

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, September 3, 2024 at 6:30 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
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
John Roe	Honours Golf
Dan Zimmer	Honours Golf
Chadwick Milton	Tree Amigos

The following is a summary of the actions taken at the September 3, 2024 meeting.

**FIRST ORDER OF BUSINESS**

**Roll Call**

Ms. Giles called the meeting to order at 6:30 p.m. and called the roll.

**SECOND ORDER OF BUSINESS**

**Audience Comments**

There being none, the next item followed.

**THIRD ORDER OF BUSINESS**

**Approval of the Minutes of the August 6, 2024 Meeting**

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On MOTION by Mr. Payton seconded by Ms. Osbeck with all in favor the minutes of the August 6, 2024 meeting were approved as presented.

#### **FOURTH ORDER OF BUSINESS**

#### **Discussion Items**

##### **A. South Village CDD Amenity Policies**

Ms. Giles stated we put a copy of the draft policies in the agenda package. At the last meeting we made some changes and the board wanted a little more time to review that.

The board members brought up the following changes: non-resident tennis captain sponsored by a resident are grandfathered, scratch no. 7 on page 17, clarification on food and beverages in gymnasium, add team tennis fee, notice a rate hearing, deadline for fees to be collected, grammatical corrections, clarification on draining private property into ponds, clarify that rules are for all pools, page 16 change to up to date vaccinations, alcohol policy for rentals.

On MOTION by Mr. Payton seconded by Mr. Warren with all in favor the amenity policies were approved as amended and staff will notice a rate hearing for non-residents playing on team tennis.

##### **B. Long Term Plan for Capital Reserves**

Mr. Hahn stated Matt is distributing the long-term plan for capital expenditures. We came up with a plan that shows over the next ten years what the funding looks like when it comes to capital improvement projects.

##### **C. Honours Golf Fiscal Year 2024 Bonus Policy**

Ms. Giles stated the bonus policy is included in the agenda package and as a reminder in the past we have established a date for the supervisors to turn that in and at the following meeting we will present that.

##### **D. Management Services Agreement**

Mr. Payton stated last month we opted to send a letter to Troon to consider a one-year extension rather than the three-year extension. We did get a response from Dan Zimmer.

Mr. Zimmer stated I believe the response was shared with the board. We are proud to partner with the CDD for the last six years. A lot has been accomplished over that time, not to say

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everything is where it needs to be or there are not opportunities to improve. I feel the overall facility is in a good position to continue to make improvements and meet goals and objectives. We prefer to move forward with the three-year term and collaborate with the board to understand goals and objectives going forward if there are areas not meeting expectations or clearly identify goals and objectives going forward.

Mr. Payton stated I had a long conversation with Dan as well and my understanding was that we can rewrite the current contract for the final term to include anything the board wants to include as far as goals and opportunities. If we have some of those we can speak to him now and get those in front of Marilee to consolidate them and work on a document between us and Troon to address any concerns of the board.

The things that are current issues and things to include in a future stance. For me I think if we did a comprehensive review of all the functional areas we can hopefully identify any opportunities that we currently have. Those areas should be general operating procedures, compensation of those, current state of facilities and all the general areas, access controls, staffing and things like that. I would ask that someone with a fresh set of eyes come in. I know that I and my staff miss a lot of stuff because we walk past it every day and when someone fresh comes in they will point to something and say, look at that and I didn't notice it. I did think when Troon came on there would be some sort of overall assessment. I feel that we just kind of went with things as they were. There have been some changes but some stuff is status quo the we have always done it at Eagle Landing. I think we were looking for Troon to draw from your local presence, especially operations and things like that. There have to be potentially better ways of doing things and manage facilities and operations. That would cover me for current stuff. For future stuff I would like to see a complete work chart published from Jim down to every employee you have. I would like to see a report published to the board at least on the current state of repair of all facilities. What has been identified and tracking. The capital study covers a lot of the stuff, but it doesn't cover every little thing that we have that could be fixed. It would help me if I knew when I come across something that is broken and needs replacement or repair, that it is already on the list. I ask that all staff working at Eagle Landing have read policy documents, especially those pertaining to the areas they work in. I feel that sometimes if the staff doesn't know the policies of the facility they are working at, it is hard to enforce them. I ask that the board update our golf and restaurant profit goals. The goal five years ago was to break even. I think we are beyond that

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now. We should have profit goals going forward. I would like to establish the golf restaurant capital reserve fund; we just have a general one. Also set annual targets from the board for goals in that fund.

Mr. Warren stated I would like the ability to do something if we think Troon is not taking the right direction. If employees are disrespectful, we should not be stuck with them.

Ms. Osbeck stated I would like to continue with transparency of what is going on, the list of repairs. We have a budget summary sheet and we need a quarterly update.

Mr. Freshette stated I like the profit idea.

Mr. Hahn stated we have made reductions in staffing, reductions in expenses, we are looking at all the costs. We are looking at how we can be more efficient without impacting the experience.

Mr. Payton asked is it the board's intent that we do a new agreement?

Mr. Zimmer stated it would be an amendment to the agreement.

Mr. Payton stated our current agreement is truly a Troon document that you built on our end. It is not a typical district document. Maybe we will create a district document for the remaining term and see if Troon is amenable to it. We can probably get that in front of the board next month. It will take us a couple months to get it done. If that is agreeable, we will submit that to you and if that doesn't work out we will talk about doing something different.

Mr. Zimmer stated I don't have an answer for you on that, I need to check. We do that in other situations.

Ms. Giles asked is there anything in the agreement that the board wants to see differently?

Mr. Payton stated I didn't give that a lot of consideration. The board can send their thoughts to Marilee prior to the next board meeting.

**FIFTH ORDER OF BUSINESS**

**Open Items**

**A. Laurel Valley Monument Signs**

Mr. Acree stated our landscape division is working on the details and will be able to put something together that can be permitted through the county.

Mr. Payton asked what is holding us up in this process?

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Mr. Acree stated the county needed a drawing for the monument sign and the last one was a pencil sketch that he tried to get permitted. Matt was trying to get Keith to reissue a signed and sealed copy of essentially the same drawing.

Mr. Payton stated we asked the previous engineer to sign the same document, and he said no. Alex this is something you have to coordinate through your company to do that.

Mr. Acree stated yes.

Mr. Payton asked can we get this done before the next meeting?

Mr. Acree stated absolutely.

### **B. Government Contract Pricing for all District Services**

Mr. Hahn stated we keep working on that and we have a number in place, the new phone system, the new Troon program for POS systems and credit card savings. All those are being worked on and we are seeing some savings in all those areas, that are not reflected in our budget.

Mr. Warren asked can we keep this on the open item list and next month bring back something in writing that will show this?

### **C. Pickleball Court Project**

Mr. Biagetti stated we are still slated to have the permanent court conversion in October.

### **D. Ongoing Repairs**

#### **1. Dog Park Water Fountain**

Mr. Biagetti stated at the last meeting there was an audience comment about the dog park water fountain. The lower nozzle for filling the bowl as over shooting and we made some adjustments and added some valves so the pressure is right for the doggie fountain and the human one. Everything is cleaned out and working properly.

#### **2. Waterfall Palm**

Mr. Payton stated we lost one of the large palms during the last hurricane. We have options to replace it if we want to. It would be very expensive to replace.

Mr. Hahn stated the problem is the location is hard to access.

It was the consensus of the board to not replace the palm.

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**3. Athletic Center Gates/Fencing Hardware**

Mr. Payton stated since that time the gates were fixed.

**SIXTH ORDER OF BUSINESS**

**Discussion of CDD Goals & Objectives**

Ms. Buchanan stated in the last session there was an act adopted that requires special districts to adopt goals and objectives. There were no parameters given as to what these goals and objectives had to include. Our office and other managers and attorneys who represent CDDs have suggested that you start with the basics so you better understand the process. Once we get these goals and objectives adopted, we are required to create a report identifying how well you complied with these and post that on your website starting in December 2025. We have a little over a year to confirm our compliance with these things. Given that we don't know what the repercussions would be for failure to meet your goals and objectives we are suggesting you stick to the basics. Once you have a full cycle under your belt then you can work towards tailoring these to things you feel are important to this district.

On MOTION by Mr. Payton seconded by Mr. Warren with all in favor the goals and objectives were adopted.

**SEVENTH ORDER OF BUSINESS**

**Staff Reports**

**A. General Manager - Report**

A copy of the operations report was included as part of the agenda package and included the operations of the amenity center, athletic center, tennis facility, golf and clubhouse operations, common areas and retention ponds and landscaping.

**B. District Counsel**

There being none, the next item followed.

**C. District Manager**

There being none, the next item followed.

**D. District Engineer**

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There being none, the next item followed.

**EIGHTH ORDER OF BUSINESS**

**Supervisor’s Requests**

Additional comments: Chlorine level in pool, sand in gym helps with dust, budget summary page, short in breakers, broken urinal, issue with tennis court lights, seed/overseed, dirty windows in gym, more information to be sent by eblast, weekly email to the supervisors re: security presence, security on course, add no fishing to signage, send new menu via email, reclassify players and collect trail fees, some carts have old trail fee stickers, clean windows on golf clubhouse, lake maintenance, lights and fans on one switch, trim no. 5 lake, employee meals, Troon should pay for employees celebrations, not the CDD, numerous pizza charges for camps, employee of the month, security for Halloween.

**NINTH ORDER OF BUSINESS**

**Audience Comments**

Additional comments: Obtain better pricing, federal government guidelines for sub-contractors, add agenda item for issues that have not been followed-up, start looking at possible changes and finetune the contract, standardization in maintenance for the pool slide etc., bar is very loud, need something to absorb the sound, need real tissue in tissue dispenser in ladies restroom, put in QR codes to communicate with board and employees, historical analysis of capital budget, RFP on management contract.

**TENTH ORDER OF BUSINESS**

**Financial Reports**

**A. Balance Sheet as of July 31, 2024 and Statement of Revenues and Expenses for the Period Ending July 31, 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.

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**ELEVENTH ORDER OF BUSINESS**

**Next Meeting Scheduled for Tuesday, October 1, 2024 at 6:30 p.m. at Eagle Landing Residents Club**

Ms. Giles stated the next meeting will be held October 1, 2024 at 6:30 p.m. in the same location.

On MOTION by Mr. Payton seconded by Mr. Warren with all in favor the meeting adjourned at 8:25 p.m.

Signed by:  
*Marilee Giles*  
Secretary/Assistant Secretary

Signed by:  
*[Signature]*  
Chairman/Vice Chairman