

MAPLE LEAF HOMEOWNERS' MEETING MINUTES

MONDAY – NOVEMBER 9, 2020

Presiding: V.P. and Treasurer Karen Hamilton. Meeting was called to order by Karen Hamilton at 9:30 a.m. with a moment of silence to remember friends and loved ones no longer with us, the men and women who are serving in the world's troubled spots to protect our freedom, and to all veterans.

1. WELCOME TO NEW HOMEOWNERS IN ATTENDANCE: Daniel & Julie Nault (#244), Bobby Joe & Marianne Dalton (#101), Kermit & Jana Morse (#594), Tim Koch & Nancy Bracken (#979), Joe & Pat Licari (#710).
2. MINUTES: Minutes of the March 2, 2020 meeting were accepted as distributed.
3. MESSAGE FROM THE PRESIDENT Gary Kobel: administrative assistant Diane Eilbacher read a statement from Gary Kobel who could not be present. Gary thanked residents for their outstanding response (42%) to the fall survey; gave information on anticipated revenue shortfall in 2021 due to many snowbirds not returning, decisions that will need to be made and cost cutting measures; stated the board will not allow the Park to fall into disrepair, no plans to shut down amenities or curtail maintenance budget; MLE is best of the best and the board intends to keep it #1.
4. REAL ESTATE REPORT by Shauna Platt: introduced sales agents; only 11 homes currently for sale; prices range from \$96,000 to \$185,000; high demand for perimeter lots; typically 30 to 45 days from contract to closing; covered several website features including buyers' ability to sign up for instant notifications of listings.
5. GENERAL MANAGER'S REPORT by Mitch Krach: Veterans Day ceremony scheduled for Wednesday morning; "Eta" storm warning – be sure to secure any loose items that could become projectiles; tax bill discounts reduce each month if not paid; reported on projects – new street signs with thanks to Fire Club, Fitness Center renovation with thanks to Health & Fitness Committee, new LED lights, sundeck gazebo complete, automatic doors installed at Sandbar deck entrance with non-touch button, new gate access system complete, 24/7 access to exit through back gate, repair of sinkhole on Selkirk was delayed due to weather, scheduled for next week; Fitness Club memberships due for renewal, still \$40/year; thanked all for supporting the Country Club and Sandbar; upcoming events include Thanksgiving buffet Nov. 19, Tuesday Happy Hour with dinner and light fare offered, Thursday dinners, NFL on Sundays, Masters Tournament this Saturday and Sunday in Country Club; Golf - memberships available, new merchandise in Pro Shop; message from Mike Smith highlighting 200 pictures on MLE website covering 30 topics; thanked all volunteers and the Communications Group for all they do.
6. CENTURY LINK UPDATE by Dave Zakikian and Maggie Silva (CenturyLink): Dave and others are helping residents to debug their issues, welcomes more volunteers; Maggie reported there are 147 homes remaining to be installed, asked residents to reach out to their friends who haven't returned or may not be returning to get access to their homes, if possible; Maggie is reviewing list of previous Century Link customers who may have double billing; phone service is limited to calls in the U.S. and requires special equipment and installation; provided handouts with Tech Support phone numbers specifically for Maple Leaf customers; will be providing labels with individual account/reference numbers to each household next week; suggested not changing the password on the router to make resale and/or renting easier; goal is to complete activation by the end of November; first bill will be Dec. 15 through Jan. 14; Karen Hamilton stated that homeowners would see the first charges on their MLE account effective Jan. 1. A Q&A session followed with individual problems, all addressed or noted for follow up by Maggie.
7. OCTOBER SURVEY RESULTS: Karen reviewed the presentation prepared by Mike Smith summarizing the results of the fall survey from 468 respondents, a 42% response rate; a significant number of Canadian snowbirds were either not sure (23%) or not returning at all this season(23%); 72% of respondents plan to participate in a variety of activities; participation in golf will be critical; responses to the question of how best to address the anticipated revenue shortfall in 2021 yielded 17 answers including assessment, increasing mortgage, and more. Board is concerned about impact; some cost cutting measures already implemented. The results are posted on the website at:
<https://mapleleafgcc.net/wp-content/uploads/2020/11/SurveyResultsOct2020.pdf>
Pam Flagg-Shaw (#619) asked about the cost/benefit of the new gate system. Dave Zakikian responded that security and

safety were the primary reasons for installing the system, cost was covered by CenturyLink rebate. Jeanne Gaston (#609) asked about an outside golfer that was admitted. Mitch Krach responded the gate was not operational at the time and the incident was handled by the sheriff. Denise Cucaro (#574) posed procedural questions for admitting guests, use of back gate, etc. Instructions have been emailed twice to all residents. Homeowners can contact the office with questions.

8. RECOGNITION OF DONNA SHEPPARD: Karen read a note of appreciation for Donna Sheppard and her 10 years of publishing and improving the *Accents* newsletter.
9. GROUNDS REPORT by Chris Spence: welcomed cooler weather; thanked staff for many projects on the golf course; single rider carts are creating more traffic on course – requested golfers use paths and adhere to 90-degree rule; buildings have been mulched, parkettes scheduled for December; contact the office with any irrigation issues; lawn maintenance back on Tuesday, next cutting first week of December – wait until after then to install Christmas decorations; thanked all veterans on staff.
10. PRO SHOP REPORT by Nathan Wilson: Thursdays Nine & Dine with 2:30 p.m. shotgun start; new golf course ambassador program with 34 volunteers helping to fix ball marks, divots on course; Maple Leaf ranked best golf course, best pro shop and best manufactured home community; golf memberships available – info on website, Pro Shop can answer questions and help you decide best plan; Endless Summer 20-round package now offered; 50% off in-stock shoes, 25% of tops and bottoms, new merchandise arriving Nov. 15.
11. RESIDENT INPUT:
 - a) Marilyn Moran (#227) asked residents to follow the approved dog walking trail.
 - b) Walt Van Den Langenberg (#943) thanked all volunteers working to try to normalize activities this season; asked how elections will differ this year since so many residents will not be physically present in the park; Karen Hamilton replied that mail-in ballots will be used, more info forthcoming this month.
 - c) Kathy Provost (#1042) made an appeal for Toys for Kids, final day on Sunday 10 a.m. to 4 p.m. in CanAm; offered an individually- boxed cupcake with a toy donation.
 - d) John Bower (#1114) reported on large trucks attempting to exit the back gate and requested they be informed when entering that they must exit through the main gate.
 - e) Judy Sheehan (#941) rain date, if needed, for Veterans Day celebration is Sunday; Carol Sheehan now leading Newcomers Club, Monday, Nov. 16 on the deck – or in Country Club; Christmas decorations to be handled by volunteer committees – Tennis at CanAm, ML Singers at CC, Bocce at Queensway, Woodworkers at CanAm P.O.; Homegrown entertainment show this past Saturday was well received, thanked Mitch and Roger for snack trays, donated \$483 on behalf of event and participants.

12. DIRECTORS' REPORTS:

- a) Treasurer, Karen Hamilton: reported \$205k loss year-to-date as of September end due to COVID, \$70k loss from golf and \$70k from restaurant operations; provided a breakdown of revenue sources with lot rents accounting for only 69% of total revenue. September loss of \$33k due primarily to accelerated depreciation following a line-by-line review of assets, and repair of drainage issue on Selkirk. Payroll Protection funds in the amount of \$378k will cover 2020, but losses are projected for 2021.
- b) Safety, Jim Harrison: encouraged safe walking, against traffic, visibility at night, use flashlights and vests. Limit parking to one side of street to allow access for emergency vehicles. Neighborhood Watch volunteers beginning Dec. 1, hours are 6 to 9 p.m.

13. CLUB REPORTS:

- a) Garden Club, Jolene Scoffield: holiday decorating contest 2nd week in December, working on Pancake Breakfast, membership drive \$5 dues, all proceeds go to the beautification of the Park. More info on CH 195 and in *Accents*.
- b) Hurricane Preparedness, Linda LeClair: please be sure to complete paperwork for your block Captain and committee chair Ray LeClair.

Meeting Adjourned at 11:03 a.m.