

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

BOARD OF TRUSTEES

SPECIAL MEETING MINUTES

March 29, 2018 – 2:00PM

Allison Kelly Chairman

Keith Rittscher 1st Vice-Chairman **Bob Shortlidge** 2nd Vice-Chairman

Ellouise Raffo Secretary

Assistant Secretary

Kendra Bender Treasurer

Helen Ferguson **Assistant Treasurer**

Trustee

Barbara Whitneck

Trustee

District Manager

Ryan Poliakoff District's Attorney

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"

^{*} 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.



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- 1. Meeting call to order by Keith Rittscher
- 2. Invocation
- 3. Pledge of Allegiance
- 4. Roll Call by Ellouise Raffo

Present were Keith Rittscher, 1st Vice-Chairman; Bob Shortlidge, 2nd Vice-Chairman; Kendra Bender, Treasurer; Helen Ferguson, Assistant Treasurer; Ellouise Raffo, Secretary; Barbara Whitneck, Trsutee; Absent was Allison Kelly Chairman.

5. Allison Kelly's Resignation

Keith Rittscher; asks that all Trustees check their mailboxes frequently over the next couple of weeks. Reads from Allison Kelly's resignation (attached). Asks for a motion to accept Allison's resignation. **Ellouise Raffo** makes a motion to approve Allison Kelly's resignation, Kendra Bender seconds. **Call for vote**; motion passed. **Keith Rittscher**; Okay, Allison has resigned so the 1st Chair moves up and the 2nd Chair moves up. I'm switching Agenda item 6. and 7. around. We have Kate here to offer us an option. We will listen and ask questions.

6. Discussion on Hiring a New District Manager
Kate Masi gets up to speak after Keith switched line 6. and 7.

Kate Masi; I am here today because I had an idea I thought would help the Board and the Residents. I was here in the past for a manager's position; another gentleman got the job and he is no longer here so you are looking again. I think coming in as a consultant would be helpful for the residents, the vendors and the Board. It would be part time, it would give me a chance to learn the community and meet the residents and learn the different problems every park has. I am currently managing a Park with 720 homes. All my residents are snowbirds and will be leaving for the season so now is the perfect time to take on something else. I'm thinking 15 hours a week so I can get my feet wet. It would give the Board a chance to figure out what their priorities are. We will hopefully be able to get things accomplished. I plan on getting to know you, I do have 25 years experience in property management. Keith Rittscher; asks about fees and times and how she would manage her 2 positions. Kate Masi; I would like to start Wednesdays at 1pm until the evening and Saturdays. If your park is like mine, there's a lot that happens over the weekend when the office is closed. It's a good time to be present. I am available for evening meetings. As far as fees, I am looking for the same hourly rate I am getting paid now, \$37 an hour. That's negotiable, it's up to you guys to decide. Keith Rittscher; clarifies Kate will be working 15 hours a week and would be available for meetings. Kate Masi; Yes. Keith Rittscher; asks how she would handle a hurricane at both parks. Kate Masi; We do have procedures in place, I don't know what you do here. We advise everyone to evacuate. The homes are not supposed to be stayed in when we have high winds. Emergency Management came out and did a seminar. We compiled a list of residents that may need transportation as well as medical transport. Those are things we have in place and I could help you with here. Making sure people are evacuating when they're supposed to is a big number 1. Kendra Bender; I was a consultant for 10 years, I understand consulting. I know in Elain's letter it was



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mentioned you would be streamlining procedures so you'll be asking us questions on how we do things. We've spent the last year and a half streamlining. I like the idea of a help in the search and helping the Board members. There was another comment that you would be making sure we were in federal guidelines and doing what we were supposed to. What does that mean? And do you know about Special Districts? Kate Masi; The property that I manage now is owned by the airport so it is a Special District. Kendra Bender; points out that the office is closed on Saturday and wonders what Kate would be doing. Kate Masi; I would be reviewing contracts, policies and vendor lists. A majority of this would be reading. My idea was meeting with you individually and establishing a top 3 of things that need to be addressed. Kendra; asks if this could be a month to month deal. Kate Masi; Absolutely. Kendra; That averages \$2,200 a month. Bob Shortlidge; asks if her hours would be open ended. Kate Masi; It's open ended. Bob Shorlidge; asks her opinion on headhunters. Kate Masi; I've never used one when filling positions. I think you might be able to utilize local resources and not go through that expense. I would say no upfront. Bob Shortlidge; has things about headhunters he hopes he can bring up and compare with other options. Keith Rittscher; says we are not looking for someone to meet and greet residents, the assistants in the office do that. 15 to 20 hours can grow and if we decide to go through the applications we have now, we'd have some help. Kendra Bender; She would be working under a 1099 where she'd pay her own taxes. Like an attorney fee. Keith Rittscher; We'd like to know what you're thinking and your input on things

Public Comment; Sal Cursi, 1107 Keystone; is concerned that she already runs another park. Asks how much can one person do? She wants to come in Saturdays, Breanna is the one person that knows where everything is. We're going to be paying her \$37 an hour to come in on a Saturday, we've never worked the weekends, what is she gonna do? States that it's a temporary fix and that what we need is a full time Park Manager. We have to get it done, it's been too long. We deserve a full time district Manager. Barbara Hoffman, 1021 Little; says our park is a mess. Says we need someone that will start from the beginning. A list would be helpful of immediate issues and secondary. Keith Rittscher; We have several things that will be addressed at the next meeting. We are working on getting things done. Not to say this park doesn't have problems but we are working on them. Carol Helton, 342 Holiday Park; asks about Elaine Wilde's letter and who she is. Keith Rittscher; She is a resident that had a recommendation and helped set up this meeting with Kate. Carol Helton; The idea of Kate coming in part time or interning, because that's what it sounds like. Keith; She's just going to consult. Carol Helton; It sounds a bit more like interning. Let's not waste our time or money on a patch job. We don't need to use a headhunter, we've never used a headhunter in the past. I suggest we go to other sources. Keith; I have about 30 applicants that have already applied. Kendra Bender; I have 4 websites including a government website to advertise on. Keith; Who is going to go through these applications and put in the 45 hours? Carol Helton; That's the Boards responsibility. Keith; You're asking us to give up a lot of time. We are volunteers, we are giving up time. We are trying to figure out the best way to do it. How many times have we been in this position? We're not going to grab at the first sparkle. We have done that in the past. Carol Helton; It's your job to have the best interest of the park. If it takes you 10 hours a week or 50 hours a week. Kendra Bender; We makes the decisions. Carol Helton; Why delegate the responsibilities of the Board and cost the park money? **Keith**; Thank you you your opinion. Bob Shortlidge; I was hoping our next discussion would be hiring a new manager. I have a lot of ideas that we can go over. Let's just focus on Kate Masi as a consultant. Elaine



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Wilde, 1181 Lindsay; I was on the screening committee 2 years ago and she rose to the top. Her and Mike, we weren't willing to pay her and she wasn't going to take a cut in pay. We have 30 applications are all of them qualified? No. Allison Kelly asked me to write that letter. I didn't arbitrarily write a letter to the Board. I think the Board will do the right thing. I don't expect you to work guys to work 80 hours a week, that's insane. I think we need someone qualified to help you. Becky Earnest, 205 Borel; hiring a District Manager is not something that happens overnight. We would be nuts if we don't take some help some a qualified person. Kay Barclay, 385 Holiday Park; You're asking who would do the interviewing, wouldn't Kate do that? Maybe that is something she could do. Bob Shearer, 382 Holiday Park; I have some guestions for Kate. I was on the committee. Keith; Yes, if you have guestions for her please direct them to us and we will have a discussion. Bob Shearer; I think we were willing to give Kate \$65,000 to come back and manage our park. Her name was on an agenda a few weeks ago. She turned that down, I'm curious why she did turn that down. Kendra Bender; It was money, \$65,000 wasn't enough. Breanna Earley; Kate was going to be brought in for an interview and as far as I know, she withdrew her name because she was not ready to make a career change to a different park at this time. Bob Shearer; Ok it was probably going to be \$65,000. Kendra Bender; I think so because I was asked how high we could possibly go. Bob Shearer; \$37 an hour that's about \$60,000 to \$65,000 a year so I was concerned. I am concerned bringing someone in on Saturdays. It wouldn't be a problem having someone come in a couple days during the week to consult while we are here. It's going to cost us \$2,800. Barbara Whitneck; asks if Keith thinks she's trying this to get her feet wet in doing this job. Keith; I don't know. She could be but if we can use her while she's doing it. Barbara; If you get the chance could you ask her? Keith; Yes. Jean Beach, 1090 Moonlight; When she was interviewed at the same time Mike was, we offered her \$50,000 and she was making \$65,000. If she had taken a job from \$65,000 to \$50,000 I would question her. It would be difficult for her to be in the office during the week. Saturday would be a good time for her to review what has gone on. Looking at what is needed. Kendra Bender; The term budget. The first budget will be presented at the first meeting in April. We are a month early, the budget is good. Kate is qualified but one of the things she struggled with when we interviewed her the first time was answering budget questions. So please don't say she can look at the budget. It's fine. Bob Shortlidge; People are asking what she will do on Saturday. If she comes in Wednesday she can convey to Bre what she needs and they can work together. Bob Shearer, 382 Holiday Park; says he volunteered to come in and help. I was told no thank you, we don't need you. Says that he would stay here later if we did need help. Keith; I will bring that up later. Bob Shearer; I apologize for every person I've offended. If you said we could use someone for the next couple months, I would be willing. Barbra Whitneck; brings up that Kate Masi's job will eventually be terminated. They're not sure if they want to keep her. Keith; If she was going to, she would have interviewed with us last time. Joe Little, 1043 Maple; says that when you hire a consultant they provide advice. You don't have to accept that opinion or advice. She doesn't have any power to supervise anyone. Chuck Roane, 220 Borel; Bob Shearer is willing to give his heart and soul to this park. Keith; Do you have anything to say about Kate? I understand what you're saying. I wanted to give everyone an opportunity to talk about Kate. We will talk about this option right now and then after, other options. Chuck Roane; I'm not happy with this option because it's just a patch job. Keith; Maybe she can help us go through applications. Sal Cursi, 1107 Keystone; thinks the Board has to get together and look through all the resumes. Wants to know if this Board is qualified enough to hire a manager together. Meredith Prisco, 1256 Shell; says that this process can be simplified and asks what prevents the Board from hiring a company and screening applicants. They find qualified applicants for you. Gary Valentine, 1057 Maple; says that he agrees with Meredith. Says that Kate can help us in the



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interview process. Karen Carrerio, 181 Holiday Park; having Kate in the office to make sure all things are being done the Board will be able to focus on other things like hiring a District Manager. No one wants to be on the Board but they expect you to put in 80 hours. Keith; We are not lost in the office we are up to date and everything is ok. We do have big projects coming up and it would be nice to have some help. We are putting in time up there and would like some direction. Don't worry about the office. The only reason we are doing this now is because we don't want to pick someone that looks good and 5 or 6 months down the line they leave. Brenda Ambrose, 241 Blossom; wants to clarify that Kate is familiar with districts. Keith; She's at the airport now and it's a district but it's a little different. Brenda Ambrose; It's completely different. Keith; She's not new to it. Is she familiar with ours? Probably not. Brenda Ambrose; asks if she is experienced in taking care of abandoned properties. Keith; She knows how to run a park. We have had lawyers that are experienced in that and they still can't seem to get stuff done. Brenda Ambrose; Bre's time would be tied up pulling information for Kate. Keith; It wouldn't take Bre that long to pull files. Brenda Ambrose; What's the point of Saturdays? There's nobody here. Keith; To bother her. As a consultant she wouldn't be here to work with the public. She's here to work with the office staff and us. Brenda Ambrose; asks if we offer her \$65,000 would she come one full time? Keith; That's down the line. St. Pierre, 222 Fantasy; Would you have hired her if she accepted \$50,000? Keith; Yes, we would have. St. Pierre; Now you get the chance to see what that would have gotten you. Take that advantage and see what she can do. Keith; We offered her a full time position and she wasn't ready to leave her current job. There's no way she would be able to do both full time. Barbara Keegan, 199 Cheswick; Seems we've been throwing bad money into good by letting these things hang around. It looks like she's hedging her bets with us if her current job doesn't work out. Maybe offer her more money so she doesn't have to wait and see what happens with her current job. Sal Cursi, 1107 Keystone; She wants \$37 an hour or do we hire a headhunter for \$25,000? Let's get it done. Keith; We are working with her right now. She is one option. Sal Cursi; How far would you be willing to go with a headhunter? Do you have a number? Keith; We will talk about that later. Joanne Gaughan, 241 Berry; We did hire a headhunter, and we paid \$18,000 I believe and we got Mr. Anderson. Carol Helton, 342 Holiday Park; wants to clarify a few things she said. She has been on the Board twice so she knows the time that goes into it. Her concern is that there will be no point in using a headhunter. Rod Lindsay, 1291 Joy; has been involved when we were trying to get a manager in here. Bob Shearer has worked in the office before and knows what's going on. Have Bob Shearer come in and run things have Kate look around and see what's going on. Dave Peck, 1014 Willow; has been following this process since Mr. Anderson. Every board member brings something different to the table. The idea of a headhunter really isn't new. She's talking \$37 an hour to be a consultant, don't get caught into saying you gave her \$37 an hour as a consultant and now you have to match that as a manager. Keith; Thank you. I'm going to go down the line here about ideas on what to do during the interim. I'll start. We can hire her to come in and help. The office staff do a

decent job we just gotta be in there to make sure things are running smooth. Bob said he is willing to stay longer, that could be a possibility. The third idea is, a committee to go through all the resumes we get. To help the Board members vet the candidates. We need help in the office to take care of that. **Ellouise Raffo;** I think it's an excellent idea to have Kate come in twice a week. It's not a problem for Bre to pull files for her. Maybe she does want to seriously think about this job. If she likes it here and we like her, it could be a possibility. I don't want to rush, so it would be a good idea to have her in here at this time. The solution is to look for someone permanently and not be in a rush. **Barbara Whitneck;** You said Bob Shearer was well



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acquainted with the office? Keith; He spent 5 months? Barbara; Well why not have him come in on Saturday and go over these things with her? Helen Ferguson; I think Kate would be good. Maybe she's doing this to see. If Bob is serious and we can get over this hump it would be a good idea to have him the office to help Kate. Barbara; One more thing, it would free up Bre. Kendra Bender; First, I am concerned Bob Shearer volunteering was never brought to us so we could vote on it. If he's willing, he's a hard worker. We are in compliance with all state laws. There's not some hole in the office where things go. We are not late on anything. It's not like the whole office is falling apart. There's a lot going on with the lawn crew and Bob Shortlidge as well. I like Kate, she has experience everything looks good. I would give her a try and maybe if we give her specific tasks. She can help sift through resumes. We have very good relationships with our vendors. The one contract she can look into is Spectrum. I got a lot of information regarding our employee health insurance from Marilyn Spall so that is getting taken care of. I am concerned about the Saturdays. Bob Shortlidge; I think Kate is a great fit. Bob Shearer ran this place for a while. That would free up Bre a lot. As far as the committee to review resumes, I think it's a good idea and I'd be willing to be on that. I've looked at some of the resumes and a lot weren't worth looking at. I have paperwork here for headhunters, prices and the companies. It's not \$25,000. It's nowhere near that. I believe it's a great idea to bring Kate in and to have Bob Shearer help. Keith; I'm hearing ask Bob Shearer if he can stay and hire Kate. Do we keep Kate under us or have her help Bob Shearer? Elaine Wilde, 1181 Lindsey; I don't want to offend anyone, I think you need to be really careful about repeating history. I have a personal relationship with Bob Shearer and I still have the knife in my back. He always has a hidden agenda. My heart is in the right place, I don't want to be on the Board. I think getting Bob Shearer in the office is a mistake. Let Kate decide, she is a professional. She is a team builder and you don't get that with Bob Shearer. Keith; As a consultant she really isn't going to be in charge in that position. Elaine Wilde; I feel bad saying this. It's your choice but please think twice about Bob Shearer. Kendra Bender; I have a suggestion. We really don't need someone in charge in the office at this point. We have been doing this almost a year because of the turnover we had. What if we hired Kate for a month and see how she performs. I hear Elaine about Bob Shearer, I think he did great while he was here. I think we keep the 2 issues separate. Kate will come in and help us as a consultant; she is not Bre's boss. Keith; That sounds good, we can have her help us look through applications. Bob Shortlidge; Bob Shearer wants to help out and we should let him. She is working for us. Keith; Who is going to make the decisions. Bre or Bob Shearer? Kendra; We continue to make decisions as the Board. If Keith isn't available, she can call me as the treasurer. Bre is capable of making decisions under \$500. I have seen her. Keith; So why are we having Bob Shearer in there? Bob Shortlidge; On Saturdays when Bre is not here. Keith; I am just trying to understand what's going on. Can you coordinate stuff, Bob Shortlidge? Bob Shortlidge; I would hope if something comes up I would be able to make the right decision. We need to be careful with Bre because she is an Administrative Assistant not a District Manager. She has been having to do a lot because we don't have a District Manager. Kendra Bender; She calls or texts me if she has any questions. She calls Keith. Bob Shortlidge; I think we are giving her too much. **Kendra;** Can you give me an example? **Bob Shortlidge;** Nothing right off the top of my head. So many people have asked her different things and she gets overwhelmed. She's making decisions and we have to be careful because she is not a manager. Keith; I have never seen her overwhelmed, I've seen her busy. There is something where a decision needs to be made. As Chairman, I will try to take care of that. Ellouise; I understand Bob Shearer wants to help. Bob Shearer likes things Bob Shearer way. There's a lot of conflict surrounding him and there would be a



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lot of hard feelings on both sides. Keith; So how would you put him in that position without putting him in charge? Ellouise; I don't think he should be put in that position. Kendra; Maybe we call a vote putting him in charge? Yes or no right now. Then we put it for a vote for trying out Kate for a month. Sal Cursi, 1107 Keystone; The man isn't even here, he left. I don't think he wants what you're talking about. Kendra; We should table this. Sal Cursi; What I got from him, he wants to be the boss. Joanne Gaughan, 241 Berry; You can't vote on this. It's not on the agenda. You can table this, but you can't vote for it right now. Keith; Clarifies they will be voting on Kate. Joanne Gaughan; asked Bre if the over 300 applications were still on file. They might be here but we're not sure. That's a great starting point for qualified applicants. At the time, salary was an issue and I don't think that's going to be a problem now. You have to start with your office. Keith; We are going to vote on Kate. We will see how this works out and discuss what we've found. Steve Sabella, 260 Berry; She is going to help you look for an employee correct? Keith; Yes, that will be part of her job. Steve Sabella; Okay, well she's going to be coming in looking through these applications, what if she wants the job too? I think it's a conflict of interest. Keith; She's not going to be the only one doing that. That's why we are doing it with a committee. She won't have the last say. Are we going to negotiate a wage? I think \$37 is good. Okay, can I have a motion?

Action: Motion to hire Kate on a month to month contract at the rate of \$37 an hour made by Kendra Bender, Helen Ferguson seconds

Trustee Comment: **Ellouise Raffo**; We should have a maximum limit for her hours. **Kendra Bender**; Yes, we will outline that in her contract. I'll do the contract Monday and have Keith review it. **Keith**; She said it might be 15 to 20. It might vary if we ask her to come to meetings. **Kendra**; We can make it at 12 hours a week and when there's a Board meeting tell her to only work 6 instead of 8. If we find it's not enough we can modify it in April. **Ellouise**; I just don't think 12 is enough. **Keith**; We've got time to see and figure it out. **Ellouise**; Okay, I'm not going to vote against it but I just don't think 12 is enough. **Barbara Whitneck**; I agree. **Bob Shortlidge**; So what I'm hearing is that you want to modify a motion on the 9th of April? **Keith**; The contract. **Kendra**; Let's put minimum of 12 not to exceed 15. It's open we can change it.

Public Comment: **Becky Earnest, 205 Borel**; suggests we put a maximum and not a minimum on Kate's hours. **Joe Little, 1043 Maple**; says she will just be a consultant there won't be any help to the Board like there would be as a District Manager. All she is going to do is give advice there will be no implementation. **Kendra Bender**; I actually have 4 things I could give to her right now. We do a lot in the background that we don't talk about to keep the park running. **Barbara Hoffman, 1021 Little**; suggests a maximum of 20 hours and anything to exceed that will require authorization of the Board. That way you don't have to keep writing contracts. **Kendra Bender**; A maximum of 20 hours anything exceeding that will require Board approval on a month to month basis that way we'll be protected. **Keith**; Okay, can I get a motion for the revised contract? **Kendra**; I make a motion for the revised contract, **Barbara Whitneck** seconds. **Keith**; Could you please tell us the contract? Kendra; Okay, no minimum but an expected 12 not to exceed 20 hours per week. To be reviewed monthly in the contract there will be the expectations.

Call for vote; motion passed



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7. Discussion on what will be done during interim

Trustee discussion on the best approach to hiring a District Manager:

Keith; Okay, we will hire Kate. That takes care of 7. and the next meeting we'll see what we have to tweak. Wait a second, Bob Shortlidge wants to talk about hiring a new District Manager because we switched the agenda items. What we are going to do is have Kate come in so we can tell her. *Kate comes in* Kendra Bender; We are going to work with you. We will have a contract for you on Wednesday at 1pm. I'll have a list of expectations outlined in the contract and Keith can review it. I would like members on the Board for your first Saturday to come in and meet with you. We can get a list started and consolidate it. Keith; Okay, Bob Shortlidge you want to talk about hiring a new manager. Bob Shortlidge; Everyone has gotten to give their opinion and ideas. We have talked about putting a committee together to help review resumes, that's great. They said about a headhunter. A concerned citizen gave me information about headhunters. I have contacted 2 of them. One is called HH Staffing and the other is Express Employment Professionals. Here's what they can offer us, they will give us and screen as many applicants as we want. They will background check and drug test them and make sure they are able to legally work in the United States. They can send us CAM candidates, it's completely up to us. If we go with Express we have 60 days to hire someone. We will pay one third upfront, the next one third after 30 days and the last after 60 days when you decide if you want to keep that person. Once that has happened, you are done with them. HH will allow us to negotiate our payment. I asked Express what would happen if after 30 days we decided we didn't want to hire this person, we would lose our money. I asked HH and they have it in writing an additional 60 day guarantee and they will send us a new candidate. When it comes to a placement fee, for both, it is \$9,750. So if our candidate from HH didn't work out we would get our \$9,750 back. With Express, we would lose one third. We have saved \$5,750.46 from now having a district manager. So we would only be losing \$4,000. When it comes to a headhunter, they'll do all the work and give us the candidates that we need. One thing I don't want to do is hire someone really quick. Keith; We will bring this up again April 9th. Bob Shortlidge; Let's get through our applications and have this as a backup if we don't find anything. Kendra Bender; Elaine, thank you for bringing Kate in. I'm excited because consultants can bring valuable insight to companies. It is our job as the Board and the community to get the most out of Kate's time. She is a professional she doesn't need a boss. Thank you for coming to this meeting on a beautiful afternoon. Keith; We aired a few things and we can work together now. I know there's passions.

8. Public Comment

Gary Valentine, 1057 Maple; asks what the budgeted salary for a District Manager currently is. **Kendra**; \$65,000 **Bob Shortlidge**; The headhunters said the average salary around this area is \$60,000 to \$65,000. **Gary**; You can have both companies working at the same time right? You don't have to hire from them, you've got nothing to lose. **Bob Shortlidge**; asks if we can vote on a headhunter. Kendra; I'd like to table it. So we can get more information together, **Keith**; We will table this.

9. Trustee Comments

10. Adjournment; Barbara Whitneck makes a motion to adjourn, Bob Shorlidge seconds. 3:56pm