BOCA WEST
COUNTRY CLUB

MINUTES

MEETING:	Board of Governors
DATE:	November 18, 2021
MEMBERS PRESENT:	B. Winikoff, J. Macher, C. Wolf, B. Lerner, E. Hoffman, J. Banks, W. Berkowitz, P. Edwards, S. Forman, J. Glassman, P. Kupperman, F. Richard, C. Rosenblatt, R. Schwartz
MEMBERS ABSENT:	D. Shifrin (with advance notice)
PARTICIPANTS:	M. Linderman, K. Campbell, L. Stefaniw, R. Chavis
FOR INFORMATION:	The Board of Governors
ISSUED BY:	Bob Winikoff
ISSUE DATE:	December 16, 2021

Grievance Committee – Rick Chavis

Grievance 07-2021

Dr. Chavis presented the report and recommendation of the Grievance Committee in regards to the grievance complaint filed against a member by Joel Macher, Chairman of House and Activities Committee. 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 three month suspension; appropriate letters of apology be sent to the My Pi staff, Matthew Linderman, General Manager and the Board of Governors.

Motion: On a motion made by Dr. Edwards and seconded by Mr. Lerner, the Board approves suspending the member involved in Grievance 07-2021 for six months and appropriate letters of apology be sent to the My Pi staff, Matthew Linderman, General Manager and the Board of Governors.

Grievance 08-2021

Dr. Chavis presented the report and recommendation of the Grievance Committee in regards to the grievance complaint filed against a member by Joel Macher, Chairman of House and Activities Committee. 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 six month suspension; appropriate letters of apology be sent to the My Pi staff, Matthew Linderman, General Manager and the Board of Governors; the suspension is to be increased to two years should additional violations occur.

Motion: On a motion made by Dr. Edwards and seconded by Mr. Lerner, the Board approves suspending the member involved in Grievance 08-2021 for one year appropriate letters of apology be sent to the My Pi staff, Matthew Linderman, General Manager and the Board of Governors.

Approval of Minutes

Motion: On a motion made by Mrs. Banks and seconded by Mr. Rosenblatt, the minutes of the October 21, 2021 Board meeting are approved.

Chairman Report – Bob Winikoff

Golf Cart Occupancy

Mr. Winikoff reported that neighboring Country Clubs have moved back to double occupancy in golf carts. The Club if facing limited golf cart availability due to the number of tee times per day. The Board agreed to the proposal to return to double golf cart occupancy and Management will confirm the effective date and notify the Membership.

Mask Protocols

Staff will continue to wear face masks inside the Club Buildings. Board and Management will continue to monitor the policy of Members wearing face masks for personal services due to close proximity of Staff.

Update on Real Estate

We are exploring and actively looking at land planning as this was identified in Managements Risk Assessment and Master Plan as well as a recommendation from the Strategic Planning Committee.

Non-Equity Units

Peter Blacklock, Leslie Kennedy and the Master Association attorneys are in the process of reviewing and identifying Non-Equity units that are not in compliance with the Master Declaration. Consideration of a process for contacting those home owners for proof of compliance will be explained.

Council of Club Presidents

Mr. Winikoff and Matthew Linderman attended the Annual meeting of Council of Club Presidents on Tuesday. The Council gets together on matters of common interest within the industry. This year's meeting agenda focused on Board Member and Committee Member orientation, Election slates and Leadership Development Programs. Jeanine Banks and Frank Richard are in the process of conducting an analysis of the

Board Member and Committee Member orientations to validate that we are on track or ahead of industry trends.

Joint Venture

The Delinquency program is proving successful. To date, 15 units have been sold, turned over to renovators or have come into compliance. The program contributed to the lower delinquency numbers at the end of last fiscal year.

General Managers Report – Matthew Linderman

Financial Flash Report

For period of November 1 through November 14, 2021

Golf rounds and revenue are currently less than budgeted but this should improve towards the end of November as more Members and Guests start arriving for the season. The 'Season Opener' was extremely successful with over 450 participants.

Golf and Tennis retail and equipment are slightly ahead of Budget for the month of November. The Boutique continues to be slightly behind expectations. Inventory levels continue to be lower than expected due to supply chain issues with the manufacturers.

Fitness and Spa are currently less than budgeted in November but this should improve as more Members and Guests start arriving for the season.

Food and Beverage revenues are currently lower than budget due to the delay in opening of additional dining venues. Catering revenues for November are higher than budget due to additional unbudgeted events and the timing of the Boca West Foundation event.

Delinquent Dues, Foreclosures and Downgrades

There are currently 81 delinquent Members, 37 of those have been delinquent for more than one year. Last year at this time, there were 121 delinquent Members and 52 of those were delinquent for more than one year.

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

As of November 17, 2021 Golf is up 184 players compared to down 237 last year and Tennis is down two players compared to down 19 players last year. There are 59 players who took the Pickleball Membership which is up 19 from last year.

Distinguished Club Idea Summit Report

The Distinguished Club Idea Summit was held on November 8 and 9. Boardroom Magazine and Distinguished Clubs hosted this two day event for General Managers from around the Country. The first day, hosted by Addison Reserve Country Club, was a conference with a number of industry expert speakers. The second day comprised of a five Club tour to Wycliff Country Club, Mizner Country Club, Quail Ridge, Broken Sound and Boca West. We showcased Mr. D's and allowed them to demo the new InRange system. The response was enthusiastically positive.

Construction Update

A meeting with County officials was recently scheduled to review the plans for the Sports Center. We are hopeful to receive permits and then begin the bump out of the Fitness Center. We are reviewing various areas to get a head start on construction.

The Country Club is close to finished. Architects and Engineers are in the process of inspecting the roof structure and calculating the load bearing limits prior to the chandelier installation. Our goal is to open Panache and the Living Room on Friday, November 26 with buffet dinner service. As staff numbers increase, and training and Covid protocols have been completed, we will transition from buffet to ala carte service.

We are planning to open Mr. D's for lunch and Happy Hour the first week of December. As staff numbers increase, and training and Covid protocols have been completed, we will open for dinner service a few nights a week.

The Board of Bridgewood has approved the use of their pool facilities for water classes during construction next summer as we will be without a pool complex. The Spa and Fitness Center will remain open, as before. The Board of Governors expressed their appreciation to the Board of Bridgewood for allowing the Club to use their pool facilities during the construction.

Staffing update

The arrival of International Staff continues to be a fluid situation which affects the opening of additional restaurants. We have 78 International Staff Members arriving between today and November 25, 2021. Covid-19 testing and training of these staff members will add additional delays to their start. We will be changing Thanksgiving Dinner in Panache to a Buffet as we have over 1,200 reservations. We will be using the Palm Room for additional seating.

International Staff housing has also been an issue. Usually, we have the staff housed across three to four apartment complexes. With the current housing crisis in South Florida, our International staff is spread across eight apartment complexes which adds logistic and transportation issues.

Beginning December 1, we will be testing unvaccinated employees weekly.

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

The Foundation was thrilled after our extremely successful golf tournament on November 1. We had 400 golfers competing for 26 of our charities and ultimately raised over $400,000 to be distributed this season. We need to return to our April rotation to have more members available for our 2022 tournament. So we are asking approval for a Monday, April 4 date.

On Saturday, December 11 hundreds of people, young and old, will meet in West Palm Beach for the first ever Walk the Walk Funfest to help raise additional funds this year. The Walk will begin at 10:00am on West Flagler, along the Intercostal. The event will be a part of the Palm Beaches Marathon Weekend.

Our initial project in 2010 returns for its 11th year on Saturday, December 18. Adopt a Family/ Home for the Holidays. We are currently accepting sign ups of Boca West members to volunteer for what many have said is "the most fulfilling day of the year." We expect 150 volunteers to help 250 children. Volunteers help the children from Boys and Girls Club's in Boca Raton and Delray Beach pick out $50 worth of clothes at Old

Navy then return to the Boca West's Tavern on the Court for a Pancake Breakfast. At the end of the party, the children pick out a gift for themselves and are given a harvest basket of fresh turkeys and vegetables to take home for the family holiday meal.

Last year the Foundation initiated a new program called Bikes for Tikes. We were able to raise over $100,000 so 600 hundred underserved kids received a brand-new bike. We are currently raising funds for this year's project. Bikes are $160 assembled with a helmet.

Legal Report – Jerry Glassman

Jerry Glassman reported on a new legal matter involving a guest of a Member. The guest was in violation of Bylaw Section 10.02 by endangering the welfare, safety, harmony and good reputation of the Club.

Motion: On a motion made by Mr. Glassman and seconded by Mr. Winikoff, the Board unanimously approved to ban the Guest of the Member from all Club facilities pursuant to Bylaw Section 10.02.

Jerry Glassman provided an update on the Snyder case. Motion for dismal was granted and the case against Mr. Glassman has been dismissed although the Plaintiff has the right to file an amended complaint by November 21.

Finance Report – Bob Lerner

The annual financial audit is currently underway. Mr. Lerner reported on the year end unaudited statement for September 30, 2021.

Strategic Planning – Steve Forman

Mr. Forman reported that there was active discussion on the Club rule that states Members cannot serve on the Club Board and the Village Board simultaneously. Discussion tabled for future meetings.

Audit – Steve Forman

The Financial Audit is currently underway. Expecting to receive the final Audit report from RSM in mid-December and will present at December meeting.

Special Projects – Phil Kupperman

Akoya

Akoya has 101 units sold with three pending, with nine units remaining to be sold.

Renovator

To date the Renovator Program is at 181 acquisitions which includes, 42 Nonperforming units and 29 Non-Equity Units. Total increase in Market Value to date is now $23.8 million.

Bulk Renovator

The five Bulk Renovators have acquired a total of 28 units and 23 pending. To date six units sold and six pending increasing the Market Value by $1.2 million.

Combination of Units.

Motion: On a motion made by Mr. Kupperman and seconded by Mr. Rosenblatt the Board, the Board unanimously approves Management, Board Chairman and Special Projects Committee Chairman to proceed with the review and approval of the four combined units reported at the October 2021 Board meeting, in accordance with the Resolution authorizing such combinations.

Leadership Program – Frank Richard and Jeanine Banks

Session 4 of the Leadership Program was held this past Monday. Bob Winikoff, Howard Liebman, Matthew Linderman and Kathy Campbell presented a robust agenda. The subject included the Club business model, budgeting process, financial reporting, operational highlights, monitoring and managing operations and Club committee overview.

Nominating Committee – Joel Macher

Mr. Macher reported that the Committee is reviewing resumes received and interviews with candidates will be scheduled for the end of November.

JV Villages Sub-Committee – Phil Edwards

The Sub-Committee has scheduled seminars for Village Presidents and Representatives. These will be informational and training sessions that include Board certification, Document review, managing finances and capital projects.

Membership – Phil Edwards

Dr. Edwards expressed his appreciation for Leslie Kennedy and her Membership team with all the additional work they have acquired with the many sales.

Motion: On a motion made by Dr. Edwards and seconded by Mr. Lerner, the Board unanimously approves the 21 new Memberships presented to the Board.

Membership Statistics

As of October 31, 2021 closed and pending sales to new Members were 72 compared to 34 last year including two new Members in Akoya this year compared to four in Akoya last year.

Board Approval needed

Motion: On a motion made by Dr. Edwards and seconded by Mrs. Banks, the Board unanimously approves the two 75-mile rule requests made. Affidavits have been signed that states they will not be renting their Boca West units and have requested Membership other than limited social.

Communications and Marketing – Jeanine Banks

The Member App is growing in popularity. Push notifications were rolled out this week. Committee is working on zoom instructions to make it universal not only for Committees but for Members too.

Tennis and Pickleball – Bob Winikoff

Mr. Winikoff reported in David Shifrins absence. Nothing to report in addition to the minutes already published

Ombudsman – Bob Winikoff

Mr. Winikoff reported in David Shifrins absence, one matter may potentially be referred to the Grievance committee.

Golf Operations – Chuck Rosenblatt

Low staffing levels continue in the Golf Course Maintenance department, the employee referral incentive bonus has been extended.

Golf Course Update

A second meeting and golf course tour took place this week with Golf Course Architects Jason Stryka and Dana Fry. The Club is also interviewing a second group of Golf Course Architects, Chris Wilcynski and Drew Rogers.

House & Activities – Joel Macher

Nothing to report in addition to the minutes already published other than the staffing shortage continues to effect all areas of operation.

Fitness/Aquatics – Charlie Wolf

Nothing to report in addition to the minutes already published

Retail – Bill Berkowitz

Nothing to report in addition to the minutes already published.

Human Resources – Bob Schwartz

International Hiring & Flights

As of November 11, 2021 we have 97 International staff arrived. An additional 48 will be arriving between now and November 19, 2021. The Travel Ban was lifted on November 8. Workaway International, our staffing agency continues to work with the consulates in Ireland and South Africa to process the remaining 146 H2b visas. Part of the pre-flight process includes obtaining Covid vaccines, police clearance reports and medical exams which have all been completed and Covid testing will be conducted within 72 hours of their flight.

Recruitment

We are currently recruiting for all service positions throughout the Club and continue to hire domestically.

Employee Wellness

The Employee Wellness calendar was sent out in October. We recently learned that the employees that are currently on the Blue Cross HSA plan won't be able to participate in the Baptist Health Care on Demand due to IRS reasons; however, we will be offering the Baptist Health Care on Demand to our seasonal and part time employees who are not eligible to participate in the Blue Cross HSA plan effective January 1, 2022.

Employee Top Workplace Survey

We are working closely with Energage to conduct an independent employee survey to see if we would qualify as a USA Top Workplace and a Sun-Sentinel Top Workplace for 2022. The survey launched on November 1, 2021 and will be finalized on November 14, 2022

Staffing

The current number of employees is 521 compared to 507 in 2020 and 766 in 2019 at the same time. The large decrease is due to not receiving visa approvals of the H2b staff and having difficulty hiring and retaining staff from the domestic market.

BWMA – Charlie Wolf

Charlie Wolf reported there have been some Committee and Board Changes; Avrom Fogelman resigned from the Landscaping Committee and Elaine Wittlin was appointed as the Landscaping Chair and Bernie Friedman resigned from the Architectural Committee and Mark Haberman was appointed Architectural Chair. Shep Remis was appointed to the Master Association Board to work out the unexpired term of Ed Moskowitz.

Unscheduled Topics

No unscheduled topics to discuss

Adjournment

There being no further business to discuss, the meeting adjourned to executive session at 1pm.