

BOARD OF DIRECTORS MEETING  
THE MONARCH AT ROYAL HIGHLANDS, INC.  
April 23, 2021

A meeting of the Board of Directors for The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in Mtg Rm A at the Rec Center. Those present: Vince Laverghetta, Therese Buono, Bill Orbals, Esther Patterson, Steve Bryan, Steve Snover, Steve Ryan, Jim Oddo, Lisa Ritchey. Luis Colon, General Manager, Terry Stephenson, Course Superintendent, and Lisa Applewhite F/B Manager, Crown & Shield, were also in attendance.

Vince Laverghetta called the meeting to order. The Minutes of the April 9, 2021 meeting were approved.

**Superintendent's Report – Terry Stephenson**

- Sold old fairway mower (\$7500), pumpstation parts (\$480), old green utility vehicle (\$1500).
- All new equipment is working well.
- Still no applicants for Assistant or staff. We need to increase pay to get any applicants. Talked to professor at Gateway Community College and he is also looking for us.
- We will DryJect greens on May 3<sup>rd</sup> – the course will be closed. Trying to get temporary helpers to assist in this process, having a hard time getting day laborers. This is not a job that members can volunteer to do.
- Bayer Rep coming today to take nematod samples on some greens.
- Course will close 12:00 on May 6<sup>th</sup> for cricket application/pre-emergent application.
- Bulk fertilizer application on May 10<sup>th</sup>.
- Hitting spot weaknesses with 21-7-14 fertilizer
- Spraying some fairways for nematodes as time permits.
- Terry was asked about the square patches on #2 green, and he advised these are caused by the sand cranes. Residents living around the greens are still feeding them and that is what is attracting them to the greens.

• **Manager's Report – Luis Colon**

Luis again thanked the board for the opportunity given to him to be our General Manager. He asked the board what their expectations of him was. Some of the items mentioned were:

- Help fix our course employee situation
- Provide timely monthly reports of revenue and expenses of the club
- Look at ways to reduce expenses
- Participate in events
- Interact with the members

Luis advised that Craig will be back next Saturday to help with the billing and then Luis will take it over going forward. He will look at everything for the next 2 months to see what we can do to improve the business. Luis asked for an internal audit to be done of all cash monies on hand. He wants the audit done, recorded, and filed as soon as possible. Luis will be receiving an official email account soon.

**Food & Beverage Manager - Lisa Applewhite**

The freezer in the barn went bad. The repairman was asked to fix it but declined (said it wasn't worth it). We can move the food items into the inside freezer for the time being. Board approved getting a new freezer and Luis will work with Steve Ryan to get this done. The cost should be minimal.

The main dishwasher cleans the dishes, but they are spotty. We are leasing this dishwasher at \$200/month. Lisa will find out how many months left on the lease and will look into changing from powder to liquid detergent (more expensive) to see if this is better. Commercial dishwashers are very expensive (\$40,000 up).

Lisa asked about removing the requirement to wear masks in the restaurant. Many guests are walking around the restaurant without a mask. Luis advised that we follow the governor's guidelines that masks are recommended but not mandated. Employees and anyone working behind the counter should continue to wear masks as a courtesy to the members and guests. It is more of creating a comfort zone for them. In a couple of months, we will review the situation again.

**Secretary – Esther Patterson**

Esther sent Lisa Ritchey the necessary information for finger printing purposes and will also send a copy to Luis. This is a requirement of the Alcoholic Beverages and Tobacco Division.

**Vice President – Lisa Ritchey**

Lisa will check to see if the order for the partitions was processed. Once the partitions are received, our volunteers will install them. We are not on the schedule yet for the work on the front entrance.

The next items to consider are painting the clubhouse (which our volunteers can do) and carpeting the clubhouse. We will discuss these at a later date after the current approved projects (front entranceway and men's bathroom) are complete. Vince advised that we need to take this renovations project slow, and all items will be reviewed with Luis before any movement forward.

**Marketing – Steve Snover**

Steve looked into Golf Now to get some feedback from users about our course and saw that there were over 400 ratings of 4 ½ stars. This is good news. Luis mentioned there was another level of support in Golf Now that captures the information (email, etc) of users who played our course. This might be a way to increase play and membership. Steve will get with Luis to discuss, and to see how we can get more information about our course out to the public.

Jim Oddo mentioned that through marketing we can make sure participation doesn't go down too much now that some members are going north for the summer, and maybe we can come up with a golf/lunch package deal. Therese Buono said that some years ago there was an ad in the local paper advertising a hotdog and a beer with golf. Luis said that we need to look at the prior year (before the pandemic) and see what participation was and use this information going forward to determine our action plan.

## Treasurer's Report – Steve Ryan

Treasurer's Report				21-Apr-21
Account	Account Type	Bank	APY	Balance
Cash - Operating	Checking	BB&T	0.00%	113,708.13
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.05%	6,379.89
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	0.85%	170,639.50
Non Operating Investment Account	Cash	Raymond James	0.00%	-
Non Operating Investment Account	Institutional MM	Raymond James	0.03%	148,548.39
Cash Balance as of 04/21/2021				440,675.91
Change from 04/09/2021 Report				14,758.96
BB&T Loan	Monthly On 28th...\$10,101.43		4.80%	839,688.09
Personal Note	Monthly on 1st...\$2191.00		6.00%	130,690.78
Accounts Payable(Including lease payments)				23,376.08
BB&T Credit Card				1,915.98
Cash Balance 04/23/2021				440,675.91
Cash Balance 04/24/2020				364,824.08
Difference				75,851.83

Not too much has changed - we are in a good financial position. Increased payroll costs will create a hit and we need to ensure we have enough money in the bank to cover this expense.

### Membership – Bill Ortvals

Resignations: Jack West from Limited General – eff 4/16/21  
Jim McGill from Limited General – eff 4/10/21

Medical (15): Bev Race  
Harry Taylor  
Tom Campbell  
Tom Christie  
Ann Carter  
Tom Lawrenson  
Martha Wolff  
Karen Brondyke  
Cleveland White  
Bob Collins  
Barb Bradford  
Mike Boiler  
Adam Talarek  
Bob Gravatt  
Bill Holada

Off Medical: Jim McGill – eff 4/10/21

### **Golf – Jim Oddo**

MMGA Step Back Scramble – 2<sup>nd</sup> MMGA meeting/lunch of 2021. 47 players plus 8 more for lunch. On the agenda, was the election of officers. Dean Woodle will continue as Treasurer, and there will be a “written ballot” election to the office of Secretary.

Men’s Spring Scramble – Saturday April 24<sup>th</sup>, (currently 58 players have signed up) menu decision is BBQ Chicken Breast off the grill and Pulled Pork. Sides will be Pork & Beans and Pasta Salad. Dessert is Watermelon.

Golf Committee - Last Meeting was Tuesday April 13<sup>th</sup> @ 1:00 PM.

Agenda items for the last meeting included:

- Review of the Golf Committee Guidelines established at the last meeting
- Significant amount of conversation regarding the handicap oversights that we have put in place
- Introduce a Handicap Worksheet Report that will be completed by each committee member and presented at all monthly meetings
- As a Team we set some goals related to handicap review
- Review USGA Handicap Committee Guide
- April/May Activities
- Next Meeting – Tuesday May 11<sup>th</sup>, 2021 1:00 PM

### May Calendar:

- May 2<sup>nd</sup> – Women’s Group – May Day Play Day
- May 3<sup>rd</sup> – Course Closed
- May 5<sup>th</sup> – Men’s Group – Beat the Club Champ
- May 31<sup>st</sup> – Couples Memorial Day Tournament

### **Building and Grounds Report – Steve Bryan**

Steve looked into a sign to show players where the #12 black tees were located to avoid confusion. The sign company wants an excessive price to do just one sign and Steve thinks we can get one of our members to make a sign for us. He will look into this option.

The volunteer work party for the 20<sup>th</sup> has been rescheduled for the 27<sup>th</sup> due to weather. We have a list of projects to achieve that include the garden on #9 tee box and several other areas around the golf course. Tree trimming is a separate ongoing project.

Ralph Acquaro sent a note regarding the washout area on #14 right side of fairway next to waste area. I spoke to Terry and he is aware of the problem and will address with sod and shaping the area.

Mike’s Tree Service is returning May 3<sup>rd</sup> to finish trimming trees on #12 near the green. It will likely be \$1000 to cut it down and remove it. It is too large for a self-help project in my opinion. Steve will get a quote to remove the dead oak tree next to the rest rooms on #5 green area next to pond.

### **Golf Course Maintenance Workers Shortage**

I spoke with Lance Tibbetts who lives in Royal Highlands (husband of Tonya Tibbetts the realtor) that works in the turf maintenance industry. Their company does commercial property and golf course maintenance in Florida and other states.

I asked him if he was experiencing the same issues finding laborers for his ground maintenance and what their pay scale was. He said they were advertising at \$10-\$11/hour and got no response. The reason cited is workers could stay home and draw unemployment and stimulus money that was more than their hourly wage would provide (same issue all of the golf courses have). He advertises in all areas of Florida both urban and rural communities.

He said they tried raising the hourly wage in their ads incrementally by 50 cents per hour and got no response until they hit \$13.50/hour. That number seemed to be the tipping point to motivate workers to come back to the workforce.

He has staffing requirements for 47 hourly grounds workers and has not gotten up to 21 hired by adding the extra hourly wage. He also mentioned their company was aware of minimum wage raises that will be coming from legislation in the future and wanted to get in front of the curve to retain their workers.

Most of the ads on the Indeed website where we advertise are at \$10-11/hour for maintenance workers. If we go to \$13.50/hour now with our current workforce of 5 people we may be able to get fully staffed to 9 workers. This would require a modification to Terry's budget to allow for the higher rate of pay but would allow him to better manage the course with a full crew. In light of future minimum wage requirements, it may be advantageous for us to raise our hourly rate and retain our good workers and give Terry the ability to choose a better qualified staff by attracting them with higher pay than our competitors.

Luis said he is aware we need 4 employees right now to help Terry. We need to look at the base rate of all employees and then determine the cost realistically going forward. We need to look at all the numbers and then determine the impact of this. This is a top priority for him.

### **Volunteer Working Party for April 20<sup>th</sup> Project List**

#### #9 Tee Box Garden next to road

- Cut down the split magnolia tree at the end of the garden
- Remove the crepe myrtle tree on the other end
- Remove the shredded mulch from the area nearest the magnolia tree to the edge of the chipped mulch
- Move the paver bricks from the end nearest the gas main and relocate them along the line where the shredded mulch was removed
- Remove bushes outside the new garden boundary

#### #7 Tee Box

- Cut down dead stump on rise opposite the women's tee box

- Remove cactus and rose bush from edge of cart path next to green tees

#### #5 Rest Room Area

- Trim bushes across from rest rooms near memorial plaque

#### #5 Waste Area

- Remove weedy bushes from foxhatchie grass in waste area
- Rake out debris from drain in waste area

#### #15 Triple Palms on right side of fairway

- Remove dead palm leaves with pole saw

#### #17 Behind Gold Tees Garden

- Remove overgrown cactus and other plants from garden – clean out everything so it can be replaced with natural central Florida plants.

#### **Communications – Therese Buono**

Therese is working with Lisa Applewhite on the May calendar. She will set up a meeting with Jack Leonard of Golf Now, Luis, Steve Snover and herself in the near future. She is still having problems with AOL accounts and Comcast. Comcast is now the parent company of Golf Now.

#### **President – Vince Laverghetta**

Vince will get help from Gary Ritchey for the audio-visual setup for the presentation for the Sunday Informational meeting

Meeting adjourned at 10:00 a.m. The next Board Meeting will be held on May 14 at 8:00 a.m. in Mtg Rm A at the Rec Center.

Respectfully submitted,  
Esther Patterson, Secretary