

# *CALABAY PARC AT TOWER LAKE HOMEOWNERS ASSOCIATION, INC.*

## MEETING MINUTES

### BOARD MEETING

January 21, 2021

4:00PM

Calabay Parc at Tower Lake  
539 Pineloch Dr (Clubhouse) and  
Via Teleconference

- I. Call to order at 4:05 PM by Joshua Vaillancourt
- II. Verification of Quorum: All members of the Board present confirming quorum was reached
- III. Purpose of Meeting
  1. Discussion, Updates and possible Board Vote on Security vendor
    - Jim Grant began a presentation to introduce a possible new security vendor.
    - Concerns from homeowners were brought to the attention of the board during the presentation that it was stated during the Annual Meeting that the Board would be creating a security committee and to review what the community would like to see within a new security contract before any reviews of changing security vendors.
    - Josh moves to distribute the Board created list that include current security responsibilities, and a comparison of the current security vendor and presented security vendor. Colin Barr 2nds the motion and it is approved unanimously. Items were distributed and will be included in the meeting minutes and on the website. These comparisons are overviews of the current items the Board has deemed important and will grow to represent the findings from the security committee to fully evaluate vendors equally.
    - Homeowner moves to require a rising vote for the Board to vote on changing to security vendor from the presentation (2/3 board approval required): Board votes 3-2 for keeping current company, at this time. Sufficient vote not received to move forward with the motion to change security vendors at this time. This will be revisited once expanded requirements are established by the community.
    - Colin moves to request volunteers to create a Security Committee and a poll to be sent out to owners via email to receive community input on security needs, Josh 2nds the motion and motion is approved unanimously.
    - Volunteers for the Security Committee were given and information will be sent to have first meeting.
  2. Discussion of fireworks in the community
    - The Board received concerns on fireworks within the community on New Year's Eve. It was requested to review whether the board can enforce a restriction on the use of fireworks. The Board reviewed this and per Florida Law, an HOA cannot restrict the use of fireworks only on July 4, December 31 and January 1. Any property damage due to them can be sent to small claims by the damaged property owner. The HOA can violate and charge homeowners for damage to HOA common property.
  3. Discussion on Landscaper regarding the following issues:

- Community Standards for the entire community for 2020- Update: Discussion that the current community standards will remain in place
- Review of new Landscaping Maps- Updated plant detail and weed control maps have been provided to the HOA which have been added to the HOA website. Board will be doing checks of work performed in order to note any missed work to hold landscaper financially accountable
- HCM and Board Walk-Through Inspections in May for back of homes- Next Annual Landscape inspection will take place in the first half of May 2021. Owners requested to receive notification prior, information will be given within the next Newsletter as well as an email blast prior.

#### 4. Topics for next quarterly newsletter

List of topics to be included in the next Newsletter:

- Update on approved driveway paint colors
- Update on security and poll to get community input
- Introduction to current board members
- Update on new parking restriction, when enforcement will begin and how, and timing of when mailboxes will be moved
- Possible food truck event
- Walk thru of landscaping review in May
- Addition of a new direct email for the Board
- Where to look for postings of upcoming HOA Meetings

#### 5. Board Open Floor to Community Concerns

- Discussion about possible new HOA website and vendor. Board will add this topic to the next Board Meeting.
- New Amendment on parking that was voted at the Annual Meeting was discussed and when enforcement will begin. The Board approved for enforcement of the new restriction will begin April 1, 2021.
- Request from members to give more time (7 days) when announcing all board meetings. Florida Statutes require a 48-hour notice of all board meetings, however the board will consider the request to giving a 7-day notice for board meetings.
- Concerns on sidewalk repairs and pressure washing. HCM has noted that owners have received notices for sidewalk pressure washing. Board will reach out to vendors to review sidewalk repairs and also pressure washing of sidewalks in HOA common areas.
- Concerns on new parking restriction and enforcement of vehicles parked blocking sidewalks. Owner noted that Haines City Code Compliance will enforce blocking of sidewalks and issue fines as they do in other communities. Board will reach out to City to see if this can be implemented.
- Discussion about improvements to audio and communication for the online/phone meeting services to help owners who attend virtually to hear better and be able to also communicate more efficiently. The Board will be reviewing this request.
- Homeowner voices concerns of the fiduciary duty of the Board and improper use of social media and emails due to items received. Owner requested for the Board to review the email sent as they will forward this to HCM to send to the board and requests for the board to review internally.

IV. Adjournment was called at 6:56 PM

|   | <u>Security Engineers Inc</u>   | <u>Secure 1 LLC</u>  |
|---|---|--|
| <b>Annual Price</b>                         | \$170,795.00  | \$175,850.00   |
| <b>Contracts terms</b>                      | 24/7 guards with supervisor including Holiday Pay   | 24/7 guards with supervisor including Holiday Pay  |
|   | Tracktik included with digital download and iPad device with recording capability. Can record incidents and accidents.<br><br>Will try to incorporate our camera footage in reports. \$100.00 per month included in price. Value is \$299.00 per month or \$3,588.00 annual | A single camera to monitor guard. HCM has created a digital program to have a digital log to include pictures. This program will be property of the HOA at no charge to the HOA. HOA will be responsible for a one-time fee to purchase tablet/iPad. |
| <b>Incident response</b>                    | Anyone assigned to be notified will be and any police call will have operation manager report to CPATL  | Manager will get either call or email from shift supervisor. Police will be called if required and report emailed to HCM.  |
| <b>Accident report -non injury</b>          | Operations manager notified, call list notified   | Manager will get either call or email from shift supervisor. Footage will be saved.  |
| <b>Who can see the activity reports</b>     | Dashboard is available to all board, and manager. Can be viewed in real time on the dashboard.  | Manager gets activity reports, and any board member may request a report (to the best of my knowledge). New program will be available to HCM and Board.  |
| <b>Tracktik and IT</b>                      | If Tracktik fails, SE Inc. will upload all written reports free of charge and fix or replace unit. They will update any software and security. They will program for free and work to make it custom for our use.   | HOA will own its own program and any needed IT repairs will be done by HOA IT vendor who created program with small fee.   |
| <b>Camera's and gates</b>                   | SE Inc will notify our board and managers of any failures. They can if needed provide a bid for repairs as they are full-service security company. Current cameras not provided by vendor.  | Will notify the manager if there is a failure. HOA will contact separate vendor for any repairs/replacement. A current proposal for new cameras are on file. Current gate repair company response quick.   |
| <b>How long have they been in business</b>  | SE Inc was incorporated in 1993 and now licensed in 11 states. Presence in 28 states. S Corp.<br><br>*GardaWorld was also a national company (previous vendor)  | Secure 1 LLC was incorporated as a limited liability corp. 24 Sept 2018 and are in Orlando Florida.  |
| <b>Insurance and Liability</b>              | SE Inc has provided a COI (certificate of Insurance) and will name us upon signing a contract.  | COI was not submitted to the board with contract.  |
| <b>Access after hours</b>                   | SE inc has a 24/7 operation center and upon request can have guards check in if there is no activity in a specified time.   | Secure one states 24/7 call center for emergencies.  |
| <b>Major accidents or criminal activity</b> | Any time there is anything of importance call list is activated and District Supervisor will be here. She is in Winter Haven  | Guards are required to contact police first to start report and to contact Manager. Incident reports are submitted and emailed to HCM for HOA files.   |
| <b>Spot Checks on Guards</b>                | Included in contract  | included in contract   |
| <b>Roving Guard</b>                         | This is an option at additional cost  | This is available at additional cost.  |

**Security Engineers Inc**

**Secure 1 LLC**

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|----------------------------------|--|--|
| <b>Standard Operation orders</b> | Will develop post orders to fulfill our needs and continue with a consultative approach as address future needs.           | Will work with us to maintain and develop the plan. Has worked with board to implement new procedures for benefit of the HOA and followed COVID protocol to the best of their ability per orders of the state. |
| <b>Employees from Community</b>  | Any community member that can pass their background check and employment requirements can be hired.                        | All employees are past military or police.   |
| <b>Board meetings</b>            | The Operation manager would attend any board meeting if asked.   | Shift Supervisor and Owners will attend meetings if requested. Owners and supervisors have been to past meetings when requested.   |
| <b>Future needs</b>              | As a full service company, they will work to identify new systems from bar code style, chip type technologies to serve us. | Has helped the HOA identify current issues and have requested items to be implemented to help with better security measures in which some have been denied by the board.                                       |

## Security Guard Responsibilities

| Current Responsibilities                              | Notes  |
|---|--|
| <b>Allow or Deny Vehicle Entry into the Community</b> | <p>If there is reason to turn away a guest (i.e., restraining order, etc.) then this information should be provided to the guards to be posted in the guard shack.</p> <p><b>Call Ahead List:</b> Any owners that have requested to be on this list are required to call/email the guardhouse prior to guests arriving. If the owner does not send the guardhouse the approval prior to guest arrival, they will be denied.</p> <p>This includes providing parking passes, checking drivers license and noting vehicle license plate numbers and property address they are visiting.</p> |
| <b>Complete inbound vehicle logs</b>                  | <p>All vehicles will be checked in through the guardhouse unless the vehicle has a current owner decal or current hang tag. Hangtags are to expire after 1 month of receiving tag and vehicles will be required to request a new tag if needed.</p>  |
| <b>Complete visitor check in logs</b>                 | <p>All vehicles are required to be given community access unless there is legal documentation (i.e. trespassing notice, restraining order) which needs to be on file at the guard house or the home is on the call ahead list.</p>   |
| <b>Short Term Rentals Information</b>                 | <p>Short Term Rental owners have the option to use the guest list application that was provided during COVID to give a list of approved guests to the guardhouse to help expedite check in. Security cannot deny any guests for these properties unless homeowner specifically requests.</p>   |
| <b>Gate Damages</b>                                   | <p>Security is required to monitor both gates and report any damage as soon as possible to management. This will include: an incident report, pictures/video of the damage cause, possible property address, police report (if one was required)</p>   |
| <b>Accidents and Incidents</b>                        | <p>Security is required to report all accidents and incidents directly to: police, HOA management and Security Manager. Guard is responsible to send all reports and pictures.</p>   |

# PROPOSAL FOR SECURITY SERVICES

**CLIENT:** CALABAY PARC HOA  
801 BATES ROAD  
HAINES CITY, FLORIDA 33844  
C/O JENNIFER CONKLIN

**CONTRACTOR:** \_\_\_\_\_

Vendor will provide ONE (1) security officer to staff the main gatehouse. Vendor will include the following:

- 24/7 officer coverage
- Access to a supervisor 24 hours a day
- Traffic control devices
- Web-based cameras to monitor officer on-duty

Officer on-duty responsibilities:

- Allowing or denying vehicle entry
- Complete the necessary inbound vehicle logs
- Complete the necessary visitor check in logs
- Confirm arrival of guests with homeowner when necessary
- Review camera footage and report issues

Vendor management and supervisors conduct random checks of personnel to ensure compliance with client needs and directives. A deducted Calabay Parc security phone will be provided for security purposes by Vendor.