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**Terra Verde Resort Masters Association**  
**Board of Directors Meeting Draft Minutes**  
**22<sup>nd</sup>. July 2017**

*Present on the telephone conference line were: Pat Blum, Ken Simpson, Clive Hand and Paul Nash.*

*Present in the clubhouse was Jeanette Roman and Conrad Ferguson.*

*A number of Owners were present.*

*There were no apologies for absence.*

*Pat Blum called the meeting to order at 14.35 pm.*

***Approval of past minutes:***

*Draft Minutes of the Masters meeting of 29<sup>th</sup>. April 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***

*Internet speed – Following a meeting that took place between Conrad, Ken and representatives from Summit Broadband, a revised contract has been agreed. Following some investment in the resort infrastructure, Summit will introduce a 50Mb speed service for the resort by June 2018. The new service which will include one set-top box per property, plus enhanced HD, will add a cost of \$7 / month per property, phased in over 2 years. Owners will be advised of the improved service through the next newsletter, due for publication August.*

*Tripadvisor – Conrad advised the meeting that the Resort’s current position within the listings had slipped recently and that he wished to find means by which guests could be encouraged to post a greater number of reviews. He suggested issuing guests with a small card encouraging reviews, upon check-out. Owners should similarly be encouraged to promote the resort on Tripadvisor. The object being to recover a position within the top 10 resorts in the Tripadvisor category. Ken questioned the*

*reasons why the resort had slipped in the rankings, since historically, the resort had always been in the top 2 or 3 positions. Paul expressed the view that the number of resorts within the category was increasing, which means that increasing numbers of reviews was required to maintain any given position. The situation was not being helped by the fact that many of the competitor resorts in the category were in fact large hotel groups which would always have greater resources at their disposal to aid their ranking position. To assist in the process of soliciting reviews, it was agreed that email addresses of guests would be collected and then used to remind guests that they may wish to leave a review on Tripadvisor.*

*Nationality and language of Guests – A survey conducted at the reception desk has shown that approx.. 75% of guests come from the USA, 9% from UK and 8% from Brazil. Discussion took place concerning the need for multilingual signs at the resort. The conclusion was that such a change was not necessary at present, but that Conrad could print some of the check-in documents in Spanish and Portuguese.*

### **FINANCIALS**

*Ken advised the meeting that the Operating account currently had a balance of \$261586 and the Reserves account a balance of \$399,749. Balances are ahead of budget. Conrad reported that 22 properties had changed hands so far this year, against a budget of 20 for the total year. Each sale generated HOA initiation fees. Some monies have recently been invested in new tikibar equipment and the new mini golf equipment is due for delivery within a week. Otherwise, due to the age of the resort, a number of necessary costs are being incurred in the maintenance of the resort infrastructure.*

*There were no questions.*

### **OTHER BUSINESS**

*Skip Shervington raised the issue of speeding within the resort. For safety reasons, it was proposed to reduce the speed limit from 25mph to 20mph. Discussions took place concerning the use of speed bumps and / or radar controlled speed signs. Overall, the meeting was not in favour of installing speed bumps, but were happy with a reduction in the resort speed limit to 20mph, possibly linked to additional signs and mention of the limit on the check-in documentation. Pat proposed an investigation into the possible use of one radar controlled sign. Conrad, Jeanette and Skip would investigate.*

*Discussion took place concerning the sighting of a couple of bears within the resort and the theory that trash management may be responsible, since the bears were likely searching for food. Conrad proposed sending an email to all owners concerning the management of waste, including the necessity to properly close all trash bins. Jeanette expressed concern that many of the larger homes did not have sufficient trash bins to*

*manage their trash effectively and in some cases leave overflowing trash bins curbside days in advance of the collection dates. Paul and Clive expressed views that a more rigorous enforcement of existing trash rules should be implemented within the resort. It was agreed that Conrad would draft a new notice to be circulated to owners, emphasizing the trash rules and the possible need to impose penalties for the infringement of trash rules. Conrad will consult with Ken on the content of the notice. In response to a question from Pat with respect to raccoons, Conrad advised that the raccoons were more of a problem in the dumpster areas.*

**OPEN FORUM FOR OWNERS**

*There were no questions*

**DATE OF NEXT MEETING**

*The date of the next meeting is 7<sup>th</sup>. October, which will be the AGM*

**ADJOURNMENT**

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

Approved by:

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**Secretary**

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**Date**

Prepared by Paul Nash  
Secretary to Masters BOD