Minutes of the May 11, 2023 Neighborhood Captains Forum

The Neighborhood Captains' Forum was called to order at 3:03 PM by Janet Nolan, Executive Committee Chair and 16 Captains were in attendance. Marie Sepe, Vice President Solivita Community Association Board of Directors was welcomed. The Minutes of April 13, 2023 Forum were accepted.

Reflection Reminder: **May 26th** - Leslie Lorenz (Vizcaya South and Teri Barber (Lago Vista)
June 27 - Karen Long-- (Viareggio)

Janet Nolan gave the Executive Committee Announcements:

- Change to the website: The updated Neighborhood Captain Handbook and the EIGHTH AMENDMENT have been added to the HOA website, Captains Program docs and Forms section.
- Captains discussed the program structure: helping residents solve problems versus entire neighborhood issues and when to email the Executive Committee (EC).
- EC members have now been assigned certain tasks and liaison to HOA Committees:
    - Helen Koonz - Infrastructure Committee and Safety & Security's AED subcommittee
    - Lori Pearce – Safety Committee (Cart paths/ Tunnel, etc.)
    - Leslie Lorenz – Welcome Committee, Safety & Security's CERT subcommittee
- The EC has completed the SOP for Block Parties and will be posted on the HOA website. The SOP for use of HOA common space is still under development. When the Common Space document is completed, it will be reviewed by our liaison, Marie Sepe who will add it to the HOA Board agenda.
- The EC has been informed that the cost of the Welcome folders will be $975 for only 250. The committee presented that a solid blue folder will be used, and NCP logo stickers applied. Saving hundreds per year.
- Blue Stream general emails- A change in the process for emailing the weekly Blue Stream update was described.
- Gmail – Captains were complimented for their efforts to resolve kickbacks and keep their contact lists updated. If you see a neighbor move out, please do not remove the contact information from Gmail. When there is a closing, Janet will process removal from both the directory and the contact list.
- The revised Welcome Packet will be presented at a future Forum.

Marie Sepe listened to neighborhood specific issues. She explained the Master Declaration allows the HOA to resolve these issues, but a paper trail is necessary.

- For Compliance issues, Captains educate and refer residents to file complaints with the Violation Committee.
- For Floralawn issues, residents must file a written work order. Floralawn has 72 hours to acknowledge receipt and provide a work order number. It then goes through their review and scheduling process. This takes time. If the resident does not have a response after a reasonable time, a follow up request must be made to Floralawn. If the response is not satisfactory, the resident should contact Rudy Bautista, the General Manager, and provide copies of all written correspondence. Rudy will then work with Brad Thompson of Floralawn to resolve the issue.

Captains Open Discussion:
There was a concern presented that the AEDs on the golf course are not being maintained. It was stated that Lifestyles will take over the 3 units presently handled by Stonegate.

The Forum was adjourned at 4:43 PM. The next Forum will be on June 8, 2023 at 2 PM at RSF2.

Respectfully Submitted,

Susan Godlewski,
Executive Committee