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Terra Verde Resort Masters Association
Board of Directors Meeting Draft Minutes
April 29th 2017

Present on the telephone conference line were: Pat Blum, Ken Simpson and Paul Nash. Present in the clubhouse was Jeanette Roman, Clive Hand and Conrad Ferguson. A number of Owners were present. There were no apologies for absence.

Pat Blum called the meeting to order at 14.30 pm.

Approval of past minutes:

Draft Minutes of the Masters meeting of 7th. January 2017 had been circulated to all BOD members and made available on the HOA website. A motion to approve the minutes was proposed by Ken and seconded by Jeanette. Minutes were approved with no dissention.

MATTERS ARISING

Resort signs and language - The issue of whether resort signs and/or resort guest documentation should be available in an alternative language, suggested to be either Spanish or Portuguese, still needs to be resolved. An original suggestion of adding an address field to Guest check-in documents is outstanding. Discussion took place concerning various means of collecting data relating to guest nationality and language and it was agreed that a form field of either 'Nationality' or Language' would be added to reception desk documentation. Once data is available, discussion can take place as to whether it is necessary to add an alternative language to resort signs, documentation and the HOA website.

Pool side foliage - A comment had been made at the previous meeting that some planting in the resort pool area could possibly restrict parent's views of the pool, with particular reference to the monitoring of children. After some discussion, the meeting agreed that this should not be a problem since it was only in a small area of the pool

side and the responsibility was always upon parents to position themselves in areas that gave a proper view of the pool.

Perimeter walls – Conrad confirmed that they had now been cleaned and repainted by resort staff.

Internet speed – Summit had originally proposed an upgrade of the system, but subsequently decided that investment costs were too high, unless the resort agreed to an extension to the contract which would allow Summit time to recover the investment costs. Conrad is currently waiting on a new proposal from Summit with respect to a suitable extension to the contract period.

FINANCIALS

Ken advised the meeting that the Operating account currently had a balance of \$281,842 and the Reserves account a balance of \$369,616. The meeting was updated on the villas delinquent situation, which was now at an all- time low of one property. There were no questions.

OTHER BUSINESS

Clive advised the meeting that the Resort Community channel had now been updated and also included information regarding the resort merchandise that was for sale.

Conrad advised the meeting that some merchandise had been sold, mainly swimming goggles and hats. In addition, the inclusion of grocery ‘welcome packs’ was still under consideration, although it was noted that some management companies already offer this service.

Pat expressed concern over the maintenance and storage of the audio recordings of meetings. He felt that recordings should be deleted, once draft minutes had been approved. Paul advised the meeting that the conference line supplier was currently storing BOD meeting recordings from as far back as 2010.

Pat proposed that a written policy be adopted, whereby recording are officially deleted, once meeting minutes are approved. The meeting agreed to the adoption of this policy and Conrad will write up and include the process within the resort documentation. Paul will delete all previous recordings, with the exception of the current recording.

Conrad confirmed that the Helen memorial bench had been ordered. The meeting agreed the wording for the plaque – ‘In memory of Helen Elmer, founder member of Terra Verde HOA’

OPEN FORUM FOR OWNERS

An owner present expressed concern over the deteriorating external appearance of one Manors property. Conrad agreed to discuss the issue with the owner.

An owner present expressed dissatisfaction over the fact that they had been asked to remove a Marine Corps flag displayed on their property. The owner felt that state statute laws allowed owners to display US flags on properties. Conrad agreed to investigate and report back to the BOD.

DATE OF NEXT MEETING

*The next scheduled Board of Directors Meeting is July 22nd. , 2017.
For the benefit of future planning, it was agreed that, under normal circumstances, the quarterly BOD meetings would be scheduled to commence at 2.00pm EST.*

ADJOURNMENT

A motion to adjourn the meeting was proposed by Ken and seconded by Jeanette.

Approved by:

Secretary

Date

Prepared by Paul Nash
Secretary to Masters BOD