

BOARD OF DIRECTORS MEETING  
THE MONARCH AT ROYAL HIGHLANDS, INC.  
December 10, 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 B at the Rec Center. Those present: Vince Laverghetta, Esther Patterson, Steve Bryan, Bill Ortals, Jim Oddo, Lisa Ritchey, Therese Buono, Steve Ryan and Steve Snover. Luis Colon, General Manager, Terry Stephenson, Course Superintendent, Lisa Ann Zummo F/B Manager, Crown & Shield, were also in attendance.

Vince Laverghetta called the meeting to order. The Minutes of the November 12, 2021, meeting were approved to reflect that the Nominating Committee consisted of Dave Kozlowski and Jan Dubsy.

**Superintendent's Report – Terry Stephenson**

- All equipment is up and running.
- Finished the pine straw application for all assigned beds, as well as those areas that currently had no pine straw in them (#7, #18, #1, #13).
- Started putting material in potholes near the entrance and exit to the cart paths. The high spots will be leveled out in the spring to allow grass to grow.
- Received prices for grass mats/rubber mats for areas near the entrance and exit to cart paths.
- Will be edging cart paths next and maybe look at edging coquina areas.
- Looking at increasing applications for additional fertilizer and pre-emergent costs.
- Will put liquid fertilizers on fairways again this month.
- Lowering heights on fairways, tees and greens as winter grass matures.
- Will look at getting quote on new ball washers and sand boxes for the par 3's.
- Will review holiday pay for workers with Luis.

**Food & Beverage Manager - Lisa Ann Zummo**

- Having record attendance for dining.
- Thanksgiving dinner was sold out, serving 230 people.
- Getting additional bookings from new groups in the community and receiving reservations for next December as well.
- Rob Nichols entertainment event is scheduled for January 12<sup>th</sup>. The eblast will go out for all members on December 27, a week before it is open to the public.
- Will start taking New Year's Eve reservations today.
- Held a cookout at the Antique Car Show and it was successful. Sold hamburgers and hotdogs for an hour and made approximately \$300.
- Concerned with the number of people who are not calling for dinner reservations, causing concerns with how much food to buy and prepare for the specials.
- Still struggling with non-delivery of alcohol and beer orders.

**General Manager's Report – Luis Colon**

- The Cost of Goods increase impact on all department's operations continues to change. The latest example is golf cart batteries. We budgeted for \$800.00 per golf cart back in July 2021 and included in the FY22 budget. On December 9, 2021 we received a quote for battery replacements

at \$999.90 per golf cart; an increase of \$199.90 within 5 months. We are awaiting Textron company quote (Cart fleet company) to compare with local vendor quote. As of December 8, 2021 Textron Company staff email states "Warranty on the batteries is 25,000 amp hours or 48 months (whichever occurs first). So, at this time you are out of warranty on the batteries. Battery costs through E-Z-GO is facilitated through our TechForce service department" TechForce department is working on the quote.

- Club Point of Sale platform - ForeUP point of sales cost to the club is about 10% at this time of what it cost to have Golf Now. The golf rounds trade went from 8 per day to 4 per day. Currently ForeUP is selling about .5 tee time per day (pre-paid rounds to ForeUP). To put this in perspective, if the average pre-paid round in the last 60 days is \$24.99, we paid ForeUP \$749.70 for the Club's POS platform, website, marketing, online tee sheet sales, etc... If we had continued with Golf Now, they sell about 6-8 rounds per day on hot deals to the public. In average they sell their rounds around \$22.99 and consumed a minimum of 7 daily rounds. In a 60 days period, the Club pre-paid rounds to Golf Now amount would have been \$9,655.80. The Club's savings are \$8,906.10. We can talk about the difference in the systems and the areas that need improvement. However, it is without any doubt the right business decision to change POS platform provider to save the club thousands.
- Pro Shop update - New "Florida winter" apparel will arrive in the next 14 days just in time for all members to use their Pro Shop Credits. We received emails and letters from our vendors recommending limiting our orders to products made local (in the USA). Because of that, prior orders with products made overseas are delayed. Callaway irons ordered 2 months ago will no longer be delivered this year. Skechers shoes are limited to items on hand. Both companies informed us that their items are in containers waiting to be offloaded.
- Crown & Shield update - Restaurant performance in the first two months of the 2022 fiscal year has been above expectations. Members, please make sure you are good with your restaurant minimums before December 31<sup>st</sup>.
- Cart sharing – the public continues to ride 2 per cart or pay an additional fee. We should not make members double up until we get the battery situation cleared up and the lingering Covid situation improves. However, we encourage the MMGA and MWGA members to ride together if they are comfortable doing so in order to avoid wear and tear on the golf course.
- The Ice machine does not work in the maintenance building and a repair is not recommended. The restaurant walk-in refrigerator has been a problem for over 90 days and we continue to pay Integrity Air Conditioning to add freon and conduct maintenance visits. Luis presented the Board with quotes for a new ice machine to replace the one at the maintenance building, and a quote for the walk-in refrigerator/freezer repair. The following transpired by email.  
**Steve Ryan made the motion, seconded by Vince Laverghetta, that we purchase a new ice machine for the maintenance building not to exceed \$5800 and we repair the walk-in refrigerator/freezer in an amount not to exceed \$3700. Motion approved.**

## Treasurer's Report – Steve Ryan

Treasurer's Report				10-Dec-21
Account	Account Type	Bank	APY	Balance
Cash - Operating	Checking	BB&T	0.00%	68,089.21
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.05%	29,557.32
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	0.65%	221,575.93
Non Operating Investment Account	Institutional MM	Raymond James	0.03%	98,558.30
Cash Balance as of 11/10/2021				419,180.76
Change from 10/082021 Report				(35,708.05)
BB&T Loan	Monthly On 28th...\$10,101.43		4.80%	784,973.44
Personal Note	Monthly on 1st...\$2191.00		6.00%	118,170.69
Accounts Payable(Including lease payments)				17,952.44
BB&T Credit Card				953.98
Cash Balance 12/10/2021				419,180.76
Cash Balance 12/14/2020				344,448.80
Difference				74,731.96

### Expenditures in November included:

1. Real estate tax 19,222.84
2. Harrells (Chemical) 8,462.35
3. Howard Fertilizer 16,137.28
4. Howard Fertilizer 26,029.23

### President – Vince Laverghetta

- Celebration Patio – Vince is in the process of turning this program into an online ordering activity to streamline the process and make it easier to manage. Lisa Ritchey volunteered to help in this effort.
- Tonya Tibbetts, the local real estate agent in Royal Highlands community and President of the community's Freshmen Club organization has requested a donation to the Freshmen Club for the Christmas decorations they purchased for our community. The Board discussed the support and marketing efforts she has provided for our Golf Club through her contacts with perspective buyers and the impact she has made in our restaurant through the number of dinner bookings for the Freshmen Club.

**Vince Laverghetta made the motion, seconded by Steve Bryan, that we donate \$500 to the Freshman Club of Royal Highlands to help with the cost of the Christmas decorations for the Royal Highlands community. Motion approved.**

- A Management Incentive Bonus Program was brought to the Board after having been approved by the Executive Committee. The purpose of this program is to recognize and reward outstanding

performance. This program is totally discretionary and may be modified or eliminated at any time by the Board of Directors. The program will be based upon operational net income for the year.

**Vince Laverghetta made the motion, seconded by Lisa Ritchey, that we approve a Management Incentive Bonus Program. Motion approved.**

- A membership survey will be mailed next year in an effort to collect important feedback from our members on all aspects of the club's facilities and operations.

#### **Secretary – Esther Patterson**

The volunteers for the Annual Meeting have been selected. Greeters are: Ray Smith and Ann Carter and Ballot Counters are: Nancy Beighley and Dave Race.

#### **Vice President – Lisa Ritchey (Nothing to report)**

#### **Membership – Bill Ortvals**

Adds: Alex & Clara Madyda reactivated to Seasonal Equity Family – eff 12/1/21

Status Change: Joe Weasner resigned from Charter Family Equity - eff 9/1/21  
Evelyn Weasner from Charter Family Equity to Charter Single Equity – eff 9/1/21  
Craig Moore from Single Limited General to Single General – eff 12/1/21

#### **Golf – Jim Oddo**

- Upcoming Events: Member-Guest tournament will be held April 28, 29, & 30. An eblast will go out in January with more details regarding registration dates for signups, etc.

#### **Marketing - Steve Snover (Nothing to report)**

#### **Building and Grounds Report – Steve Bryan (Nothing to report)**

#### **Communications – Therese Buono (Nothing to report)**

#### **Unfinished Business**

The Board continued the discussion regarding our medical leave policy. Due to the unpredictability of medical leave occurrences, we are looking at ways we can more control this variance in membership revenue. We realize we are a 55+ community and many of our members are aging out, and we need to be sensitive of this before making any major changes to our policy. There is verbiage in our bylaws that refers to Board discretion regarding (1) frequency of occurrences, (2) dues and fees being adjusted, and (3) duration of the leave. The Board discussed numerous ways we could address these areas, such as: distinction between the types of medical leave, qualifications for medical leave, duration of the medical leave, dollar amount affixed to medical leave, etc. It was decided to table this discussion until the next meeting, and Vince will bring a specific proposal to the board for review.

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

Respectfully submitted,  
Esther Patterson, Secretary