BOCA WEST
COUNTRY CLUB

MINUTES

MEETING:	Board of Governors
DATE:	June 23, 2022
MEMBERS PRESENT:	P. Edwards, J. Banks, C. Rosenblatt, F. Richard, E. Hoffman, A. Adler, B. Berkowitz, J. Glassman, P. Kupperman, B. Lerner, S. Roth, J. Schraub, R. Schwartz, D. Shifrin, C. Wolf, B. Winikoff (ex-officio)
MEMBERS ABSENT:	
PARTICIPANTS:	M. Linderman, K. Campbell, L. Stefaniw
FOR INFORMATION:	The Board of Governors
ISSUED BY:	Phil Edwards
ISSUE DATE:	September 21, 2022

Grievance – Enid Winikoff

Grievance 06-2022

Mrs. Winikoff presented the report and recommendation of the Grievance committee in regards to the grievance complaint filed against a Member by another Member. The Member involved in the grievance distributed emails to a select group of Members with accusations against the Member who filed the grievance, violating Bylaw Section 10.02

The Grievance Committee unanimously agreed that both Members could have handled the situation differently and the actions of the Member involved in the grievance did not violate Bylaw Section 10.02; therefore no action to be taken and incident be recorded in Members file.

Motion: On a motion made by Mr. Rosenblatt and seconded by Mr. Kupperman, the Board unanimously agrees with the recommendation of the Grievance Committee; and added that future emails with similar content distributed by the Member involved in the grievance, disciplinary action would follow.

Grievance 07-2022

Mrs. Winikoff presented the report and recommendation of the Grievance Committee in regards to the grievance complaint filed against a Member by Jeanine Banks, Chair of the House and Activities Committee. The Member involved in the grievance was disrespectful towards staff at Mr. D's, the driving range, and Prime Cut.

The Grievance Committee recommends a six month suspension, followed by a probation period of an additional six months, during which any subsequent bad behavior would result in an automatic suspension for an additional six months; acceptable letters of apology to the Board of Governors, Matthew Linderman, General Manager and the Prime Cut Staff; incident be recorded in the Members file.

Motion: on a motion made by Mrs. Banks and seconded by Mr. Wolf, the Board accepts the recommendations of the Grievance Committee.

Grievance 08-2022

Mrs. Winikoff presented the report and recommendation of the Grievance Committee in regards to the grievance complaint filed against a Member by Jonathan Schraub, Chairman of the Retail Committee and Chuck Rosenblatt, Chairman of the Golf Committee. The Member involved in the grievance made inappropriate comments towards retail staff and improper conduct on the driving range and golf courses.

The Grievance Committee recommends a two year suspension; incident be recorded in the Members file.

Motion: On a motion made by Mr. Berkowitz and seconded by Mr. Schraub, the Board unanimously accepts the recommendations of the Grievance Committee.

Approval of Minutes

Motion: On a motion made by Mrs. Banks and seconded by Ms. Hoffman, the minutes of the May 19, 2022 Board meeting were approved.

Chairman's Report – Phil Edwards

Dr. Edwards commended the work of Budget committee in conjunction with Matthew Linderman, General Manager; Kathy Campbell, CFO and Kris Nielsen, Controller on the preparation of the 2022/23 Budget that will be presented to the Board by Enid Hoffman.

Joint Venture and BWMA

The Master Association is in the final stage of selecting a search firm to assist in the search and recruitment of the vacant Executive Director position. Elaine Wittlin, President of the Master Association

Board has been appointed as the interim Executive Director until such time a hire has been made.

A Joint Venture Committee meeting was held on June 9 and the financials were reviewed.

Estate Planning Flyer

A flyer explaining how Estate Planning affects the Membership privileges and liabilities of Members beneficiaries and heirs was distributed to the Board. This flyer is available in the Membership offices and questions can be directed to the Membership department.

Sharon DiPietro

Mrs. DiPietro's Club privileges ended upon the passing of Jay DiPietro. She has requested for additional time to be permitted to use the dining facilities. The General Manager is authorized to extend dining room access to Mrs. DiPietro through September 30, 2023.

Standing Committee SOP

The Standing Committee SOP's are complete. Copies were distributed to the Board. This will be a living document for future Boards and Committees. Committee goals for the 2022-2023 year are in the process of being revised.

General Managers Report – Matthew Linderman

Financial Flash Report

For the period of June 1 through June 16, 2022

Golf Operations are experiencing a strong June with revenues and rounds up from budget.

Golf retail and equipment revenues are ahead of budget for the month of June.

Fitness and Spa revenues are up from budget, especially in massages which is a positive sign moving forward.

Food and Beverage restaurant revenues are ahead of budget and covers 1,020 ahead of budget.

Delinquent Dues, Foreclosures and Downgrades

There are currently 30 delinquent Members and 26 of those have been delinquent for more than one year. Last year at this time, there were 53 delinquent Members and 38 of those were from previous years.

As of today, there has been one foreclosed unit compared to 12 at this time last year.

As of June 21, 2022 Golf is up 261 players compared to down 75 players last year. We currently have 1,882 Golf Members: we have not seen these levels since fiscal year 2011/12. Tennis is up two players compared to down 13 players last year. There are 68 Pickleball Members which is up 27 from last year.

Woodfield Country Club

They have allowed our Members to use their pool for lap swimming and they reported that it is continuing to go well.

We have received a request to allow their Members use of our Fitness Center for six weeks during their Fitness Center refurbishment. There will be no disruptions to our Fitness operations and the request was approved.

Welcome Center

The Welcome Center is very close to completion. Furniture has been delivered and the contractors are completing some punch list items. Boca West Realty will be moving into their new space on Monday, June 27.

A new office manager has been hired and a new agent is in the process of being hired.

Sports Center Construction

The Board will be taken on a tour of the Sports Center construction.

We are still waiting on the last few permits for the building. Discussions continue with County officials to expedite the pending permits.

Golf Course Update

Matthew shared a chart showing Golf Course infrastructure life expectancies for warm season climates, transition zone climates and cool-season climate.

A meeting with League Captains has been scheduled for June 30 to address concerns. Chuck Rosenblatt, Matthew Linderman and JR Friend will be in attendance.

A monthly Agronomy report will be sent out monthly beginning in July.

The Comfort Station updates are in progress. We are waiting for updated proposals from contractors.

Pickleball Court Conversion

Court conversion has been delayed but construction will begin in the upcoming weeks. We are on start for completion prior to the season opener.

Hospitality Management Intern Program

We have 20 Hospitality Interns from Universities around the Country. They are rotating through each department which given them an overview of the Country Club industry. Their internship will end in August. Universities are attracted to Boca West due to our broad curriculum that exposes interns to all departments in the Country Club field. We are also working on promoting the program to next year's potential interns and we hope to expand to even more Universities nationwide.

Matthew reported that he has been invited to join the Advisory Board for the University of Central Florida, Rosen School of Hospitality Management to help guide their future curriculum in all aspects of Hospitality Management, specifically Country Club Management. UCF's Hospitality and Tourism Program is ranked number two in the world.

Human Resources

Matthew reported that Wes Dinsmoor, Director of Golf Course Maintenance and Landscape tendered his resignation. Wes and has family have made the difficult decision to leave Florida and move back to Colorado to be closer to family. Both Wes and his wife Brooke have demanding jobs and without any family around, it has not been easy on them. While they have not secured new employment yet, I am certain they will have no issues finding new positions. There is no set date for his departure, however, we anticipate for them to leave in early August. We have engaged with Kopplin, Kuebler and Wallace search firm to find a replacement.

The Human Resources department has partnered with Foundation charities on possible hires for open positions

Department Head Recognition

John Joyce, Director of Tennis and Pickleball has been awarded the USPTA Florida Lifetime Achievement Award for 2022. John attended an award ceremony on June 4. The George Basco Lifetime Achievement Award recognizes a USPTA member who, over a career, has demonstrated exemplary achievement in seven areas, including: contributions to the USPTA and USTA.

Dr. Edwards congratulated John on behalf of the Board for the incredible job he has done for Boca West Country Club as well as for the Community.

General

There has been a decline in reservations for the Member trips arranged through Activities, in large part due to the Members traveling for the summer and the hot weather.

The Club will be sponsoring its 13th home for Habitat for Humanity, the ground breaking ceremony will be scheduled in August. Details will be set to the Board to attend.

Hope Week

Boca West is known as a philanthropic community; Hope Week, a new initiative between the House and Activities Committee and the Boca West Children's Foundation, has been scheduled for the week of January 23. Members will be given the opportunity to volunteer for a participating charity for a day during Hope Week. Participating charities include: Boca Helping Hands, Tri County Animal Shelter and Habitat for Humanity. There will be no cost to participate.

Foundation Report – Pamela Weinroth (written report provided)

With great pride and gratitude, the Boca West Children's Foundation announces we have had a record giving year so far. $2,000,000 has been distributed to over 30 children's charity programs which aid 10,000 at risk children in our area.

With the support of the Board of Governors of Boca West Country Club, the members of the Boca West Country Club, local businesses, the Palm Beach Sheriff's Foundation, the Florida State Legislature, the Governor's Office and many others, we shattered all previous years. Our total for our 12-year history is over $16,000,000 donated our charity projects.

We help feed, clothe, educate, and ensure the safety of "our" children. We distribute almost every dollar collected each year as the needs of the many at risk children are immediate.

Plans are under way for:

- December 10th … Walk the Walk Funfest along the esplanade at the inter-coastal in West Palm Beach during the Palm Beach Marathon Weekend
- A fabulous Glendale, Arizona Super Bowl LVII Raffle Package
- Bikes for Tikes for children graduation from pre-K or achieving significant milestones in learning.
- Our Home for the Holidays Old Navy Shopping Spree and Pancake Breakfast with the kids from the Boys and Girls Clubs
- January 8th … An Evening with the Foundation's dear friend, Jay Leno taking place at Boca West Country Club
- Our 11th Annual $100,000 Golf Challenge … on March 27th

Please join us at one or all our events.

2022/23 Budget - Enid Hoffman

Ms. Hoffman expressed her appreciation to the Committee and Professional Staff on an outstanding job working on the budget.

The Management Team, in consultation with Committee Chairs, went through their individual departmental budgets first and made suggestions on items they believed could be deleted as well as anything they had on their wish list for adding. This year we are faced with an inflation rate of 8.6%, according to the Department of Labor Statistics. Gasoline prices increase 50.7%, Fuel Oil 106.7% and Food 10.1%.

It appears we will finish the 2021/22 fiscal year without a deficit, even with the increase in costs.

This budget proposes combining the Tennis and Pickleball membership into one, Racquet Sports. Additionally, new Members will no longer receive a one year complimentary Racquet Sports Membership.

The Committee was faced with the almost impossible task of presenting a budget that will meet our expanding program and high expectations of our Membership. All categories in the budget were affected by

the inflation rate. Employees are the Clubs main assets and in order to be competitive in the marketplace, we need to increase salaries and wages to ensure the Staff receive a living wage.

This budget presents a proposed increase of $2,495 with equates to 17% on social dues and 14% on social plus golf dues. All neighboring Clubs are experiencing an increase in dues this year in the 15%-25% range.

Motion: On a motion made by Ms. Hoffman and seconded by Mr. Rosenblatt, the Board unanimously approves the 2022/23 budget as presented.

Legal Report – Jerry Glassman

Mr. Glassman gave a brief update on various active litigations.

Finance Report – Bob Lerner

Nothing to Report other than the financial flash report distributed.

Strategic Planning – Bill Berkowitz

The Committee met on June 15 and will not meet over the Summer months. Committee meetings will reconvene in September.

Special Projects – Phil Kupperman

Akoya

Akoya has 109 sold with one pending. There are three units remaining to be sold.

Renovator Program

To date the Renovator Program is at 167 acquisitions with three pending. To date 151 renovated units have been sold with four pending. Total increase in Market Value to date is $26.6 million.

Bulk Renovator

The Bulk Renovator Program has a total of 52 closed and pending acquisitions. To date 16 renovated units have been sold with 15 pending. Total Market Value appreciation is $3.7 million, $239,000.00 more than last month.

Combined Units

There are no changes since last month's report.

Leadership Program – Jeanine Banks and Frank Richard

On May 25, 2022, the second session of the program was held. Philip Edwards, Howard Liebman and John Collings presented a robust agenda that included the distinction between the Country Club, Master Association, Villages and the Joint Venture.

There will be no sessions during the Summer months and the next session is scheduled for October 31.

JV Village Subcommittee – Frank Richard

The Sub-Committee has been active with several planning meetings. Round table discussions with the Village Presidents and Representatives will be held on October 12, 13 and 14, 2022.

Audit – Enid Hoffman

Nothing to report.

Membership – Enid Hoffman

Motion: On a motion made by Ms. Hoffman and seconded by Mr. Schraub, the Board approves the 11 new Memberships presented to the Board.

Membership Statistics

As of June 21, 2022, closed and pending sales to new members were 216 compared to 222 last year, including five new Members in Akoya this year compared to 29 in Akoya last year.

Board Approvals needed

Ms. Hoffman reported there is a request for the approval of a six month extension to hold the equity refund for a Member while they seek a new residence with in Boca West.

Motion: On a motion made by Ms. Hoffman and seconded by Mrs. Banks, the Board approves the six month extension.

Ms. Hoffman reported there is a request for the approval of an additional six month extension to hold the equity refund for a Member while they seek a new residence within Boca West.

Motion: On a motion made by Mrs. Banks and seconded by Mr. Kupperman, the Board approves the additional six month extension.

Ms. Hoffman reported there is a request from a Member to be added as a companion to another Members account following the sale of their home. The Member's spouse is completely incapacitated and living in a medical facility full time. Medical records were submitted. Discussion took place.

Motion: On a motion made by Mr. Rosenblatt and seconded by Mrs. Banks, the Board approves the request of the Member to be added as a companion.

Dr. Edwards recognized Enid Hoffman on her work with the Budget, Membership and new Member Initiative Committee.

Membership Initiative Sub Committee – Enid Hoffman

The Sub-Committee Members are Enid Hoffman, Jeanine Banks, Howard Boilen, Mark Haberman, Harriet Moskowitz, Arthur Schwartzman and Sue Steckler.

This Sub-Committee is in the process of scheduling meetings for Members that have been Members in good standing for a minimum of three years and are 70 years old or younger. The goal of the meetings is to find out what Boca West can do for you and suggestions will be discussed with the Board. There are around 50 Memberships that have been identified.

Communication and Marketing – Bob Schwartz

Nothing to report in addition to the minutes submitted.

Racquet Sports – David Shifrin

Motion: On a motion made by Dr. Shifrin and seconded by Mr. Lerner, the Board unanimously approves the renewal of the Racquet Sports incentive program for the 2022/23 fiscal year.

Golf – Chuck Rosenblatt

Mr. Rosenblatt presented an RFA for approval.

Motion: On a motion made by Mr. Lerner and seconded by Mrs. Banks. The Board unanimously approves RFA 1794 for the unbudgeted expense to upgrade the ThorGuard Lightning Detection System.

Nothing to report other than Golf tournament participation has significantly increased.

House and Activities – Jeanine Banks

The Committee is reviewing the current dining dress code policy for Summer and Season. Recommendations to be presented at a future Board meeting.

A House and Activities article will be added each month in the Boca West magazine.

Fitness, Aquatics and Spa – Charlie Wolf

Mr. Wolf reported on a Guest incident within the Spa. Discussion took place.

Motion: On a motion made by Mr. Wolf and seconded by Mrs. Banks, the Board unanimously approved the Guest shall not be permitted to become a Member and/or in any way enter and/or use the Club facilities.

Retail – Jonathan Schraub

Nothing to report other than Emily Gifford will be attending retail shows to source new items for our retail outlets.

Human Resources – Arthur Adler

Dr. Edwards commended Barbara Crowley and her staff on their excellent efforts in recruiting new employees.

H2B Update

All of the payroll information and supporting revenue documentation is being compiled and sent to the attorney for next season's H2b visas. The reports are due by June 24th. We have not placed any advertising yet. The ads will run in the third week of July. After the local candidates interviews are complete, a report will be sent to the DOL with the final results. The final recruitment report is due on September 10.

All offer letters have been sent out. We are receiving numerous phone calls from staff that have gone up north asking for higher wages. We are prepared to fill those positions with new staff from overseas, if needed.

A recruiting trip to South Africa has been scheduled for the middle of July through the end of July. The recruiting trip to Ireland, Portugal and Italy will be scheduled for the middle of August. This works out better as the Europeans normally drop out if there is too much time between interviews and start date.

To date, there are 365 openings that will be recruited internationally with approximately 256 re-hires (from South Africa, Ireland, Portugal, Italy and Romania) and 109 new hires.

Securing apartments will be the big challenge for next season. There is limited availability and any open apartments are commanding very high rental rates forcing us to keep a number of apartments year round to ensure that we would have enough for the season.

Hospitality Management Interns

The 19 Hospitality Management Interns from Universities around the country participating in this summer's class are working out well. They are scheduled for Management classes taught by our Department Heads along with intensive rotation of positions primarily in the F&B department but also in Golf, Tennis and Fitness.

Staffing

The current number of employees is 477 compared to 490 last year and 445 in 2020 at the same time.

Normally we would be making reductions to staff to coincide with business demands but this year, especially in Food & Beverage and Golf Course Maintenance, we are still hiring and trying to make sure our wages are competitive in the market.

Additionally, 95 emails were sent to the Boca West Children's Foundation Charities with a recruiting flyer. The HR department has heard back from the majority of the contacts and have also received some referrals. We look forward to this new recruiting channel.

Ombudsman – David Shifrin

Nothing to report at this time. All inquiries received are answered or forwarded to the corresponding Department for a response.

BWMA – Bob Schwartz

The Glades Road entrance project was approved. The Master Association is working on filing permits.

Adjournment

There being no further business to discuss, the meeting adjourned to executive session at 1:15pm.