BOCA WEST
COUNTRY CLUB

MINUTES

MEETING:	Board of Governors
DATE:	October 23, 2020
MEMBERS PRESENT:	P Kupperman, H. Boilen, B. Winikoff, J. Macher, H. Moskowitz, J. Banks, P. Echenberg, P. Edwards, S. Forman, J. Glassman, E. Hoffman, B. Lerner, C. Rosenblatt, D. Shifrin, C. Wolf, H. Liebman (ex-officio)
MEMBERS ABSENT:	
PARTICIPANTS:	M. Linderman, K. Campbell, D. Wright, L. Stefaniw
FOR INFORMATION:	The Board of Governors
ISSUED BY:	Philip Kupperman
ISSUE DATE:	November 20, 2020

Grievance 03-2020

Mr. Kupperman recused himself from the Grievance report and signed off from the meeting.

Dr. Chavis presented the report and recommendation of the Grievance Committee in regards to the grievance complaint filed against a member by Philip Kupperman on behalf of Board of Governors and Management of Club. The member involved in the grievance engaged in improper conduct affecting the welfare, safety, harmony and good reputation of the Club, in violation of Bylaw Section 10.02. The Grievance Committee recommends a one year suspension; appropriate letters of apology be sent to Mr. Kupperman, the Board of Governors and the General Manager; the suspension should be increased beyond one year if the member continues to engage in improper conduct through the use of emails; and the member should be fined to reimburse the Club for expenses incurred pursing this matter.

There was an in-depth discussion amongst the Board members regarding the length of time for the suspension and the amount to be fined.

Motion: On a motion made by Mr. Echenberg and seconded by Mr. Wolf, the Board unanimously approves suspending the member involved in Grievance 03-2020 for eighteen months effective the day the Club receives the fine of $2,500 and the acceptable letters of apology.

Mr. Kupperman returned to the meeting.

Approval of Minutes

Motion: On a motion made by Mrs. Banks and seconded by Mr. Macher, the minutes of the September 25, 2020 meeting are approved.

Chairman's Report – Phil Kupperman

Grievance Update

Grievance 04-2020

The grievance hearing that was scheduled for October 8 has been rescheduled for November 18, 2020 at the request of the member involved.

Grievance 05-2020

The member involved is scheduled to appear before the Grievance Committee on November 9, 2020.

Grievance 06-2020

The member involved in the grievance made a disrespectful comment to an employee. The member did not comply with recommendations from Matthew and Mr. Lerner, Chair of Fitness, Aquatics and Spa Committee and caused further disharmony. Matthew issued an immediate suspension of the Member's privileges, in accordance with the Club's Bylaws, Article 10, Section 10.02, until such time the Member meets with the Grievance Committee and the Board of Governors makes a ruling on the Grievance.

General Business

The Club received a request for reconsideration from a couple who had previously been rejected as participants in the Club's "Stay and Play" program. The decision that the couple would not be approved for Club Membership if they entered a contract to purchase Boca West residence remains. Club reviewed with Legal counsel.

We have received revised term sheets from the two banks seeking to finance the Club Improvement Program. The difference in terms and costs are significantly different between them. Matthew Linderman and Kathy Campbell will begin negotiations with the banks.

Many of our out-of-town members remain uncertain of their return date, some are planning to return by calendar year end or early in the new year. The Club has received many requests from these out-of-town members who paid their Social Dues on time not to charge late fees to reinstate to their Golf, Tennis or Pickleball membership when they returned to the Club at a later date.

Motion: On a motion made by Mr. Kupperman and seconded by Mr. Macher, the Board unanimously approves the following:

Through December 31, 2020, all Members who paid their Social Dues by September 30, 2020, may reinstate or upgrade to Golf, Tennis or Pickleball memberships, and/or Golf trail fees and Boca West Country Club will waive the 1.5% per month late fee penalty for all add ons. For all Members who have already paid the late fee in this regard, Boca West Country Club will process them a credit.

Mr. Kupperman commended Matthew and the Department Head in their continued efforts in keeping the facilities safe for our members and enforcing the safety protocols that are in place.

Steering Committee

We have come to an agreement with BWMA on uniformly handling of the fining process. Members who are delinquent past 90 days who already have had their transponders turned off, will be assessed a fine of $75 per day as they are not in compliance with the Master Declaration of Mandatory Membership. The fine process can then be followed by an enforcement of lien and foreclosure proceedings.

General Managers Report – Matthew Linderman

Financial Flash Report

For the period of October 1 through October 18.

Golf revenue is in line with last year but down from budget. Hopefully this will change as more members decide to come down for the season.

Golf and Tennis Retail are both experiencing a successful start to the season with revenues exceeding last year and budget.

Due to the COVID-19 pandemic, spa services are down from last year but relatively close to budget. We are looking for this to improve as more members come down for the season. .

All Food and Beverage outlets are experiencing good covers and revenue. The drop in revenue to budget is due to the cancellation of Catering events that were scheduled for October in the budget.

Delinquent Dues, Foreclosures and Downgrades

There are currently 176 delinquent members, 55 of those have been delinquent for more than one year. Last year at this time there were 164 delinquent members and 41 of those were delinquent for more than one year.

As of today there have been zero foreclosures compared to zero last year at this time.

As of October 21, 2020 golf is down 279 players compared to up 70 players last year and tennis is down 21 players compared to down 25 players last year. There are 29 players who took the Pickleball Membership.

Human Resources

In-house counsel been hired. Peter Blacklock starts Monday, October 26, 2020.

We are still planning for the international staff to arrive at the beginning of November. However we just learned that Ireland closed its borders again for six weeks. This effects 19 key employees, including management. When the international staff arrive they will be quarantined for a period of four days prior to testing and then for additional days until test results are received.

General Business

We are working with the Master Association Board in reviewing the easements over at the Sport Center and Overflow parking lot to give us use of the property to extend the parking lots. By allowing us access to extend the parking lots into the easements, we would gain 80 additional parking spots on the overflow side. Legal counsel has been included in discussions.

We have received requests from single members to allow them to bring one guest for dining. Currently, we will continue to bar guests from our dining facilities.

Nanna Koerstz Madsen, our touring golf professional, will be returning in November and plans to remain in the USA on a long term basis. We are excited to have her here on property.

I am proud of my team of dedicated Department Heads. They continue to be truly incredible during the COVID-19 pandemic. Each one has stepped up and worked constantly, even when they didn't have line staff. I have invited guest speaker and author, Tommy Spaulding to present his "Heart-Led Leader" Management training for the Department Heads and their Assistants. Each participants will receive one of his New York Times bestselling books.

Boca West Realty currently has 56 listings. To date they have had 15 closings with six pending. This does not include Bulk Renovator units.

Boca West has maintained its Platinum Club of America status for 2021-22 as well as the Distinguished Club status for 2020. JR Friend received special recognition for extraordinary effort put forth by Golf Pros and Golf Directors from Distinguished Club for his efforts and leadership within the Private Club industry.

Pam Elders, Director of Golf Instruction, won the South Florida PGA Player Development Award and was recognized as the 2020 PGA Professional who has made extraordinary contributions and achievements in the area of player development.

<u>Foundation Report – Pamela Weinroth (written report provided)</u>

The Foundation wishes to thank the Board of Governors for allowing us and our 31 children's charities to raise funds during this extremely difficult time.

More than 500 golfers registered for "our kids" at the Boca West Children's Foundation (BWCF) 8th Annual $100,000 Golf Challenge happening over two days, Sunday, November 8 and Monday, November 9. One hundred of those registered have decided, for a verity of reasons, not to play and donated their entry fee to the Foundation. The event is spread out over two days in order to keep the golfers, staff, members and volunteers safe and socially distanced, with a limited number of participants and stringent guidelines. Golfers have been asked not to come to registration until 20 minutes prior to their assigned tee times. Golfers will park their cars in the overflow parking lot and have their temperature taken. Golfers will receive a bag with a Foundation mask, hand sanitizer, golf towel, hat and a sleeve of golf balls. Masks will be mandatory for the entire stay on the Boca West property with the only exception of actual time on the golf course, golfing. On Sunday only Boca West members will play. Monday the guests will not have use of the driving range or practice facilities but go directly from their cars to registration and then to the first tee. At no time will any of the golfers be inside any of the Boca West buildings. Upon completion of their round the golfers will go directly to their cars and depart.

A majority of the monies collected will be funded directly to participating charities. In addition to the funds raised through participating golfers, charities will vie for a portion of the $100,000 funds awarded during the tournament. Each charity will receive between $2,000 and $10,000, depending on its team's placement.

The famous Duck Drop will still take place on Monday afternoon on Course II after the last foursome has teed off and with no audience.

The Foundation will use the Golf Challenge to kick of its 2020-2021 Raffle. Prizes include a $7,000 shopping spree from Saks Fifth Avenue Boca Raton, a weekend at the Boca Raton Resort & Club with a round of golf, and a "Celebrity cruise on the fly," in which the winner can choose from a variety of cruises on dates that work for them. Raffle tickets are $100 each with proceeds going directly to the Foundation. All granted charities will be able to sell raffles and retain all proceeds.

Legal Report – Jerry Glassman

Mr. Glassman reported that he has written an article for the November Boca West magazine on the topic of harmful emails that go viral. Our Grievance Committee is currently hearing a few grievances that are the result of emails that were written and sent by members to management while copying in other members.

Olga is appealing Summary Judgment and asking for a rehearing.

Grievance 05-2020 will be heard in two Executive Sessions. The first Executive Session is scheduled for October 27 and the second Executive Session is scheduled for November 9. The grievance was filed by Harriet Moskowitz, Chair of the Membership Committee, on behalf of the Club for falsifying the Membership Application forms.

BWMA has presented us with a "Cost Sharing Agreement" as it relates to the fining process for delinquent members. We have reviewed this Agreement and we are working with Legal counsel to finalize.

The current Rules and Regulations are in the process of being updated. Mr. Glassman reported he will be working with Peter Blacklock when he officially starts his employment at the Club.

Finance – Joel Macher

Initial reports indicate we will finish the 2019/2020 fiscal year with a surplus.

Total cash as of September 30, 2020 was $31.7 million compared to $23.3 million for the previous year or $8.4 million higher. There was no outstanding debt at the end of the fiscal year.

Joining fees from new Members was higher than anticipated for fiscal year 2019/2020. Joining Fees were $7.9 million compared to $9.1 million last year. Adjusting for Akoya, Joining Fees were $6.7 million compared to $6.2 million last year or $446,051 higher.

Special Projects – Howard Liebman

Akoya

Akoya has 68 units sold, of which 17 sold this fiscal year with two additional pending sales.

Renovator Program

We are at 96 sold with an additional four pending. The purchase price versus the sold price has significantly increased home values in the community.

Leadership Development

The first session, which was an introduction and orientation session, took place this past May 18. Our second session was held this past Monday, October 19.
There were 25 people in attendance (16 participants, seven committee members and support staff, and two from BWMA), of which 12 attended in person and 13 attended on Zoom.

The Agenda included;

- A definition of who we are (the Club and Master)
- The distinction between the Club, Master Association, and the Villages in the areas of Responsibilities, Financial Matters, and Governance
- The relationship between the Club and Master Association - Past and Present, leading to:
  - The evolution of Mandatory Membership, and
  - The Joint Venture and related Real Estate and Marketing Operation
- The Country Club Organization charts, both Governance and Operations
- The Role of the GM/COO, and
- Managing through Covid – 19;

The latter was a wonderful presentation by Matthew which I recommend you all get to read. Looks like a roadmap for dealing with the crisis, yet we know it evolved as an unknown, clearly demonstrating amazing leadership by Matthew and his team.

When it was over, we felt good about the session, notwithstanding some technical difficulties with the phone line, which was beyond our control. We believe the participants appreciated the content and, based upon the Q&A, were well engaged.

Audit – Paul Echenberg

The Committee met with Staff and Auditors yesterday to review a preliminary audit plan. A final draft will be issued by December 7, 2020 and the Committee will meet on December 17, 2020.

Long Range Planning – Paul Echenberg

Nothing to report at this time.

Membership – Harriet Moskowitz

Motion: On a motion made by Mrs. Moskowitz and seconded by Mr. Rosenblatt, the Board unanimously approves the 34 new memberships consisting of 26 new members and eight new homes.

Mrs. Moskowitz reported there is a request from a Member to temporarily reside in another Members home as the closing date for their new home has been delayed. The owners of the home they are requesting to temporarily reside in are currently out of town.

Motion: On a motion made by Mrs. Moskowitz and seconded by Mr. Forman, the Board unanimously approves the request.

Membership Statistics

As of October 20, 2020, closed and pending sales to new members were 27 compared to 28 last year, including one new member in Akoya this year compared to six in Akoya last year.

Communications – Howard Boilen

Nothing to report at this time other than the minutes already distributed.

Nominating Committee – Howard Boilen

October 30 is last day for the Executive Office to receive resumes. The Committee has been proactive in speaking to Members to peak interest in submitting their resume to serve on the 2021/22 Board of Governors.

Tennis – David Shiffrin

The Pickleball court conversion will be completed soon. The continuous rain has delayed the process.

The new awnings and furniture has been well received.

There is a wait list for upcoming Tennis and Pickleball Exhibitions due to the capacity limitations. A live streaming option will be added this year.

Golf – Steve Forman

Mr. Forman presented several RFA's for approval.

Motion: On a motion made by Mr. Forman and seconded by Mr. Winikoff, the Board unanimously approves RFA's 1711 – 1721 all for the budgeted expenses to replace various pieces of equipment at Golf Course Maintenance.

The committee has reviewed the current dress code policy and recommend the proposed changes to the dress code presented at the September meeting. The Committee recommends men and boys of all ages must have their shirts tucked in, regardless of design, unless they have a medical exemption.

Motion: On a motion made by Mr. Forman and seconded by Mr. Rosenblatt, the Board unanimously approves the changes to the golf dress code as presented.

We continue to see the impact of increased cart traffic on the courses. With additional golf carts in use the amount of stress on each course continues to increase. Further damage may force cart path only or course closure. The 90 degree rule remains in effect with cart path only on select holes. Mr. Forman acknowledged Wes Dinsmoor and his team for all their continued efforts in course care.

House and Activities – Charlie Wolf

Mr. Wolf presented an RFA for approval.

Motion: On a motion made by Mr. Wolf and seconded by Mr. Winikoff, the Board unanimously approves RFA 1708 for the budgeted expense to upgrade the Switchgear infrastructure.

Fitness – Bob Lerner

Nothing to report in addition to the minutes previously distributed other than to update you on the Iguana issue at the pool. The challenges continue, when there is an incident and the pool needs to be closed. The Aquatics team is working with outside resources to control the issue.

Retail – Enid Hoffman

Nothing to report in addition to the minutes previously distributed other than to report the rain has slowed down traffic in the Golf Shoppe.

Human Resources – Jeanine Banks

We continue to hire domestic staff to offset the late arrivals of the international staff. Please be patient and kind with these new hires.

International Hiring and Flights

Although there were a lot of unknown's this year, overall it has been very positive regarding getting approvals from USCIS and the Department of Labor. We have received all of the approvals from overseas and the northern returning H2B employees except for in-country Server Assistants. However that approval should be received this week. To date, we have had 2 northern employees return. There were almost 100 returning employee's information that was sent to the consulates overseas to be processed remotely. As approvals are obtained, COVID-19 tests will commence and flights will be booked. All background checking and medical physicals are being conducted in anticipation of these approvals.

International arrivals will start arriving in early November. The total number of H2B employees hired this year, if all are approved at the consulates, is now at 271. The breakdown for the different countries is: South Africa - 228, Romania - 16, Ireland - 19, Portugal - 6, Italy – 2.

Employee Apartments

We are still working on obtaining housing. We are using a new company called PHS as Workaway Housing is not operating this season due to COVID-19. We delayed obtaining apartments because we were unsure of when the visas would be approved. We will work closely with all departments to come up with the most efficient transportation schedule. We will closely monitor to identify any concerns and correct as soon as known.

Recruitment

We have been hiring domestic staff. The challenges we have had to date are issues with background checks and drug testing. The referrals from FAU Professor, Dr. Peter Ricci, have worked out well.

Flu Shots

Employee flu shots are scheduled October 22nd and November 19th. This will help maintain a solid workforce should a serious flu outbreak occur here at the Club.

Training

The Clubs Training Coordinator, Gabriel Felix, has been conducting training for all employees regarding COVID-19 protocol as well as the "13 Core Standards" and the Family PROMISE. All staff, including new hires, have signed the Employee COVID-19 Pledge. New management training session topics have been introduced to include Dress Code Standards, Motivating Staff and others.

Project Search

Due to COVID-19, we were unable to interview students for the program this year and we had to cut last year's group short. In coordination with Unicorn Village Academy, it was decided to continue the training for last year's group so they could continue the growth in their job skills.

Staffing

The current number of employees is 475 this year compared to 458 last year.

BWMA – Phil Edwards

BWMA is in the process of replacing all broken grates on the sidewalks within the community, with completion at the end of November. The excessive rain was the cause of the damage to these grates.

The lake bank project has been completed.

The Glades road entrance is going to be redesigned and renovated. Timing for this project will be similar to the Sports Center renovations to keep inconvenience to a minimum.

Ombudsman – David Shifrin

Nothing to report other than issues questions continue to be received in regards to the current policy on Personal Aides.

Unscheduled topics

Mr. Winikoff commented on a successful 2019/20 Fiscal Year End. Special thanks to Matthew and his team, they continue to ensure Boca West remains safe.

The Club is receiving questions on a quarantine policy for those members and residents returning from outside the State of Florida. This topic will be brought to the next Steering Committee meeting for further discussions.

Adjournment

There being no further business, the meeting adjourned to Executive Session at 12:45pm.