken to ensure that nothing is put into the sink drain that might create a blockage.
4. Billiards
 - a. Anyone under the age of 12 may be in the room in the company of an adult, but may not play billiards.
 - b. Herons Glen Teams approved by the local Billiards League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
5. Darts
 - a. The dartboards are available for play at any time the room is not scheduled for use by another activity. Use of the room for darts may be scheduled in advance through the normal room scheduling procedures.
 - b. Anyone under the age of 12 may be in the room in the company of an adult but may not play darts.
 - c. Herons Glen Teams approved by the local Darts League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
6. Ping Pong
 - a. The Ping Pong tables are available for play at any time Card Room C is not scheduled for use by another activity. Use of the room for Ping Pong may be scheduled in advance

- through the normal room scheduling procedures.
- b. Players are required to carefully fold the tables and return them to their storage locations at the end of the play.

C. Courts

1. General Rules
 - a. The Courts include tennis, bocce, pickleball, and shuffleboard.
 - b. These facilities are open from 7:00 AM to 10:00 PM daily when lighting is available. They may be closed for maintenance purposes or the General Manager may change the hours of operation.
 - c. Normal court etiquette and fair play are expected of all players. Use of privileges may be withdrawn by the General Manager in the event of gross and/or continued misconduct.
 - d. Dress, including shoes must be in good taste and appropriate to the sport and surface.
 - e. No food or beverages in glass containers are allowed on the court playing surfaces,
 - f. No pets, skateboards, rollerblades or bicycles are allowed in the area of the courts.
 - g. District equipment must be returned to its proper storage in good condition after play.
 - h. District equipment that needs repair or replacement should be reported to Management.. (Phone numbers are available in the telephone kiosk near the Tennis Courts.)
 - i. Reservations for regularly scheduled group play and tournaments should be made through the process designated by the Board of Supervisors.
 - j. Players are required to rake and/or brush the courts after use and leave the court area free of debris. Equipment for this purpose must be returned to its proper storage area.
 - k. When lighting is provided for night play, it must be switched off at the conclusion of such play.
2. Bocce
 - a. Herons Glen Teams approved by the local Bocce League may play Permitted Non-Resident teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
 - b. Players may sign up for court time around regularly scheduled group play and tournaments. Sign-up sheets will be available in the maintenance/bocce equipment building. If no playing time is scheduled, the courts are available for play.
3. Pickleball
 - a. If all courts are in use, a limit of one game may be played. Following their game, the player(s) may return to the que awaiting a court opening.
 - b. There are no pickleball reserved court times other than clinics and tournaments as posted on the bulletin boards at the courts.
 - c. All residents may play anytime other than group play and tournaments.
 - d. Herons Glen Teams approved by the local Pickleball League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
4. Shuffleboard
 - a. Scoreboards are provided.
 - b. If all courts are in use, a time limit of ninety (90) minutes per player or group shall apply.
 - c. Herons Glen Teams approved by the local Shuffleboard League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
5. Tennis
 - a. Individuals and groups may sign up for court time seven (7) days in advance using the process designated by the Board and three (3) days in advance on the sign-up sheet posted on the Court Bulletin Board. If no playing time is scheduled on the sheet, the courts are available for play.
 - b. All players must be available to play within fifteen (15) minutes of their scheduled time.

When the 15-minute waiting time is reached without all players available, the next foursome or pair may occupy the court for the balance of the time reserved.

- c. Players other than those playing as part of the designated Round Robin play must not assume the courts during those Recreation District designated play times.
- d. Players may schedule court time before or after the designated Round Robin play times so as not to interfere with that play period.
- e. Round Robin Play
 - 1) Tuesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for ladies' play. Round Robin rules shall take precedence. All ladies, regardless of the level of play, are welcome to play in this period.
 - 2) Wednesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for men's play. Round Robin rules shall take precedence. All men, regardless of level of play are welcome to play in this period.
 - 3) All men and women, regardless of the level of play, are welcome to play in this period.
- f. Round Robin Play takes precedence over HGTA scheduling.
- g. Courts must be vacated promptly at the end of the reserved time period, even though the players may not have started using the court time.
- h. No individual or group of players may sign up for longer than ninety (90) minutes per day.

D. Fitness Center

- 1. Hours of operation are 5 A.M. to 10 P.M.
- 2. No one aged 12 and under is permitted in the Fitness Center. Those between 13 and 18 must be accompanied and supervised by an adult.
- 3. Any guest must sign the "Sign-In-Sheet" agreeing to release District on the day they are present and before using any of the facility or equipment. Residents must use an access control card which must be obtained from the office. Residents must sign the liability release when they get their card.
- 4. Only water or sports drinks are allowed.
- 5. Wear appropriate workout attire including proper footwear.
- 6. Do not attempt to use, move or fix any piece of equipment that is not functioning properly.
- 7. Report any piece of equipment that is not functioning properly to Management.
- 8. Prior to using the equipment, read any available warning or instruction placards on each machine.
- 9. Wipe down equipment when exercise is completed.
- 10. Return any equipment to the proper location when you are finished using it.
- 11. Equipment must not be removed from nor added to the Fitness Center.

E. Notices, Postings & Pamphlets

- 1. No commercial, political, or religious advertisements may be posted or circulated in the Facilities, nor shall solicitations of any kind be made within the Facilities without the prior approval of the Board of Supervisors.
- 2. Other than as permitted by the Board of Supervisors, no petition shall be originated, solicited, circulated or posted within the Facilities.
- 3. All bulletin board items, approved by Management, must bear on the face of such items, the name and phone number of the Resident requesting the posting of such items and the date.
- 4. Only postings for trips or travel sponsored by a Resident or sanctioned Resident group or activity may be posted. Any posting relating to trips or travel shall not display any advertisement of any travel agent or company thereon.
- 5. No Resident or sanctioned Resident group or activity will be allowed multiple postings for the same event or item.
- 6. No Resident or Resident group or activity will be allowed a posting that directly, indirectly or

by implication, indicates that the posting is sponsored by, approved by, or presented by the District.

7. Postings on the Resident Bulletin Board
 - a. Personal postings shall not be larger than 3" x 5"
 - b. Personal postings will be allowed to remain for a period of thirty (30) days. They may be renewed if space is available, up to a maximum of 90 days.
 - c. Sanctioned Resident group activity/event postings may have with a maximum size of 8.5 x 11
 - d. Sanctioned Resident group activity/event postings will be allowed to remain for a period of thirty (30) days. They may be renewed if space is available, up to a maximum of 90 days.
8. No signs, easels, pamphlets or other promotional materials may be placed or displayed on District property. (check policies for full text)
9. Notices or materials that do not originate with a sanctioned Resident group or activity and have not been approved by management will not be displayed anywhere on District property.

F. Spa

1. No one under the age of eighteen (18) is permitted in the Spa.
2. Pregnant women, people with health problems, and people using alcohol, narcotics or other drugs that cause drowsiness should not use the Spa pools without first consulting a doctor.
3. The maximum time of use shall be fifteen 15 minutes.
4. ADA lift equipment is to be used only when required to assist a person to enter or exit the water.

G. Swimming Pool and Pool Deck

To access the pool area, you will need to use either your fitness center key card or a FOB specifically designed for the pool gate entry. If you already have a fitness center card, you can use it directly at the pool gate. If not, please visit the District Administration Office during business hours to obtain a key card or FOB. You can get a release online prior to your office visit. The gate is on a timer and will only operate during times the pool is scheduled to be open.

1. Swimming and use of the pool deck are permitted between 6 a.m. and 7 p.m. daily, or when lights are available.
2. The pool is closed Thursday morning for cleaning and maintenance.
3. The pool is not tended by a lifeguard. Use of the pool is at the swimmer's own risk.
4. Management may close the pool or change the hours at its discretion.
5. Showers are required before entering the pool to remove all suntan oils and lotions. This is a Health Department Regulation.
6. When using suntan oils and lotions, place a towel on the pool chairs/lounges so as not to stain the furniture.
7. Food and beverage is to be purchased from the District Food & Beverage Operation when it is open.
8. Glass objects, drinking glasses and sharp objects are not permitted in the pool area. Food and drink in the pool area shall be served using non-breakable plastic or paper containers.
9. Swimmers must wear attire specifically designed for swimming.
10. Anyone under the age of eighteen (18) must be accompanied and supervised by an adult.
11. Babies and small children using the pool must wear approved swimming diaper suits.
12. Running, ball playing, diving, or jumping into the pool or any noisy or hazardous activity is not permitted.
13. Rafts and similar large flotation devices are not permitted.
14. Snorkeling equipment, other than a mask, is not to be used in the pool except as part of an organized course of instruction.
15. Portable music/news/podcast devices may be used only with personal earphones. Piped-in

- music may be provided by the District.
16. Saving chairs for people not in the pool area is not allowed.
 17. The pool area may not be reserved for the exclusive use of individuals or groups.
 18. All umbrellas must be closed prior to leaving the pool deck or patio area.
 19. ADA lift equipment is to be used only when required to assist a person to enter or exit the water.

H. Storage Areas

1. Loft Storage
 - a. Management controls access and must approve all item stored in this area.
 - b. All items stored become the property of the District.
 - c. New items brought for storage must be in clear plastic, transparent, storage tubs only. Items brought without a container or in other types of containers such as cardboard boxes, opaque tubs, and plastic bags may be discarded.
 - d. All stored items must be placed on the shelving. No items are to be placed on the floor where they may become a safety hazard.
 - e. Eighteen inches of clearance from the ceiling must be maintained per fire marshal.
 - f. If you use materials from the storage tubs – please return the materials to the same tub and return the tub to its marked location or place them on the “return shelf” for volunteer re-shelving.
 - g. There are also bins containing items that can be used to create unique centerpieces or table decorations for your function. You are welcome to use these. When your function is over, all created items must be dismantled and the parts deemed reusable, placed in the appropriate tubs or on the return shelf for a volunteer to re-shelve.
 - h. Table decoration containers must be emptied of their contents (sand, confetti, marbles, etc.) and the containers stored clean ready for reuse.
 - i. Items in this area have been purchased throughout the years by various organizations. The District allows all District sanctioned organizations to use all items stored in this area. If an organization has items it is unwilling to share, it should not store them in this shared area.
 - j. Items are for use in the clubhouse only.
 - k. It is understood that there will be some loss due to use and damage.
 - l. Items stored here are subject to periodic review and possible removal due to storage limitations.
 - m. Absolutely no food or drink is to be stored.
2. Maintenance Building Storage
 - a. Storage of any items in this area must have the approval of Management.
 - b. All stored items become the property of the District except those items owned by the HOA.
 - c. It is understood that there will be some loss due to use and damage.
 - d. Items stored here are subject to periodic review and possible removal due to storage limitations.
 - e. Absolutely no food or drink is to be stored.

V. FOOD AND BEVERAGE OPERATION

A. General Rules

1. Food and beverages consumed within the Clubhouse Facilities must be furnished by the Herons Glen Food & Beverage Operation or in accordance with the District Policies & Procedures Manual.
2. At Resident functions where food is provided by Herons Glen or residents, alcoholic beverages must be purchased through the restaurant.
3. Outside catering may be permitted by written permission from Management in accordance with the District Policies & Procedures Manual.
4. Children under the legal drinking age may sit at a table in the casual dining area, but are not permitted at the bar.

B. Dress Code

1. Residents, Residents' guests and Permitted Non-Residents will dress in a fashion befitting the surroundings and atmosphere provided at the Facilities
2. This is more fully detailed in Proper Attire section.

C. Reservations

1. Dining Reservations:
 - a. Reservations are requested for Evening Dining, Sunday Brunch, Breakfast, and Special Events at the Herons Glen. Lunch reservations are required for parties of 12 or more if they wish to sit at one table. Please call the Food & Beverage Reservation Desk during business hours at (239) 731-4545 to make a reservation. Reservations may also be made online at heronsglenc.com or by using the Herons Glen Mobile App.
 - b. Names of all the parties who will be seated at the table must be provided at the time of making the reservation. For instance, a table cannot be booked with the intent of providing the names at a later time.
2. HGRD Event Reservations:
 - a. Event reservations are accepted thirty (30) days in advance unless an exception is specified. Valentine's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Holiday Dinner, New Year's Eve, Easter, & End of Season Celebration will open for reservations six weeks in advance.
 - b. Each attendee is limited to reserving a maximum of one (1) table seating up to eight (8) people. For some events, a limited number of larger tables for twelve (12) people are available on a first-come, first-reserved basis. Names of all the parties who will be seated at the table must be provided at the time of making the reservation.
 - c. Most events will have seating that is "Banquet/Function Style" at tables of eight (8) people. If a reservation does not have eight people, the attendees may be paired together.
3. Cancellations:
 - a. The District will always offer a waiting list for a sold-out event to residents. Residents on the waiting list will be called in order of their reservation requests as seating opens.
 - b. If the need arises to cancel a reservation, the person who submitted the reservation must notify the Food & Beverage Department as soon as possible, doing so allows others on the waiting list to be notified. An attempt will be made to fill all spots as they become available.
 - c. District Events have a 72-hour cancellation policy and may be billed in full to the owner's account. If the vacated spot is able to be filled, the owner will not be charged for the event.

VI. GOLF COURSE

It is in the best interest of the Golf Membership as a whole, that the District maintain a “NO REFUNDS, NO EXCEPTIONS” policy for club membership. This policy is detailed in the District Policies and Procedures Manual.

A. General Rules

1. Questions regarding the use of the Golf Course should be directed to Management.
2. Management is responsible for the conduct and appearance of the employees.

B. Adopt a Hole Program

Hérons Glen Golf members and residents are encouraged to select a particular hole on the golf course and improve the conditions on that hole. This program is administered through the Golf Shop. Details of the program are available upon request. Improvements made by members and residents are limited to the following:

1. Filling divots with sand on tees and fairways...basically everywhere.
2. Repairing ball marks everywhere, but more specifically on the greens, and on the apron in front of the green.
3. Picking up tees, broken and otherwise on the teeing area, especially on the par 3 holes.
4. Picking up other trash that may be in the area.
5. Keeping a log sheet of work performed and returning it to the captain in a timely manner (captain will provide the forms).

C. Golf Association Days

1. Men's regular season play is held on Tuesday mornings with a shotgun start.
2. Ladies regular season play is held on Wednesday mornings with a shotgun start for the LGA 18 Association. The LGA 9 Association is normally assigned morning tee times off either #1 or #10.
3. In order to accommodate the number of golfers wishing to play on Association days, the Golf Professional will have the discretion to:
 - a. Assign tee times or require shotgun starts
 - b. Adjust starting tee times
 - c. Adjust shotgun starting times
 - d. Suggest game formats designed to speed play including playing against “Par” during high subscription Association days
 - e. Limit the number of players during high subscription Association days
4. Golf Course Attire
 - a. Proper golf attire must be worn by all golfers on the Golf Course or when using any of the practice facilities. This is more fully detailed in the Proper Attire section
 - b. In all cases of questionable attire, Management shall have the final responsibility and authority for determining what attire may be deemed inappropriate. Failure to comply may cause the person to be asked to change or denied use of the golf facilities will result.
 - c. Herons Glen is a soft-spike facility.
 - d. Players must wear footwear.
 - e. Children have the same dress code requirements as stated above for Men and Women.

D. Golf Course Rules

1. General
 - a. The Rules of Golf of the USGA, together with the Rules of Etiquette as adopted by the USGA shall apply, except when in conflict with local rules or with any of the Rules and Regulations contained herein.
 - b. Jogging, bicycling, skating or walking are not permitted on the Golf Course or cart paths at any time. However, jogging, bicycling, skating and walking are permitted on the

Multi-Use Paths on Herons Glen Boulevard.

- c. Golf Rangers are on duty to help regulate play and enforce Golf Course rules. The Golf Rangers have full authority to enforce all rules and speed of play.
 - d. Violations of the rules governing the ownership and use of golf carts within the District, including on the Golf Course could result in the suspension of private cart use privileges and/or suspension or termination of Golf Course membership or playing privileges.
 - e. If the hazardous weather siren sounds all play is to cease and players are to take safe cover.
2. Checking in
- a. All Members must check in with the Starter and present their current Member Bag Tag.
 - b. All non-members must have a receipt dated with the day's date, showing each person has paid the Pro Shop for the day and present the receipt to the Starter.
 - c. All players must check in with the Starter at least fifteen (15) minutes prior to their scheduled tee time.
3. Practice
- a. Practice is not allowed on the Golf Course. All practice should occur at the practice facility.
 - b. The Practice Facility includes the driving range, chipping area and practice putting green and is open during the hours designated by the Golf Shop.
 - c. Practice Facility fees are included in Annual Golf Membership fees. Practice Facility fees are also included in the daily green fee paid by nonmembers. Resident nonmembers may purchase an Annual Practice Facility Membership. Any non-member must pay a daily fee as posted in the Golf Shop to use the Practice Facility.
 - d. Guests under 18 are permitted to use the Practice Facility at no charge as long as he/she is accompanied and supervised by the member.
4. On the Course
- a. No activities other than golf are permitted on the Golf Course at any time the course is open.
 - b. No golf carts are permitted on the Golf Course when the course is posted closed. "Course Closed" or "Hole Closed" signs are to be strictly adhered to without exception.
 - c. Players must observe all signs/instructions regarding use of the golf carts on the course.
 - d. Only two (2) persons and two (2) sets of golf clubs are permitted per golf cart. Only two (2) golf carts are permitted per foursome. Each player must have their own set of golf clubs.
 - e. The Pro Shop reserves the right to pair up any single riders together, whether a private cart owner or not, to preserve the two carts per foursome rule. The District will retain all fees in the case of a non-private cart owner riding with a private cart owner.
 - f. Twosomes or threesomes shall not play through foursomes and shall not exert any pressure on the groups ahead.
 - g. The action of hitting a ball into the group ahead to signal them to speed up play is strictly forbidden and an obvious threat to the players' safety. Any instance of this behavior should be reported to the Ranger or Golf Shop as quickly as possible. Violators will be subject to disciplinary action.
 - h. Always keep up with the group in front of you.
 - i. Play "Ready Golf" See our website for details. If a group of players fails to keep their place on the course and loses more than one clear hole on the players ahead, they must follow the direction of the Ranger.
 - j. Players who suspend play for any reason and want to resume must get permission from the Ranger before resuming play.
 - k. "Cutting-in" is not permitted at any time. Players are not permitted to start play from residences.
 - l. Operation of a golf cart is at the risk of the operator. Players renting/using a District golf

- cart will be held responsible for any damages, including damages to the golf cart that are caused by the misuse of the golf cart. Cost of repair to a golf cart damaged by a player, will be charged to the player.
- m. Range balls are not permitted on the Golf Course.
 - n. Ball hawking is not allowed on the course at any time.
 - o. The ninety-degree rule applies when crossing fairways. Golf carts are required to remain on cart paths, on Par 3 holes.
 - p. A golf cart must not be driven within thirty (30) feet of a green or tee unless on a cart path.
 - q. Be respectful of private property surrounding the course.
5. Course Care
- a. Avoid areas Management has designated as “No Carts” or soft areas on the course.
 - b. Enter and leave bunkers at the nearest level point to the green. Smooth sand over with a rake.
 - c. Repair all ball marks on the green.
 - d. Fill all divots with sand.
 - e. After finishing a hole, leave the flag in the hole and exit the green area immediately.

E. Handicaps

Members are responsible for turning in all their scores on a daily basis.

F. Operation of a Cart with a Medical Handicap Flag

1. To obtain the privileges of using a District Handicap/Medical Flag, Members (including all guests) must provide sufficient written documentation of such disability.
2. The use of a Handicap/Medical Flag is a privilege and any misconduct or abuse of the rules will result in a suspension or loss of your Handicap/Medical Flag privilege and/or playing privileges.
3. Individuals with a documented permanent handicap can purchase a Red Handicap/Medical Flag from the Pro Shop to be displayed on their private cart.
4. Individuals who are in need of a temporary Handicap/Medical Flag will be issued a temporary Blue Flag on a daily basis.
5. Carts bearing these flags may leave the cart path and travel on the golf course as needed to go to a golf ball. The 90-degree rule is in effect unless the course superintendent has deemed the course to be Cart Path Only for maintenance or weather conditions. If the course is Cart Path Only, no cart will be permitted to travel off the cart path.
6. Carts may NOT travel within 30 feet of any teeing ground or bunker except on the forward tees in which case they can be no closer than 10 feet. Management will provide players with an information sheet describing the rules for using a handicap flag. Access to greens is different on each hole in order to provide safety to the golfer, the closest access, and at the same time protect the golf course. Following the access provided in the rules will generally enable a golfer with a handicap/medical flag to be as close as 10 feet from the green.
7. If two Members that have Handicap/Medical Flag privileges are paired in the same group, they must ride together.
8. Management has the right to approve the use of a privately-owned single-user golf cart manufactured for the purpose of use by a handicapped person while playing golf. Such golf cart may be used anywhere on the golf course, including tees and greens, but is still subject to the course conditions of the day.
9. Any use of carts off the cart path is at the golfer's own risk, and any problems or injuries resulting from such use are the golfer's responsibility. For safety reasons, the use of the golf cart on severe slopes is forbidden.
10. Violation of these rules will result in the following:
 - a. First violation - Verbal warning.

- b. Second violation - Written warning and possible suspension.
- c. Third violation - Loss of Handicap/Medical Flag privileges and possible suspension of playing privileges.

G. Operation of a Privately Owned or Leased Golf Cart on the Golf Course

1. Residents may use a privately owned or leased golf cart while playing golf on the Herons Glen Golf Course. These carts must be electrically operated and equipped with a sand rake and sand container.
2. These carts used to play golf must be manufactured for that purpose and equipped with tires that are standard for use on golf courses.
3. Operation of a golf cart is at the risk of the operator. Players renting a golf cart will be held responsible for any damages, including damages to the golf cart that are caused by the misuse of the golf cart. The cost of repair to a golf cart damaged by a player, will be charged to the player.
4. Violations of these Rules and Regulations may result in the revocation of private cart privileges, playing privileges and/or suspension or termination of membership privileges.

H. Rainchecks

1. If a player has played less than four (4) holes when it begins to rain, he/she will receive an 18-hole rain check, with a value amount based on the fee he/she paid.
2. If a player plays from four (4) to thirteen (13) holes before rain begins, he/she will receive a 9-hole rain check.
3. No rain checks will be issued if a player plays past the thirteenth (13th) hole.
4. There will be no rain checks issued to players beginning play after 1:00 p.m.
5. Discretion by Management may be used under unusual circumstances.

I. Tee Times

1. Golf Members may request tee times seven (7) days in advance.
2. Resident Non-Members may request a tee time reservation by contacting the Golf Shop after 7:00 a.m., three (3) days in advance of the day they wish to play. Resident Non-Members are not allowed to reserve tee times through the computerized tee time reservation system.
3. The Public may request tee times two (2) days in advance of the day they wish to play.

RECREATION DISTRICT REGULAR BOARD MEETING

Monday, August 07, 2023, at 9:00 a.m. in **Activities Room B**

Zoom Details: <https://us02web.zoom.us/j/9687107160> Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Mars
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES**
 - ☐ Board Workshop Budget Meeting on June 12, 2023
 - ☐ Board Workshop Budget Meeting on June 13, 2023
 - ☐ Board Workshop Budget Meeting on June 14, 2023
 - ☐ Board Workshop Budget Meeting on June 15, 2023
 - ☐ Regular Board Meeting on June 16, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **GM UPDATE** – General Manager J.B. Belknap
 - A. Roofing Bid Review – Jack Brown & Associates
 - Roof Tile Color. Best Value Proposed Supplier.
 - B. Events Module in Northstar - Karon Bennett
- VII. **STATUS OF ELECTRONIC CHITS AND RECORDS RETENTION** – Controller Lynn Brew and Thomas Hart, Esq.
- VIII. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Audit Committee – *No meeting*
 - Facilities & Amenities Committee – Elaine Sawyer
 - Finance Committee – *No meeting*
 - Golf Committee – Bruce Johnson - HGRD Policy Regarding Outside Service Staff
 - Long-Range Planning Committee - Fred Gignac
 - Policies & Procedures Committee – Supervisor Mars
- IX. **OLD BUSINESS**
 - A. Revisions to the HGRD Rules & Regulations – Supervisor Mars
- X. **NEW BUSINESS**
 - A. Review Code of Conduct Portion of Policies & Procedures – Supervisor Kulkoski
 - B. Other
- XI. **RESIDENT COMMENTS**
- XII. **UPCOMING MEETINGS**
 - Monday, August 7, 2023 – Resident Events - 1:00 p.m. - **Activities Room B** /Zoom
 - Thursday, August 24, 2023 - Golf Committee - **8:00 a.m.** - **Restaurant Side of the Ballroom**/Zoom
 - Tuesday, August 15, 2023 – Finance Committee - 11:00 a.m. - **Activities Room B** /Zoom
 - Wednesday, August 30, 2023 – Public Hearing - **6:00 p.m.** - Ballroom/Recording via Zoom
- XIII. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING
Monday, August 07, 2023, at 9:00 a.m. in Activities Room B
MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	12

- I. **CALL TO ORDER** – Vice-Chair Overs opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Mars led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES**
- *Supervisor Schwarz made a motion to approve the minutes from the following meetings:*
 - ☐ Board Workshop Budget Meeting on June 12, 2023
 - ☐ Board Workshop Budget Meeting on June 13, 2023
 - ☐ Board Workshop Budget Meeting on June 14, 2023
 - ☐ Board Workshop Budget Meeting on June 15, 2023
 - ☐ Regular Board Meeting on June 16, 2023
- Supervisor Mars seconded the motion. **The motion was approved unanimously.***
- I. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. The proposal is to sign a right to hire or fire for \$325 per hour on an as-needed basis 3-year contract.
- *Supervisor Mars moved to engage the services of the Law Firm of Naybors Gibblin as Bond Counsel. Supervisor Schwarz seconded. **The motion was approved unanimously.***

Counsel Hart went over laws concerning concealed carry weapons on Recreation District facilities. We are not a privately owned facility; the FL Statute says that a concealed weapon may not be brought into any space where the primary purpose is to serve alcohol. As a governmental entity, it is clearly stated that concealed weapons may not be brought into meetings of the Board of Supervisors. Specific details will be stated under the HGRD Rules and Regulations.

- II. **GM UPDATE** – General Manager J.B. Belknap and Bond Project Manager Dan Parker provided an update on projects in progress.

Sports Complex: Engineer Jim Ink is scheduled to do another certification walk in the coming weeks. The shuffleboard courts are open. We are still waiting for drain brackets on the Bocce courts. Mr. Parker continues to tweak court irrigation.

Tennis: Stoney (VP Dragon Recreations Services) told us the tennis pavilion has been shipped and should be here late next week. In his proposal, Stoney included the additional concrete work around the center slab so there is limited work to get ready for its arrival and installation.

Restaurant: A restaurant meeting was held on Thursday to discuss details. Pictures of the interior designer selections and color schemes for the flooring and bar were shared. Other details discussed included TV and ceiling fan placement. Based on the meeting, the architect will re-sketch his concept drawings of the restaurant/bar. The framers started this week and the electricians are still on site. Since the authorization was given for Universal Engineering Services to act as the permitting private provider, Stultz has already completed the electric review with no changes.

Lobby: A demo of the existing tile has been completed. Reaves Construction will begin window/door construction on Monday. The renovation is moving along as scheduled to enable opening by the end of September.

Roofing Bid Review: Discussion took place on the best value proposed roof supplier. Jack Brown & Associates (JBA) received the sealed bids and summarized them. The four bids ranged from \$950k-\$1.3M. Needless to say, we thought they were high and communicated that to JBA. We spoke with one of his contacts who is a roofer but didn't bid on the job. He looked at the JBA specs and told us we would be getting an exceptional roof based on the specs. He even went so far as to say the specs were bordering on overkill. We compared the Crowther Roofing quote (\$1.3M) with the one we received last July (\$766k) before Hurricane Ian. A 68% increase. A month after Hurricane Ian, we reached out to Crowther to inquire how much more they thought our roof would cost. They said between 5% and 10%, certainly not 68%. The specifications Crowther Roofing quoted last year weren't as extensive as what JBA published for this bid. A meeting has been set up on Tuesday with JBA to discuss alternative specifications that might bring down the costs.

Counsel Hart said that, under the Competitive Negotiation policy, we can reject all the bids and allow the project to be rebid using alternative methods or specs. We can publish and get new bids using those revised specs. By rebidding, no current bidder can complain that they did not get an equal chance at the project. The rejection of all bids and rebids would protect the HGRD from any claim that the correct procedures were not followed. It might take a little time to rebid, using whatever changed specs you might decide on - maybe a month or so - but by jumping through those hoops, it will shield the District from someone claiming that the District did not follow the law, and might well save the District some significant money in the process. GM Belknap will first, contact the bidders and tell them that the Board is inclined to reject all the bids, but before doing that the Board wanted him to ask the bidders what we might change in the bid specs that could save the District some money. Once GM Belknap gets that info, he will advise the Board and at that time they might want to reject all the bids and start over.

If the roof isn't replaced by the property insurance renewal date it could create complications for the District. It will be near peak hurricane season and an unrepaired roof will be a challenge to overcome. One bidder, CMM said in their recent submittal that, "they could tear off and dry-in within 14 days of permit issuance but lead time for concrete tile is 4-6 months. They said if that's too long they suggested changing to Decra Stone Coated Metal Villa Tile which has a lead time of just weeks." The JBA specs called for concrete tile but if this is a viable option, it can be an "add alternate" in the new bid package and discussed with the HOA.

The group agreed that once we reject the items and get some rebids, concrete, and metal, we will get a better price.

Chair Young asked if the quote was based on specification and can we look at this by line item to get up to a better price rather than wait until the deadline. Jack Brown ran the bid request in the paper for 10-14 days. We could end up uninsured for wind or be stuck with the incumbent carrier. In effect, the wind coverage would end up self-insured. We will find out if windstorms can be separated from the property insurance. The purpose of the bid was to seek alternatives to concrete tile.

Patti Cummings mentioned that similar colors to our current roof are available in stone-colored metal tiles. Kevin Shea, a resident and former chair of the HOA Architectural Committee, did an extensive report, that showed the metal lasts better than concrete.

Tom Stephens mentioned that when he had his roof done the metal was 40% higher in cost. In his opinion, it does look fuzzy from the street and the end caps are different. He suggested taking the savings we would realize from dropping wind coverage and adding that to the reserves. Supervisor Schwarz added that we will not know what the cost of the coverage will be until October 1st as a named storm in FL limits options. Mr. Stephens also encouraged the Board to change the insurance renewal date as quickly as possible.

Susan Darcy stated that when looking at installing a metal roof the Board should consider the risk of lightning and cell service, asking that all effects as well as the costs be reviewed.

Multi-Use Path: Mainscape Landscaping Co submitted a proposal Friday to repair the irrigation along the path. While we were anticipating over \$5k, their bid was \$3,220 which was signed immediately. Dan is addressing a small depression from sprinkler heads and is working with Collier and the HOA to clean up the path's perimeter. He will review the punch list with Hole Montes and Collier so we can wrap this up as quickly as possible.

Events Module in Northstar - Karon Bennett shared with the Board a handout designating Northstar Events Module responsibilities throughout each department. This met the Board's request to sync our people, processes, and technology. GM Belknap confirmed that it will be mandatory for management to use the system for communication, reservations, and billing. The management team has been working very hard to improve communication. They agree that this will be a great improvement for the community. Being able to make reservations online will eliminate long waits and will also allow residents out of town, or working, to reserve tickets via the HGRD website. The automatic billing feature will save the staff a lot of time.

- *Supervisor Schwarz moved to approve Resolution 2023-14, Supervisor Mars seconded the motion, and the Resolution was approved as follows: **A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 CAPITAL ACCOUNT FOR EVENTS MANAGEMENT NORTHSTAR MODULE; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.***

III. **STATUS OF ELECTRONIC CHITS AND RECORDS RETENTION** – Regarding AP automation file retention, Controller Lynn Brew stated that Assistant Controller Sherry Young got in touch with the Bureau of Archives and Records Management. There is nothing in rule 1b26.003 that prevents us from contracting with another vendor to store records from the HGRD. They suggested that we get an agreement from Avid that they will store the electronic records under the rule for government entities.

IV. **COMMITTEE REPORTS & RECOMMENDATIONS**

Audit Committee – *No Meeting, no report.*

Facilities & Amenities Committee – *No Meeting, no report.*

Finance Committee – *No Meeting.*

Golf Committee – Bruce Johnson presented a HGRD golf rule Regarding Outside Service Staff. The rule would involve training outside service staff on how to handle incidents of residents challenging rangers on the course and procedures for violations. The information has been added to the draft Rules and Regulations, which are undergoing review.

A second item was presented involving all courses that are supposed to have a handicap committee in place. Bruce Harris will reestablish the Handicap Committee by November. The committee will work in conjunction with the GHIN and Chelsea systems. The purchase of the software needed is in the golf budget.

Mr. Johnson added that with GM Belknap, Vice-Chair Overs, Bruce Harris, and Tim Kortanek, he went over the final details of the bulkhead placement. The questions from the Golf Committee have been resolved. Bulkhead on hole number 17 is expected to be installed in October or November of this year. This will necessitate changing the hole, which will take 3 weeks, and #17 will temporarily be changed to a par 4. The expense will be taken out of the Golf Course Improvement Fund.

Long-Range Planning Committee - *No Meeting*, the committee is moving forward with Strategic Planning.

Policies & Procedures Committee – See “Old Business”.

V. OLD BUSINESS

Proposed Changes to the Rules & Regulations – Supervisor Mars shared the “cleaned” and “redlined” versions of the Rules & Regulations draft. Some small changes have been made throughout, except in the golf section where things were recently added.

- *Supervisor Mars moved to discharge the Policies & Procedures Committee and thank them for their service. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***

Further discussion took place on liquor licensing, including a line in the Rules & Regulations that states alcoholic beverages may not be brought onto or into the HGRD facilities period.

Joy Venker asked how we can monitor the alcohol being brought in when the restaurant is open, or anytime the facilities are closed. The General Manager responded that we are doing our best to enforce our Rules and Regulations but there will be times when they are broken. This is beyond our control. Susan Darcy asked if the liquor license forbids allowing anyone other than the District to bring alcohol on District property. Counsel Hart confirmed that the license is specific to alcohol. It is part of the State Law that regulates WHERE, not when, alcohol is sold.

Joyce Forman asked that the Board hold off on approving the Rules and Regulations until it is shared with the community. Vice-Chair Overs added that before adopting the Rules & Regulations the residents will be emailed the proposed changes and they will be posted on the website at heronsglenc.com. Any comments that they may have will be read before the Board moves forward for approval. An email will go out to the residents with the draft and redlined version on Tuesday, September 5, 2023, with comments to be returned by September 10.

VI. NEW BUSINESS

Review Code of Conduct Portion of Policies & Procedures –Supervisor Kulkoski expressed his concern over suspensions being halted during appeal periods. There is conduct that can occur that is criminal or threatening that should keep a suspension from being on hold. Supervisor Kulkoski pointed out the verbiage in D2 of the Rules and Regulations. Chair Young suggested removing the one sentence referring to the appeal, and the rest of the group agreed. Counsel Hart commented on a due process issue and suggested amending the Policies in 4B of Disciplinary Action to say “MAY BE” suspended at the manager’s discretion. A recent situation that took place included three assaults; these were technically crimes and an arrest could have taken place however, it was decided to handle them in-house. It was added that the Policies and Procedures and Rules and Regulations are always at the discretion of the Board.

- Supervisor Schwarz made a motion that Policies & Procedures be changed under Disciplinary Action for Pursuing appeal to “may be suspended until the hearing is concluded at the discretion of management”. *Supervisor Mars seconded the motion. **The motion was approved unanimously.***

Susan Darcy questioned the discretion part of the HGRD. Stating that if there were criminal acts that occurred during an incident and there was discretion not to call the police because there was an assault that occurred; that's a liability to this organization. She added that there's a fine line between what discretion is between one person and another. There is also the potential for selective enforcement which is dangerous territory. The HGRD must state very clear policies involving employees in all areas and members of the community. If the acts are egregious, use the process of the law to put legal limitations on them and not be left to interpretation. Counsel Hart explained that in assault you do not have to touch someone, putting someone in fear of being injured; that is an assault. Also, regarding witnesses, Mrs. Darcy asked how many people saw the incident, and how credible the information was that the manager received. The General Manager responded that the point that the police could have been called was considered. Not leaving the facility when asked to leave is a trespass issue. When someone misbehaves in our facility and puts someone in fear of being injured this could be a crime that would need to be proven. An arrest could have been made. Mrs. Darcy added that there must be a formal way to address both sides of the story. Counsel Hart stated that

this type of scenario was considered when the policy was adopted. Mrs. Darcy interpreted the situation differently saying, that sometimes actions are mutual, and this is a legal issue for the police. The GM explained that the District owns and operates the facility, and is obligated to protect the people within the facility. In a different location, when there is a serious situation, it is not necessarily the management calling the police but the person being assaulted.

Chair Young asked GM Belknap to reach out to find training for employees on the subject to give them tools to handle negative situations in the workplace.

Joyce Forman agreed with Mrs. Darcy adding that people are innocent until proven guilty. A misunderstanding took place when Mrs. Forman told the group "We are the District, we own Herons Glen, all of us." She directed the blame to Management for the incident with the residents and stated that the goal was not to penalize residents. Vice-Chair Overs rebutted saying that the District's responsibility is to protect employees who are in fear. Chair Young added that residents are not allowed to be abusive to employees, guests, or other residents. Mrs. Forman added that in her opinion no suspension of a resident should be enforced until the appeal has taken place. Tom Stephens advocated that the General Manager be allowed to suspend staff with pay.

Mary Koenig asked Counsel Hart to explain to the group that residents do not own the facilities, they pay taxes and assessments to support them. Counsel Hart stated the following:

"Herons Glen residents do not own the Recreation District. A special district, a governmental entity called the Herons Glen Recreation District is the owner of everything that we're sitting at in in this clubhouse, the golf course, the fitness center- all of those facilities are owned by the special district. The residents' control of the special district is their ability to elect the Board of Supervisors. That's it, that's all. Once the Board is elected, it has all of the legal authority to run this Recreation District according to the laws, and we talk about that all the time. The residents don't own it. They don't have a say in the day-to-day operations, the residents don't have a say in the rules or the enforcement of the rules or who can go into the restaurant on a particular day or who can bring alcohol or not bring alcohol onto the facilities. Residents do not have that kind of day-to-day authority. The authority of the residents is to elect the Board. That's it." - Counsel Hart.

RESIDENT COMMENTS

Tom Stephens expressed concerns about lake bank erosion behind his home where a pond is controlled by the Recreation District. Vice-Chair explained that the Lake Management Plan is in place. Repairs are being made with those lake banks in the worst condition being handled first. GM Belknap will send someone to look at Mr. Stephens' property.

Mr. Stephens mentioned the changes made to FEMA and Special Districts, many claims were denied under categories A, and B which were OK, he wanted to know who our watchdog is and why this wasn't brought to them 5 years ago. Vice-Chair Overs added that we do have reserves in place, between that account and loss reserves we were able to cover the costs. Now we need to replenish the funds. The \$75 per quarter for the next year was added to this year's assessment to replenish that loss reserve fund. Management is kept updated on changing statutes when they attend educational events. Vice-Chair Overs added that FEMA representatives and their bosses were all in agreement that we did not qualify for FEMA help although for months they encouraged as to apply as they thought we were eligible. If FEMA was helping in certain situations 5 years ago FEMA didn't seem to know of that either. Mr. Stephens stated that the Board needs to be aware that in situations outside of the community, someone needs to oversee this.

VII. **UPCOMING MEETINGS**

- Monday, August 7, 2023 – Resident Events - 1:00 p.m. - Activities Room B /Zoom
- Thursday, August 24, 2023 - Golf Committee - 8:00 a.m. - Restaurant Side of the Ballroom/Zoom
- Tuesday, August 15, 2023 – Finance Committee - 11:00 a.m. - Activities Room B /Zoom
- Wednesday, August 30, 2023 – Public Hearing - 6:00 p.m. - Ballroom/Recording via Zoom

VIII. **ADJOURNMENT** took place at 11:04 a.m.

Submitted By:

 9/28/2023
Karon Bennett, Assistant GM Date

Approved By the HGRD Board:

 9/28/2023
Peter Overs, HGRD Board Vice Chair Date



HERONS GLEN RECREATION DISTRICT

PUBLIC HEARING

APPROVAL OF THE FY2023-24 BUDGET AND NON-AD VALOREM ASSESSMENT ROLL

Wednesday, August 30, 2023, at 6:00 PM in the Ballroom

Zoom Details: <https://us02web.zoom.us/j/9687107160> **Meeting ID:** 968 710 7160 **Passcode:** HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Asst Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Karon Bennett
- IV. **RESOLUTION NO. 2023-17 (Bond Counsel) and 2023-18 (Annual Budget)** - Tom Hart, Esq.
- V. **PUBLIC INPUT** – Vice-Chair Overs
- VI. **RESOLUTION NO. 2023-19 (Annual Assessment)** - Tom Hart, Esq.
- VII. **RESIDENT COMMENTS**
- VIII. **ANY OTHER BUSINESS TO COME BEFORE THE BOARD**
- IX. **UPCOMING MEETINGS**
 - Monday, September 11 – Regular Board Meeting – 9:30 AM – Activities Room B/Zoom
 - Thursday, September 14 – Golf Committee Meeting – 9:00 AM
 - Monday, October 16 – Regular Board Meeting – 9:00 a.m. – Card Room C
- X. **ADJOURNMENT**



PUBLIC HEARING

APPROVAL OF THE FY2023-24 BUDGET AND NON-AD VALOREM ASSESSMENT ROLL Wednesday, August 30, 2023, at 6:00 PM in the Ballroom

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	Zoom	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	Zoom
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	Zoom	Assistant GM Karon Bennett	X
Asst Sec/Treas Karen Mars	X	Residents	58

- I. **CALL TO ORDER** – Vice-Chair Overs opened the meeting at 6:00 p.m.
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs led the Pledge of Allegiance.
- III. **ROLL CALL** – Karon Bennett took roll call; attendees are listed above.

Note: Comments from residents who did not use the microphone as requested by the Board or those who spoke over each other were difficult to hear on the recording and some of them could not be transposed in these minutes.

- IV. **PRESENTATION OF RESOLUTIONS** - Tom Hart, Esq. presented Resolution 2023-17 for the new Bond Counsel Chris Traber from Nabors, Giblin & Nickerson Attorney at Law as follows: ***A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM OPERATING FUNDS FOR BOND COUNSEL; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE. Supervisor Kulkoski moved to approve Resolution 2023-17; Chair Young seconded the motion.*** Joyce Forman asked if the contract needed to be bid on by three different quotes, and Counsel Hart replied that the District did not need to seek other bids. ***Vice-Chair Overs called for the vote and Resolution 2023-17 was approved unanimously.***

Counsel Hart presented the Resolution 2023-18 for the annual budget as follows: ***A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING A FINAL BUDGET FOR THE 2023-2024 FISCAL YEAR; PROVIDING FINDINGS; PROVIDING CONFIRMATION OF ANNUAL BUDGET; PROVIDING FOR ANNUAL ASSESSMENTS AND QUARTERLY INSTALLMENTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE. Chair Young moved to approve Resolution 2023-18; Supervisor Mars seconded the motion.*** Discussion ensued: Julie Krug stated she does not approve of any raises that the Board is proposing because in her opinion, as a Zoom participant, it appeared that the Board smirked during the last Board meeting when Counsel Hart stated that Herons Glen property owners do not own any of the Recreation District facilities. Ms. Krug added that she thinks residents shouldn't be billed and that it is time for the administration to lower their costs. Then she asked why we really needed a General Manager, an Assistant General Manager, or a top chef over the restaurant due to their hours of operation, or what she referred to as the management and Board's "wishlist". Ms. Krug urged residents to vote against the 2023-2024 budget.

Roland Mahler asked about ownership at Herons Glen. Counsel Hart explained that Herons Glen is a governmental entity similar to a small city. The residents of a city do not own the amenities of the city. The residents live in the city and they elect the counsel in the same way that Herons Glen residents elect the Board. This Board has full authority to administer

this District. They make the rules. As a government, the District can tax or operate with revenue raised by special assessments. Discussion for the night was doing special assessments which the community has done for 25 years or since 1999. The District Board's obligation is to manage the Recreational Facilities. If they didn't manage the facilities, then they would not be beneficial to the homes in the community. Just like a government, you don't vote in every governmental decision you elect the people to run the government. That is exactly how it works at Herons Glen.

Tom Stephens: Insurance is the single largest single ticket item in the budget and increasing rapidly. GM Belknap responded that FEMA did not cover our property. Our buildings and structures are subject to a high deductible and added we are working with our carrier, and there is no question of the increase in deductible. GM Belknap advised that we are trying to change the renewal anniversary and contracting for a new roof. We may be faced with self-insuring, and we are looking at various options. The Board cannot change anything until the insurance renewal date. It is the insurance environment right now. Insurance carriers wait until the last minute to provide renewal costs. We had another carrier that was going to cover us last year but because Ian was in Florida, they pulled out so our incumbent carrier was required to renew our policy. Due to this the incumbent carrier property premium was \$50K higher than the pre-Hurricane Ian quote. This year we are budgeted for \$447K, which is a 44% increase.

George Buzuvis asked where the revenue numbers presented come from. Discussion took place on where non-assessment line item revenue comes from. Supervisor Schwarz stated the Administration has a concert series and estoppels. The Clubhouse reflects the tennis association fee, Fitness derives income from the therapists' room rental fees in the fitness center, and CLIS income is the portion charged to the HOA for the common grounds. In an adult community of this size, turnover is typically very low. The new owner assessment is \$4,500 per house. The Board is estimating that 70 to 110 houses will be sold in the next year which will pay the New Owner Assessment. Mr. Buzuvis approached the table with a question regarding the 2030 year in the long-range plan. The Board will have to review the notes and get back to him at a later date.

Joyce Forman asked about line items on deferred maintenance and how much the Board could spend without a vote. Vice-Chair Overs explained that Long Range Planning has a schedule for capital and deferred maintenance. Once the budget is adopted the Board is authorized to spend the funds in the budget. The Board's fiduciary responsibility is to make sure the funds are spent properly. Line items are in our monthly variance reports every month which are posted on both the resident side and the public side of the Herons Glen website at heronsglenc.com.

Ken Marohn asked about the insurance increase. Supervisor Schwarz explained that the District allocates to all departments a percentage based on square footage. Mr. Mahron asked if the District was given credit for the salaries of the employees from the CLIS Department when the HGRD outsourced CLIS to MainScape. GM Belknap confirmed that for the current year, we did budget for 2 of the CLIS employees. So, there is a benefit there but it is offset by the cost of the MainScapes contract. He asked about the 25% increase in the Administration. GM Belknap responded that the food & beverage resident discount was moved to the Administration Department as it is considered a marketing expense. Food & Beverage went down 12%. He asked if the bond funds were invested. Supervisor Schwarz replied that it is invested by the bond trustees in a government fund and earning interest.

Charles Rimlinger expressed his disappointment in the food at the restaurant and wanted to clarify that if the residents are not satisfied with the Board they would need to vote the Board out of office. Julie Krug asked the Board what courses of action they had taken in the last year to decrease expenditures. She stated that the only project she has seen completed is the golf course and asked again why GM Belknap needs an assistant. Ms. Krug also asked, if she does not own anything at the District why is she asked to contribute to the Employee Holiday Fund or Employee Hurricane Relief Fund. Ms. Krug added that she thinks last year's Board election was fixed and requested that next year the District use an independent voting system. Ms. Krug stated that employees need to be taken out of the voting process because of favoritism, in her opinion employees are trying to save their jobs by making sure the right person is elected. Vice-Chair Overs stated that we were getting off-topic and attempted to move the budget discussion forward. Ms. Krug interrupted again and asked that each Board member answer the question, what are they doing to decrease expenditures? Vice-Chair Overs responded by telling the group that all of the managers have been asked to cut costs wherever possible. Further, it is important to understand that in order to have certain things, they have to be paid for. For example, employees. We are in the service industry if employees aren't happy there won't be good service. Another example is getting people to show up for work, particularly in the construction field. The proof was the fact was that the golf course renovation, pre-Covid, came in on time

and under budget. Covid followed causing numerous problems and then came more difficulties with devastation throughout Florida, particularly our county, by Hurricane Ian. Ms. Krug interrupted again, this time concerning her disgust with the pool furniture, in her opinion there is a dislike from the staff for the people using the pool, and adds that this dislike is the reason for the security cameras at the pool. Vice-Chair Overs requested Ms. Krug to attend the next Board meeting on September 11, 2023, for any further discussion of items not related to the budget. He reminded the group that the hearing was meant to focus on the budget.

Another question was presented about the discrepancy in the costs and the receipts for the Food & Beverage Department. Vice-Chair Overs explained that this is typical in country clubs. He added that in comparison with other clubs in SW Florida, the District subsidizes our Food & Beverage Department the least. GM Belknap added that there is a huge difference between a country club and a restaurant. In order to make money we would have to change our business model across the entire facility.

Supervisor Mars read emails from residents on the subjects of the hearing into the record as attached. Vice-Chair Overs opened the floor for further resident input where their comments on Recreation District operations, budget, and assessments for the 2023-2024 fiscal year were considered by the group.

Vice-Chair Overs called for the vote and Resolution 2023-18 was approved unanimously, and the budget was adopted.

Counsel Hart presented Resolution 2023-19 for the annual assessment as follows: **A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT FINDING SPECIAL BENEFITS; APPROVING METHODOLOGY FOR ASSESSMENT AND COLLECTION AND FINAL 2023-2024 ASSESSMENT ROLL; PROVIDING FOR PAYMENT; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.** **Supervisor Schwarz moved to approve Resolution 2023-19; Supervisor Mars seconded the motion.** Discussion followed: Ken Marohn challenged the Board to give the residents a flat budget next year, additionally, in his opinion, it should be a credit because of the special assessment. **Vice-Chair Overs called for the vote and Resolution 2023-19 was approved unanimously.**

V. RESIDENT COMMENTS

Larry Cummings asked where the special assessment of \$300 per home would go. Vice-Chair Overs stated money will be used to replenish the Losses Reserve Fund which was expended because of the hurricane. Mr. Cummings disagreed. Tom Fluharty asked where the fund was used. GM Belknap stated that the landscaping/debris cleanup around the entire community due to Hurricane Ian cost the District \$350K which was the bulk of the fund.

Craig Woolley asked if meeting times could be changed to a later hour. Vice-Chair Overs confirmed that it was tried previously by moving the meeting to 6:00 p.m. and there was lower attendance than usual. Mr. Woolley suggested moving committee meetings to the evening when residents can attend.

The group was reminded that the Board meetings are open to the public and anyone is welcome to attend. Patti Cummings expanded on this by mentioning the budget workshops that take place daily over the course of one week every year in June. Mrs. Cummings stated, that if you are concerned about how the money is budgeted and what future funding is going to be, make yourself available or send somebody to come to those meetings and voice your opinion when it can make a difference. All the discussion on the budget took place months ago and now people are disagreeing. The District has to be run in a relatively sane way which means these people who volunteer, as Mrs. Cummings has done personally, spend hours and hours of their personal time trying to figure out how to make this place run well. If you are interested next year, make yourself available and bring your ideas to the appropriate place and time. Vice Chair Overs added that the meetings are available on Zoom as well.

John Sarnese asked Counsel Hart to confirm, which he did, that Canadian owners may vote for the District Board, but they may not run for election. Further discussion took place on restaurant management. Mr. Sarnese said that he appreciates the Board but not the managers because in his opinion they are not doing their job. He believes GM Belknap is not

managing the HOA management team correctly. Vice-Chair Overs countered that neither GM Belknap nor the HGRD Board of Supervisors was responsible for the management of the HOA. They are two separate entities.

VI. **ANY OTHER BUSINESS TO COME BEFORE THE BOARD** – None were presented.

VII. **UPCOMING MEETINGS**

- Thursday, September 7 – Facilities & Amenities Committee – 1:00 PM – Activities Room B/Zoom
- Monday, September 11 – Regular Board Meeting – 9:30 AM – Activities Room B/Zoom
- Thursday, September 14 – Golf Committee Meeting – 9:00 AM
- Monday, October 16 – Regular Board Meeting – 9:00 a.m. – Card Room C

VIII. **ADJOURNMENT** took place at 7:16 PM.

Submitted By:

 9/28/2023
Karon Bennett, Assistant GM Date

Approved By the HGRD Board:

 9/28/2023
Peter Overs, Vice Chair Date

FY 2022-23 Approved Budget

**FY 2023-24 Approved Budget -
Resolution 2023-18 08/30/2023**

	Assessments	Other Revenue	Expenditures	Assessments	Other Revenue	Expenditures	Assessment % Change
HGRD Operations & Maintenance							
Administration	\$ 879,312	\$ 153,009	\$ 1,032,321	\$ 1,099,662	\$ 169,724	\$ 1,269,386	25.1%
Food & Beverage	491,766	1,314,443	1,806,209	433,760	1,545,429	1,979,189	-11.8%
Clubhouse	888,694	11,600	900,294	964,839	11,800	976,639	8.6%
Fitness	70,205	2,400	72,605	85,685	4,200	89,885	22.0%
CLIS	288,922	234,645	523,567	303,316	242,364	545,680	5.0%
Pro Shop	-	2,358,395	695,620	-	2,540,985	727,839	
Golf Maintenance	-	-	1,662,774	-	-	1,813,146	
<i>Total Operations (rounded)</i>	<u>\$ 2,618,899</u>	<u>\$ 4,074,492</u>	<u>\$ 6,693,391</u>	<u>\$ 2,887,262</u>	<u>\$ 4,514,502</u>	<u>\$ 7,401,764</u>	<u>10.2%</u>
Deferred Maint Reserve Fund	\$ 381,928			\$ 381,928			0.0%
Capital Reserve Fund	\$ 293,893			\$ 325,000			10.6%
<i>Total Annual Assessment</i>	<u>\$ 3,294,720</u>			<u>\$ 3,594,191</u>			<u>9.1%</u>
Losses Reserve Fund (FY 2023-24 only)*	\$ -			\$ 390,000			
TOTAL HGRD	<u>\$ 3,294,720</u>			<u>\$ 3,984,191</u>			

Golf Membership Fees	(pre-tax)	2022-23	2023-24	% Change
Resident Household		\$ 5,280	\$ 5,438	3.0%
Resident Single		3,300	3,399	3.0%
Tennis Association Fee		\$ 10,000	\$ 10,000	0.0%

	2022-23 Annual	2023-24 Annual	2023-24 Quarterly	\$ Δ Annual	% Change
O&M Assessment per lot: (rounded)	-	-	-		
O&M	\$ 2,015	\$ 2,221	\$ 555	\$ 206	10.2%
Capital Replacement Reserve**	226	250	63	24	10.6%
Deferred Maint Reserve***	294	294	73	0	0.0%
Total O&M, Cap & Def Asmnt:	2,534	2,765	691	230	9.1%
Losses Reserve Replenishment Asmnt	-	300	75	300	
Total O&M, Cap, Def & Loss Spec Asmnt:	<u>\$ 2,534</u>	<u>\$ 3,065</u>	<u>\$ 766</u>	<u>\$ 530</u>	

* Losses Reserve Fund Assessment is a one-time only assessment

** Capital Reserve calculated based on incremental increase according to the Long Range Plan

*** Deferred Maintenance Reserve calculated on a 10-yr annual needs according to the Long Range Plan

Debt service (bond payments) are an amount of \$1,424.58 per year, which will appear on your Lee County Property Tax bill.

HERONS GLEN RECREATION DISTRICT 2023-2024 APPROVED CONSOLIDATED BUDGET - RESOLUTION 2023-18 08/30/2023

	Forward/Rsv from FY2022-23	Assessments	Other Revenue	Appropriated Expenditures	Forward/Rsv to FY2024-25
HGRD Operations & Maintenance					
Administration		\$ 1,099,662	\$ 169,724	\$ 1,269,386	
Food & Beverage		433,760	1,545,429	1,979,189	
Clubhouse		964,839	11,800	976,639	
Fitness		85,685	4,200	89,885	
CLIS		303,316	242,364	545,680	
Pro Shop		-	2,540,985	727,839	
Golf Maintenance		-	-	1,813,146	
Total Operations		\$ 2,887,262	\$ 4,514,502	\$ 7,401,764	
Deferred Maint Reserve Fund	\$ 413,623	\$ 381,928	\$ -	\$ 795,551	\$ -
Capital Reserve Fund	\$ 4,024,193	\$ 325,000	\$ -	\$ 3,349,193	\$ 1,000,000
Losses Reserve Fund	\$ -	\$ 390,000	\$ -	\$ 390,000	\$ -
Total Reserves & Expenditures	\$ 4,437,816	\$ 1,096,928	\$ -	\$ 4,534,745	\$ 1,000,000
Held by HGRD		\$12,936,508		\$12,936,508	
Series 2020 Bonds					
Construction and Acquisition Fund	\$ 4,000,000	\$ -	\$ -	\$ 4,000,000	\$ -
Bond Payment - <i>Lee County Tax Collector</i>	\$ -	\$ 1,851,954	\$ -	\$ -	\$ -
Lee County Collections and Discounts	-	-	-	68,729	-
Debt Service	-	-	-	1,783,225	-
	\$ 4,000,000	\$ 1,851,954	\$ -	\$ 5,851,954	\$ -
Held by Bond Trustee - US Bank		\$5,851,954		\$5,851,954	
TOTAL FY2024 HERONS GLEN RECREATION DISTRICT	\$ 8,437,816	\$ 5,836,145	\$ 4,514,502	\$ 17,788,462	\$ 1,000,000
GRAND TOTAL		\$18,788,462		\$18,788,462	

RECREATION DISTRICT REGULAR BOARD MEETING
Monday, September 11, 2023, at 9:30 a.m. in Activities Room B
Zoom Details: <https://us02web.zoom.us/j/9687107160>
Meeting ID: 968 710 7160 – **Passcode:** HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES** - Regular Board Meetings on June 30, 2023 and July 19, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - A. Roof Resolution
- VI. **GM UPDATE** – General Manager J.B. Belknap
- VII. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Audit Committee – Supervisor Schwarz – *No meeting*
 - Facilities & Amenities Committee – Elaine Sawyer
 - Finance Committee – Dennis Popp
 - Golf Committee – Bruce Johnson
 - Long-Range Planning Committee - Fred Gignac – *No meeting*
 - Problem-Solving Taskforce – Supervisor Kulkoski – *No meeting*
 - Resident Events Committee – Gary Attalla
- VIII. **OLD BUSINESS**
 - A. Renovation of Lobbies Update – Supervisor Schwarz
 - B. Final Comments on the HGRD Rules & Regulations – Supervisor Mars
 - C. Update on the Launch of the Events Module for Reservations – Asst. GM Karon Bennett
- IX. **NEW BUSINESS**
 - A. Bench with Plaque at the Entrance to the Clubhouse Honoring Dorothy Klewicki
 - B. Resident Letters Concerning Golf Carts and Bikes on Herons Glen Blvd. – Supervisor Kulkoski
- X. **RESIDENT COMMENTS**
- XI. **UPCOMING MEETINGS**
 - Monday, September 11 – Resident Events Committee - 1:00 p.m. - TBD/Zoom
 - CANCELED - September Golf Committee Meeting
 - Monday, October 2 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
 - Monday, October 2 – Resident Events Committee - 1:00 p.m. - Card Room C /Zoom
 - Thursday, October 5 – Facilities & Amenities Committee - 1:00 p.m. - Card Room C /Zoom
 - Thursday, October 12 - Golf Committee - 9:00 a.m. - Card Room C /Zoom
 - To Be Determined – Monday, October 9 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
 - Monday, October 16 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
 - Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

XII. ADJOURNMENT

RECREATION DISTRICT REGULAR BOARD MEETING
Monday, September 11, 2023, at 9:30 a.m. in Activities Room B
MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	26

- I. **CALL TO ORDER** – Vice-Chair Overs opened the meeting at 9:30 AM.
- II. **PLEDGE OF ALLEGIANCE** –Vice-Chair Overs asked that the group remain standing following the Pledge of Allegiance as we remember the lives lost in 9/11 and take a moment of silence in their memory. Supervisor Schwarz led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Supervisor Mars made a motion to approve the minutes from the Regular Board Meeting on June 30, 2023, and July 19, 2023. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. presented the roof resolution.
*Supervisor Schwarz moved to approve Resolution 2023-20, Vice-Chair Overs seconded the motion, and the Resolution was approved as follows: **A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM THE 2020 BOND FUNDS FOR CLUBHOUSE ROOF PROJECT; PROVIDING FOR SEVERABILITY; PROVIDING EFFECTIVE DATE.***
- VI. **GM UPDATE** – General Manager J.B. Belknap shared the following update:

Sports Complex: Stultz has ordered 65 brackets for the bocce court drains. We are waiting on a call back from Jim Ink, the engineer of record, to schedule the certification walk-through. This is needed before Stultz, the project manager, can request a county inspection. We are still “dialing in” two of the courts for irrigation.

Pool Deck: Light fixtures and poles are ordered. We’re expecting to receive them in the first week of October. The project manager will get them scheduled for installation as soon as possible after receiving the permit from Lee County.

Pickleball: Waiting on an updated photometric plan sheet from engineer Jim Ink for the lighting. Stultz, the project manager, is working through some logistics with MorSports on getting the courts painted ahead of the light installation. We’re confirming the paint colors through them and then expect that it will realistically be scheduled 2-3 weeks out. The posts on the existing courts are on Century Fence’s schedule for the last week of September.

Restaurant: Under-slab inspections have been done, pour back is scheduled for Tuesday. The purse hooks, bar soffit lights, and fans have arrived. TVs are available for delivery as early as 9/18 if we’re ready for them. Bar foot rails shipped today so I should have them next week. Fire sprinkler work will start this weekend; Stultz project management is expecting to drywall next week; currently working through some logistics with the beer lines and working on some accommodations for that; The initial date given by Dal Tile for the accent wall tile is the 1st week of October. The flooring contractor has all of the LVT and expects the carpet tile by next week; The trim carpenter and painter should start their work by the week of 9/18.

Roof: We now have HOA approval for our Decra stone-coated metal roof. we’ve notified CMM that we’ve chosen the Venetian Gold tile color. GM Belknap signed the Notice of Commencement application and the deposit is paid, he and

project manager Dan will be meeting with CMM on Thursday to discuss scheduling, logistics, placement of rollaway dumpsters, traffic control, etc. to minimize daily inconveniences to the residents and our operations. However, there will be some disruptions from time to time considering the project scope. Multiple emails will be sent out explaining the project and what types of impacts it could have. The 60-day clock starts for CMM once the roof panels are on site and the Lee County roofing permit has been issued. We will be in daily contact with CMM to firm up timelines and a commencement date to plan and notify the community.

Lobby: Wayne Wiles Floor covering is here today (& tomorrow) installing the LVT. Reaves Construction company is scheduled to be back Monday to install the baseboards with painting scheduled for Tuesday. Dan is the project manager for the construction.

VII. COMMITTEE REPORTS & RECOMMENDATIONS

Audit Committee – Supervisor Schwarz – *No meeting*

Facilities & Amenities Committee – No information to send to the Board at this time.

Finance Committee – Supervisor Schwarz stated that the Finance Committee met to review property insurance. The purpose was to: outline current coverage in the existing plan; learn the market estimates; determine if policies could be renewed with existing carriers; and learn what changes in coverage could mean. The group discussed the Florida insurance industry's potential options for wind coverage or not purchasing the coverage. Multiple carriers are invited to bid. The committee discussed how to move policy renewal dates outside of hurricane season. The group suggested seeing if a local government insurance pool is available, as the intergovernmental pool previously declined coverage to HGRD. With Board concurrence, Supervisor Schwarz will ask the Finance Committee to look at intergovernmental insurance. We will hear towards the end of the month what insurance policies are available to the district.

Supervisor Schwarz noted that the Board needed to exercise the first option of the Audit Contract for work on the FY2023 audit. After exercising the option with CLA for the 2024 audit, the financial statement audit contract will need to be rebid, as specified by state law.

- *Supervisor Schwarz moved that the Board accept and exercise option year on the audit contract to audit the District's FY2023 financial statements. The Board's auditors for this audit are with CLA. Supervisor Mars seconded the motion. **The motion was approved unanimously.***

Golf Committee – No meeting.

Long-Range Planning Committee - No meeting.

Problem-Solving Taskforce – No meeting.

Resident Events Committee – Gary Attalla stated that the Resident Events Committee is back to regular meetings on the first Monday of the month at 1 p.m. He said the committee had 19 members. Four dinner dances are planned for the season, food trucks continue to be a success. An ice cream truck will visit once a month, and there are plans to organize food truck events in the future.

VIII. OLD BUSINESS

Renovation of Lobbies Update – Supervisor Schwarz said the group is focused on completing the renovation of the lobbies within 60 days. The tile, baseboard, and painting are almost complete, and the furniture will arrive this week. The built-in cabinets were cleared and items that had been stored there for many years and forgotten were removed. There's a wedding scheduled for September 23rd under the portico and the project team would like to be able to access the lobby from the ceremony on the in the event of bad weather. Susan Darcy inquired about the nature of the Friends of the Library Committee. It was explained that this ad hoc Committee has been tasked with keeping the print and non-print collections of the District organized and updated.

Final Comments on the HGRD Rules & Regulations –Supervisor Mars explained that she had been assigned the task coordinating a committee that was to improve the order and format of the document and eliminate redundancies and inconsistencies or contradictions. The committee focused on refining the wording rather than creating the rules. Management, Counsel, the Board, and residents have been consulted regarding the content. Reviewers should note that the clean copy is the most current as not all revisions are in the redlined versions. Grammar, punctuation, spelling and formatting will be addressed after substantive changes are made.

Joyce Forman mentioned that Rules & Regulations were under review until September 10. Susan Darcy emphasized the need for clear communication regarding the Board's ability to change rules without resident notification. Supervisor Mars stated that Management is directed through the Policies and Procedures, not the Rules. The Policies list several approved methods for management to communicate with the Residents and management may use any of those to communicate changes to the residents. Vice-Chair Overs stated that it was important to have both good communication and clear rules to prevent past issues from recurring.

Update on the Launch of the Events Module for Reservations – Asst. GM Karon Bennett explained that we have recently updated our Northstar database to allow residents to make reservations through an Events Module. This will give us the ability to post our events on the HGRD website calendar, send out notifications of reservation openings to the residents, take reservations/ticket sales online, etc. This system also streamlines the billing process. This will afford the residents the ability to order tickets when they are out of town or working. The Events Module will launch in late October.

IX. NEW BUSINESS

Bench with Plaque at the Entrance to the Clubhouse Honoring Dorothy Klewicki – At a recent meeting there was a motion made to place a plaque honoring Dorothy Klewicki on the bridge. Current policies allow personalized plaques only on benches, so the motion was tabled and directed to the Facilities & Amenities Committee for consideration. The committee returned a recommendation to the Board that it follow current policies regarding memorials.

- *Supervisor Mars moved the Board to take the motion from the table. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***
- *Supervisor Mars amended the motion to state: **I move to place a memorial plaque not to exceed \$500.00 on the bench outside of the main lobby in honor of Dorothy Klewicki. The motion was seconded.***
- *Chair Young requested that the motion be tabled until Mr. Klewicki could be contacted for his input. Supervisor Schwarz seconded the motion. **Supervisor Mars was the dissenting vote on this motion. When asked her concern she stated that she believed the Board should not delay this further but rather move forward. She then asked if it could move forward if approval from Mr. Klewicki was part of the motion. Supervisor Young agreed.***
- *Supervisor Young withdrew his motion to table and Supervisor Mars amended the motion to read: **I move to place a memorial plaque not to exceed \$500 on the bench outside of the main lobby in honor of Dorothy Klewicki contingent upon the approval of Mr. Klewicki. The motion was seconded. There was no further discussion and the motion was approved unanimously.***

Resident Letters Concerning Golf Carts and Bikes on Herons Glen Blvd. – Discussion ensued on the issue of golf carts and bikes on Herons Glen Boulevard. It was questioned whether it was the District's responsibility to address the resident's request on bikes, pedestrians, and golf carts. The resident suggested repainting golf cart crossings for visibility. The matter will be raised with the HOA, with a willingness to cooperate but leave it in the HOA's hands.

Counsel Hart agreed it's an HOA issue, and contributing funds for crosswalks was suggested as a consideration. The HOA will also ensure crosswalk signs are in good condition. There's uncertainty about whether the county will issue permits if a project doesn't have adequate parking. Engineering Firm Holes Montes' report confirmed compliance with parking regulations., Chair Young inquired about fees and engineering costs in responding to these requests and noted that the

HOA has also invested significantly in this matter.

X. RESIDENT COMMENTS

Barbara Chernow asked to readdress the issue she presented in March. She recapped the issue as the discrepancy between HOA and HGRD fees. The HOA is a one lot, one vote, one fee. The HGRD is one lot, one fee, but every owner gets a vote. Every owner of the lot reaps the benefit of the discount for golf and restaurants. Every owner gets a vote on issues in the neighborhood and on the Board. She states she is paying a higher percentage than a lot owner who has 5 people on the deed. She has reviewed the District charter and says that the responsibility for fees is not the lot, but rather the owner. She questioned why HGRD billing did not go to the owner rather than the lot. Counsel Hart replied that the charter referred to fees and the use of facilities. Fees and special assessments are separate. He believed it was a nomenclature problem. This District must comply with the state law and special assessments must benefit the lot, so the charge is to the lot (to the property, whoever owns it). Counsel Hart advised that the discrepancy lies in the state law and can only be changed in Tallahassee. HOAs are different from special districts. Ms. Chernow asked where she could find this information that states the lot is responsible for what is on the deed. In Florida, the charges imposed (special assessments) go against the property, not the owner. There is a difference in what the charges are from an HOA or Special District. It's common law, it's case law, and it's not written into the charter. The attorneys who drafted it knew what special assessments in Florida are, there are two different kinds of things. To change it to be equivalent to the HOA there needs to be some Florida legislation. Chernow asked what we follow. FL Statute trumps everything.

A Board meeting was set for the end of the month to review the insurance coverage renewal. This meeting will take place on September 28 or 29 based on the availability of the insurance representative's schedule. Counsel Hart will publish both dates and one will be canceled closer to the end of September.

XI. UPCOMING MEETINGS

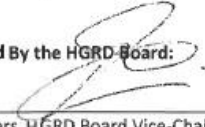
- Monday, September 11 – Resident Events Committee - 1:00 p.m. - TBD/Zoom
- CANCELED - September Golf Committee Meeting
- September 28 *OR* 29 – Board Meeting - 9:30 a.m. – Activities Room B /Zoom
- Monday, October 2 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
- Monday, October 2 – Resident Events Committee - 1:00 p.m. - Card Room C /Zoom
- Thursday, October 5 – Facilities & Amenities Committee - 1:00 p.m. - Card Room C /Zoom
- Monday, October 9 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
- Thursday, October 12 - Golf Committee - 9:00 a.m. - Card Room C /Zoom
- Monday, October 16 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
- Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

XII. **ADJOURNMENT** took place at 10:57 a.m.

Submitted By:

 10/16/2023
Karon Bennett, Assistant GM Date

Approved By the HGRD Board:

 10/16/2023
Peter Overs, HGRD Board Vice-Chair Date



RECREATION DISTRICT REGULAR BOARD MEETING
Thursday, September 28, 2023, at 9:30 a.m. in Activities Room B

Zoom Details: <https://us02web.zoom.us/j/9687107160>

Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

AGENDA

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Vice-Chair Overs
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Mars
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **INSURANCE PRESENTATION & DISCUSSION** - Ryan Schmidt, Gulfshore Insurance
- V. **APPROVAL OF MINUTES**
 - Regular Board Meetings on August 7, 2023
 - Public Hearing on August 30, 2023
- VI. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VII. **GM UPDATE** – General Manager J.B. Belknap
 - A. Project Update
- VIII. **OLD BUSINESS**
- IX. **NEW BUSINESS**
- X. **RESIDENT COMMENTS**
- XI. **UPCOMING MEETINGS**
 - Monday, October 2 – Golf Committee - 9:00 a.m. – Card Room C /Zoom
 - Monday, October 2 – Resident Events Committee - 1:00 p.m. - Card Room C /Zoom
 - Thursday, October 5 – Facilities & Amenities Committee - 1:00 p.m. - Card Room C /Zoom
 - Thursday, October 12 - Golf Committee - 9:00 a.m. - Card Room C /Zoom
 - To Be Determined – Monday, October 9 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
 - Monday, October 16 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
 - Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
- XII. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING
Thursday, September 28, 2023, at 9:30 a.m. in Activities Room B
MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	3

CALL TO ORDER – Vice-Chair Overs opened the meeting at 9:30 AM.

PLEDGE OF ALLEGIANCE – Supervisor Mars led the Pledge of Allegiance.

ROLL CALL – Assistant GM Karon Bennett took roll call; attendees are listed above. Additional attendees included Dennis Popp, Rita Lehman, David Brendsel, and Jeff Buxton from the Finance Committee.

INSURANCE PRESENTATION & DISCUSSION - Ryan Schmidt, President and Managing Partner for Gulfshore Insurance presented a proposal for insurance coverage for Herons Glen Recreation District as attached. The Board, Finance Committee members, and management team had an in-depth discussion of their various options. They debated what the value of getting additional wind coverage on the clubhouse would be versus the risk of having to bond for \$11m in the event of a catastrophe.

- *Supervisor Mars moved that the Board look at renewal option three with the X wind and the full limits on it. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***

The Finance Committee members agreed that a good choice was made. Mr. Schmidt and the Finance Committee exited the meeting. Supervisor Schwarz will ask the Finance Committee to create an analysis of continuing without wind coverage by December 1, 2023, to share with the Board.

APPROVAL OF MINUTES – *Supervisor Mars made a motion to approve the minutes from the Regular Board Meeting on August 7, 2023, and the Public Hearing on August 30, 2023. Chair Young seconded the motion. **The motion was approved unanimously.***

DISTRICT COUNSEL'S REPORT - Thomas Hart, Esq. did not present a report.

GM UPDATE – General Manager J.B. Belknap provided the following update:

Lobby & Card Rooms: The lobby and libraries have officially reopened.

Roof: CMM started work this week on the ballroom roof, they've made significant progress despite some afternoon thunderstorms. The entire ballroom has been torn off and sealed. The first load of Decra Villa panels arrived yesterday and are being staged in the northwest corner of the employee parking lot. We are looking at 45-60 days for completion without any rain.

Pickleball: Stultz has the light plan from Jim Ink, he will reach out to the private provider for a cost to expedite the lighting permit in the hopes of MorSports coordinating light installation with painting the courts. If the lighting permit is not imminent, Stultz told MorSports to go ahead and paint the courts prior to the light installation. Because the outer section of the court would end up needing to be repainted after the lights are installed, we would incur a change order and possibly more delays.

- *Supervisor Schwarz moved that the District use Universal Engineering to expedite permitting for the pickleball and deck lighting at a cost not to exceed \$3,300 if there is a possibility that this could move things faster. The General Manager is authorized to move forward if he finds it prudent. Supervisor Mars seconded the motion. **The motion was approved unanimously.***

OLD BUSINESS – None was presented.

NEW BUSINESS – Chair Young mentioned adding electricity to the storage shed in the pickleball area. This could incur a cost of between \$1,600-\$3,000. He suggested the expense be approved as an administrative cost provided by the HGRD. The Board will revisit this subject at the next Board meeting after GM Belknap has more details on the expense.

RESIDENT COMMENTS - Tom Stephens asked GM Belknap about a lake bank erosion issue that they had discussed previously. Proper metrics are needed to determine which lake banks were more prone to lake bank erosion. GM Belknap would like to propose Johnson Engineering metrics to prioritize lake banks to determine where \$50k will be allocated. Vice-Chair Overs added that any work on a lake must be done at one time.

UPCOMING MEETINGS

- Monday, October 2 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
- Monday, October 2 – Resident Events Committee - 1:00 p.m. - Card Room C /Zoom
- Thursday, October 5 – Facilities & Amenities Committee - 1:00 p.m. - Card Room C /Zoom
- Thursday, October 12 - Golf Committee - 9:00 a.m. - Card Room C /Zoom
- To Be Determined – Monday, October 9 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
- Monday, October 16 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
- Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

ADJOURNMENT took place at 10:51 a.m.

Submitted By:

 10/16/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 10-16-23
Howard Young, HGRD Board Chairman Date

RECREATION DISTRICT REGULAR BOARD MEETING

October 16, 2023, at 9:00 a.m. in Card Room C

Agenda

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Chair Young
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meetings on September 11, 2023, and September 28, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **FINANCIAL REPORT** – Controller Lynn Brew and GM J.B. Belknap
 - A. Preliminary End-of-Year Financials
- VIII. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - Audit Committee – Supervisor Schwarz
 - Facilities & Amenities Committee – Elaine Sawyer
 - Finance Committee – Dennis Popp
 - Golf Committee – Bruce Johnson
 - Long-Range Planning Committee - Fred Gignac
 - Problem-Solving Taskforce – Supervisor Kulkoski
 - Resident Events Committee – Gary Attalla
- IX. **OLD BUSINESS**
 - A. Approval of the Rules & Regulations – Supervisor Mars
- X. **NEW BUSINESS**
 - B. Concert Series Entertainment Selection – Wendy Shea
- XI. **RESIDENT COMMENTS**
- XII. **UPCOMING MEETINGS**
 - Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
 - Thursday, November 2 – Facilities & Amenities Committee - 1:00 p.m. – Card Room C/Zoom
 - Monday, November 6 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
 - Monday, November 6 – Resident Events Committee - 1:00 p.m. – Card Room C/Zoom
 - Monday, November 13 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
 - Monday, November 20 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
- XIII. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING

October 16, 2023, at 9:00 a.m. in Card Room C

MINUTES

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	12

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Chair Young led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** - *Supervisor Kulkoski made a motion to approve the minutes from the Regular Board Meeting on September 11, 2023, and September 28, 2023. Vice-Chair Overs seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq. mentioned that he was asked to research whether the HGRD election procedures could be changed so that instead of every owner getting a vote in the HGRD Supervisor's Election to allow every household to get a vote instead, similar to the HOA. Mr. Hart explained that FL Statutes section 418 has a specific section on how Special District Recreation District Board of Supervisors are to be elected. This explicitly points out that each property owner in the District gets one vote in the election. Because it is in the statute, it is in the charter, which is an ordinance of Lee County. Mr. Hart had speculated that perhaps we could go to the county to amend the charter, however, that is not possible because of the statute. Chair Young confirmed with Mr. Hart that we can't go to the commissioners of Lee County; it must go to the legislative branch of Florida to propose the change. There is merit in what the statute says, every owner gets a vote although it is different from the way most elections work, the fact remains that it is there. Chair Young asked if there was a limit on the number of owners who could be on a single property. Mr. Hart confirmed that there is not. We have the right to ask for copies of a trust to determine how many people are voting off of that trust since the HGRD Board sets the rules of how the election is performed.
- VI. **GENERAL MANAGER'S REPORT**– GM J.B. Belknap shared the following update:

Roof: CMM is making good progress on the roof. Our staff will be painting the new fascia board prior to gutter/downspout installation.

Wind Coverage: We continue to keep Gulfshore Insurance abreast of the roof progress.

Ian Repairs: We have been in contact with the ancillary property adjuster notifying him of the repair work that is currently in progress on our outbuildings. Invoices are being collected and itemized for submittal. Here's one example of the challenges we're facing with some of our vendors: We've been waiting over 10 months for 7 tennis light heads that need to be replaced after Ian. Wisconsin Lighting is the supplier and Kirkwood Electric is the installer. Kirkwood told us a month ago the lights were scheduled to ship September 24th however we received a call from them saying the lights now won't be shipped until Thanksgiving.

Restaurant Renovation: The bar has been attached. The quartz people need 2-3 weeks for fabrication prior to installation which is scheduled for the week of November 6th. Other updates: The ceiling tile arrived yesterday; beer taps will be put in on Tuesday; floor tile is being installed in the server area behind the bar; cabinets are scheduled for next week; flooring (LVT & carpet) should be completed prior to the countertops arriving; and TVs will be hung next week. There will be a lot of cleanup/preparation/tasks around that Thanksgiving opening timeline.

Supervisor Schwarz provided an update on the lobby. The column baseboards had been back ordered but are being installed today and then will be painted. The chandelier is backordered. There is no more furniture to buy, we are leaving everything as it is for the season. Disposal of extra furniture needs to take place. Supervisor Schwarz gave

details of the distribution of all the artwork, accessories, sconces, side chairs, the conference table in Card Room C, desk chairs, and the credenza in Card Room A that are all from Copperleaf. The 42 chairs in Clubhouse Room C were extra ones from Copperleaf, tabletops were purchased and placed on the table bases left from the old restaurant tables. We repurposed our own bookcases, sofa table, lighting, mirror, and chairs. We reused baseboards from the lobby into the Clubhouse room A. We purchased a library trolley, magazine rack, and glass tabletops. The dark brown furniture including the Tropitone tables, and sectional on the pool deck are all from Copperleaf. When Copperleaf closes their dining tent in March, where they have hosted their residents during their renovation, JB is working with their GM so that we can pick up the rest of their outdoor furniture. We used as much as we could from everywhere on the property. Once the renovation is complete we will notify the residents of the entirety of items in our renovations received from Copperleaf as well as items we repositioned from other areas on our property as we are being good stewards of the money.

Pool Deck: The light permit info has been sent to the private provider. Jeff continues to chase the manufacturer on the light heads and poles.

Impact Windows and Doors: We have engaged BNT IMPACT WINDOWS & DOORS to replace our most vulnerable windows and door. Supervisor Schwarz and GM Belknap will be working on their procurement and marshaling the request through the HOA process. Counsel Hart will prepare a resolution to present to the Board later in the month.

Lake Bank Erosion: We have reached out to Johnson Engineering's Dana Hume for his lake bank erosion expertise. The objective should be to establish and explain the rationale for what metrics are used in determining the lake bank restoration priority list to avoid playing favorites.

Golf Membership: Last week we added 15 more golfers to the membership: 2 Res. Singles; 4 Res. Households; 2 Non-Resident households and 1 Non-Resident single. This still leaves us 36 golfers (6%) short of budget. Head Golf Pro Bruce Harris is actively working with the non-residents on the waiting list. We have budgeted for robust outside play. This is a very important concern, GM Belknap will remain focused on the pursuit of golf memberships.

FINANCIAL REPORT – Controller Lynn Brew and GM J.B. Belknap reviewed the preliminary Fiscal 2022-2023 end-of-year results and variance narratives.. This FY's operational surplus is welcomed in order to offset some of the uninsured Ian expenditures. It was noted that the golf budget surplus was planned to be allocated to the losses reserves in the 2023-2024 approved budget, as \$300,000 of the IAN-related expenditures were for the golf course clean-up. GM Belknap mentioned that the insurance broker discussed the wind coverage and agreed that if the District opts to purchase after the clubhouse roof is installed, coverage should cease in September to get all policies aligned. The Broker understands the Board's desire to have policies renewed, in March, April, and May at the latest, to avoid the threat of a named storm in the area at the time of renewal.

Chair Young pointed out that \$33 per month per household for a full-service restaurant on-site is a positive.

VII. COMMITTEE REPORTS & RECOMMENDATIONS

Audit Committee – Supervisor Schwarz – No meeting.

Facilities & Amenities Committee – Supervisor Mars will convey to the committee that they need to create a process for a "wish list" where people can donate towards things the HGRD could use. The Board needs a clearer idea of how the committee plans to proceed so as to not conflict with the charter.

Finance Committee – Supervisor Schwarz noted that the committee met several times about insurance, the last one was when the broker provided final offerings of coverage.

Golf Committee – Bruce Johnson has received many positive comments about the shape golf course. He stated that John Trimble presented an email asking the HGDR to form a team to play in the FL State tournament match play event for men and women which would take up Thursday tee times in the afternoons from January through April. This would have a significant effect on the resident's availability of tee times and cause a loss in revenue from outside play.

- *Vice-Chair Overs moved to deny the recommendation. Chair Young seconded the motion. **The motion for denial was passed unanimously.*** Bruce Johnson will bring the message back to the Golf Committee.

The group was notified that Janice Esdale had resigned from the Golf Committee.

- *Vice-Chair Overs moved to elevate first alternate Ron White into the open seat and place Glenn Price as an alternate. Chair Young seconded the motion. **The motion was approved unanimously.***

Long-Range Planning Committee - Fred Gignac thanked Jeff Buxton a member of the committee and considered the architect behind our updated strategic planning accomplishments. This will be a continuing process. Chair Young added that it is very important to get the survey out by the 1st of December.

The committee is working on the development of a community growth plan. This includes obtaining a site plan of HG review and meeting with county land use to find open space in the community. Another item is a hurricane preparedness plan to include a written hurricane checklist defining roles, etc.

Problem-Solving Taskforce – Fred Gignac stated that committee member, Beth Brucker is working on the renovation of the restaurant.

Resident Events Committee – Gary Attalla informed the Board that Halloween ticket sales are low. There has been good feedback on the Farmers Market. The committee has added an event for July 6, 2023, with an excellent band. They are also planning 1 or 2 food truck festivals and ice cream truck visits. Discussion took place on the number of committee members which the board approved vs the number discussed. Chair Young apologized for the breakdown of communications that have taken place as Mr. Attalla has transitioned into his role as Resident Events Committee Chairman. As a result, there will be 22 members of this ad hoc committee.

- *Supervisor Mars moved to nominate the following to the Resident Events Committee. Pam Bedore, Kimberly Hamilton, Connie Presley, Shelly Christiansen Susan Darcy, Patty Sperduti, and Nancy & Dave Thompson. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***

VIII. OLD BUSINESS

Approval of the Rules & Regulations

- *Supervisor Mars moved that the Board adopt the Rules and Regulations as presented in the October 6th draft. Supervisor Overs seconded the motion. **The motion was approved unanimously.***

After discussion amongst the Board and concerned residents about communicating changes to the Policies & Procedures, *it was agreed that the Board would add a policy statement on how residents would be informed.*

IX. NEW BUSINESS

Concert Series Entertainment Selection

- *Supervisor Mars moved to appoint the 2025 Concert Series Selection Committee as follows: Dennis DeLuca, Linda Gastreich, Mary Koenig, Trish Perry, and Terry Potts. Chair Young recommended following Wendy Shea's suggestion and seconded the motion. **The motion was approved unanimously.***

Committees: We have been making an effort to bring our ad hoc committees into line with our Policies. To do this the Board sent an informal note to a member of each of those committees listing the board-appointed committee members and asking if there were any changes requested. Several committees responded.

- *Supervisor Mars moved to officially remove Diana Tallman and Danielle LeCavalier from the Library ad hoc committee roster and asked that the Assistant General Manager send them a thank you note for their service and then she moved to nominate Elaine Quilliam as a member of the committee. Mrs. Mars added that she would like thank you notes sent to John Cowgill and Janice Esdale as well. Vice Chair Overs seconded the motion. **The motion was approved unanimously.***

Sanctioned Group Sales: Discussion ensued about item sales by sanctioned groups. *Our current Rules state: No solicitations of any kind may be made within the Facilities without the prior approval of the Board of Supervisors. Supervisor Mars moved that the Pretty in Pink committee be allowed to sell cookbooks in the Main Lobby on a schedule worked out between the committee and the Events Coordinator. Vice Chair Overs seconded the motion. **The motion was approved unanimously.***

Supervisor Mars suggested that the Board take a look at the HGRD Board meetings that have been broadcast on Bluestream's channel 902 and provide input. Counsel Hart will determine how long the videos need to be stored.

X. **RESIDENT COMMENTS**

Julie Krug commented on a couple of operational issues that GM Belknap will address.

XI. **UPCOMING MEETINGS**

- Monday, October 30 – Board Meeting - 9:00 a.m. - Card Room C /Zoom
- Thursday, November 2 – Facilities & Amenities Committee - 1:00 p.m. – Card Room C/Zoom
- Monday, November 6 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
- Monday, November 6 – Resident Events Committee - 1:00 p.m. – Card Room C/Zoom
- Monday, November 13 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
- Monday, November 20 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

XII. **ADJOURNMENT** took place at 11:06 a.m.

Submitted By:

 10/30/2023
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 10/30/2023
Howard Young, HGRD Board Chairman Date

RECREATION DISTRICT REGULAR BOARD MEETING AGENDA

October 30, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160> Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Karen Mars		Assistant GM Karon Bennett	
Assistant Sec/Treas Bill Kulkoski		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **APPROVAL OF MINUTES:**
 - A. Regular Board Meetings on October 16, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **FINANCIAL REPORT** – Controller Lynn Brew
- VIII. **OLD BUSINESS**
 - A. Policy Amendment Regarding Notice of Rules Change - Supervisor Mars
 - B. Rules & Regulations Amendment – Supervisor Kulkoski
- IX. **NEW BUSINESS**
 - A. Striping of Cart Crossing Areas – Supervisor Kulkoski
 - B. Ticket Sale Locations – Supervisor Kulkoski
 - C. Fundraising Opportunities for Charities – Supervisor Kulkoski
 - D. Requests - Sanctioned Groups
 - a. Charity golf tournament sponsored by the Herons Glen MGA - Jack Birecree
 - b. Two annual fundraisers for The Butterfly Society - Kim Basile
- X. **RESIDENT COMMENTS**
- XI. **UPCOMING MEETINGS**
 - Thursday, November 2 – Facilities & Amenities Committee - 1:00 p.m. – Card Room C/Zoom
 - Monday, November 6 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
 - Monday, November 6 – Resident Events Committee - 1:00 p.m. – Card Room C/Zoom
 - Monday, November 13 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
 - Monday, November 20 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

XII. **ADJOURNMENT**



RECREATION DISTRICT REGULAR BOARD MEETING MINUTES

October 30, 2023, at 9:00 a.m. in Card Room C

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	18

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Vice-Chair Overs led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **APPROVAL OF MINUTES** – *Chair Young made a motion to approve the minutes from the Regular Board Meeting on October 16, 2023. Supervisor Overs seconded the motion. **The motion was approved unanimously.***
- V. **DISTRICT COUNSEL'S REPORT** - Thomas Hart, Esq.
- VI. **GENERAL MANAGER'S REPORT**– GM J.B. Belknap updated the group on the Bond Projects as follows:

Roof: CMM has turned their attention to the flat roof above the kitchen and lounge while waiting for additional Decra Villa tile panels to be delivered from California. According to the District's contract Clerk of the Works, having to order additional tile is typical for a job of this size. CMM is also waiting for the drip edge, flashing and hood covers. The installation of the bronze-colored gutters/downspouts around the clubhouse is ongoing.

Bocce: Stultz' Engineer Jim Ink said the County should be out soon to inspect the sports complex. Once that is done, Dan will remove several trees, set the bocce storage shed into place, and install two paver walk paths from the courts to the west side of the golf cart parking lot. Dan is also coordinating with Stultz and the bocce league on when would be the best time for the galvanized drain covers to be installed. After shooting high pressure water into the irrigation lines on court #2, it appears water is now getting evenly distributed throughout the court. Dan will keep checking the coverage, but it looks like we'll avoid MorSports digging up the mat and replacing it. We'll also be working with the bocce association on placing more benches around the courts.

Pickleball: We received a \$2k invoice from the electrical company that ran power to the pickleball storage shed, as requested by the pickleball association. It was GM Belknap's understanding that the pickleball association would be picking up \$1,500 of the cost. Jeff Stultz anticipates that the private provider will review the lighting permit on Monday with full approval anticipated by the week's end. Stultz will then schedule MorSports to install the lights and then paint the courts.

Pool Deck: The light heads were delivered yesterday however the light poles will not be shipped until November 16th. No new news on the railing which is scheduled for late November.

Hurricane Ian Repairs: Kirkwood Electric, along with Wisconsin Lighting, confirmed the tennis lights aren't scheduled to ship until around Thanksgiving.

Restaurant Reno:

- The lighting and ceiling fans are installed.
- The bar is in place and trim work is being finished.
- The plumbers and electricians will be onsite this coming week.
- Painting will continue Monday.
- Stultz is still waiting on tile for behind the bar,
- Carpet is scheduled to go down in the two dining rooms the week of the 6th.
- The quartz countertop has been templated and is scheduled to also be here the week of the 6th. Bar equipment can only be installed after the tile floor has set after grouting.

Golf Membership: Since last week's report, we've added 1 more non-resident single for a total of 560 members- 30 members (or 5%) below our budget projections. Bruce still has several non-residents who are interested in membership but won't be in Florida until November. We're confident we'll close the gap with not only new non-resident members but also new resident members, based on the number of homes for sale in the community.

Lake Bank Erosion maintenance priorities: Due to their current workload, Johnson Engineering informed me this week that they are not taking on any new projects. I've been in contact with Tom for a few other firms he's had success with, and I'll be reaching out to them for possible proposals to develop criteria and metrics for prioritization of work. An update will be provided on the #17 bulkhead on Monday.

Multi-Use Path/Crosswalks: The shell path running from #10 green by the new pickleball courts has been opened. Southern Striping, aka Collier Paving, is scheduled to repaint our existing crosswalks once they've completed the HOA roadways. We are also determining how many new signs will be needed at each crosswalk.

VII. **FINANCIAL REPORT** - Controller Lynn Brew updated the Board on the Fiscal Year 2023 audit, she is currently working on the fixed assets schedule. She advised that information has been diligently provided to the auditors based on their requests. It's a slow process.

VIII. **OLD BUSINESS**

Policy Amendment Regarding Notice of Rules Change:

Supervisor Mars moved that the following be inserted as Article II, Section B, Statement 3 in the Recreation District Policies and Procedures and the following statements renumbered accordingly.

3. *Management will use the established methods of communication to notify residents of any change to the Rules and Regulations prior to the Rule being put into effect.*

*Vice Chair Overs seconded the motion. Supervisor Kulkoski disagreed; requesting that a 10-day notice, with the exception of an emergency, be provided to the community if the Policies and Procedures are to be changed. Discussion ensued explaining this was a proposed Rules change, not a Policy change. The motion passed by a vote of 4-1 with **Supervisor Kulkoski casting the dissenting vote.***

*Supervisor Mars moved that the HGMGA be allowed to collect donations at a table at the driving range prior to their Tuesday men's day on the 4 consecutive weeks prior to their charity tournament to benefit Hearts & Homes for Veterans. This is to be done in accordance with and scheduled through Bruce Harris and the Facilities Maintenance Department if tables and chairs are required. Vice Chair Overs seconded the motion. Jack Birecree stated that he was requesting that the MGA, being one of the two recognized organizations within the District, be given blanket coverage to conduct any charity solicitations. Discussion ensued. The motion passed by a vote of 4-1 with **Supervisor Kulkoski casting the dissenting vote.***

*Supervisor Mars moved the Butterfly Society, a sanctioned group, be allowed to sell plants at a table at the Farmer's Market on November 16th and that they be allowed to hold a bake sale on December 12th at a table under the roof outside the entrance to the restaurant. Both dates must be coordinated with the Maintenance Department if tables and chairs are needed. Chair Overs seconded the motion. Discussion ensued. The motion passed by a vote of 4-1 with **Supervisor Kulkoski casting the dissenting vote.***

Supervisor Mars suggested amending something previously adopted: Supervisor Mars moved that the Pretty in Pink motion previously adopted on Oct 16th be amended by striking the words "in the Main Lobby on a schedule worked out between the committee and the Events Coordinator" and replace them with "in the Ballroom lobby through 12-31-23 on Tuesdays from 5:30 to 7:30 pm and in the Ballroom Lobby Thursdays from 4:30 to 6:30 pm. These dates must be coordinated with the Facilities Maintenance Department if tables and chairs are needed."

*The motion now reads "I move that the Pretty in Pink committee be allowed to sell cookbooks in the Ballroom lobby through 12-31-23 on Tuesdays from 5:30 to 7:30 pm and in the Ballroom Lobby Thursdays from 4:30 to 6:30 pm. These dates must be coordinated with the Maintenance Department if tables and chairs are needed. Discussion ensued. The amended motion passed by a vote of 4-1 with **Supervisor Kulkoski casting the dissenting vote.***

*Vice Chair Overs moved to have Supervisor Mars work with management to take the Board out of requests for ticket sales, events, and solicitations and put it under management's responsibility. Discussion ensued. GM Belknap agreed with the process. **The motion was approved unanimously.***

Rules & Regulations Amendment - Supervisor Kulkoski moved to amend the Rules & Regulations Amendment as follows: Herons Glen Recreation District will send an email notice to all owners of any proposed modifications or changes to the then-existing Policies and Procedures and Rules prior to the Board voting on said changes. The email notice will go to residents not less than 10 days prior to the Board voting on the change so as to allow time for comments from the owners. The notice will set forth the section to be changed, amended, or added to. It will also set forth what the change, amendment, or addition is in substance. Comments can be emailed to the Board or made in person at the meeting at which the change will be discussed and voted on by the Board. Discussion and voting on the change will occur at the first Board meeting following the 10-day notice and will be placed on the published agenda for that meeting. The motion received no second and therefore was not discussed or voted on.

Policies & Procedures - Vice Chair Overs moved to have Supervisor Mars bring a recommendation to the Board for an amendment to the Policies and Procedures that would incorporate a 10 day waiting period before any changes to the Policies & Procedures were made. Supervisor Mars agreed to work on this. Discussion ensued. **The motion was approved unanimously.**

IX. NEW BUSINESS

Striping of Cart Crossing Areas – GM Belknap updated the group on the project with Southern Paving in order to be in compliance with the county. Once they wrap up with the HOA project they will move to our striping.

X. RESIDENT COMMENTS discussion continued on ticket sales and golf membership fees. Barbara Chernow voiced some specific concerns regarding voting, annual assessments, and fees.

XI. UPCOMING MEETINGS

- Thursday, November 2 – Facilities & Amenities Committee - 1:00 p.m. – Card Room C/Zoom
- Monday, November 6 – Golf Committee - 9:00 a.m. – Card Room C/Zoom
- Monday, November 6 – Resident Events Committee - 1:00 p.m. – Card Room C/Zoom
- Monday, November 13 - Long Range Planning Committee - 9:00 a.m. - Card Room C /Zoom
- Monday, November 20 – Board Meeting - 9:00 a.m. - Card Room C /Zoom

XII. ADJOURNMENT took place at 11:14 AM.

Submitted By:

Karon Bennett 01/15/2024
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

Howard Young 01/15/2024
Howard Young, HGRD Board Chair Date



RECREATION DISTRICT REGULAR BOARD MEETING MINUTES

November 20, 2023, at 9:00 a.m. in Card Room C

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	X
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	12

- I. **CALL TO ORDER** – Chair Young called the meeting to order at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Schwarz led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **MINUTES** – The minutes from October 30, 2023, will be presented at the December 11, 2023, Board meeting.
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq. provided a list of proposed 2024 dates for Board meetings. After discussion and a few time changes, it was agreed Counsel would publish these dates and times as required by Florida statute. *Supervisor Kulkoski moved to approve Resolution 2023-22 2024 Board Schedule, Vice Chair Overs seconded the motion, and the Resolution was approved as follows: A RESOLUTION CALLING AND FIXING THE DATES OF REGULARLY SCHEDULED MEETINGS OF THE BOARD OF SUPERVISORS OF HERONS GLEN RECREATION DISTRICT FOR THE CALENDAR YEAR 2024; DESIGNATING THE TIME AND PLACE OF SAME; AND DIRECTING PUBLICATION OF NOTICE OF SAME.*
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap provided a recap of the progress on the projects. He recently emailed a written update to those residents with emails on file with the District.
- VII. **FINANCIAL REPORT** – Controller Lynn Brew reviewed the October preliminary financial results, commenting that the large surplus shown in the operational budget is because some purchases that were budgeted for October were either not made or materials not received. Results for the next several months will reflect the purchases when are received.

Administration \$10,009 favorable
Restaurant \$35,,870 favorable
Clubhouse \$6,06 favorable
CLIS \$20,366 favorable
Fitness \$1,207 favorable
Golf Maintenance \$28,047 favorable
Golf Shop \$19,134 favorable
All Departments \$116,239 favorable

VIII. **COMMITTEE REPORTS & RECOMMENDATIONS**

Audit Committee – No report.

Facilities & Amenities Committee – No report.

Finance Committee – The Finance Committee, after review by their Bid Oversight Committee, presented a recommendation to hire Artistic Structures for \$76,275 to construct a bulkhead on the lake on the right of hole #17. This is the same firm that constructed the bulkheads at the driving range and on tee box #5. This project is a priority on the Lake Management Plan developed by the Golf Course Renovation Engineer and approved by the County. The

cost will come from the Golf Course Special Improvement Fund. *Vice Chair Overs made a motion to accept the recommendation from the Bid Oversight Committee and the Finance Committee to award the contract to Artistic Structures to complete the bulkhead project not to exceed \$76,275. Chair Young seconded the motion. **The motion passed unanimously.** Additionally, Supervisor Schwarz moved that Grady Minor Engineering be used to complete engineering work on hole number #17 bulkhead. Vice-Chair Overs seconded the motion. **The motion passed unanimously.***

Golf Committee – No report.

Library Committee – Supervisor Mars presented the following motions:

*A Library ad hoc Committee meeting on November 8th provided the basis for a Collection Development document. This document will provide continuity in the selection and withdrawal of library materials as committee members change. A motion was presented to add the Document as an addendum to the Library ad hoc committee charter. **The motion passed unanimously.***

*The November 8th Library ad hoc Committee meeting also led to an update of the Committee Charter, as the library no longer houses any electronic media, but does provide some puzzles and games. A motion was made to amend the Charter to reflect these changes. **The motion passed unanimously.***

Pat Gentile requested that the puzzles not be removed from Card Room B/Library because the room has space, and she believes the residents enjoy the library as it is. Residents will be asked for their input about the library in the upcoming survey to determine.

Long-Range Planning Committee - No report.

Problem-Solving Taskforce – No report.

Resident Events Committee –The Board received resignation notices from two members of the Resident Events Committee: Kimberly Hamilton and Connie Presley. The decision was made not to fill those positions as the committee was at excess capacity. Gary Attalla requested that the Board ask residents in the upcoming survey if they are satisfied with the new structure in Food & Beverage where they have added the food served buffet style to the ticket price.

I. **OLD BUSINESS**

Update on Reservations through the Events Module – Karon Bennett presented printed instructions on how to use the reservation portion of the events module. Supervisor Mars revealed some issues that she was having with the mobile app on her Android device. Vice-Chair Overs requested a video of instructions on using the system. Supervisor Schwarz pointed out a mathematical error in the billing section of one of the events. Chair Young stated that the mathematical correction must be made immediately, or the events module must be closed temporarily. Karon Bennett explained that the mathematical error was an easy fix and that the system works as planned, although some residents are struggling with their digital devices to use it. Accommodating every potential variation of instructions within a single video or handout becomes nearly impossible due to differences in screen sizes, operating systems, and user interfaces across devices. Karon Bennett offered her assistance to any resident with questions about its usage. It was also noted that the system is designed as a convenience for the residents and that none of the residents are required to use the system.

It was decided that Socialites and Trivia would remain open for reservations, while all other opportunities to make reservations for special events would be postponed until the Board is satisfied with the way the system operates. This included online ticket sales for the Concert Series and the Resident Events New Year's Party. The billing portion of the events module remains in use as it has proven to be a valuable tool for the management team.

II. **NEW BUSINESS**

Rules Change to be Considered Informally – Supervisor Mars informed the group that several changes to the Rules & Regulations were presented to clarify Management's responsibilities. The full red-line text showing the changes throughout the document can be found here. **Supervisor Mars made a motion to approve the changes. Vice-Chair Overs seconded the motion. The motion passed unanimously.**

Motion to Amend Policies re: 10-day Notice – Supervisor Mars informed the group that changes were also made to the Policies & Procedures. Most notable was the addition of a requirement to provide a 10 calendar day notification to residents before any changes to the Policies were discussed and/or voted on. The full red-line text showing the changes throughout the document can be found here. **Supervisor Mars made a motion to approve the changes. Vice-Chair Overs seconded the motion. The motion passed unanimously.**

III. **RESIDENT COMMENTS** – Discussion took place concerning the restaurant dress code, holding off on Christmas decorations until furniture is installed, and overnight parking.

IV. **UPCOMING MEETINGS**

- Monday, December 4, 2023—Golf Committee—9:00 AM—CR-C/Zoom
- Monday, December 4, 2023—Resident Events Committee—1:00 PM—CR-C/Zoom
- Monday, December 11, 2023—Board of Supervisors—9:00 AM—CR-C/Zoom
- Thursday, January 4, 2024—Facilities & Amenities—1:00 PM—CR-C/Zoom

V. **ADJOURNMENT** took place at 11:48 AM.

Submitted By:

 12/11/23
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

 12/11/2023
Howard Young, HGRD Board Chair Date

RECREATION DISTRICT REGULAR BOARD MEETING AGENDA

December 11, 2023, at 9:00 a.m. in Card Room C

Zoom Details: <https://us02web.zoom.us/j/9687107160> Meeting ID: 968 710 7160 – Passcode: HgrdMeet1

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young		GM J.B. Belknap	
Vice-Chair Peter Overs		Controller Lynn Brew	
Treasurer Jayne Schwarz		District Counsel Tom Hart	
Secretary Bill Kulkoski		Assistant GM Karon Bennett	
Assistant Sec/Treas Karen Mars		Residents	

- I. **CALL TO ORDER** – Chair Young
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski
- III. **ROLL CALL** – Assistant GM Karon Bennett
- IV. **MINUTES** – October 30, 2023 and November 11, 2023
- V. **DISTRICT COUNSEL’S REPORT** - Thomas Hart, Esq.
 - A. Resolution 2023-21 – Formal Approval of Amended Rules and Amended Policies
 - B. Resolution 2023-23 – Bulkhead on Hole 17
- VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap
 - A. Update on Bond Projects
- VII. **COMMITTEE REPORTS & RECOMMENDATIONS**
 - A. Audit Committee – Supervisor Schwarz
 - B. Facilities & Amenities Committee – No meeting.
 - C. Finance Committee – Dennis Popp or Supervisor Schwarz
 - D. Golf Committee – Bruce Johnson
 - i. Adopt-A-Hole Committee
 - E. Long-Range Planning Committee - Fred Gignac
 - F. Problem-Solving Taskforce – Supervisor Kulkoski
 - i. Committee Seats
 - G. Resident Events Committee – Gary Attalla
- II. **OLD BUSINESS**
 - A. Ballroom Bond Project Status Update - Karen Jessop / Beth Brucker
 - B. Discussion of Completion of Bond Projects – Chair Young
- III. **NEW BUSINESS**
- IV. **RESIDENT COMMENTS**
- V. **UPCOMING MEETINGS**
 - Thursday, January 4, 2023— Facilities & Amenities Committee—1:00 PM—CR-C/Zoom
 - Monday, January 8, 2023—Finance Committee—9:00 AM—CR-C/Zoom
 - Monday, January 8, 2023—Golf Committee— 1:00 PM —CR-C/Zoom
 - Monday, January 8, 2023—Resident Events Committee—1:00 PM —Activities Room A
 - Monday, January 15, 2023—Board of Supervisors—9:00 AM—CR-C/Zoom
- VI. **ADJOURNMENT**

RECREATION DISTRICT REGULAR BOARD MEETING MINUTES

December 11, 2023, at 9:00 a.m. in Card Room C

BOARD MEMBERS	PRESENT	OTHERS	PRESENT
Chair Howard Young	X	GM J.B. Belknap	X
Vice-Chair Peter Overs	X	Controller Lynn Brew	X
Treasurer Jayne Schwarz	X	District Counsel Tom Hart	Excused
Secretary Bill Kulkoski	X	Assistant GM Karon Bennett	X
Assistant Sec/Treas Karen Mars	X	Residents	11

- I. **CALL TO ORDER** – Chair Young opened the meeting at 9:00 AM.
- II. **PLEDGE OF ALLEGIANCE** – Supervisor Kulkoski led the Pledge of Allegiance.
- III. **ROLL CALL** – Assistant GM Karon Bennett took roll call; attendees are listed above.
- IV. **MINUTES** – Chair Young stated that the minutes from the Regular Board Meeting on October 30, 2023, did not follow the proper procedure when Supervisor Kulkoski abstained from voting on several motions during the meeting. Policy states that if you are present and you don't have a conflict of interest you cannot abstain from the vote. With Supervisor Kulkoski's permission the minutes will be changed to state that he was against the motions. This will not change the vote outcome however; the proper procedure will have been followed. Chair Young confirmed that Supervisor Kulkoski was comfortable with the proposal. The minutes will be presented at the January 15, 2024 Board meeting.

*Supervisor Kulkoski made a motion to approve the minutes from the Regular Board Meeting on November 11, 2023. Supervisor Mars seconded the motion. **The motion was approved unanimously.***

- V. **DISTRICT COUNSEL'S REPORT** – Thomas Hart, Esq. was excused from the meeting. GM Belknap presented the following to the Board:

Supervisor Mars moved to approve Resolution 2023-21 – Formal Approval of Amended Rules and Amended Policies, Vice-Chair Young seconded the motion, and the Resolution was unanimously approved as follows: A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT AMENDING AND RESTATING THE DISTRICT'S RULES AND REGULATIONS; AMENDING AND RESTATING ITS POLICIES AND PROCEDURES; PROVIDING FOR GENERAL AUTHORITY; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

Supervisor Schwarz moved to approve Resolution 2023-23 – Bulkhead on Hole 17, Supervisor Mars seconded the motion, and the Resolution was unanimously approved as follows: A RESOLUTION OF THE HERONS GLEN RECREATION DISTRICT APPROVING EXPENDITURES FROM 2022/2023 GOLF COURSE IMPROVEMENT BUDGET FOR HOLE 17 BULKHEAD; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

Resolution 2023-22 set the 2024 calendar for the Board and was passed at a previous meeting.

Ballroom Bond Project Status Update - Karen Jessop went over the attached handout and discussed the current needs of the ballroom. Chair Young added that this has been one of the items we have wanted to get done for the community. Vice-Chair Overs suggested that we know exactly what we need concerning ADA compliance before talking with an engineer.

*Chair Young made a motion to have Supervisor Mars create a committee to determine the requirements of the stage, sound system, electrical system, sound room, and mezzanine. Supervisor Schwarz seconded the motion. **The motion was approved unanimously.***

Action items on the Ballroom renovation are as follows:

1. Verify electricity
2. ADA-compliance
3. Air conditioning
4. Screen projector
5. LED lighting, stage lighting
6. Decide on replacing the curtain or not
7. Acoustical tiles
8. Check internet strength
9. Stage amplifiers and mics – this is good equipment but it is becoming obsolete.

Additionally, a sound engineer will be secured to provide their opinion on the improvements. Dan Parker added that some of the electrical boxes need to be upgraded. It was agreed that the ballroom infrastructure needs updating before other improvements can be made. Our current electrical and air conditioning is barely sufficient now and will not support additional draws. Whether the extent of our improvements will require us to be ADA-compliant is in question and will be examined. The Board agreed to create an ad hoc committee of residents with the needed backgrounds to determine our needs. Plans do not include renovations to the Ballroom during the season, but we hope to be ready to begin immediately after the season.

VI. **GENERAL MANAGER’S REPORT**– GM J.B. Belknap updated the group on the following projects.

Restaurant: As is the case with all our projects, we are working through invoices to tie up loose ends and come up with final numbers. Stultz has stayed committed to their contracted construction price of \$735k. (We initiated several change orders like using quartz which has pushed up their original price.) By all indications, we’ll be within the \$1.3M budget. According to Stultz, the glass doors for the wine cabinet are scheduled for Wednesday. Dan contacted Accent Awning, who did our pool deck shade covers, to give us a price on replacing the old awnings at the back of the restaurant.

Roof: CMM Roofing confirmed Friday that all three buildings: the Clubhouse, the pool house, and the sports complex restroom have passed final inspection with Lee County. Dan is working with CMM on the clerk of the work’s punch list. A retainer is still being held until the pending items have been addressed and resolved. While additional items, including clean-up, still need to be addressed, we feel CMM did a very good job and everything looks first-class. Some areas need repainted including stucco and fascia. Dan is getting a proposal from Steve’s Painting since these areas are too high for our staff.

Pool Deck: Stultz is still waiting for the deck light inspection and permit. Once we have the approval, the plan is to keep the pool & deck open until 10 pm on most evenings. The material for the railing at the stairs/ramp is expected to be delivered between December 20th & 27th. Stultz said we're tentatively on the schedule for the week of January 2, 2024, for installation. If it comes in at the early end of the range, then he might be able to get it installed the week of Dec. 26th. Infill of the pavers around the lights at the pool deck is tentatively scheduled for Thursday, December 14th. Confirmation will be provided on Tuesday or Wednesday.

Bocce: Stultz said Friday there was no word yet from the County as to when they will do their final walk-thru. Once that approval is granted, the paver path can be installed, the trees moved, & the storage shed set into place. Regarding the north side #2 court irrigation, we've checked the court every afternoon this week and it looks identical to the others, so it's getting sufficient irrigation. Dan is checking if MorSports already sent a crew to raise the drain. The paver installers will shift over to Bocce/Shuffle as soon as they finish the pool deck. Dan will work with the players so disruption will be minimal.

Pickleball: Per Stultz, the private provider completed their lighting review and submitted it to the County for a permit. He's contacted MorSports so we can get on their court painting schedule irrespective of the lights. Again, depending on the timing, we would like MorSports to flood our existing courts to check drainage and potentially paint the existing courts to match the new courts. Accurate Pavers will be giving us a price to add pavers on the east side of the new courts.

Lake Bank Erosion: Engineer & surveyor, Mark McCleary is onsite this morning surveying several lake banks that are encroaching closer to the bordering homes. The objective is to have Mark give us metrics to determine which banks we should be prioritizing as it relates to SFWMD and our budget. Once he files his report, the Board will receive a copy.

Multi-Use Path: Collier Paving still needs to repair the "D" curb hazard at the Blvd. and Athenia, otherwise, the District project is completed.

Window Replacement: Dan said the new hurricane windows and door are due to arrive this coming week. Once they are here, a schedule will be developed with the contractor.

Tennis Lights: Kirkwood Electric is installing the tennis lights lost after Ian. I've been in touch with the tennis association and will share the schedule with them.

Fitness Center Equipment: We are working with Jayne on several new pieces of equipment scheduled to arrive this coming week.

Food & Beverage: Janine has now opened reservation links for trivia and the Socialites.

VII. COMMITTEE REPORTS & RECOMMENDATIONS

Audit Committee – No meeting.

Facilities & Amenities Committee – No meeting.

Finance Committee – Supervisor Schwarz stated that the Committee met last Monday to do modeling on recommendations on insurance due to the roof. They need to meet with insurance brokers concerning the impact and cost of wind mitigation insurance now that the roof is done. This model will be used to assist in decision-making and in the preparation of the 2024-25 budget. We would like the insurance renewal date moved so it does not occur during

hurricane season. The insurance agent knows this and is exploring ways to align the casualty insurance and the wind insurance expiration dates so that their renewal dates coincide. This is an open, ongoing issue. After the roof installation is complete, Management can go out for bids following Jan 1 to see if it makes sense to buy wind mitigation insurance. 80% of the premium must be paid if canceled in the first through 9th month of being insured. Management and the Board are exploring the feasibility of canceling the insurance in the 10th month and getting a whole new policy thereby making the renewal date 2 months earlier than it is now. Repeating the process again in the following year would put renewal into May, taking the renewal date out of hurricane season and giving us a firm number for budget time.

Golf Committee – Vice-Chair Overs stated that the committee discussed the establishment of the temporary tee during the bulkhead work on #17 and they will come back to the Board with a recommendation. The committee is looking at February 1st for the work. He also discussed fee structure for nonresidents. The committee will come back to the Board with specific recommendations. The committee discussed the 10 Play Pass and recommended that the Board allow resident non-members to purchase the Pass starting January 1st. The Board will wait for a specific recommendation and discuss at the January meeting. The committee has received complaints that the resident non-member fee is too high. If the resident non-member fee is lowered, it affects the price of the pass. Price is based on peak season. Further discussion took place on the subject.

Adopt-A-Hole Committee – *Supervisor Schwarz made a motion to accept the Adopt-A-Hole committee as presented. Supervisor Kulkoski seconded the motion. **The motion was approved unanimously.***

Long-Range Planning Committee – Chair Young stated that the strategic plan annual survey draft is projected to be ready by the first of January. The primary change is that we took out the section on the pool deck and last year we included open-ended questions for resident ideas on amenities translated into how important each one will be.

Chair Young mentioned our need for a master plan for the whole community. He would like to have the Board look at what a master plan gives us.

Problem-Solving Taskforce – Supervisor Kulkoski suggests adding 2 people to the committee and having them do an in-depth dive into the storage building, meet with Players of the Glen, and other people who have stored items to determine if there other options, and have the committee put together a proposal. Last year Vice-Chair Overs offered to go through the present storage to determine what is no longer in use in the building to find extra space to use. The committee is also looking at cart storage, in an alternate building, or a tent. There was no committee recommendation and no motion was made.

Resident Events Committee – Gary Attalla informed the Board that Pam Bedore resigned from the committee due to time constraints. He asked that the committee remain at 19 members. Food trucks are coming on the 15th of January. Ice cream trucks will be here once a month through July. New Year's Eve is almost sold out, the committee expects upcoming events to sell out.

VIII. OLD BUSINESS

Discussion of Completion of Bond Projects – Discussion took place on the completion of Bond Projects. J.B. and Lynn Brew will present an analysis of what remains in the Bond Budget. , This needs to be done by the next Board meeting.

[Attached is a list of the items](#) we received from Copperleaf Golf Club and the things that we "repurposed" from Herons Glen. Supervisor Schwarz reminded the group that we are living through the season with what we have.

Rules and Regulations Changes – There were some items in the Rules & Regulations that Supervisor Kulkoski brought to the Board's attention. *Supervisor Kulkoski moved to accept several minor adjustments or clarifications to the Rules and Regulations document. Attached is the [red-line version](#). Vice-Chair Overs seconded the motion. **The motion was approved unanimously.***

IX. **NEW BUSINESS** – None was presented.

X. **RESIDENT COMMENTS**

XI. **UPCOMING MEETINGS**

- Thursday, January 4, 2023— Facilities & Amenities Committee—1:00 PM—CR-C/Zoom
- Monday, January 8, 2023—Finance Committee—9:00 AM—CR-C/Zoom
- Monday, January 8, 2023—Golf Committee— 1:00 PM —CR-C/Zoom
- Monday, January 8, 2023—Resident Events Committee—1:00 PM —Activities Room A
- Monday, January 15, 2023—Board of Supervisors—9:00 AM—CR-C/Zoom

XII. **ADJOURNMENT** took place at 12:05 PM.

Submitted By:

Karon Bennett 9/5/2024
Karon Bennett, Assistant GM Date

Approved By HGRD Board:

Howard Young 01/15/2024
Howard Young, HGRD Board Chair Date