

Minutes of Town Hall Meeting Monday, 22 August 2016, 6:30PM, River Strand Clubhouse

River Strand (RS) Residents (145 residents attended the meeting) were presented updates on the community from Terry Lyons, Resident Member of RS Homeowners Association Board of Directors (RSHOABOD) and Pat Cattanach, ICON Employee and General Manager of RS .

- Pat Cattanach emphasized transparency and communication amongst all RS residents and ICON Management. Pat then turned the microphone over to Terry.
- Terry acknowledged the hard work of all of the members of the transition committees and the River Strand Compliance Committee (RSCCC) on behalf of the RS residents.
- Terry highlighted the topics to be discussed this evening and the events that have occurred since the last Town Hall Meeting that took place in April of this year
 - Turnover of the property from Lennar to the RS HOA is imminent;
 - Steering Committee members were introduced;
 - Proposed Resident RS BOD size – consensus (530 out of 621 votes) seems to be seven (7) members;
 - Reserve Committee studying proposals and interviewing customers of bidders;
 - Identifying HOA Lawyer qualifications and the selection process beginning;
 - In order for everyone to be heard, we will limit comments to two (2) minutes. Once agenda is complete, we will address the pre-submitted questions then we will answer questions from the audience tonight.
- To date, Lennar has sold 1,639 homes; 43 to go to reach 90%; from Aug 1 through Aug 22, only 3 homes were sold. After sales reach 90 percent, the turnover will take place after 90 days. Date to reach 90 percent is totally dependent on sales but right now it appears that turnover will take place sometime between January and March.
- We need to be careful with the budget and not overspend as we proceed to resident control. There will be things that we need to spend money on such as funding our reserves that we won't know the cost until the reserve study is completed. Other 'nice to have things' should be put off until we see how well we are managing our money and how much we have left over each year.
- Results of the recent electronic voting that we conducted:
 - 1,563 ballots were sent out; 621 (40%) were voted; [For context, this is significantly more than were ever previously cast. In the past, the maximum was 30% but that included Lennar's votes. Obviously, Lennar did not vote in this ballot.]
 - Option 4 received the most votes. It consisted of five (5) golf and two (2) non-golf Board members. Copies of the district voting districts were given out at the meeting and we planned to send that information via a RS Eblast but we are in the process of revisiting that decision so we have not sent it out to the residents. We are reviewing how the districts would look if we separated by product type. More to come on this subject.
 - 466 of the 621 votes received had no comments on them; 155 had comments – approximately 150 of those were positive and five (5) were negative; three (3) did not cast votes.
 - Question (Q): Do you have to live in RS full time to be a Board Member?

Answer (A): No, any owner in RS can run for the board. If the individual is not a full time resident, he or she can attend board meeting via phone.

- Q: If you own more than one unit, how many votes do you get?
- A: One vote per unit owned. The electronic voting system that we use does not allow more than one vote per email address of the owner so in order to vote on additional units owned, you must email ICON with the address, the River Strand number, and the vote for each unit.
- Q: Initial Term Limits were confusing. Why is that?
- A: Initial Term Limits are staggered in order for residents to get to know new Board members. Going forward, Term Limits will be voted on by the residents. By staggering term limits at the beginning assures us that all board members do not turnover at the same time.
- Q: What are the eligibility requirements to be a member of the RSHOABOD?
- A: There are two (2) requirements: 1) Be a unit owner, and 2) Self-nominate.

UPDATE: Resident must be in good standing with the association.

- Our River Strand documents are divided into 4 parts, the Covenants, the Articles, the Bylaws, and the Rules and Regulations. There will be four (4) separate documents coming to you for review and then vote on the proposed changes. The changes that the Steering Committee is recommending for the Covenants and Rules and Regulations will be going out soon. The hard part is providing you with the information in an understandable format. Right now we are trying to design the ballot to make the proposed changes as clear as possible. We will be quoting the current language with the suggested language identified to avoid confusion.
- Transponder Issue:
 - ICON is putting together a written procedure Update: Procedures completed.
 - 1,200 transponders have been verified so far.
- Budget Items: We are recommending the following for the 2017 budget:
 - Card Readers for the pedestrian gates;
 - Update – Discussed at board meeting for ICON to get cost estimates
 - Two (2) Moveable, Solar Speed Limit signs;
 - Update – Approved at board meeting, signs ordered
 - Move the Large Iron Gate at the Sanctuary Community Center so the restrooms are behind the controlled entry point. This will prevent nonresidents from using the restrooms.
 - Update – Approved at board meeting
 - Replace worn carpet in the Main Club; includes the grill room, front entry, conference room, the administration office.
 - Update – Discussed at board meeting for ICON to get cost estimates
 - Update – Interior designer visit RS and is in the process of making recommendations to us.
 - Upgrade the phone system so we can accommodate more and better conference calling;
 - Update – Discussed at board meeting for ICON to get cost estimates
 - New kitchen equipment;
 - Update – Discussed at board meeting for ICON to get cost estimates

- Combination locks for satellite pools.
 - Update – Discussed at board meeting and ICON to get cost estimates
- The process to elect the new Resident Board:
 - Will start the day Lennar reaches 90% sellout: A notice will go out to homeowners for self-nominations;
 - On the 91st day thereafter a resident meeting will be held to elect new Board member(s). It will consist of either three (3) total or seven (7) dependent upon whether or not the document changes have been approved.
 - We must have a quorum (33%) to have an official meeting, therefore, proxies will be very important. Please encourage neighbors to vote.
- Pat Cattnach addressed the Previously submitted Questions:
 1. Why are the “Annual Members” living in the Sanctuary Section given a 10% discount on their Dues in the first place? And secondly, why is the discount applied off the gross amount before any other discounts are applied, which is unusual?
 - a. Residents of the Sanctuary section were given a discount as a courtesy for being a resident of River Strand.
 2. Why are the “Annual Members” living in the Sanctuary Section given a \$1,453.00 discount on their Golf Membership Dues because they pay Social Dues to River Strand, whereas other outside Annual Members have no such social membership privileges and yet pay \$1,453.00 more?
 - a. Since the members were already pay for Social dues as a member of River Strand, the Board did not feel it necessary to have them pay for social dues again.
 3. It does not appear that Reserve Funds for the pools have been established. Why not? I have heard the excuses the last two meetings but they are not acceptable. As you know Fla Statutes require funding for capital expenditures over \$10,000.
 - a. Per FL Statute 720.303 - An association is deemed to have provided for reserve accounts if reserve accounts have been initially established by the developer. Developers are not required to establish reserves. The reference to reserve funding of \$10,000 is referenced in FL Statute 718.112 which covers Condominium Law.
 4. Will the River Strand residents be represented by an attorney for the turnover or are we just accepting what we are handed?
 - a. The Association has legal counsel. The name of the law firm currently is Pavese Law Firm. Update – River Strand has an agreement with GAD Law located in Fort Myers that represents the River Strand association if engaged.
 5. Why is the Transponder Verification Program scheduled in August when so many residents are away for the summer, as opposed to doing it during the winter months?
 - a. Starting the program now allows for the process to start when there are fewer residents on site and thus reduce the volume of vehicles checked at this time. We will attempt to register as many vehicles as possible now, work with the residents who are not currently at River Strand and eventually completely deactivate those transponders that have not been validated.

6. How do you define 'social'? Is it residents of homes that do NOT have golf (i.e., the Sanctuary and some of the later coach homes and condos)? If so, I think we could come up with some better terminology since everyone has a social membership.
 - a. All residents have a social membership.
7. What will the process be for determining the boundaries of the "districts"?
 - a. Boundaries would be decided upon by the Board of Directors during the rewrite process of the documents.
8. The proposal says there will be term limits, but doesn't say what they are. Who will determine what the term limits will be?
 - a. The Board of Directors during the rewrite of the documents.
9. How will the terms be staggered for the initial vote? Since that wasn't specified in the proposal, who will determine that?
 - a. This will be determined and decided by the Board during the document rewrite.
10. Is there a maximum percentage of owner rental units in River Strand?
 - a. No
 - i. Could the residents who live here, vote to abolish rentals entirely or limit them to 5 or 10% of the total homes?
 1. Yes there could be a vote. This would require a large percentage of the community to approve such a change, and would become an amendment to the governing documents.
11. Why can't our 'guards' be instructed to actually check ID's and record information, such as driver's license number, or license plate numbers?
 - a. This directive is provided in their post order.
12. Why do we have outside golf memberships? There's not enough room on the course during season as it is.
 - a. The Board continues to discuss the Annual Golf and Tennis memberships. The topic is under review as part of the budget review for 2017.
13. Why do some people living on Sanctuary have golf memberships?
 - a. They have purchased an outside membership that was approved by the Board of Directors.
14. Why do a lot of the same people consistently have prime tee times?
 - a. Golf Shop staff are instructed to monitor improper use of the Chelsea Tee Time system. When reported the Head Golf Professional is to contact the resident in writing and be prepared to suspend use privileges if the infraction continues to occur
 - i. Isn't the Chelsea System supposed to stop this from occurring?
 1. Chelsea is designed to allocate tee times based on the amount of use by a specific member number. If an infrequently used number is used to reserve a tee time and the number is used by someone other than that person, golf shop staff is expected to report the issue to the Head Golf Professional

15. The gyms are being used by at least one member to train people for pay who do not live in RS. Not right.
 - a. The gyms are an amenity of owners. If an owner wants to bring a guest with them, there are no provisions to stop them from doing so.
16. Will the Homeowner Association continue on with ICON management after turnover?
 - a. The issue of retention of management agreements and all other vendor agreements are reviewed and approved by the Board of Directors for the Master Association.
17. What is the program to replace or repair the known construction defects (i.e. storm gutters, sidewalks, poor grading between homes, final asphalt lift) that are or were caused by poor construction installation? Will the Association be required to incur the expense or will the Developer be held responsible?
 - a. Construction defects have been and will continue to be identified and brought forward to the Developer, Lennar. The resolution of the problems identified through the investigative work done by the Association will be reviewed and negotiated with the Developer.
18. Amenities, specifically the satellite pools, need to be better monitored to insure that only residents, tenants and their guests are using the amenities.
 - a. Management is in discussion with a vendor on installing access control to the satellite pools. Once the proposal is submitted it will be forwarded the BOD for consideration.
19. Will there be or is there already a community website where residents can go to too either make comments or review comments made by others?
 - a. The current website for River Strand does not have the capability to allow for the inclusion of the website requested.
20. What is the status on the issue of water leaking down on ground level Coach Homes? Several (at least 24) homes have sever issues of water leaking from second level lanai's, down onto the lanai's below. This happens whenever there is a storm. According to Matt, Icon employee, the matter has been turned over to Lennar. So far there has not been a response as to when this problem is going to be taken care of.
 - a. An update has been requested from Matt, the ICON Property Manager assigned to the Coach Home associations.
 - b. Update – Matt stated that Lennar Customer Care is handling this issue. We do not have any additional information at this time but we will continue to follow-up with them concerning the status on this issue.
21. What is causing the fish to die in the lakes through River Strand and Heritage Harbour? Is there something in the water killing them?
 - a. The lakes are treated on a monthly basis by a licensed company called Pond Professionals. The cause of the dead fish is not related to any chemicals that have been put into the water. The fish dying is related to a lack of oxygen in the lower levels of the water. The fish are suffocating due to this condition. It can occur when excessive amounts of rainfall occur over a relatively short period of time.

➤ Questions asked in person at the meeting:

- Q: Why can't we get shelters in the Dog Park? We have been asking for this for a while.

A: This property is not owned by River Strand, it belongs to the Heritage Harbour Association. Florida Power and Light (FPL) owns the easement on that property. We investigated this over a year ago. FPL will NOT allow us to put any structures on that property.

- There should be more qualifications for members of the BOD, e.g.: they should be dues paying members who are not in arrears.

- Update – In addition to being a homeowner in River Strand and self-nominating for a BoD position, a member's dues must be current, and in compliance with RS requirements.

- Q: How are we going to pay for things, e.g.: Engineering and Reserves Studies?

A: We hope to have the funds approved in our 2017 Budget. That is why we are getting the estimates now so we can use them to build the River Strand 2017 budget and get Board approval which is still controlled by Lennar in October/November 2016.

- Q: Will there be sufficient time and opportunity to review and discuss the Governing Docs before we vote on any changes?

A: Yes. We are working on the presentation now so any proposed changes can be understood. There are four (4) documents in total. We are in the presentation phase of two (2) now.

- Q: Can you release the comments from the recent ballot?

A: I did not get to answer this question at the town hall meeting. The comments received during the voting process for the formation of the RS BoDs cannot be released as it contains some personal information from some of the residents and therefore it cannot be released without their consent. In any event, releasing the comments would in no way change the results of the vote.

➤ Miscellaneous issues or comments that were discussed at the meeting:

- We are working with the Manatee County Sheriff's Office regarding the problem with kids (non-residents) in the Sanctuary Community and pool area drinking and partying in the pool.

- Update - A recent meeting with the Manatee Sheriff Office (MSO) officials, the BOD, the Neighborhood watch committee, concerned residents, and ICON management resulted in a better understanding for all in how we can get better protection from the MSO. If you witness such activity taking place at our pool, please call 911 and report it and then call the RS guard at the front gate and let them know that the police have been called. The new procedures that are now in place in RS will then be put into action.

- The Food and Beverage Committee completed their recommendations.

- Future meetings will be scheduled on an ad hoc basis.

- The Resistance pool is NOT a Lazy Pool for children. It is a Resistance Pool for exercise.

- Update - ICON to review the need for signs in this area

- There will be a Town Hall Meeting after the steering committee recommended changes to the RS documents are sent out to residents for a vote. The purpose of the meeting will be to answer any questions that residents might have on the documents
- Look at not allowing non-members from playing golf in RS because they do not take care of the course. We may want to keep reciprocals but not the public.
 - Update - Most people want to keep reciprocals because it allows our golf members to visit and play other courses in the area. If you not in favor of public play, you need to let your board members know after turnover. We could investigate sessional membership vs allowing public play.
- Perhaps a “trap” at RS entry gates will help to stop tail gating.
- Are there any rules about how many guests people can have at the gyms? We need rules (or more rules) about guests, outside trainers, how long you can stay on machines, etc.
 - Update - At this time, there are no rules for the items you mentioned above but we are in the process of updating our documents so please contact a member of the steering committee or the BOD if you have a recommendation.
- We also need rules for number of guests at pools, how long they can stay, birthday parties – how many attendees, etc.
 - Update - Please provide your recommendations to a member of the steering committee or the BOD.
- We need a roving pool monitor.
 - Update – The current RS pool monitor will cover both the main club house pool and the community pool during his duty hours starting immediately. The ICON plan is for him to visit the community pool three or four times during his shift.

Meeting Adjourned.