

BOARD OF DIRECTORS MEETING
THE MONARCH AT ROYAL HIGHLANDS, INC.
February 11, 2022

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, Esther Patterson, Steve Bryan, Bill Ortals, Jim Oddo, Lisa Ritchey and Steve Ryan. Therese Buono was absent. Luis Colon, General Manager, Terry Stephenson, Course Superintendent and Lisa Ann Breed, F/B Manager, Crown & Shield, were also in attendance.

Vince Laverghetta called the meeting to order. The Minutes of the January 14, 2022, meeting were approved.

Superintendent's Report – Terry Stephenson

- All equipment up and running.
- Ordered greens groomer and blower. Blower delivery is 6-8 weeks (may borrow one if not in prior to Member Guest tournament).
- Had Structural Engineer come out and look at wall behind #16 green. Luis and Vince will discuss the report with the property owner.
- Repairing drain boxes on course.
- Spraying beds for weeds.
- Will be edging bunkers and cart paths in coming weeks.
- We are currently short 3 employees and are not getting any applications.
- Will be putting out first application for nematodes on tees this month.
- Will be spraying areas for poa annua and weeds this month.

Food & Beverage Manager - Lisa Ann Breed

Restaurant is keeping very busy; hiring additional staff continues to be a challenge.

General Manager's Report – Luis Colon

- As of February 11, total revenue for January is below budget by \$8,081 partially due to the 4 days lost because of the weather. January performance overview – ForeUP report (P&L and BS) not completed.
- Staff and hiring challenges – All departments have openings. We continue to spend money on advertising open positions on Indeed and the problem of hiring and retaining employees still prevalent. GM to look at the marketplace and pay scales for the positions to make necessary adjustments.
- Clubhouse AC condensation inspection and quote - Florida Test and Balance company conducted walkthrough and provided quote to perform test.
 - Refrigeration equipment preventive maintenance contracts (new) completed.
 - Gembecki Mechanical Services completed most reports found during the inspection.
- ForeUP online payments (ACH) completion - Activated yet cannot use until Term of Usage agreement is complete. A different company runs the online platform.
- Restaurant cooler in the cart barn - purchased a used cooler in September 2015 for \$1800. Equipment is old and parts are no longer available. We have two options: (1) replace with new

cooler at a cost of \$13,101 or (2) repair with new parts that use current freon at a cost of \$2081. We will look at the second option.

- Golf cart batteries - 28 batteries replaced as of February 10, 2022; 17 left to do with an expected completion of March 3rd. Working on replacing all batteries as soon as possible due to issues with carts running out of power. Mandos can only do 6 golf carts per week.
- Cart Fleet 2023 new contract - Contacted EZ-GO, Yamaha and Club Cart to get a quote for 46 fleet carts. One quote came back and the fleet lease will almost double in 2023. EZ-GO quote for new fleet lease is at \$5,238 per month; old current lease is \$2,700 per month. Primary reason for the increase in cost is the new lithium batteries.
- Luis working on an email to all Golf Members regarding slow play, place of play concerns. Primary days in question are Tuesdays, Wednesdays, and Thursdays. Rules concerns will be addressed as well.

Treasurer's Report – Steve Ryan

Golf cart expenses of \$25,686 for 28 carts as of 2/10/22. We are in excellent financial situation – thanks to Luis, Terry and Lisa, and to Bill Ortvals for securing new members.

Treasurer's Report				11-Feb-22
Account	Account Type	Bank	APY	Balance
Cash - Operating	Checking	BB&T	0.00%	101,768.56
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.05%	26,127.05
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	0.65%	221,820.64
Non Operating Investment Ac	Institutional MM	Raymond James	0.03%	98,561.08
Cash Balance as of 02/11/2022				449,677.33
Change from 01/14/2022 Report				21,425.29
BB&T Loan	Monthly On 28th...\$10,101.43		4.80%	771,017.88
Personal Note	Monthly on 1st...\$2191.00		6.00%	114,961.82
Accounts Payable				10,207.83
BB&T Credit Card				567.65
Cash Balance 02/11/2022				449,677.33
Cash Balance 02/12/2021				388,353.87
Difference				61,323.46

Secretary – Esther Patterson (Nothing to report)

Vice President – Lisa Ritchey (Nothing to report)

Membership – Bill Ortvals

Adds: Joe and Wilma Greenhowe Seasonal Family eff 1/15/22
 Ron Tosi Single Limited General eff 2/1/22
 Ron Friedman rejoined as Single Limited Equity eff 2/1/22

Status Change: Bob and Anita Price from General Family to Family Equity eff 2/1/22

Resignations: Alvin Dennis Single General eff 2/4/22
Don Taylor Single Limited Equity eff 1/28/22
Dwight Seger Limited General Single eff 1/15/22
Mitch Chestnut Limited General Single eff 2/1/22
Scott Woodward Limited General Single eff 2/1/22

Golf – Jim Oddo

- Member/Member: 58 Teams have registered to play in this event. 23 Teams of Women, and 35 Teams of Men.
- Member/Guest: Currently there are 50 teams registered and paid. Registration closes on February 18th. Sponsorship is going well. There are 15-18 sponsors contributing toward prizes.
- Scorecard and Handicap Reviews: 133 Scorecards were reviewed since the last B.O.D report. 92% of all cards were accurately posted. These numbers are worse than past months. There were more errors that included many that did not report scores. We continue to monitor closely and ensure a fair handicap system is in place.
- Upcoming Events (February):
February 16th – Mixed Team Chicago
February 26th – Night Golf & Happy Hour
- Upcoming Events (March)
March 9th – Day 1 of Club Championship
March 10th – Day 2 of Club Championship
March 12th – Day 3 of Club Championship
March 16th – MMGA Stroke Play Championship
March 17th – MWGA Beat the Pro

Building and Grounds Report – Steve Bryan

Purchased two flag stick ball retrievers to test on golf course. Initial response from members has been positive. One is installed on putting green and the other on #9 green. If these can be implemented without damage to cups, add to playability and no-touch features, we can purchase enough for the rest of the course with a couple spares for \$379. The Board decided to wait on this decision.

Consulted with arborist from Mike's Tree Service about the branches on St. Andrews Arc to see if they needed raised above current level. He has worked for power companies clearing trees from power lines and stated the trees are well above 14' at this time, therefore, they should not be interfering with trucks and/or RV's driving under them on the street. He did notice that we have mistletoe growing in the tree next to the one we removed this summer and said it would likely die from the intrusion of the mistletoe within a few months and should be removed. We will continue to monitor the tree and look for signs of the trunk and branches turning dark brown or black and take action at that time.

Checked with United Rentals on self-propelled boom lift if needed for trimming high branches on course or street. Cost is \$475 per day plus delivery and tax. We will discuss this further if and when we decided to use this equipment.

Communications – Therese Buono (Absent)

Unfinished Business – Vince Laverghetta

- Family Friendly Tees – We have decided not to pursue; it will interfere with pace of play, won't bring in additional revenue or increase memberships.
- Membership Survey – We will start work on creating a customer satisfaction survey targeted to our members regarding the golf course, clubhouse/pro shop, and the restaurant. The committee is comprised of Lisa Ritchey (chair), Steve Ryan, Bill Ortballs, Luis Colon.
- Credit Card Fees – In an effort to look at ways to cut our costs, the idea of charging for credit card usage was discussed. The Plantation Golf Course is charging 2.5% when collecting greens fees if a credit card is used. Luis to look into this to ensure it is not in violation of Florida law.
- Equity Membership Limit – We are currently at 249 equity members and our bylaws states that full membership is 270 Equity members. Board members are to review the bylaws to determine what do we need to do and when in regard to this provision.
- Medical Leaves of Absence – Vince will revise the draft medical leave for review and discussion at the next meeting and hopefully agree on a policy going forward.
- Amnesty Program –Vince will draft a policy to address the suspension of all amnesty programs and reinstatement of all future equity memberships.

Meeting adjourned at 10:00 a.m. The next Board Meeting will be held on February 25 at 8:00 a.m. in Mtg Rm A at the Rec Center.

Respectfully submitted,
Esther Patterson, Secretary