

**NOTES TAKEN DURING THE  
RIVER STRAND GOLF AND COUNTRY CLUB, INC.  
TOWN HALL MEETING  
OCTOBER 16, 2017**

**A TOWN HALL meeting** of the members of River Strand Golf and Country Club was held on Monday October 16, 2017 in the Bayside Community Church, 15800 East State Road 64 Bradenton, FL 34212.

In attendance of the meeting were in excess of 260 homeowners. Board members present in person: Terry Lyons, Mike Fisher, Scott Hancock, Bob Walsh, Eddie Hicks, and Anita Tierney. Also present were Pat Cattanach, General Manager, and Shaun Fitzer, Community Manager.

Terry Lyons called the meeting to order at 6:00 PM.

**On matters relating to prepared comments and previously submitted questions:**

Terry, Lyons, Board president made opening comments which can be summarized as follows:

- 1) The owner board has been in place for seven months
- 2) Board member introductions:
  - a. Terry Lyons – President
  - b. Mike Fisher – Vice President – liaison to food and beverage and social committees'
  - c. Scott Hancock – Treasurer – liaison to finance committee
  - d. Bob Walsh – Secretary – liaison to food and beverage and safety committees'
  - e. Anita Tierney – director – liaison to compliance and IT committees'
  - f. Eddie Hicks – director – liaison to tennis and property management committees'

At this point the members of the committees present were asked to stand up and were acknowledged for their service to the community.

Mr. Lyons made a comment as follows:

Comment – Please understand that Next Door is a social media blog and anyone can put anything (almost anything) they want on it but it is not the official website for RS so if you have something to report or an issue that you need to get resolved, please contact the club office with that information so that someone will review your concern. Next Door is a great way to share information, or finding out about different companies to use. But, if you put something on Next Door that you want fixed or repaired, you will not get any response or action as our management company is not allowed to monitor that site. Next Door does not allow our property management company to have accounts on it so they are not aware of information posted on this social media site.

**The following accomplishments were listed by Mr. Lyons:**

- 1 – Formed 11 committees, appointed volunteers, selected chairperson, and adopted charters
- 2 – Engaged the law firm of Wells and Olah, PA
- 3 – Engaged DELTA Engineering to perform a reserve analysis, final version to be utilized with the 2018 budget has been reviewed
- 4 – Engaged certified public accounting firm (RSM)
- 5 – selected online voting system provider HOA Online and conducted initial test with over 1100 respondents – we will need to get a signed form back from each living unit in order to start utilizing the process for formal votes
- 6 – Developed the 2018 budget with budget meeting to take place on November 14 (date changed after meeting)

- 7 – Engaged DELTA engineering to prepare a defect study – draft has been received and is being reviewed
- 8 – Engaged law firm of Wells and Olah to review and recommend changes to the governing documents to make them compliant with current Florida statutes. Also suggested a method for electing the board members to be approved by the members during the restatement that will ensure that there is continuity of the board and its knowledge.
- 9 – Examples of board approved funding in the last 7 months - repair and/or replacement of pool equipment at the various pools, approved the purchase two new treadmills, and two rowing machines in the fitness centers. Approved funding for the addition of new landscape along Port Harbour Blvd. Also, approved moving the quarterly billing to BB&T and end collection of quarterly fees by credit card which results in a saving to the association of around \$60,000 per year. Starting with the billing of the first quarters River Strand quarterly operating and reserve amounts will have to pay with a new method. Mailings and additional information will be provided in the next two weeks

#### **Hurricane Irma:**

ICON management and the landscaping company were thanked for their efforts in preparing the community for Hurricane Irma and the recovery efforts after the hurricane.

#### **Upcoming Events -**

- 1 – Possible membership vote to change the funding method of reserves
- 2 – Election of the new board of directors at the annual meeting in the February timeframe.
- 3 – Continue the negotiations with Lennar on the defect study
- 4 – Final turnover negotiations with Lennar. A team of board members is collecting data that will be use during the final negations with Lennar. This is an ongoing process.
- 5 – Review and approve committee members and chairperson for the various committees for 2018.

#### **QUESTIONS FOR TOWN HALL RECEIVED:**

1. What percentage of owners live here full time?

A – The club has no way to track who actually lives at River Strand full time; however a recent informal survey by the social committee indicates that 54% of the owners live here full time. Of course that was based on the number of people who responded to the survey so we give you that number but not sure how accurate it is.

2. What percentage of River Strand residents are renters?

A – We do not have specific information on this number as not all rentals are being registered at the office as is required by the covenants. A subcommittee is working with the community manager to help identify these homes. According to the number of rental agreements processed by ICON during 2016, the percentage of rentals in RS was around 30%. If you count the number of transfer agreements processed during the same time frame, the number is around 21%. Of course, owners do not have to transfer memberships, so the numbers will be different.

3. Are River Strand properties still being rented weekly and monthly?

A – Our documents allow for a homeowner to rent their property for no less than one month. We still have some owners who violate our rental policy but we are actively trying to identify those and approving fines for those that we can prove.

4. What is the minimum amount of time a property may be rented?

A – 30 days

5. Can River Strand owners rent out individual rooms in their properties?

A – No, they cannot lease less than the entire living unit

6. Are there any plans to enlarge the clubhouse kitchen facilities?

A – Not at this time. We replaced some kitchen equipment in 2016 and recently approved the purchase of kitchen equipment that should help staff.

7. As a result of the Reserve Study findings, what is the proposed increase in HOA dues and if there is no proposed increase what proposed special assessments are planned?

**A – There will be a budget meeting on November 14<sup>th</sup> to finalize the 2018 dues, currently the proposal:**

**The golf dues in 2017 is \$336.75; in 2018 with reserves golf dues are \$381.75 per quarter**

**The social dues in 2017 is \$363.25; in 2018 with reserves social dues are \$398.26 per quarter**

**No special assessment is proposed.**

8. Why did we lose channels when Spectrum took over Bright house? I know we lost the Golf Channel in the basic package we pay for. Can we renegotiate or find another provider? We are getting less for the same money.

A – The Golf Channel is still part of our package. The contract comes up for renewal at the end of 2020 and is being reviewed by the property management committee.

9- What is the status of raising the monthly golf fee (now \$200) for monthly renters to make it a more equitable rate compared to similar clubs/facilities in FL? I believe the rate is much too low and needs to be increased. I suggest at least doubling the fee.

A – There is no monthly golf fee for renters, there is a transfer fee of \$200 each time a homeowner rents the property, so, for example, if a homeowner rents his home 4 times during the year and transfers the membership he is paying \$800 in fees. This topic will be an agenda item at the November 6<sup>th</sup> board meeting

10. It is my understanding that the Board was attempting to formulate a parking policy for cars parked in driveways. Specifically, will cars be permitted to block the sidewalk? On driveways without sidewalks, will cars be able to extend into the roadway?

A – Cars will not be permitted to block the sidewalk, and cars are not allowed to extend into the roadway.

11. What is our current cost per household for cable from Spectrum? Is this contract up for renewal?

A – Cable cost is \$40.86/month. New contract up for renewal in January 2020

12 - Please explain the relationship between the Board and ICON in matters related to hiring and retaining employees.

A –All of the staff who work at River Strand are ICON employees. The ICON contract with River Strand specifies they hire the staff; we pay the staff's salaries and wages. ICON does need to get Board approval if they want to replace key personnel such as a department head. They have also worked with us by presenting the candidates for key positions to the Board for our approval prior to finalizing their offers to employ them – e.g., the new Food and Beverage Manager was interviewed by the Board before he was hired.

13. Is River Strand a gated community?

A. River Strand is gated but not secured community. Access to the community is controlled at the gates. We have the authority to turn people away at the gate if they do not have permission to enter the property since the roads are private roads in RS.

14. Paragraph 10.16 of the River Strand documents states: "No seawall, dock, boathouse, boat slip, davits, moorings, or piers shall be constructed upon or adjacent to any lot." Questions: Lennar has constructed docks on some of the lots they are currently building on in the Moorings section of River Strand. Those lots are adjacent to the Manatee River. Isn't this in violation of the covenants and restrictions as stated above?

A. No – The houses in the moorings have been inspected and permitted by Manatee County. The developer amended the covenants to allow for the construction of these docks

15. Paragraph 10.16 of the River Strand documents also states: "No person shall swim in, operate any watercraft on, or otherwise use any portion of the Surface Water Management System; provided however, Lot Owners may fish in such portions of the Surface Water Management System as may be designated for such purpose by the club." Questions: Is the Manatee River part of the club's Surface Water Management System? For club controlled lakes, must the lake be specifically designated for fishing or simply not posted as no fishing?

A. No, There are no designated fishing lakes in River Strand

16. When questions are asked at board meetings by residents, why aren't the specific questions included in the minutes?

A. Currently the minutes include who has spoken and the topic spoken and official motions and the official motions votes. Our attorney recommends that we put only the required information in official board meeting minutes

17. Why aren't the board's answers included?

A. Those questions are not included on the agenda for consideration, and are therefore not part of the minutes. Any item that the board will discuss in an official board meeting must be included on the agenda and sent to the members at least 48 hours in advance of the meeting.

18. For questions that can't be immediately answered by the board – when and how will answers be made available to residents?

A. These type of questions should be presented at a town hall, or emailed to the board members. Board members try to answer any question they receive from the residents. If you are looking for a response from a particular board member, then please put their name in the "to" block of the email and CC other board members if you want all to receive the message. For example, if you have specific questions on particular items (such as landscape) then I suggest you send to the liaison to the property management committee. If you are not sure who to send your question to, send it to board president or vice president and they will get it to the right board member to answer your question.

19. I understand there is a proposal to expand the Tiki Bar. I would like to know how and when this will be brought to the membership. From what I heard I think it will be a positive improvement.

A. The plans for the Tiki Bar are currently being studied. I think that most of the board members also like the concept to expand the Tiki Bar. The membership must vote on any project over \$100,000 so it will have to be sent to the residents for a vote.

20. Why haven't we sent RFPs for a new property management company? If you plan to do so, when?

A – The board is not currently considering changing our property management company. A new contract with the current company was negotiated and entered into this year. The contract is for one year and has provisions to automatically renew at end of term, and or be cancelled with a 60 day notice.

21. Why hasn't the board given serious consideration to an integrated IT system? Do you think you can make responsible financial decisions utilizing the multiple systems you have in place?

A. This item will be discussed at the November 6<sup>th</sup> board meeting

22. Attendees at the board meetings do not know what motions will be made or what data has been provided to the directors. Your community is left at a disadvantage without knowing what you are discussing. How will you change this?

A. Valid point that has come up for discussion at multiple board meetings and will come up in future discussion. The board is open to suggestions and would like to hear what the residents would like to see put in place concerning this item.

23. Regarding truscapes regarding mulch: Who at Icon is responsible for making sure the work is completed according to the contract?

A. The community association manager is responsible and will receive assistance from the property management committee

24. How does that responsible person verify that Truescapes is fulfilling their contract for mulch and weeding work?

A. Manager has request a bill of lading to be provided for each delivery to be broken down per street. Manager and committee will physically observe and document with video work being done to prepare mulch beds, and then randomly audit by measuring mulch beds when complete

25. The contract calls for labor and mulch at the rate of \$42.50 per cubic yard. How is that audited?

A. Through the bill of lading delivery and receipt

That question concludes the questions that we received prior to the meeting. Members came forward to ask questions so that all owners present could hear.

**Questions raised by those in attendance:**

Arthur Koon – Q – Is there an architectural specification on automated shutters

a- There is a request form that the architectural committee uses to review submissions for owners to install shutters.

Phyllis Brooks – Q- Who do owners address issues regarding the shutters received with their homes?

a- A resident provided the phone number for a vendor who worked with the developer on the shutters - 800-748-8371

q- Can a water fountain be installed at the pickle ball courts?

a- This would require running water lines and power lines. There is a water cooler at the courts and a water fountain at the adjoining clubhouse.

David Gutierrez – q- Who enforces the rules at River Strand?

a- Management works with the Compliance Committee to enforce the rules.

Matt Defano – q- is there a multi-year plan of maintenance for River Strand

a- Yes, a plan has been setup through the reserve study completed by DELTA engineering.

Barbara Moritz q- Is there a plan to address speeding on Grand Estuary Trail?

a- The current speed signs can be moved to other locations throughout the community

Larry Liederman – q- Are the funds of the association safeguarded from bank failure and can they be better invested?

a- . The funds are covered by both FDIC and Fidelity Insurance. The Board has not wanted to lock funds into investments due to the Club's cash flow requirements which include the need to address any possible defects or issues that may be identified during the transition study. We are checking with the association insurance agent to confirm what coverages the community has to protect its funds.

q- Has the board set up goals and deadlines?

a- Yes, these were communicated in August to the community and we will re-send the eBlast that was sent at that time.

Lyn Falcowski – q- Why was the survey for evoting only sent to one homeowner?

a- There can only be 1 designated voter per living unit.

Vivian Secant – Thanked the board for its hard work.

Florence Clark – q- Is there a time when the main gates should be closed?

a- Gates are typically closed after 9PM (main swing gates) there are improvements being made to the equipment at the gate.

Darrell Falcowski – q – Are there rules regarding picking up after pets?

a- Yes, it is both a River Strand rule and a Manatee county ordinance. Additional pet waste stations have been added recently and there are now 14 in the community.

Bonnie Dugan – q- When will the expansion of the tiki bar come up for a vote of the community?

a- The board has not decided when this will be put to the membership.

Samara Paice – q – Why are the golf greens in poor shape?

a- There is a proposal to address the conditions of the greens called dryject. We will also be covering this during the final negotiations with the developer.

Angela Ashla – q- Will the board address the gaps between the shrubs on port harbor parkway?

a- A row of shrubs was added to the west end of berm along port harbor parkway. Management will evaluate the berm and replace any dead shrubs in other areas.

q- How often is the community mulched?

a- 1 time per year

Geiser – q- Why is the golf course in such bad shape?

a- We had 19" of rain during 1 week in the month of September. There was a hurricane that did substantial damage to the trees on the golf course. Staff who left during the hurricane did not return

afterwards. Clean up time as a result of the storm cost the golf course maintenance at least 10 working days for repairs. And the storm hit during a critical time when certain items of maintenance would have been completed.

There being no further business the meeting was properly adjourned at 8PM.

Respectfully Submitted,

Shaun Fitzer, LCAM

On Behalf of River Strand Golf and Country Club, Inc.