

1 **MINUTES OF MEETING**

2 **SOLTERRA RESORT**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Regular Meeting of the Board of Supervisors of the Solterra Resort Community
5 Development District was held on Friday, Friday, October 6, 2023 at 10 a.m. at Solterra Resort
6 Clubhouse, 5200 Solterra Boulevard, Davenport, Florida 33837.

7 **FIRST ORDER OF BUSINESS – Roll Call**

8 Mr. Darin called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

10	Karan Wienker (S1)	Board Supervisor, Chairwoman
11	Ariane Casanova (S5)	Board Supervisor, Vice Chairwoman
12	Sharon Harley (S2)	Board Supervisor, Assistant Secretary
13	Connie Osner (S3)	Board Supervisor, Assistant Secretary
14	Bobby Voisard (S4)	Board Supervisor, Assistant Secretary

15 Also present were:

16	Kyle Darin	District Manager, Vesta District Services
17	Scott Smith	Vice President, Vesta District Services
18	Meredith Hammock	District Counsel, Kilinski Van Wyk
19	Jayme Biggs	Amenity Manger, Vesta
20	Lea Stokes	Senior Vice-President Vesta Property Services
21	Tonja Stewart (<i>via phone</i>)	District Engineer, Stantec
22	Dana Bryant	Account Manager, Yellowstone Landscape
23	Irma Crespo	Café Sol Manager, Evergreen Lifestyles Management
24	Kyla Semino	Evergreen Lifestyles Management
25	Zuleika Fernandez	Senior Director of Logistics, F.T.I.

26 *The following is a summary of the actions taken at the October 6, 2023 Solterra Resort CDD Board*
27 *of Supervisors Regular Meeting.*

28 **SECOND ORDER OF BUSINESS – Audience Comments – Agenda Items and New Business**

29 Comments were heard on tapping into the expertise of the community to provide input to
30 assist Supervisors make informed decisions, the security system, vendor vehicles parked
31 on the grass, CDD assessments, speeding on Solterra Blvd., traffic calming devices,
32 parking and landscaping, posting notices at the guardhouse, the amenity rules amendment,
33 reviewing the budget to decrease expenses in management and security, the improvements
34 seen as a result of Vesta’s amenity management

35 Staff noted that subcommittees established by the CDD would be subject to the same
36 Sunshine requirements as Board members with regards to record keeping and meeting
37 requirements. HOA committees are not subject to those same requirements. The HOA
38 could send a representative to the CDD Board meeting to express the HOA’s perspective
39 on issues during the public comment period. If the CDD Board gives any direction on
40 subjects for discussion/input then those involved in any discussions would be subject to
41 the Sunshine Law.

42 Ms. Hammock explained that policing by the District is prohibited per F.S. 190, so
43 coordination with the appropriate government agency would be required.

44 Board directed staff to review signage and traffic calming options with the County.

45 Ms. Osner shared the following statement:

46 “Over the course of the past 43 years, I have diligently served in an industry
47 characterized by stringent legal requirements, mandating the exercise of
48 fact-based decision making, coupled with unwavering commitment to the
49 principles of honesty, integrity. In this industry, any deviation from these
50 fundamental principles would have, in accordance with the law resulted in
51 my disqualification from professional practice. I wish to affirm that I have
52 never compromised nor will I ever compromise my professional reputation
53 by succumbing to influence or coercion in any of my decisions. I do have
54 personal relationships and friendships I maintain within this community,
55 which predate my appointment, and will undoubtedly persist long after my
56 tenure, my friends can bear witness to . . . my dedication to upholding these
57 bonds and friendships while abiding by the governing Sunshine Law
58 required on my current post. It is important to underscore the unique
59 composition of this CDD Board. It consists of by individuals hailing from
60 very diverse backgrounds. It's essential to recognize and appreciate the
61 richness that this diversity brings to our decision-making process. Each
62 member possesses merely one vote on the CDD board. My vote carries
63 equal weight, no more than any other board member's vote. In my decision-
64 making process, I adhere steadfastly to the principles that have guided my
65 career, chief among them being the practice of critical thinking, which
66 entails a deliberate and thorough consideration of all available inputs and
67 perspectives. Regarding certain individuals within our community who
68 engage in social media, it seems there are those who hold the belief that the
69 loudest or most provocative voice in a given discussion equates to
70 correctness. For this reason, I would like to introduce the concept of
71 confirmation bias and encourage everyone to explore the concept further.
72 In essence, confirmation bias refers to the human tendency to selectively
73 favor information that aligns with preexisting beliefs, while disregarding
74 contradictory evidence. In my professional experience, succumbing to
75 confirmation bias can have dire consequences, including potential harm to
76 individuals lives. Regrettably, to that exact point, I must express my
77 embarrassment for this community due to a recent incident involving a
78 resort employee who faced personal attacks without the full spectrum of
79 facts being considered. It is essential to clarify this employee, who was
80 licensed, was relocated from the resort solely for their own personal safety,
81 not as a punitive measures such as termination. Again, I'm embarrassed for
82 us. In reference to the supplementary charges associated with the utilization
83 of amenities by guests, it is pertinent to acknowledge that these amenities
84 are accessible to all residents, yet predominantly frequented by the
85 numerous guests who occupy the rental homes. While permanent residents

86 occasionally avail themselves of the amenities. They frequently reach full
87 capacity and become overcrowded due to the presence of guests.

88 I express wholehearted support for and derive satisfaction from my
89 residency within the rental community. Nonetheless, we must engage in
90 candid discourse, recognizing that just as how rental homes bear the brunt
91 of excessive wear and tear due to guest occupancy, the amenities undergo
92 comprehensive use, should you deem it inappropriate for your guests to
93 assume responsibility for these additional charges you do possess the
94 prerogative to personally undertake the fees on their behalf. I believe the
95 developers of this resort strategically formulated common business
96 investment decisions to encourage the sale of residential units. These
97 decisions, however, omitted the allocation of adequate financial resources
98 for the ongoing maintenance and necessary improvements to our
99 Community Development District (CDD) properties as they age. It is
100 imperative to acknowledge that the CDB is legally obligated to uphold its
101 responsibilities to both the bondholders and the residents in terms of
102 property upkeep. And this obligation inevitably incurs associated expenses.
103 I've been made aware that there may be ongoing conversations regarding
104 the present security firms. It is essential to recall the meticulous selection
105 process we undertook when issuing a request for proposal for security
106 services. During this comprehensive evaluation, numerous security firms
107 were scrutinized, and it is noteworthy that FTI received commendable
108 evaluations during the board discussions. Additionally, FTI's pricing
109 structure was competitive, ranking one of the lowest - second to the lowest
110 - among the contenders. Although not perfect, since FTI has assumed their
111 role, the community has experienced a notable improvement in safety.
112 incidents such as shootings on the property have ceased, and disruptive
113 gatherings have been effectively managed and disbanded. Residents may
114 wish to recognize that the overall safety of our community is contingent
115 upon the individuals we permit and we invite within our boundaries.
116 Security personnel have no role in shaping or controlling the decisions made
117 by homeowners in terms of renting their properties. It's essential to
118 emphasize that the CDD bears neither responsibility nor influence over your
119 choice of occupants in the short-term rentals within the resort as well.
120 Acknowledging the challenges faced by our security team due to the
121 nonfunctional state of our gates, which has hindered their ability to fully
122 carry out and carry out their duties effectively. I would like to request that
123 Vesta furnish the Board with weekly progress updates pertaining to the
124 installation of the new gate system and related programs. This will facilitate
125 transparency and ensure that the Board and the community members are
126 well informed about the developments and timelines associated with this
127 critical project. Let us all continue to work together in a spirit of
128 collaboration, mutual respect, and openness to differing viewpoints for the
129 betterment of our community.

130 **THIRD ORDER OF BUSINESS – Business Items**

131 A. Exhibit 1: Consideration and Adoption of **Resolution 2024-01, Redesignating**
132 **Officers**

133 Ms. Hammock explained the duties assigned to the Chair, Vice Chair and
134 Supervisors/Assistant Secretaries.

135 Ms. Wienker stated that she took exception with the way the Redesignating
136 Officers request was handled at the previous meeting, disagreeing with the request
137 being made without the full Board being present.

138 Ms. Osner stated she didn't want contention with the Board.

139 Mr. Voisard nominated himself as Chair and Ms. Casanova as Vice Chair. Ms.
140 Wienker, Ms. Harley, and Ms. Osner dissented; the motion failed.

141 Ms. Osner stated the rationale behind her vote was that she didn't see the value of
142 changing the Chair at this time.

143 The Board further discussed best practices for Supervisors.

144 B. **Amended Amenity Policy and Rules Public Hearing**

145 1. Open Public Hearing

146 On a MOTION by Mr. Voisard, SECONDED by Ms. Wienker, with ALL IN FAVOR, the Board
147 approved opening the public hearing, for the Solterra Resort Community Development District.

148 2. Exhibit 2: Presentation of Amended Amenity Policy and Rules

149 The primary amendments being the terminology of the amenity utilization
150 fee to resort fee, and the guest patron rule allowing 10 guests per
151 household without fee, plus an additional 10 guests subject to specified
152 fees.

153 3. Public Comments

154 Comments were heard on the proposed changes to the amenity rules and
155 rates.

156 4. Close Public Hearing

157 On a MOTION by Ms. Osner, SECONDED by Mr. Voisard, with ALL IN FAVOR, the Board
158 approved closing the public hearing, for the Solterra Resort Community Development District.

159 On a MOTION by Ms. Osner, SECONDED by Ms. Harley, with ALL IN FAVOR, the Board
160 approved changing the Amenity Policy and Rules stated number of guests allowed per household
161 from four to ten, with an additional ten guests per household also permitted subject to specified
162 fees, for the Solterra Resort Community Development District.

163 Ms. Hammock discussed the manufacturer recommendations and insurance liability
164 involved with the height requirement for the slide.

165 On a MOTION by Ms. Osner, SECONDED by Ms. Casanova, with ALL IN FAVOR, the Board
166 approved changing the slide height requirement to 48", for the Solterra Resort Community
167 Development District.

168 C. Consideration and Adoption of **Resolution 2024-02, Adopting Amended**
169 **Amenity Policy and Rules**

170 *This item was addressed out of order, after Vendor Reports: Aquatic*
171 *Maintenance.*

172 On a MOTION by Mr. Voisard, SECONDED by Ms. Harley, with ALL IN FAVOR, the Board
173 adopted Resolution 2024-02, Adopting Amended Amenity Policy and Rules, for the Solterra
174 Resort Community Development District.

175 D. **Vendor Reports**

176 1. Exhibit 4: Aquatic Maintenance – *Steadfast Environmental*

177 *This item was addressed out of order, prior to Business Items:*
178 *Consideration and Adoption of Resolution 2024-02, Adopting Amended*
179 *Amenity Policy and Rules.*

180 Debris was previously noted at the ponds and staff will be contacted if that
181 is still noted on Supervisors next community review.

182 2. Exhibit 5: Amenity Manager – *Jayme Biggs, Vesta Property Services*

183 Ms. Biggs reported the lifestyles website was completed and the app
184 providing everything available on the website is also live. A slide show
185 was created to give guests information while checking in and it'll be
186 visible on the patio. The slide show will also communicate events. Ms.
187 Biggs provided information on the upcoming events and income received
188 from resort fees and rentals.

189 She reported that records are now digital and the security logs are also
190 digitized the next day which makes referencing information a lot faster.

191 Slide height information is provided at the gate so guests know before
192 accessing the slide.

193 a. Exhibit 6: Consideration of Trash Compactor Proposals

194 These proposals cover only the trash compactor attached to the
195 amenity center.

196 i. Pouncey Sanitation

197 ii. Republic Services

198 iii. Waste Connection

199 iv. Waste Management

200 On a MOTION by Ms. Osner, SECONDED by Ms. Casanova, with ALL IN FAVOR, the Board
201 approved the Waste Connection trash compactor proposal, subject to incorporation of agreement
202 language from District Counsel, for the Solterra Resort Community Development District.

- 203 b. Exhibit 7: Consideration of Wrist Band Process Proposal
204 Cost of materials is low, staffing will affect the cost of the program,
205 to prevent guests from having to stand in the check-in line daily. A
206 pilot program will be implemented based on weekly wristbands.
- 207 c. Exhibit 8: Consideration of Thanksgiving Event Catering Proposals
- 208 i. Criolla Café & Restaurant - \$1,058.50
209 ii. Hot & Spicy Cabana - \$1,750.00
210 iii. Premier Event Services - \$2,830.80
- 211 A MOTION by Mr. Voisard, SECONDED by Ms. Osner to
212 accept Premier Event Services proposal for \$2,830.80,
213 contingent on a minimum of 30 ticket sales was withdrawn
214 after Board discussion in favor of a community potluck.
- 215 Ms. Biggs requested approval to purchase tubes for the lazy river to
216 replace the older tubes and have a back-up stock in the amount of \$833.00.

217 On a MOTION by Ms. Wienker, SECONDED by Ms. Osner, with ALL IN FAVOR, the Board
218 approved the purchase of tubes for the lazy river in the amount of \$833.00, for the Solterra
219 Resort Community Development District.

220 Ms. Biggs updated the Board on completed and ongoing projects. It was
221 requested that the CDD highlights report sent to the community include
222 the savings achieved through completing repairs and projects in-house.
223 Ms. Biggs responded to a Supervisor’s questions on staffing and training.

224 3. Café Management – *Evergreen Lifestyles Management*
225 Ms. Crespo and Ms. Semino provided updates on café services and
226 management.

227 4. HOA Management – *Artemis Lifestyles Services*

228 5. Landscape Maintenance – *Dana Bryant, Yellowstone Landscape*

229 a. Exhibit 9: Consideration of Q4 Irrigation Repair Proposal -
230 \$5,569.14

231 These were multiple repairs completed over the previous quarter
232 prior to the meeting and ratification of the proposal was requested.

233 On a MOTION by Mr. Voisard, SECONDED by Ms. Osner, with ALL IN FAVOR, the Board
234 ratified the Q4 irrigation repairs proposal, for the Solterra Resort Community Development
235 District.

236 Mr. Bryant provided an update on landscape projects completed. Board
237 gave direction for future landscape projects.

238 6. Security Management – Florida Training & Investigations LLC (FTI)

239 a. Exhibit 10: Consideration of Allradio Proposal for Portable Radios
 240 for Security Staff (Equipment: \$4,998.00 plus one time purchase of
 241 10-yr license: \$785.00) - \$5,783.00

242 Ms. Biggs will reach out to the HOA to inquire about a cost share
 243 agreement for the equipment.

244 On a MOTION by Ms. Osner, SECONDED by Ms. Wienker, with ALL IN FAVOR, the Board
 245 approved the Allradio proposal for security staff equipment contingent upon a 50% cost share
 246 agreement with the HOA, for the Solterra Resort Community Development District.

247 Ms. Fernandez added that the Security team were being mindful of the
 248 Board's request regarding not parking their vehicles at the entrance, and
 249 asked to be included in discussions with Proptia so appropriate staff
 250 training could be implemented prior to the system going live.

251 Board direction was for Ms. Biggs to be the point of contact and to include
 252 Ms. Fernandez as needed, for purposes of security personnel training. The
 253 Board requested updates on the installation timeline.

254 *Ms. Osner left the meeting at 1:00 p.m. Quorum remained; the meeting continued.*

255 Discussion followed regarding data management and processes that may
 256 waive the confidentiality protections associated with security matters
 257 should information be disseminated to non-CDD staff.

258 It was clarified that Supervisors should redirect any contact requests from
 259 vendors to staff who will work under the direction of the Board or bring
 260 matters to the Board for discussion and a decision.

261 E. Exhibit 11: Consideration of Community Signs – *Previously Presented*

262 This item was postponed until the January meeting.

263 F. Exhibit 12: Consideration of Kimley Horn Civil Engineering Services Proposal
 264 for Amenity Center Additional Parking Lot – Construction Documents With
 265 Associated Surveys and Permit - \$43,500 plus – *Previously Presented*

266 This item was postponed until the January meeting.

267 **FOURTH ORDER OF BUSINESS – Consent Agenda**

268 A. Exhibit 8: Consideration and Approval of the Minutes of the Board of Supervisors
 269 Regular Meeting Held September 1, 2023

270 B. Exhibit 9: Consideration and Acceptance of the August 2023 Unaudited Financial
 271 Report

272 On a MOTION by Ms. Harley, SECONDED by Wienker, with ALL IN FAVOR, the Board
 273 approved Items A & B of the Consent Agenda as presented, for the Solterra Resort Community
 274 Development District.

275 **FIFTH ORDER OF BUSINESS – Staff Reports**

276 A. District Counsel – *Meredith Hammock, Kilinski Van Wyk*

277 There being no questions or actions requested, the next item followed.

278 B. District Engineer – *Tonja Stewart, Stantec*

279 The District map is in progress and should be available for review by the next
280 meeting, and Greg Woodcock with Stantec will be taking over Ms. Stewart's
281 responsibilities as the District's Engineer.

282 C. District Manager – *Kyle Darin, Vesta Property Services*

283 Proposals for café management will be presented in November.

284 **SIXTH ORDER OF BUSINESS – Supervisors Requests** (*Includes Next Meeting Agenda Item*
285 *Requests*)

286 A. Discussion on Security Matters

287 The Board was in agreement to schedule a shade meeting for the November
288 meeting, which staff will advertise.

289 Ms. Wienker requested capital ideas for amenity improvements, such as a dog park,
290 parking improvements, repurposing the playground, and augmenting the amenities.

291 Ms. Casanova reiterated her request to move the security system installation along and
292 asked about a mobile guardhouse to assist with check-in during peak season.

293 Mr. Voisard asked about amenity hours and Ms. Biggs confirmed they would be closed on
294 Thanksgiving and Christmas. Staff were directed to research other short-term rental
295 facilities for their holiday staffing and policies.

296 **SEVENTH ORDER OF BUSINESS – Action Item Summary** (*To Be E-mailed to Supervisors*
297 *and Staff*)

- 298 • District Engineer to engage county on speed humps, tables, and intersection signage (stop
299 signs at intersections).
- 300 • Amenity Manager to reach out to HOA to inquire regarding to cost share for radio
301 equipment.
- 302 • Amenity Manager to be point of contact for Proptia with dotted line to Kyle and Zuleika.

303 **EIGHTH ORDER OF BUSINESS – Next Meeting Quorum Check**

304 *Next meeting scheduled for 10 a.m. Friday, November 3, 2023 at Solterra Resort Clubhouse, 5200*
305 *Solterra Boulevard, Davenport, FL 33837.*

306 All Supervisors present indicated their intent to attend in person.

Solterra Resort CDD
Regular Meeting

October 6, 2023
Page 9 of 9

307 **NINTH ORDER OF BUSINESS – Adjournment**

308 On a MOTION by Mr. Voisard, SECONDED by Ms. Casanova, WITH ALL IN FAVOR, the
309 Board adjourned the meeting at 1:33 p.m., for the Solterra Resort Community Development
310 District.

311 **Each person who decides to appeal any decision made by the Board with respect to any matter*
312 *considered at the meeting is advised that person may need to ensure that a verbatim record of the*
313 *proceedings is made, including the testimony and evidence upon which such appeal is to be based.*

314 **Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly**
315 **noticed meeting held on November 3, 2023.**

316 *Kyle T. Darin*
317 Signature

318 Kyle Darin
319 Secretary

DocuSigned by:
Ariane Casanova
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Signature

Karan Wienker
Chair

Ariane Casanova
Vice Chair