

MINUTES OF MEETING  
SOUTH VILLAGE  
COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the South Village Community Development District was held Tuesday, June 4, 2024 at 6:32 p.m. at the Eagle Landing Residents Club, 3975 Eagle Landing Parkway, Orange Park, Florida.

Present and constituting a quorum were:

Chris Payton	Chairman
Glenn Warren	Vice Chairman by telephone
Allan Brink	Supervisor
David Frechette	Supervisor
Jennifer Osbeck	Supervisor

Also present were:

Marilee Giles	District Manager
Katie Buchanan	District Counsel
Alex Acree	District Engineer by telephone
Matt Biagetti	Director of Operations, Honours Golf
Jim Hahn	General Manager, Honours Golf
Joe Halifco	Operations, Honours Golf
Ernie Cruz	Honours Golf
About 30 Residents	

The following is a summary of the actions taken at the June 4, 2024 meeting.

**FIRST ORDER OF BUSINESS**

**Roll Call**

Ms. Giles called the meeting to order at 6:32 p.m. and called the roll.

**SECOND ORDER OF BUSINESS**

**Audience Comments**

Mr. Painter stated there are a couple items on the capital reserve study and I would like clarification when we get to that item. There are a lot of items under the golf side that are unfunded and I didn't know what that meant. Irrigation is a big item but there was no mention of replacing the piping.

A resident stated I would like to bring up Eagle Landing amenities. There is an uptick in inappropriate behavior at the pool, inappropriate language, unsafe behavior, violation of rules, lack

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of supervision, failure to follow through. There were two adult men pushing one another off the big diving board. How is the board going to enforce the rules and regulations and provide supervision, so it is safe to bring my grandkids here. Why are they not enforced? Why are the people who violate the rules not ejected when staff has the authority to do that? It is rough on the lifeguards because they are young and dealing with adults can be very difficult and they need some backup. If bad behavior is not corrected we will end up with safety issues.

A resident asked is there ever an adult up here because we only see teenagers, which is fine but there is no one to go to. I am not going to confront anyone misbehaving.

Mr. McDaniels stated I agree with the comments just made. A lot of people are here with expectations to hear from the chair on the different amenities, specifically the aquatic center, golf course, management of the course, what is going to be done because there are problems.

Mr. Barr stated I agree with what has been said. Leadership up here is failing the standards are not being met for what we are paying and why we moved into the neighborhood. It is throughout, the lack of attention to detail and we need solutions now across the board. Small things are overlooked and when you overlook small things the big things continue to grow. There is lack of communication and you tend to circle wagons around the employees but we need action and we need it now.

Ms. Miller asked what are we doing as far as notifying the parents of these kids that are acting like jerks? Parents need to be responsible for their kids, it is not all on the board, but the parents need to take responsibility for their kids. Everyone needs to work together, but these kids need to be banned.

Ms. DiSalvo stated we are complaining about the amenity center and pool but the staff are amazing, they do a good job, however, they are limited and there is not enough staff. They are doing their best but it is not enough. The major issue is staffing.

Ms. English stated the profanity is ridiculous.

Mr. Tanaci stated I agree with what has been said, but there is not a high enough level of management at the facilities to get things under control. There is not a decision maker and someone with enough experience and maturity to direct the staff that we do have. In general there are too many inexperienced people trying to manage themselves.

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A resident stated I'm concerned about general safety issues. At 2:30 a.m. Sunday morning five kids rang my doorbell, pounded on my door and ran off. One kid covered his face with a shirt so the ring doorbell didn't pick him up. Someone could have come to the door with a gun.

A resident stated I agree with what she just said because I had a similar incident take place a year ago. It was five kids in a golf cart and I ran them down and they jumped out of the cart and took off and left the golf cart on the side of the road. I called CCSO they came out and the mom came and everything was handled, however, the youngest one there was 10 years old. Better parenting is necessary as well as roaming security.

A resident asked what can we expect from the leadership here going forward? People can be outstanding parents and their kids be bad but the bottom line is we need to strictly enforce standards that are in place by adults or uniformed officers. What can the community do, how much is it going to cost, whatever. I hope we are thinking about these things because we need to handle them swiftly in the moment and it will get around amongst the bad actors whether they live in this community or not. There needs to be an authoritative presence here and not kids that can be intimidated by other kids.

Ms. Ruzzano stated we need to do what we say and follow through, it doesn't have to automatically be the harshest punishment, but we have to start enforcing the rules.

Mr. Payton stated some of you may not understand how CDDs work but the purpose of the district and the board is to maintain and provide oversight of district amenities. The board is restricted to taking action and spending money to only district assets, which are the pool, athletic center, all those things. General neighborhood type stuff we can't spend money on. We can't spend public funds on areas outside our responsibility. We can't fund security to tour the neighborhood. We can have security go from park to park but we can't fund security for the streets. With regard to the pool, they are our concerns, I'm on the same Facebook page everyone else is on, I live here and go to the pool and I agree. The five of us on the board are not managing the pool. We hired a company to do that and we expect the management team to manage the facilities and enforce the policies we have. That being said, we can always make improvements to our policies. I would expect the management team to come to the board and say this policy is not working, this is what we should do or this is the help I need from the board. I encourage staff if they need something to come to the board. I have some suggestions later on that I think we can start with. Things have been done over the past two weeks, kids have been suspended, we do know

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who the kids are, we sent suspension letters. If someone is suspended, they are suspended immediately from all district amenities, and we send a letter and once the family receives the letter they can come to the next board meeting to address the board but the board will decide the length of suspension at that meeting. Many of the kids we saw on Facebook have already been suspended. If they try to get in the facilities, we call the sheriff and they are trespassed. We are going to talk about staffing tonight.

Mr. Hahn stated the action taken after the incident that occurred with the behavior of the kids around the pool was they have been suspended. Immediately after suspending them, Matt and I got our security company to come in and monitor the pool area throughout the daytime when they are normally not here. We took steps to get rid of the kids, added additional security and I know there are questions about people not being able to identify a manager on duty. In the past it has not been an issue but maybe if more things happen, we have a manager on duty sign that sits in the front of the pro shop hall area when you are checking in. I'm on the golf side but not monitoring the pool that much but Matt is the one responsible and if he is not here we have a manager on duty and manager on duty name tags to identify that individual. Some of our managers on duty are younger individuals, but they are 19, 20, 22 years old. I would say they are mature and strong enough to handle a lot of things. At the same time I'm sure it is hard to deal with a group of teenage kids. We can take action immediately. We also put together a budget for the board to review to add additional staff for next year moving forward to address some shortfalls, some coverage we need. There is a cost to it and that is something the board will determine if it is the right thing to do.

A resident stated I'm hearing about what we are doing after the fact. What I'm talking about is if somebody pays fees to use these amenities in the moment and has to listen to profanity it is not getting handled swiftly in the moment like it needs to be. I hope to hear from the management team how you are going to handle that better going forward.

Mr. Hahn stated I mentioned that we put together a budget to put physical bodies on the deck at all times. We have security onsite every day during the summer.

**THIRD ORDER OF BUSINESS**

**Approval of the Minutes of the May 7, 2024 Meeting**

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On MOTION by Mr. Payton seconded by Mr. Brink with all in favor the minutes of the May 7, 2024 meeting were approved as presented.

**FOURTH ORDER OF BUSINESS**

**Consideration of Capital Reserve Study**

Ms. Giles stated I believe all the supervisors received a copy of the study. This is a tool that helps us forecast repairs and replacement of our assets. Everything on the reserve study doesn't always have to be fixed when it is scheduled to be fixed because it may not need to be fixed at that time. A resident had asked about unfunded items and those are items that Community Advisors would recommend that you repair it out of repair and maintenance line.

On MOTION by Mr. Payton seconded by Mr. Brink with all in favor the reserve study was accepted.

**FIFTH ORDER OF BUSINESS**

**Ratification of Agreement with Tree Amigos**

On MOTION by Mr. Payton seconded by Ms. Osbeck with all in favor the agreement with Tree Amigos was ratified.

**SIXTH ORDER OF BUSINESS**

**Consideration of Resolution 2024-03 Approving the Proposed Budget for Fiscal Year 2025 and Setting a Public Hearing Date for Adoption (August 6, 2024)**

Ms. Giles stated Resolution 2024-03 approves the proposed fiscal year 2025 budget, sets the public hearing for August 6, 2024. This proposed budget has a proposed \$89 increase in the annual maintenance assessment.

Ms. Buchanan stated the budget you approve tonight is the maximum budget you can undertake. You can reshuffle between line items, you can reduce it, but you may not add additional assessments after tonight.

Ms. Giles reviewed the general fund budget that included administrative, operations and maintenance, Mr. Hahn gave an overview of the golf fund budget and Mr. Biagetti gave an overview of the recreation fund budget.

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On MOTION by Mr. Payton seconded by Ms. Osbeck with all in favor Resolution 2024-03 approving the fiscal year 2025 budget and setting a public hearing for August 6, 2024 was approved.

**SEVENTH ORDER OF BUSINESS**

**Consideration of Agreement with the Special Olympics**

Mr. Biagetti outlined the request of the special Olympics to use the facility for swim practice from 8 a.m. to 10 a.m.; our facility opens to the community at 11 a.m. We have senior staff on hand who are involved with the special Olympics as well to make sure everything is checked properly. We have had no issues in the past few years.

On MOTION by Mr. Payton seconded by Mr. Brink with all in favor the request of the special Olympics to use the pool for swim practice for the 2024 swim season was approved.

**EIGHTH ORDER OF BUSINESS**

**Staff Reports**

**A. General Manager - Report**

Mr. Hahn stated the budget has been our main focus. We set up the GPS tracking that has allowed us to control where the carts drive on the golf course. If you see a cart driving around the greens where they shouldn't be it is probably not one of our carts, it could be a member cart. We will deal with that.

The cart incident we talked about, we are working with the police to finalize what steps we can take against the individuals involved. They have all been trespassed and we got a report today.

Mr. Biagetti stated the three that were charged and they are looking for community input of what we would like to do with that.

Mr. Payton asked did the sheriff tell us what they are going to be charged with?

Mr. Biagetti stated I believe it is burglary.

Mr. Payton stated we can discuss it and come to a consensus and send a reply as to what we feel, or we can individually send a response. I think they should be charged with whatever they can be charged with. I have concerns they arrested three of them, seven were involved, clearly 10 golf carts didn't make it to the parking lot on their own. According to the deputy the video showed only three of them moving the golf carts off the property. To me that is breaking and

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entering, burglary, trespassing, and some of the carts were damaged. We should seek restitution for our golf carts.

Staff will draft a response and have the chairman review it before it is sent to the Department of Juvenile Justice Department.

Mr. Hahn stated we will continue to focus on our budget.

Mr. Biagetti stated the warranty work has been done on the pickleball floors that were bubbling and they provided a quote of \$17,200 to convert the temporary courts to permanent courts to match the other side. I'm still waiting on a figure to repaint the temporary lines with a brighter color.

On MOTION by Ms. Osbeck seconded by Mr. Payton the number of pickleball courts was increased to eight.

**B. District Counsel**

There being none, the next item followed.

**C. District Manager**

There being none, the next item followed.

**D. District Engineer**

Mr. Acree stated I'm working on the signage for Phase 5 and I will follow-up with Matt on the design and locations.

Mr. Acree left the telephone conference at this time.

**NINTH ORDER OF BUSINESS**

**Supervisor's Requests**

**A. Eagle Landing Amenity Policies: General Issues and Enforcement**

Mr. Warren stated I was at the pool on Memorial Day that everyone was talking about and I think this is the third year in a row that we had this problem. We have to change staff and I think we should set a policy or a rule that management is going to have somebody 25 or older on the deck while the pool is open. We have to get ahead of this. I saw the foul language, the rough play, the disrespect, I saw our lifeguards doing nothing because they are scared to call out somebody their own age. We had the same conversation last year and the year before. Also, the bathing suit

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policy, which I know was a little uncomfortable drafting it last year is being ignored this year. There are a lot of inappropriate bathing suits, and nobody said anything. I echo everything said by our residents.

Mr. Frechette stated Matt needs to do a little extra training with our employees, let them know their authority and give these guys confidence, let them know we are behind them. They have to have the confidence to kick them out. Maybe some extra training in that area would help if you haven't done so already.

Mr. Biagetti stated I'm not shocked by the behavior of these kids. We have seen this over the past ten years. We do have some really good returning senior lifeguards that have in the past and will continue to kick kids out. We document incidents so if they continue to do something we bring it to you or give them a month's suspension. This will be continued by all staff to make sure it is a pleasurable experience for everyone.

Mr. Frechette stated I would like to get a copy of all the incident reports.

Mr. Biagetti stated sometimes an incident report is that the lifeguard applied a band aid, but if it is a full suspension then we can notify the board.

Mr. Payton stated share everything. If there is an incident report send it and if we are getting too much we will let you know.

Mr. Biagetti stated we can do that on a weekly basis unless it is something major then we will let you know.

Ms. Osbeck stated I think it is critical that someone always be at the desk, and a manager at the facility at all times and tour the pool deck every hour.

Mr. Hahn stated we put together a budget using adults and paying people a salary that we would have to pay and to accommodate coverage on the pool deck and pool area during our busiest time, seven days a week is about \$23,000. Those are preliminary numbers we have been working on.

Mr. Brink asked what does staff do when someone uses bad language? Do they throw them out, is there a suspension?

Mr. Biagetti stated I would have to get with staff on that but I have no problem if they are using foul language to get them out right away.



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Mr. Brink stated they need to be removed that day and if there is a second time, then you need to bring it to the board for a longer termination. There are rules on our pool we don't enforce such as 40" minimum for the slide, no balls in the pool.

Mr. Payton stated as a board we need to make a couple policy changes. We don't currently have a language policy on the pool deck. With the board's permission I will take that offline with the management team and modify those policies throughout or I can make those changes and bring them back next month. We need to mirror the language we have in other parts of the district to the pool deck. We talked about the height policy for the slide how it is not enforced. Start doing that immediately. Sometimes the manager is a head lifeguard and that is not good enough; I don't want someone who is trying to escalate something to be told to go talk to a lifeguard. Raise the fence that kids keep jumping over. This is not the first time we are hearing that people come in and there is no one at the front desk. I would like to see them not leave that desk unless they have a relief from somebody. We have a floating position at the athletic center, sometimes there are two people sitting at that desk, this desk could call that desk and say send a floater over to avoid any gaps. I don't think we have to spend \$13,000 to do that. I would like to see immediately three part time positions, adult positions, to cover the pool deck. Was the \$23,000 for one position?

Mr. Hahn stated it is a breakup of hours, the highest would be 20 hours per person. It's a part time summer position.

Mr. Payton stated reach out to teachers, they are out for the summer. I don't need a security guard enforcing policies on deck. Get those people in as soon as possible and keep the board updated and in the meantime we need to use existing staff. You have salaried employees and unfortunately, this is the job, they have to fill in the gaps. If the lifeguard has an issue and told someone to get out or stop doing whatever and the person is not doing it and to someone's point their job is to be a lifeguard in a chair. How are they getting a hold of someone else to escalate that situation to somebody else? Do they have radio contact?

Mr. Biagetti stated we do have radios and typically now there is roving guards that should be roving the pool deck so someone doesn't have to leave the stand or if they are dealing with somebody, they can jump on the stand.

Mr. Payton asked what about top of the slide? Do we have someone on the slide? When do we have coverage on top of the slide?

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Mr. Biagetti responded that is based on use. If there are close to 10 people they should send a lifeguard to the top of the slide.

Mr. Payton stated I think that is one of our biggest issues. I don't use the pool a lot but the few times I have walked through that is the biggest issue I have seen, roughhousing, pushing at the top of the slide. You don't necessarily need a lifeguard up there but an employee of any manner would help. I saw moms going up there last week and defending their children. There is a list of expectations I would like to share with the food and beverage manager, but I recognize the list of things I need accomplished over there probably need the staff to do. I suggest in talking to Joe over many months I would like to see us add an assistant food and beverage manager. Joe is in the office handling office stuff, we need somebody in the restaurant handling service issues and minimal training and things like that. We don't have somebody doing that. These are concerns I need addressed and I would like to know what the price point is for us to hire an assistant. I would like to do that this summer and not wait until next year. As a board we are going to help find some additional funds, would like to continue this meeting tonight and have a budget workshop so the board can sit down with staff and go through the budget and see where we can move some things around. To stopgap right now we can move money from the capital reserve to fund these things through the summer and the budget going forward we can find some savings, there are some questions I have. Looks like 6:30 on the 18<sup>th</sup> will work. We need to work on a fishing policy. There are three lakes they can fish, maybe we can get a QR code or something we put on a sign with a map of where you can fish and where you cannot fish. The vast majority of places you cannot fish.

## **TENTH ORDER OF BUSINESS**

### **Audience Comments**

Additional comments: Need a clear escalation process outlined for the staff, how accessible is the security guard to the staff, can staff make incident reports electronically so they don't have to write them out, utilization of technology in general, signage of updated policies, advise the lifeguard of foul language, etc., or the front desk, stretch of Autumn Pines between Spanish Bay and Laurel Valley is extremely dark at night and not well maintained, area by the 6<sup>th</sup> tee box has poor drainage, floods frequently, we have policies and rules with no teeth, adolescents dealing with adolescents in favor of young adults being on deck, I don't see managers get in front of the issues, hold residents accountable for their guests, management must be more proactive, garbage

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and trash in the parking lot at 9:30 a.m., trash on the bottom of the pond, people walking dogs on the golf course, kids in a wagon on the golf course, signage needs to say more than registered golfers only, need emblems that show no bicycles, no fishing, no skateboards, enforce trespassers on golf course, people of authority need to patrol the golf course and enforce the rules and not laugh them off, golf carts are light and flip easily, who is on the golf committee, encourage the board to mitigate the additional \$70,000 in loss budgeted for the golf course, food and beverage, shut the pool down until this is dealt with and peer pressure may help, call Clay County about kids driving golf carts, replacement of gym equipment, board members involved with operations, what is being done to make golf course more profitable, suggestions not taken seriously, fantastic spring mixer, pressure wash entry monuments, and pool area, broken boards on deck.

**ELEVENTH ORDER OF BUSINESS                      Financial Reports**

**A. Balance Sheet as of April 30, 2024 and Statement of Revenues and Expenses for the Period Ending April 30, 2024**

The balance sheet and income statement were included as part of the agenda package.

**B. Assessment Receipt Schedule**

The assessment receipt Schedule was included as part of the agenda package.

**C. Approval of Check Register**

On MOTION by Mr. Payton seconded by Ms. Osbeck with all in favor the check register was approved.

**TWELFTH ORDER OF BUSINESS                      Next Meeting Scheduled for Tuesday, July 2, 2024 at 6:30 p.m. at Eagle Landing Residents Club**

Ms. Giles stated we are going to continue this meeting to June 18, 2024 at 6:30 p.m. in the same location.

On MOTION by Mr. Payton seconded by Mr. Frechette with all in favor the meeting was continued to June 18, 2024 at 6:30 p.m. in the same location.

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DocuSigned by:  
*Marilee Giles*  
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Secretary/Assistant Secretary

DocuSigned by:  
*[Signature]*  
876F743F6313451...  
Chairman/Vice Chairman