

August 2025

Follow-up to questions raised at recent HOA meetings, correspondence and concerns circulating in the Association.

- There is an impression of some in the community that items of interest in the Community are taking too long.
 - The reasons that such items as approving community standards and overseeing projects are taking too long.
 - The Association must they care that:
 - We comply with:
 - Federal and states law.
 - County permits processing which has gotten much stricter since the Surfside incident.
 - Reduced county permitting hours and delays in getting permits approved.
 - For instance, it took months to convince the County that an expensive more detailed tree survey was not needed before they would grant the permit. Also, this stipulation would have required: movement of trees, protecting trees with covering. It was clearly not in the best interest to the community to acquiesce to this stipulation.
 - Design of the projects.
 - Preparation of RFPs for bidding.
 - Competitive bidding and selection.
 - Coordination and scheduling of several busy professionals whose schedules often had available dates 2-3 weeks out. We had to go the pace of the least responsive professional.
 - Legal review to ensure we do not get sued or would prevail if sued. There is much back and forth because the lawyers or both the Association and the vendor quibble over the exact action favoring their sometimes-conflicting interests.

- Best business practices.
- It was observed the main gate was open and people were walking in unchecked.
 - Mr. Clinton explained that a vendor to replace the main gate was selected. Equipment will be ordered, the special-order gate designed, and a permit obtained over the next month. As soon as all materials are received work will commence on the gate.
 - The access software program was fried, and the file has to be gathered and reproduced.
 - Upon inquiry each afternoon the children of the owners use the gate and they are recognizable over time. Children under driving age usually do not have identification to verify addresses. Many of these children's residents are dropped off at the clubhouse and wait for their parents to pick them up.
- The BOD was asked if correspondence mailed was forwarded to the BOD.
 - It was and is.
- The BOD was asked about concerns of attempted break-ins and vandalism.
 - Mr. Clinton explained our options were limited. The documents do not allow for security, only access control.
 - The BOD will make a room available for the police to advise residents and attempt to establish a neighborhood watch. An owner must step forward to coordinate this and work with the police. So far, no volunteers. It is important a concerned owner step forward, if it is HOA sponsored it will open us up to expensive lawsuits.
 - **The police only want to talk with victims and do not engage with BOD members and the property manager.** It is perceived by the police that this is not HOA business and aggressive pursuit of information is made only to victims. They consider any such aggressive pursuit of information as interfering with an investigation.
 - Mr. Clinton explained that many steps were made over time to make it harder to get on the property.
- A resident asked if the BOD would consider establishing a security advisory committee.

- The BOD said it would consider it and asked the residents to submit an outline of his proposal.
 - If received the proposal will be reviewed by our attorney.
 - An advisory committee making suggestions or asking for proposals to be subjected to cost benefit analysis during the budget process can be helpful.
- A question was asked about the status of establishing a lawyer approved sign up sheet for those who would like to receive periodic newsletters to be sent out by the HOA via email.
- Mr. Clinton advised a form would be sent out with the annual mailing usually sent out about Labor Day. Owners can also stop off at the office and fill out the form.
 - Additionally, some forms are being hung on doorknobs as time allows so the staff to get a jump on the process.
 - Procedures will be implemented to safeguard any email addresses from access by vendors, scammers and anyone not specifically authorized by the owner.
- There were many concerns about the level of service provided by the access control personnel. One suggestion was to add another person at the gate based upon a conversation with an access control employee, who stated, there is too much to be done by one person.
- Another person said no additional funds were needed, but more should be done by the HOA.
- It was explained that our property manager spends a lot of time training personnel and attempting to bring them up to standards. If after warnings the unwelcome work habits continued, the person would be terminated.
 - A company with even worst services was replaced about three years ago and the job market is shrinking for available qualified workers.
 - It was explained that if the previous company that we used was replaced, the next low bidder and would cost \$6 a month per resident to rehire that firm.
 - **The suggestion that there are significant additional funds is unrealistic and untrue.** The BOD has been using any existing reserves to offset the monthly assessment fee and rising insurance, supply chain fees.

Services have been reduced as the HOA works through those challenges. Probable rising costs due to the tariffs are coming.

- A suggestion was made to do a cost-benefit analysis on whether to do away with access control and replace with a remote-control system like some other HOA's.
 - That option was examined for the upcoming budget and not included in this year's budget.
 - Among the factors considered.
 - A presence on site is desirable when the staff is gone.
 - If someone has a medical emergency at the pool or gym
 - Beyond the services of providing access control, they open and close the pool and gym.
 - They monitor the 16-camera system.
 - The gate design commonly used for remote access is a large single gate which retracts and allows large vehicles, i. e. garbage trucks and furniture delivery access through the exit gate. One solution is to keep gates open. Most input to date is to retain gates.
 - Driverless cars are coming in the near future; we are examining how to handle that option with access control personnel.
 - While improving service has been proved and continues to be an area of concern and concentration, being without an on-site person could very well create different more critical issues.
 - To seamlessly implement such a system there may be further hardware and software challenges which will require time for:
 - Planning.
 - Design.
 - Construction
 - Installation.

- A comment was made that they never see rovers making their rounds.
 - Mr. Clinton explained they are usually scheduled between 12:00AM and 4:00AM, when most residents are sleeping.
 - The rovers access and record their visits at 17 stations throughout the community.
- It was suggested that better communications with the community should be implemented.
 - Presently we have an official website which is widely used. There have been over $\frac{3}{4}$ of a million hits to our website.
 - The website address is: www.bonitalakes.org
 - Included is the calendar, project list, minutes & correspondence of follow-up meetings, documents and links to crime statistics.
 - We have requested crime prevention tips from the police department which will be posted.
 - There is an annual mailing to the owners.
 - This year there will be an advisory questionnaire distributed to aide the Board of Directors including questions about level of services particularly concerning safety/access control and new programs.