

Recap of the Rosedale Master Homeowner's Association Board

May 12, 2022 – via Zoom

This is a recap of the May Rosedale Master Homeowner's Association Board meeting, held Thursday, May 12, 2022 at 2:00 pm via Zoom. It is not the official minutes of the meeting, but rather a recap to provide additional information of the discussions during the meeting to better inform Rosedale residents.

With a quorum present, meeting was called to order by Peter Ingrassia at 2:03 pm. Notice was posted in accordance with Florida State Statute F-720. Including board members, 39 people were in attendance.

Directors Present: President – Peter Ingrassia, Vice-President – Jim Lamy, Secretary – Chuck Allen, Treasurer – Bob Eisenbeis, Directors Fred Booth, Ed Mazer and Sigrid Seymour.

Approval of BoD Meeting Minutes April 14, 2022: Ed made a motion to approve the April 14, 2022 minutes. Fred seconded the motion. All in favor; motion carried.

President's Report – Peter Ingrassia:

- Woodland Church is planning an expansion project which would then abut up to Rosedale along the homes on the cul-de-sac on 54th Ave E and homes in the Highlands along 53rd Terrace E and 97th Street Circle E. The exact proposal on how it might be used is not clear at this time. There is a public hearing to consider the application on Wednesday, May 18, 2022 at 3:00 PM at the Manatee County Administration Center, 1st floor, in Bradenton. Affected residents are urged to attend and keep board apprised of the outcome.
- In-person board meetings: if residents desire in-person meetings, please send a note to the website via the “contact us” section. Board desires to determine interest if such meetings before going to effort to find an acceptable meeting location. Meetings will continue to be broadcast via Zoom to accommodate snow birds and those who wish to continue restricted meetings.
- Hotwire / cable: While Jim will cover details in his cable report, Peter wanted to provide a few observations for us all to consider:
 - There are going to be hiccups and interruptions. It will be impossible not to have them. In fact, we've already had our first mishap. On the first day, a gas line to a resident's home was cut. It was not marked by the gas company properly. Break was quickly repaired, but it did cause some excitement and disruption. Hotwire will try to minimize any future disruptions as much as possible.
 - There will be changes with the new system, but we will be able to do the same things as before via a different format. What will change is the technology we're gaining. New upload and download speeds will increase to 500 MB / sec. While some may think this level of speed is not necessary for our community, Peter cited an article he read stating that homeowners would be looking for speeds at 1

GB or greater in the next 5 years as more homes embrace smart technology (security systems, smart home technology, streaming, etc.). Hotwire's fiber cable will provide the infrastructure to accommodate these future needs.

- Lastly, Peter provided some consumer data. As he stated, consumer-centric data gives a much cleaner and truer picture of how a company services their customers:
 - Spectrum has 1 complaint per 1,000 customers in last 12 months
Hotwire has 1 complaint per 20,000 customers in last 12 months
 - Better Business Bureau rating for responsiveness to customer's complaints:
 - Spectrum: B+
 - Hotwire: A+
 - Net Promoter Score (NPS) measures the number of customers who would recommend service to family and friends. Survey on a 1-10 scale. 0-6 are detractors; 7-8 are passive customers; and 9-10 are promoters. Detractors are subtracted from promoters to determine a NPS on a scale of -100 to +100.
 - Spectrum NPS is zero, implying customers are indifferent.
 - Hotwire NPS is 70, implying they have a majority of customers recommending their service.

Treasurer's Report – Bob Eisenbeis:

Bob reported total assets of \$2.671M, with \$1.339M in reserves, \$1.228M in operating cash, and \$104K in other assets, of which \$66K is not yet collected maintenance fees. Overall, we are slightly under budget at this time. Exact details can be found on the Rosedale homeowner's website under the Governance tab, Committee Reports for May.

Regarding uncollected maintenance fees, all but 5 have been turned over for collections. The other 5 are sorting out deed transfer information and will be processed shortly.

Bob is setting up a meeting with RPM and the auditors to determine options for handling the Hotwire door bonus to avoid potential tax implications. Team hopes to have options available for board consideration next month.

Team will be discussing with Morgan Stanley ways to potentially re-balance our investment portfolio given the current interest rate climate. Expect recommendations for the next board meeting.

Bob circulated a proposed process for the 2023 budget to board members, asking for input. Intent is to engage the committees sooner in the process and get their input on needs, priorities, and future plans. This will hopefully lead to a better budgeting process.

Committee Reports:

Cable Committee – Jim Lamy reporting:

As stated in last month's meeting, the cable committee has divided its focus into two areas: one to communicate the unfolding plans to homeowners, and another to manage the physical changes to our infrastructure. The committee meets weekly via Zoom to manage this.

On the communication side, several notes:

- Team has developed a contact list for each house in Rosedale and transmitted to Hotwire. Hotwire will use this information to contact each household to establish what services are required / desired and other installation related information.
- Team has developed list of snowbirds, landlords and those with a Spectrum email address, all of whom may need supplementary information regarding their circumstances.
- Team has created and continue to update a list of FAQs which are posted on the website. Also, committee has taken the position not to address individual homeowner's questions but rather refer the homeowner to the FAQ website. Should the committee encounter questions not covered in the FAQ, they will obtain the answer and update the list. This is being done to avoid misinterpreted or inadvertent misinformation, as well as committee simply does not have the bandwidth to handle questions one at a time.
- A Hotwire town hall has been scheduled for May 24th at the clubhouse. This will be hosted and run by Hotwire. The in-person meeting is already full, but you may be able to register to view via remote. As response has been good, a second town hall is being arranged as well. Details will follow on that date.
- It has been determined that approximately 30 homeowners did not get the original town hall notification. That has been corrected for all future mailings.
- Hotwire is developing a website to provide information on the installation process and Hotwire's service offering. It will be available shortly and will be placed as a link on our master homeowner's website as well.

On the construction side, team continues to provide guidance to Hotwire's installation crew, including locations for Equipment Hut, areas for staging and safekeeping equipment and a dumpster. As plans are made for locations of the fiber cable, this information will be communicated to the community so they are kept aware.

Roads Committee – Tom Tangney reporting:

Cape Coral Power Washing has agreed to a 2-year, 7-month contract per April's board recommendations. Annual fee is \$41,000, paid quarterly, for the next two years, and \$23,971 for the remainder of 2022. This will cover all power washing needs (sidewalks, gutters, walls, monuments, guard houses, etc.) based upon an annual schedule that roads committee develops. While contract officially starts June 1st, Cape Coral has agreed to power wash the SR70 front end monument in early May at no extra cost before landscape team has their plantings done.

Tom submitted a new design for the SR70 entrance (drawing can be viewed in the roads committee report found on the Rosedale HO website). This design was well received by the board members and will fit in well with the plans the landscape committee has for refurbishing the SR70 entrance. The 44th Ave. monument will need to be completely re-constructed. Bids will be sought for both projects.

Tom asked for approval to spend \$750 to replace missing and faded mailbox numbers in the Links. Funding is in the budget. Chuck moved to approve the spending. Fred seconded. All in favor; motion carried.

Scheduling is underway to install the “Stop Ahead” sign on 87th Street E, replacing a faded stop sign on 88th St. and replacing a bent sign post on 52nd Ave.

Bids are being solicited for the installation of ADA compliant crosswalk mats in the Highlands and Legacy sections.

Team continues to work with the vendor and engineer on scheduling the 49th St and 88th St storm drain improvement.

ARC Committee – Peter Ingraffia reporting:

Peter stated that 22 requests had been reviewed in April, with all but 3 approved. Those 3 are under review.

Documents reviewed and approved by the board last month have been posted to the website:

- Items requiring an ARC request
- Repair / maintenance items and items not requiring an ARC request
- Updated deposit requirements

Peter reported that more homeowners are submitting ARC requests after the fact – doing the work or putting down deposits before ARC approval is obtained. Peter stated homeowners risked the possibility of re-doing a project or losing a deposit if approval is not given. So, get ARC requests into the committee in a timely manner.

Also, Peter reported committee was getting emergency requests that weren’t emergencies. Peter stated committee reacted to handle as quickly as possible, but it is not easy for the committee nor the homeowner. Make sure emergency is an actual emergency! Pre-deposits are not an emergency – plan accordingly.

Note: during the summer, committee will not be meeting every-other week due to summer schedules and vacations. New schedule is on the website.

Landscape Committee – Cheryl Smith reporting, along with Mary Willet and Harry Waldo:

Team made a PowerPoint presentation for the SR70 entrance plans. After careful consideration, team recommended bid from Bright View Landscaping. While bid was over budgeted \$30K, plan met requirements of addressing the 30+ year old plantings that have served us well but

needed to be put to rest as well as proposing dramatic design that provided lots of color and beauty. Board agreed. Team broke out planting areas at the front end to 5 different areas. With the budgeted amount for this year, the area in front of and behind the guard house, and the area to the west of the exit will be completed this year. The monument area and the area along the street east of the monument will be completed 1Q23 with the new 2023 budget. Vendor has agreed to this plan as well. Teal will handle the irrigation and work with Bright View during planting installation. During discussion, it was discovered that team was recommending keeping the three older palms behind the guard house and not using some of the landscape rock vendor had proposed to keep proposal at \$30K. Members felt palms should be replaced now, both to match new plantings as well as remove palms now before they were deceased and we were unable to replant palms there. Committee believed additional cost to keep landscape rock and new trees would be about \$3,000. With that, Sigrid made motion to approve committee's proposal for the 3 front end areas for \$30K, and up to an additional \$3K to remove and replace palms at the exit area of guard house and keep landscape rock, as the committee deemed best. Ed seconded. All in favor; motion carried.

Additional comments on the proposal: Fred asked if committee has spoken to the county about resurfacing the street at the entrance – didn't want that work to damage any new plantings/work. Tom Tangney responded that he has approached the county about this, and answer is nothing will be done there until after the Lena Road extension project is finished. Tom stated that a vendor was hired some time ago to repair the potholes at the entrance street. Rhonda Veaghn, our RPM property manager, asked about warranties for the plants. Team responded that shrubs and plants had a 60-day guarantee, trees had a year guarantee.

Committee had some other normal maintenance / plantings for approval: common ground hedge removal on a pond (\$700), replacing old and dying plants in Bloomfield circle (\$2,415), replanting circle in the cul-de-sac in Westbury (\$2,750), replacing island plantings by the Highlands circle (\$2,265), and removing dying Ligustrum and Hibiscus trees at the 88th St. pillars and at the Highlands circle (\$895). All projects are in the budget. Chuck moved to approve expenditures. Sigrid seconded. All in favor; motion carried.

One item not on the committee report was a request for annuals (\$4,050), which also is in the budget. Work will be done by Teal. Sigrid moved to approved expense. Peter seconded. All in favor; motion carried.

Communications Committee – Ed Mazer reporting:

Ed reported that committee has been working hard to develop and update the FAQs on the website for the cable project. The new ARC guidelines and deposit requirements have been posted to the website. Jim Masters has assumed responsibilities for posting the board minutes and committee reports on the HOA website.

Community Access Committee – John Sasa reporting:

From last month's meeting, team tried to negotiate a payment term with the vendor for speed monitoring equipment. Unfortunately, vendor would not make any exceptions to their terms,

which was pay-in-full or a more expensive long-term lease program. Team decided to look at other vendors.

Team has had discussions with International Security Networks, a Florida based company with over 300 communities using their system. At first glance it appears that system is less expensive than previous vendor and potential of integrating all systems into one package. Estimated cost for one unit is \$10,000. However, 2022 budget has only \$5,000 in for speed control. Team will look into new program in more detail. Chuck will work with team to develop proposal for board to evaluate in June's meeting, while Bob will look at budget, expenses and possible changes that can be made to enable some funding for this project this year.

As many were aware, community had a large number of people going through the neighborhood soliciting pest control services. Team was able to stop two of the solicitors and identified the company involved, ECO Pest Services. Team spoke with owner and warned that any subsequent instances of soliciting would result in an immediate suspension of their entry privileges.

It was also learned that the solicitors gained access by telling the guardhouse they were playing golf. They have used that tactic in other gated golf communities. Team will try to work with clubhouse management to determine if some system can be set up to monitor this situation better. Ed asked that a motion be made asking John and team to work with the clubhouse to get guests registered so it would be in our official notes. Peter moved as such. Jim seconded. All in favor; motion passed.

Gatehouse is re-instituting past procedure of scanning vendor driver's licenses into the Dwelling Live system. This procedure was suspended during Covid but will be re-instated.

It has also been discovered that there are many residents not having the proper license plate numbers registered in the system. With people possibly getting new vehicles or new plates, they have not updated they system. A notice will be sent by the communication team asking residents to update their plates in the system, along with directions on how to do so.

Community Standards and Practices – Jim Lamy reporting:

This new committee has met twice since the April board meeting. As a first step, committee is reviewing the community standards for displaying flags in public. Plans for this, and for other topics where similar detail or elaboration / definition is needed, will be to query the community via a poll to gauge community sentiment. To that end, committee is preparing a short list of questions that will be posed to homeowners on flags. Residents should look for surveys requesting such information from the team and respond accordingly for their input to be heard.

Second area or concern relates to homeowner's use of common grounds, specifically around area ponds. For example, homeowner's privacy can be encroached by other residents who avail themselves to fish these ponds.

The third area being discussed relates to real-estate signage and open house rules, which also will lead to some clarifications.

Ed asked if committee was looking at recently passed new CC&Rs and areas that needed clarification and guidance. Jim stated this was on their radar, but it pointed to the bigger need of gathering and publishing existing Rules and Regulations as well as developing new R&Rs around the CC&Rs. This will be the task of this new committee.

Storm Water Management Committee – Gary Schaefer reporting:

Gary asked for approval to approve a contract with Hyatt Survey not to exceed \$7,000 for additional survey services in Rosedale for ponds 9 & 10. The cost is expected to come from reserves. Sigrid so moved for approval. Peter seconded. All in favor; motion carried.

Gary and committee have developed a potential list of landscape architects and engineers to assist with implementation of the pond policy and civil engineering as needed. Committee is asking if RPM can help vet this list as well as provide any additional recommendations based on their experience. Rhonda Veaghn from RPM said they could help.

The Eastwood Park common area was discussed regarding potential drainage issues. Gary had a proposal from an engineer to look at this area as well as expanding survey up to pond #9 in the Links. This was in the SWM's plan for next year, but due to resident's concerns, Gary was advancing the recommendation now. While engineering budget for this year has been spent, board recognizes need to get this started so a solution can be worked out and properly planned for in 2023. Board recommended team further evaluate proposal to include other possible needs in this area and present at next month's board meeting. Meanwhile, Bob will work with budget to determine if funding is available – be it in 2022 operating plan or via reserves.

Other items of note from Gary's committee report:

- Teal still needs to clean outlets as requested by SWFWMD. Will follow up with Mark.
- The SWFWMD review officer and her supervisor (both of our contacts over the past 3 years) have left the district. Committee is in limbo at this time. Consulting engineer has reviewed design calculations to determine if pond #5 was even needed for the Links development. SWFWMD has been notified about a request to change the permit and drop the citation. Committee is working with engineer and SWFWMD to discuss next steps.
- From last month's report, Gary, Sigrid and Peter met with Coral Hospitality on April 26th. Gary explained cause for flooding around ponds 9 @ 10 along 88th St. E. Coral stated that they have and will continue to minimize water surface elevations in the ponds to maximize storage capacity. They stated that their intakes are too high to lower the pond elevations any more without significant disruption to the golf course. They agreed to meet again if a solution could be found. (Hence the survey work being done by Hyatt – see above.)
- Gary attended April 20th meeting of the RCC and presented the pond and no-mow zone policy to about 50 residents. Good discussion and information shared by all.

Lighting Committee – Chuck Allen reporting:

Chuck reported that the lights at the Sweetbriar entrance are not working. Wires had been cut in recent landscaping changes. Work is being done to repair ASAP. Peter asked if team needed to approve the 2022 Holiday Lighting contract. Chuck did not believe we needed to do so yet, but would look into this and report back to the board. (Side note as follow-up after the meeting: holiday lighting contract must be signed and deposit given by September 1st. Committee will review proposal from lighting company and present to board with adequate time to approve and get Rosedale in the queue for our holiday lighting. Board members have been informed.)

Compliance Committee – Fred Booth reporting:

Committee is reviewing complaint complaints within the RPM system. It appears as if many are old and handled but have not been noted as such. Team will be working to clean this up.

Committee will be doing a visual audit of areas for tree trimmings to minimize any potential damage in the upcoming hurricane season.

Complaints the committee has addressed this past month include:

- Proper screening of pool equipment, water softeners and pool cages at several homes along Carnoustie.
- A car being stored with cover in homeowner’s driveway on Royal Dornoch – CC&Rs state vehicles cannot be stored in driveways.
- Commercial vehicles being parked in driveways overnight – CC&Rs state they must be put in the garage.
- Homeowner in Sweetbriar installed a white vinyl privacy fence, per approval of ARC. Fence will be screened with plantings so as to not be visible from the golf course.

Fred stated the hearing committee is in need of a new member. If anyone is interested, committee meets once a month, usually first Friday of the month at 3 PM at RPM’s office. Next meeting is June 3rd at 3 PM. Meetings usually last no more than 45 minutes. Please contact Fred if interested.

With all committee reports given, Peter moved on to old business:

Old Business:

Tom Tangney inquired about the repair situation of a damaged sidewalk on Marbella as discussed last month. Rhonda stated she had heard sidewalk should be repaired today or tomorrow. Tom then asked about status on other addresses, predominately in the Links, that also had sidewalk damage, presumably caused by homeowner pool or landscape installations. Tom will send list to RPM and compliance to review and determine status.

New Business:

- Holiday Lights and Décor: addressed above during lighting discussion.
- MRTA: MRTA (Marketable Record Title Act) is a necessary document filing that is needed to preserve our Master Declaration of Covenants, Conditions and Restrictions (CC&Rs) for Rosedale. Board must have a separate meeting to discuss this subject, and

proper notice must be given to all residents so they may attend if they so desire. Board will add this meeting to the end of our regularly scheduled June 9th meeting (regular meeting will be adjourned and finished, then we'll open the meeting for the MRTA discussion.). Communications team will make announcement to community.

With all agenda items covered, Peter asked for motion to adjourn the meeting. Jim moved to adjourn the meeting. Sigrid seconded. All in favor; motion passed. Meeting adjourned at 4:43 PM.

With the business meeting concluded, Peter opened the meeting to those attending.

Ed Serra inquired about the Aquagenixs accounting and how this was being pursued. Rhonda reiterated that RPM would take full responsibility for the double payment. However, RPM is going through the process to try and secure repayment of the funds from the company that purchased Aquagenixs. If RPM is unable to do so, they will reimburse the Rosedale Master Homeowner's Association.

Bill Moran asked landscape committee to be sure motorists had a clear line-of-sight at the SR70 exit as it intersects with 54th Drive E, especially in the area behind the dental offices, as the committee installs their new plantings. Committee will definitely keep this in mind.

Jerry Tippen expressed concern and disappointment that the Eastwood Park and the maintenance of pond #9 in the Links issue is not progressing faster, as this has been an issue for years. He asked committees to look at the trees in the Eastwood Park, as he felt they were dying and should be replaced. He questioned water level issues/concerns for this situation, as nearby homeowner's trees were doing well.

Israel Emmer had left the meeting, but had asked this question on the chat line, which Joe Miller of Miller Results, our Zoom partner, shared. Israel asked when was the last time the committee inspected the Legacy roads, and what is the maintenance program, if any, in place to seal/repair all the road cracks? Tom Tangney responded, saying the committee inspects the roads several times a year, but are focusing on major issues in these inspections at this time. There is a process in place and part of a 3-year plan to address these issues. However, some of the cracks and rippling in areas, especially along 88th St E in the Legacy section and at the entrance to the Links, have potential underground water / drainage issues causing this problem. Supposedly when this was discussed with the company that did the resurfacing, they stated they would not warrant any repair or work in these areas without a complete engineering study to determine underlying causes, which both roads and SWM are currently doing. Unfortunately, this will take some time. If situation becomes worse, team will address as needed.

Rick Duley also had to leave the meeting, but Joe shared his comment, which was urging access committee to "be frugal on speeding-related spending".

With no further resident's comments, Peter thanked everyone for attending and ended the meeting. Meeting ended at 4:53 PM.