

Pine Lakes Liaison Meeting Minutes
March 16, 2022 – 2:30PM Living Room

Attendees

HOAII: Bob Konetzny, Mike Gloss, Ron Thoreson

PLE HOA: Dick Loubier, Bob Godek, [Cindy Ahrens as recorder]

ELS: Leslie Register and Steven Bagiardi [new Manager Jason Myer was unable to attend]

- 1) Follow up on flooding issues on Grand Cypress Ct. ELS agreed to address the issues on the report.
Response in Feb. was “vendor has been out to complete drain jetting, however, the drain issue and swell are being monitored and is ongoing.” Has ELS been in contact with the resident since Feb. meeting? Does the resident consider the issue resolved?
UPDATE from Leslie: Is there a way to receive confirmation of completion – response will come from manager after action. If a resident issue goes through the Board, the response will go to resident, not the Board. Understand that some work was done, but vendor will be taking another look on 3/18/22. There has been progress, but may need further work as it is more of a community issue, not just the resident.

- 2) Follow up on holes in the fence surrounding the new purchased property on Circle Pine Rd. Tad has observed the holes. Also, there is a new complaint that there are man-made holes in the rear of the Storage area fence. Now there is a huge opening due to fire apparatus needing entrance into the new ELS property to extinguish the fire. The whole fence line is in need of replacement. What are the plans, as animals and humans can enter the property?
UPDATE from Leslie: This is the fencing along Zemel Rd that needs repair, ELS is aware of the issues and is getting estimates. Since this is a common area, communication will be to the Board.

Status of Resident Complaint forms:

- 3) What is the final result of the Grob family customer complaint? The Grob’s have rejected Joshua Tree offer of \$500.00. Since Joshua is an ELS contractor, the Grob’s expect ELS to resolve. Has ELS contacted the Grob family after they rejected the Joshua offer? Will they?
UPDATE from Leslie: Understand that resident (35C) rejected the offer from Joshua Tree. Understand that Joshua Tree is responsible to the awning (unable to repair), issue is still on the Joshua Tree list. Bob K asked about the timing since this issue was submitted in August 2021. The resident and manager will need to work out an agreement. For any vendor damage, residents must report to ELS management.

- 4) What is the status of the resident complaint form concerning leakage in ceiling and mold in the kitchen storage area?
UPDATE: Bob K and Natalie did view the leaks after the last Liaison; issue will be reported to Jason.

- 5) Can Jason create a work order to replace the ceiling tiles and remove the mold in the room abutting the ELS office area?
UPDATE: The ceiling is in very bad shape, a hazard to office employees and to the future HOA storage room (formerly the cable TV room). Work will be done 3/21/22.

- 6) Any further update on purchasing new chairs for the Ballroom? When will they be delivered?
UPDATE from Leslie: There was no record of a purchase for additional ballroom chairs. Will refer to Jason.
- 7) Natalie said she would call the Glazier family concerning the broken drain pipe by the road. Did she call? Is the issue resolved?
UPDATE from Leslie: Jason will meet with Natalie to review.
- 8) What is the status of installing a curtain in the stall area of the men's rest room by the pool?
UPDATE from Leslie: On Jason's and Tad's list – follow up later week on the issue.
- 9) Comment form from the Robjohns – Has ELS resolved this issue?
10) Comment form from Kathy Patterson – Has ELS resolved this issue?
11) Comment form from Pine Lakes Tennis Association – Has ELS resolved this issue?
12) Three Comment forms from Dave Fischer - Has ELS resolved these issues?
13) Comment form from Jane Vogel - 2nd complaint on 7C – Has ELS resolve this issue?
UPDATE from Leslie: Manager Jason will follow up with these requests and the above resident forms will not be addressed at this time. Resident Comment Forms need to be submitted to the ELS office and the issue stays there. Residents need to handle issues with management office. Request only resident and manager handle all issues. Bob K did request that there be just one comment/issue form rather than the multiple options currently being used. He will follow up with Jason for all resident forms.
- 14) What is the status of moving the video screen from the back of the curtain to the front for powerpoint presentations?
UPDATE & DISCUSSION: The issue is to be able to use the screen (which is behind the black stage curtain) for future presentations, programs, movies, etc. Mike G asked if the shiny over-curtain could be connected to the curtain to enable curtain to be opened with the shiny cover all as one to expose the screen. That option may not be possible. Jason will follow up on this request.
- 15) What is the status of hiring a new Compliance Manager?
UPDATE from Leslie: No candidates at this time. This position will handle the 360 issues and more.
- 16) Swimming Pool
- Has the new pool furniture been delivered?
 - What is the status of the tear in the canopy...has it been repaired/replaced?
 - Has the fiberglass container been delivered for the Spa?
- UPDATE from Leslie: Pool is now open and in use. Furniture is expected to be delivered next Tuesday or Thursday. Canopy tear is being inspected by vendor on 3/25/22. Spa is still closed, may be 4-6 weeks for repair as of 3/12/22.**
Issue of pool temperature – heater should be working, there is no auto shut off. Pumps are very noisy – vendor is to inspect the pool daily after the work was done. Mention of the pool first aid kit not usable – that item is on Jason's list after a walk-through.
- 17) Have the new resident lamp post name plates been installed?
RESPONSE from Leslie: will need to follow up on this issue.

- 18) What is the updated status of the Pub? Have new waitresses been hired? Will the Pub be opened 7 days a week in the near future? If not, have food trucks been scheduled?
UPDATE from Leslie: Natalie would like the Pub to be open 7 days/week with enough staff to keep it open. Mike G has booked a food truck to be outside the Pub on Monday, 3/28 (the Pub is closed Mondays). ELS is open to the food truck option, but the goal is to open the Pub 7 days/week.
- 19) How is the cost of waste disposal from the Pub separated from resident expense on their annual Pass Thru for waste disposal? Follow up question from Feb.
UPDATE: Bob K had submitted a request for ELS to consider closing the Pub to public for December through March so that PLCC & LFCC residents could have better access to the Pub. Leslie agreed to follow up on Bob K request to determine if the Pub waste disposal costs were excluded from the resident's waste disposal cost they are charged in their annual pass-thru expenses.
- 20) Has ELS checked with the Environmental Department to determine whether a small propane tank can be installed behind a fence?
UPDATE: A resident has asked if he could install a small propane tank outside his house to run a generator when needed. ELS needs more details for any response.
- 21) What is the status of the concerns on 35H where the house is filthy. Has ELS walked around the house and looked at the back. It has not been cleaned in years. The car in the driveway has not been moved in three years. There is no name sign on the lamp post and the light has not worked for years. Although it appears some raking has been done, the pile has not been picked up nor the house cleaned.
**UPDATE: Since the February Liaison meeting there has been some work done, but work needs to continue – on Jason's list.
Also there was mention of 36M with resident who repairs golf carts – there are tires and batteries stored outside of the house – to Jason.**
- 22) We need new cul-de-sac number signs for each cul-de-sac. They are old and cannot be read even in the daytime. What is the status of purchasing and installing new number signs to replace the existing unreadable signs?
UPDATE: Bob K stated that the cul-de-sac signs (numbers) are very difficult to read and need to be replaced. From Leslie: maintenance is working on the signs – relay to Jason.
- 23) Hedge on the access to Eagle Trace bridge still needs to be trimmed back (not off the top, but the sides) – to meet width of current golf carts.
UPDATE from Leslie: Landscaping will check on the issue.
- 24) Gate security: With the announcements from Lee County Sheriff office about the increase in thefts in the area, what is the status of security at the PL gate--are cameras operational for legal review after reported thefts? Since the LF gate may also be an issue for thefts due to access to PL, are the cameras there operational for legal review after reported thefts?
UPDATE from Leslie: vendor is coming 3/23/22 to check on all cameras (at gate, Living Room and other community locations) and replace as needed.

25) Can repairs be made to the cart/dirt access point from PL to LF? Fill all the potholes, add gravel to surface?

UPDATE from Leslie: Yes – vendor is looking at the issue.

26) Can the PLE HOA Board receive a copy of the electronic database for all PLE HOA members? Proposal for PLE HOA to investigate setting up a process for member notification via email/text messages. Would include member name(s), PL address, phone number, and e-mail address; along with a request for future updates to the database. [from Cindy Ahrens, PLE HOA secretary]

RESPONSE from Leslie: Due to confidentiality, the HOA would need to request the information from residents for signatures to authorize use of the information. HOA goal was to develop a database to send text or emails to all estate members. Suggested a conversation with the HOA and Jason and Natalie for records & management of the records.

27) What is the status of the request for reimbursement of \$37.23 for tarps for the horseshoe pits?

UPDATE from Steven B: Purchaser needs to submit the original receipt to Jason for reimbursement.

ADDITIONAL REQUESTS/ISSUES

1. Mike Gloss suggested an article in the Whispering Pines from ELS to explain the robo calling system, explain the purpose would be helpful as a reminder and info to new residents.
2. Clubhouse floors need work – carpet deep cleaned or replace in outer rooms, ballroom floors cleaned and sealed.
3. Lots give lot numbers to Management. **[Bob: I do not know what this meant?]**
4. Ron Thoreson shared that the Men's Club hoped for wi-fi/internet access in the Clubhouse for the shows and for residents to use if needed. **Response that Steven will handle.**
5. Question on status of assistant manager position. **In the process.**
6. Note on new Compliance Manager – job description will include that both residents and ELS are caring for the PLCC community.

Meeting was adjourned at 3:50PM.

Cindy Ahrens, Recorder