

Greater Imperial Board Association – Minutes

Meeting Date: August 27, 2015

Time: 2:00 P.M.

Location: Bermuda Greens Clubhouse, Naples, Florida 34110

Purpose: Regular Meeting of the Board of Directors

GIB Officers Present: Tom Harruff, Martha Meyers, Judith Gibbs and Kristine Russo.

GIB Officers Excused: NONE

Directors Present:

<i>Abbey on the Lake:</i>	<i>Edwin C. Howe (Absent)</i>
<i>Bermuda Greens:</i>	<i>Fred Demma (By Proxy Steve Smith)</i>
<i>Castlewood:</i>	<i>Martha Meyers</i>
<i>Charleston Square:</i>	<i>Mark Brandt</i>
<i>IG Estates:</i>	<i>Dan Castaldini</i>
<i>Golf Club:</i>	<i>Don Paradiso</i>
<i>Imperial Gardens:</i>	<i>Judith Gibbs</i>
<i>The Island:</i>	<i>Tony Manes</i>
<i>Manors of Regal Lake:</i>	<i>Alex Kassolis</i>
<i>Park Place:</i>	<i>Charles Yates</i>
<i>Park Place West:</i>	<i>Ellen Candeloro</i>
<i>Wedgefield:</i>	<i>Jackie Milot (By Proxy Charles Yates)</i>
<i>Westgate:</i>	<i>Roger Moorman (By Proxy Tom Harruff)</i>
<i>Weybridge:</i>	<i>Kristine Russo</i>

Also Present: Anne Harruff, Beautification Committee, and Stephen Towns of Towne Properties, Manager for the GIB. Guests Present – Ryan Bell, Zach Stone and Joshua Hildebrand from Johnson Engineering.

Certify Quorum: Property Manager Stephen Towns reported a quorum was present as thirteen of fourteen member associations were represented by their attendance or by proxy.

President Harruff expressed appreciation for the good well wishes and the gift certificate.

Call to Order: The Meeting was called to order by President Tom Harruff at 2:00 P.M

Secretary Report: The Minutes of the June 25 2015 meeting were presented.

It was moved by Director Meyers, seconded by Director Gibbs to accept the minutes as written. There was question raised regarding the discussion of the speed bumps. Following this discovery the minutes were approved unanimously.

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President Harruff introduced the guests from Johnson Engineering to present RRR Study.

Johnson Engineering Report

Josh Hildebrand presented an overview of the review that the engineers performed of the state of the roads at Imperial Golf Course Boulevard.

A printed and bound report was distributed. A principle goal of the study is to assess and advise the Board on the best way to preserve the life of the pavement. In addition to visual assessment core samples of the pavement were taken in six areas.

There were a few isolated areas of concern. There are several areas of edge cracking. An example given was near the intersection of IGCB and Sarah Jean Circle. There are some areas of tree root caused upheaval where remediation and repair are indicated. The area at the gatehouse where vehicles at the visitor's gate may sit and idle for a time, there is significant oil and hydraulic fluid accumulation that over time can deteriorate the pavement. Milling and resurfacing is recommended.

A 1500 foot section of the road in front of the racket club starting at Weybridge entrance is an area needing a Pavement Maintenance plan. The depth of road in this section is considerably thinner than the typical 2.5 to 3.0 inches along the length from 41 to Imperial Golf Course entrance where it increases to 5.0 inches. The rest of the pavement is in "pretty good shape". There is a section of GIB road at 5.0 inches, about 800 linear feet. To a question, Josh indicated it is not unusual to have different depths along a stretch of private road but why is unknown.

In that cracks were identified throughout the samples, it is recommended to completely remove and resurface within the next three to seven years.

Recommending a sealcoating in the next year, never done to IGCB (an overlay done about ten years ago) with the intention to extend the useful life of the road. There are several types of petroleum and additive products in which to choose.

General recommendations, pavement is in good shape. A 20 year maintenance plan was presented. A key recommendation is to adopt a maintenance schedule that once the resurfacing is completed will project out the useful life between 20 and forty years. The plan is not inflation adjusted. The President requested that the forecast be restated with an inflation factor. Total cost is \$600,000 over the 20 year period.

A discussion of the relative cost of the project noted that the biggest determinant is not petroleum costs but competition due to construction demands on the vendors. It was recommended to coordinate resurfacing and sealcoating with the Imperial Golf Estates to take advantage of economies of mobilization of vendor. Comment by Director was to plan to sealcoat as soon as possible and not postpone.

At the conclusion of their presentation, the guests from Johnson Engineering were thanked for

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the work and excused from the meeting.

A discussion of the responsibilities of the GIB and the inconvenience and indirect costs of the maintenance of the roads followed the presentation. Alternatives such as using the IGE gate for traffic diversion and management of the travel delays and the traffic at the gate was considered.

Repair of the 1500 foot section with significant cracking before sealcoating would be best.

Treasurers Summary Report for July 2015 – Martha Meyers Treasurer

Income and Expense Statement as of 7/31/15:

Total Operating Income for July is under budget for the month by \$646.94 yet over budget year to date (YTD) by \$3,677.30 primarily due to greater than anticipated Gate Opener Income.

Total Operating Expenses are under budget for the month by \$1,932.92, in spite of some maintenance overages. Year to Date (YTD) we are under budget for Total Operating Expenses by \$5,086.47. YTD over budget expense accounts include Plants (\$1,494.32), Smart Pass Purchases (\$9,625.14) and Insurance (\$1,253.31). Our Net Operating gain YTD is \$8,763.77. We continue to remain in a good position financially at this point in our fiscal year thanks to the increase YTD in the Gate Opener Income and the front loading of Plants and Gate Pass expenses.

Balance Sheet Items as of 3/31/2015:

1. Operations Checking Account: Cash for Operations	\$31,273.44
2. Cash for Reserves Balance:	\$345,297.37
3. Other Assets, incl. Accts Rec and Prepaids:	<u>\$ 1,822.58</u>
4. Total Current Assets:	\$378,393.39
5. Owner's Equity	\$24,230.18
6. Current Year Income/ (Loss)	\$8,865.84
7. Replacement Reserve Prior	\$316,150.49
8. Replacement Reserve Current	<u>\$29,146.88</u>
9. Total Equity	\$378,393.39

Balance Sheet Discussion: We have adequate cash on hand to meet our monthly bills

Martha Meyers, GIB Treasurer

It was moved by Director Russo seconded by Director Yates to accept the financial report as presented. Passed without objection.

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PRESIDENTS REPORT August 28, 2015

Tom Harruff - President

As the old saying goes, "It never rains but it pours".

This past month has been very busy. First our electric feed to the front island failed. The aluminum wire feeding 240 volts to the island had one leg dead and the other only feeding about 15 volts. As a result we have no lighting or irrigation. Steve Pope from Top Cut has been supplementing the operation of the island sprinkler by using a battery pack to operate the sprinkler control when it does not rain. Steve Towns is working with Swanson Electric and ABC Electric to get proposals for the repair/replacement of the direct buried (no conduit) aluminum wire. Top Cut is working to provide a proposal through another of his companies. The replacement feed will have to be in conduit resulting in a need to bore underground to feed the conduit and the wiring. At the same time the fixtures on the island should be upgraded for improved reliability for the landscape lighting and the holiday lighting. Then we had a hit and run on the south corner of the wall behind the front Imperial monument sign. It was August 2009 when that same corner of the wall (before the columns were installed) was hit before. Steve Towns provided a statement as did the on duty access control officer about the accident to the CCSO and also to our insurance carrier. There was a recent installation of a camera on US41 and IGCB that the sheriff may use to try to get a license number of the older blue pickup truck that hit the wall. Steve is obtaining proposals for the repair of the damage to our wall. Top Cut has provided a temporary repair to the broken irrigation line from the accident so that we can continue to irrigate the island as required. Finally on Monday evening/Tuesday morning the area around the gate house was flooded with about 6" of water from the storms overnight. The drain path south between the care facility and the Manors Lot is overgrown and needs to be cleaned out. The county last did it about three years ago. Steve and I have called Collier County Storm-water Management about cleaning out the drainage flow path especially if Tropical Storm Ericka would happen to impact us in the next 5 or 6 days.

I met at the gate house with Mike Towns on Friday August 14th to discuss the condition of the gate house and gatehouse facilities. Towne has repaired or replaced the items that were defective and repainted the inside of the gate house. With 24/7 occupancy the gatehouse

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takes a lot of maintenance to keep it in the condition that we want for our contractor employees. Thanks to Kris Russo for bringing to my attention the deficiencies that needed correction.

On Sep 2 there is a mediation hearing scheduled with a paid Mediator, Parshall’s attorney, our attorney, and the attorney for Universal Protection. Part of the Florida court procedure is to require mediation prior to moving forward to a full court hearing on the law suit. Based on my past experience the full results of any mediation is considered confidential. I’ll ask the Board members to stay after the meeting to discuss what our attorney has discussed with me.

The Presidents report was accepted as presented.

GREATER IMPERIAL BOARD - MANAGER’S REPORT – AUGUST 21, 2015

Resident Contact:

ACCESS DEVICE SALES

Month	2012		2013		2014		2015		
	Smart Pass	Transponders	Smart Pass	Transponders	Smart Pass	Transponders	Smart Pass	Transponders	Hard Pass Returns
January	43	5	81	6	68	1	83	6	7
February	25	10	22	6	44	4	40	3	2
March	52	3	27	1	41	0	38	8	0
April	35	1	25	5	42	1	34	11	0
May	22	1	36	3	46	3	27	5	1
June	36	5	18	3	34	3	34	4	0
July	44	4	28	4	30	2	17	6	0
August	48	0	22	1	30	0			
September	48	0	16	1	34	3			
October	74	3	41	2	64	9			
November	64	4	81	6	57	2			
December	41	0	48	6	51	4			
	532	36	445	44	541	32	273	43	10

- Access device sales overall are within budgeted expectations. July and August access device sales continue the trend of larger sales of license plate transponder (wands) 160% over 2014 sales. Smart Pass sales are essentially the same as 2014.
- Over the past two months 73% of sales were by credit/debit card. The cost of the card reader and the processing charge of the credit card companies add expense to the GIB but have improved customer

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satisfaction. Concerns over security when the cards were first made available in 2014 are being addressed by the card companies but has also temporarily created a barrier to using our card reader. The new microchip technology added by several credit card companies requires a second card reader to confirm the chip. By the meeting I hope to have an answer to when this can be added and what if any additional cost for this identity screening tool might be.

- Inventory – At the end of July the GIB had eleven wands (all verified working) or a two month supply with seven day order fulfillment and 735 smart passes or a 13 month supply in inventory.

Complaints/Incidents:

- There were no written complaints in the last two months (through 8/21).
- There were 24 requests for emergency entry that were resolved without incident.
 - Ten were for A/C repair and all were admitted.
 - Six were for active water leak issues and all were admitted.
 - Two were for emergency lock-smithing service and were admitted.
 - Three were questionable, and admitted
 - for Dish Service
 - For a moving van (no board member consulted)
 - Washing machine delivery
 - Three were for questionable emergencies and without owner verification denied.
- There were two vehicle collision with the gate. Neither incident resulted in damage to the gate arm or the vehicle. The one required manually lifting the arm after pinning the vehicle. It required a service call to replace the fuses.
- There was the ten hour interruption in service caused by loss of confirmation process from the database to the gate operator diagnosed as a result of several interruptions in the connection to the gatehouse database (through Comcast Internet) at Towne.
- There was a confrontational incident between the Captain of the Guards and an Imperial Golf Estates Owner who was compliant with identity verification during the service interruption but threatened physical attack of the guard over his perception of arrogance on the part of the guard.
- There were two instances of residents violating access rules and purposely disregarding directions of the access guards. The rules surrounded scanning or providing driver's license. Both were denied entry and one the resident followed up and was reminded of the requirement of a driver's license for entry with no further incident.
- One unauthorized entry by a vendor who identified himself as emergency responder to a resident call after hours. Emergency not called nor was resident available to confirm nature of emergency. Vendor proceeded into the community after having been denied access. Guard later reached owner after vendor left. Confirmed emergency but not identified.
- A moving vendor during the normal working hours refused to leave the property, proceeded to his destination, incident reported to law enforcement, and after CCSO was contacted demonstrating the same belligerent behavior to the officer as he did to the Gate was escorted from property. The Vendor company was notified and this driver identified as ineligible to return to the GIB.
- The Access Guards assisted CCSO with access information regarding an investigation of a burglary within Imperial and an authorized visitor. No information regarding an arrest.

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Access Items:

- There were two interruptions in gate service since the last meeting.
 - The gate arm struck a vehicle that was tailgating and froze in down position. The collision resulted in a jam situation where a fuse blew when the gate was not allowed to open as it is programmed during a power outage or collision. It was manually closed and the visitors gate used for access for two hours until NEW IQ was able to service and return he gate to operation.
 - The second was Monday August 17 when a software synchronization failure lead to a cessation of authorizations by the Gatehouse Software, effectively stopping the resident gate from opening. The cause of this failure is not known but I do know that it took three layers of IT staff at TEM to bring it to operational status again. The Resident gate was down from 6:30 am to 4:40 pm.
- For the Board’s consideration, the management of access by linking the vehicle to the resident is weak. During the period when the gate was down, there were sixteen instances of visitors registered to the gate who possessed epass or wands or the old hard pass that otherwise would have entered through the resident gate. As the Board considers adding employees of the member associations and golf club, the implications of relaxing the access are that it will further remove the exclusivity of the gate function.
- We discussed this in the meeting with TEM where a TAG reader corroboration of the pass would prohibit this misuse. The Epass and Wands as described above are registered to residents. One can use their imagination to determine how that came to be. This would also help to manage lost and misplaced wands and hard passes.

GIB GATE ACTIVITY REPORT - 2015

Month	VISITORS	RESIDENTS	TOTAL	AVG/WK	Δ MTM	Δ AVG 2014
December	20888	47695	68583	17146	-6.55%	-6.55%
January	23329	53125	76454	19114	11.48%	4.17%
February	25743	62008	87751	21938	14.78%	19.57%
March	27481	65650	93131	23283	6.13%	26.90%
April	25239	60381	85620	21405	-8.06%	16.66%
May	28726	63638	92364	18473	7.88%	0.68%
June	32136	56710	88846	14808	19.84%	-19.30%
July	23979	31313	55292	13823	-6.65%	-24.66%
7/31/2015	4803	8503	13306			
8/7/2015	5159	8802	13961			
8/15/2015	4760	8908	13668			
8/22/2015	5920	7773	13693			
August	20642	33986	54628	13657	-1.20%	-25.57%
September			0			
YTD	207275	426811	634086	20454	4.50%	-1.54%

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Gatehouse Report:

- Activity at the gate continues to slow down 25% from 2014 utilizations and from June activity.
- During the normal course of processing visitors to the gate, a driver's license was dropped and inexplicably slid under the built in cabinetry to the gatehouse where the guard was unable to reach it. In that a Towne Properties Maintenance was unable to assist the Manager disassembled the base of the computer terminal and retrieved the driver's license.
- A number of deficiencies in the interior work area for the Guard House were reported to upper management and the pending work orders were accelerated and to resolve one unreported deficiency the gate house interior was painted. This was an embarrassment to us at Towne as this standard of care is not customary. I have added an assessment of the gatehouse to a routine inspection.
- The AC unit failed on a weekend (August 1) and the fan motor was required to be replaced. It was unavailable until Monday, was later replaced. It was not under warranty although now replaced within 16 months. Protection means for surges or lightning requested of the vendor. They report a lot of motors replaced this summer. They note the motor replaced in February 2014 was the original motor.

Discussion:

The contract for cleaning by Joyce Cleaning has been reviewed and they have been reminded concerning the expectations for maintenance of the Gatehouse. There are work tasks by the Access Guards during down times that have been reminded by the Captain of the guards.

Look at surge protection upon the electric service to the Gatehouse. Manager Towns to check with FPL and report back at the next meeting.

It was reported that unauthorized guests from the Estates using a temporary pass at the Island using the pool and clubhouse at Weybridge. It was reported that the police summoned were originally denied entry and finally were able to get to Weybridge. Pictures and a report were to be sent to President Harruff. Tom to discuss with Captain Lopez.

Respectfully submitted,
Stephen Towns LCAM Property Manager the Greater Imperial Board

The Manager's report was accepted as presented.

BEAUTIFICATION COMMITTEE REPORT August 23, 2015 – Anne Harruff

1. Contract- Regular lawn service, Palms and Turf Fertilized.
2. Royals groomed at Gatehouse, Seed Pods removed from Queens along the Boulevard.
3. Unexpected problem with irrigation and electrical not working at 41 Island. Towne Properties working on proposals for repair. Steve Pope, Top Cut is providing back-up Battery Power for the irrigation System. It was Top Cut that discovered the problem. Waiting proposals for repair/replacement of the electrical feed.

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- 4 Accident at 41 and Front Island entrance. August 7, 2015. Towne Property is working to gather all needed proposals and Police Reports
- 5 GIB Beautification cannot proceed with any additional plantings on 41 Island, or another attempt to purge well on 41 Island until all the electrical problems that are existing now, are corrected.
- 6 It is the responsibility of each GIB Community as well as the Golf Club, to maintain the grass edging of the entrance road's edge. The White Line road edge stripe, is not seem on many parts of the GIB entrance road. Please alert your Landscapers.
- 7 A number of Maintenance items were identified for corrected inside the Gatehouse, thanks to Kris Russo's survey of the interior Gatehouse facilities that needed action. It has been 5 years since the renovation of the Gatehouse, and this facility is a 24/7 operation with constant use.
- 8 Waiting alternate road painting proposal to the one from Bonness rejected by the GIB as too expensive. Property Manager was to get the proposal.

Anne Harruff, GIB Beautification

OLD BUSINESS

No additional old business after the discussion of the Road resurfacing.

NEW BUSINESS

Preliminary 2016 Budget

Treasurer Meyers presented the first draft of the 2016 Budget. Goal going in is to maintain the same allocation amount per owner at Imperial.

Management has reviewed year to date actual expenses against budget and applied through July 2015 figures and assumptions based upon last quarter budgeted outlays to forecast the final 2015 actual to budget. The Treasurer and President Harruff with feedback from vendors and beautification for 2016 anticipated increases. The contribution to reserves is maintained at the same level as 2015. The major change in 2016 is under maintenance where the costs for access control is increased to allow for a requested \$1.00 per hour increase for the access guards to assist with staff retention. Plan is to address with our contractor to reduce turnover. Audit and accounting decreases as audit done in 2015 and prepaids for smart-passes will lower costs due to inventory.

It was noted that the final budget by covenant is to be completed for distribution to the member associations no later than October 1st. Any other budget requests need to be submitted to the Manager for consideration by the executive committee prior to the September GIB meeting where the budget needs to be finalized.

The Treasurer noted that the proposed budget will result in \$431,822 in reserves. President Harruff noted that we have the island repair to come from this fund. Treasurer Meyers noted that the GIB will have over \$371,000 in reserves at year end. Complete replacement of the gatehouse was discussed given the possibility of catastrophic loss and need going forward to raise the gatehouse over the flood stage.

Director Hayes noted that the timetable for the road maintenance and the looming milling and replacement is challenging. Treasurer Meyers countered that the need is not there to start in 2016 with increased allocation. Discussion of the other items in reserves, security and gate was made.

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Director Yates suggested that it might be a good idea to start now rather than dig a deeper hole for reserves to pay for the expected resurfacing of the roads in 3-7 years. The sealcoating to maintain would come from reserves. A special assessment might otherwise be required. Returning the contribution to previous level of \$14.00 per door would be more palatable.

Treasurer Meyers recommends that the GIB not raise fees this year. Director Yates likened to a modest increase in “taxes” rather than a large special assessment down the road.

Recommended to have Bonness be brought in to advise on the cost of sealcoating and make a decision on approach. The 1500 foot fix is included in the plan as distributed by Johnson and there is adequate reserves to cover the costs anticipated by the proposal for 2016.

The proposal to keep contributions from the Associations the same for 2016 was not seconded. The Treasurer called for a show of hands of willingness of the GIB representatives to take the suggested \$.50 increase to \$14.00 back to their respective communities. No directors expressed unwillingness for approving the increase given the Johnson Engineering assessment. Director Paradiso indicated the Golf Club would not reject the change. Some communities have been told of the holding of the contribution.

Treasurer Meyers noted she would not be present at the meeting in September and expressed need for making a decision of what to do with revenue before she leaves.

It was moved by Director Yates with second by Director Russo that the contribution from the Associations and club be increased \$.50 to \$14.00 per door with all of the proceeds to be applied to the Road reserves (\$11,088 increase for 2016). The motion carried without objection.

Electrical Service to Entrance Island

Manager Towns reported on the proposals for electrical service to the island.

Three quotes were requested. Coastal Construction, ABC Electric and Swanson's Electric.

Swanson's contracted to do a diagnosis of the problem. Subsequent electrician concurred with the problem determination. The Request For Proposal was for:

- replacing the service from the transformer to the island, directional Boring for conduit to carry service to the island,
- provide a new 100 amp disconnect service on the island, main lug panel and breaker,
- 12 -20amp duplex GFCI receptacles with tamper and weather resistant bell box covers,
- 0 landscape low voltage lights, provide and install 7 – flood lights for the entrance sign, photocell and transformers, and
- Electrical permitting.

Only ABC and Swanson's were able to get proposal completed by the Board meeting. The proposals are not exact with one using an electrical engineer for the permitting and ABC did not include.

ABC electric proposal - \$19,629.32 without engineering

Swanson's Electric - \$18,101.50 (adding in the permitting fees)

Discussion of the Swanson proposal using aluminum wire as does FPL. Discussion of preference for copper

Motion made to accept the proposal by Swanson's confirming that the total costs for installation as quoted with substitution of copper wire does not exceed \$20,000.00 moved by Director Yates, second by Director Manes to authorize the Executive Committee to approve the proposal from Swanson's Electric following review for inclusion of all aspects of the project in a consolidated proposal. Passed without objection.

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Accident - Hitting Wall Front Island

Insurance company has reviewed the damages and will approve the lowest of the two bids for repair. There will be a \$500.00 deductible for a non-witnessed automobile damage claim. The Insurance company claims representative was pursuing the owner of the vehicle that caused the damage. The camera by FDOT at US 41 and IGCB may identify the truck that hit the gate.

Special Committee on Imperial Emergency Entry - Report

The committee meeting was called to order at 2:11 p.m. on Aug. 5th at 304B, Imperial Gardens. All committee members, Dan Castaldini, Kris Russo, Charlie Yates and Judie Gibbs were present. Tom Harruff attended as an invited guest. Tom handed out copies of the current post orders as to who should be admitted without a phone call. He stated that in his opinion different Imperial communities have different rules according to their community documents, and that the GIB should not infringe on the individual communities' rights. Discussion followed. Several of the committee members suggested that the post orders cover most of the situations, and for the situations not covered, that a phone call to a member of the executive committee or the president of the association should be made. This relieves the guard of the decision making responsibility. Judie suggested that elevator repairs be added to the list of emergencies. Charlie moved that emergency vendors be added to the post orders. Kris seconded the motion. Motion carried unanimously. Judie moved that the meeting be adjourned at 3:12. Kris seconded. Motion carried.

Respectfully submitted, Judie Gibbs

Using the report of the Manager, the instances of self-determined emergency after hours entry expands beyond the intent of the rule change. An example was a Kane Furniture truck delivery of furniture allowed on a Sunday as approved by the owner. This was felt to be a training issue for the guards. **The committee on Imperial Emergency Entry recommends changing the language of the Post Orders as approved in May 2015 be limited to emergencies to plumbing, electrical, air conditioning, elevator repairs and lock smith, any request to expand this rule as an emergency requiring approval of the Association the resident lives or of an officer of the GIB. Motion made by Director Castaldini seconded by Director Manes. Motion carried without objection.**

The Manager to provide an up to date list of officers and community representatives for the Gate Access Guards.

With no further business it was moved by Director Russo, seconded by Director Hayes to adjourn. Motion carried. Meeting adjourned at 3:40 pm.

Next Board Meeting:

Thursday September 24, 2015 at 2 PM at the Bermuda Greens Club House.

Respectfully Submitted,

Stephen Towns LCAM – Property Manager - Greater Imperial Board, Inc.