BOARD OF TRUSTEES

SPECIAL MEETING MINUTES

November 17, 2017 – 1:00 PM

Special Meeting Minutes
November 17, 2017-1:00pm

1.  Meeting called to order by Bud Getz at 1:03pm.

2.  Invocation by Keith Rittscher.

3.  Pledge of Allegiance.

4.  Roll Call by Bette Snyder.
    Present were Bud Getz, Chairman; Allison Kelly, 1st Vice Chairman; Bette

 Snyder,  Secretary; Kendra Bender, Treasure; Bob Shortlidge, Assistant Treasurer; Keith

 Rittscher, Trustee; Rod Lindsay, Trustee.

       \*Chairman/Allison: Allison found five candidates which were narrowed to three (due to

 excessive salary expectations), one of which was ill and withdrew application.

5.  Interview Candidate #1 Patricia Jamar
    QUALIFICATIONS:
        District manager with twenty years plus experience in residential/commercial

 properties/leasing/sales. Managed mobile home, fifty-five plus communities; one 473

 units, another with 900 units. Familiar with rules, same as previous. Interactive with

 residents on a day-to-day basis. Worked capitol expenditure projects, quotes, and

 payments. Hired/trained/supervised/evaluated staff. Familiar with Manufactured Homes

 from beginning to end. Adhered to safety and security practices. Prepared and presented

 monthly, quarterly and annual reporting tasks/various reports.
    Mall manager thirteen years.
    Florida Licensed Community Association Manager (LCAM), CAM38102.
    Florida Real Estate Broker License (current, inactive).
    Leasing experience - commercial, residential, retail and office mixed-use.
       Familiar with Florida Landlord/Tenant Act; Fair Housing/Florida Statutes, FL CH. 723/720.
    Willing to travel 100%.
     BS Degree in Marketing/Business.
       Financial Reporting - 26 years reporting experience in MRI, Yardi, Kardin, JDE, Peoplesoft,

 and other management software programs.
    National Community Manager Of The Year 2013.
    Board of Directors, Vero Beach/Indian River Chamber of Commerce, 1991 - 1994.
      Board of Directors, Sebastian Chamber of Commerce, 2004 to present; Director of the Year

 2010.
      Former member of the Community Redevelopment Advisory Committee for City of Sebastian.

6.  Discussion on candidate #1
        Allison Kelly noted Patti has experience with Florida Statute 723 which is Mobile Home Parks

 and Land/Lease Communities. Patti is also familiar with Florida statute 720. Patti understands

 what ACC deals with. Allison then asked about prior experience with computer systems and

 reporting. Patty; mainly used Yardi, Ecell, Powerpoint, Publisher, Word and most of the Microsoft

 Office programs such as Outlook. Texted with boss. Allison further asked about conflict

 management with various age groups. Patti; first head it off where possible, work with parties to

 identify the problem, dialog. Mis-information is one of the biggest issues. Allison further asked

 about communication skills. Patti; acknowledge suggestion forms in writing, discuss to

 determine issue, try to resolve the issue. Rod Lindsay asked about improvements needed in the

 park. Patti; some yards could be cleaned, pressure washing, curb appeal is very important, new

 sign for front of the park, entrance to park could be spruced up. Rod further asked how she

 would go about fixing thing which need improvement. Patti; talk to staff and make a prioritized

 list. Rod then asked about grant experience. Patti; no experience, but would get information.
       Bob Shortlidge asked if she has an open door policy or appointment system. Patti; open door.
       Kendra Bender asked about Sun properties income. Patti; homes were owned and land was

 leased. Kendra further asked what prompted change of position. Patti; personal reasons/family

 issues. Keith Rittscher asked if a person comes in irrate how would she handle it. Patti; try to

 calm them down, get them out of public eye, talk to them, listen, do not interrupt, find root of

 problem, could have happened long ago, listen beyond the words, if they refuse to calm down

 end conversation until such time as they become calm. Keith further asked how long she

 planned to remain in the work force. Patti; a long time. Bette Snyder asked how long she’d been

 in the area. Patti; since 1983. Bud Getz said that he talked to Patti a week and a half  ago for a

 couple of hours and her answers were the same. He is pleased with what she had to say, her

 attitude toward the park, and her qualifications. Kendra then asked how her park made decisions

 for capitol outlay. Patti; we had an HOA Board wish list and also a corporate wish list, such as

 air conditioners, storm drainage. HOA list consisted of such things as Bingo, new kitchen oven,

 things having to do with activities. Unidentified Trustee asked about experience with budgets and

 audits. Patti; they called me the “Budget Queen” in the Mall business.

7.  Interview candidate #2
     Candidate #2 pulled her application for personal reasons.

8.  N/A

9.  Interview candidate #3 Traci DelGaudio.
     QUALIFICATIONS:
     Ford Management Trainee.
     Ford customer service with the five Burroughs of NY and Boston area as well of the state of

 Maine.

10. Discussion on candidate 3#
        Rod Lindsay asked what is a managers role. Traci; work as liaison with the park residents, board

 members, and employees to ensure the running of park is being followed. Rod further asked

 what is the biggest park issue currently. Traci; vendor and contractor relationships, phone calls to

 get service take weeks. Rod then asked about office improvement needs. Traci; Written policies

 and procedures. A Special District Handbook for timely reporting has been done. Rod asked

 what her goals are for the park. Traci; a happy supportive park, including making everything

 readily available in this office, including answers, working one-on-one or in conjunction with the

 Board of Trustees, increasing property levels. Bob Shortlidge asked about an open door or an

 appointment policy. Traci; open door, I am a multi-tasker and can stop to talk about another

 issue entirely. Bob further asked if the DM should remain mostly in the office and not in the field.

 Traci; try to balance the two, no problem getting hands dirty, inspects properties and have

 friendly conversations with residents, checking on what park maintenance is doing. Bob then

 asked what she would do if she found someone not doing their job and had to fire someone she

 had a prior worker relationship with. Traci; firing is never easy, but it’s part of the job. Kendra

 Bender asked about getting government grants and funds. Traci; have been looking into the

 grant writing process and what’s involved with taking classes, classes are available on-line, a

 grant consultant may be available to come in and work with us, professional grant writers could

 be hired. Keith Rittscher what she would do if someone were yelling. Traci; listen, answer

 questions using Deed Restrictions and policies in place, resolve if possible. Bette Snyder asked

 about the hardest thing she had to deal with in the park and how was it resolved. Traci; resident

 concerns, policy and Deed Restrictions issues. Restrictions and policies must be explained and

 followed. Allison Kelly asked how much time a day the DM needs to be in the field. Traci;

 minimum hour per day. Allison further asked what Traci felt were weaknesses in her job

 description. Traci; grant writing and budgeting, would work with Treasurer and Bookkeeper.

 Allison asked what Traci felt are personal weaknesses in this position. Traci; no comment at this

 time. Allison asked about procedures to motivate employees. Traci; show by example, be

 friendly, make them feel like part of the community, ask them to take pride in the job and take

 steps to better oneself. Allison also wanted to know how she resolves conflicts between

 employees. Traci; talk to employees and supervisor. Bud Getz reported that Traci took over

 when the previous manager was out of the park. We had prior warning he was leaving and

 trained people. She stood up to the job and worked on it immediately.

11. Board to choose candidate for District Manager position.
         Chairman Bud Getz stated it would be a blind vote. He detailed proposed changes to the DM

 job description. Seven votes were cast. All votes were opened by Bette Snyder, secretary. The

 results were 3 votes for Patricia Jamar and 4 for Traci DelGaudio. Traci receives a 90 day

 probation period as DM.

12. Background checks and reference checks provided to Trustees on chosen candidate.
     Allison Kelly reported that background checks raised no questions.

13. Motion to approve the new District Manager.
         Rod Lindsay made a motion to approve Traci DelGaudio as new District Manager and Bob

 Shortlidge seconded the motion.
     Call for vote: 6 yea and 1 nay.

14.  Chairman Bud Getz to present offer letter and benefit package on Monday. After

 probation  period salary will be discussed and negotiated at a Special Meeting. Previous DM

 started at $50k which was raised to $57k. Acting DM received a 25% salary increase on a

 temporary basis resulting in a $41.6k rate. New DM shall remain at current rate for 90 days

 (changed from hourly to salary), then be reviewed; per motion made by Kendra, seconded by

 Bob.

 All yea votes.

15. Adjournment.
     Allison made a motion to adjourn with Rod seconding.
     Bud declared the meeting adjourned at 2:18pm.

 \* No public comment was allowed.