

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, January 9, 2023  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
<b>Karen Coburn</b>	<b>X</b>		
<b>Sherry Long</b>	<b>X</b>	<b>William Kulkoski, Board Liaison</b>	<b>X</b>
<b>Elaine Sawyer, Chair</b>	<b>Zoom</b>		
<b>Bernadette Schirra, Vice Chair</b>	<b>X</b>	<b>J.B. Belknap, General Manager</b>	<b>X</b>
<b>Mary Ann Simpson</b>	<b>X</b>	<b>Wendy Shea, Activities &amp; Events Coordinator</b>	<b>X</b>
<b>Carlton Smith</b>	<b>X</b>		
		<b>Supervisor Peter Overs</b>	<b>X</b>
		<b>Residents:</b>	<b>1</b>

- I. **CALL TO ORDER** – Vice Chair Schirra called the meeting to order at 2:00 p.m.
- II. **WELCOME**– Vice Chair Schirra welcomed all the members of the 2022-23 Facilities & Amenities Advisory Committee and residents in person.
- III. **APPROVAL OF MEETING MINUTES (December 12, 2022)** – Vice Chair Schirra asked for approval of the Facilities & Amenities Advisory Committee for December 12, 2022. Mary Ann Simpson moved to approve the minutes as presented. Sherry Long seconded the motion. A vote was taken, and the minutes were approved as written unanimously.
- IV. **OLD BUSINESS –**
  - A. **Report on prior concerns referred to Management –**
    - GM Report** – J.B. Belknap (See attached Report)
    - Executive Chef Replacement:** Steve Mayberry officially started as Executive Chef on Thursday. Steve will be training and evaluating the current staff to help them learn a new menu, preparation standards, etc. Steve & Janine’s initial plan is to:
      - change the menu once a month in-season incorporating daily specials
      - create more colorful, vibrant dishes,
      - add more variety along with healthier alternatives to the menu
      - make soups/ chili/ dressings in-house
      - re-do the recipe book using pictures
      - garnishing the plates, etc.
      - food quality and portioning
      - reservation system through our Northstar database
      - pool parties once a month and other events like a Chef Sample Night, Trivia, etc.

Janine and I have had limited discussions about having pizza and steaks on the menu. We’ll be giving Steve time a get acclimated and will be meeting on a weekly basis to discuss menu items. Popcorn has also been discussed. Both Janine and Steve expressed reservations about serving popcorn regarding grease, staining, smell if it burns, etc. and would prefer bar snacks. However, this topic will be given more consideration. Janine will be Steve Mayberry’s supervisor. Chef Steve will be looking both internally and externally for a Sous Chef to work in the department. After a discussion on having a Trivia Night in the Nest, GM Belknap will have Janine put together a plan for implementing a Trivia Night

soon and bring it to the next F&A meeting. The committee would like, if possible, to have Janine and Steve attend the March meeting to discuss what their plans are for the restaurant and lounge.

**Pool party& Food trucks:** Saturday, we had our first pool party and plan on doing one once a month. Six food trucks will be onsite today between 3:30-6:30. The ballroom bar will be staffed on Monday to provide beverages & hot dogs.

**Restaurant:** Metro Blind company is here today to begin installing battery operated restaurant blinds. Jeff Stultz said Ryan at RG Architecture is updating his proposal on the new concept layout for the restaurant.

**Sound System:** Janine, Jason, Karon and I met with Harmons Sound on Wednesday. They looked at our existing system, including the receiver and speakers, and will send us their recommendations/options along with the estimates of probable costs.

- 1) **Connect new music player to outdoor speakers-** quote is for a small audio mixer to connect your new music player to the amplifier powering your outdoor pool speakers.
- 2) **Update the audio control system and microphones-** quote is for the installation of a new audio control system. The system would allow you to control the different zones of the clubhouse independently and have different music or microphones playing in each zone.
- 3) **Speaker Replacement-** quote is for the replacement of all the speakers in the clubhouse and pool area. This is not required but would be highly recommended to do at the same time you are replacing the control system. Costs have ranged from \$600 to \$13,000.

**Pool-Side Service:** According to Janine, the pool side service has been popular this past week. A dedicated staff member will be walking the pool deck to provide service this season from 11:30am to 6pm Tuesday-Sunday and 11:30am to 4pm on Monday. These hours are subject to change depending on weather, demand, time of year, or other circumstances.

**Draft Beer:** compressor We are experiencing problems with our older compressor/chill plate that keeps the draft beer lines cold from the keg cooler to the bar taps. TWC is out today starting to repair it. As always, bottled beer is available.

**Raised Walkway:** Following our last meeting, I notified Dan of the raised walkway from the parking lot to the ballroom. It is on his list and his team will repair it as soon as they can.

**Ballroom dance floor:** Dan has asked the current cleaning company to clean the floors more often and is currently in the process of interviewing other companies to do the cleaning of the clubhouse. Due to the cost of the possible new cleaning company, Dan Parker must obtain 3 quotes to present to the Bid Oversight Committee for approval of a new cleaning company contract then Board approval before one can be hired.

## **B. Report on prior issues referred to the Board -**

There were no prior issues referred to the Board.

Supervisor Kulkoski informed the committee that at the Board meeting this morning it was brought to their attention that a volunteer was injured when he was helping with the cleanup after Hurricane Ian. The Board will address whether residents should be allowed to volunteer due to potential liability issues. Supervisor Kulkoski also stated there were many residents upset at the time that it is taking to finish the bocce and shuffleboard areas. GM Belknap explained that the HGRD are communicating daily with Stultz Construction

and Mor Sports to expediate the work but due to Hurricane Ian and county permitting backlogs, etc. construction has been disrupted for more than 2 months. Supervisor Kulkoski stated that the moisture issue in the Fitness Center has forwarded to the HGRD attorney Tom Hart to deal with now.

**C. Report on prior issues that required further study –**

1) Facilities utilization review of all rooms in the Clubhouse – Bernadette Schirra is currently finalizing the facilities utilization review and will present the Utilization report at the next meeting. If she is unable to make the meeting, she will have the report completed for the committee to review.

2) Review of the Pool Party on 1/7/23 – Discussed early in the meeting.

3) Review of Action Items for the F& A Committee –

1) Facilities Utilization - Chair Sawyer stated that Bernadette Schirra is finalizing her report on the Facilities Utilization.

2) Demographics - Karen Coburn met with GM Belknap and Jeff Buxton and has been doing research and gathering information on demographics for her section of the action items. She also will obtain information from the Strategic Survey that will be available for review by the end of January.

3) Analysis of the Community Wide Survey – Mary Ann Simpson will evaluate the completed survey.

**VI NEW BUSINESS –**

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

There were no resident concerns/requests regarding maintenance, improvement, logistics and safety of buildings and grounds.

**B. Resident concerns/requests regarding recreational activities**

Supervisor Kulkoski stated that there were many residents upset that the pool will be closed for an extended amount of time in the spring when the pool deck renovation occurs. The Board will review what can be done to shorten the closure time. The water fountain feature could potentially be done ahead of time, along with ordering new pool furniture. Dan Parker has already one quote and will obtain 2 more quotes and then present them to the Bid Oversight for a recommendation to the Board. Discussion included trying to get more use of the Gazebo area for having a possible bar. Carlton Smith suggested when they start to do the renovation, that they lay some conduit with electric and possibly water lines for future use if necessary.

Martie Shea expressed her concern that during the restaurant renovation that some events and exercise classes held in the ballroom in April might not be able to occur due to the restaurant using half of the ballroom every day. GM Belknap stated that it will be reviewed and worked out prior to the time of renovation.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There was a discussion of the issues with the 30-year-old CLIS system and what the HGRD is doing now and plans to do in the future to rebuild the system.

**VII NEXT MEETING DATE – Monday, February 13, 2023 – 2:00 p.m. – CR-C/Zoom**

**VIII ADJOURNMENT** – Meeting adjourned at 2:55 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

February 13, 2023  
Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, February 13, 2023  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Karen Coburn	X		
Sherry Long	X	William Kulkoski, Board Liaison	X
Elaine Sawyer, Chair	X		
Bernadette Schirra, Vice Chair	-	J.B. Belknap, General Manager	X
Mary Ann Simpson	X	Wendy Shea, Activities & Events Coordinator	X
Carlton Smith	X		
		<b>Residents:</b>	<b>1</b>

- I. **CALL TO ORDER** –Chair Sawyer called the meeting to order at 2:00 p.m.
- II. **WELCOME**– Chair Sawyer welcomed all the members of the 2022-23 Facilities & Amenities Advisory Committee and residents in person.
- III. **APPROVAL OF MEETING MINUTES (January 9, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for January 9, 2023. Mary Ann Simpson moved to approve the minutes as presented. Karen Coburn seconded the motion. A vote was taken, and the minutes were approved as written unanimously.
- IV. **OLD BUSINESS –**
  - A. **Report on prior concerns referred to Management –**
    - GM Report** – J.B. Belknap (See attached Report)
    - Restaurant:** A restaurant revitalization report was sent out Friday reflecting survey inputs for the project. (See Attached Revitalization Report)

**Insurance & Roof Inspection:** This past Friday, Dan and I had a phone conference with Todd Denham from Jack Brown & Associates and independent roof inspector who inspected the roof in January. He is finishing his written report but told us-in his opinion-we did not sustain 25% roof damage. His plan, for insurance purposes, is to document the fact that our tile is no longer manufactured hence we cannot match the existing roof. He admitted this approach will be scrutinized by the insurance co., but he will work with us to make that claim. On a parallel track, he is going to send a proposal to serve as an owner’s rep on the new roof replacement and will list their costs, scope of services, etc. He knows time is of the essence on our roof replacement, so I expect the proposal early next week.

**Bocce Courts:** HONC has completed the additional site work of removing 6” of fill off the courts. The court floors have now been established and lasered. Mor Sports is scheduled to begin forming the courts today. Stultz is trying to secure a concrete date then will coordinate pavers, shade structure and asphalt for the parking lot, which we heard yesterday is likely the week of March 6<sup>th</sup> or 13<sup>th</sup>.

**Tennis Courts:** Mor Sports completed the new tennis court fencing and the distribution of 6-tons of clay needed after Jan. A new pavilion and bleachers have been ordered. Both have 4-to-5-month lead times.

**Pickleball:** HONC continues to work on drainage, paths, and berms. A Mor Sport crew will be here this week to set fence poles and trim asphalt.

**Pool Deck:** On Thursday, Jeff Stultz recommended we begin the demo work: *Landscaping removal, installing the new water feature, underground work in the shell area between the white fence and the new fence, etc.* on the perimeter of the pool by March 20<sup>th</sup> which still leaves 3-4 weeks prior to shutting down after Easter.

**Multi-Use Path:** Improvement of the path is essentially down to two paving companies. One additional site visit from one of the bidding companies is required prior to a decision being made.

### **Operations**

**F&B:** Steve is getting more acclimated to the club. From all accounts, most of the resident feedback has been positive. Some of Janine and Steve's objectives include:

- training and evaluating the current staff to help them learn a new menu, preparation standards, etc.
- change the menu once a month in-season incorporating daily specials.
- create more colorful, vibrant dishes,
- add more variety along with healthier alternatives to the menu.
- make soups/ chili/ dressings in-house.

January revenue was up 38% compared to January 2022.

The committee would like to have Janine Stepanich and Chef Steve Mayberry attend the meeting in March. The committee would move their meeting to a Wednesday to get this accomplished.

Karen Coburn asked if Janine was able to put together a plan for having Trivia Nights in the Nest. GM Belknap said that Janine has run Trivia Nights at Colonial and will be starting Trivia Night in May. If successful, she will run throughout the year. Trivia Night in the restaurant will have an entrance fee and will include dinner.

**Sound System:** Music is now being amplified to the outdoor pool speakers. Janine is also reporting pool-side service is going well.

### **B. Report on prior issues referred to the Board -**

1) Facilities Utilization review of all rooms in the Clubhouse & Fitness Center – See Attached report by Bernadette Schirra. Report was not discussed at the meeting.

2) Analysis & Review of the 2023 Annual Resident Survey with Comments – The committee discussed the Pool Deck Service Comments and the Resident Comments from the survey. Comments that have not already been addressed included:

- Shaded areas around the deck and/or large shade umbrellas or structures.
- Enlarge the area – more seating.
- Remove the chair lifts (eye sore) if not mandated by the county.
- Lane in the pool for residents that want to do laps
- Additional pool that would be for laps and exercise groups.
- Menus on the pool deck tables for lunch and drinks.

- Kids menu for pool deck and restaurant.
- Service window for times that a server is not available.
- An App so that residents can order from the pool deck and pick up order at a service area.
- A buzzer system for each table (pool deck) for residents to know when their order is ready for pickup.
- Dog Park – Chair Sawyer will investigate a Fob system that she used at a dog park in another development that she lived at. The residents had to pay a fee to get the fob and had to give vaccination information to receive a fob for entry.
- Sleeves for the handrails at the pool so that they are not so hot.
- Extended hours of operation in the Restaurant and Lounge.
- Update the bathrooms on the golf course.
- Halfway house at the Fitness Center where golfers and residents can get food and drink.
- Windscreens for the Pickleball courts.

**C. Report on prior issues that required further study –**

There were no prior issues referred to the Committee.

**VI NEW BUSINESS –**

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

Mary Ann Simpson stated that the ballroom bathrooms have been starting to stink again. GM Belknap stated that maintenance feels that it is tied to the grease traps and they have increased the times during the year that they are cleaned out. He will ask Dan again to see if any improvements can be made.

**B. Resident concerns/requests regarding recreational activities**

Supervisor Kulkoski said that some residents feel that the golf course operational costs are paid for by non-golfing residents. All operational costs for the golf course and Pro Shop are paid by golf member dues. The Concert Series has always met budget or made a profit and is totally funded by ticket sales.

Martie Shea expressed her concerns about some issues that should be addressed before the renovation in the spring begins. She expressed a concern of lower the ceiling where the entertainment plays in the restaurant/lounge and tying in the entertainer's sound to the speakers in the restaurant.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS/

**VII NEXT MEETING DATE –** Monday, March 13, 2023 – 2:00 p.m. – CR-C/Zoom – This meeting date might change to a Wednesday in March so that the committee can invite Janine Stepanich and Chef Steve Mayberry to attend. Once a date has been confirmed, the committee will be notified.

**VIII ADJOURNMENT –** Meeting adjourned at 3:32 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

March 15, 2023  
Date



**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, March 15, 2023  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Karen Coburn	X		
Sherry Long	X	William Kulkoski, Board Liaison	X
Elaine Sawyer, Chair	X		
Bernadette Schirra, Vice Chair	X	J.B. Belknap, General Manager	X
Mary Ann Simpson	X	Wendy Shea, Activities & Events Coordinator	X
Carlton Smith	X		
		Supervisor Peter Overs	X
		Residents:	1

- I. **CALL TO ORDER** –Chair Sawyer called the meeting to order at 2:00 p.m.
- II. **WELCOME**– Chair Sawyer welcomed all the members of the 2022-23 Facilities & Amenities Advisory Committee and residents in person.
- III. **APPROVAL OF MEETING MINUTES (February 13, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for February 13, 2023. Bernadette Schirra moved to approve the minutes as presented. Sherry Long seconded the motion. A vote was taken, and the minutes were approved as written unanimously.
- IV. **DISCUSSION ON THE RESTAURANT OPERATIONS** – Janine Stepanich, F&B Director and Steve Mayberry, Executive Chef  
Chair Sawyer asked if the two pool parties that have occurred already were successful. Janine said that both had very good attendance, but the last pool party had great attendance, but resident purchased less from the restaurant than the first party. She stated the pool deck was full and the residents enjoyed the event. The next scheduled one will be on Sunday, March 19<sup>th</sup> and will have entertainment included.

Janine explained F&B departments philosophy is to provide fresh food with great service and not to turn away anyone. They need to go through a season and determine a path forward. The F&B department has implemented a reservation system, through our database, that will be launching in a week or so, which will free up time answering phone messages and returning calls to confirm reservations. The system will allow a resident to make a reservation, receive an email confirmation, allowing them to cancel or adjust a reservation and then receive an updated confirmation.

Chair Sawyer asked a general question on how the first two months have been for Janine and the Chef. Janine and Chef Mayberry brought up some issues such as: they feel that the staff (front & back of house) needs more training and the staff have been receptive to the new training. New menus have been put out each month and have had a great response. Special menu dinners for Thursday and Saturday nights have been positive. The F&B department has inherited their calendar of events for this year, and they are working on executing those events and planning on new events for the upcoming year. They will have some special events in the summer for the residents who are here year-

round and are planning on revising the hours of operation for Sundays and Tuesdays during “season” next year.

Chair Sawyer asked about whether a service bar should be added to the restaurant renovation plans as a backup to the pool service staff. Discussion ensued on the question of a service bar at the pool. Some of the ideas/thoughts included: Location of where one should be, that it would have to be a change order during the renovation, due to the plans already been finalized. Also, a possibility of a buzzer or text notification of when food is ready for the pool, location of the service bar, and whether a Tiki Bar would be a better alternative.

Martie Shea informed the committee that she and many others have noticed a complete positive change in the wait staff's demeanor. They are happy with the new management and appreciate being treated with respect.

Other items discussed included: Gratuities are up for the wait staff due to increase in revenue, questions on whether all the tablets are working correctly, possibility of having pre-mixed liquor sold in the Pro Shop, supply chain volatility, no popcorn for the lounge, development of a wedding banquet menu during the summer, and starting of a Trivia Night in the ballroom beginning in May and continuing once a month during the season.

Supervisor Kulkoski asked if Janine and Chef Steve have been able to take some personal time. Janine and Chef Steve have not had that opportunity yet because they are working on tying up the loose ends, training and developing a core staff, and developing new menus, etc. They took the jobs knowing that the number of hours worked would be high in the beginning but will hopefully decline soon.

The committee thanked Janine and Chef Steve for their participation in the meeting today and congratulated them for their work. Janine and Chef Steve were excused from the meeting.

## **OLD BUSINESS –**

### **A. Report on prior concerns referred to Management –**

**GM Report –** J.B. Belknap (See attached Report)

**Bocce Courts/Shuffleboard:** Mor-Sports has completed forming the bocce courts and will prepare foundations for the ball holders. Mor Sports plans to run drainage line to the courts and set shade structure posts. Paver fine grading and installation is scheduled for late March to early April. Installing the parking lot, final dressing for the courts and landscaping will follow. Stultz is targeting completion in May.

**Pickleball:** The site company has finished work on drainage, paths, and berms. Mor-Sports will continue with installing the 8' fencing as the courts cure.

**Pool Deck:** March 27<sup>th</sup> will be the new date to begin perimeter work which will include installing new drainage along with adding a water line and electrical conduit for the water fountain. Again, if the border work can be accomplished by Easter, we'll close the pool around April 17<sup>th</sup> to demo the deck, make repairs and install new pavers, fencing, lighting, and landscaping. If all goes as planned, the pool will re-open the end of May.

**Storage Building:** We are in discussion with the architect, in regard to the various methods of project delivery and options moving forward to engage design/build companies.

**Multi-Use Path:** The HOA has elected to use Collier Paving for their road project. Collier is also the leading candidate to widen the MUP from Mystic to Kayla Way. We are meeting with Collier on Friday to review field measurements for final pricing and are planning to begin sometime in May.

**Restaurant:** The pre-construction work on the new plan hinges on Ryan (Architect) completing the construction documents. Permitting, project bidding and budget approval will all have to be completed in April to stay on schedule. At this point in time, the plan is to begin construction in May. The Copperleaf clubhouse/restaurant renovation has been delayed indefinitely. We are in constant contact with their GM to get a firm date on when, or if, we can schedule the removal of their furniture and accessories. Backup plan is to stay with the furniture that we presently have or buy new furniture after the renovation has been completed.

**FEMA & Insurance:** The next scheduled meeting is March 28<sup>th</sup>. Dan has been in contact with various companies regarding hurricane damage repairs/replacement. The fence surrounding the trash dumpsters and HVAC units behind the clubhouse has been repaired. He is submitting all hurricane invoices to the insurance carrier for reconciliation.

**Insurance & Roof Inspection:** An independent roof inspector- hired by us, -submitted his roof assessment report stating that we did not sustain 25% roof damage during Ian. If we would have been damaged to that threshold, we would have qualified for a new roof per the insurance policy. At this time, roofers are 8-months out, so we are working with area roofers and our insurance carrier on a mitigation strategy headed into the rainy season while we wait for a complete re-roof.

### **Restaurant Operations**

#### **2023 YTD (Oct.-Feb.)**

- Sales increased 20% compared to same time last year. \$610K vs. \$507K
- Gross Profit increased 11% YoY
- Expenses have increase 16% YoY

**Sound System:** The HGRD has purchased a \$10,000 Harmon Sound System for the Restaurant/Lounge/Pool area, but due to the backlog, it will not be installed for two months.

**Ballroom Bathroom Smell:** Dan Parker has addressed the issue by increasing the cleaning time of the grease traps inside the kitchen. To date, the smell has not reoccurred.

**Dan Parker retiring:** Beginning in May, Dan Parker will be helping with the Bond projects and the day-to-day club maintenance management will be taken care of by Nate Baer and the Clubhouse maintenance crew.

#### **B. Report on prior issues referred to the Board -**

There were no issues referred to the Board last month.

#### **C. Report on prior issues that required further study –**

**1. Facilities Utilization review of all rooms in the Clubhouse –** Bernadette Schirra  
Bernadette Schirra provided the committee a packet of reports on the Clubhouse ballroom, main dining room, private dining room, activity rooms, card rooms and the fitness center utilization. (See attached report). The first report was for the Fitness Center Utilization for 2022. The report showed the door openings via the card or the fob per month. During

season the FC was utilized on average over 2900 times during each month and on the offseason was utilized 2100 times each month. The numbers are not exact because we cannot determine how many people were let into the FC by a resident holding the door open for others to follow. The other report included a location use summary and showed the available days, hours vs. the number of hours and days that all the rooms were booked and the occupancy percentage for both in-season and out of season. The Location Utilization Summary report showed each available room and how many meetings, how many people attended, how many hours utilized, and the utilization percentage for each room and for in-season and out of season. Most of the room utilization occurred during the weekdays especially the activity rooms and the card rooms. Most of the rooms averaged more than 50 percent of the time available. The committee asked if the report could be generated that just shows the weekday utilization instead of the whole week. The report will be run and presented at the April meeting.

**VI NEW BUSINESS –**

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

Some concerns were expressed earlier in the meeting.

**B. Resident concerns/requests regarding recreational activities**

Supervisor Kulkoski stated that some of the comments from the Strategic Planning Survey included adding a dog park amenity. It was determined that the covenants for Herons Glen states that all dogs must be always leashed. To change this covenant, a vote would have to be taken by all residents and passed by more than 68%. There also is an issue of not enough property to house a dog park in the Glen. Another request to add an additional pool is not feasible during this bond period but possibly in 10 years when the current pool needs to be refurbished there is a possibility of increasing the size of the current pool.

Supervisor Kulkoski asked that the committee members to review the Strategic Plan action items for Facilities & Amenities Advisory Committee and come to the April meeting with any questions, concerns, or ideas on how to implement. (See attached HGRD Strategic Plan Action Items for Committees)

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS.

**VII NEXT MEETING DATE – Monday, April 10, 2023 – 2:00 p.m. – CR-C/Zoom**

**VIII ADJOURNMENT – Meeting adjourned at 3:53 p.m.**

APPROVED:

Elaine Sawyer, Chair

April 10, 2023

Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, April 10, 2023  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
<b>Karen Coburn</b>	<b>X</b>	<b>Peter Overs, Supervisor</b>	
<b>Sherry Long</b>	<b>X</b>	<b>William Kulkoski, Board Liaison</b>	<b>X</b>
<b>Elaine Sawyer, Chair</b>	<b>X</b>		
<b>Bernadette Schirra, Vice Chair</b>	<b>-</b>	<b>J.B. Belknap, General Manager</b>	<b>X</b>
<b>Mary Ann Simpson</b>	<b>X</b>	<b>Wendy Shea, Activities &amp; Events Coordinator</b>	<b>X</b>
<b>Carlton Smith</b>	<b>-</b>		
		<b>Supervisor Howard Young</b>	<b>X</b>
		<b>Residents:</b>	<b>0</b>

- I. CALL TO ORDER** –Chair Sawyer called the meeting to order at 2:00 p.m.
- II. WELCOME**– Chair Sawyer welcomed all the members of the 2022-23 Facilities & Amenities Advisory Committee and residents in person. Chair Sawyer reminded committee members to rsvp to the Volunteer Appreciation Reception for Wednesday, April 19<sup>th</sup> at 4:30 p.m. and to sign up for volunteering for the 2023-2024 Committees.
- III. APPROVAL OF MEETING MINUTES (March 15, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for March 15, 2023. Mary Ann Simpson moved to approve the minutes as presented. Karen Coburn seconded the motion. A vote was taken, and the minutes were approved as written unanimously.

**OLD BUSINESS –**

**A. Report on prior concerns referred to Management –**

**1. GM Report – J.B. Belknap (See attached Report)**

**Project Updates**

**Bocce/Shuffle Courts:** The pavers have been installed except for around the boxed-out shade structure holes. The side parking lot will be paved with asphalt today. The landscaper is due to be onsite the week of April 24<sup>th</sup>. Bleachers for both tennis and pickleball have been ordered along with storage sheds and a new tennis pavilion.

**Pickleball Courts:** Asphalt paving of the parking areas will be done this week. Shade structure posts will be set the same time as the bocce/shuffle posts.

**Pool Deck:** 90% of the sitework is done. Stultz will be shooting grades and continuing the installation of drainage and electric conduit this week along with prepping for the new water fountain. The pool closure is still scheduled for Monday, April 17<sup>th</sup>. The pool work should be completed by the end of May. New pool furniture is scheduled for delivery by the end of June.

**Restaurant:** The architect is scheduled to deliver construction documents for permitting and bidding by April 28<sup>th</sup> with budget approval due by June 1<sup>st</sup> to stay on schedule. With respect to the Copperleaf furniture, a membership vote will occur on April 22<sup>nd</sup> to

determine whether to add \$2.5M to the \$17.3M project with no revisions to the original scope. Even if it doesn't pass, the GM is confident the restaurant renovation, including procuring new furniture, would move forward. Therefore, they are planning construction to begin between May 15<sup>th</sup> & May 28<sup>th</sup> at which time we could take possession of their furniture and other accessories. Karon has reached out to the mover to alert him to the possibility of moving the furniture during this time frame. We're anxious to hear the outcome of the Copperleaf vote on April 22<sup>nd</sup>. Karon has the mover on notice as to possible dates. An agreement with an Interior Designer is pending.

**Multi-Use Path:** Bids for the multi-use path widening project from Via La Quinta to Kayla have been submitted to Hole Montes engineering. The bid packages will be reviewed at Wednesday's Bid Oversight/Finance Committee for recommendation to the Board of Supervisors. The widening is scheduled to run concurrently with the HOA road project.

**Roof & Inspection:** Following our Clubhouse roof inspection, we are in the process of taking reasonable steps to repair/secure our existing roof to make it "watertight". We've hired Crowther Roofing to remove all the loose tiles and install additional "peel & stick" underlayment to any exposed areas to fortify the roof membrane. This should occur sometime in May. We are also in the process of investigating various options for moving forward regarding a new roof.

**FEMA & Insurance:** We are still in talks with FEMA regarding uninsured reimbursement from Ian damage. We've provided abundant information as justification and are waiting to find out if we qualify.

## **2. Request from Board on a Dorothy Klewicki Memorial –**

GM Belknap informed the committee that the Board of Supervisors has asked the Facilities and Amenities Advisory Committee for ideas on how to memorialize Dorothy Klewicki. GM Belknap explained how Dorothy Klewicki and Conrad Weyer were instrumental in the formation of the Recreation District and they would like to have their input on a memorial that would honor Dorothy Klewicki's contributions to the HGRD. After discussing a few ideas Elaine Sawyer made a motion to recommend to the Board of Supervisors that the bridge between the Pro Shop and the houses be named in honor of Dorothy Klewicki. Mary Ann Simpson seconded the motion, and the recommendation was approved unanimously.

## **B. Report on prior issues referred to the Board -**

There were no issues referred to the Board last month.

## **C. Report on prior issues that required further study –**

### **1. Facilities Utilization review of all rooms in the Clubhouse –**

At the March meeting the committee requested utilization reports on the rooms in the Clubhouse that would show the weekday utilization instead of the whole week. (See attached report). The utilization percentages increased quite a bit due to the usage of the rooms is predominantly weekday use.

## **VI NEW BUSINESS –**

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

Mary Ann Simpson asked who she should speak to on facilitating where the tree memorial for Dorothy Klewicki and what would be the cost. Supervisor Overs stated that the Golf Committee developed a layout of where the trees are needed on the golf course. GM

Belknap stated that he would get a copy of the layout of where trees would be placed from Tim Kortanek and that Mary Ann should speak with Mary Koenig (handling the Memorial Tree for the Golf Committee) to pick out the tree and location.

Elaine Sawyer stated that the day after the Fitness Center roof was power washed construction crews came in to do work and dirt was flying everywhere. She questioned the timing of the power washing.

Elaine Sawyer asked if the Yoga people have noticed if the ballroom floor is cleaned more often. Mary Ann Simpson stated that sometimes yes and sometimes no. GM Belknap explained that Clubhouse Maintenance is working to hire a new company to clean the Clubhouse. Due to the cost of the cleaning company per year is over \$30,000 they are required to obtain 3 bids for the work. Due to all the bond work presently, this issue will be addressed but it will take some time.

Elaine Sawyer stated that she heard from a couple of large golf groups that they were turned away from the restaurant on Tuesdays and Fridays. After discussion, Elaine will get the names of the groups and send them to GM Belknap to research what and why it occurred.

Sherry Long stated that on a Saturday she went to the pool early and then later a large group of people came with large coolers. Discussion ensued which included that the rules are posted, management will handle any issues at the pool, and residents are not allowed to have alcohol in the pool at any time. Supervisor Young had a challenge to the next Facility & Amenities committee to find out how other clubs handle and monitor the issue of bringing alcohol on clubhouse property. The committee will be charged with contacting other clubs to see how they handle the issue and bring ideas to the Board for consideration.

Mary Ann Simpson informed the committee that she attended the Easter Brunch, and it was the best Easter Brunch she has ever gone to. The food, service and atmosphere were excellent, and she wanted management to give her compliments to Chef Mayberry and Food & Beverage Manager Janine Stepanich and their staff.

**B. Resident concerns/requests regarding recreational activities**

No concerns or requests were given regarding the recreational activities.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS.

**VII NEXT MEETING DATE** – To be determined once the new 2023-2024 F&A Committee is formalized.

**VIII ADJOURNMENT** – Meeting adjourned at 2:52 p.m.

APPROVED:

Elaine Sawyer, Chair

May 11, 2023

Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, May 11, 2023, 11:30 a.m.  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Mark Finewood	Zoom		
Glen Holmes	Zoom	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	X		
James Meidl	Zoom	J.B. Belknap, General Manager	X
George Milot	-	Wendy Shea, Activities & Events Coordinator	
Kim Roerk	Zoom	Supervisor Peter Overs	X
Elaine Sawyer, Chair	X	Supervisor Jayne Schwarz	X
Teresa Pipal, Alternate	Zoom	Residents:	0
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Supervisor Mars called the meeting to order at 11:30 a.m.
  
- II. **WELCOME**– Supervisor Mars welcomed all the returning and new members of the 2023-2024 Facilities & Amenities Advisory Committee to the meeting. Self-introductions were made by those in person and those on Zoom.
  1. **Charter Review** -Supervisor Mars reviewed the Charter for the Facilities & Amenities Standing Committee. (See attached Charter). Supervisor Mars explained how the committee is subject to the General Policies which apply to all the District’s committees and those policies which apply to all Standing Committees. She also went through the F&A Committee scope of responsibilities and purpose.
  2. **Dates of F&A Committee meetings** – The committee reviewed the proposed dates for committee meetings and had no issues with the day or time. The June Committee meeting was cancelled due to the General Manager and the Board Liaisons’ unavailability to attend the F&A meeting due to a prior commitment.
  3. **Election of Chair and Vice Chair** – Supervisor Mars opened the floor to nominations of the Chair of Facilities & Amenities. Sherry Long nominated Elaine Sawyer as Chair. Glen Holmes seconded the nomination. A vote was taken, and Elaine Sawyer was elected Chair unanimously.
 

Chair Sawyer opened the floor to nominations as Vice Chair of Facilities & Amenities. Elaine Sawyer nominated Sherry Long as Vice Chair. James Meidl seconded the nomination. A vote was taken, and Sherry Long was elected Vice Chair unanimously.
  
- III. **APPROVAL OF MEETING MINUTES (April 10, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for April 10, 2023. Hearing no opposition, the minutes for April 10, 2023, were approved as presented.

**OLD BUSINESS –**

- A. **Report on prior concerns referred to Management –**
  1. **GM Report** – J.B. Belknap (See attached Report)



**Sports Complex:** MorSports has been waiting several weeks for Lee County to issue permits for the bocce/shuffleboard courts. The permits were approved last week. MorSports is currently connecting irrigation and will be installing the light poles/shade canopies, resurfacing the shuffleboard courts, and distributing Har-Tru clay on the bocce courts. We anticipate reopening the Sport Complex in late May.

**Pickleball Courts:** The asphalt paving connecting the parking areas east of the courts has been completed. Grading between the courts/berms, shell path, pavers and additional sitework are all in the queue. The pickleball shade structure posts will be set the same time as the bocce/shuffle posts. Once the new courts are complete, the plan is to have MorSports assess the condition of the current courts. Jim Meidl asked about the difference in the fence height around the courts. GM Belknap stated that he spoke with Mor Sports that the fence height is consistent on all four sides and is standard.

**Swimming Pool Deck:** The demolition of the deck has been completed along with the installation of additional drainage and electrical conduit. Stultz removed/replaced the bullnose coping, finished the new water fountain installation, and repaired the existing deck. Finishing the fencing and adding gates will be next in the queue for a scheduled late May reopening. (Based on the expected useful life of outside pool deck pavers, it was decided to replace the existing pavers, which according to our records, were 30-years old.) Sherry Long asked if there will be a sealant put on the pavers to retard the heat. GM Belknap stated that it has been discussed with the contractor and if they can find a good sealant it will be put on the new pavers.

New pool deck furniture is scheduled to arrive at the end of June. We will also be receiving additional pool décor from Copperleaf Country Club. New landscaping pottery/plants will be placed throughout the deck.

**Restaurant:** The design team is currently in the pre-construction phase which includes completing construction documents, permitting and project bidding to submit for budget approval by the end of May. As I mentioned back in February, the District will be purchasing slightly used (4-year-old) furniture from Copperleaf at The Brooks in Estero. Copperleaf is also undergoing a clubhouse renovation this summer. It was slated to cost \$17.3M but with cost overruns, it's now nearly \$20M. We are scheduled to pick up the furniture on June 1<sup>st</sup> with a June 2<sup>nd</sup> delivery to Herons Glen. The furniture is in excellent condition and is a higher caliber than what we were planning on buying new. In our estimation, and that of the interior decorator, this purchase will save the District over a quarter of a million dollars from what was originally proposed. (Disposing/donating of our current furniture is being explored.) In addition, as part of the Copperleaf purchase arrangement, lobby furniture, decorative lighting and artwork are also included. This will give us an opportunity to work with a design team to upgrade the lobbies for a more inviting first impression and a lower cost.

**Multi-Use Path:** The HGRD Board accepted the Finance Committee's recommendation to use Collier Paving to widen and improve the multi-use path along Herons Glen Blvd. from Via La Quinta to Kayla Way. (HOA plans on resurfacing from Kayla to Kaidon). Collier Paving is the same company the HOA selected for their large road work project; therefore, we will be coordinating with them on the schedule.

**Roof:** We have engaged with Jack Brown & Associates to assist us in the pre-construction phase of the roof replacement. (e.g., writing specs for RFP, etc.) Crowther Roofing is scheduled to make the "peel & stick" repairs by the end of May to ensure the roof is watertight through the rainy season so we can get insurance coverage.

**Storage Building:** We continue to investigate a design build company to further develop the 5,000 square foot building plan.

**CLIS:** No Limit Irrigation is continuing to replace valve sets and 30-year-old underground wire.

**B. Report on prior issues referred to the Board -**

**1. Request from Board on a Dorothy Klewicki Memorial –**

Supervisor Mars informed the committee that the Board received the recommendation from the F&A Committee on naming the bridge between the Pro Shop and the houses in honor of Dorothy Klewicki but tabled the discussion due to it is in violation of the current Policies & Procedures on donations and memorials. Supervisor Mars informed the committee that they can reaffirm the previous committee's recommendation and present it again to the Board, make a new recommendation within policy guidelines or recommend an adjustment to the policy by creating specific criteria for special instances defining when the policy should be expanded. After discussion, the committee will table the conversation and take up the issue at the next meeting. Mary Koenig stated that the sorority that Dorothy Klewicki was a member of will be honoring her with a memorial tree.

**C. Report on prior issues that required further study –**

**1. How other clubs handle and monitor the issue of bringing alcohol and food on clubhouse property –** Chair Sawyer spoke with representatives of Lakewood Ranch, and they do not allow any coolers with drink or food to be brought onto the property. Sherry Long stated that Crown Colony had the same rule. GM Belknap stated that General Managers of similar clubs that he deals with do not allow outside food or drink to be on club premises. After discussion the committee recommended that an education campaign should be adopted by management to inform the residents of the rules bi-monthly in the GM Report. Mary Koenig stated that there are no specifications listed in the policies about only allowing 1 tree memorial as there has been in the past. Supervisor Mars stated that the policy was changed after Hurricane Ian due to the need of multiple trees for the golf course.

**VI NEW BUSINESS –**

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

Sherry Long had a couple of issues including the following:

1. Would F&B be having the 2 for \$22 meals again like last year.
2. Would F&B be offering bottles of wine to purchase at \$10 to \$15.
3. She would like the weekly drawing box to be closer to the Lounge area.
4. She stated that she was told that on Tuesdays and Wednesdays the staff would push people out the door if they came in close to closing time.
5. When will the Herons Nest Salad and the Rueben be offered on the menu?
6. She was not happy about the atmosphere or food on Cinco de Mayo.

GM Belknap stated he has weekly meetings with the F&B department and will speak with them on all the issues.

Mary Koenig has heard from numerous golfers and residents that the lunch menu is geared more to female residents and would like to see more substantial menu items that would cater to the men.

Supervisor Mars has heard from residents on the following items:

1. The AED signs indicating where the AED machines are located do not have a map indicating where each of the machines are located and do not have some kind of stamp, etc. that states "You are here".
2. The Activity Room floors need cleaning.
3. Is there a possibility of getting some type of a Handicap parking designation for golf carts in the parking lots?
4. Some residents have stated that there are not any car spaces available early morning at the Fitness Center because all the golf carts are in the car spaces. Mark Finewood stated that he goes to the Fitness Center every day in season and uses the Pickleball courts and has never seen a problem with lack of car parking spaces. GM Belknap will address the above concerns.

**B. Resident concerns/requests regarding recreational activities**

No concerns or requests were given regarding the recreational activities.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS.

**VII NEXT MEETING DATE** – Monday, July 6, 2023, at 1:00 p.m. in Card Room C/Zoom.

**VIII ADJOURNMENT** – Meeting adjourned at 12:30 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

July 6, 2023  
Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, July 6, 2023 - 1:00 p.m.  
MINUTES  
Card Room C/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Mark Finewood	-		
Glen Holmes	Zoom	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	X		
James Meidl	Zoom	J.B. Belknap, General Manager	X
George Milot	Zoom	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Peter Overs	X
Elaine Sawyer, Chair	Zoom		
Teresa Pipal, Alternate	-	Residents:	0
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Chair Sawyer called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Chair Sawyer welcomed those in attendance and those on Zoom to the July 6<sup>th</sup> Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (May 11, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for May 11, 2023. Hearing no opposition, the minutes for May 11, 2023, were approved as presented.
- IV. **OLD BUSINESS –**
  - A. **Report on prior concerns referred to Management –**
    1. **GM Report –** J.B. Belknap (See attached Report)
 

**Sports Complex:** Bocce: A “soft” opening is scheduled for Monday, July 10<sup>th</sup>. MorSports is finishing the light installation and preparing the final dressing on the courts. Stultz is in the process of hooking up the electricity and fabricating drain covers with new fascia board, so the balls won’t “rest” in the drain. The MorSports shuffleboard crew will paint court graphics sometime in the next few weeks.

**Restaurant:** At its June 30<sup>th</sup> meeting, the HGRD Board of Supervisors met with Stultz Construction to discuss the planned restaurant renovation. Stultz provided a budget (\$1.3M) and timelines which the Board deemed sufficient to move forward with RG Architecture on the renovation this summer. Beginning Wednesday, July 12<sup>th</sup>, the Food and Beverage operations will move into the ballroom for both lunch and dinners. Another email will be sent asking residents not to park on the pavers underneath the ballroom awning.

**Pickleball Courts:** MorSports and the paving company have been concentrating their efforts on the sports complex and pool deck. They will turn their attention to pickleball after the completion of those projects. Accurate paving will fix the washout area and apply additional concrete. The sitework company is scheduled to return to finish the shell cart path. Century fence is scheduled to widen the fence to 3’ between the old and new courts which complies with ADA. Dan will be repairing the water fountain within the next several weeks.

**Swimming Pool Deck:** The electronic fob/card gate access will go live tomorrow morning. Plant installation in the new pots and landscaping behind the deck will be completed next week. New sling deck chairs are expected in mid-July. Light poles are also scheduled to be installed. **Spa Leak:** The leak detection company said the deck vibration during the renovation, coupled with the pressurization of the booster pumps, may have contributed to cracks or the weakening of the 30-year-old pipe and glue. They are scheduled for July 24<sup>th</sup> to be repaired.

**Multi-Use Path:** Collier Paving finished the widening and improvement of the multi-use path along Herons Glen Blvd. from Via La Quinta to Kaidon. New irrigation along the path will be installed. Also, a small depression was also discovered that will be addressed by Collier.

**Roof:** Roofing consultants, Jack Brown & Associates has sent the RFPs to roofing firms and will hold a pre-bid meeting within the next 2 weeks. At the meeting, they will distribute a spec booklet and specify when the bids are due back. Tile options, selection, and availability will be central discussion points moving forward.

**CLIS:** Mainscape assumed daily operations yesterday, July 5<sup>th</sup>. An email was sent outlining the new protocols regarding day-to-day operations. Bond project work like changing valves, 2-wire, etc. will continue. It was requested that Mainscape's emergency telephone number and email address be added to the Resident Phone Directory cover page.

**Housekeeping:** We've decided to change housekeeping companies and will have a company called All In One assume daily operations on August 1<sup>st</sup>.

**Storage Building:** We continue to investigate a design build company to further develop the 5,000 square foot building plan.

**Lobby/Ballroom:** Plans are being developed through bond proceeds to make improvements in these areas.

## **B. Report on prior issues referred to the Board -**

### **C. Report on prior issues that required further study –**

#### **1. Request from Board on a Dorothy Klewicki Memorial –**

Supervisor Mars informed the committee that the Board received the recommendation from the F&A Committee on naming the bridge between the Pro Shop and the houses in honor of Dorothy Klewicki but tabled the discussion due to it is in violation of the current Policies & Procedures on donations and memorials. Supervisor Mars informed the committee that they can reaffirm the previous committee's recommendation and present it again to the Board, make a new recommendation within policy guidelines or recommend an adjustment to the policy by creating specific criteria for special instances defining when the policy should be expanded. After discussion, Elaine Sawyer moved to recommend to the Board of Supervisors not to change the current Policies & Procedures on donations and memorials. Glen Holmes seconded the motion. A vote was taken, and the recommendation was approved unanimously.

## **VI NEW BUSINESS –**

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

1. The Fountain in front of the Clubhouse – Supervisor Mars stated that residents have contacted her that the fountain in front of the clubhouse is not operational. GM Belknap stated that it is operational currently. During drought season the fountain is not operational due to low water levels.
2. Sherry Long asked when will the Herons Nest Salad and Sliders be offered again on the menu? GM Belknap will consult with the Janine and with the Executive Chef.
3. It was brought up that the restaurant should consider making small appetizers for the new Ballroom Restaurant during Happy Hour.
4. Chair Sawyer had a few requests:
  - a) Request that the restaurant and the Pro Shop price out biodegradable products such as cups and food to go containers.
  - b) Add bar snacks such as Trail mix or some other mix during Happy Hour at the restaurant/lounge.
  - c) Create a list of needs and wants for the HGRD that can be published to the residents if they would like to donate to the HGRD and can choose their specific donation. After discussion, the Facilities & Amenities Committee asked Supervisor Mars to ask the Board of Supervisors to approve the Committee working on such a list of needs and wants. Supervisor Mars will bring this issue up at the next Board meeting.
5. Jim Meidl stated that there is an area of puddling at the Tennis Courts near the storage area. GM Belknap was aware of the puddling and Dan Parker will address the issue soon.

**B. Resident concerns/requests regarding recreational activities**

No concerns or requests were given regarding the recreational activities.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS.

**VII NEXT MEETING DATE** – Monday, September 7th, 2023, at 1:00 p.m. in Card Room C/Zoom.

**VIII ADJOURNMENT** – Meeting adjourned at 1:47 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

September 7, 2023  
Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, September 7, 2023 - 1:00 p.m.  
MINUTES  
Activities A/ Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Mark Finewood	Zoom		
Glen Holmes	Zoom	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	X		
James Meidl	X	J.B. Belknap, General Manager	X
George Milot	Zoom	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Peter Overs	X
Elaine Sawyer, Chair	-	Supervisor Bill Kulkoski	Zoom
Teresa Pipal, Alternate	Zoom	Residents:	21
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Vice Chair Long called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Vice Chair Long welcomed those in attendance and those on Zoom to the September 7th Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (July 6, 2023)** –Vice Chair Long asked for approval of the Facilities & Amenities Advisory Committee for July 6th, 2023. Hearing no opposition, the minutes for July 6th, 2023, were approved as presented.
- IV. **OLD BUSINESS –**
  - A. **Report on prior concerns referred to Management –**
    - 1. **GM Report –** J.B. Belknap (See attached Report)

**Sports Complex:**

**Bocce:** Drain covers are scheduled to be installed; Stultz is scheduling the engineer for a certification walk-through next week. Following the inspection, trees will be rearranged for the storage shed placement and installation of a paver walk path into the parking lot. Irrigation is being tweaked for uniform coverage.

**Tennis:** The new pavilion has been installed with a gutter system.

**Restaurant:** Stultz has completed the under-slab electric, framing, and fire sprinkler rough. Drywall is scheduled to be hung next week. Paint, ceiling grid/tile, cabinetry, flooring, and equipment installation are upcoming. Looking at a mid-November opening pending equipment delivery.

**Pickleball Courts:** Stultz has finished the shell path but is waiting on a canopy design. We’ve instructed Stultz to tell the contractor, MorSports to paint the courts prior to the light installation to expedite opening. Discussion on liquid damages if work is not completed in a timely fashion. GM Belknap explained that many companies will not include a liquid damage clause in their contracts because there are many jobs available that do not require liquid damages.

**Swimming Pool Deck:** The electronic fob/card gate access is live, potted plants along with new landscaping have been installed, and the new sling chairs are out. Light poles and the

railing going into the restaurant remain outstanding items. Andrea Edmunds has requested that the HGRD put a sealant on the pool pavers to reduce the heat on the swimming pool deck. GM Belknap will get with Nate on inquiring about a sealant for reducing the heat on the pavers. He also stated that if anyone had a product in mind to please let him know of the name of the product.

**Multi-Use Path:** Although Collier Paving has finished the widening and improvement of the multiuse path along Herons Glen Blvd. from Via La Quinta to Kaidon, irrigation modifications and cross walk painting remain outstanding. Some residents stated that big trucks like Waste Management and Roberts Landscaping are parking their trucks on the new multi-use paths. GM Belknap will investigate the issue with the HOA.

**Lobby:** The contractor has demoed and drywalled the storefront windows. The LVT flooring is in process at this time, baseboards are scheduled for Sept 11<sup>th</sup> with painting scheduled for the 12<sup>th</sup>. We've been working with the interior decorator to develop ideas for color schemes, furniture, and other accessories.

**Roof:** We engaged with Roofing consultants, Jack Brown & Associates who sent out the RFP's and distributed spec books to potential roofers. Four major roofers bid the job. Yesterday, a contract was executed with CMM to install a new roof on the clubhouse. The decision was made to install the stone coated Decra metal panels instead of the concrete roll tile, which has a 28-week lead time. Time is of the essence since our property insurance rates are affected by a compromised roof. Work is scheduled to begin once a permit is granted, and roof panels are on site. The goal is to have a new roof by the end of November.

**Comments from the audience:**

1. Inquired as to the cost of the new roof - \$899,000 for the Decra metal panels; \$1,300,000 for the concrete roll tile. There is a Bond Acquisition and Construction Fund to finance the anticipated new Clubhouse Roof.
2. Interference with cellphone usage in the clubhouse - GM Belknap has addressed the issue and has been assured that there should not be an issue with cellphone interference.
3. Inquiry as to lightning danger. No grounding is needed for the Decra metal panels. The warranty on the Decra metal panels is 20 years.
4. Some residents expressed their concern on why the HGRD waited so long to contract for a new clubhouse roof and thereby risking not being insured for loss. GM Belknap explained that the HGRD has worked with our Insurance Company and FEMA since right after the hurricane. Insurance will not cover replacement of the roof unless there is more than 25% loss, which we did not have so then in May, the HGRD engaged with Jack Brown & Associates to assist us in the pre-construction phase of the roof replacement. (e.g., writing specs for RFP, etc.) Crowther Roofing made the "peel & stick" repairs by the end of May to ensure the roof is watertight through the rainy season. In July, RFPs were sent out to roofing companies for bids on putting on a new roof. Four bids were received in late August and a contract was awarded to CMM to install the new roof by the end of November.
5. **CLIS:** Mainscape assumed daily operations in July. Bond project work such as changing valves, 2-wire, etc. is continuing.

**Comments from the audience:**

1. Inquiry as to why some residents have not received a response from Mainscape when they email and call about an issue. Lori Decker stated that her issue was resolved by Mainscape after she called.

**Storage Building:** We continue to investigate a design build company to further develop the 5,000 square foot building plan.



**B. Report on prior issues referred to the Board** – Supervisor Mars presented the F&A recommendation of not changing the current Policies & Procedures on donations and memorials to the Board. Supervisor Mars plans on making a motion at the September 11<sup>th</sup> Board meeting to have a bench with Dorothy Klewicki's name on it for the entrance of the Clubhouse instead of naming the bridge. This would comply with current policy.

Supervisor Mars stated that she presented the idea of a “Wants and Needs” to the Board so that when a resident wants to donate money to the HGRD, they will have a “Wants and Needs” listing of items that they can contribute their money to in their name. The Board supports the idea but would like the Facilities Committee to determine the process of putting together a list and how the implementation would occur. After discussion, the committee tabled the discussion of the process of a “Wants and Needs” program until the next meeting.

**C. Report on prior issues that required further study** – There was nothing to discuss.

## **VI NEW BUSINESS –**

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

#### **Comments from the audience:**

1. Sherry Long asked when will the Herons Nest Salad and Sliders be offered again on the menu? GM Belknap will consult with the Janine and with the Executive Chef.
2. It was brought up that the restaurant should consider making small appetizers for the new Ballroom Restaurant during Happy Hour.
3. Inquiries about the menu selection: feel that residents should have a say on what should be on the menu.
4. Residents need to have more of a voice in the direction of the restaurant. Survey the residents on what they would like to see served in the restaurant.
5. A resident felt that the food is too expensive, the food quality is inadequate, and service is subpar.
6. A resident suggested that Food & Beverage develop a new menu (better prices, less expensive, and better-quality menu choices) before the restaurant re-opens after renovations.
7. Some felt that residents want to sit where they want to sit (with their fellow residents) in parties larger than 12 people. They felt the restaurant should be able to accommodate small and large groups as it has done for years. They questioned the new Restaurant Policy of no more than 12 people at a table.
8. Some residents feel there are too many buffet dinners.
9. Some residents would like to see more training for staff.
10. A resident felt the menu had too much seafood on it and too many high-end entrees.
11. It was stated that Herons Glen is not a club, and we should not compare ourselves to other clubs in the area. Some feel the current business model is not working and management needs to be less adversarial and stop defending what they feel is not working.
12. Some felt there should be Pizza offered every night that the restaurant is open.
13. There was an inquiry as to why the Bingo players were told that they cannot move any tables in the ballroom.
14. A resident suggested that the HGRD should investigate leasing the restaurant out to a company to run.
15. An inquiry was made as to why there is a need to give names for a reservation for a large group.

16. It was stated that the High school players are making huge divots on the golf course when they play at Herons Glen. GM Belknap will address this with Bruce Harris and the coaches.
17. A resident felt that the survey that went out in January 2023 has weighted results – she did not feel that the results should be weighted.
18. Some felt that the Labor Day Golf Tournament food was not appropriate for the day (Mexican) and the food was not good.
19. At Golf Events sponsored by the Pro Shop: Some residents feel that Scrambles are never fair or creative, all male and all female teams need their own flights, There was concern that no one from the Pro Shop has been taking pictures for the website or newspaper, when presenting and/or announcing winners they should be asked to stand up to be recognized, Pro should take over handicap committee not members, Pro should learn the Chelsea system, Some favored creating special golf events such as Night golf, putting contests, longest drives, etc., Some would like the Pro to consider a 9 and Dine nights, and organize golf rules clinics and videos.
20. A resident stated that In the last couple of weeks at least 3 golf balls have hit the pool area. GM Belknap will get with Golf Pro Harris and the coaches.
21. Supervisor Overs stated that there is a Golf Committee, and a number of golf issues should be addressed at their meeting.

**B. Resident concerns/requests regarding recreational activities**

No concerns or requests were given regarding the recreational activities.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

There were no concerns expressed on the general operation of Golf, F&B, and CLIS.

**VII NEXT MEETING DATE** – Monday, October 5, 2023, at 1:00 p.m. in Card Room C/Zoom.

**VIII ADJOURNMENT** – Meeting adjourned at 2:52 p.m.

APPROVED:

Approved  
Sherri Long, Vice Chair

October 5, 2023  
Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, October 5, 2023 - 1:00 p.m.  
MINUTES  
Card Room C**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Mark Finewood	-		
Glen Holmes	Zoom	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	X		
James Meidl	X	J.B. Belknap, General Manager	X
George Milot	-	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Howard Young	X
Elaine Sawyer, Chair	-		
Teresa Pipal, Alternate	-	Residents:	8
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Vice Chair Long called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Vice Chair Long welcomed those in attendance and those on Zoom to the October 5th Facilities and Amenities Advisory Committee meeting. The attendance roll was taken by Wendy Shea.
- III. **APPROVAL OF MEETING MINUTES (September 7, 2023)** –Vice Chair Long asked for approval of the Facilities & Amenities Advisory Committee for September 7, 2023. Mary Koenig moved to accept the minutes for September 7, 2023. James Meidl seconded the motion. A vote was taken, and the minutes were approved as presented.

**IV. OLD BUSINESS –**

**A. Report on prior concerns referred to Management –**

**1. GM Report – J.B. Belknap (See attached Report)**

**Roof:** CMM is making progress on the roof and now finishing up removing the old tiles. The HGRD has hired an outside company to act as our advocate ensuring the roof is installed to the specification laid out in the RFP. Lee Co. also inspects three times to certify code compliance. Some of the stone coated Decra villa metal panels have already been installed on the east side of the ballroom. The goal is to have a new roof by the end of November.

**Pickleball:** Jeff received the engineer’s lighting plan for the LDO. The Board authorized GJ to have Stultz Construction hire a private provider to expedite its permitting. Because the County is so backlogged with permitting requests, they’ve now outsourced the permitting process to private providers, which are engineering firms to help them inspect and write reports that aid them in issuing permits. We are using private providers for the restaurant, pickleball and now the pool deck lighting. Once the permit is received, MorSports will schedule light installation and court painting.

**Sports Complex:**

- **Bocce:** The engineer completed his certification walk and we are now awaiting the County’s final inspection. Once we have the final inspection, the paver walkway to the

parking lot will be completed in-house along with tree rearrangement for the final placement of the storage shed. Irrigation is being tweaked for uniform coverage.

- **Tennis**: New clay was installed this past week. The Tennis courts are now open.

**Restaurant**: The bar wall and new bar equipment are scheduled to ship October 6<sup>th</sup>. The following items are anticipated to be completed during the second week of October: Templating the quartz bar top, installing cabinets, bar side décor, and flooring, the LVT flooring in the bar area will be the same as the lobby. Realistically, construction should be finished mid-November but clean up, furniture placement, computer linked ups, obtaining the CO, etc. must also be completed.

**Swimming Pool Deck**: Pending items include outside lighting and installing the ramp railing.

**Lobby**: The lobby and surrounding rooms are substantially completed. A few items remain such as molding around the columns, the replacement of several items, etc.

**AED Location Change**: The AED machine that was originally in the lobby has been moved outside under the breezeway next to the main restaurant entrance. The signs located around the community will be updated by placing stickers over the old lobby location to reflect the AED's new site. In addition, Karon Bennett is working on a "You are Here" map to complement the signs in informing residents where the AEDs are located.

**B. Report on prior issues referred to the Board** – Supervisor Mars presented the F&A recommendation of not changing the current Policies & Procedures on donations and memorials to the Board. Supervisor Mars stated that on September 11<sup>th</sup> the Board of Supervisors decided to place a Memorial Plate on the bench at the entrance of the Clubhouse to commemorate Dorothy Klewicki.

After the discussion at the September 7<sup>th</sup> Facilities meeting, the Board of Supervisors will conduct the Restaurant Survey earlier than was scheduled to obtain a broader base opinion on the direction of the F&B department. The survey should be emailed out to the residents in December.

Supervisor Mars stated that she presented the idea of a "Wish List" to the Board so that when a resident wants to donate money to the HGRD, they will have a "Wish List" listing of items that they can contribute their money to in their name. The Board supports the idea but would like the Facilities Committee to determine the process of putting together a list and how the implementation would occur. The committee discussed the first action that must be determined is to see if a HGRD email address can be developed for collecting "Wish List" items. After that has been determined, then the F&A Committee can determine the process on how to implement and review the program. After discussion Jim Meidl moved to recommend to the Board of Supervisors that an HGRD email account be established for the "Wish List" project for collecting ideas. Sherry Long seconded the motion. A vote was taken and approved unanimously.

Supervisor Mars wanted to clarify some issues that were brought up at the September Facilities meeting. At the September meeting, residents were upset that the restaurant was shutting down the restaurant to cater to outside events. The renovation of the restaurant decision was not made until the end of April and therefore the HGRD and the restaurant had already done the bookings for most events and outside banquets. The restaurant only has one venue to have all the events that are scheduled – they do not have the PDR or

Lounge or the Ballroom to have multiple events at the same time. This situation is out of the hands of the F&B department. The same issue occurs when golfers want to come to the restaurant after playing golf in the late afternoon on Tuesdays, but the Ballroom is being set up for the Bingo players.

Supervisor Mars also explained the process that the HGRD must follow for the Bond Projects. The HGRD must for every project of a certain price receive at least 3 bids per state regulations. Once the bids are received, they must be opened in a public forum and then management must go to the Bid Oversight Committee for approval on a bid for a project. The Board hired Stultz Construction, Inc. to be the General Contractor and Project Managers of many of the Bond Projects. Stultz Construction hires the subcontractors for the project and oversees their work. If there are issues with the subcontractors the HGRD management cannot contact the subcontractors, that is the responsibility of Stultz Construction. HGRD Management is in constant daily contact with Stultz and has a weekly meeting to discuss the progress of the Bond items that Stultz oversees. An example of an issue that residents have brought up was why the cart path on #10 is not open. The reason is that that area is still a construction zone and the HGRD does not have that control to open the path because there is still work to be done and it cannot open until all issues at the Pickleball courts are completed and signed off by the county.

Supervisor Mars stated that at the pool area the remaining items to be completed are pool lights and the handrail to the restaurant. The Board has priced the possible replacement of the outdoor cushions of the furniture that was from the Copperleaf Country Club and the cost ranged from \$2,000 to \$6,000. The Board would like to wait until after this season to see if the residents even use the furniture before spending thousands of dollars to replace the cushions. Kim Roerk thanked Supervisor Mars for explaining some of the issues that were brought up at the last meeting and stated that she hoped that if the Board decided to re-cushion the pool furniture that they would explore the possibility of hiring a resident to do the work.

Supervisor Mars stated that Dan Parker a couple of months ago was about to retire when he was asked if he would stay on to help the transition of his position of Facilities Maintenance Manager to Nate Baers and work on some of the Bond Projects such as the clubhouse roof replacement, the restaurant, etc. Dan Parker is hands on working with Stultz Construction on many projects. This is a temporary position for Dan Parker. Susan Darcy asked when it becomes unacceptable with the delays and time to move on to a new contractor for a project such as the Pickleball courts. GM Belknap stated that there are only a few issues remaining and it would be very difficult to make any changes now because we are too far down the road to find a new contractor and possibly must deal with legal issues if we pull out of a contract.

Joyce Forman asked if the bocce ball holders will be straightened. GM Belknap said that this was a mistake by Mor Sports, and it is on the punch list to be corrected and Stultz Construction has held back payment until it is corrected. Susan Darcy thanked management for moving the spa control panel down so that residents could reach them.

**C. Report on prior issues that required further study – “Wish List” was discussed earlier in the meeting.**

**VI NEW BUSINESS –**

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

GM Belknap stated that the HGRD has two professionals running the Food & Beverage department and they are open to suggestions such as returning the Herons Nest Salad and the sliders back on the menu. Janine and Chef Steve will be reviewing the requests prior to developing the new menu when the restaurant renovation is complete. There was a request that the Pro Shop and the restaurant use Biodegradable to go products. The F&B department has received the pricing of the Biodegradable products, and they are more expensive than what they currently use, and they are unsure of the firmness of the to go boxes. They are still investigating the products and will decide if it is feasible before the restaurant re-opens. GM Belknap has talked to the Head Pro Bruce Harris about the High School players making huge divots on the golf course. Bruce Harris has spoken to the coaches and if there are no improvements, they will not be invited back to use the golf course next year. Joyce Forman tried to show the Burnt Store Marina menu via Zoom but was unable to. She asked that GM Belknap look at the menu on the web and review the choices and prices. GM Belknap stated that he would review the Burnt Store Marina menu.

**B. Resident concerns/requests regarding recreational activities**

Jim Meidl stated that the golf course has 3 shotgun starts each week and feels that there should be a grill on the course where residents and non-resident golfers can purchase food and drink. He stated that there would not be a need for a server there only a short order cook. Some other items that he felt should be addressed were Phone signs that give the telephone number of the restaurant while they are on the course and can order something from the restaurant, having Nine and Dines and having a Couples League. Jim Meidl stated that there are so many different leagues in the Glen but when he asked the Pro Shop for the names and telephone numbers of the leagues, the Pro Shop had no idea how to get in contact with the groups.

Joyce Lipkin does not understand why the HGRD has a challenge to hiring adequate wait staff. GM Belknap explained the challenges of hiring people for the restaurant such as the restaurant is geographically challenged and the need each year to hire H2B employees for the season.

Susan Darcy stated that the current restaurant in the ballroom has no drink specials and at the Trivia Night the buffet had no signage stating that the chafers had no description of the food inside. She also questioned why the Chef included Veal Liver and Onions on the new menu. She also feels that the Food and Beverage Department foundations are not present.

**C. Resident concerns regarding recurring problems in the general operation of Golf, F&B, and CLIS**

Susan Darcy stated that she had a very good response from Mainscapes when she had a Clis issue.

**VII NEXT MEETING DATE** – Monday, November 2nd, 2023, at 1:00 p.m. in Card Room C/Zoom.

**VIII ADJOURNMENT** – Meeting adjourned at 2:29 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

November 2, 2023  
Date

**HERONS GLEN RECREATION DISTRICT  
FACILITIES & AMENITIES ADVISORY COMMITTEE  
Monday, November 2, 2023 - 1:00 p.m.  
MINUTES  
Card Room C/Zoom**

<b>MEMBERS</b>	<b>Present</b>	<b>OTHERS</b>	<b>Present</b>
Mark Finewood	X		
Glen Holmes	X	Karen Mars, Board Liaison	X
Sherry Long, Vice Chair	-		
James Meidl	-	J.B. Belknap, General Manager	X
George Milot	X	Wendy Shea, Activities & Events Coordinator	X
Kim Roerk	Zoom	Supervisor Peter Overs	X
Elaine Sawyer, Chair	X		
Teresa Pipal, Alternate	Zoom	Residents:	8
Mary Koenig, Alternate	X		

- I. **CALL TO ORDER** –Chair Sawyer called the meeting to order at 1:00 p.m.
- II. **WELCOME**– Chair Sawyer welcomed those in attendance and those on Zoom to the November 2nd Facilities and Amenities Advisory Committee meeting.
- III. **APPROVAL OF MEETING MINUTES (October 5, 2023)** –Chair Sawyer asked for approval of the Facilities & Amenities Advisory Committee for October 5, 2023. Glen Holmes moved to accept the minutes for October 5, 2023. Mark Finewood seconded the motion. A vote was taken, and the minutes were approved as presented.
- IV. **OLD BUSINESS –**
  - A. **Report on prior concerns referred to Management –**
    - 1. **GM Report** – J.B. Belknap (See attached Report)  
Roof: CMM is substantially complete installing the Decra Villa panels. Additional tile panels have been ordered, which is typical for a job of this size. They are also waiting for the drip edge, flashing and hood covers. Gutters and downspouts are being put in place. CMM is currently working on the flat roof over the bar and kitchen area. The goal is to have the new roof completed by the end of November.
    - Pickleball: The lighting permit has still not been issued. Once the permit is received, MorSports will schedule light installation and court painting. Mark Finewood questioned why the pickleball courts could not be painted now before the court lighting is installed. GM Belknap explained that the original LDO did not include lighting for the courts so a second LDO had to be sent into the county with the lighting. Mor Sports wants to wait until the court lighting is installed before painting but if they must paint the courts now then there will be a change order in the amount of \$9,000. The Board of Supervisors made the decision to wait until the permit is issued to do the lights and then paint the courts.
    - Sports Complex:  
Bocce: Still awaiting the County's final inspection. Once we have the final, the paver walkway to the parking lot will be completed in-house along with tree rearrangement for the final placement of the storage shed. Irrigation is being tweaked for uniform coverage. Court #2 irrigation is still an issue. It looks like MorSports will be back to inspect the irrigation and



possibly replace the entire mat. George Milot stated that there should be more benches at the Bocce Courts. GM Belknap informed the committee that Dan Parker and Deb Gariepy have already met and has identified areas around the Bocce courts where benches can be placed.

Ian Repairs: Kirkwood Electric, along with Wisconsin Lighting, confirmed the tennis lights aren't scheduled to ship until around Thanksgiving.

Restaurant: The bar wall and new bar equipment are onsite. The quartz countertops are scheduled to arrive on the 10<sup>th</sup>. Carpet and LVT will begin to go down late next week. Realistically, construction should be finished around Thanksgiving but permitting, clean up, furniture placement, computer linked up, obtaining the CO, etc. must also be completed prior to opening.

Swimming Pool Deck: Pool lights and poles are scheduled to be here the week of the 13th. Ramp railing installation is expected at the end of the month.

Lobby: The new chandelier has been put into place. The molding around the columns still needs to be painted.

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. Discussion ensued on the different areas on the new multiuse paths that are not level and pose some dangers to carts and people. GM Belknap will confer with Joyce Gillespie on the concerns when she returns from vacation next week.

CLIS: Mainscape is continuing their troubleshooting assessing the current watering programs, changing out old valves, broken 2-wire, etc. Mary Koenig stated that she contacted Mainscape and has yet to hear from them. She requested that at least Mainscape should have an automated response to any calls or texts. GM Belknap thought that was occurring but will check on why she did not receive an automated response. Glen Holmes called Mainscape for an issue at his home and received a phone call back and had his issue resolved the same day and the technician has come back two other times to check that everything was operational.

#### **B. Report on prior issues referred to the Board –**

Supervisor Mars presented the recommendation from the Facilities & Amenities Committee of establishing an HGRD email account for collecting “Wish List” project ideas. Supervisor Mars stated that the Board of Supervisors has requested before an email account is established a written policy on how the program is going to function. They would like the who, what, how and when of how the program will function. After discussion on how the current donations are made such as the Tim Brosnan donation which monies were donated in a fund earmarked for Bocce and Golf projects, the F&A Committee will put together a subcommittee to work on a process for a “Wish List” program.

Supervisor Mars wanted to clarify some issues that were brought up at the September Facilities meeting. At the September meeting, residents were upset that the restaurant was shutting down the restaurant to cater to outside events. The renovation of the restaurant decision was not made until the end of April and therefore the HGRD and the restaurant had already done the bookings for most events and outside banquets. The restaurant only has one venue to have all the events that are scheduled – they do not have the PDR or

Lounge or the Ballroom to have multiple events at the same time. This situation is out of the hands of the F&B department. The same issue occurs when golfers want to come to the restaurant after playing golf in the late afternoon on Tuesdays, but the Ballroom is being set up for the Bingo players.

**C. Report on prior issues that required further study – “Wish List” policy was discussed earlier in the meeting.**

**VI NEW BUSINESS –**

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

Suzanne Flynn returned to the Glen after the summer and was pleased with all the new construction and changes to the Glen. She did have some concerns about some areas around the Glen that need attention. Some of the concerns included: the fascia boards on the restroom near hole 5 on the golf course needs to be replaced, the grassy area near the restroom needs improvement – there is cement on the ground, food trash laying around from the workers and the little bench that needs to be painted. She also stated there was a post on Embarcadero and Villareal that needs to be painted. It was pointed out to her that pole is the responsibility of the HOA and she should contact the HOA office. Another resident complained about the oak tree on HGRD property that drops huge amounts of leaves and there is another large palm tree that blocks their view to the golf course and drops seed that she thinks needs to be trimmed. GM Belknap will investigate the issues with golf maintenance.

**B. Resident concerns/requests regarding recreational activities**

Mike Wilson spoke with GM Belknap recently about the possibility of having a dog park somewhere in the Glen. After discussion of possible areas, Supervisor Mars explained that this was investigated in the past couple of years and the committee found out that dog parks are forbidden per the HOA covenant which states that all dogs must be always on a leash and are forbidden to free run. She stated that they can change the covenant, but it will take 2/3 + 1 person majority of the homes or around 876 affirmative votes. Mary Koenig stated that there is a patch of land near Kaidon Lane that is owned by Magnolia Landing. She advised Mr. Wilson to get a group together to research whether Magnolia Landing would lease the land, therefore it would not be owned by the HGRD. Discussion included liability issues and cost of maintenance issues.

**C. Resident concerns regarding recurring problems in the general operation of F&B and CLIS**

Chair Sawyer was told that the Nest Salad was back on the menu, but she did not see it on the current menu. GM Belknap will check with Janine. Mary Koenig asked why the Fish Fry increased the price of the entrée from \$17 to \$24 and at the same time removed the soup or salad as part of the dinner. She has a problem with raising the price and taking away other items at the same time. She realizes that the restaurant must meet costs, but the restaurant should still give value to the residents. GM Belknap will follow up with the Chef and Janine. Mary Koenig stated that years ago, the restaurant was always having buffets and it seems like that tendencies are returning. She asked if the restaurant will be doing less buffets and more a la carte dinners now that staffing is increasing. Chair Sawyer stated that she polled residents on her street that felt the cost of the “one pass” buffets were too costly. A resident stated that the residents should have had a choice on choosing to eat or not at the Halloween Party. Martie Shea introduced herself as a member of the Resident Events Committee and wanted to clarify the misconceptions about the reason food was part of the Halloween Dance. She stated that the committee

had to have food for the event since their event would close the restaurant for lunch and dinner and would have negatively impacted the restaurant financially. Going forward, most of their dances will not have food as part of the cost of the event and people can go to the restaurant or another venue and then attend the dance. Susan Darcy said the buffets are “one and done” in that you can’t go back for seconds, no place cards are on the buffets specifying the menu item for those that have food allergies. She feels that the restaurant has inconsistent service and that the servers give preferential treatment to some residents and not others. She stated that she went into the restaurant and wanted to just order a drink and was told that she would have to take a table. Overall, she stated that due to the lack of quality service and food, residents like herself will not go to the Nest Restaurant. John Avigliano stated that he has been a resident for years and has always received good service and attention from the wait staff and has seen numerous people get drink and food to go and are not forced to sit at a table. He polled those in attendance and asked them if they had any issues with service and every single one stated the servers were doing a great job.

GM Belknap stated that the HGRD has two professionals running the Food & Beverage department and they are open to suggestions such as returning the Herons Nest Salad back to the menu. Janine and Chef Steve will be reviewing the requests prior to developing the new menu when the restaurant renovation is complete.

**VII NEXT MEETING DATE** – Monday, December 7th, 2023, at 1:00 p.m. in Card Room C/Zoom.

**VIII ADJOURNMENT** – Meeting adjourned at 2:26 p.m.

APPROVED:

Approved  
Elaine Sawyer, Chair

January 4, 2024  
Date

**HERONS GLEN RECREATION DISTRICT  
FINANCE ADVISORY COMMITTEE  
Monday, December 4, 2023 – Minutes**

	Present		Present
<b>Jeff Buxton</b>	ZOOM	<b>Jayne Schwarz, Board Liaison</b>	<b>X</b>
<b>David Brendsel</b>	X		
<b>Paul Chipman</b>	X	<b>J.B. Belknap, General Manager</b>	<b>X</b>
<b>Dick Kline, Alternate</b>	X	<b>Lynn Brew, Controller</b>	<b>X</b>
<b>Rita Lehman</b>	X		
<b>Arthur Lippens</b>	X	<b>Wendy Shea, Act. &amp; Ev.Coordin.</b>	<b>X</b>
<b>Larry Pedersen, Vice Chair</b>	X		
<b>Dennis Popp, Chair</b>	X	<b>Residents:</b>	<b>2</b>

**CALL TO ORDER**

Dennis Popp called the meeting to order at 2PM. Attendees are listed above. He then asked for approval of minutes of the August 15<sup>th</sup> and November 15<sup>th</sup> minutes. These were unanimously approved.

**RISK MODEL AND WIND MITIGATION INSURANCE**

Dennis advised that the Board of Supervisors requested the committee provide a review of the wind coverage and financial impact of various insurance options. These were to include suggested options for the near term and longer term for fiscal year 2025 and beyond. The District could not obtain wind coverage for the clubhouse for the full amount of the asset replacement value (\$8.5 million) due to the roof. The clubhouse roof is currently being re-roofed and this is expected to be completed and inspected by the end of the month. The fitness center and other ancillary properties are covered under a separate insurance policy for their replacement value, which was in excess of \$5million. Additionally, the majority of the District's financial impact from Hurricane IAN in 2022 related to cleaning up trees. There is no wind coverage offered for this.

The District had previously been advised that the insurance broker could shop wind mitigation insurance once the 20+ year old roof was replaced. However, this would not happen until January 2024.

Paul Chipman led the discussion of the of his presentation (attached) which was developed with the assistance of Jeff Buxton, Supervisor Schwarz, and GM Belknap. Paul noted that there is no consensus of the annual insurance increases the District could expect. And wind premiums are increasing at a greater rate than other items.

The committee discussed the risks and costs of obtaining wind coverage for the balance of the fiscal year for the clubhouse. The amount of reserves the district maintains and the increased FY2024 budget for losses reserve was recognized as well as, but not discussed, financing options if a catastrophic wind loss was incurred at the clubhouse. Brought up, as previously discussed in August, was the goal of moving the renewal date for the policy. The

committee suggested considering steps to “harden” District assets. The District is pursuing replacement of current windows and doors with impact windows and doors, and in fact, windows and doors on the west side of the administrative wing as well as two windows in the HOA manager’s office are on order as part of clubhouse improvements in the bond projects.

The committee requested another meeting with the insurance broker once wind coverage is shopped.

Dennis adjourned the meeting at 3:20 PM.

Approved – January 8, 2024

Dennis Popp  
Chair, Finance Advisory Committee

Attachment