

*Plantation Lakes Homeowners Association
Q3 Board Meeting (Virtual)
Tuesday, September 28, 2021 – 6:00 PM*



INTRODUCTIONS:

PLANTATION LAKES BOARD OF DIRECTORS

Brian Hayden, President

Matt Wineman, Vice President

Mark Turley, Secretary

ICON MANAGEMENT

Michael Fleming, Vice President of Community

David Perritt, Regional Ops Director



PLANTATION LAKES MANAGEMENT

Brian Fedish, General Manager

Joseph Fulco, Community Association Manager

Marianne Dolente, Assistant Community Association Manager

Samantha Mairano, Club Manager

Cierra Richards, Sous Chef

Allison Lane, Events Director

Ian Madinger, Head Golf Professional

Nick Larrimore, GMS Golf Course Superintendent

MEET THE *PLANTATION LAKES* TEAM



Brian Fedish

General Manager
302.933.8072 Ext 102
bfedish@theiconteam.com



Joseph Fulco

*Community Association
Manager*
302.933.8072 EXT 100
jfulco@theiconteam.com



Marianne Dolente

*Assistant Community
Association Manager*
302.933.8072 EXT 101
Mdolente@theiconteam.com



Samantha Mairano

Club Manager
302.933.8072 Ext 110
smairano@theiconteam.com



Cierra Richard

Sous Chef
302.933.8072
crichard@theiconteam.com



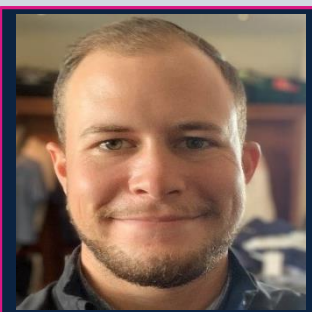
Allison Lane

Events Director
302.933.8072 Ext 111
alane@theiconteam.com



Ian Madinger

Head Golf Professional
302.933.8072 EXT 103
imadniger@theiconteam.com



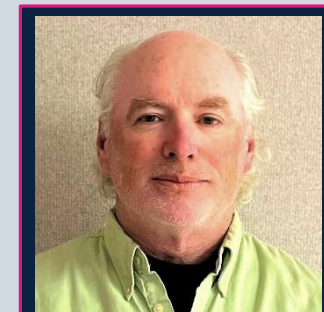
Matt Cooney

Assistant Golf Professional
302.933.8072
Mdolente@theiconteam.com



Nick Larrimore

*Golf Course
Superintendent*



Terry Duffy

*Assistant Golf Course
Superintendent*

*APPROVAL OF MINUTES FROM Q2 VIRTUAL BOARD MEETING JUNE 26, 2021
- ICON MANAGEMENT*

DEVELOPER'S REPORT - BRIAN HAYDEN



GENERAL MANAGER'S REPORT - GOLF

REVENUES

	2021 ACTUALS	BUDGET	VARIANCE
Golf Shop Revenue	\$ 153,863	\$ 69,075	\$ 84,788
Golf Course Revenue	\$ 1,095,076	\$ 989,363	\$ 105,714
TOTAL REVENUE	\$ 1,248,939	\$ 1,058,438	\$ 190,502

EXPENSES

	2021 ACTUALS	BUDGET	VARIANCE
Golf Admin & Shop Expenses	\$ 409,102	\$ 444,298	(\$ 35,196)
Clubhouse Shared Golf Expenses	\$ 61,114	\$ 64,369	(\$ 3,255)
Golf Course Expenses	\$ 673,853	\$ 709,555	(\$ 35,702)
TOTAL EXPENSES	\$ 1,144,069	\$ 1,218,222	(\$ 74,153)

GENERAL MANAGER'S REPORT – HOA & RESTAURANT REVENUES

	2021 ACTUALS	BUDGET	VARIANCE
Administrative Revenue	\$ 765,159	\$ 692,518	\$ 72,641
Restaurant Revenue	\$ 708,788	\$ 630,249	\$78,538
TOTAL REVENUE	\$ 1,473,947	\$ 1,322,767	\$ 151,180

EXPENSES

	2021 ACTUALS	BUDGET	VARIANCE
Administrative Expenses	\$ 291,135	\$ 336,776	(\$45,641)
Community Center/Pool Expenses	\$ 159,366	\$ 158,600	\$ 766
HOA Common Ground Expenses	\$ 198,732	\$ 183,000	\$ 15,732
Clubhouse Shared HOA	\$ 142,914	\$ 151,535	(\$ 8,620)
Restaurant Expenses	\$ 570,609	\$ 522,181	\$ 48,428
TOTAL EXPENSES	\$ 1,362,756	\$ 1,352,092	\$ 10,664



PLANTATION LAKES
GOLF & COUNTRY CLUB

*THE LANDING BAR &
GRILLE HAS LAUNCHED
THE NEW FALL MENU!*

*WEEKLY SPECIALS
RETURN STARTING
OCTOBER 6TH!*



Weekly Specials

BEGINNING OCTOBER 6TH!

Happy Hour

Wednesday-Saturday 4-7pm

Wednesday-Burger Night

Thursday- Fish Fry

Friday- Italian Night

Sunday- Football Specials



THE **LANDING**
BAR & GRILLE



HOMEOWNERS ASSOCIATION MANAGEMENT REPORT

Joseph C. Fulco, Community Association Manager

HOMES CLOSED AS OF AUGUST 31, 2021

- Total Homes = 1,133
- Total Golf Benefitted Homes = 212
 - 44 New Benefitted Members since April 1
 - Currently 40 Additional Golf Benefitted closings scheduled for remainder of Fiscal Year

LEGAL/DELINQUENCIES AS OF AUGUST 31, 2021

- Plantation Lakes has a number of delinquent accounts totaling \$78,299
- 22 of these accounts are over 90 days delinquent with an outstanding balance of \$62,893 (all of which are in collections)
- The remaining accounts fall between the 30-60 days late with less than a \$500 balance.

ARCHITECTURAL THROUGH AUGUST 2021 (5 Months)

- There have been 182 architectural requests.

VIOLATIONS THROUGH AUGUST 2021 (5 Months)

- 415 violations issued (most common were high grass, mold on homes & overfilled trash toters)



HOMEOWNER'S ASSOCIATION MANAGEMENT REPORT



- * Completed touch up painting in the Fitness Center
- * Pool Irrigation moved outside fence line
- * Installed River Rock around pool fence area
- * Installed four new light fixtures for the Community Center
- * Brightview completed a garden cleanup of all flower beds
- * Adding pickle ball lines to court number two.
- * Completed several irrigation repairs for the Community
- * Investigated costs to install new floor in Flex Room
- * Cleaned Fitness Center equipment
- * Replaced locking device on basketball hoop (install daily)
- * Installed parking towing signs at The Landing and Community Center
- * Replace the signs on the dog stations
- * Completed repair on gate return to pool
- * Continental Pools replaced the steps with two pool ladders
- * Installed new lock on Tennis Courts gate
- * Installed 2 catch basins/draining in areas at the Community Center
- * Power washed the Community Center and Sidewalks



Q&A

Q: We want in-person meetings, when will these meetings return to in-person?

A: At this time, these meetings will remain virtual until further notice. We will evaluate and inform residents when this changes.

Q: There has been quite a few new residents in the past 2 years, what are the milestones for homeowners to be added to the board?

A: The governing documents require a homeowner representative at 25% of closed homes, which we have reached and Mark Turley is the homeowner representative. At 75% closed homes, the association will turn over to homeowner control. At that time residents will have full representation on the Board.

Q: What is the timeline for construction for the amenities on the North Shore (pool, community center, volleyball, etc.)?

A: We anticipate to begin construction this fall/winter with an anticipated completion date of Summer 2022.

Q: When will the remaining streets in Plantation Lakes South be paved and transferred to the town?

A: Brian Hayden addressed in Developers report

Q&A

Q: Who is responsible for damage done to a car that hits that cavern at the intersection of Charlotte and PLB? When they installed the “drains” they left messes behind, can someone at least clean the streets?

A: Any damage done would be the responsibility of the driver. This area along with the rest of Plantation Lakes Boulevard and Belmont Boulevard will be newly paved this fall.

Q: There are significant concerns with speeding along PLB and Belmont. When they are paved and even smoother the concern is speeding will get worse. If this is not taken seriously, then you are creating and allowing a serious safety concern to go on unaddressed. Can we get speed inhibitors on Belmont when the new paving is completed? Do the town police have a plan of their own to deter speeding in our community?

A: We agree as team members of the association and we too are concerned for everyone's safety. We believe this is a collective effort and respectfully request all residents to abide by the speed limit. We intend on making this part of our monthly newsletters moving forward. Additionally, once roads are turned over to the town this fall, they will be subject to all applicable Millsboro Police enforcement.

Q: Will additional parking spaces be added to the south side?

A: We are working with the town to alleviate some of the concerns with parking in the area. Recently the town announced their parking plan for the south side of the community on publicly owned streets. The HOA is actively in the process of following the towns footsteps to propose a similar parking plan for those streets that are still privately owned.

Q&A

Q: How is the Association addressing homeowners who do not maintain their lawns?

A: The governing documents require the Association to follow the Covenant Enforcement Policy and Resolution that can be viewed in detail at the following link, under your homeowners login:

[https://plantationlakesclub.com/golf/emailer2020/img/plantationlakesclub/Plantation Lakes Covenant Enforcement Policy and Resolution MT 1 17 19\(2\).pdf](https://plantationlakesclub.com/golf/emailer2020/img/plantationlakesclub/Plantation_Lakes_Covenant_Enforcement_Policy_and_Resolution_MT_1_17_19(2).pdf)

Q: Why does the HOA feel three days is acceptable to give a homeowner to fix a violation, but yet when common grass areas are high or trash is not picked up over a holiday weekend in 90 degree temps, that is acceptable for HOA to get to these things when time permits?

A: The Association is required to follow the governing documents. Utilizing a documented process for violations will ensure that violations are handled consistently and that each party's due process is protected. Thus, appropriate notice and an opportunity for the Owner to correct the alleged violation and/or to be heard on the matter is required before any fine or suspension is imposed.

While we understand the concerns about trash not being picked up, we as the HOA unfortunately have limited control over this matter. We have worked closely with our vendors to keep services in tact to the best of our abilities with as timely pickups as possible. We will continue evaluating all vendors as we always have and will make adjustments if necessary.

Q&A

Q: For next season, would the HOA consider leaving the pool open until the end of September?

A: The traditional Labor Day end of summer closing date is due to availability of our pool staff. We lose college age staff in August followed by HS students the day after Labor Day. That said we were able to keep the pool open until the 19th this year. We will explore more options with our vendor for 2022.

Q: There's been discussions about the medium vs high density at the town meetings. Can the details be sent out to all homeowners that are not able to attend the meetings? What are the current plans and what are the proposed plans?

A: I believe the request relates to future development of sections L and Q, internally known as South Shore. This will be the last section of the Plantation Lakes community and is currently in the design process. More information will come as these plans progress.

Q: Is the lawn service responsible for maintenance on sidewalk in common area for weed and grass growth between the concrete? I realize there is a national staffing shortage, however, this year our common areas and walkways look rough. In past years things were much more manicured. This goes for the main entrance off Route 24, the plants look scraggly and unkempt as well.

A: Yes, our landscape vendor is responsible for these areas. We have worked closely with Brightview during the national staffing shortage that saw their company not receive any of their J1 Visa Employees until late July of this year due to travel restrictions in place from COVID-19. We feel that the vendor is now in a much better position to continue their services and help improve Plantation Lakes.

Q&A

Q: There is a common area on the inside of Wingate and Madison St over here on the North side that we were told when we purchased, would be turned into a grassy area where neighbors could hang out, kids could play etc.. During the last year it was used as a staging area for construction materials, and then when construction in the area finished, subsequently left as an overgrown junked up mess. Most of the debris has been cleaned up, but its still an overgrown weed farm, and unusable to residents as is. With construction in the area complete, and fall being the most opportunistic time to either plant grass, or lay sod, what are the chances we get this area squared away?

A: The plan is to clean up the area this fall when vertical construction has ceased entirely in that phase. The maintenance of that area will then be taken over by the HOA.

Q: Is there any intention on sealing the wood bridge behind the clubhouse as it looks to be deteriorating?

A: The bridge is designed to withstand the elements. In the future, sealing may be necessary and we will investigate.

Q: What can be done about a bad neighbor who has newspaper in their windows for curtains and no curtains on a bathroom window? If the bylaws need to be changed, consider this a request to do so.

A: Please report your findings to the HOA Office so that we can investigate the matter.

Q&A

Q: Can anything be done about a car parked with expired tags?

A: Please report this matter to the HOA Office and we will investigate.

Q: What can be done about people feeding feral cats and seagulls? If the bylaws need to be changed, consider this a request to do so.

A: Please report your findings to the HOA Office. We can investigate and speak with the homeowners involved in this matter. The bylaws do not cover this matter but we can request that this homeowner stop this practice.

Q: How much an increase in HOA is projected for next year? It is clear trash will be going up because they need a new truck which is the real reason our service was delayed.

A: At this time, Fiscal Budget April 2022 to March 2023 is not complete. The budget will be presented for adoption in the Q1 Board Meeting currently scheduled for Tuesday, February 8, 2022. More information will be sent to residents as this date approaches.

Q&A

Q: Several holes on the front nine have fountains. As I'm sure you know, these fountains not only serve an ornamental purpose, they also help keep down the mosquito population by agitating the water. Are there future plans to install fountains on the back nine? Specifically #12?

A: The ponds are part of the design of the golf course and were selected by the design team. Currently there are no plans to install any additional fountains on the back nine.

Q: You advertise as a “Premier Golf Course”...but you fall short of that claim by having port-a-johns on the course. The guests I have brought here are not impressed. When will there be real restrooms put on the course?

A: Currently, portable restrooms have been placed half way through each 9-holes for convenience. Both of these locations at this time do not have accessible utilities such as sewer, water lines, etc. We are actively investigating this matter. However, please note that once the new community center is open on North Shore next to #13 tee, there will be an accessible restroom at that community center.

Q: Why is Happy Hour only Monday-Thursday and why is it only inside the bar, it should be extended to the whole facility?

A: Its traditional for a restaurant to restrict Happy Hour to the bar area only as it is designed more so to fill bar seats rather than dining tables. At this time we expect to keep our happy hour restrictions in place. We will however continuously evaluate happy hour and its offerings for continued improvement.

Q&A

Q: Can the financial information for the Landing and the golf course provide some details of the income from special events vs a normal day?

A: The Majority of events that cause us to close the Landing generate the association 20% to 40% more revenue than the restaurant generates on an average daily basis. During much larger events and more specifically larger weddings, they can generate as much as 250%+ more revenue than the restaurant generates on those days. In short, private events will be an important part of the success of The Landing but we hope to keep the restaurant closures to a minimum.

The Golf Course often brings in about the same to 15% more revenue for outside events (minus junior events, which are in part to grow the glorious game we all love). For the golf course, it is important to include the added exposure, advertising and reach some of these events bring to the community as well as additional revenue at The Landing. These events often bring us repeat business due to their experience on our stunning layout. When the golf course is closed, we are also able to offer our members reciprocal access on some of the area's top golf course.

Q&A

Q: I understand that the economic climate these days makes hiring and retaining staff a challenge, but I'm increasingly concerned with the operation at the Landing. I understand that the food service industry is not a lifetime goal, but many people will work a part time food service job for many years if they enjoy the environment.

A: Yes, while we have retained the core staff since last Summer, the economic climate these days has hit the hospitality industry in a very hard way, and that is no different here at Plantation Lakes. While you may have seen several staff members come and go, they were all for valid and various reasons. Our goal is to provide the best customer service and dining experience on every visit and will continue to strive for that.

Q: It will not do the homeowners any good to turn over a restaurant in the future that has a bad reputation. We have talked to several homeowners that used to frequent the Landing but now go elsewhere. We have ourselves reduced the number of times that we have visited the Landing. My question is this; what is the plan to attract people back to the Landing?

A: Overall the restaurant is doing very well. While we have many residents that frequent and love visiting The Landing, we want all residents to feel at home and spend memorable times together. While this year again presented unforeseen challenges, we are confident in our core staff. We will also be working to utilize the patio space a bit more after installing vinyl drop downs earlier this year. We will return some soft seating to the patio space as was part of the original design before COVID-19. We feel some upcoming adjustments to the hours of operation as well as new team members will greatly help our staffing efforts and bringing our vibrant restaurant back to life.

ADJOURNMENT



PLANTATION
LAKES

GOLF & COUNTRY CLUB

