

1 **MINUTES OF MEETING**
2 **PRESERVE AT WILDERNESS LAKE**
3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Workshop Meeting of the Board of Supervisors of the Preserve at Wilderness Lake Community
5 Development District was held on Thursday, June 22, 2023 at 9:36 a.m. at the Preserve at Wilderness Lake
6 Lodge, 21320 Wilderness Lake Boulevard, Land O' Lakes, FL 34637.

7 **FIRST ORDER OF BUSINESS – Call to Order/Roll Call**

8 Ms. Dobson called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

10	Holly Ruhlig	Board Supervisor, Chairwoman
11	Bryan Norrie <i>(via phone)</i>	Board Supervisor, Vice Chairman
12	Agnieszka Fisher	Board Supervisor, Assistant Secretary
13	Beth Edwards	Board Supervisor, Assistant Secretary
14	Heather Hepner	Board Supervisor, Assistant Secretary

15 Also present were:

16	Tish Dobson	District Manager, Vesta District Services
17	Scott Smith	Vice President, Vesta
18	Julie Cortina	Regional Vice President, Vesta
19	Heather Alexandre	Regional Lifestyle Director, Vesta

20

21 *The following is a summary of the discussions at the June 22, 2023 Preserve at Wilderness Lake CDD*
22 *Board of Supervisors Workshop Meeting.*

23 **SECOND ORDER OF BUSINESS – Pledge of Allegiance**

24 The Pledge of Allegiance was recited.

25 **THIRD ORDER OF BUSINESS – Audience Comments – (limited to 3 minutes per individual for agenda**
26 *items)*

27 An audience member expressed concerns about lodge management.

28 An audience member commented on delays in corrective action, and opined that residents deserved
29 to have a full and total review of people being hired, how they're doing their job, and the
30 expectations that came with the role. The audience member also commented negatively on the
31 amount of recent turnover with the Lodge Manager position. Ms. Dobson denied comments
32 suggesting that Vesta may be using the position as training.

33 **FOURTH ORDER OF BUSINESS – Discussion Items**

34 A. Status of Replacement Lodge Manager

35 Ms. Dobson reported that immediately after the resignation of the former Lodge Manager, an ad
36 was placed by Ms. Cortina to hire a replacement. Ms. Dobson noted that several interviews had
37 been conducted, and additional interviews were scheduled for after the workshop. Comments were
38 heard from the Supervisors in favor of prompt notice to the Board whenever issues arose, and that
39 the Board should have been notified of the resignation in a more timely manner. In response to
40 Supervisor questions about the point person, Ms. Dobson stated that she would be providing
41 oversight to the hiring process and would be on-site for training purposes. The Board discussed
42 their requested level of feedback and the Lodge Manager's and Lifestyle Coordinator's engagement
43 with the residents of the community. Comments from Vesta staff were also heard on the factors

44 going into the staffing situation, with specific examples of previous candidates being brought up as
45 part of discussions on striking a balance between having a manager properly equipped with
46 experience and having a manager with a salary within what was budgeted for the position. Ms.
47 Dobson additionally detailed work that had been done since her return from vacation and since the
48 lightning strike had occurred, additionally inviting any Board members to meet with the candidates
49 of choice for the Lodge Manager position, and to weigh in with any questions and comments.
50 Discussion ensued between Vesta staff and the Board regarding identifying the root cause of
51 manager attrition.

52 The Board provided a number of comments on potential action items and duties for various staff
53 members. These included the Lifestyle Coordinator's attendance and assistance with the Story
54 Time events, the Lodge Manager being on-site around 7:00 a.m., for a pool attendant to be
55 specifically scheduled around the pool's closing time rather than only until 7:00 p.m., and for
56 addressing general unclean facilities. Ms. Dobson affirmed that the Board and community's
57 expectations for the level of engagement and service was clear, and added that a cordless vacuum
58 cleaner was currently on order. Additional comments were made opining that staff should be more
59 proactive rather than reactive, and that the communication boards should be updated on a more
60 frequent basis.

61 The Board asked for staff input as to whether Supervisor Rühlig or Supervisor Hepner would be
62 recommended as the Board member to meet with the potential hire for the Lodge Manager position.
63 Ms. Dobson recommended that Supervisor Hepner be the Board member to take on this task, noting
64 that Supervisor Rühlig was the Chair of the Board and that position carried an extra level of
65 authority that could potentially be unnecessarily intimidating for the purposes of an informal
66 meeting. The Board and Ms. Dobson discussed soft skill needs for the position.

67 B. Planning for Summer & Fall Events

68 Ms. Dobson provided a list of the major events that Ms. Tucker had planned for the summer and
69 fall seasons, including a macrame feather craft event, snow cones, smores night, flower lanterns,
70 Fourth of July celebration, Summer Olympics, Bohemian wall art crafts, board games, glow jars, a
71 back-to-school celebration, a Labor Day barbecue, wine tasting and pairing, Oktoberfest, a Fall
72 Festival, a Haunted House, Veterans Day brunch, a Halloween costume parade, Friendsgiving
73 celebration, and Turkey Trot. Discussion ensued regarding staff engagement with the community
74 both during and outside of events. Supervisor Edwards suggested that the Event Coordinator should
75 be particularly in touch with what was happening in the community, and familiar with its members.

76 C. Staff Training

77 In response to Supervisor questions about the duration of time that Ms. Dobson would be available
78 to stay on board working with the Lodge Manager candidate for training purposes, Mr. Smith stated
79 that there was no hard time stamp. Mr. Smith stated that the transition would occur at the point
80 when Ms. Dobson and the new staff member were both sufficiently comfortable with the standards
81 and expectations of the role being able to be satisfied.

82 D. Update on Lightning Strike Repair

83 Ms. Dobson stated that the theater was fully operational, as were the computers and the Barracuda
84 backup system. Ms. Dobson noted that the jacuzzi had come back online, but there was an issue
85 that had arisen which one of the vendors had been called in to address. Ms. Dobson stated that she
86 anticipated that the Wi-fi cameras would come back online on June 23, and that the card access
87 system would go back online by June 26. Ms. Dobson stated that while the old analog phone system
88 had been damaged, the Board had approved the transition to VoIP, and that everything had been
89 able to be forwarded over to Inteligy.

90 Ms. Dobson noted that the surge suppression equipment had exposed some weak points in the
 91 system, and stated that she had acquired a proposal for additional surge suppression components.
 92 Ms. Dobson added that a printer had also gone down, and that as printers were critical for the Lodge
 93 Manager to be able to properly do their job, there would be another proposal to acquire one. The
 94 Board and Ms. Dobson discussed insurance matters and evaluating the system. Ms. Dobson noted
 95 that while a surge system had been acquired, not everything had been plugged into it during April's
 96 lightning strike, and added that she wished to discuss with Duke Energy regarding a potential
 97 system evaluation for any further protective measures that could be installed. Additional discussion
 98 regarding pool motor outages ensued, with comments made suggesting for more regular updates
 99 on the status of addressing issues concerning items such as the pool that were popular with the
 100 community.

101 Ms. Dobson noted negative feedback regarding price increases at the general store to cover credit
 102 card processing fees. Board members commented on time taken by staff to deal with reconciliation,
 103 and whether it would be worthwhile to invest in a Square payment processing system. Additional
 104 suggestions were heard to only raise some items' prices as a compromise.

105 Supervisor Edwards noted that previous meetings had started to have an issue where meeting
 106 proceedings were sometimes interrupted by resident comments. Ms. Dobson explained that
 107 audience members at CDD Board meetings were generally permitted to speak at designated periods
 108 at the beginning and end of meetings only, but some Boards did choose to allow for residents to
 109 engage during meetings as well. Supervisor Edwards also recalled that the speakerphone was
 110 previously hooked up with the sound system, and Ms. Dobson stated that she would get in contact
 111 with Frontier following the meeting.

112 **FIFTH ORDER OF BUSINESS – Next Meeting Quorum Check: July 5th, 9:30 AM**

113 All Supervisors indicated that they planned on attending the meeting scheduled for July 5 in person,
 114 which would constitute a quorum.

115 **SIXTH ORDER OF BUSINESS – Adjournment**

116 The meeting was adjourned at 12:37 p.m.

117 **Each person who decides to appeal any decision made by the Board with respect to any matter considered*
 118 *at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made,*
 119 *including the testimony and evidence upon which such appeal is to be based.*

120 **Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed**
 121 **meeting held on August 2, 2023.**

122 

Signature



Printed Name

Title: ~~Secretary~~ Assistant Secretary Chairman Vice Chairman



Signature



Printed Name

Title: Chairman Vice Chairman Secretary

