

*Plantation Lakes Homeowners Association
Annual Residents Meeting (Virtual)
Tuesday, March 23, 2021 – 6:00 PM*



INTRODUCTIONS:

PLANTATION LAKES BOARD OF DIRECTORS

Brian Hayden, President

Matt Wineman, Vice President

Mark Turley, Secretary

ICON MANAGEMENT

Michael Fleming, Vice President of Community Management

David Perritt, Regional Operations Director



PLANTATION LAKES MANAGEMENT TEAM

Brian Fedish, General Manager

Joseph Fulco, Community Association Manager

Marianne Dolente, Assistant Community Association Manager

Samantha Mairano, Club Manager

Jessica Mills, F&B Manager

Ashley Hataway, Assistant F&B Manager

Cierra Richard, Sous Chef

Allison Lane, Events Director

Ian Madinger, Head Golf Professional

Matt Cooney, Assistant Golf Professional

Nick Larrimore, GMS Golf Course Superintendent

Terry Duffy, GMS Assistant Golf Course Superintendent

David Steele, Lennar Land Development Manager

MEET THE PLANTATION LAKES TEAM



Brian Fedish

General Manager
302.933.8072 Ext 102
bfedish@theiconteam.com



Joseph Fulco

**Community Association
Manager**
302.933.8072 EXT 100
jfulco@theiconteam.com



Marianne Dolente

**Assistant Community
Association Manager**
302.933.8072 EXT 101
mdolente@theiconteam.com



Samantha Mairano

Club Manager
302.933.8072 Ext 110
smairano@theiconteam.com



Jessica Eckbold-Mills

F&B Manager
302.933.8072
jmills@theiconteam.com



Ashley Hataway

Assistant F&B Manager
302.933.8072
ahataway@theiconteam.com



Cierra Richard

Sous Chef
302.933.8072
crichard@theiconteam.com



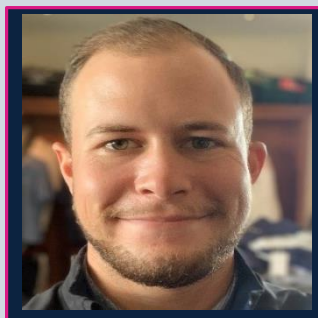
Allison Lane

Events Director
302.933.8072 Ext 111
alane@theiconteam.com



Ian Madinger

Head Golf Professional
302.933.8072 EXT 103
imadniger@theiconteam.com



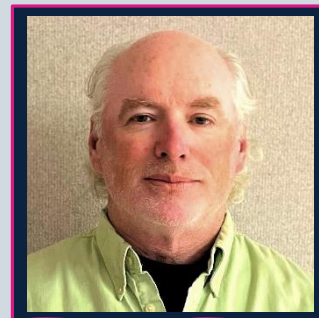
Matt Cooney

Assistant Golf Professional
302.933.8072
mdolente@theiconteam.com



Nick Larrimore

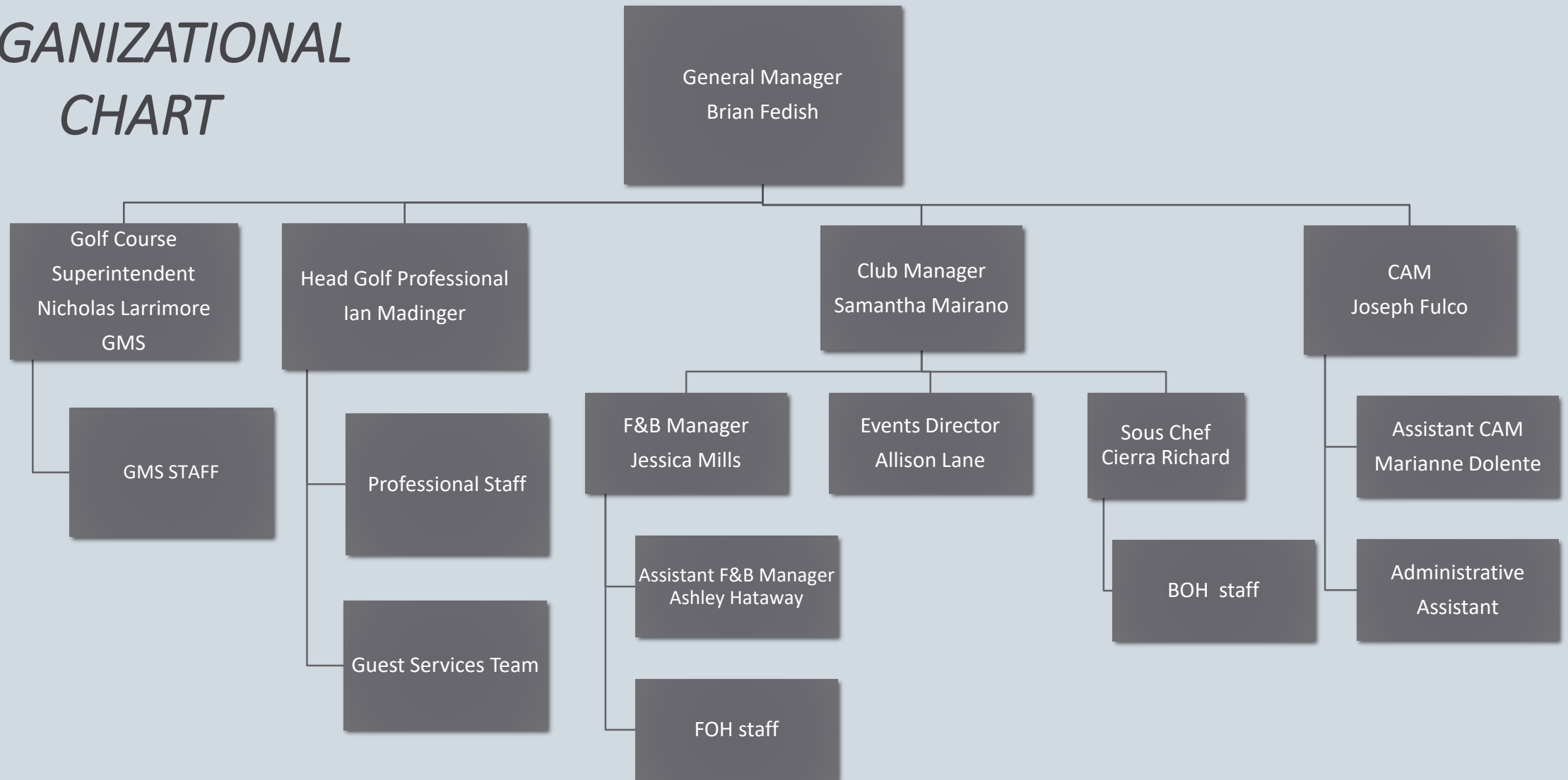
**Golf Course
Superintendent**



Terry Duffy

**Assistant Golf Course
Superintendent**

ORGANIZATIONAL CHART



APPROVAL OF MINUTES FROM SEPTEMBER 15, 2020 MEETING

ICON MANAGEMENT

DEVELOPERS REPORT

Brian Hayden, Lennar Director of Field Operations

Matt Wineman, Lennar Vice President of Operations

David Steele, Lennar Land Development Manager

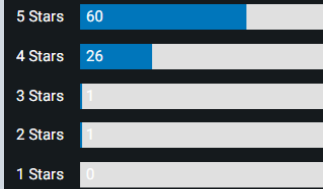
GOLF REPORT







Brian Fedish – General Manager

Ratings Snapshot

Last 12 Months

Average Rating 4.6  88 Reviews



Conditions	4.7	
Value	4.6	
Layout	4.7	
Pace	4.5	
Amenities	4.5	
Staff Friendliness	4.8	

- 4.7 
- 4.6 
- 4.7 
- 4.5 
- 4.5 
- 4.8 

98.9%
 Recommend this course
 87 out of 88 reviews
[Read Reviews](#)



BEST OF DELAWARE

Top 3 for three consecutive years

2018 - 2019 - 2020

GOLF COURSES

THE 10 BEST COURSES IN DELAWARE

RATED BY REAL PLAYERS WITH FIRST HAND EXPERIENCE



GOLF SPAN **TheGrint**

Rated #2 in State

2020





PLANTATION LAKES
GOLF & COUNTRY CLUB

WHAT THEY ARE SAYING...

"IMMACULATE GREENS. SUPERIOR SERVICE."

"THIS COURSE HAS ALL YOU COULD WANT..."

"THIS COURSE IS THE HIDDEN SECRET IN THE OCMD AND REHOBOTH, DE AREAS."

"IMPRESSED BY COURSE FROM FIRST LOOKS TO FINAL HOLE."

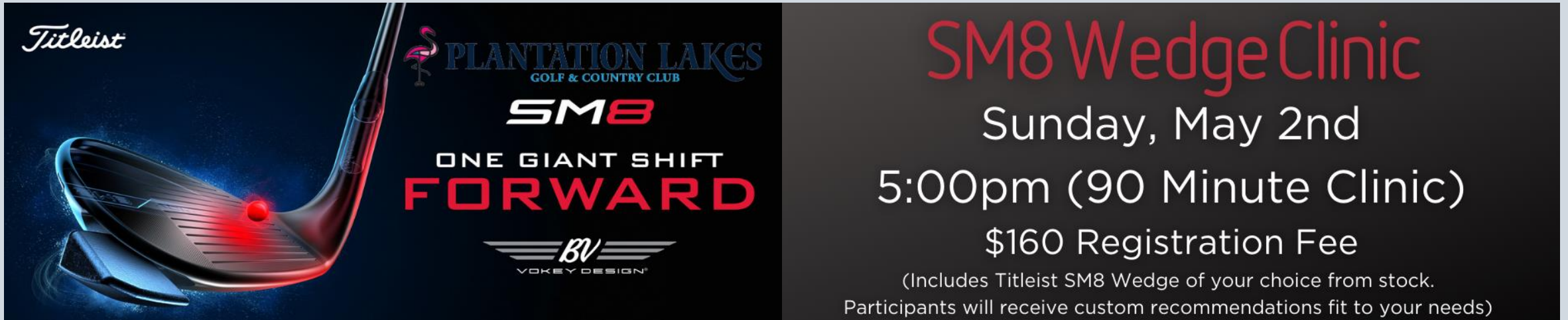
"THERE ARE SPECTACULAR, HEROIC SHOTS NEEDED OFTEN AND THIS COURSE HAS THE WOW FACTOR...I'VE PLAYED ALL OVER THE COUNTRY AT TOP COURSES AND THIS ONE TAKES A BACK SEAT TO NONE."

"PLANTATION LAKES IS NOTHING SHORT OF SPECTACULAR. IT'S A FANTASTIC COURSE AND WAS IN TOUR QUALITY CONDITION...ONE OF THE BEST COURSE LAYOUTS I HAD THE JOY TO EXPERIENCE."


"LOVED THE TRACK AND THE PRACTICE AREA IS AMONG THE BEST I'VE SEEN."

SAVE THE DATES

THE #1 WEDGE IN GOLF




Titleist

 **PLANTATION LAKES**
GOLF & COUNTRY CLUB

SM8

ONE GIANT SHIFT
FORWARD



SM8 Wedge Clinic

Sunday, May 2nd
5:00pm (90 Minute Clinic)
\$160 Registration Fee

(Includes Titleist SM8 Wedge of your choice from stock.
Participants will receive custom recommendations fit to your needs)

FITTING DAYS

Callaway

MAY 8TH


MAY 15TH

Titleist[®]
MAY 22ND AND
JUNE 5TH


JUNE 12TH

WHAT'S HOT IN THE GOLF SHOP

BENEFITS

- Accelerates warmup and recovery
- Improves range of motion and flexibility
- Reduces muscle soreness and stiffness
- Enhances muscle performance

TECH FEATURES

- Brushless high-torque 60 W motor
- Patented QuietGlide™ technology
- 3 speeds
- Up to 3200 percussions per minute
- 5 interchangeable head attachments
- 24 V rechargeable lithium-ion battery (3+ hrs of use per charge)
- Patented pressure sensor (3 levels)
- Lightweight, easy to use (2.5 lbs)
- TSA approved for carry-on



**DEMO
AVAILABLE FOR
USE IN THE
GOLF SHOP**



WHAT'S INSIDE

- 1 Hypervolt
- 2 Head attachment pouch
- 3 AC cable
- 4 Power supply
- 5 Head attachments:
Fork, Ball, Cushion, Flat, Bullet

HYPERVOLT

Handheld Percussion Massage Device
Featuring QuietGlide™ Technology



**POWERFUL. QUIET.
FULLY CONNECTED.**

The Hypervolt delivers a symphony of power, performance, and variability. Designed to accelerate warmup and recovery, the Hypervolt uses QuietGlide™ technology to deliver three speeds of rapid percussion almost silently. The quietest percussion massage device you can find, now fully connected for automated use with the Hyperice App.

*WHAT IS **NEW** FOR 2021*

Plantation Lakes' Inaugural CLUB CHAMPIONSHIP

Ladies Member-Guest, Men's Member-Guest and Mixed Member-Guest Tournaments

New Instructional Programs (Golf 101, Golf 202) and New Week Long Junior Programs

Couples Golf League (evenings)

Season Long Thursday Evening SKINS game

Golf Benefitted Member Mixer

Season ending Member Formal

PGA Tour Virtual PRO-AMS – The Majors

Local Reciprocal Program



THE LANDING...



THE LANDING BAR & GRILLE ACCOMPLISHMENTS

- **AWARD WINNING LANDING BAR & GRILLE**
 - VOTED BEST NEW RESTAURANT IN DELAWARE – ANNUAL STARS OF DELAWARE POLL
 - VOTED BEST NEW RESTAURANT IN SUSSEX COUNTY – COASTAL STYLE MAGAZINE



THE **LANDING**
BAR & GRILLE



PLANTATION LAKES GOLF & COUNTRY CLUB | HOME OF THE LANDING BAR & GRILLE



WE WERE JUST NAMED THE BEST NEW RESTAURANT IN DELAWARE!



COME SEE WHY!

PLEASE CALL 302.933.8072 TO MAKE A RESERVATION



★ 4.9 out of 5



4.6 ★★★★★

THE LANDING RESTAURANT AND SPECIAL EVENT ACCOMPLISHMENTS

- **THE CLUBHOUSE HOSTED OUR FIRST WEDDINGS IN 2020 SETTING THE STANDARD FOR UP TO 200 PUBLIC GUESTS**
- **OUR EVENTS TEAM HAS EIGHT UPCOMING WEDDINGS BOOKED FOR 2021/2022**
- **THE RESTAURANT SUCCESSFULLY CATERED MORE THAN 50 CORPORATE EVENTS, MEETINGS AND HOLIDAY PARTIES IN 2020 ESTABLISHING LOCAL CLIENTELLE, BRAND RECOGNITION AND BUILDING RELATIONSHIPS**



INTRODUCING

The Landing Lager

Come Try Plantation Lakes' **NEW EXCLUSIVE LAGER** at The Landing Bar & Grille



4.7% ABV

1 Hop, 2 malts & Flaked Maize
Crisp, easy, classic with a hint of creamy!

Brewed by Mispillion Brewing in Milford, Delaware

HOMEOWNERS ASSOCIATION MANAGEMENT REPORT

Joseph C. Fulco, Community Association Manager



HOA ACCOMPLISHMENTS

- WORKED WITH RESIDENTS TO PREVENT AND RESOLVE POTENTIAL ISSUES WHILE FOLLOWING UP WITH REGULAR COMMUNITY INSPECTIONS IN AN EFFORT TO UPHOLD THE COVENANTS.
- IMPROVED AND INCREASED COMMUNICATIONS TO RESIDENTS
 - MORE FREQUENT EMAIL BLASTS
 - MONTHLY MEETINGS WITH THE COMMUNITY ASSOCIATION MANAGER
 - EXPANDING THE WEBSITE FOR MORE TRANSPARENT & COMPLETE INFORMATION
 - CONTINUED IMPROVEMENT OF THE MONTHLY NEWSLETTER
 - MORE PROMPT & COMPLETE FOLLOW UP TO EMAILS AND CALLS
 - EXPANDING AND ENHANCING ACCESSIBILITY TO RESIDENTS FOR PERSONAL INTERACTIONS
- BEGAN LONG TERM TREE MAINTENANCE PROGRAM & REPLACED TREES ALONG PLANTATION LAKES BLVD.
- NEW POOL & TENNIS RESERVATIONS SYSTEM
- ASSISTED VARIOUS COMMITTEES AND GROUPS WITH A VARIETY OF PROJECTS AND ENDEAVORS
- ADDED FLAGPOLE AT COMMUNITY CENTER
- FOCUSED ON OBTAINING RENTAL LEASES AND RELATED TENANT INFORMATION
- BEGAN POOL RESURFACING

COORDINATING AND/OR ASSISTING WITH KEY COMMUNITY EVENTS

- COVID-19 SAFETY PROTOCOLS AND PROGRAMS FOR RE-OPENING
- BREAST CANCER CHARITY EVENTS THAT RAISED A COMBINED \$23,016.00
- HALLOWEEN - TRICK OR TREAT TRAIL
- MONTHLY MEETINGS WITH THE CAM
- HOLIDAY CHARITY FUNDRAISERS (CHARITY TREE)
- LETTERS TO SANTA
- ARTS & CRAFTS, WINE & CHEESE SOCIALS
- GARDEN CLUB PLANT SALE & CHILDRENS GARDEN
- NEW RESIDENT ORIENTATIONS
- HOA MEETING PREPARATIONS
- ON-SITE PUBLIC NOTARY FOR RESIDENTS
- BLOOD DRIVES
- CIRCLE OF REMEMBRANCE FOR COVID-19

CURRENT HOA FOCUS FOR IMPROVING CONSISTENT COVENANT COMPLIANCE

- USING THE HOA WEBSITE AS A RESOURCE FOR INFORMATION, RULES, ETC.
- OWNERS/LANDLORDS NOT PROVIDING LEASE/TENANT INFO.
- PROPER STORAGE OF TRASH AND RECYCLE CONTAINERS.
- DOG OWNERS NOT CLEANING UP AFTER THEIR PETS.
- CONTROL OF AGGRESSIVE DOGS.
- CHILDREN PLAYING ON ADULT WARM-UP AREA.
- KEEPING HOME SIDING FREE FROM MOLD/STAINS.
- ADHERING TO MILLSBORO PARKING/SPEED CODES.
- SUBMISSION OF ARC REQUESTS TIMELY/PROPERLY.
- FOLLOWING POOL AND BASKETBALL COURT RULES.
- ABANDONED AND IMPROPERLY REGISTERED VEHICLES.
- COMMERCIAL VEHICLE REGISTRATION.

KEY VENDORS / CONTRACTORS / BUSINESS PARTNERS

- HOA MANAGEMENT – ICON MANAGEMENT SERVICES
- LANDSCAPING – BRIGHTVIEW LANDSCAPING SERVICES
- POOL MANAGEMENT – CONTINENTAL POOLS
- TREE MANAGEMENT – COASTAL PLANT CARE
- TRASH/RECYCLING – WASTE MANAGEMENT
- COLLECTIONS – WHITEFORD, TAYLOR, PRESTON
- JANITORIAL – 20/20 JANITORIAL SERVICES
- FOOD PURVEYOR – SYSCO FOODS
- SECURITY – BAYSIDE SECURITY
- INSURANCE – WHITTEN GROUP



Q&A - LANDSCAPING

WILL THE NEW LAWN SERVICE BE DOING ANYTHING TO IMPROVE THE COMMON AREA LAWNS? WILL THEY BE SEEDING, FERTILIZING AND APPLYING INSECT KILLER?

ANSWER: BRIGHTVIEW WILL BE APPLYING FIVE TURF TREATMENTS TO THE GRASS, WHICH INCLUDES FERTILIZER, PRE & POST-EMERGENT, NUTSEGE CONTROL AND DOING A SOIL TEST. WE ARE INVESTIGATING ADDING A SEEDING PROGRAM TO THE 2022-2023 BUDGET. ONCE BRIGHTVIEW HAS BEEN ON PROPERTY AND ARE ABLE TO TAKE AND ASSESS SOIL SAMPLES, WE WILL EVALUATE SOME OF THESE AREAS AND DISCUSS A POTENTIAL PLAN.

Q&A - SECURITY

WHAT DOES BAYSIDE SECURITY ACTUALLY DO?

ANSWER: BAYSIDE SECURITY WORKS ON A ROTATING DAILY SCHEDULE IN THE EVENING HOURS PATROLLING ALL ROADS AND AREAS OF THE PLANTATION LAKES COMMUNITY. THEY MONITOR OUR RESIDENTS SAFETY AS WELL AS THE ASSETS OF THE HOA, SUCH AS THE COMMUNITY CENTER & POOL, LANDING CLUBHOUSE AND AMENITIES. THEY WORK CLOSELY WITH THE MILLSBORO POLICE DEPARTMENT AND NOTIFIES THEM OF ANY POTENTIAL ISSUES. THEY ALSO PROVIDE DAILY OVERSIGHT OF THE COMMUNITY AND PROVIDE FEEDBACK TO THE HOA ON VIOLATIONS. WE EXPECT THE SECURITY GUARDS TO ASSIST THE POOL STAFF IF ISSUES ARISE ON WEEKENDS AND IN THE EVENT OF AN EMERGENCY, THE SECURITY GUARDS WOULD PROVIDE AN IMMEDIATE RESPONSE. THEY WILL ALSO BE RESPONSIBLE FOR MONITORING THE BASKETBALL COURT AND SECURING THE COURT EACH NIGHT AT CLOSING TIME.

DOES BAYSIDE SECURITY SUBMIT REPORTS OF THEIR ACTIVITY DURING THEIR DAILY PATROLS AND THE TIMES THEY ARE PATROLLING. IF YES, I WOULD LIKE THESE TO BE POSTED ON THE OWNER'S WEBSITE?

ANSWER: YES, WE RECEIVE DAILY REPORTS AND THESE REPORTS ARE CONFIDENTIAL AND FOR MANAGEMENT USE ONLY AT THIS TIME.

Q&A - HOA

HOW MANY HOMES ARE BEHIND IN THEIR HOA DUES?

ANSWER: 36

WHAT IS BEING DONE TO RECTIFY THOSE SITUATIONS?

ANSWER: WE SEND DELINQUENT ACCOUNTS TO COLLECTIONS AND THERE ARE 16 HOMES CURRENTLY IN COLLECTIONS. WHEN ICON MANAGEMENT TOOK OVER, THE OUTSTANDING DELINQUENCY FEES WERE \$122,000. WHEN REVIEWING THE DOCUMENTATION UPON TAKING OVER, THERE WAS NO OFFICIAL ENFORCEMENT POLICY ON RECORD. THUS, THE COVENANT COMPLIANCE POLICY WAS ADOPTED THEREAFTER. ONCE WE LET THE COMMUNITY KNOW WE WERE GOING TO ENFORCE THE RULES, MOST RESIDENTS WHO RECEIVED A LETTER HAVE COMPLIED. WE ENDED UP COLLECTING \$94,000 OF THAT IN A VERY SHORT TIME WHICH WAS MORE THAN 70%.

IN JUNE OF 2020, WE BEGAN TO SUSPEND PRIVILEGES. AS OF MARCH 11TH, THE OUTSTANDING HOA FEES TOTALS \$68,262.38 THAT IS OVER 90 DAYS. OF THAT TOTAL, \$65,256 IS IN COLLECTIONS. THUS AS A WHOLE, OUR DELINQUENCY IS LESS THAN 5% AND IN A VERY GOOD STATE.

Q&A - HOA CONTINUED

WHAT IS THE NAME OF THE HOMEOWNER ON THE HOA BOARD AND HOW CAN HE/SHE BE CONTACTED?

ANSWER: MARK TURLEY, MARK@PROJECTEDENERGY.COM.

DURING THE SUMMER, A NEIGHBOR THROWS HIS GRASS CLIPPINGS IN THE POND ON SURRY LANE? HOW CAN THIS BE STOPPED?

ANSWER: ANY CONCERNS SHOULD BE BROUGHT IMMEDIATELY TO THE ATTENTION OF THE HOA OFFICE SO WE CAN INVESTIGATE.

A NEIGHBOR HAS BEEN ARRESTED SEVERAL TIMES ON SURRY LANE? WHAT MEASURES ARE TAKEN TO KEEP FELONS OUT OF OUR COMMUNITY, IF ANY?

ANSWER: FOR LEGAL REASONS, PLANTATION LAKES DOES NOT PERFORM BACKGROUND CHECKS AND CANNOT REFUSE TO SELL HOMES TO INDIVIDUALS BASED UPON THEIR PRIOR HISTORY.

Q&A - HOA CONTINUED

CAN ANYTHING BE DONE ABOUT THE CONSTANT TRASH STREWN ABOUT ON GODWIN SCHOOL LANE?

ANSWER: WE HAVE ASKED OUR NEW LANDSCAPING COMPANY, BRIGHTVIEW TO ASSIST IN THIS CLEANUP. WE NEED EVERY HOMEOWNER TO DO THE SAME. COLLECTIVELY, IF WE ALL ASSIST IN THIS EFFORT WE CAN MAKE A NOTICEABLE IMPROVEMENT.

ANY PLANS FOR A BIKE LANE ON GODWIN SCHOOL?

ANSWER: NO

ANY PLANS FOR A SWING SET OR A SECOND BASKETBALL HOOP?

ANSWER: NO, BUT THE NORTH SHORE CLUBHOUSE IS CURRENTLY PLANNED TO HAVE A POOL, PICKLEBALL COURT AND SAND VOLLEYBALL COURT.

CAN WE INSTALL SECURITY CAMERAS INSTEAD OF PAYING FOR SECURITY?

ANSWER: IT CAN BE INVESTIGATED FOR FUTURE CHANGES.

Q&A - HOA CONTINUED

WHEN WILL THE NORTH SHORE POOL AND COMMUNITY CENTER BE STARTED/COMPLETED?

ANSWER: WE ANTICIPATE THE NORTH SHORE POOL & COMMUNITY CENTER TO START THIS SUMMER/FALL AND WE ANTICIPATE THE POOL TO BE OPEN SUMMER 2022.

IF THE POOL IS NOT BUILT THIS YEAR WHAT ARE YOU GOING TO DO ABOUT ADDITIONAL PARKING FOR ALL THESE FOLKS AT THE POOL?

ANSWER: THE SECOND POOL WILL NOT BE READY THIS SUMMER. THERE IS OVERFLOW PARKING IN THE AREA THAT REQUIRES HOMEOWNERS/GUESTS TO TAKE A SHORT WALK TO GET TO THE POOL WHEN THE MAIN PARKING LOT IS FULL.

I JUST RECEIVED MY HOA PAYMENT BOOK, IT SHOWS THAT THE MONTHLY FEE HAS INCREASED AND SHOWS NO REASONS NOR WAS THIS VOTED UPON?

ANSWER: THE NEW BUDGET WAS APPROVED ON THE FEBRUARY 23RD, 2021 BUDGET MEETING WHICH WAS OFFERED BY A VIRTUAL CALL TO THE HOMEOWNERS. THE NEW BUDGET SUMMARY IS ON THE WEBSITE AND OUTLINES THE NEW FEE STRUCTURE. THIS WAS ALSO INCLUDED AND OUTLINED IN THE MARCH NEWSLETTER.

Q&A - HOA CONTINUED

THE COSTS FOR MOWING A 4X6 AREA, INCREASED HOA PAYMENT BY FIFTEEN DOLLARS A MONTH. THE OPEN AREAS AROUND THIS DEVELOPMENT LOOK LIKE THEY ARE IN SAD SHAPE, WOULD IT NOT BE BETTER TO USE THESE FUNDS FOR THE OPEN AREA AND HAVE THOSE WHO CHOOSE NOT TO CUT THEIR LAWN BE BILLED BY THE HOA?

ANSWER: NO, IT WOULD BE VERY DIFFICULT TO MANAGE THE BILLING ASPECT. THE HOA FEE FOR 2021 INCREASED \$5.60.

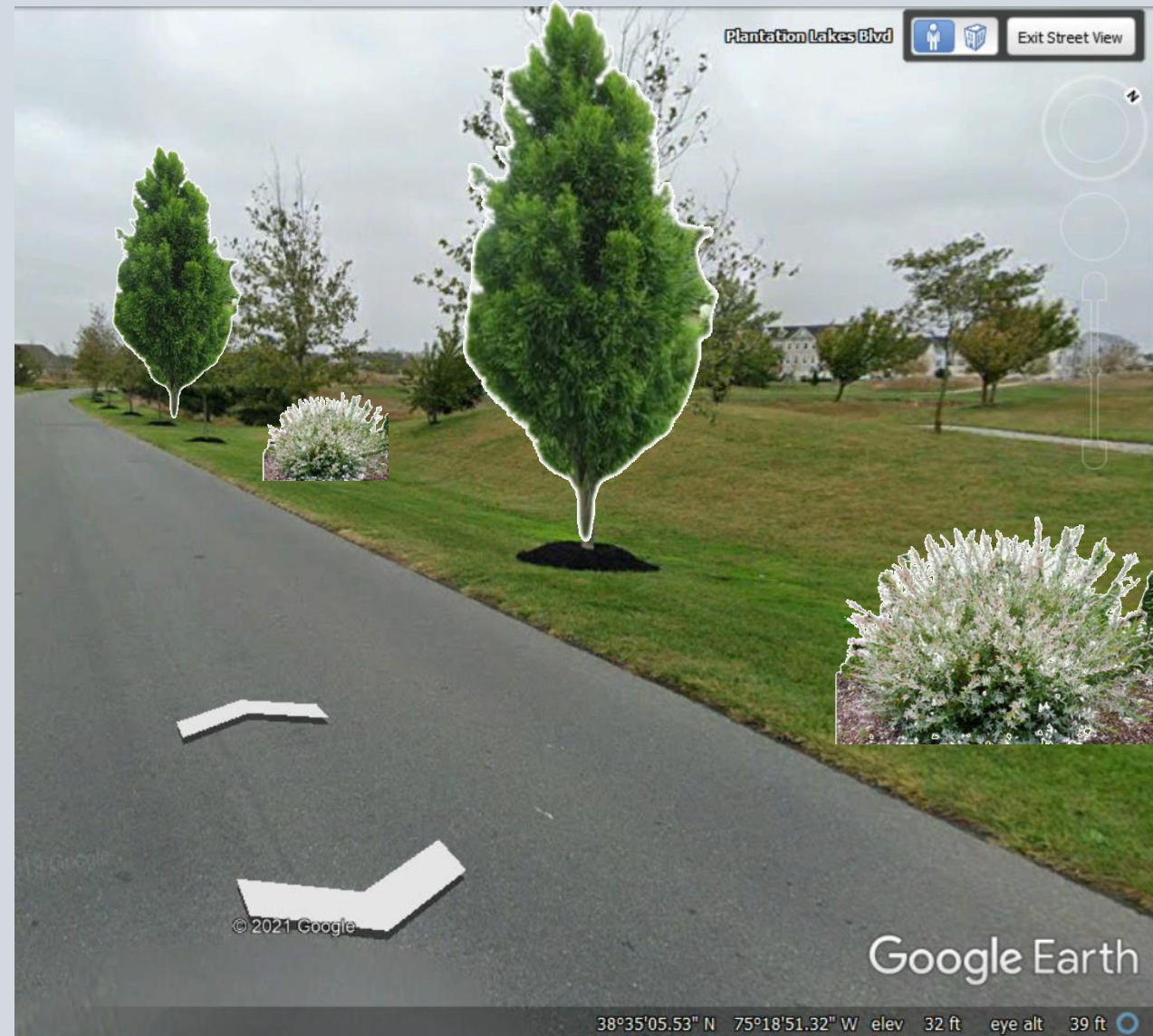
HOW CAN BYLAWS BE CHANGED TO KEEP PEOPLE FROM FEEDING SEAGULLS AND STRAY CATS?

ANSWER: THE BOARD WOULD NEED TO ADOPT ANY CHANGES MADE TO THE BYLAWS. HOMEOWNERS CAN RECOMMEND THE CHANGE TO THE BOARD FOR CONSIDERATION.

Q&A - HOA CONTINUED

WHY WERE LIVE TREES REMOVED WHEN WHAT THEY CLEARLY NEEDED WERE SOME PRUNING & CARE AND WHY WERE UGLY BUSHES PLANTED IN THEIR PLACE INSTEAD OF NEW TREES?

ANSWER: MANY OF THE TREES THAT WERE REMOVED WERE IN FACT DYING TREES. THE AREA ALONG BOTH SIDES OF PLANTATION LAKES BOULEVARD SITS VERY WET, IN WHICH THE TREES THAT WERE LOCATED THERE DO NOT DO WELL WITH OVERLY WET SOILS, ONE OF THE MANY CONTRIBUTING FACTORS TO THEIR NON-SURVIVAL. THEY WERE INSTEAD REPLACED WITH BALD CYPRESS TREES THAT WILL GROW TO APPROX. 20 FEET AND FILL IN VERY NICELY AND DAPPLED WILLOW THAT TYPICALLY GROWS TO 6 FEET (BOTH OF WHICH SHOULD THRIVE IN THOSE AREAS)



Q&A - CONSTRUCTION

CAN YOU PROVIDE AN UPDATE ON THE COMPLETION OF THE SHEEP PEN ROAD CONSTRUCTION BETWEEN GODWIN SCHOOL ROAD AND HARDSCRABBLE AS WELL AS THE COMMUNITY CENTER WEST?

ANSWER: THE SHEEP PEN CONNECTION BETWEEN GODWIN AND HARDSCRABBLE WILL BE MADE BY THE END OF MAY, AT THAT POINT IT WILL BE A LANE CLOSURE AND THERE WILL STILL BE CONSTRUCTION ON SHEEP PEN THROUGH THE END OF THE SUMMER. THE LANDSCAPING PLANS ARE BEING FINALIZED NOW WITH THE ANTICIPATION OF BEING INSTALLED FALL OF 2021 OR SPRING OF 2022 DEPENDING ON APPROVALS. COMMUNITY CENTER WEST, WILL BE A VERY SIMILAR LAYOUT TO THE COMMUNITY CENTER EAST WITH A FEW MINOR INTERIOR CHANGES. THE AMENITIES INCLUDED IN THAT COMPOUND BESIDES THE POOL ARE A BEACH VOLLEYBALL COURT, A PICKLEBALL COURT, AN OUTDOOR PING PONG TABLE AND A FEW PICNIC TABLES.

Q&A - CONSTRUCTION

THE STREET LIGHT DISTRIBUTION ON MADISON STREET SEEMS TO BE A LITTLE UNEVEN. IS THERE ANY PLAN TO ADD STREETLIGHTS?

ANSWER: THE LIGHTING HAS BEEN VERIFIED TO BE IN PER PLAN, THERE IS NO PLAN TO ADD MORE STREET LIGHTS ON MADISON.

WILL LENNAR CONSIDER ERECTING A CURB TO PLANTATION LAKES BLVD. FROM THE BRIDGE, AT THE ENTRANCE OFF ROUTE 24, UP TO THE CIRCLE IN FRONT OF THE COMMUNITY CENTER THAT WILL DETER VEHICLES FROM DRIVING IN THE GRASS?

ANSWER: NO, IT IS TOO COSTLY. HOWEVER, BRIGHTVIEW IS INVESTIGATING OPTIONS TO IMPROVE THE AREAS ON THE MAIN DRIVEWAY, WHICH CARS/TRUCKS DRIVE ON THE GRASS AND CREATE A POOR FIRST IMPRESSIONS OF THE DEVELOPMENT.

Q&A – GENERAL MANAGER

WHO IS IN CHARGE OF OVERSEEING THE FINANCES OF THE LANDING BECAUSE THE LANDING IS SEEN AS AN AMENITY TO THE OWNERS IN PLANTATION LAKES? AN EXAMPLE IS VALENTINE'S DAY, WHICH COSTED \$150 FOR TWO PEOPLE. THAT PRICE IS RIDICULOUS AND UNCOMPETITIVE AND LEADS TO THE QUESTION OF WHETHER OR NOT THE RESTAURANT IS BEING RUN IN A MANNER THAT MAKES IT COMPETITIVE WITH OTHER RESTAURANTS IN THE AREA AND THEREFORE MAKING A PROFIT.

ANSWER: THE GENERAL MANAGER OVERSEES THE FINANCES OF THE LANDING AND CURRENTLY ANY LOSSES ARE FUNDED BY THE DEVELOPER. SPECIAL EVENTS ARE BUDGETED TO MAKE A PROFIT. WE ALSO OFFER MANY ADDITIONAL THINGS FOR THE SPECIAL EVENTS THAT CAUSE THE PRICE TO INCREASE (MULTIPLE COURSE DINNER, MUSIC/ENTERTAINMENT, FLOWERS, WINE, ADDITIONAL STAFFING AND SO FORTH). WE NEED TO DETERMINE WHAT THE EXPECTED PRICE POINT IS FOR SPECIAL EVENTS (\$75, \$100, \$125 OR \$150 PER COUPLE AND BUILD THE MENU TO FIT THE PRICE POINT).

THE LANDING BAR & GRILLE SHOULD BE VIEWED AS AN AMENITY OF PLANTATION LAKES. AS FOR TURNING A PROFIT, THE AVERAGE FOR MOST NEW PUBLIC RESTAURANTS TO BEGIN TURNING PROFIT IS 3-5 YEARS (WE JUST CAME OUT OF YEAR 1). ADDITIONALLY, THERE ARE MANY FACTORS THAT ARE CURRENTLY PREVENTING THE RESTAURANT FROM OPERATING AT A PROFITABLE LEVEL: COVID-19 RESTRICTIONS, THE DEVELOPMENT IS HALF BUILT (1,100 HOMES VERSUS A COMPLETED 2,400+ HOMES), THE PUBLIC IS JUST BEGINNING TO USE THE RESTAURANT AND LAST YEAR MANY OF THE OUTSIDE EVENTS, WHICH ARE VERY PROFITABLE, WERE CANCELLED DUE TO COVID-19. THE EXPECTATION IS THAT THE RESTAURANT WILL BEGIN TO OPERATE AS A BREAKEVEN (IN TIME) AND ULTIMATELY PRODUCE A PROFIT, WHICH IS WHY IT IS OPENED TO THE PUBLIC.

OVERALL, THE FINANCIALS ARE CURRENTLY OVERSEEN BY YOUR BOARD OF DIRECTORS, WHICH INCLUDES YOUR HOMEOWNER REPRESENTATIVE, MARK TURLEY. ONCE TRANSITION OCCURS, THEN THE HOMEOWNER CONTROLLED BOARD WILL BE RESPONSIBLE FOR OVERSEEING THE FINANCIALS.

Q&A – GENERAL MANAGER

WHEN THE LANDING HAS A WEDDING OR EVENT OUTSIDE, HOW CAN THEY CLOSE OFF THE WALKWAY BEHIND THE RESTAURANT? EVENTUALLY, THE LANDING WILL HAVE MANY EVENTS ON A WEEKLY BASIS AND THIS PATH SHOULD NOT BE CLOSED OFF, AS IT IS ONE OF OUR “AMENITIES.”

ANSWER: THIS PATH IS CLOSED OFF DUE TO PRIVATE CEREMONIES, SUCH AS WEDDINGS, THAT TAKE PLACE ON THE BACK PATIO. THE WALKING PATH IS ONLY CLOSED DURING THE ACTUAL CEREMONIES ITSELF BUT TABLES AND SIGNS ARE PLACED OUT IN THE MORNING TO ALERT RESIDENTS THAT IT WILL BE CLOSING LATER THAT DAY DURING THE CEREMONY. APPROXIMATE TIME OF CLOSURE IS TYPICALLY LESS THAN HALF HOUR.

DOES JOE REPORT TO BRIAN? I AM NOT CLEAR ON THE ORGANIZATIONAL STRUCTURE.

ANSWER: YES, THE ORGANIZATIONAL CHART IN OUR PRESENTATION CLEARLY OUTLINES THE REPORTING SCHEDULE.

Q&A – GENERAL MANAGER

THE DEVELOPER HAS BEEN KICKING IN EXTRA FUNDS TO FILL BUDGET DEFICITS. IS THIS A LOAN OR PART OF THE DEVELOPERS COST OF DOING BUSINESS?

ANSWER: THE HOA DECLARATION ALLOWS THE DEVELOPER TO DEFICIT FUND AND, UNDER CERTAIN CIRCUMSTANCES, TO BE REIMBURSED FOR SUCH DEFICIT FUNDING. ANY DEFICIT FUNDING REIMBURSEMENTS, HOWEVER, HAS NOT YET BEEN DETERMINED.

WHO PAYS ICON AND HOW MUCH DO WE PAY?

ANSWER: THE MONTHLY MANAGEMENT FEE PAID TO ICON FOR THE GOLF COURSE IS \$12,000 AND FOR THE HOA IS \$9.95 PER HOME.

ON THE PLANTATION LAKES WEBSITE UNDER THE HEADING OF DOCUMENTS AND FORMS, WHERE IS THE HOA BALANCE SHEET AND INCOME STATEMENT THAT IS NOT GOLF RELATED?

ANSWER: THESE ARE CONSOLIDATED BALANCE SHEETS THAT REFLECT BOTH HOA AND GOLF.

Q&A – GOLF

I BELIEVE THAT WHEN YOU BEGAN CHARGING FOR GOLF BACK IN 2016 SOME OF THE MEMBERS HAD A CLAUSE THAT THEY COULD OPT OUT WITHIN 5 YEARS. HOW MANY GOLFERS DO YOU HAVE THAT CAN STILL OPT OUT?

ANSWER: APPROXIMATELY 20% (30 HOMES) OF THE ORIGINAL OPT-IN REMAIN ELIGIBLE FOR OPTING OUT, AND YES, THE OPT OUT PERIOD FOR THOSE HOMEOWNERS EXPIRES IN JUNE 2021. PLEASE NOTE, HOWEVER, THAT CURRENTLY ALL NEW VILLA AND SINGLE FAMILY HOMES ARE BEING SOLD AS GOLF BENEFITTED, AS WELL AS ANY TOWN HOMES THAT CHOOSE TO OPT IN.

WITH THE AMOUNT OF PLAY THAT THE COURSE GOT LAST YEAR AND KNOWING WHAT SOME OF THE OTHER COURSES IN THE AREA CHARGE FOR NON-MEMBERS, IS THERE ANY PLAN TO INCREASE THE PUBLIC PRICE?

ANSWER: YES, PEAK RATES HAVE INCREASED \$20 THIS YEAR, FROM \$79 TO \$99. LAST YEAR WAS OUR FIRST YEAR OF OPERATION, NOT OPENING UNTIL LATE MAY 2020. RATES WERE SET DUE TO BEING UNAWARE OF THE CONDITIONING THE GOLF COURSE WOULD HAVE WHILE GROWING IN AS WELL AS ENSURING WE COULD MAINTAIN GOOD CONDITIONS AND ATTRACT NEW CUSTOMERS TO OUR BEAUTIFUL FACILITY. WE ANTICIPATE PUBLIC RATES CONTINUING TO INCREASE IN THE COMING YEARS AS WE CONTINUE TO ADD MEMBERS AND WILL RESTRICT PUBLIC PLAY BASED UPON THE MEMBERSHIPS USAGE.

Q&A – GOLF

HAS THERE BEEN ANY THOUGHT TO ALLOWING MEMBERS TO USE THE RANGE WITHOUT THE \$4 FEE?

ANSWER: CURRENTLY, WE ARE STILL IN DEFICIT FUNDING SO PULLING A REVENUE SOURCE IS NOT CURRENTLY IN THE CARDS BUT THIS MAY BE TAKEN INTO CONSIDERATION IN THE FUTURE. ADDITIONALLY, THE PUBLIC FEE TO USE HAS INCREASED TO \$12 EFFECTIVE APRIL 1, 2021.

WHAT IS THE PLAN FOR THE AREA BETWEEN THE CART PATH NEAR THE 12TH GREEN AND THE HOMEOWNER'S PROPERTY LINE? WILL IT BE PLANTED VEGETATION AND WILL THERE BE IRRIGATION?

ANSWER: THIS AREA, ALONG WITH MOST AREAS BEHIND HOMES THAT ABUT THE GOLF COURSE, ARE NATURALIZED GRASSY AREAS. THESE NATIVE AREAS TYPICALLY TAKE 2-3 YEARS TO FULLY GROW. THEY ARE NOT IRRIGATED AND WILL GROW IN NATURALLY OVER TIME.

Q&A – GOLF

THE MEMBER FEES TO THE GOLF HAS A COST OF \$2500 ANNUALLY. THE GOLF FEES ARE \$18 PER ROUND. THE NON-MEMBER FEES PER ROUND ARE \$79. IF YOU PLAY 50 TIMES A YEAR AS A MEMBER YOU SAVE \$50. IF YOU PLAY LESS THAN 50 ROUNDS, YOU ARE BETTER OFF NOT BEING A MEMBER.

ANSWER: CURRENTLY, MEMBER ASSESSMENTS EQUAL \$2,146 ANNUALLY. BECAUSE OF THE UNCERTAINTY OF THE COURSE CONDITIONS WITH GROW IN AND MAINTAINING HEALTHY TURF ON A NEW COURSE, AS WELL AS NUMEROUS OTHER FACTORS, LAST YEAR'S PRICES WERE SET IN AN EFFORT TO DIRECT AND ATTRACT MORE BUSINESS TO PLANTATION LAKES AS A NEW FACILITY (WE ARE CURRENTLY OVER 6,000 ROUNDS AHEAD). GOING INTO 2021, UNACCOMPANIED NON-MEMBER FEES THIS YEAR HAVE INCREASED BY \$20 PER ROUND (PEAK RATE INCREASED FROM \$79 TO \$99). WE ALSO ANTICIPATE THESE RATES TO CONTINUE TO GRADUALLY INCREASE IN THE COMING YEARS AS WE CONTINUE TO ADD MEMBERS. PUBLIC PLAY WILL BECOME MORE RESTRICTED BASED UPON THE MEMBERSHIP AND HOW MUCH THE MEMBERSHIP UTILIZES THE COURSE.

*HOMEOWNERS' REP COMMENTS AND OWNERS OPEN FORUM
MARK TURLEY, HOA BOARD MEMBER*



**PLANTATION
LAKES**

GOLF & COUNTRY CLUB

THANK YOU FOR ATTENDING

ADJOURNMENT

