

## CAC MINUTES – APRIL 25, 2019

### ATTENDANCE

Gary Miller (Chairperson)  
Doug Parks (BOD Liaison)  
Susan Autwater  
Donna Hickey  
Larry Bohanan  
Gail Lynch  
Lewis Furman  
Herb Roe

MEETING CALLED TO ORDER AT 4:02 PM

### DISCUSSION

The Chairperson opened the meeting with the introduction of Doug Parks (BOD Director) as the new liaison to the Clubs Advisory Committee (CAC). The prior BOD liaison, Slobodan Trendic, had served as the liaison before his resignation from the BOD.

As stated in the previous CAC minutes, the Chairperson had forwarded a letter to the BOD requesting approval to allow CAC direct access to communicate with the Matt Ortt Co. (MOC) partners and/or representatives and addressing the concerns of some members of the BOD that the committee was directly communicating with partners and/or staff of the Matt Ortt Company (MOC) without prior BOD approval. The prior liaison had indicated that concern was expressed that such communication may be perceived as directly influencing the day to day operations of the Yacht and Beach Clubs by the MOC.

When the CAC received no response from the BOD to this letter, the Chairperson forwarded a second letter to the BOD citing additional examples of why the CAC feels it is necessary to have such direct communication to discuss community input regarding issues and/or recommendations to improve the food and beverage services to the community by the MOC. The Chairperson also requested a private meeting between the BOD and CAC to address these concerns.

Steve Tuttle and Colette Horn responded to the request. Director Tuttle was receptive to a meeting while Director Horn indicated that a private meeting would be in violation of the HOA bylaws open meeting provisions. She further suggested that it would be better to have individual Directors attend a CAC monthly meeting which is open to the public.

The CAC entered into an extensive discussion with the liaison to address concerns of the BOD by citing various examples of past communication with the MOC to address community issues as well as recommendations to improve the food and beverage services

at the clubs. Direct access allowed the MOC, when warranted, to respond to community input in a timely manner. One example given was when community residents had indicated that food served at some of the large special events had been delivered to the customers cold. This problem was directly shared with the MOC and the problem rectified in a timely manner. It is the contention of the CAC that to request prior approval from the BOD to share such information would significantly prolong the time period for information to be shared and acted upon by the MOC. In past communications between the CAC and MOC, they have expressed a positive attitude towards receiving both positive and negative feedback regarding their services.

The CAC has also requested that MOC partners and/or staff attend monthly committee meetings when appropriate to share information about upcoming special events, new menu changes, etc. to allow committee members to promote these activities in the community. It would also allow the CAC to share community input from community residents concerning the food and beverage services. The chairperson stated that the presence of the BOD liaison at the monthly meetings would serve as a check and balance to assure the CAC avoids any perception that it is interfering in MOC operations.

The CAC and BOD liaison consensus is that customer issues and perceptions of the food and beverage services provided at the Yacht and Beach Clubs should be a priority. If the CAC is not allowed to directly communicate with the MOC, what mechanism can the committee liaison and/or BOD put in place to insure community input or recommendations to improve services be communicated to the MOC in a timely manner for any necessary actions? To request prior approval through the BOD with a written request, monthly minutes, or the Annual Report will not allow a timely response when needed.

In summary, the CAC is requesting the BOD liaison share our concerns with the BOD and request that individual Directors attend our public monthly meeting to further discuss the future direction of the CAC. From a broader perspective, to develop a working relationship with MOC to carry-out our advisory role to the BOD and serve the interests of the community.

## SMOKING POLICY

As stated in the previous CAC minutes, a letter was received from a community resident to the Chairperson requesting clarification of OP's smoking policy at the Beach and Yacht Clubs; specifically in reference to the Beach Club deck and Yacht Club patio areas around the Tiki Bar. CAC members also requested clarification of the allocated smoking areas near the restaurant entrance and pool.

To date, no additional information has been gathered. The CAC would like policy clarification from both the BOD and MOC, including how the MOC notifies and enforces the policy. Based on the responses, the CAC will respond with comments and/or recommendations.

OTHER ITEMS

No discussion was held on new menu items, the new POS system, Trivia night success and continuance, the Tiki Bar lunch menu, hot dog machine and future specials given the MOC was not in attendance.

THE MEETING WAS ADJOURNED AT 5:00 PM.

THE NEXT MEETING WILL BE HELD ON MAY 16, 2019, 4:00 PM, AT THE YACHT CLUB.

RESPECTFULLY SUBMITTED

Herb Roe