

BOARD OF DIRECTORS MEETING  
THE MONARCH AT ROYAL HIGHLANDS, INC.  
November 22, 2019

A meeting of the Board of Directors for The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in the Great Hall Meeting Room. Those present: Dick Sjogren, Steve Ryan, Bob Keating, Vince Laverghetta, Ann Carter and Esther Patterson. Mike Russomano was absent. Craig Misch, General Manager, Terry Stephenson, Course Superintendent, and Linda Eaton, F/B, Crown & Shield, were also in attendance.

**President – Dick Sjogren**

Dick Sjogren called the meeting to order.

The Minutes of the November 8, 2019 meeting were approved.

**Superintendent's Report – Terry Stephenson**

- Mechanic is researching repair of the blue tractor.
- In the past we put pine straw in the beds and the money (\$1200-\$1500) came from Diane Christie or Ann Carter. Pine straw is cheaper than mulch, looks good, and lasts long.  
**Dick Sjogren made the motion, seconded by Vince Laverghetta, to buy pine straw not to exceed \$1,500 to be used for the beds that do not have mulch in them. Motion approved.**
- The water fountain on #3 pond needs repaired – it could cost about \$2600. We talked about putting in a transformer to reduce the electricity from 460 to 120. The approximate cost for this would be about \$2000 for the transformer reducer. We would then look at replacing the current fountain with a new one at an approximate cost of \$1700. This one would be much cheaper if we needed to repair it.
- The irrigation pump is being looked at to be repaired. Wesco is sending us a quote to fix the leaking pump as well as a door panel to replace the face plate that we cannot read if something happens to the system.
- The area around the green on #14 is getting worn and damaged due to golf carts parking on the grass instead of on the cart path. Carts are also driving up along side the green and exiting at the top of the hill. Terry will place roping around there to deter this from happening. It is important that all members be aware of ways to keep our course looking as good as possible.
- Sprayed first application of nematode control on greens this week.
- Cleaning up beds, finished back nine; spraying Roundup/Sureguard after finished.
- Sprayed liquid fertilizer on front nine fairways; will spray back nine next week; sprayed liquid fertilizer on greens.
- Lowered height on greens; will lower tees next week; will keep fairways height where it is now.
- Terry advised that the flagpole sticks are now back to white.

## **Manager's Report – Craig Misch**

Craig supplied the monthly reports except for the monthly rounds report, which he is working to fix to ensure that the number of rounds actually played is now correct.

- Member dues were down slightly to budget and last year. Income for new equity members is reported on the Balance Sheet under Paid in Capital. Golf Dept was down to budget and almost even with last year sales; expenses were down in golf from last year. Food and Beverage was up over budget and last year, but so were expenses. The Sunday only pizza coupon for \$2.00 off will start now and run through the end of February. Maintenance Dept was under budget in expenses. Overall, our October results are: Revenue is \$133,971; Cost of Goods is \$19,586 and Operating Expenses are \$124,071. This will even itself over the long term.
- Average price paid for 9 hole rounds for October is \$16.73; average price paid for 18 hole rounds is approximately \$24.61. This only accounts for paid rounds and not any comp rounds/Golf Now pre-paid certificates for golf/employee rounds, etc.
- Fore Sales Tax Payable is not a new line item on the Balance Sheet. It is what we owe in sales tax each month and was listed in a different location on last year's Balance Sheet. (Rosie did a journal entry to move this expense to the accounts payable line instead of listing it separately.)
- The Royal Highlands CAM (Amy Troupin) approached Craig regarding a problem with a light located in the parking lot near the Great Hall (roadside). It appears from the plans provided that the light may be on RH property, however, the power cell is wired to our property and so we are paying for electricity for it and the entire parking lot. Craig and Amy to review the layout of the area to determine who is responsible to fix the light problem.
- The new GHIN handicap system that requires handicaps be updated daily will go into effect early next year. When the program is being updated, we will not be able to post scores from 12-31-19 to 1-5-20. Craig will schedule a meeting with all members to review the changes being made to this new system.
- Larry Demaline agreed to rent space from us and will start using the cart barn as of January 1<sup>st</sup>. He will sign a waiver for insurance purposes. Craig acknowledged Larry for giving us a battery to replace the dead battery in one of our carts (so now we don't have to buy one).

## **Secretary – Esther Patterson**

The Annual Meeting Ballot Counting will be done by Dave & Karen Kozlowski and the Ballot Validation will be done by Mike Kowalski & Evelyn Weasner. The Board reviewed the draft of the official ballot for mailing.

The Board agreed that refreshments will be served at the Annual Meeting and two \$25 Crown & Shield gift cards will be raffled (no charge) to attendees. Ann Carter will provide the funds for this from the revenue received from doing notaries.

## **Finance and Audit – Steve Ryan**

Steve is updating each section of the Standards Packet for Board review.

## Treasurer's Report – Steve Ryan

The Monarch at Royal Highlands, Inc.				
Treasurer's Report				
Account	Account Type	Bank	APY	11/22/19 Balance
Cash - Operating	Checking	BB&T	0.00%	74,027.86
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.25%	11,680.04
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	2.40%	58,880.17
Non Operating Investment Account	Cash	Raymond James	0.25%	1.56
Non Operating Investment Account	Institutional MM	Raymond James	2.01%	23,019.62
Non Operating Investment Account	Bonds	Raymond James	3.99%	10,054.74
Non Operating Investment Account	CD	Raymond James		-
Cash Balance as of 11/22/2019				179,063.99
Change from 11/08/19 Report				7,482.45
BB&T Loan			4.80%	950,317.08
Accounts Payable				116,690.62
BB&T Credit Card				2,729.70
Cash Balance 11/22/19				179,063.99
Cash Balance 11/30/18				119,706.42
Difference				59,357.57

## Buildings and Grounds – Bob Keating

Bob received feedback about the pin placements being too close to the edge of the greens and in tough spots. Terry responded that the pin placements are within the required distance from the edge of the green, and he will start marking pin locations in the future.

Steve Bryan is organizing a work team for Friday, December 6, to repair and paint the fence enclosures behind the Great Hall and the #3 tee box. The fences need repair and the paint is faded and creating an eyesore for the Golf Club and the community. The MMGA will purchase the needed materials, provide the manpower to do the job and provide lunch at the Crown & Shield for the volunteers.

## Golf – Vince Laverghetta

Men's group will hold another shootout on December 1.

Women's group year-end meeting will be on December 2 and closing dinner on December 4.

Men's Fall Scramble will be held December 7<sup>th</sup>.

Golf committee is meeting next week to finalize the golf calendar for 2020.

Vince Laverghetta, as a Director on the RHPOA Board received a draft Board Member Recommendation from the Director of precinct 9, Marie Farrell titled "Security process change to coordinate with Monarch Golf Club and Restaurant". This proposed recommendation could be accepted by the executive board of the RHPOA and be placed on the agenda for a future board meeting of the RHPOA. The draft recommendation is the following:

Recommendation: Enhance security process to coordinate with Monarch Golf Club and Restaurant. Monarch Golf Club takes reservations for tee times and dining reservations. Share reservation electronic file with Security gate (real time). When guests arrive for registration at our Guard Gate and state they have a golf course reservation, Guards will confirm that information against the file supplied by the Monarch. If they are not shown as having a reservation, a process will need to be defined (ie deny entry or ask them to pull over and contact Monarch for them to resolve). If guest states they are going to the Monarch for dinner of an event, at minimum, Security should confirm the restaurant is open for business at that time (they are often closed in the evening). When guests are registered to go to the Monarch they should be issued a special tag to hang on their rearview mirror identifying them as a guest of the Monarch.

After a through discussion of the recommendation, the Board approved the following response and was forwarded to Marie Farrell and remainder of the Directors of the RHPOA Board for their review and consideration.

Dear Marie Farrell and fellow RHPOA Board Members,

The Monarch Golf Club Board of Directors met in regular session on Friday, November 22<sup>nd</sup> and discussed your board member recommendation concerning proposed security process changes and have some thoughts and concerns for your review and consideration.

First of all, of the 160 members of the Monarch Golf Club, all but one person resides within Royal Highlands. We all share with you the desire to provide the highest quality of services to our residents. The manned gatehouse is a visible attempt of providing enhanced security for our community and is a desired amenity attracting many residents to purchase property within Royal Highlands. The Monarch Golf Club and Restaurant is also a very desirable amenity which attracts potential residents to our community and adds value to each and every homeowner within Royal Highlands. The golf club and restaurant are owned and operated by the equity members of the club and does not receive any financial assistance from the RHPOA and in fact, the golf club pays \$4,994 in assessments annually. The golf club relies heavily on non-member guests, (outside the community) to provide the required revenue to maintain the financial health of the golf course and restaurant. Any disruption in the ability of our guests to access the golf course and restaurant would have a devastating impact on our financial viability and would lead to the closure of the businesses.

The golf course utilizes a third party software platform to make reservations for tee times. Only a single name is attached to a tee time and a person may have numerous tee times in the same reservation. We often have groups reserve tee times for 40-50 players. The tee sheet for each day changes throughout the day as additional reservations are made. During the non-season months, many guests do not bother with making a reservation, they just show up. The golf course could provide a tee sheet that is only accurate at the moment it is created and will lead

to long backups at the gatehouse. Frustrated customers will not return and that is not acceptable for the golf course or the long term impact on our community.

The restaurant has stated hours of operation and certainly, if someone attempts to enter the community as a guest of the restaurant when in fact the restaurant is not open, they should be informed of the restaurant hours of operation and turned away. We do have private events that occur outside our normal business hours and those activities would have to be coordinated with the guardhouse.

Apparently, the use of placards or rear view mirror cards was attempted at some point in time and proved to be unsuccessful. Perhaps, we could draw on the memories of those residents that were involved to determine why the process failed.

In closing, we must be very careful of initiating actions that would frustrate our valuable non-member customers. The Monarch Golf Club and restaurant exists for the benefit and enjoyment of our residents, but can not exist without the support of the guests from outside the community.

Should this recommendation be approved by the Executive Board of the RHPOA for inclusion as an agenda item on a future board meeting of the RHPOA, all members of the Monarch Golf Club should be in attendance at the meeting to voice their objection to this recommendation.

### **Vice President (open)**

### **Membership – Mike Russomano**

Change in Status: Daniel Radcliff from General Single to Seasonal Equity Single 12/1/19

New Renter: Grant Rice 11/11/19

Medical (21):  
Bev Race  
Philip Keetle  
Harry Taylor  
Tom Campbell  
Richard Taylor  
Frank Vignone  
Tom Christie  
Bob Titton  
Len Vieira  
Wayne Sargent  
Ken & Barb Gressley  
Ann Carter  
Sally Tubbs  
Chuck Cianciolo

Carol Smith  
Ralph Beighley  
Tom Lawrenson  
Jack West  
Adam & Sandi Talarek  
Jeff Kotlyn 12/1/19  
Judy Keating 12/1/19

### **Communication – Ann Carter**

The numbers from the Crown & Shield from November 8 thru November 19 are as follows:

11/8– Thursday Dinner Special (Lasagna-24) 79 in attendance, \$1,104, Bar \$602 = \$1,706  
11/12- Tuesday Dinner Special (Dinner Buffet-34) – 34 in attendance- \$537, Bar \$184 = \$721  
11/14 -Thursday Dinner Special (Veal) -35 in attendance-\$594 Bar \$341=\$935  
11/15–Friday Dinner Special (Kabobs-7) –42 in attendance- \$741, Bar \$301 = \$1,042  
11/17-Birthday Bash – 67 in Attendance, \$1,037, Bar \$482 = \$1,519  
11/19- Tuesday Dinner Special (Taste of Italy Pasta-64) – \$1,072, Bar \$444 = \$1,516

For the period through November 8 thru November 19 (11 business days) 43 pizzas were sold=4/day

### **Dinner Specials for the month of December are:**

#### **Tuesday 's – Served with your choice of a cup of soup, or dinner salad**

December 3 - Liver & Onions with bacon, mashed potatoes, gravy & vegetable \$12.99  
December 10 – Dinner Buffet \$14.99 items to follow  
December 17 – Taste of Italy \$15.99  
December 24 – Christmas Eve no Dinner / close at 3 pm

#### **Thursday's- Dinners – Served with choice of a cup of soup or dinner salad**

December 5 – Salisbury Steak with mashed potato, onion/mushroom gravy & veg. \$12.99  
December 12 – Meat Lasagna with a bread stick \$12.99  
December 19 – Cornbread Stuffed Pork loin with apple raisin sauce, potato & veg. \$14.99  
December 26 – Chicken Parmesan over pasta. \$13.99

#### **Friday's – Dinners – Served with choice of a cup of soup or dinner salad**

December 6 – Grilled salmon topped with pineapple salsa with starch & veg. \$16.99  
December 13 – Bacon Wrapped Scallops served with rice & veg \$18.99  
December 20 – Surf & Turf (Crab Cake & Sliced Beef Tenderloin) with starch & veg.\$18.99  
December 27 – Seafood Scampi over pasta with garlic stick \$15.99

Plus:

December 4 – MWGA Closing Dinner  
December 7 – MMGA Fall Scramble lunch

December 9 – Men’s match play lunch  
December 21 – Birthday Bash  
December 31 -NEW YEARS EVE

**Liaison**

Ann is currently collecting money for the hourly employee’s bonus. Last year \$8,200 was collected and it is hoped we reach that goal in order to have a wonderful holiday for our staff that work so hard for us from the kitchen staff, Pro Shop employees, Cart Barn staff and the maintenance employees who have done an awesome job with our course for which we are so proud.

**Dick Sjogren – President**

Board agreed to start the meetings at 8:30 a.m. in the future to help with Craig’s schedule in the Pro Shop with new groups in the morning.

The next Board Meeting will be held at 8:30 a.m. at the Great Hall Meeting Room on Friday, December 13. The meeting adjourned at 10:30 a.m. The Board went into Closed Session.

Respectfully submitted,  
Esther Patterson, Secretary