



**PORT MALABAR HOLIDAY PARK  
MOBILE HOME PARK RECREATION DISTRICT**

215 Holiday Park Blvd. NE  
Palm Bay, Florida 32907-2196  
Office: 321-724-2240

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**BOARD OF TRUSTEES**

**WORKSHOP MEETING MINUTES**

February 26, 2018 – 7:00 PM

Allison Kelly  
Chairman

Trustee

Keith Rittscher  
Secretary

Kendra Bender  
Treasurer

Bob Eldridge  
Trustee

District Manager

Bob Shortlidge  
2<sup>nd</sup> Vice-Chairman

Ellouise Raffo  
Trustee

Helen Ferguson  
Assistant Treasurer

Barbara Whitneck  
Trustee

Ryan Poliakoff  
District's Attorney

\* To comment on an item, after you have been recognized by the Chair, please go to the microphone and clearly give your name and address for the record. You may speak for up to three minutes. Note: If formal action is to be taken on an item by the Board, public comment will be requested prior to the vote.

***NOTE: MINUTES OF BOARD MEETINGS ARE PREPARED IN SUMMARY FORM ONLY. PER CHAPTER 286.0105 FLORIDA STATUTES, IF ANY PERSON DECIDES TO APPEAL A DECISION OF THE BOARD HE/SHE SHOULD ARRANGE FOR A VERBATIM RECORD OF THE PROCEEDINGS WHICH INCLUDES THE TESTIMONY IN EVIDENCE ON WHICH THE APPEAL IS MADE.***

**"A community intended and operated for persons 55 and older"**



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1. Meeting call to order by Allison Kelly
2. Invocation
3. Pledge of Allegiance
4. Roll Call by Keith Rittscher

Present were Allison Kelly, Chairman; Bob Shortlidge, 2<sup>nd</sup> Vice Chairman; Helen Ferguson, Assistant Treasurer; Keith Rittscher, Secretary; Ellouise Raffo, Trustsee; Bob Eldridge, Trustee; Barbara Whitneck, Trustee; Absent was Kendra Bender, Treasurer;

5. District Manager Candidate Interview

**Allison Kelly;** I was asked to reach out to Patricia Jamar, a prior applicant for District Manager that we had interviewed. I did that and I also posted an ad for District Manger. So far, I have gotten no applicants that seemed qualified.

**Patricia Jamar;** Good evening, ladies and gentleman. I was here last October and I just want to review my qualifications again if that's alright. I have lived in Indian River County since 1983. I am originally from Michigan. I started property management in 1991. I started with commercial shopping centers. I was a mall manager for 13 years. Patricia goes over her resume (attached). I am currently employed. Some of you may ask why I would want to leave my current job to come here. I love the mobile home industry and I am comfortable with it.

Trustee Questions: **Barbara Whitneck;** states that 2 other gentleman already asked her questions. **Bob Eldridge;** says she has a lot of back and forth in her resume. He wonders why there is only one applicant being interviewed. **Allison Kelly;** I have been looking. The job has been posted and I have not gotten any qualified applicants. I only bring qualified people to the table. **Ellouise Raffo;** doesn't have any questions about the office procedure. Asks how Patti feels about delegating tasks. Patricia; Most of the time I work with the staff on the front line of things. Prioritizing is important. **Bob Shortlidge;** asks how she can be familiar with special districts if she's never worked for one. **Patricia;** I have read about them. **Bob Shortlidge;** asks if she did that recently knowing she was going to be coming in for an interview. **Patricia;** I read about it before my first interview. And I have reviewed the information again this week. **Bob Shortlidge;** has looked through her resumes and wonders why over the last 20 years she has had 5 different jobs. **Patricia;** Why not? **Bob Shortlidge;** I worked at my last job for 35 years. I don't want to be going through this process 1 year or 2 years down the line. Asks if she's willing to go to classes and seminars. **Patricia;** Sure. How long have you lived in this community? **Bob Shortlidge;** Does that matter? **Patricia;** Did you know about special districts before you moved here or went on the Board? **Bob Shortlidge;** I have read the special district handbook probably 25 times and I've only lived here 7 months. **Helen Ferguson;** Everything looks good. If she's willing to learn and go to classes I can't see anything else. **Keith Rittscher;** One thing I see is that you have no experience working closely with a grounds crew. Do you have any experience doing something like that? **Patricia;** We had



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contractors at one community. **Keith Rittscher;** asks if her husband still owns the business they worked at together. **Patricia;** We sold the business. **Keith Rittscher;** talks about her references and says it's good she can work with both sides. **Allison Kelly;** Based on Patti's resume, she has been referenced checked by a manager, subordinate and a peer. I have her background check here, everything looks good. I want to reiterate for almost 17 years I was a professional recruiter. I used all the skills I learned working for a big company for this job here. I took what was in the job description and what everyone said we needed. I did a Ben Franklin search, when I found people that qualified I put them in a file. I was asked to bring this person back, that's what I did. I want to highlight what was asked for and what we said we wanted. Someone familiar running a mobile home community. She has staff management experience. She attended resident issues. She prepared monthly and quarterly reports. These are the skills we said we wanted the District Manager to have. There is a learning curve for everyone. **Keith Rittscher;** asks about the time frame we have to wait until she can start because she is currently employed. **Patricia;** I will have to discuss that with my employer. **Bob Shortlidge;** says what he just heard is that they don't have a time frame for when she can start. **Allison Kelly;** I have already asked her if she would be able to give 2 weeks' notice to her. She does not want to just cut ties with them. I'm leaving it up to her leaving on good terms with her employer. Patti, thank you very much.

Public Questions: **Annette Eldridge, 615 Sunrise;** says your experience seems to be more in sales. **Patricia;** I don't think so, I've been in property management since 1991. The sales portion is of course part of it. **Annette Eldridge;** There were no other candidates? **Allison Kelly;** None with the qualifications. **Ed Paya, 687 Sunrise;** says that all things in the office need to be documented. Asks about Patricia's organizational skills. **Allison Kelly;** We do have office procedures in place that the District Manager does follow. If you have a direct question, please ask the direct question. **Patricia;** As a District Manager my job is to administer the policies and procedures put forward by the Board. As far as only knowing sales, it's just the second portion of my experience. **Brenda Ambrose, 241 Blossom;** asks if Patti is familiar with special districts. **Patricia;** Yes. **Brenda Ambrose;** wonders why Patricia isn't still at her previous jobs managing a mobile home parks. **Patricia;** It is a personal reason. There was a situation where I was very uncomfortable. Cyberbullying, harassment and following me around. I left on excellent terms and they would hire me back. **Annette Ragas, 409 Holiday Park;** asks if Patti is presently employed. **Patricia;** Yes. **Annette Ragas;** what was your exposure to special districts. **Patricia;** I am familiar with them, I don't have experience. **Annette Ragas;** asks what would prevent Patti from leaving her job here if someone said something she didn't like given her past negative experience at another park. **Patricia;** I spent 5 years dealing with this individual. I gave it my all. It wasn't someone just saying something I didn't like. I did everything I could to make this person happy. **Annette Ragas;** says you can't make everybody happy all the time. **Patricia;** This was a special instance. I really don't have to get into it. This man was following me. It was beyond a normal disagreement. **Becky Earnest, 205 Borel;** asks if Patricia is familiar with the Sunshine laws of the state of Florida. **Patricia;** I am familiar with them. We were not government entities at any of the other parks but I am familiar with them. **Karen Bracken, 413 Holiday Park;** asks if Patricia has a goal or anything she sees that she can improve on. **Patricia;** My goal is always to make things better. I would love the opportunity. When I walk in, I ask what we need. **Karen Bracken;** have the Trustees talked with you about what your job would entail? **Patricia;** I just know the general job description. **Rod Lindsay, 1291 Joy;** how big were the other parks that you worked at? **Patricia;** One was 291 and the other was 473. **Rod Lindsay;** asks what kind of by-laws they had or if it was just an HOA. **Patricia;** We had an HOA that represented the owners of the park. **Rod**



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**Lindsay;** asks about experience in preparing a budget. **Patricia;** I did the budget for the owners. **Rod Lindsay;** asks how big the budget she was working with was. **Patricia;** It was well over \$8 million. **Rod Lindsay;** do you have any experience with grants? **Patricia;** I have not had experience in grants. I would be willing to invest time to learn about them. **Rod Lindsay;** what percentage of time would you be spending in the office and around the park? **Patricia;** It depends on how many people want to come and see me. Of course there are times you have to be in the office but the first thing I do in the mornings is drive around the park. **Bob Shearer, 382 Holiday Park;** asks if at her previous jobs she had someone to train her and go over all the things that the job entails. **Patricia;** Yes and no. To a certain degree there is on the job training. **Bob Shearer;** says we don't have a detailed job list for anyone that comes into the office. **Patricia;** All of these large property managing companies have excellent guidelines. **Ed Paya;** agrees 100% with Bob Shearer. **Bruce Crabb, 442 Neighborly;** asks if Patti has a thick skin. **Patricia;** In this business you can't last very long if you're a sensitive person. **Bruce Crabb;** says we need a manager that will be out in the park.

## 6. Discussion on Candidate

**Allison Kelly;** I just want a verbal from the Trustees. **Barbara Whitneck;** I have looked at what her references say and I would hire her. **Bob Eldridge;** I wouldn't hire her. Not at this time. **Ellouise Raffo;** Yes. **Bob Shortlidge;** I have a few reservations but I will vote yes. **Helen Ferguson;** Yes. **Keith Rittscher;** Yes. **Allison Kelly;** Yes. So based on that, salary discussion. We need to be between \$60,000-\$65,000. Base salary, 90 day probationary period and a review after that. We do have the money in the budget I have verified that with our Treasurer. **Keith Rittscher;** Are we going to give her a raise at the end of the review? **Allison Kelly;** This is my opinion, we give her a base salary and just a review at the end of 90 days. **Keith Rittscher;** I have no problem going to \$65,000. **Helen Ferguson;** Same thing, \$65,000. **Bob Shortlidge;** I am going to go with \$60,000. **Ellouise Raffo;** I don't expect her to learn everything she needs to know in 90 days. I think this job is worth \$65,000. **Allison Kelly;** I think it should be \$65,000.

Attachment: Candidate Resume

Action: Salary Discussion

Motion to Approve \$65,000 base salary including insurance after 90 days made by Keith Rittscher, Helen Ferguson seconds

Trustee Comment; Keith Rittscher; Will she have insurance before or after 90 days?

**Allison Kelly;** After 90 days.

Public Comment; **Bruce Crabb, 442 Neighborly;** suggests \$60,000 with a \$5,000 increase at the end of the probationary period. Doesn't think 90 day probation is enough. Asks if there will be a contract. **Allison Kelly;** No contract, at will. **Becky Earnest, 205 Borel;** asks if it includes insurance and if we know how much it will cost. **Allison Kelly;** She knows we offer insurance when she is eligible she will let us know but she knows it's only her herself. I do not know how much that will cost.

**Howard Sprague, 126 Holiday Park;** Why don't you ask the audience what we want for a salary? I am like you, \$60,000 to start and then \$5,000. **Elaine Wilde, 1181 Lindsey;** says that she was here when there was a really good District Manager candidate but we lost her because we weren't willing to pay her enough. She thinks we should give her what she deserves.



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Call for vote; motion passed 2 nays

**Allison Kelly;** I will write an offer letter to her tomorrow and establish a start date.

## 7. Assignment of 1<sup>st</sup> Vice Chairman and Others as Needed

**Allison Kelly;** We are going to assign a 1<sup>st</sup> Chair. I nominate Keith Rittscher. Do I have a second? **Helen Ferguson** seconds. **Call for vote;** passed. **Allison Kelly;** We need to nominate a secretary now. I nominate Ellouise Raffo. Do I have a second? **Keith Rittscher** seconds. **Call for vote;** passed.

## 8. Approval to Hire Grounds Maintenance Supervisor and Rate of Pay

**Bob Shortlidge;** discusses the hiring process for Grounds Supervisor. States there were 20-25 applicants and they narrowed it down to 3. He recommends Kenneth Glath. Starting pay of \$14 an hour with a 90 day review. Kenneth spent his adult life in the landscaping industry. He has managed 10 employees and has been self employed.

Action: Motion to Approve Kenneth Glath as Grounds Supervisor with a starting rate of \$14 an hour and a 90 day review made by Keith Rittscher, Helen Ferguson seconds

Trustee Comment; **Keith Rittscher;** asks if Kenneth has a license in commercial pesticide. **Bob Shortlidge;** I don't know. I will have to ask. **Keith Rittscher;** asks what the foreman will do if the Grounds Supervisor is a working supervisor. **Bob Shortlidge;** As acting supervisor there are a lot of times I am not able to be out there with them. There are a lot of things a supervisors needs to do other than being out with the guys. **Allison Kelly;** I like that he does plant design, he's supervised 10 people and 6 people. I think he's great.

Public Comment

Call for vote; motion passed

## 9. Approval to Promote Employee to Foreman and Rate of Pay

**Bob Shortlidge;** received 2 applications for Foreman position from 2 grounds maintenance employees. After evaluating them both for 2 weeks one of them shined above the rest. Bob recommends Shawn Shaffer to be the Foreman. He has worked here for 6 years and was a crew leader at one time. Bob recommends \$12 an hour for Foreman.

Action: Motion to Approve Shawn Shaffer the Foreman position made by Keith Rittscher, Helen Ferguson seconds.

Trustee Comment; **Keith Rittscher;** would like to clarify if the supervisor were to take vacation the Foreman would take over. **Bob Shortlidge;** Yes. **Keith;** And they're both on a 90 day pronation? **Bob;** Yes. **Keith Rittscher;** asks if Shawn doesn't work out as Foreman will he go back to his old position or will we dismiss him? **Bob;** That's something we would have to decide on at that time.

Public Comment; **Joanne Gaughan, 241 Berry;** He's worked here for 6 years? You've seen the start date? **Bob Shortlidge;** He's worked here since January 2017 to the present. He previously worked for us from 2006 until 2011. He originally left on his own terms in 2011 because there was a supervisor at that time that he didn't agree with. **Bob Shearer;** says it seems like we hired a Grounds supervisor tonight so why not wait 1 month so he can make the decision on Forman. **Bob Shortlidge;** I am retired I want to step back. If the new supervisor has a Foreman that knows what's supposed to be done it will be better for everyone.

Call for vote; motion passed



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## 10. Grounds Crew Employee Reviews and Raises

**Allison Kelly;** Based on our employee manual, raises are given only for the employees performance. We are supposed to have written reviews but there's none in the employee files. I have started that. These evaluations and raises are based on their performance. **Bob Shortlidge;** goes over the evaluation forms (attached). I have evaluated each and every one of them. D'Wayne got a 3.5 a little bit above average. Chris Brush came up with a 3.2 a little above average. Shawn Shaffer was a 4.5 almost perfect. James Klassen came up with 3.5 a little bit above average. Drew Brush, 3.2. Ashton Shaffer who has been with us for 90 days now, 3.5. I have gotten to know each one of them personally and they perform their jobs well. They normally do 70 homes, they did 86. On the next day, they do 86 homes, they did 130 homes. These boys go above and beyond. I recommend a \$.25 raise for D'wayne and Ashton Shaffer. I recommend a \$.50 raise for Drew, Chris and James.

Action: Motion to Approve the recommended raise made by Barbara Whitneck, Helen Ferguson seconds

Trustee Comment;

Public Comment; **Bruce Crabb, 442 Neighborly;** thanks Bob and the Grounds crew.

**Jean Beach, 1090 Moonlight;** wants to thank the Grounds crew. Howard fell in the driveway and a few of the boys were in the area and helped him up. The were concerned and asked if they needed to call 911, Howard said he was fine. The boy went to the office and notified the District Manager at the time and she called within a few minutes. It's great to know these guys are paying more attention to things than just their work.

Call for vote; motion passed

## 10a. Breanna's Review and Raise recommendation

**Allison Kelly;** I have done Breanna's review. The time that I have been working in the office I have noticed quite a difference in her work ethics. She's produces above average, works well under pressure and when I asks her to do something she gets the job done. I have given her a developmental plan. Her total score is 3.8 out of 5. I would like her to be given a \$2 raise because she is going to have to work with the new District Manager. She has taken minutes home and typed them at night. **Keith Rittscher;** asks what she makes now. **Allison Kelly;** \$13.13 so she will go to \$15.13.

Action: Motion to approve a \$2 raise for Breanna Earley made by Allison Kelly, Helen Ferguson seconds.

Trustee Comment;

Public Comment;

Call for a vote; motion passed

## 11. Trustee Project Updates

**Helen Ferguson;** I have gotten a quote on stage steps from Nation Public seating. They're 2 sets of steps with 3 steps. It usually ships in 1 or 2 days after we order it. There's no tax, and for both sets it's \$723.46 and the shipping is \$171.89 for a total of \$895.35. **Keith Rittscher;** asks about the prices for the other ones. **Helen Ferguson;** One was \$500 for just one set. **Keith Rittscher;** asks if the top step is even with the stage or below. **Helen Ferguson;** It's 8 inches below. **Keith;** asks if there's 1 handrail or 2. **Helen Ferguson;** There's 2. **Keith;** asks if they'll be secured in the ground or to the stage. **Helen;** The



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are secured to the stage. **Allison Kelly;** I would like a motion to approve the purchase of these steps. Motion to purchase stage steps for \$895.35 made by Keith Rittscher, Bob Shortlidge seconds. Call for vote; motion passed.

**Ellouise Raffo;** I have a committee to update DOR, R&R, and By-law books with Jean Beach and Joanne Gaughan. I will give an update when we meet and start working on it.

**Barbara Whitneck;** Would like information regarding being the HPPOA liaison

**Bob Shortlidge;** We are picking up all the leaves off the streets. When we mow, we will blow the little bit a leaves left and mulch them back into the lawn which is actually good for it. **Allison Kelly;** The leaf vacuum we were told would never work, it works. **Bob Shortlidge;** The Bocce court island is in the works. The lights in the parking lot there's 2 of them out. One of them needs a bulb and the other needs a new inside. I will be painting the road marks at the gate house. The lights at the entrance coming in, a man at Commercial Electric came in and they are working. There are junction boxes at the gate and they're destroyed. There are infrastructure problems I am trying to fix. To fix the junction boxes and sign is going to be \$905.25. **Keith Rittscher;** asks how many boxes need to be replaced.

**Bob;** 6 boxes and 1 switch. What I'm asking for is a motion to fix those boxes. Motion to approve \$905.25 to fix junction boxes made by Keith Rittscher, Helen Ferguson seconds.

Public Comment; **Becky Earnest, 205 Borel;** asks if we can include electric on the island for Christmas lights. **Bob Shortlidge;** There is an electrical box out there. He told me that was out in within the last year and that's where our short was. It is going to be fixed. Call for vote; motion passed. **Bob**

**Shortlidge;** dead trees in common areas will be addressed. The sprinkler system has had a leak and we are looking into fixing that. Fuel tanks for the compound area are still being looked at. The fencing around the park are going to be fixed. Give us a chance there's a lot to do. We are going to be cutting the bushes at the rec center.

**Allison Kelly;** I am going to report for Kendra. She has priced out a new laptop for the office at \$799. I don't want to make the presentation because we need to go through all of our software licensing. Until we do that I don't want to put this on the table but it is coming.

**Keith Rittscher;** Trying to coordinate Commercial Electric and Apex. They will be here tomorrow to finish up. I have asked for bids on motion security lights. Just trying to bring all the people together.

## 12. Sign Proposal Adjustments

**Jean Beach;** There was a misunderstanding with the rep from Art Kraft. I asked her if the engineering and permit prices were included with the price of the sign and my understanding was that they were. Looking at the final proposal they are not. I went back and tried to get her to include them but she couldn't. Jean Beach goes over the new sign proposal (attached). We will pay 1/3 when we sign the contract. **Keith Rittscher;** asks how much more the new proposal will be. **Jean Beach;** Not to exceed \$650. **Jean Beach;** The committee has decided not to go with the exit signs at Blossom and Holiday Park. They're really not that bad and there are other things that need more attention. It does not change the cost. She did not include the price of the exit sign in the final price. Motion to approve the new amount of \$650 for the signs made by Keith Rittscher, Helen Ferguson seconds. Cal for vote; motion passed.

## 13. Old Business

**Allison Kelly;** I will be going to the Palm Bay police department to get reports on 206. I want to compare the reports with our Deed Restrictions and see if I can find anything. As soon as I can get headway we will. They're still denying they're staying there.



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## 13a. Office Help

**Allison Kelly;** We have hired Patti and Bre is the only one in the office. She will be helping Patti get her way around the office. I would like to contact Manpower about getting someone in for 4-6 weeks to help us during this time.

Action: Motion to approve temporary office help made by Keith Rittscher, Helen Ferguson seconds.

Trustee Comment; **Keith Rittscher;** asks if this will be temporary. **Allison;** Yes.

Public Comment;

Call for vote; motion passed

14. **Public Comments Jim Gahan, 464 Holiday Park;** Reads John Ragas's ACC resignation. Asks for ACC committee volunteers. **Allison Kelly;** Anyone that would like to volunteer for the ACC Board please submit a letter of intent to the Trustees. **Karen Carrerio, 181 Holiday Park;** asks when we can get new speakers for the sound system. **Allison Kelly;** We have to get a Bluetooth speaker. Anyone willing to help please come see me.

15. **Trustee Comments Barbara Whitneck;** I am still listening and learning. **Bob Eldridge;** announce his resignation from the Board. I have watched too much happen in the last 2 months. I watched a Trustee violate the Sunshine law. Rules need to apply to everyone. **Ellouise Raffo;** I have no comment. **Bob Shortlidge;** I talked too much. **Helen Ferguson;** I am happy with everything that is going on. **Keith Rittscher;** Thanks for coming. **Allison Kelly;** Thank you to everyone for coming. We have a lot of infrastructure problems that we need to spend money on. If anyone would like to help, please come forward. This is our park let's all work together.

16. **Adjournment; Motion to adjourn made by Bob Shortlidge, Keith Rittscher seconds. 9:12pm**