

January 11, 2023 Villa Townhall

This was conducted in person at 5pm in the indoor basketball court preceding the HOA board meeting.

Committee members present are Mark, Deborah, Brian, and Denise. Board liaison member Rich was also present. Last member, Moe, was excused because of an injury.

28 owners attended.

The meeting was opened with introduction of the members and a reading of the mission of this group. As a reminder this group's sole purpose is to review villa concerns and make recommendations or forward information. This group does not make any decisions.

Mark presented our recent discussions and recommendations. These included:

1. Evolution of the MB webpage. Brian has been working with Castle to develop a villa owners tab to present info related to villas specifically. There is a link to send questions/comments to the villa committee. We do not have access to update/modify this tab and go through HOA approval then forwarded to Castle for posting.
2. The painting of FWC. This has been done and if you are a retuning seasonal resident and notice mistakes, contact Sam for repairs.
3. Green dots. Salazar recently placed termite bait traps. Green dots were placed on the walls to identify their placement when the traps are inspected or rebaited. If you removed them innocently or they are missing, please see the office to replace them.
4. Coach light. We recommend that your coach lights are left on when dark to help illuminate our streets for safety. Electrical costs are low and light sensitive bulbs can be purchased.
5. Salazar. The committee recently recommended a switch to Salazar with the implantation of termite bait traps. Indoor services have not changed, and it was a cheaper rate. So far, we feel this has been a positive change. Salazar also comes out every other month to provide sweep services. This is a \$10/per treatment cost to the owner. You can call Salazar and take advantage of this service.
6. All About Lint. This is considered owner responsibility. In response to questions regarding lint removal, we have found a service that will provide a group discount of \$60 available to all MB residents. They will be here Jan 31-Feb 3 and they can be contacted at 239-203-6900 to get on their worklist.
7. Power washing. This is set to begin the end of January. FWC will only have walk and driveways due to just being paint. LPP will receive walls and down. The HOA will do its best to nail down specific times and are aware of the vendors inconsistency. Another vendor with acceptable prices had not been found as of booking the service date. This will be an ongoing process. Going forward we are trying to schedule a top to bottom approach in a time frame most residents are here. We are also discussing how to handle those that do not want the service completed. The dues you pay will not change, but some residents have had sealing or other work done that will be damaged by power washing. The residents will be notified of how to opt out shortly. If you feel that your home was not done properly, notify the office immediately. Going forward will also determine ahead of time if residents opt out so the cost to the vender can be decreased, Again this will not change any HOA fees.

Open Forum (residents are given 3 minutes per topic and encouraged to contacted appropriate committees if it is not in our scope)

Deborah-LPP: She voiced concerns over Juniper lack of work. She questioned about weeding. We acknowledged there are many issues with Juniper. We can get a schedule of services and their timeframes to identify issues and proceed with problem solving.

Gerry-LPP: concerns of plants dying. A cause of this community wide event has not been determined as there are many factors. Rich commented that Sam has been in contact with Juniper. With the discovery that some of this occurred after a man in white was spraying the beds, an investigation of Salazar vs Juniper can be examined. If there is no clear fault identified, the homeowners are responsible for replacement of said foliage per the rules.

Pat-LPP: Presented concerns about the way Juniper mulched the grass clippings. She stated the mowers, not designed to mulch, were spraying grass clippings in mulch and the lakes. This has been discussed as a committee before and concerns were brought up to the board and Castle. We can discuss this with Sam again.

Kevin-LPP: Had more complaints about Juniper and lack of response from Castle and/or the board. He also had concerns or dead areas in the preserve with proximity to his home causing a safety issue. We encourage continued filing of complaints with Juniper directly. Rich is present and noted this complaint. The board and Castle will have to investigate the safety concern of the preserve to recommend actions.

Resident: More complaints about Juniper. We will check into specific performance expectations and see if a schedule of services, i.e.; bush trimming, tree trimming, weeding etc., can be established so there is no miscommunication. Always deal directly with Juniper on your concerns instead of the often Hispanic workers so that misunderstandings can be avoided.

Tom-FWC: didn't have a question but talked to the group about insurance. Tom was acknowledged and it was explained to the group, that insurance is something this committee and the board are very aware of. There has been discussion on what is feasible and cost effective for the community. We did not touch on the topic tonight because there is a lot of education and discovery to be had. If we determine a feasible and cost-effective solution, a visual and audio aide will be compiled for residents to view prior to a topic specific townhall that will be organized. This town hall will be followed by a period of further discussion and a vote to take place if changes to the rules needs to be established. This will not be available prior to the April 2023 renewal, and we are hoping to have a determination of this late summer and present it in the fall when most residents are likely to be in town. The insurance community is in a state of shock and fluctuations following Ian and this will take some time so please reserve your judgement until substantiated facts, not your neighbor's opinion, can be obtained. This is not a discussion for Facebook. please allow your elected board, with advisements from its committees, review the facts.

Jeff: He feels communication with the board and Castle is still deficient and lackluster in response to homeowners. This is why we have established a villa tab on the MB website. We do not have accessibility because we are not on Castle employment. Brian works hard to develop easy platforms to have Castle add to the page. Rich is here and will take these concerns as needed to the board and/or Castle. We will continue to strive for thorough communication and dissemination of important information.

The meeting was ended due to the following board meeting. To summarize; most complaints were related to Juniper performance. We continue to encourage using the Juniper website to continue to complain or put in work orders for missed work. We have discussed the way they mulch with Castle and Rich before and will continue to advocate for the promised services as they are outlined in the rules documents. As a board member and a villa owner, Rich as heard your concerns and will discuss with the board any concerns he has.

Thank you for your interest in our community,

The Villa Committee