

MINUTES OF MEETING
REMINGTON
COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Remington Community Development District was held on Tuesday, June 29, 2021 at 6:00 p.m. at the Remington Recreation Center, 2651 Remington Boulevard, Kissimmee, Florida.

Present and constituting a quorum:

Kenneth Soukup
Pam Zaresk
Brian (Ken) Brown
Tim Mehrlich *via phone*
Diego Benson-Valdes

Chairman
Vice Chair
Assistant Secretary
Assistant Secretary
Assistant Secretary

Also present:

Jason Showe
Scott Clark
Pete Glasscock
Alan Scheerer
William McLeod
Residents

District Manager
District Counsel
District Engineer
Field Manager
DSI Security Services

FIRST ORDER OF BUSINESS

Roll Call

Mr. Soukup called the meeting to order at 6:00 p.m. and Mr. Showe called the roll. A quorum was present.

SECOND ORDER OF BUSINESS

Modifications to Agenda

Mr. Showe: I have none.

THIRD ORDER OF BUSINESS

Security Report from DSI Security Services

Mr. McLeod: This month at the Partin Settlement Road gate we had 956 visitors and 7,787 residents for a total of 8,743. The E. Lakeshore Boulevard gate had 811 visitors and 3,375 residents for a total of 4,186. That totals 12,929 for the month. We issued 21 citations this past month, which

brings the total to 206 to date. We had 5 tow truck calls, 3 vehicles were towed and 2 cars moved before the tow truck arrived. We also had 5 repeat offenders.

Mr. Soukup: Are there any questions? Hearing none,

FOURTH ORDER OF BUSINESS

Public Comment Period

Mr. Soukup: Please state your name and address and keep your comments to three minutes. Are there any comments?

Resident (Mike Harpster, Knightsbridge): The security company is not doing their job. I need to find out what we need to do to make it work better for us. I'm being told that I'm causing a disturbance trying to report an issue. That offends me. I think they should try to take care of our needs more than just telling us that we are causing a disturbance by trying to bring it to their attention.

Mr. Soukup: Right. We will address that with security.

Resident (Mike Harpster, Knightsbridge): I just wanted to make it known.

Mr. Soukup: Absolutely.

Resident (Mike Harpster, Knightsbridge): We all live here and we all want to be here. We want our security company to work for us.

Mr. Soukup: Yes, to treat everyone with respect.

Resident (Rendon Miller, Berkeley Drive): I was just wondering security-wise, why there was a day when there were no security guards at all. Do you know when the security guard has been here if they are here? It seems like we have no security guards.

Mr. McLeod: We have a system in place where officers are able to clock in and out using their phone. I'll be honest with you. I don't remember that specific day. We always man the gates. We have always been here; however, we have been late on a couple of occasions. I myself came and sat because I knew that we were down an officer and I didn't get here until 7:25 a.m. So I'm not invoicing the CDD for that.

Resident (Rendon Miller, Berkeley Drive): Does your company know when so and so arrives?

Mr. McLeod: We do. I get notifications personally on my phone if a guard doesn't clock in seven minutes after he was supposed to. Let's say the guard clocks in at 7:00 p.m., I get an email

saying that so and so has not clocked in. Sometimes when I open the email, it takes a while to get somebody here, but I am aware of when no one is here.

Mr. Scheerer: Yes. If I may interject, they are pretty good at notifying myself or Jason if there is an issue that doesn't always get communicated to you. I know that you were out here just this last weekend. Somebody called and said that we had a last minute no show, but they did let us know. I let the District Manager know. He was off. I just sent him a quick text and let him know, but they do a pretty good keeping staff notified.

Mr. Benson-Valdes: There has been a repeated issue with individuals showing up on time and leaving early because I brought them up on a monthly basis. Every month I bring this up and you say that you are going to educate your staff.

Mr. McLeod: The most that I can do is tell staff that they need to be on time and they can't leave before the end of their shift.

Mr. Benson-Valdes: Something needs to be done.

Mr. McLeod: I can only educate so much. There were officers that had been let go. We suffered a lot of turnover here, through no fault of anybody. It is just the way things are right now. There is a lot of re-training of officers and we are getting a lot of new officers in here. I'm not trying to make any excuses, but I feel like some people have the mentality, "*I'm here until 6:00 p.m.*" or "*I was here at 6:45 a.m. setting up, so I should be able to leave at 5:55 p.m. or 5:50 p.m.*" That's the mentality and when we discover that, we have to educate them. Our rover is pretty good ensuring that the officers are here until so and so time and if they clock out earlier, we educate them on that. She keeps me up to date on who she suspects.

Mr. Benson-Valdes: Because it's a continual with being there or not being there or having the lights out, because I see posts on social media about that, I have an issue with your company increasing your rates by 10%. Someone witnessed it and posted it on social media.

Mr. McLeod: I have no reason for that.

Mr. Benson-Valdes: So, I think that we should rectify the ongoing issue before we give them a 10% increase.

Mr. McLeod: I understand your position. I'm not a salesperson. Being an Operations Manager, I'm going say right now that it is very hard to staff this post and keep it staffed at the wages we are at. That's why we are suffering so much turnover. I'm not trying to sell you or gouge you for more money. That is not my position at all. It's my responsibility to tell you what is going

on up there and what we are seeing real-time out there. I'm just trying to say that when we are fighting against McDonalds and Chick-fil-A that are paying \$14.50 to \$15 an hour, it's hard to keep people. I've had to come out here and orientate people that were supposed to start that night and called me and said, *"Never mind, I'm not taking the job. I'm going to work for Wal-Mart for \$14.50."*

Mr. Benson-Valdes: Okay.

Mr. McLeod: That's the reason the price increase was presented. Again, that's just where we are at.

Mr. Benson-Valdes: Thank you. It's due to market conditions.

Resident (Matt Psarsky, Westmoreland Circle): Approximately seven days ago, there was an incident at the E. Lakeshore Boulevard entrance. A vehicle was in a ditch. The security guard heard it and didn't report it. Myself and a Florida Highway Patrol (FHP) Officer were driving down E. Lakeshore Boulevard, pulling into the E. Lakeshore Boulevard gate and found an unconscious male in the ditch. The security guard never reported it.

Mr. McLeod: Do you know what the guard looked like?

Resident (Matt Psarsky, Westmoreland Circle): It was a white male.

Mr. McLeod: That should not happen.

Resident (Matt Psarsky, Westmoreland Circle): You can see tire marks in the grass where they did a donut and went into the ditch. It was probably at 9:00 p.m. or 10:00 p.m.

Mr. Soukup: Was it last Monday or Tuesday?

Resident (Matt Psarsky, Westmoreland Circle): Something like that. I was coming home.

Mr. McLeod: Did you say that FHP responded?

Resident (Matt Psarsky, Westmoreland Circle): Myself and an FHP officer were just driving down E. Lakeshore Boulevard. It is the FHP officer that lives in the neighborhood.

Mr. McLeod: Okay. I'm going to figure out what happened here. That shouldn't be. Obviously, an officer can't leave. They should have told somebody. That's what we are here for. So I'll look into this.

Resident (Matt Psarsky, Westmoreland Circle): I'm sure there is video footage in that area. You can see the car doing donuts.

Mr. McLeod: I understand. A Police Officer should've been called. If they witnessed it, they should've called.

Mr. McLeod: I understand. A Police Officer should've been called. If they witnessed it, they should've called.

Resident (Matt Psarsky, Westmoreland Circle): There's no way they could've missed it. They did a donut right in front of the median, in front of the guardhouse. They lost control and went right into the ditch in front of the Remington sign.

Mr. McLeod: I will look into that. Thank you.

Resident (Matt Psarsky, Westmoreland Circle): Not a problem.

Mr. Soukup: Are there any other public comments? Hearing none, we will close the public comment section.

FIFTH ORDER OF BUSINESS

Approval of Minutes of the May 25, 2021 Meeting

Mr. Soukup: Are there any corrections?

Mr. Showe: We have corrections that were included in the final version.

Mr. Soukup: Are there any others? Hearing none,

On MOTION by Ms. Zaresk seconded by Mr. Brown with all in favor the Minutes of the May 25, 2021 Meeting were approved as amended.

SIXTH ORDER OF BUSINESS

Hearing on 114 Westmoreland Circle Visitor Privileges for Street Parking

Mr. Showe: We will let District Counsel run through that.

Mr. Clark: You will recall, at our last meeting we discussed the issue of ongoing parking violations that were reported by a resident at 114 Westmoreland Circle. The Board directed me to send a letter to the property owner, which I did. The owner appears to be a fund that invests in a number of rental houses based in Dallas, Texas. They did not respond to the letter.

Resident (Mr. Tier, 114 Westmoreland Circle): I live at 114 Westmoreland Circle.

Mr. Clark: Thank you. Staff also posted a notice at the door. So I guess that notice was received. What I would suggest to the Board tonight, because there is no formal procedure, but you were provided by the District Manager a package that contains a list of what would be evidence of the ongoing violations. Many involved the white truck we talked about last time. There is evidence in the package, photographs, some emails as well as some video evidence that has been

provided to the District. For that reason, Jason, that's why there is a screen to review any of that evidence that the Board wants to. You may have reviewed it yourselves in advance of the meeting. So I will leave it at your discretion. If a resident is here, it may be appropriate to review some of that in front of him, but what you should do at this point is to discuss the evidence before you.

Resident (Mr. Tier, 114 Westmoreland Circle): Excuse me.

Mr. Clark: Wait your turn, sir. You will have a chance to speak.

Resident (Mr. Tier, 114 Westmoreland Circle): Okay. I just have a question.

Mr. Clark: The resident is here and obviously wants to address the Board, which is why he was notified and what this is for. Mr. Tier, I will let you proceed as you deem appropriate.

Mr. Benson-Valdes: Does anyone else want to see any parts of the video onscreen?

Ms. Zaresk: I prefer to wait. I think we should hear whatever has to be said and then see the video.

Mr. Benson-Valdes: I am not an official translator, but I will translate for Mr. Tier. He thanked the Board for letting him be here. Until now, you have only seen one side. His situation started since Day 1. He is currently renting this house, but also owns a house in this development. Since the first day, police officers have been coming to his house. One time they came at 2:00 p.m. and made a comment regarding the movement of furniture. Since day one, he received information from the Sheriff because of ongoing issues with his neighbor. After two months of living there, the neighbor used that information against him. The trespass was from him to the neighbor. He claimed that she came to his porch. They were going to arrest her and he asked them not to. So it is an ongoing issue. When he is cutting the grass, she turns on the sprinklers and he has videos. Every single time when he is outside, she will videotape or take photos and then send them to the car patrol. He says that he also has violations from us. I think he's mistaking the HOA from us.

Mr. Soukup: The HOA is separate from the CDD.

Mr. Benson-Valdes: He says that he understands that and this is just all from her. He can't diagnosis this, but a month ago, an ambulance was called after his father and son got in a fight.

Ms. Zaresk: Can we talk about parking?

Mr. Benson-Valdes: He said that when his 12-year-old son was walking their dog, she told him to go back to the ghetto.

Mr. Soukup: As a Board, we have to address the parking issue. That is a police matter.

Mr. Benson-Valdes: He said that someone came to groom his dog and when they were outside grooming his dog, the guard put a sticker on their vehicle and they had to move the vehicle. He said that he called security about his neighbor, the one who keeps on calling on him about cars parked outside, and the patrol never came.

Mr. Clark: Ask him if he parks his vehicles on the street overnight.

Mr. Benson-Valdes: He said no. He calls and even though he calls, he gets a sticker placed on his vehicle.

Mr. Clark: Does he let his family park in the street?

Mr. Benson-Valdes: Yes.

Mr. Soukup: That falls under excessive.

Mr. Clark: Ask him if he knows who owns the white truck.

Mr. Benson-Valdes: He says it depends on the make. I'm going to show him a picture of the one you have here. He said yes, that is his truck.

Mr. Clark: Ask him why he parks that truck on the street overnight.

Mr. Benson-Valdes: He says that you have a video of him moving cars. He was wondering if you had any pictures of his car being parked overnight. He only parks his vehicle in the street in the afternoon.

Ms. Zaresk: According to security, he called in for five days as a guest.

Mr. Showe: Yes. I pulled the email from security. It is from May 19, 2021.

Mr. Soukup: I have it.

Mr. Benson-Valdes: He said he has never done that.

Mr. Clark: It is the same boat. Look at the date.

Mr. Benson-Valdes: He brings his boat over so he can put in his supplies so they can go out with the boat.

Resident (Mr. Tier, 114 Westmoreland Circle): I never stay in the street. Never.

Mr. Clark: Never for more than 30 minutes?

Mr. Benson-Valdes: He said he parks his boat in the street because they go out a lot. None of the other neighbors have problems except her. It should be the same for everyone because he called the patrol when his neighbor was out there for two hours.

Mr. Clark: We can deal with that, but we are not talking about that right now.

Mr. Soukup: Right. It is separate from this matter.

Mr. Benson-Valdes: What he wants is for everyone to be the same. If he is here today, it is because of her.

Mr. Soukup: She is separate.

Ms. Zaresk: It is not what everybody does. If somebody is doing something wrong and it gets reported to us, then we have to deal with that. So what we need to speak with you about, what we need to hear from you, is whether your cars have been in accordance with the rules and regulations. Our indication here is from pictures and video, that you are calling in your personal vehicles as guests.

Mr. Benson-Valdes: He would like to see the videos of his cars. One of the times, he said, he was on his boat doing stuff, the patrolman came with a sticker and put it on his car. The patrolman said that his neighbor called and said to put a sticker on his car or he would lose his job. He said there were seven other cars out there and the patrolman should start putting stickers on those cars and then come to his. He thinks there is discrimination.

Ms. Zaresk: Again, let me ask you again, are you calling in your personal vehicles as visitors so that those vehicles are parked on the street?

Mr. Benson-Valdes: He said yes. About six months ago, he misunderstood the rules and he had them out there. A patrolman came with the rules and showed it to him.

Mr. Clark: Our security service reports that on May 19th, a boat and truck were called in as guests before May 19th. On May 19th, they were on Days 5 and 6 of the guest rules.

Mr. Benson-Valdes: He said no, that's not true. When he got his boat, he parked it in his driveway to put in whatever supplies he needed. He wants to see the data you have. He said that even the patrol person took a picture of the street to show that he parked the boat on the driveway.

Ms. Zaresk: Just let me ask you one more question and then I'm going to let other people speak. How many vehicles do you own?

Mr. Benson-Valdes: He said 15.

Ms. Zaresk: So you are attempting to keep 15 vehicles on your property. Is that correct?

Mr. Benson-Valdes: No. He has that many because they are for his business.

Ms. Zaresk: Okay. Do you have a white Mercedes?

Resident (Mr. Tier, 114 Westmoreland Circle): No.

Ms. Zaresk: So you have no white Mercedes.

Resident (Mr. Tier, 114 Westmoreland Circle): No.

Ms. Zaresk: A blue Dodge truck?

Resident (Mr. Tier, 114 Westmoreland Circle): No.

Ms. Zaresk: A blue Honda?

Resident (Mr. Tier, 114 Westmoreland Circle): Yes.

Ms. Zaresk: A black Mercedes?

Resident (Mr. Tier, 114 Westmoreland Circle): Yes.

Ms. Zaresk: Another black Mercedes?

Resident (Mr. Tier, 114 Westmoreland Circle): Yes.

Ms. Zaresk: A white Ford truck?

Resident (Mr. Tier, 114 Westmoreland Circle): Yes.

Ms. Zaresk: A red Nissan car?

Resident (Mr. Tier, 114 Westmoreland Circle): No.

Ms. Zaresk: You do not have a red Nissan?

Resident (Mr. Tier, 114 Westmoreland Circle): No.

Ms. Zaresk: A green Kia mini-van?

Mr. Showe: I think it's a Kia Sol.

Mr. Benson-Valdes: He says that the Kia is his nephews.

Ms. Zaresk: Explain to him that anybody that is living in that home cannot be considered.

Resident (Mr. Tier, 114 Westmoreland Circle): The white Mercedes and the blue Honda are my daughter's and son's.

Mr. Clark: Do they live at home?

Resident (Mr. Tier, 114 Westmoreland Circle): Yes.

Mr. Benson-Valdes: He said it is not outside. It is parked inside.

Ms. Zaresk: I'm trying to figure out how many vehicles are associated with you and your family at that residence.

Mr. Benson-Valdes: He said five cars. Sometimes there are two cars.

Resident (Mr. Tier, 114 Westmoreland Circle): If you go to my house right now, there are five cars.

Mr. Benson-Valdes: He said right now there are four, because one is here.

Ms. Zaresk: I asked all of the questions that I had.

Mr. Benson-Valdes: He says in situations like this, you should listen to both parties. He gets along with all of his neighbors except for this one neighbor. That is a separate issue from this one.

Resident (Mr. Tier, 114 Westmoreland Circle): Yes, I know.

Mr. Benson-Valdes: He said he had a violation because the car parked on the sidewalk.

Mr. Soukup: That's not from us.

Mr. Showe: That's probably the Sheriff.

Ms. Zaresk: It's the HOA who sent it.

Mr. Benson-Valdes: If the vehicle was blocking the sidewalk, it was someone from the HOA.

Mr. Soukup: That is not us. Blocking the sidewalk is the HOA or the Sheriff's Office not the CDD. We only enforce street parking.

Mr. Benson-Valdes: He says that every day the patrol guard takes a picture in front of his house and he has a video showing that. He went outside and the guard indicated that it was because his neighbor was calling. It has to stop.

Mr. Clark: Mr. Chairman, how would you like to proceed at this point?

Mr. Soukup: At this point, I think we need to go off of the evidence we have.

Mr. Showe: I can show some of the videos from that day, which is May 19th. The first video we received was from 6:40 p.m. of the white truck with the boat. We also have one video from 7:01 p.m.

Mr. Soukup: So 6:40 p.m. and 7:01 p.m. is less than 30 minutes.

Mr. Showe: Yes. We also have videos from 7:17 p.m. and 8:42 p.m.

Mr. Benson-Valdes: He is saying that he was in his boat trying to clean it.

Mr. Showe: We also have videos from 9:02 p.m. and 9:54 p.m.

Mr. Soukup: From the same day?

Mr. Showe: Yes.

Mr. Clark: The issue is not the time. The issue is that it was called in as a guest.

Mr. Showe: It was called into security as a guest.

Mr. Soukup: That is the violation.

Mr. Benson-Valdes: He says that he did not call in as a guest. Can we hear that message?

Mr. McLeod: I was told by my security supervisor that the call was made on Sunday from the owner calling the boat in the street as a guest.

Ms. Zaresk: So what you are telling us is that everything we have seen and the log that we have that somebody called in, none of that is true?

Mr. Benson-Valdes: He is saying that his truck was not parked overnight.

Resident (Mr. Tier, 114 Westmoreland Circle): After I go to the water, I go to my house with the boat.

Mr. Benson-Valdes: Every time he goes to the ocean, he brings his boat in front of his house. He says that he had no problem putting it in the driveway. He wants everybody to understand why his neighbor who has a boat, doesn't have an issue, but he has an issue.

Mr. Clark: I suggest that you thank him and ask him to sit down so the Board can discuss.

Mr. Soukup: Okay, so are there other questions on this?

Mr. Showe: Going back to March 8th, this is the same white truck in the road. That is when we called security and he indicated that the vehicles at 114 Westmoreland Circle were called in as guests four hours ago.

Mr. Benson-Valdes: He asked if you could go back because he didn't see the white truck there.

Mr. Showe: That was at 8:00 p.m. Security indicated that all four vehicles at 114 Westmoreland Circle were called in as guests four hours ago and it was permitted.

Mr. Benson-Valdes: He says that he has his messages there and wanted to know the date and time.

Mr. Showe: March 8th. The email that I received from security was from 8:20 p.m., but they were called in four hours prior to that. That was for the white truck. What I focused on is just these two vehicles. If there are any that you want to see particular videos of, I think they all confirm the same thing that, that white truck was called in as a visitor to our security several times, even though he admitted tonight that it is his residential vehicle.

Mr. Soukup: I agree.

Mr. Showe: I believe in the rules, that's a violation of our rules.

Mr. Clark: The action that is before the Board is whether to place a restriction for a period of time up to one year where there will be no guest privileges at this property.

Mr. Benson-Valdes: He said that the person that calls is into security is part of the association. I clarified to him that she is not. He says that she sends emails to the police and claims that she is part of this Board and telling them that they are a menace to this community. He is asking if you can call the security guard? He believes that it is a female.

Mr. McLeod: Yes, Collette.

Mr. Benson-Valdes: He said to please ask her what her interpretation is regarding how many calls the neighbor made.

Mr. Clark: No.

Ms. Zaresk: This is about you and your parking.

Mr. Soukup: There is video proof.

Ms. Zaresk: We are talking about your cars being on the street and having been called in. We have evidence of that so if the Board can now discuss it, I suggest that we go ahead and take the appropriate action.

Mr. Benson-Valdes: He says that he has evidence. Can I ask him what kind of evidence? Is that okay with the Board?

Mr. Clark: It depends on what kind of evidence.

Mr. Benson-Valdes: He is saying that it's one sided only.

Mr. Clark: We are only here regarding his violations.

Mr. Benson-Valdes: He is claiming that he does call and says that she is in violation.

Mr. Clark: Who does he call?

Mr. Benson-Valdes: He calls the patrol on his neighbor.

Mr. Soukup: There is no patrol number.

Mr. Benson-Valdes: He called 407-576-8556. What number is that?

Mr. Scheerer: That is the old number to the old security company. That number no longer exists.

Mr. Benson-Valdes: He said that we need to give him the new number.

Mr. Showe: There is an email that I am going to find that was provided to residents with all of the gatehouse phone numbers.

Mr. McLeod: Those numbers came from the gatehouse and haven't changed.

Mr. Showe: Here is an email that Bill sent on March 8th. *"A patrol officer went to 114 Westmoreland Circle and spoke with the homeowner. She showed him the email that was sent. It*

was sent to the old rover phone number, which obviously doesn't work, but she showed that it was sent. Our rover gave her the new email address that she should be sending any requests to in the future."

Mr. Benson-Valdes: What email is that?

Mr. Showe: DSI.Remington@outlook.com.

Mr. Benson-Valdes: He says that is not true. He wants the Board to know that the picture is the same day as the email.

Mr. Showe: In accordance with what the security officer said, I have a video of the security vehicle at the house.

Mr. Clark: Ask him again to please sit down. The Board is now going to discuss.

Mr. Soukup: So the request went to the guard shack for the street parking. We have video evidence. At this point, do we need a motion?

Mr. Showe: I think Scott can direct the Board on an appropriate motion.

Mr. Clark: The motion is to place a suspension on the property relating to any guest parking for any period of time up to a year.

Mr. Brown: Based on all of this, this isn't just me, I would be uncomfortable suspending him for more than three months. I don't like using evidence that we've been sent that security hasn't sent themselves. I would rather have security go out and take pictures and do everything. They work for us and it is their job to go out, document and bring us back that documentation. In my opinion, that is what this is. There are emails from a neighbor with video with pictures, but it's not documentation from our employees. So I'm uncomfortable with suspending him for a year. I would be okay with doing less time if security says, *"We trust all of this."* I thought over the past couple of months, they were going out there and documenting it and this was going to be full of your documentation rather than a neighbor's.

Mr. McLeod: Okay, well I brought documentation from a system that we use to document. Jason was given one of the logs concerning the truck or the boat.

Mr. Showe: The boat.

Mr. McLeod: I have other documentation and they are all concerning 114 Westmoreland Circle.

Mr. Clark: Let me ask this. Based on your documentation, are you comfortable with your assessment that the pickup truck was called in as a guest and parked there for several days?

Mr. McLeod: I can only trust my security officer. She told me that on Sunday, a call was made to one of the gatehouses saying that the boat and truck would be parked out there and it was parked out there. The last report that I have is concerning the white truck. My officer had gone out there on May 27th at 7:13 p.m. to try to ticket because the vehicle had been there for more than 30 minutes. That is what we go by. Again, I can't tell who lives at what property. I don't have that luxury. So I can only go by those 30 minutes. Beyond that, I really don't know. When the officer approached, she states that she tried to give him a citation, but the owner blocked her from giving the citation and from getting his plate number. I remember this phone call. She was very upset. The boat was on the property at that time. I have a picture of it in the citation, but 10 other citations for 114 Westmoreland Circle were issued. One was on a black Mercedes. The license tag matches a black Mercedes that was ticketed on March 10th at 10:43 p.m. and again on March 24th. It had the same description of vehicle and the same tag. We haven't towed that vehicle yet, but if it's on the street again, it will be towed.

Ms. Zaresk: To your comment, first of all, it wasn't just one neighbor. There are other people. I tend to agree with you, I think a year is severe at this point; however, based on the fact that in the years that I have sat on this Board, this is an ongoing issue. It is not just one person. We have to take some action and would fully support a suspension against privileges. I will agree with whatever time you think is appropriate, but I think the Board has to act on this.

Mr. Showe: Tim, are you on the phone?

Mr. Mehrlich: Yes, sir I am.

Mr. Benson-Valdes: Tim, you live in the area. Do you have any information regarding this?

Mr. Mehrlich: Yes. I have time stamped photos going back a year and more. I don't feel like the owners are totally being honest with what they are saying. They are rotating their cars like we are saying. I will say, in the last month, they have gotten extremely better to all of this nonexistent street parking, but that has only been since they have been served. I agree that something needs to be done and it should probably be less than 12 months.

Ms. Zaresk: What time frame?

Mr. Soukup: Would you be more comfortable with 90 days or three months?

Mr. Brown: Yes, I would be okay with that.

On MOTION by Ms. Zaresk seconded by Mr. Brown with all in favor suspending visitor privileges at 114 Westmoreland Circle for three months was approved.

Mr. Clark: I will follow up with the owner.

Mr. Benson-Valdes: Mr. Tier said if you go right now to his community, there are cars parked in the road and no one is saying anything, but it is that person that keeps on complaining.

Mr. Showe: We will make sure security is notified.

Mr. Benson-Valdes: He wants you to give him a telephone number where he can call about cars parked in the street. Thank you very much.

Mr. Scheerer: Here is a card for the E. Lakeshore Boulevard guardhouse.

Mr. Benson-Valdes: On the record, our Area Manager is giving him the telephone number.

Mr. Scheerer: And my business card.

Mr. Benson-Valdes: He wants to know if he needs to call those places so he can park outside, but I am clarifying from this point on, for three months he cannot park in the street. He is not in agreement, but he understands.

Ms. Zaresk: Thank you.

Mr. Brown: Okay, we need to move on this evening.

Mr. Benson-Valdes: Is there an email?

Mr. Scheerer: Just my email.

Mr. Benson-Valdes: He is going to email you pictures.

Mr. Scheerer: That's fine. I will forward them to the District Manager when I receive them. My email is on the front of the card.

Mr. Benson-Valdes: He is asking how to contact the rover. I told him that the guard is in communication with the rover.

Mr. McLeod: What happens is the rover drives around and will check the machine that we use to log calls.

Mr. Soukup: Okay, moving on.

SEVENTH ORDER OF BUSINESS

Consideration of Security Services Quote Sheet from DSI Security

Mr. Showe: Bill touched on this already. They requested a raise.

Mr. McLeod: The request is for a raise in the salaries to be able to maintain officers here at Remington. As I mentioned earlier, we are having a hard time with turnover, due to wages and where we are right now. I don't think that I need to tell anybody here where the labor market is right now due to the pandemic, but we are losing officers to Walmart, Chick-fil-A and McDonalds. They are just not staying here and doing the job. Like I mentioned before, we had 12,000 cars coming through the gates. That is a lot of time on your feet. I had one officer quit in the middle of a shift. Thank goodness my rover responded and was able to sit in the gatehouse until we had coverage. It is laborious work. At the current wages, I am just not retaining the people or attracting the type of individuals we need here at this facility. I will deal with what I have to, but the reason I'm coming to the Board is to request for consideration because this is where we are right now. The Supervisor wage would go up to \$14.50 from its current wage of \$14 and the officers wage would go up from \$12 to \$13.25. That is what I'm asking for. I included the hourly billing rate and the overtime of the rate, which you don't have to worry about at this point.

Mr. Benson-Valdes: Is this immediate?

Mr. McLeod: Yes.

Mr. Showe: If the Board approves it.

Mr. McLeod: It could be whenever the Board decides. I'm just saying that right now with the market we are in, this is where we are at.

Ms. Zaresk: Is the issue strictly money or is it the conditions?

Mr. McLeod: It is both. I worked here last weekend because I couldn't find coverage. With the rain and everything, I got here at 7:20 p.m. and did not sit down until 2:00 a.m. It was constant.

Ms. Zaresk: Are there properties that you are also providing security for?

Mr. McLeod: Yes, ma'am.

Ms. Zaresk: How do we rank with those other properties? Are you having the same issues?

Mr. McLeod: No ma'am.

Ms. Zaresk: Is it because the other properties are paying higher prices or is it because of the atmosphere and the environment?

Mr. McLeod: The other property definitely has its challenges, but we are not seeing the same kind of resistance. When we first started in one community, we were running into some of the same problems. It is a similar deal, but we get a higher wage. It took a while, but the residents finally bought into what we were doing.

Ms. Zaresk: Okay. Thank you.

Mr. Benson-Valdes: So it is the same rate that we are paying you now?

Mr. McLeod: No. It's a higher rate.

Mr. Benson-Valdes: So it's about \$32,000 more the rest of the year, right?

Mr. Showe: It equates to about \$70,000 overall for a full year.

Mr. Benson-Valdes: So it is about \$33,000 to \$34,000.

Mr. Showe: Yes. It's really up to the Board. I think there is some validity to what you said, Diego. Maybe we should give them 30 days to show us what they've got and then we will consider something else. In the past I think this Board has done not the full request, but maybe something less and then try to step it up as you go just to see the results. So I think you have some flexibility in that. It is really up to the Board. I think whatever direction you give tonight, we will obviously have to come back with a contract at your next meeting to memorialize that.

Mr. Benson-Valdes: I agree that you have to pay your officers the going rate, but by what I see, it is a joint venture between us and your company.

Mr. McLeod: Absolutely.

Mr. Benson-Valdes: Your company has to put forth a little bit of effort, which is money also, but if we see an improvement in what's happening, then it's warranted. I know that you commented about emails. Most emails come from me. So I agree and when I see these rates, it's not on them.

Mr. McLeod: I see the Board's point and the point that you making that you need to see something from us. Believe me, it's hard for me. We are not huge. We are a mid-size company. That's neither here nor there. The point is I try to keep up with the labor market and if I don't have the wages to attract the right kind of people, I'm just not going to get the right people. I hate to say it, but it boils down to, *"You get what you pay for."* If you pay for a \$12 officer, don't expect a \$15 an hour service. I'm not trying to limit my responsibility. I think that I've shown my dedication to the community by coming out here. The Regional Manager's even sat at the gatehouse. So we have shown that.

Mr. Benson-Valdes: Do we have it in the budget?

Mr. Showe: Yes.

Mr. Brown: Do you offer benefits?

Mr. McLeod: Yes, sir we do.

Mr. Brown: So benefits are in that hourly rate.

Mr. McLeod: Absolutely. We offer a 401K plan, health insurance, dental and vision.

Mr. Benson-Valdes: Are these only days or nights?

Mr. McLeod: Most of the shifts are nighttime. Only one person works during the day.

Mr. Showe: The daytime person is here in this room.

Mr. Brown: I'm just curious because I've heard from other officers in the past. Do they get treated badly by residents or do they get treated well?

Mr. McLeod: It depends on your approach, but I've had minority officers be called racist names at the gate. I wouldn't want to think that's a resident. Typically it is guests. You would be surprised at what is said at the gate.

Mr. Brown: It is surprising to me that someone walked off in the middle of the night and left the gate unmanned. That makes me think something is happening there to cause that.

Mr. McLeod: Her note to the Site Supervisor that she left the gatehouse said, *"I can't take being yelled at anymore. I know my personality and I will snap. I don't want to do that. I'm sorry to do this to you. Good luck."*

Mr. Benson-Valdes: Do we have audio video cameras?

Mr. Scheerer: No, just video. The video is only at the exit gates, but we have one camera that shines down and faces the cars as they approach. There is no audio whatsoever.

Mr. Benson-Valdes: Two residents are asking for it. The resident of 114 Westmoreland Circle said that someone robbed his house and when he went to the security guard, nobody registered these people. He said when any incident happens, the Osceola County Sheriff always asks for ID and we always provide it. He is not asking for you guys to get involved. He is just saying that he is just showing evidence of the security guard. The robbery happened at his house from 8:00 p.m. to 10:00 p.m. He went to the gatehouse and they told him that there was no camera.

Mr. Showe: It could be somebody inside the community as well.

Resident (Rendon Miller, Berkeley Drive): How do we know that these people live in here or are just driving right through. I am astonished at how many people are actually coming through the gate. Not through the owners gate, but through the gate where the guard is. I think to myself, *"This can't all be owners."*

Mr. McLeod: The majority are or say that they are.

Mr. Benson-Valdes: In the past we asked, "*Can we restrict passage into the community.*" The answer is that we can't.

Mr. Showe: No.

Mr. Benson-Valdes: So even if they say, "*I'm not a resident and I'm not a guest,*" they have to let them in.

Mr. Showe: To go back to your earlier question, when you look at the pro-rated project, we are actually outperforming the pro-rated budget through May at about \$45,000. So you could, for the rest of the year do it. We are going to present the budget in the next item. We sent it out via email. There have been no changes, but we would adjust that budget based on whatever decisions you make today.

Mr. Benson-Valdes: So we can make a motion to do this.

Mr. McLeod: I can work with you on the rate. If the Board decided to approve the full amount, I might not give that to the officers until I see an elevation in their performance. I am not going to give an officer \$13.25 if they haven't earned it.

Mr. Benson-Valdes: My problem with that is officers leave their posts.

Mr. McLeod: I think I can prevent that. I can deal with Rich on that.

Mr. Benson-Valdes: This is a problem that I have in business. When someone says to me, "*I think,*" that means you don't know. I don't mean to insult you. So either we move forward with this amount and if we do not see an improvement, we do not increase it. So you have six months to get better.

Mr. Showe: I think the motion would be to direct District Counsel to draft an amendment to DSI Security's contract.

On MOTION by Mr. Benson-Valdes seconded by Ms. Zaresk with all in favor the quote from DSI Security for a rate increase, based on their improvement and authorization for District Counsel to draft an amendment to their contract was approved.

Mr. Showe: We will have District Counsel draft the amendment and the Chair execute it.

Mr. McLeod: I appreciate the Board's consideration.

EIGHTH ORDER OF BUSINESS**Presentation of Proposed Budget for Fiscal Year 2022**

Mr. Showe: We sent a revised Fiscal Year 2022 budget via email, based on changes that the Board made at the last meeting. Your current assessment would increase from \$678 to \$876, for a difference of \$197.60. We actually prepared the mailed notices because they have to go out on Friday, due to the holiday. If the Board is amenable, you can actually make that adjustment to the security rate in the budget. That doesn't mean you are approving it because obviously you want to wait six months, but we want to allocate some of those funds and we will make some adjustments internally to fit that contract in.

Mr. Benson-Valdes: I think we can approve it now.

Mr. Showe: You are not approving the expense. You are just allocating the funds in the budget. We will make some of those adjustments and if there are any questions, we can take those, but it is pretty much in line with what the Board directed. You should probably see those letters early next week for the hearing.

Mr. Brown: Is it on July 25th?

Mr. Showe: It is on July 27th at 6:00 p.m. at the Golf Course Clubhouse, not here. When we send those letters out, we typically get a lot of resident questions. Our office will be tackling all of those.

Mr. Brown: What about the Sheriffs detail?

Mr. Showe: We requested an off-duty officer to be in attendance.

Mr. Soukup: Are there any questions on the Proposed Budget?

Mr. Brown: Yes. According to Chapter 190, we can decrease the assessment.

Mr. Showe: Correct.

Mr. Brown: If we hear compelling evidence.

Mr. Showe: You can always lower it. If we include that security increase, it is going to be tight to lower it and we are probably going to have to lower some of that transfer to the capital to make it work. Again, it doesn't mean you are allocating the expense. We are just putting it on paper. So yes, you can lower it.

Mr. Benson-Valdes: It is going to be more because of the rate increase.

Mr. Showe: We will have to make some adjustments. We are seeing some considerable decreases in utilities. We will take another look at that. There may be some room there.

Mr. Brown: What was your original? \$150?

Mr. Showe: I think it was higher than that.

Mr. Benson-Valdes: Originally it was close to \$300. It was pretty high.

Mr. Showe: Yes. We threw everything in to start. I have to go back and look, but you made some reductions.

Mr. Brown: I was thinking that we probably could've gotten by with \$175. So another \$15 is decent padding.

Mr. Showe: We will have to analyze it as we go. Obviously, you are seeing a lot of pressure in all of those job markets that is going to filter down to all of your contracts.

Mr. Brown: We added the \$14,000 in for trees. Correct?

Mr. Showe: Correct.

NINTH ORDER OF BUSINESS

Staff Reports

A. Attorney

Mr. Clark: I did procure some language.

Mr. Showe: We handed that out.

Mr. Clark: There is a proposed amendment of street parking. One thing that the Board clearly relayed is that we wanted to restrict larger vehicles; boats, RVs and things like that. So we provided some language for that.

Mr. Benson-Valdes: I just want to clarify. I have a boat. Are you saying that we can't bring a boat into our community?

Mr. Clark: You make a good point. Bringing it to clean it, is part of the answer. We could look at something. If you are cleaning it, you are with it, as long as you are not parking it on the sidewalk.

Mr. Benson-Valdes: So it can be left unattended? I have a boat and when you take it out, you have to clean it.

Mr. Brown: I agree. I have some neighbors that have an RV that they store in self-storage. They go and get it and drive it up onto the driveway to put all of their close and stuff in.

Mr. Brown: I don't have a problem with them doing that. They don't leave it overnight. They just bring it, fill it out and put it back.

Ms. Zaresk: Does it have to be on the street to do that?

Mr. Benson-Valdes: The problem with that is the size.

Mr. Brown: Yes, it's like a 27-foot RV.

Ms. Zaresk: That is my concern with big vehicles on the street. Emergency vehicles can't get through.

Mr. Soukup: Absolutely.

Mr. Showe: I think it's a work in progress. We obviously want to make sure that the Board is happy with these as they are amended because we have to go through the rulemaking process.

Mr. Clark: We are going to discuss it at least one more time before we put it out there. The other concept that I wanted to introduce is for long-term guest situations, I would love to see them not just calling the gatehouse and saying that they have guests. What we have seen over-and-over again is there is no control. I don't want to overload your office either, but it seems like we have to have a process where people are saying, *"I have a guest coming for a few days, this is who it is and this is the registration of the vehicle"*, and provide some evidence that they are actually a guest. These are just some words on paper, but we have to figure out how to do that.

Mr. Showe: Let me do some thinking to see if there is maybe an email system that we can set up. I thought initially that there was a way we could put the form online where people could get it from the website. It is automated and will be logged and no one has to monitor it. The trick with that is we also have to make sure that security has full-time access because they are patrolling live. So it is going to take some work between us and security to see what we can figure out operationally.

Mr. Soukup: That is one of my concerns too, because we keep having the other issue where we had a few people call in saying, *"Hey, I'm having a party and we have guests,"* multiple times. Then there are 15 cars parked down the street.

Mr. Mehrlich: Like the Fourth of July.

Mr. Soukup: Like Halloween.

Mr. Clark: I will tinker with this and Jason and I can talk.

Mr. Showe: Yes.

Mr. Benson-Valdes: Is there a way that we can observe this so we can say, *"You're done this three times in the last month."*

Mr. Clark: That is what we have now. Right now we have rules and say that there is a violation and it's a *"He said/she said"* type of thing. I will keep working on it. That's all I have.

Mr. Brown: One more question. So tonight, if we do this again and that gentleman or anybody decides that they do not like the outcome, can they appeal?

Mr. Clark: They can go to Circuit Court and sue us.

Mr. Brown: Should we have a better process for this? For instance, should we have people sworn in doing this? If it gets appealed, there are actual sworn statements that go into the record for the appeal process.

Mr. Clark: It's not typical in this type of setting to do that. You are dealing with zoning and things like that, but they are not typically done with that type of formality, unless you know that it's coming. If a lawyer called me and said, "*We are going to do this and we are going to do that,*" then we will ratchet it up some. If you did that and doubled the time spent on this, it's probably not necessary all the time.

Mr. Showe: This is the first time we ever used that clause in the rules.

Mr. Brown: Yes.

Mr. Showe: I think in large part, folks are in compliance. This is the first time we had to go to this extreme to exercise that clause in the rules.

Resident (Rendon Miller, Berkeley Drive): I think he blames her more than he blames you. He said that your email is going to get blown up.

Mr. Showe: It gets blown up every night. Anything else, Scott?

Mr. Clark: That's it.

B. Engineer

Mr. Glasscock: I don't have anything unless you have any questions. The District inspections are ongoing. We should have that wrapped up in the next couple of weeks and we will have that for you for the next meeting.

Mr. Brown: Are we cleaning out drains?

Mr. Scheerer: Yes. There is just debris.

Mr. Glasscock: One Sunday when it rained two weeks ago and I happened to be in the area, I looked and everything is doing what it is supposed to be doing.

Mr. Soukup: With all of these rains, I haven't seen a single problem.

Mr. Scheerer: In the last couple of years, we cleaned out a lot of inlets on Remington Boulevard and Westmoreland. We will just keep our fingers crossed.

C. District Manager's Report**1. Approval of Check Register**

Mr. Showe: In the General Fund, we have Checks 6498 through 6527 in the amount of \$75,003.50. Alan and I can answer any questions the Board may have on those invoices or we can take a motion to approve.

Mr. Soukup: I have no questions.

On MOTION by Mr. Brown seconded by Mr. Benson-Valdes with all in favor the May 1, 2021 through May 31, 2021 Check Register totaling \$77,264.65 was approved

2. Balance Sheet and Income Statement

Mr. Showe: No action is required by the Board. I think we talked about how the General Fund is doing. You are at 99% collected on your assessments, so we are in great shape. Just one or two thirds are hanging out there.

3. Presentation of OCSO Reports

Mr. Showe: Reports from the Osceola County Sheriff's Office were provided to the Board.

4. Field Manager's Report

Mr. Scheerer: The Amenity Center is in good shape. The cameras are all working. The fitness equipment has been serviced, wiped down and cleaned. The cameras are working well. The wading pool is in good shape. We are anticipating the health inspection. We have been doing some extra work, making sure that pavers are level. The pool cameras are working. We had to make a small repair to the remote for the handicap lift. We had some minor adjustments made to the cameras at the gates. A couple of them were scrolling. The tech was here today. He texted me and said that everything is good to go. I will double check those before I leave today. I did receive a couple of texts from security regarding the exit gate at Partin Settlement Road. Mr. Valdez sent an email informing me that the gate would not go up. I received it at 6:00 p.m. It stayed in the down position. About 20 to 30 minutes later, we removed the gate arm and there was a bad fuse on the main circuit board. There was a minor adjustment issue on the E. Lakeshore Boulevard exit gate. One went up and one stayed down. So that was coned up. We went ahead and removed that and ACT came out to repair the remote at the same time. We also cleaned the air filters on the A/C in

the guardhouse units. I checked all of the phones and answering machines. As of Friday, everything was working well. The ponds are in good shape. We continue to meet with REW. New annuals are scheduled to be installed next month. You may see some brown spots on the turf. Believe it or not, on Remington Boulevard there are Cinch Bugs. It comes from being too hot, then dry and then getting a lot of rain. That's being treated so hopefully we will see some improvement once they put that in. St. Augustine usually comes back pretty good. If not, REW will replace the sod in those areas that are affected at no charge. We continue to inspect the sidewalk drains. They seem to be doing well. We are still working on the wall at Somerset Place Drive. We will begin sidewalk inspections next month. We will be doing our walk through. Hopefully, we will need a lot less repairs this year and a lot more grinds, which is a lot cheaper. If the repairs are not too bad, we will do it this year. If not, we do the actual repairs in October. So that is what is coming up. That's all I have.

TENTH ORDER OF BUSINESS

Supervisor's Requests

Mr. Soukup: Ms. Zaresk?

Ms. Zaresk: In spite of the concerns, even when I looked at the Osceola Sheriff Reports, they are constantly issuing parking violations. So I guess what I'm trying to say is if they are not at that location, that is not the point, but the point is, I'm concerned that there is a sense that these are the only people that are being addressed. If we look in totality at everything, even our Sheriff's Office are finding parking violations. So I think there is work being done to be okay with everybody. Other than that, I think everything looks great and I hope that everybody has a great holiday.

Mr. Soukup: Mr. Benson-Valdes?

Mr. Benson-Valdes: Did you hear anything about the wall on Somerset Place Drive?

Mr. Scheerer: No, not yet. I have to wait 30 days to get an answer and right now, I don't have anything that has been filed. We will continue to monitor FHP because that is usually who handles that. If they don't have anything, I did engage somebody to do that repair. They are way behind with the weather. If it runs too long, I have somebody else in line.

Resident (Rendon Miller, Berkeley Drive): I know FHP was there. A neighbor told me. Another neighbor said the guy was intoxicated and just walked away, but someone said that they

think that they live in the community, but haven't been able to track them down. I think they are missing the whole front of their car and it's in a garage.

Mr. Scheerer: Well, if we don't get the insurance information, we will just have to go forward with the actual repair. Typically, when I notify the Sheriff's Office or FHP, it's a 30-day window before those reports are actually available to the public. Then you pay your \$10 to \$15 and they send you a copy of the report. Again, we did engage with somebody. It is the contractor that did the Windsor Park column, but he is apparently swamped and the weather is not helping right now. I do have another person in mind. We actually received a quote from the HOA. I don't know who they were, but somebody sent a quote to fix the wall. Maybe we will talk to them. I'm not a vendor with them, but I do have UCC Group who has done work out here before. I talked to Graham and he would be willing to come out and take a look at it and give us a price.

Mr. Soukup: Mr. Mehrlich, do you have anything?

Mr. Mehrlich: No.

Mr. Soukup: Mr. Brown?

Mr. Brown: My only question is, on the Police Report, is that kind of activity very hard to rein?

Mr. Showe: You have to ask security.

Mr. Brown: Other than that, the place looks good.

Mr. Scheerer: The place does look good.

Mr. Soukup: I'm sure that REW is already working on it, but the only thing that I have is it looks like the flag is down by the Lift Station. It looks like they started taking out some dead bushes.

Mr. Scheerer: Yes. I always call it, "*Ugly Agnes*." In the next or so, a lot of this plant material will be 30 years old and is coming to end of its useful life. I think REW has done a great job. For six or seven odd years, they have been servicing this property, but at some point, we are going to have to look at either removing it or re-sodding it.

Mr. Soukup: We did that on the whole stretch.

Mr. Scheerer: It looks good. Just keep the walls clean. It gives a nice clean appearance.

Mr. Soukup: Add a little bit of pine bark.

Mr. Scheerer: You mean pine straw. Rather than leave the dead material, we are starting to take it out. I think you guys have done pretty well landscape-wise for as old as the community is. It is a very good-looking community.

ELEVENTH ORDER OF BUSINESS

Next Meeting Date – July 27, 2021

Mr. Soukup: The next meeting is set for July 27, 2021.

Mr. Showe: Just a reminder, it will be at the Golf Course Clubhouse.

TWELFTH ORDER OF BUSINESS

Adjournment

Mr. Soukup adjourned the meeting.



Secretary/Assistant Secretary



Chairman/Vice Chairman