

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, October 26, 2021 at 6:00 p.m. at the Remington Recreation Center, 2651 Remington Boulevard, Kissimmee, Florida.

Present and constituting a quorum were:

Kenneth Soukup	Chairman
Pam Zaresk	Vice Chair
Tim Mehrlich (<i>via phone</i>)	Assistant Secretary
Diego Benson-Valdes	Assistant Secretary

Also present were:

Jason Showe	District Manager
Scott Clark	District Counsel
Pete Glasscock	District Engineer
Alan Scheerer	Field Manager
William McLeod	DSI Security Services
Residents	

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: We added an item, a request from a resident to put in pavers to expand her driveway aprons. That is included as part of the electronic agenda. That is the only change we have.

Mr. Soukup: Are there any others?

Mr. Showe: No.

THIRD ORDER OF BUSINESS

Security Report from DSI Security Services

Mr. McLeod: The this month, at the Partin Settlement Road gate we had 1,805 visitors and 7,502 residents come through the gate. At the E. Lakeshore Boulevard gate, we had 2,367 visitors and 4,734 residents. We issued 125 citations this month totaling 522 for the year. We attempted to make four tows this month and had zero tows.

Mr. Soukup: Okay. Are there any questions on the report?

Ms. Zaresk: Did they respond?

Mr. McLeod: I think two of them did not respond at all because they were on call for the Sheriff's Office. I can't speak for the other three, but on one particular night, there was a fatal accident. Three other tow trucks had to go. So, they just don't come to us.

Mr. Soukup: On your reports, I noticed that there were gaps. You were going to elaborate on the reason.

Mr. Showe: I think we are going to cover all of that under procedures and processes.

Mr. McLeod: I would be more than happy to go over it with you.

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

FOURTH ORDER OF BUSINESS

Public Comment Period

Mr. Soukup: Please state your name and your address for the record and please keep it brief to allow others to speak as well.

Resident (Chassidy Bowles, Westmoreland Circle): I am commenting again about security. There was a truck from Friday to Sunday with a trailer attached parked on my street blocking the mailboxes. I only saw security once in those three days at 3:00 a.m. There was never a ticket left on this truck. It is the tenant's truck. Now the trailer is just parked in the driveway. It is not a visitor. The person has lived there for two-and-a-half years. It was blocking the mailboxes and the mailman would not stop and deliver the mail. They just drove on by.

Mr. Soukup: So, the vehicle with the trailer never left.

Resident Chassidy Bowles (Westmoreland Circle): Yes. Then they backed up for a while, blocking the sidewalk and jutted out into the road, blocking a car. This went on for three days.

Mr. Soukup: What days were those?

Resident Chassidy Bowles (Westmoreland Circle): Friday, Saturday and Sunday.

Mr. Soukup: Just this Friday, Saturday and Sunday?

Resident Chassidy Bowles (Westmoreland Circle): Yes.

Mr. Benson-Valdes: I think she sent videos.

Resident Chassidy Bowles (Westmoreland Circle): From my camera. I did not see security except for one time in those three days.

Mr. Soukup: Did you want to comment on that?

Mr. McLeod: Absolutely. We do patrol. I can't speak for what was seen by my rover, but I know that he was on that road because there is a GPS tracker on the phone that shows where my officer goes. It pings every one-and-a-half to two minutes. So, I know where the rover is at all times. The rover was definitely down Westmoreland on those nights. There is never really a street that we missed.

Mr. Benson-Valdes: So, if you are saying that they were there, then the process is, which we are going to discuss later, is that if someone goes by, they jot down the time on paper. Right?

Mr. McLeod: Right.

Mr. Benson-Valdes: Then 30 minutes later, they should come back around.

Mr. McLeod: Not necessarily.

Mr. Benson-Valdes: Within 30 minutes.

Mr. McLeod: That's the rule.

Mr. Benson-Valdes: Okay. Just give me a little bit of latitude. They should come back and ticket the person. Right?

Mr. McLeod: Right.

Mr. Benson-Valdes: This young lady is saying that no ticket was issued for three days. So, if you are saying that the person went through and there is a GPS and its pinging, then shouldn't they see that there?

Mr. McLeod: They should.

Mr. Benson-Valdes: Alright.

Mr. Soukup: That video is an hour for something that is still sitting there.

Mr. McLeod: Right, but again, I don't know if our rover saw it. The truck could've been moved. Ring doorbells do not monitor all the time. I have one myself. They do capture a lot of stuff, but some of the stuff they don't catch. I can't speak for what happened in this scenario.

Mr. Benson-Valdes: It's not a doorbell. It's a camera on the corner of the house.

Mr. McLeod: Okay. I believe you, but I don't know what her camera saw. I don't know what the real-time was. I don't know what my rover saw.

Resident Chassidy Bowles (Westmoreland Circle): I sent plenty of videos to Jason.

Mr. Showe: They go right to security as soon as we get them.

Mr. McLeod: I get them as soon as Jason sends them.

Mr. Benson-Valdes: If you get them and send them, do you notify the rover that this is what we are seeing?

Mr. McLeod: On occasion I do.

Mr. Benson-Valdes: Okay. If it was there and they come back and it's still there, they are supposed to ticket them.

Mr. McLeod: Absolutely.

Mr. Benson-Valdes: I know that a similar situation happened to me this month. I was sending emails to him saying that there were vehicles. Three hours later I said that the vehicles were still there and was no ticket.

Mr. Soukup: We can discuss it further under procedures. Are there any other comments?

Resident (Red Miller, Berkeley): I just noticed within the last month or maybe six weeks, that you hired a new security guy. He is really fast. He actually took the time to look right and left in case someone actually came onto the road. I don't see how he could be looking right or left at the rate of speed that he was going through Somerset. I just wanted to reiterate because we are going to change the time again that, that crosswalk onto Somerset is really dark.

Mr. Soukup: Right. Especially with the time change coming up. Good point. Okay. Anyone else?

Resident (Dino Florin): I had the same situation with security. I just moved back into town. I've been here for 20 years. I was out of town for a year-and-a-half. My son parked his car in the road. I called security to let them know his car was there and he got a ticket. The next night, he got a ticket. I called the Supervisor of Security and he told me that he would take care of it. That evening, my son's car got towed. I talked to the Supervisor on shift and he said that he didn't get any calls. I know, I called him. I called the front gate and called the back gate.

Mr. Soukup: So, you are calling the gates,

Resident (Dino Florin): I called both gates. So, my concern is, it was towed. So that is money gone right now. Why don't you issue a visitor's pass or something? Right now, when I call

security to say that I have a visitor, I get no response saying that they got the message. There's no response. So, when I talk to the Supervisor, they say, "*Well, that car has been parked there for the last two months.*" I know that's not true because we were in Texas for the last year-and-a-half. When his car got towed, I spoke to the head of security and he said that he would talk to the Supervisor, but I called him. He said, "*Well, I didn't get the message.*" Can you change some part of the process where we get visitor passes at gate? That way, these security guards would see it, versus just driving by.

Mr. Benson-Valdes: I made a suggestion a couple of months ago to change the process into a website. They are in the process of doing that, but you said that you were towed this month.

Resident (Dino Florin): This happened in September.

Mr. Benson-Valdes: Got ya. If something like that happens, a relative comes in from out of town, you can always contact Jason at the CDD and he can forward it to them as well, just to make sure. Especially, if you have an email, you have a record at least while we are trying to work out the process of how we would do that.

Ms. Zaresk: We are going to talk about that. I'm just very curious, were you able to verify whether the numbers that you called were the new numbers?

Resident (Dino Florin): Yes.

Ms. Zaresk: I just wondered because I know that you have been gone for a while. We had some number changes.

Resident (Dino Florin): I had a few cars at my house. So, when my sons come to visit, one of them had to park in the road. If we park in the grass, then we will be ticketed and that's a problem. It happened to my neighbor. They were getting ticketed for parking in the road, so they started parking in front of their home. They had to resod.

Mr. Soukup: Did the HOA change the width of driveways?

Mr. Benson-Valdes: Yes. The HOA just approved a driveway expansion to expand each side up to a total of 42 inches on each side.

Mr. Soukup: In the future, that may be something to look at.

Resident (Dino Florin): For that situation, I know that you don't have a resolution. I just wanted to bring it up because I'm concerned about it. I know that the rules have changed. When I moved here, there wasn't a problem with parking in the street, but they had a lot of double parking and couldn't get fire trucks and emergency vehicles through. So, I get it. I think you should

entertain where if they see people double parking, they should receive a ticket and let the neighbors figure out why it keeps happening so they can fix it. Right now, you have some people paying for other people doing it. Not everybody is getting ticketed. Not everybody is getting towed. One other thing, I came back from Texas, so my garage is full. So, I can't park in the garage, plus they leak.

Mr. Soukup: That's an HOA issue.

Mr. Benson-Valdes: You can put it on the side of the house.

Resident (Dino Florin): There are trenches on the side of my house for drainage.

Mr. Scheerer: It rained very hard on Thursday.

Resident (Dino Florin): What about trash?

Mr. Soukup: That's an HOA matter. Not a CDD matter.

Resident (Dino Florin): My main issue was with the parking. I want to know how we can clean it up to whereas a resident I know that security received my call.

Mr. Soukup: While we are figuring this out, email Jason. That way, you have the email proof.

Mr. Scheerer: This is Jason's card.

Mr. Benson-Valdes: In the future, there is a link on the CDD website. You just click it and it sends it. So, then you have proof that you sent it.

Resident (Dino Florin): What happens if they tow it? All the proof in the world won't get my car back.

Mr. Showe: That's why we are working on the process to make sure that everybody gets it all at the same time. That is not to say that mistakes don't ever happen because they do, but we will work to resolve those if they happen. It is on us.

Mr. Soukup: Are there any other public comments?

(Not Identified): I came to talk to Jason. I'm from the school.

Mr. Showe: I think you were working with Alan to get all of your improvements, so we can get the agreement ready.

(Not Identified): I was working with him, but I was waiting for a letter so we could start working on it.

Mr. Scheerer: You are supposed to send me the diagram. You are supposed to give me all that information so I can present it to the Board and see what we can agree on. That's all I have been waiting on. I'm waiting on you and you're waiting on me.

Mr. Soukup: At this point, we will close the public comment period.

FIFTH ORDER OF BUSINESS

Approval of Minutes of the September 28, 2021 Meeting

Mr. Showe: They are on page five. We can take any questions or comments from the Board on any changes or a motion to approve.

Mr. Soukup: Are there any corrections?

Ms. Zaresk: We were going to clarify the motion on the suspension.

Mr. Showe: On the notes that I wrote down, he opposed the six-month suspension.

Ms. Zaresk: Okay.

Mr. Soukup: The outcome is still the same.

Mr. Showe: Correct. I can clarify with him separately. That is the recollection of the meeting and my notes.

Mr. Mehrlich joined the meeting by phone.

On MOTION by Ms. Zaresk seconded by Mr. Benson-Valdes with all in favor the Minutes of the September 28, 2021 Meeting were approved as presented.

SIXTH ORDER OF BUSINESS

Consideration Items

A. Consideration of Tree Trimming Proposal with REW Landscape

Mr. Showe: We wanted to bring this back to the Board. Obviously, we discussed this as part of the budget process. It was one of the newer items that we put in. Alan, do you want to walk through this with the Board what we are thinking about for now?

Mr. Scheerer: Sure. Included in your agenda packet is a list of all the communities, the number of Oak trees and the cost for community. During the budget process last year, the Board allocated \$25,000 of capital reserves for interior street tree trimming. The proposal that was sent to you was for Oakview, Somerset, Parkland Square, Eagles Landing as well as Windsor Park and Gleneagles that were all done as part of the Roadway Widening Project. They don't have any trees in those communities, which is why you don't see it here. So, I marked those areas as complete. I went through the whole list of trees and I noticed that Westmoreland, Harwood and Hawks Nest totaled \$23,000 not \$2,367. It is about \$23,000 to \$24,000. There's a \$5 per tree disposal fee, which

brings the grand total to \$24,985, which is a few dollars under our allocated \$25,000 that was put in the budget. So, with things being the way they are, we thought it would be easier to bring it to you sooner than later to see what we can do without getting some of these interior street trees done. I think we looked at doing the other section for next year, totaling around the same amount of money. If you're not happy with the neighborhoods that we chose or I chose, we can go through and do the math on any of the other ones. I just thought these three are all together. I know Westmoreland has the majority of the trees.

Mr. Benson-Valdes: \$12,000.

Mr. Scheerer: Yeah.

Mr. Soukup: It keeps within our budget number too.

Mr. Scheerer: Yeah. I would have done a lot more if I didn't have to add the dump fee. We could have included Southbridge, which has seven trees. This keeps us right under the \$25,000 that was allocated in the budget for the Board. Again, this isn't etched in stone. This is just something that I went through, looking at the neighborhoods. I know Waters Edge has a lot of trees. Strathmore has a lot of trees. Southampton has a lot of trees, but we can lump them up next year if that's the case or if we see that we have any savings towards the end of the year, I can work with the District Manager to maybe add a few more towards the end of the budget cycle. For right now, I figured this would be a good start.

Mr. Soukup: Okay. Are there any questions on that?

Mr. Benson-Valdes: So, what are you doing with the trees?

Mr. Scheerer: We're going to do a Class 2 pruning on the Oak trees between the sidewalk and curbs. Except if they have done a circle, we're not touching those trees.

Mr. Soukup: Part of the issue that we started with last year, we had to do the trees in the areas that we did the asphalt rework. Because the equipment couldn't get through, a lot of marking was being done, they were not well-lit streets, sometimes the trees are over-grown and were blocking the lights, we proposed this. So, that's where that started from.

Mr. Benson-Valdes: Just so you're aware, in Somerset when you come in, there are three trees there and the third tree, is about 4 feet tall. There's a streetlight encompassed in all of the branches in that tree.

Mr. Scheerer: I'm sure there is.

Mr. Soukup: Yeah, there's a few definitely like that too.

Mr. Scheerer: Well, if you've got a few bucks leftover, maybe I can talk them into carving it out. If we had \$15, we could make it work. I'll get somebody to do us a favor. I'll see what I can do.

Mr. Soukup: Yeah, exactly. Squeeze it in.

Mr. Showe: If the Board is available would there be a motion to go ahead and approve that?

On MOTION by Ms. Zaresk seconded by Mr. Benson-Valdes with all in favor the proposal with REW Landscape for tree trimming as stated above in the amount of \$\$24,985 was approved.

B. Consideration of Agreement with Grau & Associates to Provide Auditing Servicers for Fiscal Year 2021

Mr. Showe: The next item is consideration of the agreement with Grau & Associates for the audit for the Fiscal Year 2021 budget. This is actually less than we had put in the budget. It came in a little less than we had originally proposed, at \$3,600. It's the same company that's provided it before. We would like to get them started on the audit as quick as we can once those financials are done so we meet all the deadlines. It would be our recommendation for the Board to go ahead and approve that agreement, but obviously we can take any questions the Board might have on that.

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

On MOTION by Mr. Benson-Valdes seconded by Ms. Zaresk with all in favor the Agreement with Grau & Associates to provide auditing servicers for Fiscal Year 2021 was approved.

C. Consideration of Aquatic Plant Management Agreement with Applied Aquatic Inc.

D. Consideration of Agreement with Robert's Pool Service & Repair, Inc. for Pool Maintenance Services

Mr. Showe: The next two items are service contracts for the upcoming year. We've provided a proposal for Applied Aquatic, Inc., which has no increase over their current year terms. Robert's Pool Service & Repair, Inc. (Robert's Pool) request of a \$50 per month increase. We

actually included increases for both of these in the budget, so we're well within our budget on both of these. Alan can talk about the service levels

Mr. Scheerer: Yeah. Robert's Pool is a new pool provider. They've done a great job out here. Applied Aquatic has been your vendor here for quite a number of years. They also do a great job keeping the ponds in shape. So, it would be our recommendation that the Board consider approving both agreements. Like Jason said, we anticipated increases for both and Applied Aquatic chose not to increase this year.

Mr. Soukup: Do you need separate motions from this?

Mr. Showe: You can do them both as one motion if you choose. We will note that there is a full agreement for Robert's Pool. If we choose to terminate them, all termination clauses apply. So, the District is not under any obligation should you not be happy with the service.

Mr. Clark: Do we have a similar agreement for Applied Aquatic?

Mr. Showe: I think we already have one that continues their term, which we normally have the Board approve, but we'll double check.

Mr. Clark: Yeah. Let's double-check and make sure it's up to date with E-Verify and everything else. If we need to update it then I'll take care of that.

Mr. Soukup: Okay. Do you want a table that one until you verify it?

Mr. Clark: No, let's just go and approve it.

Mr. Showe: The Board can make a motion to approve both agreements subject to counsel review and verification that the contract language is appropriate.

On MOTION by Ms. Zaresk seconded by Mr. Benson-Valdes with all in favor the Aquatic Plant Management Agreement with Applied Aquatic Inc. and the Agreement with Robert's Pool Service & Repair, Inc. for Pool Maintenance Services were approved subject to District Counsel review and verification on the language.

E. Consideration of Use Agreement with Maria Turner - ADDED

Mr. Showe: The final agreement is the one we just received. A resident is requesting to expand their driveway as we talked about earlier. They would need the information from the CDD, so we prepared this based off of the agreement that the Board approved in the past. I don't know that we have any real reason to not approve it, but we wanted to make sure the Board was comfortable before we execute it.

Ms. Zaresk: Absolutely. I would say let's approve anything we can do to alleviate parking issues.

Mr. Soukup: I agree.

Mr. Showe: In the future, is the Board comfortable if we just go ahead and get these executed instead of waiting for the next meeting, as long as there's no objection from staff?

Mr. Benson-Valdes: As long as they follow HOA direction.

Mr. Soukup: Yeah.

Mr. Showe: In all of these cases, the HOA is directly in here, which is nice. I know in the past that hasn't always happened, so we're happy that they're starting to do that.

On MOTION by Mr. Benson-Valdes seconded by Ms. Zaresk with all in favor the Use Agreement with Maria Turner was approved.

SEVENTH ORDER OF BUSINESS

Discussion of Security Procedures and Process

Mr. Showe: The next item is the discussion of our security procedures and processes. I know the Board requested this at their last meeting. Some items I think we want to go over are consideration about giving out the rover patrol number, which I know security is aware of and is prepared to discuss. I did send out to the Board the draft that we put on the website. It's actually there, but you just can't get to it unless you have that specific link right now. One of the things as I was sitting here talking with a resident here is I will reprogram it so that the person that puts in the request also gets an email that they put in the request so they get the same thing. The challenge we're working on now with security is getting the rover. We need to have the rover get that information in real-time as they're doing their patrol. I know they're trying to work through those issues.

Mr. McLeod: That's an IT and administrative issue right now. We use a separate IT source. They're saying they are having difficulty overcoming for one singular use, the IT block.

Mr. Scheerer: Let them know that the gym is closed.

Mr. Showe: We just wanted to give some background of some of the things that we've been working on with Bill. So, we'll let Bill go through the process and then you guys can feel free to ask him any questions

Mr. McLeod: What happened was I came out here on October 5th and I actually worked the site myself. I wanted to see what the problems and the challenges were. What you're looking at is a form that I developed for the rover to have in the vehicle as he moves around the property. If you notice, I start on the upper left-hand side of Strathmore. When the rover comes in, he goes to the Partin Settlement Road gate first. He has to retrieve the car keys and the key to the Rec Center. While he's in there, he writes down the messages that are there for the guest parking, if there are any. Then he goes here, picks up the rover phone, gets the paperwork that he needs and then drives down E. Lakeshore Boulevard. Then he checks from the Lakeshore voicemail. At that point, he's got all the voicemails that he has for all the guests parking up to that point. So, now what he does is he takes this form on his clipboard and goes through the communities in order. As you notice, I have Strathmore first because that's up there by the E. Lakeshore Boulevard gate. As you come back down, they are all in order on the right-hand side. So, the rover continually goes to the right and into the communities. I noticed the challenge was, seeing the cars, who's left there and who's left. So, I came up with this form to where they can write down the car and what time it was first observed as well as the make and the color. This is about all you need at that point. So, they go as far as they want. It has to be up to their discretion at that point. They get to a certain point and then once we're past that 30-minute mark, they can decide to go back and check those cars. Then they decide whether it's been, like in the final column, they can put a "G" for guest and "M" for moved or put a time down for the time ticketed. That way, you can keep it straight. Of course, you get the time ticketed because you get the incident report as it happens. Now, the challenge here that I noticed on October 5th when I was here was going through the communities, the minute I got done with the E. Lakeshore Boulevard gate and went into Strathmore, I was in Strathmore around 10:30 a.m. Strathmore didn't have a lot of cars, but there were three that day. I marked them down and I kept going through and then I got down all the way through to the last community off at Knightsbridge. Once I came down there and I came up to Brookstone, which would be the last one I came to, I was already two hours into it. At this point, I'm only writing down cars that I first observed. Okay? So, after two hours of driving through the community slowly and observing the cars, I started to go back and ticket it. I came up with 11 tickets that day, but by the time I was done, four hours elapsed. I have to come sit at the Rec Center now from 2:00 p.m. to 4:00 p.m. and the entire other half of the community hasn't even been touched yet. So, those are the challenges the rover gets when going through the community. Because to go through this entire

community and effectively write down the cars that are there and everything and then go back and ticket, takes time. This bouncing back and forth just doesn't work, but what I encourage my rovers is to do that. It breaks up the monotony and plus people who are watching, like let's say a homeowner we've had issues with and knows that the rover's been by that first time, he's not going to write anything down and is not going to do any tickets, knows he has hours. So, I encourage the rover to bounce back after the 30-minute mark and do that, but that discretion has to be left up to the rover to be effective. Those are the challenges that we're facing with the writing of the tickets. I did have a complaint on an email that was sent through Jason that they noticed that the rover went by a car that was parked there and just wrote something down and didn't ticket the car. The challenge that we're seeing is that I don't think people fully understand what the rules are and that we can't even ticket. Ms. Bowles, I understand your frustrations. I can't use your camera footage because it's not my rover seeing it. My rover has to see it first to start that 30-minute clock. Unfortunately, if they see it first and come back three hours later, that's a lot of time for somebody to move. Now, I'm not saying that that car didn't move, I'm just saying that we're seeing that in a lot of cases where the car is moving before we can get back to it. Okay. Do you have any questions about that particular process?

Mr. Benson-Valdes: Why can't you use the video or a picture if it's timestamped?

Mr. McLeod: I don't know who put the timestamp there. If I'm looking at the legality, forgive me. I'm an ex-cop and I can't use that in a court of law. Now I know this is a lot less lax than a court of law, but timestamps can be altered. Things can be altered in a video, in a picture, things like that. So, unless I can verify the timestamps, just like a police officer's radar gun has to be calibrated every month for them to use that. There might be differences in clocks. I've never been one to use them. If the Board wants me to use Miss Bowles videos or anybody else's videos if it has a timestamp by all means, I'll do that, as long as I can see that. I think that we're wandering in a dangerous area with that, but that's entirely up to the Board.

Mr. Benson-Valdes: What's your opinion on that, Scott?

Mr. Clark: It does introduce certain issues into the process, which we've heard from some, *"That person has it in from me."*

Mr. Benson-Valdes: Right.

Mr. Clark: What I'm thinking as I'm listening is we know that we have some problem areas and it seems like we ought to focus on that instead of just focusing on doing the whole

neighborhood. I hear you and I understand the problem that it creates. So, we're sitting here and he doesn't report earlier and the question is, "*Why didn't you go back in 30 minutes?*" So, he's describing a process where that's never going to work, but we kind of know where our problems are. I think the value of the camera is that it gives us a report that says, "*This is a problem area, we have a problem right here.*" I think when we have a problem, you ought to give your security instructions to focus on that problem as opposed to just trying to hit the whole neighborhood.

Mr. Benson-Valdes: I agree. You clean that up first and then you can work up from there.

Mr. Clark: The other thing that I hear and we've talked a little bit about is we've got this process of voicemail for registering guests. Number 1, it's occupying a great deal of his time to do that and number 2, you can't prove it. If someone says, "*Well, yes, I left a voicemail,*" what do you do with that? How do you prove it? It's just not there, well, maybe he didn't record right or maybe he didn't leave it. So, I think in looking at our process, we need to come up with a different way to register guests.

Mr. Benson-Valdes: That's the reason why we are trying to do this.

Mr. Showe: Right. We have an internet forum that is now active. We've got to figure out a way to make sure that he gets it immediately.

Mr. McLeod: That's the challenge.

Mr. Showe: I don't even want to put it live until they can get it because if they're not getting the information and they're still putting tickets on them.

Mr. Benson-Valdes: I don't understand the issue with IT. Of course, with an IT individual, they get an email and its external email.

Mr. McLeod: The problem is, every device that DSI has, we have to perfect them. As you could possibly imagine, some people don't exactly just focus on their job when they're at work and would like to get on Google or YouTube or whatever app to see what's going on. So, there's a device that's implanted on every DSI phone. It's called MasS360. It prevents any app from being downloaded onto our platform. It's company wide. Because you can't even receive email on any of these DSI phones, we're trying to do is to overcome that for this one specific account for the entire company. So, that's the resistance that I am getting. I know that that sounds horrible, but it's a reality of what we're dealing with.

Mr. Showe: I think we're going to let them work through that. Otherwise, I think Alan and I might have some ideas or other things we might be able to try that's outside of their system. Even

if we can get something here that they can just check emails. I think the challenge with liability is I don't know if we want to give the driver or the person driving the car a phone that they're checking while they're driving the car. So, we were thinking maybe if there's a way we can get a computer here with a dedicated email, then at least they can stop here and check that as they're doing their patrol. We want to see if they can work through that process on their end.

Mr. Soukup: Right.

Mr. Benson-Valdes: I just wanted to clarify what I heard your recommendation is that video or a picture can be used with a timestamp. Because there was a lot of information that you provided, that I wanted to clarify yes or no?

Mr. Clark: It can be used in a court of law and I understand when you talk about chain of custody that's the mindset, but when something comes here for an enforcement proceeding, you really need the person who owns the camera to come and say, "*Yeah, I took these photos.*" Because then you get pretty far out there about whether it's reliable.

Mr. McLeod: Now, that's not to say that when those photos come in, that I won't work. I'm not on 24/7 obviously, but when I can get those emails and get to my rover, I say, "*Look, we've got a problem on Westmoreland, you need to slip down there and see what's going on.*" Then let them use their sheet. Unfortunately, we can't use the timestamp on the picture, but they can at least get in there and start running times down and everything and then come back to that. So, if that's you want us to do, we can dedicate our time to the certain problem areas that we have, with the understanding that when we give to some, we're taking away from others. I still have to answer those emails as well.

Ms. Zaresk: I have a question. Is it pretty clear in your minds and your officers' minds? Are there particular places that you know?

Mr. McLeod: Yes.

Ms. Zaresk: Okay. When you're not focusing on those and you're going other places, and I understand we all sat at the meeting and we listened to everybody yell and scream about security and that we don't have enough security. I go back to what I said before, I'm a broken record, but those people don't understand what security is supposed to be doing, so that's a problem. I'm with you guys. My sense is that if 90% of the responsible area is not a problem, then the focus needs to be where the problem areas are. I know you're going to get emails, but we'll get emails from people

saying, "Oh, I never see them." Well, first of all, they're not there to watch. If they see a burglar or something, but that's not their job.

Mr. Soukup: No.

Ms. Zaresk: Again, we go back to that breakdown between getting folks to understand what their role is, number 1. Number 2 is their role. We know what we want, which is to get these parking issues resolved. This just keeps going on and on and on. If there are specific areas, my sense would be, that's what you focus on. I don't know. What do you guys think?

Mr. Soukup: No, I agree. I think there's low-hanging fruit that can be focused on. Maybe not a lot of attention to it, but at least increase attention to that area.

Mr. McLeod: Absolutely.

Mr. Soukup: Because it's a problem.

Mr. Benson-Valdes: Monday to Friday you have 18 hours if I'm not mistaken.

Mr. McLeod: We have 20 hours. It's from 10:00 a.m. until 6:00 a.m., which is 20 hours.

Mr. Showe: Two hours they're here though.

Mr. McLeod: Right. Two hours, they are here.

Mr. Benson-Valdes: So, on weekends it's 24 hours, isn't it?

Mr. McLeod: No, it's still 20 hours.

Mr. Showe: What we approved was for the guard not to be dedicated here at the Rec Center.

Mr. McLeod: On the weekend, he doesn't have to supervise because we have an officer that's here on the weekend. So, the rover is moving the entire time in those two hours.

Mr. Benson-Valdes: Alright.

Ms. Zaresk: So, when there's a person here at the Rec Center if, for some reason we were to have this be command central, how would they get information that they get then to the rover if he's not stopping or she is not stopping?

Mr. McLeod: Are you talking about the two hours that the rover's here?

Mr. Benson-Valdes: She's talking about if they read the emails here.

Mr. Showe: If we set up a way for emails to come here, they're going to have to stop here as part of their normal patrol. It's just like when they check the voicemails.

Ms. Zaresk: Okay. But what I'm saying is on the weekends, we have somebody assigned here to the Rec Center.

Mr. Soukup: Right.

Mr. Benson-Valdes: To stop and check the emails.

Ms. Zaresk: That's what I'm getting at.

Mr. McLeod: From 14:00 to 22:00 hours, yes.

Ms. Zaresk: So, even though there's somebody here, if it's coming in, the person here would have no way of alerting the rover who's out there.

Mr. McLeod: No, they can.

Ms. Zaresk: Oh, they can.

Mr. Showe: They still have radios, correct.

Mr. McLeod: Right.

Mr. Soukup: Because that's more focus on rovers on the weekends.

Ms. Zaresk: Okay. Thank you. I was getting confused.

Mr. Benson-Valdes: You do have radios or you don't?

Mr. McLeod: We have phones. There's a dedicated phone here and a dedicated phone to the road vehicle.

Mr. Soukup: So, then on the weekend when guest parking requests and things like that came in, this person could radio or call them to tell them. Are there any other questions on this?

Mr. Benson-Valdes: He was going to discuss the gaps.

Mr. McLeod: They get a lot of emails concerning gaps. On a couple of occasions, our security officer actually had left for a family emergency. Of course, Remington will be credited for that gap. We don't hide anything from you all. I think we've shown that we're pretty forthright in what we bill for, but the officer had a major family emergency and had to leave and we didn't have a replacement, so we went without one. But for a lot of these gaps, the way that the tour system is set up there are four tours. There's tour 1, 2, 3 and 4 and they're at specific times. Now if the officer finishes the tour, the way the tour is set up is they drive around with a cellphone and the cellphone has a GPS. We set up these checkpoints on every street. What we did was we dropped the GPS ping on the street at a certain place. So, when the officer is driving along and they're doing their checkpoints, say they're on Westmoreland, they click on the tour, find Westmoreland on the checkpoints, they click on that and it says, "*You're 150 meters away from the checkpoint.*" They have to drive to find the checkpoint. They drive over the checkpoint and it clicks. Some rovers are a lot quicker at this and more adept at it than others. So, some rovers are getting done quickly, like within three hours. So, unless they're writing citations, you're not seeing any activity. I don't like

that. So, what I've instructed Seth to do is there is also another feature where they write incident reports, instead of writing an incident report, they can put in a Daily Activity Report (DAR). They can put in every 15 to 20 minutes exactly what they're doing and where they're at. Maybe they're patrolling Harwood or Westmoreland back by whatever road. Whatever they may be doing at that particular time, I've instructed Seth to have the officer put a DAR entry every 15 to 20 minutes. So, you'll see activity now and you won't see these blank spaces where there's nothing. Unfortunately, you don't have the ability to see what I see on the track tick where I can go and look at the history of the tracks and see when that one-and-a-half minute to two-minute ping happens. I can see that my rover is moving around on Owenshire or on Harwood, wherever he may be. You guys don't see that on the summary and there's no way for me to put that on there. It would just inundate you with too much information. So, what I've done to fill in these gaps is to do that DAR entry.

Ms. Zaresk: How much time does that take?

Mr. McLeod: Less time than the checkpoints do.

Ms. Zaresk: I'm certainly not going to be putting this in while I'm behind the wheel and driving.

Mr. McLeod: No.

Ms. Zaresk: So, if I get a stop every 15 minutes and fill out an activity form...

Mr. Benson-Valdes: I think it's just a click.

Mr. McLeod: It takes about a minute to a minute-and-a half to fill that out. It's not that bad.

Ms. Zaresk: Okay.

Mr. McLeod: It actually takes less time than the checkpoints. How many streets do we have here; 60 or 70. They have to scroll through and find the street that they're looking for and hit that checkpoint. Then they have to drive over. The checkpoints actually take a longer time than the DAR entry.

Ms. Zaresk: I think I understand, but I'm not sure I understand.

Mr. Benson-Valdes: I look at these daily reports and I saw large gaps; four to six hours of gaps. Then I got an email after I don't know how many days that the individuals didn't understand the tour. But there is somebody, Mr. Rick Hunter?

Mr. McLeod: Rich Hunter.

Mr. Benson-Valdes: He should know the tour. Right?

Mr. McLeod: Yeah.

Mr. Benson-Valdes: So, my question was to him. On the 14th at 13:50, his reply to my question of the gap was that *"Our records show that the officer was onsite last night but did not click the point for some reason. We'll address this and get it corrected."* That's the reason for why my repeated emails on why we are getting all of these gaps. So, it's not a question of me not understanding.

Mr. McLeod: Right. A lot of times we get questions that we simply can't answer because I don't know what was in the officer's head. I don't know what was going on in the car. We have to assume a lot of times. When you email me in the morning, these guys are still in bed and waiting for them the wake up to give you a quick ready response is hard. A lot of times we have to suppose what has happened. What happens a lot of times is they forgot to click on the checkpoint. They drove over it, but they gotten so wrapped up in writing down the cars during their first pass, they forgot to do the checkpoint. So, that would present a gap. If they did that enough time, that would present a gap because you'd be like, *"Oh crap, I forgot to do my checkpoints."* It happens, It's human.

Mr. Benson-Valdes: One of the reasons why I'm making sure that the process is being handled is because I've found individuals that were not at their location and I emailed you.

Mr. McLeod: I'm sorry?

Mr. Benson-Valdes: I found individuals not at their location when they were supposed to be and emailed you.

Mr. McLeod. Absolutely.

Mr. Benson-Valdes: This month I emailed that somebody left before they were supposed to. I didn't email you about the other one because I turned around and I asked the person who was there, *"Why are the gates up? Could you tell me?"* This was like a quarter till six. He's like, *"Oh, my bad. I thought that I could have the gates up."* So, the reason that saying this is you need to fine tune to make sure that individuals are following the process.

Mr. McLeod: There's no way in a human company that I can monitor somebody 24/7. It's called integrity. We try to hire the best officers that we can with integrity with the wages that we have. We're trying to find the best people possible.

Mr. Benson-Valdes: I want to add to that, we approved that.

Mr. McLeod: Absolutely. You were very accommodated, but unfortunately, you have people that say, *"Well, I showed up 15 minutes early and I should be able to leave 15 minutes early."* I'm not making an excuse. That's just the reality of what happens a lot of the time. I assure you that when that happens, we do not bill for the time we're not there. Jason will attest to that. We're very honest about what you're billed for. But unfortunately, I can't be on each person 24/7. In a community this big, somebody's always going to see something that they think is wrong. Like I had an email from a certain HOA member that said, *"I just saw your rover drive by a car, write something down but they didn't tick them."* That's somebody that doesn't understand what that rover was doing. We get inundated with a lot of emails that I try to accommodate and everything. I was telling Jason that Remington represents 3% of my total man hours of what I bill for every week. I spend at least 20% to 25% of my administrative time on Remington dealing with the emails trying to accommodate you. So, I want you to understand that I'm doing the best that I can for you and there's nothing nefarious here. We're working with the rules that we're given and we're doing the best we can. We are constantly fine tuning to get the right people in place, to get our processes in place and give you the best service possible.

Ms. Zaresk: Is the purpose of the GPS checkpoint for the sake of monitoring the work to make sure that they're going everywhere?

Mr. McLeod: Yes.

Ms. Zaresk: Okay. If that is dependent upon somebody clicking something, that seems a little counter intuitive.

Mr. Soukup: Where the GPS recorded it, a supervisor would just check and see if it picked it up.

Ms. Zaresk: Right. That's where I'm losing it with the clicking on the checkpoints.

Mr. Soukup: It should be automatic.

Ms. Zaresk: Yeah.

Mr. McLeod: We tried to do that. There's no way to automatically do that. What it does automatically do is like I said earlier, every one-and-a-half to two minutes, it pings itself. The bad thing here is, I haven't figured out a way to get that information to you. It's a lot. Like 1:58 a.m. on Owenshire and 2:00 AM on this road. Then if they write an incident report that's added as well on that little ticker. It's at the bottom of my screen. It shows where they are and how long they're there.

The checkpoints were added for you to see that the officer is hitting each road at specific times, at least four times a day.

Mr. Showe: I think for the Board the question might be, is that checkpoint system, as he described, valuable information for you or not? Because as I'm hearing it, it does take at least time for the officer to go through that process.

Mr. Soukup: Well, I think the fact that if there's a problem in one particular area, it would be good to see that checkpoint show if they were there or not.

Mr. McLeod: Well, what I could do is I can have them enter on the DAR instead of doing the checkpoint entering, "*Camping out to monitor parking activity on Westmoreland.*" Then you see that he's going to be there for 20 minutes or 30 minutes. Then he can put it in another DAR entry 30 minutes later, "*Leaving Westmoreland to continue patrols.*" So, you're not going to get the number of checkpoints that you're getting now, but I think that if we do go to the DAR entry, you're going to get more quality and see exactly what they're doing. Because right now all you're seeing is, "*Checkpoint Owenshire,*" "*Checkpoint Westmoreland.*" You're seeing the timestamp and the day and that he's gone over the checkpoint, but you're not seeing what he's doing.

Mr. Benson-Valdes: But I've seen reports on that that they a picture or do something.

Mr. McLeod: That's the incident report. The DAR entry will be the same length. It will be just like an incident report, except it'll be what they call a DAR entry. I wish I had an example to show you. It was on the last summary. There are a few on the last summary that says, "*DAR or daily activity.*" It says what they're doing.

Mr. Benson-Valdes: Okay.

Mr. Soukup: Are there any questions on that?

Mr. Showe: The only other question I wanted to make sure that you're okay on was obviously the Board approved that we experiment for 30 days to have them adjust their hours to provide more roving patrol. I'm assuming the Board based on the conversation would like to continue that.

Ms. Zaresk: Yeah, I think with the caveat that roving from what we've all said, doesn't necessarily mean they have to be in every single section.

Mr. Soukup: But it's roving versus stationary hours here.

Mr. McLeod: You're right.

Ms. Zaresk: With the officer's insight into, I need to spend more time in this area.

On MOTION by Mr. Benson-Valdes seconded by Ms. Zaresk with all in favor continuing the current security hours was approved.

Mr. McLeod: Can I add one thing before we move on?

Mr. Soukup: Yes.

Mr. McLeod: Halloween. I'm very familiar with the St. Cloud area. Outside of my other account, we really don't deal with Halloween at that other account, but it's come to my attention that there are only three places that people really visit in St. Cloud to go trick or treating and Remington is one of them. This is going to pose some problems at the gates. Seth, our Site Supervisor, has come up with three choices for you to consider, if you even want to consider anything or change for that particular night. I don't know what we've done in the past.

Mr. Benson-Valdes: Didn't we just bring in an extra rover?

Mr. Scheerer: We just brought in an extra rover. I think we want to continue to man the gates just because of the high volume. I'm not speaking for this Board, but in the past, all we did was to have an extra rover come in for those certain hours in the evening, 4:00 p.m. to 12:00 a.m. or 4:00 p.m. to 10:00 a.m. or something like that, just to make sure we had an extra vehicle here.

Mr. Soukup: It's always been the understanding that if traffic at the gate gets backed up to the road where it is going to block the road, you open the gate.

Mr. McLeod: Got ya.

Mr. Scheerer: Do you have the ability to provide a secondary rover?

Mr. McLeod: Yes. There would be a small fee. I'll give you another rover.

Mr. Soukup: That covers that.

EIGHTH ORDER OF BUSINESS

Discussion of Holiday Lighting

Mr. Showe: We have an update on the holiday lighting and I will let Alan give an update on where we are at.

Mr. Scheerer: As you know at the last meeting, I volunteered my time to help out with the Christmas holiday decorations. As you can see, they're already done. We did both guardhouses and the Rec Center. Mr. Ellis sent an email. It wasn't worded the correct way. It wasn't that the CDD agreed to do it. GMS agreed to do it and they want us to do the two entrances as well. I would

prefer that the Board consider just letting the HOA do the two entrances. If it's the desire of the HOA not to provide volunteers to do the holiday decorations, in the future, we work with a handful of holiday lighting companies. We would be happy to bring back a proposal. You can spend as much money as you want, but for two to three buildings and a couple entrances, I don't know what that would run, but we can bring back something for next year and see what kind of options you have. Maybe you want to do a little more. Maybe you want to do a little less. But it's not something I'm prepared to undertake on a regular basis without having to hire somebody to help us do the work.

Mr. Soukup: Right.

Resident (Chassidy Bowles, Westmoreland Circle): I emailed you that we still have lights in our storage unit. Because I do it every year along with him and maybe two other people. You can forget about volunteers in the neighborhood.

Mr. Scheerer: These are all brand new. We have brand new lighting timers. We have brand new extension cords. We'll put them in a container and store them here. Again, if the Board's okay, I prefer that the HOA just do the two entrances.

Mr. Soukup: Yes.

Mr. Scheerer: Next year, we'll look at some holiday lighting and give you some more options. If you want to budget, you can spend anywhere from \$5,000 to \$50,000.

Resident (Chassidy Bowles, Westmoreland Circle): I checked on lighting companies last year.

Mr. Showe: We've got a few. Your mind would be blown.

Resident (Chassidy Bowles, Westmoreland Circle): Our HOA is not prepared to spend even \$2,000.

Mr. Scheerer: Well, if it was a matter of getting lights, I don't think the Board would be opposed to us purchasing the lights. It's just the installation and the time.

Mr. Mehrlich: That's the thing. If we purchase the lights maybe it could be better. The HOA doesn't have to funds.

Mr. Scheerer: If the HOA wants to tell me what they want, I have a Home Depot card. I didn't see much at Home Depot, but I found these. So, I've got a Home Depot card. I can use it, if the Board's.

Mr. Showe: Our challenge from a management spot is just the labor.

Mr. Soukup. Absolutely.

Mr. Showe: If the Board is amenable, we can certainly purchase the material. The materials are easy.

Mr. Scheerer: Chassidy, you said you have lights that work from last year.

Resident (Chassidy Bowles, Westmoreland Circle): Yeah.

Mr. Soukup: So, the entrances won't be a problem then.

Resident (Chassidy Bowles, Westmoreland Circle): We have those big wreaths that we put out. We've got lights to go on the Lakeshore wall and lightings for the bushes.

Mr. Scheerer: Okay. We're in the process of double checking all the GFIs and making sure everything's hot. We should be good to go.

Mr. Soukup: I think that would be fine. I don't think it's an issue. We can look at it for next year's budget.

Mr. Scheerer: Yeah. I know Jason does. I don't have any properties that I use, but I speak as we would Jason. I know he's got a handful of properties which actually use different holiday lighting companies as some of other District Managers. So, we have an inventory of folks we can contact to come out and prepare for next year. If that's what the Board would like to do.

Mr. Soukup: Yeah. We will review that for next year and let the HOA do it for now. That takes us to staff reports.

Mr. Scheerer: Thank you.

Mr. Mehrlich: That doesn't need a motion, does it?

Mr. Benson-Valdes: For the HOA to do it?

Mr. Showe: It's not really a change. I don't think it needs a motion. You guys have provided enough direction.

Mr. McLeod: We got to get back to Mr. Ellis, I guess since he sent the email.

Mr. Showe: Yeah, we can.

NINTH ORDER OF BUSINESS

Staff Reports

A. Attorney

Mr. Clark: I'll just report that I sent the certified letter to the owner of 114 Westmoreland Circle, as discussed at the last meeting. It was sent back unclaimed as the prior one. I think you put one on the door.

Mr. Scheerer: Actually, I handed it to him as he walked out.

Mr. Clark: There you go. Other than that, I don't have anything for the Board tonight.

B. Engineer

Mr. Soukup: Pete?

Mr. Glasscock: The only item I have are the speed humps. Mark is asking the county if we actually have to go through process for those. Probably early next week, I'll be getting with Alan, making sure where they want it. There are some drainage issues that could arise. So, I just want Alan to put eyes to it as well.

Mr. Soukup: Sure.

Mr. Scheerer: That was a request of one resident that is on the ARB.

Mr. Soukup: Yeah.

Mr. Scheerer: So, that's why we're looking into it.

Mr. Glasscock: If we do have to go through the county, that would cost probably \$3,000 to \$4000. I'm not sure. I'm trying to get an answer from Mark about that.

Mr. Soukup: Okay.

C. District Manager's Report

1. Approval of Check Register

Mr. Showe: In the General Fund, we have Checks 6603 through 6622 in the amount of \$115,616.22. Those invoices are included as part of the agenda. Both Allan and I can take any questions if you have any. We all know one of the larger ones is the insurance for the full year, so you pay the whole policy up front. That's about a third of that whole Check Register. Other than that, I think most of the items are pretty regular. Not a whole lot is outstanding.

Mr. Soukup: Are there any questions on the Check Register?

Ms. Zaresk: No

On MOTION by Ms. Zaresk seconded by Mr. Benson-Valdes with all in favor the September 1, 2021 through September 30, 2021 Check Register totaling \$115,616.22 was approved
--

2. Balance Sheet and Income Statement

Mr. Showe: No action is required by the war on these. I will point out that although they are through September 30th, obviously, these are not automated yet. So, there may be some invoices still floating out there. They're pretty close, but obviously, I wouldn't stand up on those numbers just yet, but we're in good shape. I think everything is falling in line the way we expected. We've got 100 percent collection on our assessments. In our General Fund, we did better than our budget in the variance, so we're in great shape on our expenses.

3. Presentation of OCSO Reports

Mr. Showe: We have the reports from the Osceola County Sheriff's Office.

Mr. Soukup: Those are really interesting.

Mr. Showe: There is a particular officer that has been in contact with Alan and I. We have to give them the ability to take all these shifts. He is writing tickets. He is going to come out here as much as he can.

Mr. Scheerer: He is also staged at the school, especially in the afternoons.

Mr. Showe: Yes. So, we rotated shifts. We used them in the later afternoon when people are coming home, but we did get some complaints from the school. So, we've had to rotate some of their time while schools in session to have them target the people that are parking out there. There is one that likes to take those shifts and to give our tickets, so we're letting him do his service.

Ms. Zaresk: Can we get him to park by a certain address?

Mr. Showe: We can request that if there is an address you like him to try.

Mr. Scheerer: I made that suggestion before. I leave it up to him. I just say, "*If you could go into this neighborhood, we are having some parking issues.*" He we will issue tickets for left wheels in the curb.

Ms. Zaresk: Okay, that's what I was wondering because I know some of these are actual violations.

Mr. Scheerer: Yeah. If we get the call, that's between you and the Osceola County Sheriff's Office.

Ms. Zaresk: Okay, Thank you.

4. Field Manager's Report

Mr. Scheerer: As far as the Field Manager's Report, there is a lot of redundant information. The Fitness Center is in good shape. The pool is in good shape. The gates, cameras, phones, everything's working. We continue to type up all of the gate arms, wipe down all of the cameras, make sure that everything is working well. The ponds are in good shape. For landscaping, we got the annuals installed. I have pine straw on my list. It was supposed to be in by this month, but they're telling me that there are a lot of delays right now. So, please be patient. We should see that happening hopefully soon, according to REW. I'm still working with REW each week. We do a site visit throughout the community. We replaced the basketball nets once again. I don't know what they're doing these nets, but every two weeks, I'm replacing at least one net. I'd like to take them off. We ordered new sliding glass doors for the front guardhouse. We have been having problems. They were original to the building. We ordered them and they are about eight weeks out. So, it will be four more weeks before we get to those in. A few years ago, we replaced the ones at the Partin Settlement Road gate. The Christmas lights are in for the guardhouses and the Rec Center. We are almost done with the grinding portion of our sidewalk program here. We allocate a lot of money to prevent trips and falls with respect to sidewalks. The vendor came in and marked some areas. If you see some orange dots within the community, these are actual panels that will be removed once all of the grinding is done. The pressure washer should be wrapped up here hopefully soon. That will take care of basically Remington Boulevard, Knightsbridge Boulevard, any of the easements as you come in to say Southampton, Hawks Nest or whatever easements. We pressure washed a couple interior sections this year that we didn't include last year. Once he's done, I asked him to hit the vinyl fencing before he goes, the baseball field and the large lake between Oakview and Windsor Park. We'll do a quick spray to that and then later on, the first of the year, we'll hit some of brick walls as well. We'll start cleaning those up. Right now, we are concentrating on getting the sidewalks clean and the curbs clean. I am getting e-mails from the street sweeping company. They will let me know, usually the day before, when they are coming out. I am asking them in that e-mail to please focus on some of these little jut out points in some of the communities like this little half-moon. I know that Westmoreland has them. I don't know if you have them, but some of them do. I asked them to please slow down on Remington Boulevard to try to deal with the acorns. Because it looks like we are getting a bad harvest of acorns. Last year wasn't bad. The year before was bad and this year is bad. So, I just asked them to slow down,

but I am getting that information from them in advance of them coming. I can answer any questions.

TENTH ORDER OF BUSINESS

Supervisor's Requests

Mr. Soukup: Ms. Zaresk?

Ms. Zaresk: I have nothing.

Mr. Soukup: Mr. Benson-Valdes?

Mr. Benson-Valdes: I wanted to know when you get concerns from our residents and you reply, would you give us a report on that or send us an email? I live here and get told by some people that they emailed Jason or GMS and nobody replied.

Mr. Showe: If I get an answer that I can provide them, that's what I do. If I get a parking issue, it goes immediately to security. Sometimes I just don't get an answer. I can reply to residents certainly that we provided it to security. But, until I get a specific answer, it's difficult for me to give them an answer.

Mr. Benson-Valdes: I had a couple of people come to me and tell me that they received no reply. What do I say?

Mr. Showe: Also, I did get a lot about them, so it's hard to reply individually. For the most part, I try to get the videos. You can be assured that even though I don't replay, the Board also gets them as well.

Mr. Benson-Valdes: Okay.

Mr. Showe: If I get some individual ones, especially people that I haven't interacted with before, I do try to reply to those. But the ones that I had a lot of interaction with, I try to just get those directly to security so they can resolve the issue immediately.

Mr. Soukup: If they asked you, just say, "*Hey, forward me the email and I'll check on it for you.*"

Mr. Showe: I will work on just at least letting them know that I received them.

Mr. Scheerer: Any field related stuff, if somebody has a problem, I've looked at everything from trees behind people's house that don't belong to us. We usually deal with those. It's pretty straightforward within the week when I'm out here. Like I said, Friday is my difficult day.

Mr. Showe: I will say, not that it hasn't happened, but they sit in my inbox until I do something with it. So, if it comes to me, it most likely will be sent to the right place for a resolution, but I will work on it.

Mr. Soukup: Can we touch base with the street sweepers for when we do the tree trimming? Just give them a heads up, "*We're going to trim trees and can you hit it after that?*"

Mr. Scheerer: I'm hoping there wouldn't be any problems. I'm going to pass that to REW to make sure they do this work. They did a really nice job when we were doing the street trees over here in the second phase.

Mr. Soukup: That was the main idea in doing that.

Mr. Scheerer: So, I would leave that to them.

Mr. Soukup: Okay.

Mr. Scheerer: I already sent the information to REW because I want to try and get these going as quickly as we can.

Mr. Soukup: Sure.

Mr. Scheerer: I think the bigger challenge with the trees is getting the information to the residents in those three neighborhoods because they're not going to trim any trees if there are any cars between the aprons, between the sidewalk and the curb in the street. We'll have to work around some of these things, but I don't know how we get the information to the homeowners of those three neighborhoods.

Ms. Zaresk: Call the Sheriff's Deputy.

Mr. Scheerer: We'll figure it out. We did okay with these five neighborhoods here. Maybe when they tell me when they are going to start, I can get a sign saying, "*Street Tree Trimming.*"

Mr. Showe: We can get some of those small signs.

Mr. Scheerer: They will just be temporary saying, "*Tree trimming will begin on ____.*" We can try that.

ELEVENTH ORDER OF BUSINESS

Next Meeting Date – November 16, 2021

Mr. Soukup: Our next meeting is scheduled for November 16, 2021.

Mr. Showe: I just want to point out that November 16th is three weeks, not four because of Thanksgiving. So, I just wanted you to be aware that it is going to be pushed up a little bit.

THIRTEENTH ORDER OF BUSINESS

Adjournment

Mr. Soukup adjourned the meeting.



Secretary/Assistant Secretary



Chairman/Vice Chairman