

MINUTES OF MEETING
PRESERVE AT WILDERNESS LAKE
COMMUNITY DEVELOPMENT DISTRICT

The Workshop Meeting of the Board of Supervisors of the Preserve at Wilderness Lake Community Development District was held on Thursday, June 22, 2023 at 9:36 a.m. at the Preserve at Wilderness Lake Lodge, 21320 Wilderness Lake Boulevard, Land O' Lakes, FL 34637.

FIRST ORDER OF BUSINESS – Call to Order/Roll Call

Ms. Dobson called the meeting to order and conducted roll call.

Present and constituting a quorum were:

Holly Ruhlig	Board Supervisor, Chairwoman
Bryan Norrie <i>(via phone)</i>	Board Supervisor, Vice Chairman
Agnieszka Fisher	Board Supervisor, Assistant Secretary
Beth Edwards	Board Supervisor, Assistant Secretary
Heather Hepner	Board Supervisor, Assistant Secretary

Also present were:

Tish Dobson	District Manager, Vesta District Services
Scott Smith	Vice President, Vesta
Julie Cortina	Regional Vice President, Vesta
Heather Alexandre	Regional Lifestyle Director, Vesta

The following is a summary of the discussions at the June 22, 2023 Preserve at Wilderness Lake CDD Board of Supervisors Workshop Meeting.

SECOND ORDER OF BUSINESS – Pledge of Allegiance

The Pledge of Allegiance was recited.

THIRD ORDER OF BUSINESS – Audience Comments – *(limited to 3 minutes per individual for agenda items)*

An audience member expressed concerns about lodge management.

An audience member commented on delays in corrective action, and opined that residents deserved to have a full and total review of people being hired, how they're doing their job, and the expectations that came with the role. The audience member also commented negatively on the amount of recent turnover with the Lodge Manager position. Ms. Dobson denied comments suggesting that Vesta may be using the position as training.

FOURTH ORDER OF BUSINESS – Discussion Items

A. Status of Replacement Lodge Manager

Ms. Dobson reported that immediately after the resignation of the former Lodge Manager, an ad was placed by Ms. Cortina to hire a replacement. Ms. Dobson noted that several interviews had been conducted, and additional interviews were scheduled for after the workshop. Comments were heard from the Supervisors in favor of prompt notice to the Board whenever issues arose, and that the Board should have been notified of the resignation in a more timely manner. In response to Supervisor questions about the point person, Ms. Dobson stated that she would be providing oversight to the hiring process and would be on-site for training purposes. The Board discussed their requested level of feedback and the Lodge Manager's and Lifestyle Coordinator's engagement with the residents of the community. Comments from Vesta staff were also heard on the factors

going into the staffing situation, with specific examples of previous candidates being brought up as part of discussions on striking a balance between having a manager properly equipped with experience and having a manager with a salary within what was budgeted for the position. Ms. Dobson additionally detailed work that had been done since her return from vacation and since the lightning strike had occurred, additionally inviting any Board members to meet with the candidates of choice for the Lodge Manager position, and to weigh in with any questions and comments. Discussion ensued between Vesta staff and the Board regarding identifying the root cause of manager attrition.

The Board provided a number of comments on potential action items and duties for various staff members. These included the Lifestyle Coordinator's attendance and assistance with the Story Time events, the Lodge Manager being on-site around 7:00 a.m., for a pool attendant to be specifically scheduled around the pool's closing time rather than only until 7:00 p.m., and for addressing general unclean facilities. Ms. Dobson affirmed that the Board and community's expectations for the level of engagement and service was clear, and added that a cordless vacuum cleaner was currently on order. Additional comments were made opining that staff should be more proactive rather than reactive, and that the communication boards should be updated on a more frequent basis.

The Board asked for staff input as to whether Supervisor Rühlig or Supervisor Hepner would be recommended as the Board member to meet with the potential hire for the Lodge Manager position. Ms. Dobson recommended that Supervisor Hepner be the Board member to take on this task, noting that Supervisor Rühlig was the Chair of the Board and that position carried an extra level of authority that could potentially be unnecessarily intimidating for the purposes of an informal meeting. The Board and Ms. Dobson discussed soft skill needs for the position.

B. Planning for Summer & Fall Events

Ms. Dobson provided a list of the major events that Ms. Tucker had planned for the summer and fall seasons, including a macrame feather craft event, snow cones, smores night, flower lanterns, Fourth of July celebration, Summer Olympics, Bohemian wall art crafts, board games, glow jars, a back-to-school celebration, a Labor Day barbecue, wine tasting and pairing, Oktoberfest, a Fall Festival, a Haunted House, Veterans Day brunch, a Halloween costume parade, Friendsgiving celebration, and Turkey Trot. Discussion ensued regarding staff engagement with the community both during and outside of events. Supervisor Edwards suggested that the Event Coordinator should be particularly in touch with what was happening in the community, and familiar with its members.

C. Staff Training

In response to Supervisor questions about the duration of time that Ms. Dobson would be available to stay on board working with the Lodge Manager candidate for training purposes, Mr. Smith stated that there was no hard time stamp. Mr. Smith stated that the transition would occur at the point when Ms. Dobson and the new staff member were both sufficiently comfortable with the standards and expectations of the role being able to be satisfied.

D. Update on Lightning Strike Repair

Ms. Dobson stated that the theater was fully operational, as were the computers and the Barracuda backup system. Ms. Dobson noted that the jacuzzi had come back online, but there was an issue that had arisen which one of the vendors had been called in to address. Ms. Dobson stated that she anticipated that the Wi-fi cameras would come back online on June 23, and that the card access system would go back online by June 26. Ms. Dobson stated that while the old analog phone system had been damaged, the Board had approved the transition to VoIP, and that everything had been able to be forwarded over to Inteligy.

Ms. Dobson noted that the surge suppression equipment had exposed some weak points in the system, and stated that she had acquired a proposal for additional surge suppression components. Ms. Dobson added that a printer had also gone down, and that as printers were critical for the Lodge Manager to be able to properly do their job, there would be another proposal to acquire one. The Board and Ms. Dobson discussed insurance matters and evaluating the system. Ms. Dobson noted that while a surge system had been acquired, not everything had been plugged into it during April's lightning strike, and added that she wished to discuss with Duke Energy regarding a potential system evaluation for any further protective measures that could be installed. Additional discussion regarding pool motor outages ensued, with comments made suggesting for more regular updates on the status of addressing issues concerning items such as the pool that were popular with the community.

Ms. Dobson noted negative feedback regarding price increases at the general store to cover credit card processing fees. Board members commented on time taken by staff to deal with reconciliation, and whether it would be worthwhile to invest in a Square payment processing system. Additional suggestions were heard to only raise some items' prices as a compromise.

Supervisor Edwards noted that previous meetings had started to have an issue where meeting proceedings were sometimes interrupted by resident comments. Ms. Dobson explained that audience members at CDD Board meetings were generally permitted to speak at designated periods at the beginning and end of meetings only, but some Boards did choose to allow for residents to engage during meetings as well. Supervisor Edwards also recalled that the speakerphone was previously hooked up with the sound system, and Ms. Dobson stated that she would get in contact with Frontier following the meeting.

FIFTH ORDER OF BUSINESS – Next Meeting Quorum Check: July 5th, 9:30 AM


All Supervisors indicated that they planned on attending the meeting scheduled for July 5 in person, which would constitute a quorum.


SIXTH ORDER OF BUSINESS – Adjournment

The meeting was adjourned at 12:37 p.m.

**Each person who decides to appeal any decision made by the Board with respect to any matter considered at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which such appeal is to be based.*


Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed meeting held on August 2, 2023.

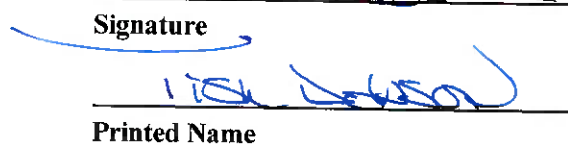


Signature


Printed Name

Title: ☒ ~~Secretary~~ ☐ Assistant Secretary



Signature


Printed Name

Title: ☐ ~~Chairman~~ ☐ ~~Vice Chairman~~

