

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, January 7, 2025 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 by telephone
Alex Acree	District Engineer by telephone
Jim Hahn	General Manager, Honours Golf
Mitch Sayers	Assistant Superintendent of Golf
Joe Halifco	Food & Beverage
Scott Swanson	Facilities Manager
Jon Rowe	Golf Course Superintendent
Ernie Cruz	Golf Professional
Elana Barron	Membership Services

The following is a summary of the actions taken at the January 7, 2025 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

Ms. Brown stated I'm concerned with restaurant operations. I have previously brought up concerns about customer service and menu and have been assured that everyone liked the menu and that customer service had improved but I'm not so sure. Have you thought of putting a survey at the table to get feedback from people who eat at the restaurant? There is a group of 20-30 that

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comes every Friday and no one has ever asked us what we think about the menu, the food or for any suggestions. Also, the manager should come to the table to see if everything was okay.

Mr. Stokes stated Joe has been making an effort to go to the tables. There are servers that walk by your table without waiting on you. I'm happy with the way Ernie has done the membership.

A resident stated prior to Troon, if there were changes in the restaurant, we were offered a tasting to see if we would like it on the menu. Our menu is not as robust as it should be and is very limited.

A resident echoed comments on restaurant.

THIRD ORDER OF BUSINESS

Approval of the Minutes of the December 3, 2024 Meeting

On MOTION by Mr. Payton seconded by Mr. Warren with all in favor the minutes of the December 3, 2024 meeting were approved as presented.

FOURTH ORDER OF BUSINESS

Discussion Items

A. Oakland Hills Fountain

Mr. Payton stated we put the brakes on that plan. We are searching for clarity on some of the neighbors' opinions and more details on the proposed fountain.

B. First Addendum to Management Services Agreement

Mr. Payton stated this is the first addendum to the management agreement and is considered an agreed upon document between the board and management company. It includes some changes to language. They are going to publish the staffing chart, position descriptions, number of hours and wages on an annual basis, annual facilities inspection report, management goals and objectives, capital improvement and repairs, operating procedures, recreational programming and staff training, ensure that staff has read policies and procedures, new language on collection of fees, resident satisfaction survey of golf members and residents at least once a year, performance review, items to be included in year in review by December 1st, quarterly reports, quarterly labor report, membership and usage summary.

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On MOTION by Mr. Payton seconded by Mr. Brink with all in favor the first addendum to management services agreement with Troon was approved.

C. Restaurant Operations

This item tabled.

D. Troon Marketing Assessment & Recommendations

After discussion the management team will advise the board as to the timing of implementation of the different aspects of the proposed recommendations.

FIFTH ORDER OF BUSINESS

Open Items

A. Laurel Valley Monument Signs

Mr. Hahn stated we finally got everything necessary, and it is in the permitting stage and was told it could be anywhere from 15 to 60 days then we can move forward with construction.

B. Slide Ladder

Mr. Hahn stated it is going to be broken down into a couple components, the painting, sealing of the platform then seal the slide at the same time and will be done over the next two months.

C. Gym Equipment Repairs

Mr. Hahn stated I have worked with Jennifer on that. We have been waiting for the piece to come in. I just received confirmation today that they will be out this week to take out the old Stairmaster and will install the new one this week or next week.

D. Reimbursement to the District for Late Fees from Huntington Bank

Mr. Hahn stated they have approved it and we will be getting a credit. I will let the board know when it comes in.

E. Reimbursement to the District for Lost Revenue of Golf Member Dues and Trail Fees

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Mr. Hahn stated Ernie has had a call with the Jonas group to understand how to pull the reports out of Jonas that demonstrates the membership, the amount of members and who they are and how they are classified. We should have a full report for the last four years for the February meeting. We will compare the number of members to the P&L report.

SIXTH ORDER OF BUSINESS

Staff Reports

A. General Manager - Report

Mr. Hahn gave an overview of the general manager’s report and the hiring of a maintenance person, and stated we are confident that we will be able to hire a facility manager for rec.

Mr. Halifco updated the board on the hiring of a food & beverage manager who will be starting shortly.

It was the consensus of the board to allow a bench to be installed in memory of a resident who recently passed and to purchase the old beverage cart in the amount of \$2,500, the transfer of moneys from the golf capital reserve back to food & beverage to improve storage, kitchen operations and expand the menu.

E. District Counsel

There being none, the next item followed.

F. District Manager

Ms. Giles stated thank you for completing your ethics training no later than December 31, 2024. I ask that you complete your ethics training for calendar year 2025 as soon as you can and send me an email when you have completed it.

G. District Engineer

There being none, the next item followed.

SEVENTH ORDER OF BUSINESS

Supervisor’s Requests – Notice of Cure Discussion, Action Items

Mr. Payton stated the streetlight upfront is done, get a quote to landscape the median. The athletic center store had a sale to restock the merchandise. Pickleball courts puddles in some areas after it rains and is getting mold that needs to be cleaned. Between Pickleball court and tennis

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courts is a collection of old nets that also needs to be cleaned out. Hole in wood decking needs repair. Get quote to move the fence opening to line up with pickleball courts. Glow golf will be scheduled for October or sooner. Clarify with staff that social rounds are not discounted. Update phone system menu. Status of gym roof repair. Recycling bin on member's range. Updated community map is available. County put in new street signs that do not match the decorative district signage, partner with HOA to replace the signs. HOA will have a holiday decorating committee and we will provide some budgeting that will be discussed in the summer. Starters are still not doing what they should. Condition of golf course needs to be addressed.

Mr. Warren stated we have become mediocre and have to find a way to improve. We have the right superintendent, but he doesn't have the right support. Patch in middle of the green of hole 3, repairs on greens are mediocre, tee box on 14 does not drain properly, hole 8 and multiple holes, maintenance crew goes in rake, come out they don't get off the carts or push the dirt back in and it needs to be hand raked back in, broken rakes, more staff is needed, rangers or starters need to go on the course right after a rain and push the excess water off the greens, bring back a cost for golf course repairs to the next meeting. Add cobb salad to menu, trim palm on back porch, every time the tees are put in the ground the box should be moved there, pay more attention to the back porch.

Mr. Brink stated the pool needs better and more often cleaning, pressure wash kids club.

Ms. Osbeck stated they need quotes for lights for the tennis courts. Some members complained about the staff not understanding how the sale in the athletic center was working and not applying discounts equally, move forward with social media on marketing plan, get landscape proposals for the island.

Mr. Frechette stated I would like a baseline survey by February to the residents about the restaurant. I want to see where we stand then we have something to go by. I would like a survey not just for the restaurant but golf, the gym and everything. When you have staff meetings, keep a record so you know what you are working on. Put together a checklist for the rangers of what they need to do, put waterproof barrier on the island to keep the bird dropping from soaking into the soil.

Ms. Osbeck stated it was not only damage to the trees, it was also the amount of dropping into the lake was detrimental to the water quality and fish.

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Mr. Payton stated given the number of items the board talks about repeatedly month after month. What is the board’s appetite to send a letter of deficiency to the management team, listing specific items we have not seen improved over the months. I have a small list of my own and some of it is covered in the new agreement that we went into but some of the things are long overdue. Something official with a list of things we have been talking about for a period of time with a deadline saying this is our list now you have 90 days.

It was the consensus of the board to send a letter of deficiency to staff with a list of items to be completed within a certain timeframe.

Mr. Payton stated I have a list and I would not want to wait a month to send this out, if the board members could share your ongoing concerns with Marilee in the next seven days, we will prepare a document and send that off to Troon.

EIGHTH ORDER OF BUSINESS

Audience Comments

Additional comments: Provide space for another CDD to hold a meeting. Rather than waiting a month on the greens, approve \$10,000 tonight to have them done, cleaning of golf ball cleaning stations needs to be done, in agreement with being mediocre, survey in restaurant and gym is good idea so the residents have input into changes, what you do not change you choose, when you have accountability you have change, thanks for getting rid of the weeds on no. 9.

NINTH ORDER OF BUSINESS

Financial Reports

A. Balance Sheet as of November 30, 2024 and Statement of Revenues and Expenses for the Period Ending November 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 Mr. Warren with all in favor the check register was approved.

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NINETEENTH ORDER OF BUSINESS

**Next Meeting Scheduled for Tuesday,
February 4, 2025 at 6:30 p.m. at Eagle
Landing Residents Club**

Ms. Giles stated the next meeting is scheduled for Tuesday, February 4, 2025 at 6:30 p.m. in the same location.

On MOTION by Mr. Payton seconded by Mr. Frechette with all in favor the meeting adjourned at 8:39 p.m.

Signed by:

Marilee Giles

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Secretary/Assistant Secretary

Signed by:



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Chairman/Vice Chairman