

MANAGERS UPDATE

November 4, 2020

UPDATED PICTURES: We will be taking both individual and group pictures after the Board meeting.

COMMUNITY CENTER: We have had several inquiries about Holiday functions and the annual two-day villa garage sale. The Board has previously voted to keep the Center closed thru January 15th. During my update at the Board meeting I will be asking the Board's thoughts about reopening sooner.

WINTER PROJECTS: It is that time of year again when we start to develop projects and activities for our staff as lot mowing and regular mowing slows down. As in the past, if there are some things you noticed that need attention, please let me know. Some of you have already given me some items such as: re-painting the entrance signs; clean up the park picnic tables; more trash cans in the parks; and trim trees in medians. I will compile a master list and review with Randy. This process worked very well last year, and a lot was accomplished.

ENGINEERING POLICIES AND PROCEDURES: A meeting took place on October 20th with AXIS Engineering, who is working with The Signature Group. As a result of that meeting Gene is going to suggest several new policies and procedures for the Board to consider specific to the Signature projects.

COMCAST: I hope to have the closing paperwork by our meeting.

STAFF UPDATE: We have hired Israel Serrano as the Utility Superintendent beginning January 4, 2021. He comes to us with dual certification and has been working at Sun 'n Lake Improvement District since 2010 as Supervisor of Utilities and Operations. Israel attended a staff meeting on November 2nd and will be at our December 9 Board meeting for introductions. He and his wife Jennifer will attend the Holiday Gathering. Having another dual certified staff member will save the District just over \$10,000 per year in Pugh Utility services we will no longer require and bring added experience and expertise to the District.

DUKE: All areas of the District have changed over to LED with just a few problem areas still being worked on

WATER METERS: Since January 1, 2020 we have issued 60 permits; 53 in just the last three months! The total number of meters now stands at 1,656

CENTURY LINK: We have been working recently with Mark Chard, Sr. Manager out of Ft. Myers. The process to get high speed internet in the District has been very frustrating, despite the resident petitions and intervention of The Signature Group. I requested the number of customers Century Link currently has in our District and it came back at 1,262; that is 76% of our current dwellings. It makes no sense why they will not provide higher speeds, and we have taken our story and statistics to a higher level in the company

OLD WWTP REMOVAL: Due to extremely wet conditions it has been difficult to do any work. The contractor feels he can have the plant removed by the end of the month, no later than early December weather permitting

E-MAIL BLASTS: These seem to be having a positive effect, probably because we only send out a few a month. Of 1,209 sends, we had a 72% open rate, which is exceptional in the world of electronic messaging. I have also been using the APP called NEXT DOOR to send out news or respond to posts. I do NOT use or respond to FACEBOOK or TWITTER.

****I will be at the Board meeting but will be out of the office from November 9 thru the 17th on vacation in Orlando. I am available electronically.**