

Harmony CDD
October 6, 2022, continued meeting

44 **SECOND ORDER OF BUSINESS** **Audience Comments**

45 Ms. Kramer stated this is a time for residents and members of the public to speak to the
46 Board and give your ideas, feelings, and concerns. It is not a time for back and forth, or
47 discussion of the issues. It is a time for you to present.

48 Ms. Debra Baer stated my issue is a repeat. I have two concerns. First, is there a
49 timeframe for when the trees in the green zone will be trimmed? I brought this up last time
50 because it was started, the equipment had complications, and other problems came up.
51 Then it was abandoned. I believe with the new budget we will have tree trimming on a
52 different route. I would like to know when the trees will be trimmed in the green zone,
53 especially Butterfly Drive and Dark Sky Drive. Second is landscaping. For the past five
54 years, if not more, it seems like the landscaping in the development is going downhill, not
55 uphill. Weeds are on District property. It needs a facelift. As an example, I stand on my
56 front porch on Butterfly Drive and watch Servello put down mulch around the trees. I am
57 a big fan of trees having edging around them. Some of the trees at the first entrance have
58 edging around them. The mulch goes inside the edging, not outside. If you look at a lot of
59 the trees around our community, the mulch flies all over. I watched them blow it out a big
60 tube. It is haphazard, and it looks terrible. A lot of the mulch ends up on the street. I know
61 Servello was the least-expensive contractor, but just because they are the least expensive
62 does not mean they need to be the worst. They put in an honest bid for an honest day's
63 work. As members of this community, I and others feel they need to be held accountable.
64 If being held accountable means holding back pay until the job is done accurately or
65 correctly, then we need to do it. If the people who are managing or observing Servello are
66 not doing their job and holding back money, then we need to look for a new management
67 company. Something needs to be done. This place is falling apart. I love it too much. When
68 I go into the community as a homeowner, one of the first things I look at is the landscaping
69 to see how beautiful it is. Twelve years ago, it was beautiful. Now we need a major facelift.

70
71 **THIRD ORDER OF BUSINESS** **Consent Agenda**

72 **A. Acceptance of the July 28, 2022, and August 15, 2022, Meeting Minutes**

73 Ms. Kramer stated amended minutes were distributed on October 5, which will be the
74 minutes to be accepted.

75 **B. Acceptance of August 2022 Financial Statements**

76 **C. Approval of #268 Invoices and Check Register**

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78 Ms. Kassel made a MOTION to approve the consent
79 agenda, minutes as amended.
80 Mr. Leet seconded the motion.

81
82 Ms. Kramer stated I have a question on the invoices and check register. I noticed an
83 invoice from the Orlando Sentinel for legal ads, but it did not indicate what the legal ad
84 was for.

85 Ms. Montagna stated it was for the budget hearing.

86 Ms. Kramer asked that is the one that was rescheduled?

87 Ms. Montagna stated no, Inframark paid for the hearing that had to be rescheduled
88 because it was our mistake. That was for the regular advertising.

89 Ms. Kramer stated I would like them to include a copy of the ad because the Orlando
90 Sentinel provides it to us. Then we will know what ad it is for.

91 Ms. Montagna stated yes.

92 Ms. Kramer stated the other concern was our bill from Toho Water Authority. It was
93 \$17,000 this month. This time last year, it was \$4,000, and we are in the rainy season. I am
94 quite confused. We need to look into that further.

95
96 Upon VOICE VOTE, with all in favor, unanimous approval
97 was given to the consent agenda, minutes as amended.

98
99 **FOURTH ORDER OF BUSINESS** **Contractors' Reports**

100 **A. Servello & Sons**

101 Mr. Feliciano stated my crew will be onsite tomorrow. We have to finish mowing at
102 the Swim Club, Five Oaks Drive East, and a few ponds.

103 Ms. Kramer stated your presence in the community has been notable. I put your request
104 on Facebook about the trim saw, and no one responded.

105 Ms. Kassel stated I would like to follow up on Ms. Baer's comment about getting things
106 back in shape. I want to know what the plan is for that.

107 Mr. Feliciano stated her concern was tree trimming, mulching of the community, and
108 edging of the trees. That is part of our maintenance, and we will be sure to get on top of
109 that. I want you to understand we use a mulch company to blow mulch. It is more efficient
110 to do it that way. The other thing is, we have pine bark, which will fly around regardless,
111 whether it is hand installed or with a blower. It will wash away, and you will always have
112 an issue with that. As trees get larger, we have to expand the tree rings. In the future, you
113 will need more mulch around the tree rings. As for lifting the trees, trimmers are already

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114 out here, and they are trimming pursuant to the schedule. They will be trimming down Five
115 Oaks Drive until they get to Cat Brier Trail. The trees on Cat Brier Trail look like they are
116 hanging low, but they are not because the contract says 15 feet in height. Then they will go
117 down Schoolhouse Road, which has low-hanging trees and will consume a little more time.
118 Once work is complete on Schoolhouse Road, they will move to Dark Sky Drive, Butterfly
119 Drive, and that area. Those are the smaller trees. For a lot of the smaller trees, we are not
120 going to use pole saws; they need hand saws or a very small chain saw. We do not use large
121 chain saws because we could damage the tree. It will be a little more time consuming
122 because we are using hand saws to make sure they are pruned the right way. They will be
123 raised up only a quarter of the way, so do not expect massive trimming.

124 Ms. Baer stated my concern was that last year, we ran out of money and did not get
125 back to the green zone. The work was started in the green zone but not completed.

126 Mr. Feliciano stated we performed trimming pursuant to the contract.

127 Ms. Kramer stated as a point of order, he is presenting to the Board although answering
128 Ms. Baer's question. My understanding of what happened last year is, unfortunately we
129 had a new tree crew doing substandard work and were lion's tailing, and we had some
130 problems on the inside trees. We are at the point where he assured us that the current tree
131 trimmers are more experienced. We will be looking at two proposals for inside tree
132 trimming again. The outside trees were started, but because of the storm could not be
133 finished during fiscal year 2022. The work they are performing now is for tree trimming
134 for fiscal year 2022.

135 Mr. Feliciano stated yes, and they are back onsite.

136 Ms. Baer stated I also mentioned the rings around the trees. Can that be improved?

137 Mr. Feliciano stated yes, they can be edged out, and mulch can be sprayed around the
138 tree.

139 Ms. Baer stated and put the grass back around so it is a circle.

140 Mr. Leet stated we received a resident concern after the storm about debris being blown
141 back onto their yards. What is the expectation? That should not have been happening.

142 Mr. Feliciano stated that is correct because we do not maintain the roadway, so that
143 should not have happened. I do not know if we rectified that issue. I am sure this issue will
144 come back to the Board and will be an ongoing issue.

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145 Ms. Kramer stated we have or will be sending a letter to all the residents along those
146 frontage streets where they are no longer being maintained by Servello.

147 Ms. Montagna stated Servello's new contract is in effect, but we have not let those
148 residents know yet. Those letters will be going out immediately.

149 Ms. Kramer stated at the last meeting, we discussed issues about irrigation problems in
150 the Lakes, with irrigation possibly watering the bahia each time it kicks on or no irrigation
151 running in some zones. Have you been out to the Lakes and looked at those zones?

152 Mr. Betancourt stated yes, all easement areas that connect to the Lakes are getting
153 water. The only two zones that were watering just the pond with no easement have been
154 turned off.

155 Ms. Kramer asked they will be turned on if we get into a drought?

156 Mr. Betancourt stated yes. If it gets too dry, we put a timer on the clock and water it.

157 Ms. Kramer stated I am glad to hear those are separate systems and one will not affect
158 the other.

159 **i. Inside Tree Trimming Proposal #7122**

160 **ii. Lifting and Trimming Trees Proposal #7185**

161 Ms. Kramer stated proposal #7122 is for complete inside tree trimming, which we
162 typically would be doing this fiscal year. The sycamores have grown so big that they really
163 do not need any trimming. You cannot get up to the bottom branches, and our field services
164 crew took off all the suckers. I applaud field services for doing that; it looks wonderful.
165 The other option would be to finish the tree trimming that was not done about a year ago.
166 We stopped that, and proposal #7185 is for the remaining trees. I was a little confused
167 about the proposal being \$14,657. When we stopped the tree trimming last time, Servello
168 had done 85% of the inside trees, and only 15% were left to do. The money held back was
169 only 15% of the \$22,000 for trees that still needed to be done that were not trimmed, which
170 was about \$3,360. To complete the tree trimming, why is it all of a sudden such a large
171 figure for the last 15%?

172 Mr. Feliciano stated Mr. Betancourt and I went through all the neighborhoods and all
173 the streets where trees were not completed. We counted them, and I believe the proposal
174 was based on the number of trees. We evaluated how many trees will need to be hand
175 pruned, which is time consuming, versus using a chain saw or a pole saw. Also our current
176 arbor rates have increased. I do not know the exact number of trees on hand, but we counted
177 each section of trees and used that number. Some trees will need pruning with hand saws,

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178 which is more time consuming, and some will need pole saws. We did it that way to
179 carefully trim the tree and prune all of them. Last time when we provided the tree trimming
180 proposal, inflation was not as bad. We also tried to give Harmony a discount for being a
181 loyal customer. I am not saying we did not do that then, but prices have increased. We can
182 revisit the proposal if you want us to do that. I do not have an issue doing that, but we want
183 to lock in a rate.

184 Ms. Kassel stated this price is 300% higher. It is not 30% or 50% higher, but 300%.

185 Mr. Feliciano stated I understand. One of the things I also take into account is the
186 average number of trees to be trimmed, especially large trees. We can trim 22 to 25 large
187 trees, medium trees 30 to 35, but hand pruning might be only 15 trees because we have to
188 use a hand saw. A lot of trees we identified are smaller trees.

189 Ms. Kramer asked when we were working on the amount we should pay you after we
190 closed out the last contract because of the problems with the tree crew, why was that
191 increase not figured in? Most of the trees you completed have been large trees, and the
192 small trees are on Butterfly Drive, Blazing Star Lane, Dark Sky Drive, and Cordgrass
193 Place. Only about eight streets have not been trimmed.

194 Mr. Feliciano stated keep in mind these are all oak trees, which are more time
195 consuming than sycamores. Most of the trees we included in that proposal where we
196 charged less were sycamores because you do not remove as much foliage. We can hand
197 trim about 60 sycamore trees in one day because of the amount of foliage we are removing.

198 Ms. Kramer stated understand what I am saying. We paid 85% of the previous contract,
199 and now you are saying that the trees remaining are worth 50% instead of 15%.

200 Mr. Feliciano stated I understand. I do not mind revisiting this for the Board, and I have
201 no issue bringing it back to the Board at next month's meeting. I can take pictures and
202 bring in some samples on what we are discussing and what we are removing from these
203 trees. The majority of trees we are discussing are oak trees. We are talking about a little
204 over a year's growth on these trees.

205 Mr. Short stated Mr. Feliciano is not talking just about the last 15% that was not
206 complete. Are you looking at all the remaining trees and addressing all of them? Are you
207 including any of the 85% of trees that were done in this proposal?

208 Mr. Feliciano stated no, I do not know if the number of trees not trimmed is exactly
209 15% or not. We looked at each tree and evaluated how much time it will take to trim.

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210 Mr. Short asked you looked at only the trees remaining to be trimmed?

211 Mr. Feliciano stated yes. I can take a pole saw and trim a tree within 10 or 15 minutes,
212 versus using a hand saw for 30 or 40 minutes.

213 Mr. Short stated I wanted to clarify to make sure we were understanding you correctly.

214 Ms. Philips stated maybe I am not understanding this, but we already had a contract for
215 Servello to do a certain amount of work, Servello did 85% of the work, and the District
216 paid 85% of the money.

217 Mr. Feliciano stated not a complete 85%; some was deducted.

218 Ms. Philips asked do you still owe us 15% of the work?

219 Mr. Feliciano stated no.

220 Ms. Montagna stated we stopped the project.

221 Ms. Kramer stated we stopped the project, and we gave them credit for 85% of the
222 work done of the contract price. The contract was about \$22,000, and we gave them credit
223 for \$19,040. We were going to pay that amount, but Mr. Feliciano and Mr. Perez agreed
224 that we should receive a deduction for improper work and damage to the trees from the
225 improper work. That was deducted out.

226 Mr. Feliciano stated we agreed after that portion was calculated by the Board. We did
227 not know that was going to happen until we received an email showing what the District
228 owed versus what was going to be deducted for damaged trees. After your discussion with
229 Mr. James Whitaker and me, we agreed to settle for that amount, but we were not part of
230 the discussion of how much was going to be withheld from the money that was going to be
231 paid. I wanted to clarify that.

232 Ms. Kramer stated that deduction was for damage, not for trees not completed. The
233 trimming needs to be done, but perhaps we can ask Mr. Feliciano to revise his proposal
234 and come back. I will ask Mr. Perez to reach out to the other two tree trimming contractors
235 he contacted to provide proposals, also.

236 Ms. Montagna asked which proposals are we tabling?

237 Ms. Kassel stated #7185 for sure. We have not discussed #7122.

238 Ms. Kramer stated proposal #7122 is for the entire inside tree trimming, but our staff
239 have already completed the sycamores. We do not need to consider #7122, either.

240 Mr. Leet stated proposal #7122 overlaps with #7185.

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241 Ms. Kramer stated that is correct. We can table both proposals, or decide on one or the
242 other. Mr. Feliciano can perhaps revise proposal #7122 also, which is for the entire inside
243 tree trimming. Again, realize the sycamores have already been done, so they do not need
244 to be included in the proposal. I think \$28,000 would be comparable for that work.

245 Mr. Feliciano stated yes, I will revisit the proposals.

246 **iii. Discussion of Palm Trimming**

247 Ms. Kramer stated I was concerned about the palm trimming with boots left on the
248 trees, and they were trimmed up tight. We have a lot of boots. Has that been taken care of
249 yet, the hanging boots at the Swim Club?

250 Mr. Perez stated no, the Board did not authorize Servello to remove those.

251 Ms. Kramer stated our staff has not been able to do that because they are quite a ways
252 up in the air.

253 Mr. Perez stated that is correct.

254 Mr. Feliciano stated we do remove boots when we are trimming and they fall down.

255 Ms. Kramer asked they actually need to be on the ground, not be hanging on by a string?

256 Mr. Feliciano stated normally when we are in the trees, typically the boots will fall
257 down. If a boot is sitting on a palm tree, that means it is still attached to the palm tree. That
258 requires an additional cutting for it. We trim palm trees for multiple communities, but
259 removing boots is not included in the contract.

260 Ms. Kramer stated the ones that are hanging have not dropped down, but they are
261 dangerous to the people at the pool. They are hanging on by very little, and the palms are
262 very tightly trimmed up.

263 Mr. Feliciano stated typically if they fall down, we pick them up. Sometimes the guys
264 will knock them down if they are very loose. If they are still hanging, then they are attached
265 to the trunk of the tree. Generally when you shave up against the trunk of the trees, they
266 come off, whether you use a hand saw or a 190 saw, which is a very small saw. You cannot
267 use large saws, and it is very time consuming. Any landscape company is going to charge
268 for debooting of palm trees. You can deboot all the way up to four feet from the shoot of
269 the palm tree. You want to keep some boots around it to help the tree.

270 Ms. Kramer stated I have no trouble with that. I personally like to see boots on the palm
271 tree, but they become dangerous when they hang down. I thought that would be part of the
272 trimming contract.

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274 **iv. Miscellaneous**

275 Ms. Kramer stated the U-1 and U-2 mowing was not done completely in the past. Mr.
276 Betancourt and I were supposed to get together, but I have not heard from him. I made
277 some extra drawings to help with that. Those areas were not being completely mowed. We
278 were fortunate that Florida Department of Transportation (FDOT) came in and did all the
279 rights-of-way. The drawings show west and east of the Harmony Square entrance. I put the
280 actual dimensions on here, too.

281 Mr. Feliciano stated I do not have the contract with me, but the center I believe is
282 mowed once a month. Osceola County (“County”) mows twice a month.

283 Ms. Montagna stated the contract is twice a month.

284 Mr. Perez stated it is 24 mows per year.

285 Ms. Kramer stated they are only cutting a small portion. If you go out and look, only a
286 small strip is cut in this certain area. It is a confusion of where those boundaries are.

287 Mr. Feliciano stated the County mows certain sections of it, similar to Enclave. You
288 will see how short the St. Augustine is cut. I called Mr. Betancourt because I thought our
289 crews scuffed it up. We found out whoever services the Enclave homeowners association
290 (“HOA”) decided to mow the entire entrance and the berm, so it is scalped and has dead
291 grass.

292 Ms. Kramer stated I would not mind turning over that portion to the Enclave HOA.
293 Regarding watering solutions on Clay Brick Road, we received another comment that part
294 of that grass has died. We received a proposal, but we are still fighting the watering
295 situation. Over the past couple weeks, I have been watching it. I do not think it is due to
296 watering. Parents are bringing students on a shortcut through to the tunnel. They are
297 parking along that area, and they sit and idle for 45 minutes or more, waiting to pick up
298 their kids. The kids are traversing over the same spots of grass, and the exhaust from the
299 cars is adding to the problem.

300 Mr. Feliciano stated yes, kids are always in that area, walking through that area. It has
301 foot traffic and cars, with people standing outside the cars. That location has never, that I
302 can recall, been a watering issue.

303 Ms. Kramer stated we are struggling. Can we do anything to make that look better,
304 other than green spray paint?

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305 Mr. Feliciano stated the only thing would be to tear out the turf and install some type
306 of shrub to keep kids off it. Whatever kind of turf you put down, kids will always be
307 walking on it. This is a family community.

308 Ms. Kramer stated unfortunately, a lot of kids are not from this community, whose
309 parents are dropping them off for school. We will need to look at other ways of dealing
310 with that area.

311 Ms. Montagna asked can we discuss the meadows?

312 Mr. Feliciano stated the meadows is scheduled for once per month, pursuant to the
313 contract.

314 Ms. Montagna stated the previous contract, not the one that started October 1.

315 Mr. Feliciano stated that is correct. We have cut that more than once a month, but the
316 previous contract called for once per month.

317 Ms. Kramer stated I am having a little trouble with that. I presume this contract was
318 not a Harmony-specific contract originally. I see meadows listed for once a month, but on
319 the map that shows the different areas, never once does it identify anything as meadows. I
320 went through all the contracts and saw no verbal description.

321 Mr. Feliciano stated we bid on the contract itself. We met with the representative at the
322 time, which happened to be Mr. Gerhard Van Der Snel.

323 Mr. Perez stated Mr. Van Der Snel and Mr. Steve Berube identified that as the
324 meadows.

325 Ms. Kramer asked what are the meadows?

326 Mr. Feliciano stated they are all the flat lands outside the park. That is what was
327 identified; at Buck Lake, all the way around was identified as the meadows at the time.
328 When we did our initial tour, that is what they called it.

329 Ms. Kramer asked when I am looking at the lake and Long Pond, is it the area around?

330 Mr. Feliciano stated it is the area to the left of the park, going around. It goes all the
331 way around to the wood line.

332 Mr. Betancourt stated it is at the wood line, and it wraps around the two ponds. It is the
333 flat land between the two ponds.

334 Ms. Kassel asked when you are looking at Buck Lake Park from Cat Brier Trail, are
335 you talking about the east side?

336 Mr. Betancourt stated it is the west side.

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337 Ms. Kramer asked the walking trail and everything is once a month?

338 Ms. Kassel stated only one pond is there.

339 Mr. Betancourt stated keep going past it.

340 Ms. Kassel asked near Dark Sky Drive?

341 Mr. Betancourt stated yes.

342 Ms. Kramer stated those are our major walking trails.

343 Ms. Kassel stated we call that Buck Lake Park.

344 Ms. Montagna stated the new contract is different.

345 Mr. Feliciano stated the new contract does not call it that. Something was changed in
346 the contract. Bahia is 34 cuts per year.

347 Ms. Montagna stated it was changed from the previous contract that called it the
348 meadows, and the new contract does not specify “meadows” but just says it is part of the
349 bahia mowing.

350 Mr. Feliciano stated previously we were mowing that almost weekly even though the
351 contract stated once a month. For us to put that on a monthly schedule, it would be better
352 to bushhog it.

353 Ms. Kramer stated that is what I thought. It was being mowed so regularly, and then all
354 of a sudden, it was not being mowed regularly.

355 Ms. Kassel asked what is the issue?

356 Ms. Kramer stated we were getting reports from homeowners that it was mowed only
357 once during the entire month of September, and they were upset.

358 Ms. Kassel asked was it mowed only once?

359 Ms. Kramer stated I think it is only from the end of the one pond, from the edge near
360 Butterfly Drive all the way to where the concrete walking trail starts.

361 Mr. Feliciano stated we were mowing it on a regular basis, but we were receiving
362 emails about areas under contract that were not being mowed. I told Mr. Betancourt to stay
363 with the contract.

364 Ms. Montagna stated that is also what we told them, to just stick to the contract.

365 Mr. Perez stated the new contract is 34 cuts for bahia.

366 Ms. Kramer stated it is weekly for certain times.

367 Mr. Perez stated it is weekly during the summer, and then they do it bi-weekly.

368 Ms. Kassel stated except the dog parks.

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369 Mr. Perez stated the dog parks are mowed 41 times a year because most of them are St.
370 Augustine.

371 Mr. Feliciano stated it says a minimum of 41, and if they need to be mowed more than
372 that, we will. One thing we have always done, using the meadows as an example, we
373 mowed that when we did not have to do it every week. We have spent probably hundreds
374 of hours throughout this period. Maintaining a community like this is give and take.
375 Sometimes we will put our labor in one area for your benefit, and we might have to take
376 away from another area that does not need anything at that point in time. That is with any
377 contract that we do, period.

378 Ms. Kassel stated it would be helpful for us, as a Board and residents, to know when
379 you are doing more than the contract calls for so that we can appreciate it, because we may
380 not know that.

381 Ms. Kramer stated or when you are not able to do something. If you end up and are not
382 able to do the whole community or everything in the contract one week or one month, then
383 sit down with staff. Then together you can prioritize what gets done and what may have to
384 miss a week.

385 Mr. Feliciano stated I totally agree with that. It should be happening, and it needs to
386 happen. To the point of letting you know when we have done things, we have done that
387 previously. I have stated it at previous meetings when Mr. Berube would question things.
388 We would meet with Mr. Van Der Snel, who agreed at certain times such as summer when
389 it is not raining that it is useless to mow bahia when it does not need mowing. So we would
390 focus on areas like the meadows and mow it because it is more damp than other areas.

391 Ms. Kassel stated dog parks are mowed 41 times per year.

392 Ms. Kramer stated I thought they were 52 in the new contract.

393 Mr. Perez stated the dog parks are inspected 52 times per year and mowed when
394 needed. You do not want them mowed 52 times a year.

395 Ms. Kassel stated winter is when we get tropical chickweed, which we never had before
396 three years ago. That is when it blooms and goes to seed, between November or December
397 all the way to March, which is when you really do not want to mow. Those seeds are so
398 sticky, and that is why it needs to be mowed during that time, to keep those things down.
399 No one wants to go to the dog parks during that time because their dogs come home with
400 literally hundreds of those seeds stuck in their fur.

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401 Ms. Kramer stated if we can take care of the weeds, then we do not need to mow.

402 Mr. Feliciano stated that is correct.

403 Ms. Kramer stated maybe you can treat it with a pre-emergent or something to kill it
404 instead of mowing it.

405 Ms. Kassel stated we need to be careful what we put down in the dog parks because
406 dogs are in the parks from 6:00 a.m. until 8:00 p.m.

407 Mr. Perez stated we may have to consider shutting it down for a day so they can make
408 a treatment.

409 Ms. Kassel stated then that needs to be posted.

410 Mr. Perez stated yes.

411 Mr. Feliciano stated we can post signs. I will speak to Florida agriculture laws. Our job
412 as an applicator is to post a sign with the time, date, and applicator's initials. That is our
413 requirement by law. What I have found being in this industry for 30 years is, people do not
414 look at signs. They do not care. They will take their dog in the park, and if their dog has an
415 allergic reaction, they will try to call us. But they will get nowhere with it.

416 Ms. Kramer stated if you let us know when you will treat the dog parks, we will put a
417 chain on the gate with a big sign. Communicate with us, and we will make sure the dogs
418 are safe and the weeds get treated.

419 Mr. Feliciano stated we will notify Mr. Betancourt, and he can send an email.

420 Ms. Kramer stated we have two dog parks in different locations, so we can alternate.

421 Ms. Kassel stated three dog parks.

422 Ms. Kramer stated yes, in two locations.

423 Mr. Feliciano stated I am glad this conversation was raised about what gets done and
424 what does not get done. That is something I would like to see. If we have situations like
425 that, it will be all about communication. Regardless if our crew is onsite mowing or
426 trimming or spraying weeds, they are dedicated to this job. They have been since we started
427 it. I will not say it has always been perfect. It has ups and downs. But I have pictures of
428 what this place looked like from the previous vendor. You could not see the shrubs. I know
429 one or two people in this room were here when I came, and they know what I am talking
430 about. We want to continue to improve. We bid this for some extra manhours. Obviously
431 a lot of property was taken away and then some was added back in, but we worked around

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432 it. Coming into this new contract, we added manhours. It should make an impact over a
433 period of time. That is our goal.

434 Ms. Kramer stated we look forward to our irrigation water bills going down and to
435 weedless landscaped beds.

436 Mr. Feliciano stated I reached out to our Maxicom guy to schedule a visit out here.
437 Apparently when Maxicom is turned on, it is operating five or six clocks on its own. We
438 have to look more into that. I will let you know when we can schedule him and maybe get
439 inside the trailer to have him look at it.

440 Mr. Perez asked what about the Enclave Maxicom hookup?

441 Mr. Feliciano stated he could not do it because of the issue with Maxicom right now.

442 Mr. Perez asked it is still running on a stand-alone clock?

443 Mr. Feliciano stated yes.

444 Mr. Perez asked can we split the zone and put in two new meters, so the HOA has a
445 clock and the District has a clock?

446 Mr. Feliciano stated yes.

447 Ms. Kramer stated I look forward to receiving some renderings on rejuvenating our
448 landscape. It is 20 years old and needs some refurbishment.

449 Mr. Betancourt stated I am working on it with Mr. Perez and Ms. Montagna.

450

451 **FIFTH ORDER OF BUSINESS** **Staff Reports**

452 **A. Field Manager Report**

453 The field manager's report is included in the agenda package and available for review
454 on the website or in the District office during normal business hours.

455 Ms. Montagna stated Ms. Kramer requested going forward for the field manager and
456 District Manager to provide a written report to be included in the agenda package. If you
457 do not get to these items or we are running short on time, the written reports are available
458 and for your reference. We included an example of a field report that Mr. Perez put
459 together. After concluding a Board meeting, his field report will be based off things from
460 this meeting and tasks that he is assigned or requested to do. We distributed it separately
461 to everyone; it did not make the agenda package.

462 Ms. Kassel stated previously we were shown a spreadsheet. I liked it because this only
463 shows item numbers, but I do not know what those items are.

464 Ms. Montagna stated that is in your site audit. I am talking about the second report.

465 Ms. Kassel stated these things can be put in a spreadsheet, as well.

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466 Ms. Montagna stated yes, he has all that information in his tracking. He will discuss
467 when and what they will share with the Board. You will start seeing those documents live.

468 Ms. Kramer stated we discussed this. The report I am looking for is more of a report
469 on items, like today would include the question about landscape issues in the Lakes and
470 what is going on with those, or what is happening with vent fans at the Swim Club, or
471 ongoing issues that we need more information about than just a spreadsheet. It would be
472 what is happening with the Polaris and if we have received money back on it, updates like
473 that, so that we do not need an extended verbal report. We can read it, understand it, and
474 be ready to ask questions about that issue. We look forward to seeing it next month.

475 Mr. Perez stated I can give you a quick update on the Polaris and the Umax. Yamaha
476 still has not given us a delivery date on the Umax. I reached out to Mr. John Armstrong
477 earlier this week, and I will try him again. He has not responded yet. About every mid-
478 month I am reaching out. The last update I received was they are waiting on Yamaha to
479 provide a shipping date. This time, I did not receive an update.

480 Ms. Kramer asked does Yamaha have a governmental entity, like Polaris does?

481 Mr. Perez stated we talked about going through that in the past, but we stayed away
482 from it. We received a quote and compared it to the governmental quote we received, and
483 it was a couple hundred dollars different. We just moved forward with the quote we had.

484 Ms. Montagna stated these are electric, so we can get gas-powered.

485 Mr. Perez stated gas-powered is more available. We checked on Kawasaki mules, and
486 even when I asked for a quote, they said they could not give me one because they did not
487 have any on the lot. They have to provide a quote based off serial numbers for vehicles on
488 the lot. The guy who has reached out to me since then has a shipment coming in, but the
489 idea for Harmony is to use electric. We placed the order for the Umax, but it is a matter of
490 when it will be delivered. Regarding Polaris, we have good news. We looked at the
491 warranty claim on the transmission that took place. They will issue credit for the warranty
492 repair. It was not warrantied on the Polaris prior. It was done by Kissimmee Motor Sports,
493 about \$2,800 or \$2,900. In discussions with Polaris, we found out we should not have been
494 sending it to Kissimmee Motor Sports. Kissimmee Motor Sports should have directed us
495 to a different vendor because it was a governmental purchase. This all took place before
496 Mr. Morrell and before me when services were being sent to the wrong vendor. It sounds
497 like Kissimmee Motor Sports took advantage a little bit. The question is still the engine.

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498 As of right now, it sounds like they are not going to budge on the engine. I followed up and
499 asked for documentation. They said it had oil leaking from the muffler when they gave it
500 back to us, but no one has anything. When you look at their invoices, no notation is made
501 that oil is leaking. It is like Polaris asking me to diagnose a computer; I have no idea what
502 to do. That is my confusion, but Polaris is not budging right now. They are taking care of
503 the warranty and are getting the paperwork from Kissimmee Motor Sports. Once we
504 receive it, we should be issued a credit. I will follow up with Polaris and see where that is.

505 Ms. Kramer asked what was the cost to replace the engine?

506 Mr. Perez stated I think it was about \$7,000, but I can confirm.

507 Ms. Kramer asked do we want to invest the money into a new engine for the Polaris?
508 Or do we want to wait and get a different type of vehicle to replace the Polaris?

509 Mr. Perez stated the discussion we had earlier was, the Polaris was used to pull the old
510 pressure washer, which is no longer needed. The new pressure washer is much lighter. The
511 Umax that we have and the one that will hopefully arrive soon will be enough to pull it.
512 Aside from that, we have the Umax and the District truck. We would be getting another
513 Polaris, which would be three vehicles onsite. We probably still need one more. If you
514 replace the Polaris engine, that will be the fourth vehicle.

515 Ms. Kramer asked do we need utility vehicles for everything we do, or would a golf
516 cart with a bed work?

517 Mr. Perez stated I have quotes for those, as well. We provided those in the past for club
518 cars. I had some additional things, like a weed eater rack, so equipment is not bouncing
519 around in the cart or in danger of falling out. It was more expensive, closer to \$15,000 or
520 \$16,000 when you include things like safety lights and the bed. You are using these
521 vehicles on roadways, so we have to make sure they are safe. We can take some of the bells
522 and whistles off and go after-market, which is fine.

523 Ms. Montagna stated not seatbelts.

524 Mr. Perez stated seatbelts cannot be after-market. I looked at Global Turf, which resells
525 golf course equipment, such as old club cars for attendants to run around in. We can get
526 used, but the supply on those is really slim, as well. Global Turf services San Antonio and
527 Dade City areas.

528 Ms. Kramer stated we will ask Mr. Perez to provide a number of options so we can
529 move forward.

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530 Mr. Short asked can you include a gas-powered vehicle in those options?

531 Mr. Perez stated yes.

532 Mr. Short stated I would be curious.

533 Ms. Philips stated I was going to ask the same thing. I know we prefer electric, but the
534 electric bills continue to increase.

535 Mr. Perez stated it is not charged; it is all batteries. You are not plugging them in like
536 a golf cart at your house. These are batteries like in a Prius or an electric vehicle (“EV”).
537 They are not plugged in; they are deep-cycle batteries. When the engine is running, it
538 charges the battery. The Umax works that way. We do not have to plug it in to charge it.

539 Mr. Morrell stated for one day, working all day nonstop in different areas in Harmony,
540 it will need to be plugged in every afternoon.

541 Mr. Perez stated the maintenance costs are significantly less because we do not need
542 oil changes, we do not have to worry about timing belts, it involves less braking because
543 you are not going as fast, and an EV does not have as much wear and tear.

544 Ms. Montagna asked how much is a battery replacement?

545 Mr. Perez stated I do not know. We have not had to replace one yet.

546 Ms. Kassel stated I think they are about \$110 for a deep cycle battery.

547 Ms. Philips stated I needed a new battery in my golf cart, and it was \$1,100.

548 Mr. Perez stated they are not cheap. It is not like buying a deep cycle for a boat.

549 Ms. Kassel stated I have a golf cart that has six batteries, and it cost me about \$700.

550 Ms. Philips stated that was five years ago; it is \$1,100 now, but they last five years.

551 Ms. Montagna stated we will get gas and electric proposals.

552 Mr. Perez stated regarding the project spreadsheet that we provided, we are looking
553 into one drive. Everyone has Microsoft email accounts. One drive is not associated with
554 those email accounts, so we have to purchase a one drive account, or we go with dropbox.
555 Maybe Mr. Leet can help us, but we are trying to figure it out. Dropbox has three levels of
556 users, which would be Ms. Montagna, Mr. Morrell, and me. We can upload documents and
557 then distribute the link to everyone so you can see an updated project list, as viewers. We
558 can do one, which I believe is free, but I do not know how much storage we will have, and
559 we will have to send items to Mr. Morrell. We have options, and we have everything ready
560 to upload: standard operating procedures manuals, project lists, contracts. Mr. Morrell is
561 putting together his day, so you will see on the second page where he talks about the

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562 number of phone calls, emails, and access cards. I think that is important for you to see. I
563 have processed an access card, and it is not an easy process. Another District we manage,
564 when a resident comes in, we have a database with everyone's address that has to be
565 verified. We click a few buttons, and a card prints out. At Harmony, we have to print the
566 picture, upload things to one computer and move it to another computer, and other steps.

567 Ms. Montagna stated it is very inefficient.

568 Mr. Perez stated it takes 30 minutes per card. I am not saying we need to fix it right
569 now, but I think that takes some of Mr. Morrell's time. I think he did 32 cards, so 15 or 16
570 hours of his month was tied up providing identification access cards.

571 Ms. Kramer asked when renters in the community have to renew their cards, does Mr.
572 Morrell have to go through that whole process again?

573 Mr. Perez stated when he sets up the cards, he puts in an end date, and he just changes
574 the date when they renew the card.

575 Ms. Kramer stated it does not take the same amount of time.

576 Mr. Perez stated he is not issuing a new card.

577 Ms. Montagna stated he will have to go through that process if he needs to issue a
578 replacement card.

579 Mr. Perez stated if it is a new renter because the previous renter moved out, then he has
580 to issue a new card. It is helpful, though, and I will give you an example. Mr. Hamstra and
581 I were out reviewing the stormwater ponds and checking all the drains. We walked into
582 Mr. Morrell's office because we had a question for him. He was on the phone with a
583 resident for 25 minutes. It was actually about dog waste in their yard, and he was explaining
584 we do not pick that up. They kept asking about dog stations, and he replied we have 83
585 stations but they wanted one more. We waited for him 25 minutes, and he was on the phone
586 before we entered his office. A lot of time is taken out of his day dealing with residents. I
587 think it is good for the Board to see that, and we will share this information. We will update
588 his report for the month. He is tracking a lot of things for us for your benefit. Once we get
589 this cloud drive or dropbox system, it will be very helpful. I will start with the generic
590 dropbox and see how it works.

591 Ms. Kramer stated if we need to upgrade it, then we can.

592 Ms. Philips asked what about Google?

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593 Ms. Kassel stated I like dropbox. I have trouble with Google. I have a gmail email
594 address, and I can never get in.

595 Mr. Perez stated they always want to send you email verification codes. Dropbox is
596 easy to use.

597 Ms. Kramer stated if it is free, we can try it. If we have problems, we can change it.

598 Mr. Perez stated we can look at different options.

599 Ms. Kramer asked is the sidewalk project we are paying \$65,000 for finished yet?

600 Mr. Perez stated yes. Everything that was marked on the map and provided to them is
601 done.

602 Ms. Kassel stated I have still seen some green lines and orange lines.

603 Mr. Perez stated we had no green markings; we did not apply the green markings.

604 Ms. Montagna stated we do not know who did.

605 Mr. Morrell stated that was an issue during the grinding process at the dog park on Cat
606 Brier Trail. The field staff had already grinded those areas. The green marking was not for
607 replacement but for grinding.

608 Ms. Kassel stated I understand, but I am still seeing green marks.

609 Mr. Perez stated that is because we have more areas to grind.

610 Ms. Kramer stated some have had green marks for a while.

611 Ms. Montagna stated everything the Board approved on the map to be replaced has
612 been replaced, and that work is done.

613 Ms. Kassel stated I am not talking about replacement.

614 Ms. Montagna stated Ms. Kramer asked about the replacement project for \$65,000.

615 Mr. Perez stated in the proposal I believe it was to grind about 811 panels. They did
616 close to 910 but only charged us for 811. If some were missed, field staff can handle them.
617 I know we exceeded 811 panels because they kept finding some or a resident would ask
618 them to grind one. I believe they did 912 or 913 grinds, which is what Mr. Freddy Blanco
619 tabulated because we were checking. If a couple still need to be touched up, we will take
620 care of them.

621 Ms. Kramer stated as long as everything in the contract is finished because some panel
622 replacements absolutely need to be done and grinds need to be done. We will start reporting
623 those to you so they can get done.

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624 Mr. Short stated I wanted to point out that the grinds I have seen look wonderful. I was
625 really impressed.

626 Mr. Perez stated we changed the process. They used to use a scarifier, and it left a rough
627 edge. Now they use hand grinders and make it really smooth. It looks better.

628 Ms. Kramer stated each of the items with a number, we can look at the spreadsheet.
629 Then the written report will include updates, such as for the Polaris and other items, and
630 the Board can ask questions.

631 Mr. Perez stated it will be a joint report. Mr. Morrell will include his items, and I will
632 add items.

633 Ms. Kassel stated I am looking forward to receiving the reports and using dropbox.

634 Ms. Kramer stated I want to give kudos to field services for working with Mr. Hamstra
635 on maintaining the stormwater system that had not been maintained for maybe 20 years.

636 Ms. Kassel stated it was not entirely unmaintained. The developer paid the County to
637 vacuum out the storm drains.

638 Ms. Kramer stated at one point.

639 Ms. Kassel stated several times actually.

640 Ms. Kramer stated the County maintains the lines under the street, and they vacuum
641 those. The overgrown grates and inlets were a bad problem. We thank you for all the work
642 you did in keeping us safe during the storm. We had only one point with any stormwater
643 in areas where it should not have been, and it was a safety hazard where it was up on the
644 drain near the golf maintenance road. Have we heard anything from the County on that?

645 Mr. Perez asked has Road and Bridge has been out?

646 Mr. Morrell stated yes.

647 Ms. Kramer asked they cleaned it out?

648 Mr. Morrell stated yes, they came out. One of them is a Harmony resident, so we had
649 a meeting about the one close to the dog park, and they cleaned it out.

650 Ms. Kramer stated when we have the next heavy rain, we will know if that worked, or
651 if we need to turn to our engineer.

652 Mr. Morrell stated I already reported Cordgrass Place, and they are supposed to come
653 out this week or next week.

654 Ms. Kramer stated two other inlets did not cause street flooding but were backed up to
655 the very edge. The County will come out to hopefully vacuum them out. They were across

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656 the street from where Cordgrass Place intersects with Five Oaks Drive. Two storm drains
657 are across that street near our wetland area that were just on the edge of flowing back into
658 the street. We had record rainfall with well over 12 inches. Our lake level is higher than it
659 has ever been in recorded history at 72 feet. You can imagine the flooding we could have
660 had if those drains had not been working.

661 Mr. Morrell stated before the hurricane, the field staff cleared the entrance to the
662 drainage structures on the streets. Now we need to do it again.

663 Ms. Kassel stated I received a call from a resident who saw a turtle underneath the grate
664 with babies. The resident asked if we could remove the grate, but I replied that the grate is
665 to prevent people from falling in.

666 Mr. Perez stated unfortunately, the turtles perished.

667 Ms. Kramer stated it was five or six of them.

668 Mr. Morrell stated four turtles and one fish.

669 Mr. Perez stated it was a bass.

670 Mr. Morrell stated we spent two days figuring out how to move the grate. We had to
671 use a big tractor.

672 Mr. Perez stated it sounds like they got in there and the flow pushed them to the top,
673 where they got stuck.

674 Ms. Kramer stated we will be talking with our engineer about turtle-excluder devices.

675 **B. Field Proposals**

676 **i. HVAC** (*Vent Fan for Swim Club Boathouse*)

677 Mr. Perez stated we provided a third proposal, that was delivered the day before the
678 September 29 meeting, which is why it was not included in the agenda package.

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Ms. Kassel made a MOTION to approve proposal #1377 from Access Air to provide and install replacement vent fans in the Swim Club bathhouse, in the amount of \$7,200.
Ms. Philips seconded the motion.

685 Ms. Kassel stated Mr. Eric Farnsworth is very well known in the community for his
686 excellent work.

687 Ms. Philips stated I agree.

688 Ms. Kramer stated I know he has done a lot of work here. I saw the picture of the timer
689 switch, and it definitely needs to be replaced. Heavenly Cool & Heating proposed \$7,300,

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690 which included the calendar dial time switch. I was leaning in that direction, but Coffey's
691 Cooling & Heating is much higher at \$9,248.

692 Mr. Leet asked is the switch something that field services could replace in the future if
693 we determine we need to?

694 Mr. Perez stated we are not electricians. I do not want staff up there doing that work.

695 Ms. Philips asked is that something Mr. Farnsworth could add to his proposal?

696 Ms. Kassel stated they not been working for so long. We could table this for another
697 month because we are heading into winter anyway.

698 Mr. Perez asked would you like us to ask Mr. Farnsworth? It might be included in his
699 price and he just did not list it.

700 Ms. Montagna stated the Board can also authorize a not-to-exceed number, so we can
701 move forward with it, or we can bring it back.

702 Ms. Kassel stated if we used Heavenly Heating & Cooling's price for that switch, they
703 are at \$7,300, which would bring Access Air to \$7,500 if it is not included. Should we add
704 a not-to-exceed price of \$300 for the switch?

705 Mr. Leet stated that looks right. Commercially they are available.

706 Ms. Kramer asked if he cannot provide the switch for \$300 or less, then would you
707 want to go with Heavenly Cooling & Heating?

708 Ms. Philips stated we could do it much simpler and ask Mr. Farnsworth to match
709 Heavenly Heating & Cooling's proposal, and then it is awarded to him.

710 Mr. Short stated I am fine awarding the work to Access Air and authorizing a not-to-
711 exceed price of \$300 for the switch, especially if you feel confident about his reputation in
712 the community.

713 Ms. Kassel stated I think just about everyone in this room has called him.

714 Ms. Philips stated he has a vested interest in doing a good job, as far as I know.

715 Mr. Short stated I am not interested in haggling over \$200.

716 Ms. Kassel stated I do not think he would refuse to put in the switch.

717

718 Ms. Kassel amended the MOTION to approve proposal
719 #1377 from Access Air to provide and install replacement
720 vent fans in the Swim Club bathhouse, in the amount of
721 \$7,200, with an additional not-to-exceed amount of \$300 to
722 install a calendar dial time switch, for a grand total not to
723 exceed \$7,500.

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Mr. Short seconded the amendment.

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Upon VOICE VOTE, with all in favor, unanimous approval was given to proposal #1377 from Access Air to provide and install replacement vent fans in the Swim Club bathhouse, in the amount of \$7,200, with an additional not-to-exceed amount of \$300 to install a calendar dial time switch, for a grand total not to exceed \$7,500.

Ms. Montagna asked would Mr. Eckert want to provide an agreement with this proposal? Or is it okay to move forward with just the signed proposal?

Mr. Eckert stated I think we would at least need an addendum on the proposal because Florida law requires certain things to be in a contract. I will provide something, and I have it on my list to follow up.

Mr. Perez stated we will reach out and ask if the current pricing includes the switch.

Mr. Short stated that sounds like a good start.

Ms. Kassel stated yes, that is what we mentioned.

ii. Spies Pool Splash Pad Pump and Installation

Ms. Kramer stated it was determined that the splash pad's major problem was a pump, and the impellor has been wearing badly. It is almost unable to pump water anymore. The recommendation is to replace that pump, and then the splash pad should be back up and running. We received only one proposal to date, in the amount of \$8,992 from Spies Pool. Field services has reached out to five vendors, including Spies Pool, and has not received any additional proposals. They asked us to approve this amount as a not-to-exceed dollar amount. If they receive lower proposals, then they can go with the lower amount. This needs to be fixed. It has been out of commission for an extended period of time.

Ms. Kassel made a MOTION to approve replacing the pump, pipe, and fittings needed for the splash pad, in an amount not to exceed \$8,992, vendor to be determined.
Mr. Leet seconded the motion.

Upon VOICE VOTE, with all in favor, unanimous approval was given to replacing the pump, pipe, and fittings needed for the splash pad, in an amount not to exceed \$8,992, vendor to be determined.

Ms. Montagna asked I will presume the same thing applies here for an addendum to the proposal?

Mr. Eckert stated yes.

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764 **iii. 4M&J Services #56, Electrical at Dog Park Gazebo**

765 **iv. 4M&J Services #57, Buck Lane Park Electrical Repairs**

766 Ms. Kramer stated these items do not need action from the Board since they fall within
767 the \$2,500 threshold, so staff has moved forward and authorized the two lower proposals,
768 one for \$867.93 and \$822.49 to repair the two major electrical issues at both the dog park
769 gazebo and the Buck Lane Park electrical box, which has totally rusted out.

770 Mr. Morrell stated I spoke with him, and he has scheduled this work for next week.

771 **v. JL Electrical #20221070, Electrical at 3340 Cat Brier Trail**

772 This item not being addressed, the next item followed.

773 **vi. JL Electrical #20221071, Electrical at 6917 Beargrass Road**

774 This item not being addressed, the next item followed.

775 **C. District Engineer Report**

776 The engineer's report is included in the agenda package and available for review on the
777 website or in the District office during normal business hours.

778 **i. Estates Drainage**

779 Mr. Hamstra stated the Estates has two elements. I have pictures to share on the Zoom
780 screen, the first one being the colored picture with the text boxes. One element is
781 maintenance related, which involved the cameras running through the pipes. We have
782 identified many joint and pipe repairs. The yellow depicts the District's open space
783 between and behind the houses. Pink depicts drainage easements. We highlighted and
784 annotated all the observations regarding infiltration at the joints and the pipes throughout
785 the community. You will receive a hard copy of this after the meeting. It was supposed to
786 be sent before the meeting, but was not due to Hurricane Ian. Of the eight pipe segments
787 and seven drainage structures that were cleaned and inspected, we identified several joint
788 repairs and cracked pipes that need to be done, as far as pipes that separated too much. We
789 received a bid from Atlantic Pipe Services to do the pressure grouting and slip lining, at a
790 cost of about \$85,000, which includes dewatering because the groundwater is so high if
791 they were to do it today. We added what I would call additional maintenance work, which
792 is putting riprap or rock around the 14 drainage structures because they are covering up so
793 quickly with vegetation, not to mention contractors who leave their stuff laying
794 everywhere. In the upper lefthand corner related to the fence, whoever installed the fence
795 put the posts through the pipes, so the pipe is punctured the entire length. You would think
796 after they hit the pipe once that they would know something is underground, but they
797 continued the entire length. Instead of ripping up that pipe, we are proposing to reconnect

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798 the inlets heading east and tying into other inlets. It will be adding some pipe and doing
799 that work. All the maintenance-related repairs, including a 20% contingency due to some
800 vendors not holding their prices longer than 15 days and not knowing when we are going
801 to do the work, everything is estimated to be \$165,000. This is strictly maintenance.

802 Ms. Montagna asked does it include the \$85,000?

803 Mr. Hamstra stated it is \$75,000 from Atlantic Pipe Services, another \$40,000 for
804 redoing a new pipe, plus contingency and dewatering, for a total of \$165,000. These items
805 will be outlined in the memorandum. No one is flooding because of it, so I do not think it
806 is an immediate need, but all that happens is dirt from the top will continue to go from the
807 surface into the pipe. So you will start seeing little sinkholes, which will be problematic.
808 But no one is at risk at this point from a flooding issue.

809 Ms. Kramer stated we had no flooding. The worst report I heard about was from the
810 fence that went through the pipe, and it came up maybe 14 inches on their back fence, but
811 nowhere near their home. Even the other home that gets water around it, all the water stayed
812 pretty much in the common areas and came up a little bit, but the design of those common
813 areas is such that they are going to hold water.

814 Mr. Hamstra stated I will have that package sent to Ms. Montagna to distribute after
815 this meeting. I do not think this is a high priority, but since we are trying to tackle our aging
816 and compromised infrastructure, this has been on the radar for quite a while. I wanted to
817 present this \$165,000 issue for another future stormwater capital improvement project.

818 Ms. Kassel asked can we get any State funding for this?

819 Mr. Hamstra stated not for maintenance, unfortunately.

820 Ms. Kassel asked all of it is maintenance, and none is replacement?

821 Mr. Hamstra stated yes, that is correct.

822 Mr. Leet asked we probably have no recourse on the fence damaging the pipe?

823 Mr. Hamstra stated you could ask the homeowner who their contractor was. I do not
824 think staff would like to do that.

825 Ms. Kramer stated no.

826 Mr. Hamstra stated another item is the chronic complaints about water in the backyards,
827 mostly from the Gables, but some other areas, as well. We looked into it, which I have
828 shown on another map. The green areas are the lower laying land. The sherbet area is where
829 houses or graded lots are. At the Gables's house, you can see the lower laying areas wrap

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830 around the house. The inlet behind their house is the worst in the whole community,
831 whereas when Buck Lake gets too high, it backs up to the bleed-down pipe, fills up their
832 pond, and then expresses itself in their backyard. These are the lowest in the entire
833 community, so when the lake is at its highest level, like it is now, water from the lake backs
834 up in their backyard and has nowhere to go. Pumping it to a nearby inlet does nothing.

835 A Resident asked when you reference the entire community, do you mean the Estates,
836 or all of Harmony?

837 Mr. Hamstra stated just the Estates. I do not think this is a justification or big
838 inconvenience for this one homeowner. We would need to fill in the area, then kill the trees
839 to fill in the hole so water does not go around the house, which defeats the purpose of how
840 they designed this in the first place, to maintain some undeveloped treed areas. Or we can
841 look to put a flap gate at the end of the pipe, so when the lake gets really high, it does not
842 back up, but then the water in the pond has to get even higher to push it out into the lake.
843 This will always be an Achilles heel for the community, but it is not high enough to flood
844 any of these houses or garages. It is more of a nuisance that gets close to their plant and
845 landscaped areas.

846 Ms. Kassel stated it is a mosquito haven.

847 Mr. Hamstra stated yes, all the Estates is.

848 Ms. Kassel stated also for poisonous snakes, such as cottonmouths.

849 Mr. Hamstra stated the last picture is a graph of the lake. Anytime Buck Lake gets
850 above 70 feet, it backs up into our stormwater system, into the ponds, and eventually it gets
851 into this gentleman's backyard. You can see where Hurricane Ian raised it to 72 feet, which
852 means two extra feet of water from Buck Lake got into our ponds and then to the wall area.
853 You can see impacts from Hurricane Irma in 2017 and Hurricane Faye in 2008. I am not
854 sure if the 2011 storm raised the lake level. This is the highest level, at least from 2008 to
855 present. I did not go any farther back. I was not sure if Harmony was developed then. When
856 this happens, the lake will recede and the ponds will be full, but no one is at risk for
857 flooding, unlike the presentation we made this morning in another community where 40
858 homes were under water. This is the update for the Estates. I cannot recommend anything
859 at this point for the other nuisance problem, unless it becomes really problematic and you
860 want to consider filling up the low area and displacing that volume somewhere else within
861 that open space.

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862 Ms. Kramer stated on the graph, if you look at the past 12 months, we have had 12-
863 month periods that are relatively high, but it has been going back down. We have noticed
864 the dock in front of our boats—the canoes and kayaks—has been spending a lot more time
865 underwater, so it appears, which this might confirm, that Buck Lake has been consistently
866 higher than it has in the past.

867 Mr. Hamstra stated it was an above average wet July, August, and September before
868 Hurricane Ian came through. Yes, these lakes tend to be more problematic when you have
869 several months of above-average rainfall. That was the case this year. Thankfully you were
870 able to absorb the elevated lake level plus Hurricane Ian on top of it.

871 Ms. Kramer stated we need to watch this lake level. If it remains high consistently, we
872 may need to do something with that dock and boat storage area. Right now, it is very
873 difficult to access because it is under water. Just two days ago, it was under about four feet
874 of water. That is an issue, so we need to watch it closely.

875 Mr. Leet stated Buck Lake drains to Alligator Lake, which has a canal that runs out
876 through the pond back there and under U.S. Hwy 192. Anytime it floods, it has been
877 flowing under U.S. Hwy 192, but especially after a storm, it seems to back up a lot in the
878 buffer area, which is just outside of the District’s boundary on developer property. That is
879 still the direct drainage for all our water system. If it requires any kind of maintenance,
880 whether weed removal or something for that drainage structure which is outside the
881 District’s boundary but directly impacts the District, is that something we need to pursue
882 through South Florida Water Management District (“SFWMD”)?

883 Mr. Hamstra stated yes. They regulate these lakes, the Lake Tohopekaliga System, and
884 the Kissimmee River Chain of Lakes.

885 Mr. Leet asked would it include an inspection to determine if it is in working order?

886 Mr. Hamstra stated when the level recedes this winter, we could do some maintenance
887 before the next rainy season.

888 Ms. Kramer stated it appears at least one or two of those pipes have clogged. We
889 probably need to get a drive line out there.

890 Mr. Leet stated the pipe going under the pipeline was an issue, even before the storm.

891 **ii. Alley Paving**

892 Mr. Hamstra stated based on the attorney’s advice maybe two meetings ago, since we
893 had a no-bid submittal for alley milling and resurfacing, the District was allowed to contact
894 a contractor to request a bid instead of readvertising again. The first document was from

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895 my staff, Mr. Greg Teague, his estimate from March 2022, for the work plus alternative A,
896 adding drainage and alternative B, adding ribbon curb to the edge of the alley. His estimate
897 in March was \$515,000. Today, we received the bid and contract from Carr & Collier, with
898 whom we have dealt on many occasions. Their bid came in today with all the alternatives
899 at roughly \$650,000, which I was pleasantly surprised to see because we have been seeing
900 more than double the engineer's estimates on the last couple projects over the past year. It
901 is still higher; I will not dismiss the \$100,00 difference, but I was expecting \$1 million.
902 They submitted a bid, if the Board wants to consider it tonight or wait until next month
903 after we have had time to review the bid documents and provide to Mr. Eckert for his
904 review. They filled out the paperwork. I was looking for a quote or a bid from them, but
905 they went one step further and used Mr. Teague's bid documents and filled them out with
906 some minimal information and references to give us a legitimate bid for milling and
907 resurfacing for neighborhoods C-1 and C-2.

908 Ms. Kassel stated I propose we table this until the next meeting.

909 Ms. Kramer stated I will ask Board members to review this bid in depth in the interim
910 so we can discuss at the next meeting. Some significant potholes are starting to open up.

911 Ms. Kassel asked will it be included in the agenda package?

912 Ms. Kramer stated yes. Although field staff has been patching potholes, the patches
913 keep sinking in.

914 Ms. Montagna stated we have a quick turnaround between today and the regular
915 October meeting. Do you want it at the October meeting, or the November meeting?

916 Ms. Kassel stated October.

917 Ms. Kramer stated we already received everything we need.

918 Mr. Hamstra stated we always perform the typical background checks and make sure
919 all the math is right and added up correctly. We will make a recommendation as part of our
920 report for the next meeting. The Board can consider it and decide to table it again or proceed
921 with the construction.

922 Ms. Montagna asked is this the information to include in the agenda package?

923 Mr. Hamstra stated yes, the smaller sheet is Mr. Teague's estimate from March 2022,
924 and the thicker package is the proposal. I can also provide a pdf of this.

925 Ms. Montagna stated yes, thank you.

926 Mr. Short asked will the price still be good? It said 15 days.

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927 Mr. Hamstra stated the 15 days had to do with the repairs for the Estates.

928 Mr. Leet stated it says 120 days.

929 **iii. Garden Road**

930 Mr. Hamstra stated the Board discussed perhaps having Jr. Davis provide some gravel
931 for this road. I am not sure if that became a viable option or not, or if they declined. I want
932 to circle back with the Board and get direction on what you want to do. We could perhaps
933 make it more drivable or do something more robust as originally planned for its future use.

934 Ms. Kassel stated we were told the garden road was going to be reworked by whomever
935 was constructing neighborhood M after they were done with their infrastructure work.
936 Neighborhood M is to the right of the garden road.

937 Ms. Kramer stated we have no proposals at all to develop that road at this point in time.

938 Mr. Leet stated I thought it was going to be Jr. Davis.

939 Ms. Kramer stated they are not in neighborhood M. That is Harmony Central CDD.
940 Yes, they have dropped off three dump truck loads of millings for the fines. I presume as
941 soon as they recover from the storm, they will be back to spread them and grade the road.

942 Mr. Hamstra asked have they restored the ripped-up area from the water line yet? Is
943 that still unsodded and ungraded?

944 Ms. Kramer stated it is still unsodded, and it did flood.

945 Ms. Montagna stated I will ask Mr. Perez to discuss Jr. Davis before this conversation
946 gets too off track to make sure it is actually happening.

947 Mr. Perez stated I spoke with Mr. Thomas McDonnell from Jr. Davis and asked about
948 the regrading of the garden road. The concrete millings that were dropped off were not for
949 the garden road. I have spoken with him three times and asked when this is taking place.
950 Mr. McDonnell said he is working with his grading department wherever they are, and
951 when they are finished, they will come here to grade. That is all he said. He would not give
952 me a date, and I asked for one. He continues to tell me he is working on the scheduling. I
953 will keep calling him and following up.

954 Ms. Kramer asked did he say what the concrete fines are for? They are on our property.

955 Mr. Morrell stated they were working yesterday to move them to the area inside the
956 construction site in Harmony Central.

957 Ms. Kramer asked they are using our property as storage for their material?

958 Mr. Perez stated yes, which we can get changed. We thought it was being dropped off
959 to be used on District property. We will find out from Mr. McDonnell.

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960 Ms. Montagna stated he thought he could do that since he was going to grade the garden
961 road for free. I want to clarify that.

962 Ms. Kassel stated it was an exchange.

963 Ms. Kramer stated it was in exchange for the easement: an easement for a small square.

964 Mr. Perez stated I will contact him tomorrow and let him know that if he is not using
965 the fines for the garden road, then they need to be stored somewhere else, and I will ask for
966 an update on when the garden road will be graded.

967 Ms. Kramer stated yes, because we did not give them permission to use our garden road
968 for all their construction on that end of their development.

969 Mr. Perez stated that is correct. I was out on the garden road today. I did not see the
970 concrete, but instead saw piles of mulch.

971 Ms. Kramer stated if he wants to grade it now and then after they are finished, that is
972 fine. Let him know that they need to grade it right away, or we will not even consider
973 letting them use that area for storage.

974 Ms. Kassel stated it sounds like we are going to wait and let them do what they will do,
975 and after that we can see what condition the garden road is in and how long it lasts. If we
976 need to take more action, we can revisit it at that time.

977 Ms. Kramer stated understand the garden road is nearly impassible now.

978 A Resident stated I have heard nothing but complaints from other residents who will
979 not drive their vehicles on it.

980 Ms. Kramer stated it is horrible. I tried it with my high-clearance vehicle, and it is
981 unacceptable.

982 **D. District Counsel Report**

983 The attorney's report is included in the agenda package and available for review on the
984 website or in the District office during normal business hours.

985 **i. Public Records**

986 Mr. Eckert stated I requested public documents from Mr. Tim Qualls's firm. All I have
987 received so far are emails from March 2022 to present, with the representation that they
988 will keep looking for any public documents that the District Manager does not already
989 have. I will follow up on that one more time and will report back to the Board at the next
990 meeting. Then the Board can decide if we need to keep pursuing getting the additional
991 public records from them that I am sure they have but have not produced yet.

992

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993 **ii. Pipe Damage from Fence Installation**

994 Mr. Eckert asked regarding the fence posts damaging our pipes, does anyone know
995 when this occurred or when the fence would have been installed?

996 Mr. Leet stated the house has been there a couple years.

997 Mr. Eckert stated I have experienced issues like this before. A lot of times, we have
998 been able to track down the fence company as well as the homeowner when it was installed,
999 and we have been able to recover either from the fence company directly or from the
1000 homeowner's insurance. I am guessing this pipe is in a District easement, and it is the
1001 responsibility of every homeowner not to place a fence in a District easement in such a way
1002 that damages District property. We can look into this if the Board wants us to do that. I can
1003 follow up with Ms. Montagna after the meeting if you want me to do anything.

1004 **iii. Disciplinary Rules**

1005 Mr. Eckert stated we have been working on a revised disciplinary and enforcement
1006 rules dealing with facilities when we have had damage to any facilities and have had
1007 suspensions. That is something we are working on for other clients. I am happy to provide
1008 a copy of that document if the Board wants to review it. You have not been billed for any
1009 time related to it, and you would not be unless you wanted to look at it and modify it. We
1010 have run into a lot of issues where we have suspended people for, say, 90 days for violating
1011 the rules or for damaging our property. The example that comes to mind is, we suspended
1012 for six months some minors who caused \$6,000 worth of damage to a playground, and now
1013 the minors are allowed to come back in and use the facilities, but they have made no
1014 restitution payments to that district whatsoever, so the rest of the residents in the
1015 community have had to pay for that damage. We are trying to address some of those
1016 loopholes. Are you happy with what you have now? Or would you like to see a copy of
1017 what we have been working on?

1018 Ms. Kramer stated I personally would love to see a copy of what you have so we can
1019 review it and compare it to what we have now. Later on, we will be discussing the need to
1020 amend and review our rules altogether.

1021 Mr. Eckert stated I will send it to the Board once we have finalized it internally. It will
1022 probably be two or three weeks before we can get our group of attorneys to sign off on it.

1023 **iv. Staff**

1024 Mr. Eckert stated Mr. Wes Haber whom you have not met yet will attend the October
1025 meeting, so you will get to meet him. He will be attending the pre-meeting phone call that

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1026 Inframark will be orchestrating so that he is up to speed on whatever issues come before
1027 you. I have been taking notes and will be providing some addenda to Ms. Montagna based
1028 on the approvals the Board made at today's meeting. From my perspective, this has worked
1029 quite well with me participating via Zoom, but I defer to the Board's direction in how you
1030 want me to participate going forward and how you would like Mr. Haber to participate in
1031 October.

1032 Ms. Kassel stated I am fine with him attending via Zoom. It is saving us a good deal of
1033 money, and we are trying to be fiscally responsible. I do not see any substantial reason to
1034 be here in person when we can hear and see just fine on Zoom.

1035 Ms. Philips stated I agree with Ms. Kassel.

1036 Ms. Kramer stated I am in agreement. It seems to be working very well, so long as you
1037 can hear all of our discussion and are ready to break in if need be.

1038 Mr. Eckert stated I can hear very well. Whoever did the audio setup did a great job.

1039 Ms. Kassel stated thank you to Mr. Leet.

1040 **E. District Manager Report**

1041 **i. Standard Operating Procedures**

1042 Ms. Montagna stated as I mentioned earlier, you will start seeing a written report
1043 beginning with the meeting October 25. I emailed the draft standard operating procedures
1044 ("SOP") prior to the meeting and also provided a copy tonight. We have standard
1045 procedures we follow at Inframark. Ms. Kramer wanted to meet with me to develop a short
1046 SOP, which is what you see before you. I talked with Ms. Burgess who will be preparing
1047 your minutes. If the Board approves this SOP, she is asking to move the minutes being due
1048 14 days prior to the meeting. Your meeting is the last Thursday of the month, which will
1049 give her only seven days to prepare the minutes and provide to the Chair.

1050 Ms. Kassel stated apparently this has been happening since Ms. Kramer has become
1051 Chair, but never before has it been that the Chair sees the agenda before the rest of the
1052 Board. I am not entirely comfortable with that idea. I think all Board members should see
1053 the agenda at the same time and then provide feedback to Inframark. If Inframark wants to
1054 send that feedback to the Board members, whether it is corrections to the minutes or
1055 whatever it happens to be, I would prefer that we all see it at the same time. We can provide
1056 any comments or amendments to Inframark at that time. If we can get it ten days prior to
1057 the meeting, that gives us time to provide any revisions or suggested amendments to Ms.
1058 Burgess or whomever, and for them to make those corrections and get back to us what was

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1059 suggested in terms of amendments or revisions. By the time the agenda is published online,
1060 it will have been reviewed by the whole Board, and revisions have been reviewed as well.

1061 Ms. Montagna stated based on Ms. Kassel's comment, we can change that to ten days
1062 prior to the meeting, with the agenda due to the Board (instead of Chair) for review.

1063 Ms. Kassel stated that is my feeling.

1064 Ms. Kramer asked has there been a problem?

1065 Ms. Kassel stated because we are the full Board, if someone or the Chair gets to see the
1066 agenda or minutes first and gets to make corrections before we can see what those
1067 corrections are, I am not that comfortable with that process.

1068 Ms. Kramer asked do you mean to the minutes?

1069 Ms. Kassel stated whether it is to the minutes or whatever else may be in the agenda.

1070 Ms. Kramer stated the problem we are having with the minutes, which we probably
1071 need to deal with today and take a vote, the minutes we have been getting were an attempt
1072 at near verbatim with all the ums and ahs taken out. Those coming in that would be sent to
1073 the Board or published in the agenda package were atrocious.

1074 Ms. Kassel stated yes, but now Ms. Burgess is preparing them.

1075 Ms. Kramer stated the new minutes that Ms. Burgess prepared for these last two
1076 meetings are much improved but not verbatim. They have some nuance. When it was
1077 verbatim, I was reviewing them. It should not have been a problem because it was verbatim.
1078 I was sitting with the recording and going word by word and correcting all the incorrect
1079 words or names. The Board can choose to stay with the revised minutes and not do near
1080 verbatim minutes. They are very good minutes, and I like them better.

1081 Ms. Montagna stated they are very close to verbatim.

1082 Ms. Kramer stated I like them much better than near verbatim because those were very
1083 difficult.

1084 Ms. Kassel stated those were truly verbatim. Now what we have is near verbatim.

1085 Ms. Kramer stated they are detailed minutes. If we want to vote tonight to change from
1086 near verbatim to the detailed minutes Ms. Burgess has presented for the last two meetings,
1087 that will save us money, in that, we will not have to pay the extra fee for the near verbatim
1088 minutes, which were taking both Ms. Montagna and me an enormous amount of time.

1089 Ms. Montagna stated I have mentioned it at several meetings. You are talking 16 hours
1090 to do these. I even went to a company to transcribe them, and the Board did not like the

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1091 company because they listened to the recording and people were talking over each other,
1092 and it included ums and ahs.

1093 Ms. Kramer stated it was a nightmare.

1094 Ms. Montagna stated Ms. Burgess's minutes are awesome.

1095 Ms. Kramer stated the Board can consider changing from the previous verbatim to the
1096 current detailed minutes received for July and August in that style.

1097

1098 Ms. Kassel made a MOTION to change the style of 1099 minutes from verbatim to near verbatim, detailed minutes as 1100 has been presented for July and August. 1101 Mr. Leet seconded the motion.
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1102

1103 Mr. Leet stated in making this change, something I have been asking for the past couple
1104 months is what would be involved in terms of recordkeeping for a service that would have
1105 the capacity to let us post the videos that are already being recorded of the meetings.

1106 Ms. Kramer stated that is a separate issue.

1107 Mr. Leet stated yes, I know.

1108 Ms. Montagna stated Vimeo is available. Celebration CDD uses it and stores all their
1109 videos. Inframark does not store them for Celebration CDD; they use a third party.

1110 Mr. Leet stated our understanding from previous counsel was that any video posted
1111 was subject to all the recordkeeping requirements.

1112 Ms. Montagna stated if you post it on your website, then it is subject to ADA
1113 requirements, which include closed caption.

1114 Mr. Leet stated Zoom already does the recording. We would not be posting it, but we
1115 would post it on a service like YouTube or something like that.

1116 Ms. Montagna stated we could ask Mr. Eckert.

1117 Mr. Leet stated it is a separate issue but it is related.

1118 Ms. Kramer stated I would like to vote on this issue first and then discuss the videos
1119 separately. On the issue of written minutes, is everyone comfortable changing from the
1120 previous cumbersome verbatim minutes to these detailed, nearly verbatim minutes?

1121 Mr. Leet stated I am comfortable with them, pending the outcome of the next
1122 conversation.

1123 Ms. Philips stated that is fine.

1124

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Upon VOICE VOTE, with all in favor, unanimous approval was given to change the style of minutes from verbatim to near verbatim, detailed minutes as has been presented for July and August.

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1130 Ms. Montagna asked what is Mr. Leet trying to accomplish? I need to understand that
1131 part first.

1132 Mr. Leet stated right now, anyone—Board member or resident—who wants to review
1133 what happened at a meeting can submit a records request.

1134 Ms. Montagna stated yes, they can get the audio.

1135 Mr. Leet stated yes. From the beginning of the setup, the capability is already available.
1136 Zoom already records the meeting, so we can get the video or the audio from that. In terms
1137 of making it available to the public, posting something to YouTube, for example, can be
1138 annotated with notes like 20 minutes into the meeting, a certain topic was discussed. The
1139 capability is available, and I am willing to do a little extra work to facilitate that, as long
1140 as in doing so, we are not violating any of the recordkeeping requirements.

1141 Ms. Montagna asked who are you wanting to post this, and where?

1142 Mr. Leet stated it would be posted to YouTube, which is a video hosting service. I do
1143 not know if by doing that it then becomes subject to the specific legal requirements.

1144 Ms. Montagna stated Mr. Eckert will definitely have to answer that. I thought it was
1145 something you wanted Inframark to do. We do not store video; it is too large. We have one
1146 district—Celebration CDD—that films their meetings the same way, on Zoom. They do
1147 not post it on the website. If a resident wants a copy, it is the same as requesting a copy of
1148 the audio. No one really requests the video, but we just have it recorded because they can
1149 get the audio. If they do request it, they go to Vimeo, which is what Celebration CDD pays
1150 for. They take a USB stick and download it. Inframark really does not have anything to do
1151 with it. Using YouTube would be a question for Mr. Eckert if it still needs to be ADA
1152 compliant. I know for the website, it definitely needs to be ADA compliant, but I do not
1153 know about YouTube.

1154 Mr. Eckert stated a couple different things on what you are discussing. First, if the
1155 District is keeping the recording, it will be a public record. If it is a video, it will be a public
1156 record. Even if the District was not keeping a copy of it and Zoom is maintaining a copy
1157 of it, it is still a public record, and Zoom would have to produce that, pursuant to the NCAA
1158 Florida State case that came about five or six years ago in Tallahassee. Certainly, Ms.

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1159 Montagna is absolutely right that if you are going to post it on the website, you have to
1160 make it ADA accessible, which means you need to have closed captioning. If you are
1161 posting it to YouTube, that is a little bit of a gray area because it is not a website you
1162 control. However, one of the things we have always wondered about is if someone comes
1163 in and says they want to see the video and the District has it, do you have to make it ADA
1164 compatible for them to view it after-the-fact. That is another issue that is raised either by
1165 posting it on the District's website or on YouTube. I am surprised that Zoom at this point
1166 has not come up with a closed-captioning capability. Certainly it is something we can look
1167 at that will eliminate all those arguments if a way exists to do that.

1168 Mr. Leet stated when you post something on YouTube, it can be transcribed, and you
1169 turn it on for whatever you are watching.

1170 Mr. Eckert stated some of my district clients post their videos to YouTube, and we have
1171 not had any issues with it in the past. Just understand sometimes we might have to figure
1172 out how to arrange for closed captioning for people to be able to access it. If anyone ever
1173 objected to it at that point, then you can pull it if you need to.

1174 Mr. Leet stated if we are already going through this process of generating detailed
1175 minutes where for the entire length of the meeting this person said this and that person said
1176 that, we are already generating that transcription. In your interpretation, do you think that
1177 could meet the requirement for a textual transcript of the meeting?

1178 Mr. Eckert stated it is not a transcript, and I never liked the concept of a transcript
1179 because no one ever does a transcript unless we have litigation. I think it will be close. If
1180 you watch closed captioning on live television, ours will be closer and better. But I do not
1181 think you could represent it as the actual language that was used at the meeting. It would
1182 somehow have to be a summary you are providing with a disclosure. I can follow up with
1183 Ms. Montagna on that. It is a matter of looking at best practices of maybe some larger
1184 districts that are already doing this and how are they dealing with the YouTube issues and
1185 things of that nature. I will reach out to my partners and find out what they have been doing
1186 on this issue, because it is not an uncommon issue.

1187 Mr. Leet stated by way of background for Zoom meetings, we have anywhere from two
1188 or three up to 12 people joining the meeting, depending on what is being discussed. Before
1189 I was on the Board, I would show up at the meetings and stream the meetings myself as a
1190 resident. It is definitely a lot more engaging for people who are not able to attend.

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1191 Mr. Eckert stated it is actually easier for someone who is not on the Board to do that
1192 because you are subject to different laws and restrictions than we are. You can just do it.
1193 As long as you are not disrupting a meeting, you can record.

1194 Ms. Philips asked if a person can go on Zoom, watch our meeting, listen to our meeting,
1195 and see our meeting, why do we also have to make it ADA compliant if we post it
1196 somewhere else? They have the opportunity to record it themselves.

1197 Mr. Leet stated it is text-to-speech for the hearing impaired. We have had requests
1198 where people show up at meetings and have a hard time hearing, and we have to treat that
1199 as ADA. So we got the speaker and sound system.

1200 Ms. Philips stated but they have the same opportunity to record the Zoom meeting and
1201 listen to it with their volume up. I do not understand why we have to make it ADA
1202 compliant.

1203 Ms. Montagna stated it is the District's responsibility to provide those different
1204 mechanisms in order for different people to be able to attend, view, and hear. It would be
1205 the same as if they make a records request. If they cannot hear or physically come to the
1206 office, we make every availability we can.

1207 Ms. Philips stated I understand that part. I do not understand why if we post it on
1208 YouTube we have to go the extra mile, because they have other ways to get it.

1209 Ms. Montagna stated because the District is posting it on YouTube.

1210 Ms. Kramer asked could some random resident or viewer record what we are doing
1211 now and they themselves put it up on YouTube?

1212 Mr. Leet stated that is what I did as a resident.

1213 Ms. Kramer stated I understand. Instead of the District trying to provide it, could
1214 someone who is not a Board member post it?

1215 Ms. Kassel stated that is what Mr. Leet was just saying.

1216 Ms. Kramer stated that would get the District out of it. We would not have to do the
1217 legal work. Would that satisfy what Mr. Leet is trying to get to?

1218 Mr. Leet stated the whole purpose is making what we do accessible to everyone.

1219 Ms. Kassel stated that sounds like a "yes."

1220 Ms. Kramer stated I might be able to find a resident who can do that.

1221 Ms. Philips stated I do not think we should direct them.

1222 Ms. Kramer stated no, we cannot direct them. I am sure people would do it.

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1223 Ms. Philips stated if they wanted to do it badly enough, they would already be doing it.

1224 Ms. Montagna stated I will discuss this further with Mr. Eckert, and I will be able to
1225 share with the Board what we discussed. The Board decided about the minutes, and I will
1226 let Ms. Burgess know. The second part is the rest of the SOP. We heard Ms. Kassel's input.
1227 To give you some background, this was set in place long before I came to work here.
1228 Inframark's general policy is to do everything for the agenda package, which goes out to
1229 the Board seven days in advance. If anything needs to be corrected or amended, it comes
1230 back to us, and we make those revisions. We address it at the meeting, and the Board
1231 approves minutes as amended, for example. Several districts I manage have their own SOP
1232 they have established. That is what Ms. Kramer and I set out to do, and we are bringing it
1233 before the Board to see what kind of changes or revisions you wanted to make or thoughts
1234 and comments you have.

1235 Ms. Kassel stated to reiterate my comments, ten days prior to a meeting, the full Board
1236 receives the agenda package with minutes and all backup. We have a couple days to get
1237 back to Ms. Montagna in order to provide feedback on it. They will distribute it as amended
1238 seven days prior to the meeting, and we will get it posted to the website.

1239 Mr. Leet stated I am fine with ten days. My issue is, when I receive the files to post on
1240 the website, the remediation program works by itself, but I still have to take 10 to 15
1241 minutes on the volume of the package to make everything text readable for ADA reasons.
1242 It should be possible when they are generated to have that done. I can talk with Ms. Gargaro
1243 further about that. It would be time saving on my part.

1244 Ms. Montagna stated we do not have the capability to make anything ADA compliant.

1245 Mr. Leet stated it is OCR. When something is scanned in, it is a picture where all the
1246 rest of the documents can support a text search or a screen reader for ADA reasons. Acrobat
1247 converts to OCR; all of them do it by taking a picture of the text and making it searchable
1248 text. Everything on the website is supposed to be text searchable.

1249 Ms. Montagna stated that is why Inframark does not manage websites; third parties do
1250 them because we do not do that or have that capability, nor do we want to be responsible
1251 for it. I will talk with Ms. Gargaro to see what we can do to make it a little easier.

1252 Ms. Kramer stated so the agenda packages will be provided to the Board ten days prior
1253 to a meeting.

1254 Ms. Montagna stated not the full package.

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1255 Ms. Kassel stated minutes.

1256 Ms. Montagna stated all the vendors and other backup is due to us ten days before the
1257 meeting. Then I would send just the agenda—not the whole package—and the minutes to
1258 the Chair ten days before the meeting for review and comment. What would come to
1259 everyone ten days before the meeting will be the agenda page, to make sure what is listed
1260 is what everyone wants or is revised, and the minutes. You will not get the full package at
1261 that time. If we are waiting on someone to send backup, we may not get it until eight or
1262 nine days before the meeting.

1263 Ms. Kramer stated if we received all the agenda backup items ten days in advance, that
1264 would cause us to move the whole process back.

1265 Ms. Montagna stated that is correct.

1266 Ms. Kassel stated this would be less to review anyway.

1267 Ms. Montagna stated that is correct.

1268 Ms. Kramer stated ten days prior to the meeting, we will receive the draft minutes and
1269 draft agenda page.

1270 Ms. Kassel stated on the SOP, the first two lines referencing 14 days are deleted, and
1271 ten days the agenda and minutes are sent to the full Board instead of just the Chair.

1272 Ms. Kramer stated I did it a little differently. I made the first one ten days prior, and
1273 the draft minutes and agenda to the Board for review. We also need to keep the ten-day
1274 deadline for all agenda backup due to Inframark. Let us be sure we keep that.

1275 Ms. Montagna stated yes. All the vendors are aware of this deadline. The rest can stay.
1276 The pre-meeting call, for the benefit of the rest of the Board and Mr. Eckert probably does
1277 this in other districts as well, but if we need to discuss some agenda items on a pre-meeting
1278 call, we will do that six days prior to the meeting. It is usually management, the Chair,
1279 possibly counsel or the engineer if something on the agenda needs to be discussed with
1280 them, administrative, and field. If anyone does not need to be on the call, they will not be
1281 on the call.

1282 Ms. Kassel asked no Board members participate in that call?

1283 Ms. Montagna stated no. We do not need to have the call. It is something I do with my
1284 districts. If anything comes out of that call, it would be distributed to the Board, if it is
1285 something the rest of the Board needs to be aware of.

1286 Ms. Kramer stated supplemental information.

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1287 Ms. Montagna stated that is correct; that is the purpose for that call. One day after the
1288 meeting is when I will provide my meeting summary, which you will have on that Friday.
1289 It also includes Mr. Perez's field recap and Mr. Morrell's recap.

1290 Ms. Kramer stated that will also include assignments so people know what they are
1291 expected to do.

1292 Ms. Montagna stated yes.

1293 Ms. Kassel asked do we need to vote on this?

1294 Ms. Montagna stated I would like a motion on this. I will type up the SOP as amended,
1295 and it can go in the file. If someone comes in behind me or someone is gone, they can see
1296 exactly what Harmony needs.

1297 Ms. Kassel stated I know Ms. Kramer did it differently, but I think it is cleaner if we
1298 delete the first two lines referencing 14 days, and we add agenda and draft minutes to the
1299 Board ten days in advance. The rest stays the same.

1300 Ms. Kramer stated be sure to ask for the recording so you can make sure what you are
1301 proposing as a change to the minutes is accurate as to what happens to the meeting minutes.

1302 Ms. Kassel stated I will request Ms. Burgess to check that.

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Ms. Kassel made a MOTION to approve the standard operating procedures, as amended to delete references to 14 days, and the agenda page and draft minutes are provided to the full Board ten days prior to the meeting.

Mr. Leet seconded the motion.

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Upon VOICE VOTE, with all in favor, unanimous approval was given to the standard operating procedures, as amended to delete references to 14 days, and the agenda page and draft minutes are provided to the full Board ten days prior to the meeting.

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Ms. Philips asked what happened to the minutes on the SOP?

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Ms. Kassel stated we are deleting the first two lines referencing 14 days. The next line for ten days prior the meeting, the agenda page and draft minutes are due to the Board.

1319

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Ms. Kramer stated understand if you are going to propose changes to the minutes before they go in the package, provide them immediately, which gives you about a day to do that.

1321

Ms. Kassel stated we have three days.

1322

1323

Ms. Kramer stated we have to get them in earlier so they can process the changes and include in the agenda package and get everything to Mr. Leet in time to post on the website.

Harmony CDD
October 6, 2022, continued meeting

1324 **ii. Discussion of RV Lot**

1325 **a. Cost Analysis**

1326 Ms. Kramer stated the cost analysis was included in the agenda package. We need to
1327 make a decision whether or not to close down the RV storage lot. If we do not perform the
1328 expensive work to bring the road up to County standards, we need to stay in compliance
1329 and close it down.

1330 Ms. Kassel asked has the County required us to close it down?

1331 Ms. Kramer stated the County has said it is not a proper use unless we have the proper
1332 site planning and approvals. We are currently in violation of the County ordinance.

1333 Ms. Kassel stated I have not seen any documentation from the County requesting that
1334 we close it down.

1335 Ms. Kramer stated they are assuming we are moving forward with improving the road
1336 and putting up the chain link fence and shrubbery.

1337 Ms. Kassel stated that was if we were going to be improving it by expanding it.

1338 Ms. Kramer stated no, not expanding it, improving it any at all.

1339 Ms. Kassel stated I never saw any documentation saying we had to do any of that work
1340 with the existing RV lot, only if we were going to be enlarging it, as had been proposed
1341 prior to this time.

1342 Ms. Kramer stated I would be happy to go through my records and provide that
1343 information to you. I would like everyone to think about three things and deal with at the
1344 next meeting, if I can prove to Ms. Kassel that we have to close it down. We need a decision
1345 whether or not to close it down, or expend the money of about \$500,000 to bring it up to
1346 County standards. If we do not invest that money to bring it up to County standards, we
1347 will have to close it down. Then we need to decide whether or not to stop leasing, and
1348 whether or not to stop people's current leases. Hopefully inquiring further at the County
1349 will not trigger an immediate action. Think about the options of allowing people with leases
1350 to continue until their leases expire. I think we have only 27 RVs in there at this time, and
1351 most of them will be closing their leases within six months.

1352 Ms. Philips asked how many spaces do we have?

1353 Ms. Kramer stated we really do not have spaces because it is a dirt lot.

1354 Ms. Philips asked is it pretty full now?

1355 Ms. Kramer stated no.

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October 6, 2022, continued meeting

1356 Ms. Kassel stated it is almost 8:15, so I suggest we table this until we have some
1357 documentation, without calling the County, that they expect us to close it down. That is not
1358 my understanding of what happened. My understanding is, we went to them and said we
1359 wanted to enlarge it. They said if we want to enlarge it, we have to do certain things.

1360 Ms. Kramer stated they did not know the lot was down there at all. I will provide you
1361 with all that documentation. It went through Mr. Steve Berube.

1362 Ms. Montagna asked if you are tabling it, do you want it on the October agenda, or
1363 November?

1364 Ms. Kassel stated October.

1365 Ms. Kramer stated we will deal with the \$8,800 we already paid to Straightline Fencing
1366 at the next meeting.

1367

1368 **SIXTH ORDER OF BUSINESS** **New Business Matters**

1369 **A. Engagement Letter with Berger, Toombs, Elam, Gaines & Frank to Perform**
1370 **the Fiscal Year 2022 Audit**

1371 Ms. Montagna reviewed the engagement letter with Berger, Toombs, Elam, Gaines &
1372 Frank to perform the audit for fiscal year 2022, in an amount not to exceed \$4,400.

1373

1374 Ms. Kassel made a MOTION to accept the engagement
1375 letter with Berger, Toombs, Elam, Gaines & Frank to
1376 perform the audit for fiscal year 2022, in an amount not to
1377 exceed \$4,400, and to authorize the Chair to sign the
1378 engagement letter.

1379 Ms. Philips seconded the motion.

1380

1381 Upon VOICE VOTE, with all in favor, unanimous approval
1382 was given to accept the engagement letter with Berger,
1383 Toombs, Elam, Gaines & Frank to perform the audit for
1384 fiscal year 2022, in an amount not to exceed \$4,400, and to
1385 authorize the Chair to sign the engagement letter.

1386

1387 **B. Proposal from Pegasus Engineer for Fiscal Year 2023 Engineering Services**

1388 Ms. Montagna stated typically when we start a new fiscal year, which started October
1389 1, agreements are renewed with counsel, management, and engineer. The proposal says he
1390 will continue working for the District pursuant to the fiscal year 2023 adopted budget.

1391 Ms. Kassel stated our budget line item is \$60,000, and that is the amount of the
1392 proposal.

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Ms. Kassel made a MOTION to approve the proposal from Pegasus Engineering to provide engineering services for fiscal year 2023 in the annual amount of \$60,000, and to authorize execution by the Chair.
Mr. Leet seconded the motion.

Upon VOICE VOTE, with all in favor, unanimous approval was given to the proposal from Pegasus Engineering to provide engineering services for fiscal year 2023 in the annual amount of \$60,000, and to authorize execution by the Chair.

C. Discussion of Donation of Royal Poinciana Tree (*Nancy Snyder*)

Ms. Kramer stated Ms. Nancy Snyder has offered this tree to us. It is approximately two or two-and-a-half years of age. She has donated the tree. It is approximately six feet tall. She asked if it could be planted across the street from the school, so that when it blooms in color, it will be a huge show of color for the school, and they can enjoy it. A large spot is there where we had to kill off some cogongrass, which might be a good location to plant it instead of having to resod that area.

Ms. Kassel stated she is very gracious to make the offer. My only concern is that depending on the variety, seeds and leaves can be very toxic.

Mr. Perez stated they are extremely messy, as well.

Ms. Kassel stated if we were to accept the donation, I might want to put it someplace where it is less likely that any messiness will be more a part of the environment instead of in a manicured area, and where people are not walking their dogs and the dogs might grab a seed and chew on it. If it is right across from the school, it is very much a walking area. I think it is a lovely offer, and I would like to see it someplace where its downsides could be managed. We can ask if that is acceptable to her.

Ms. Kramer stated she was not locked in on the location. You can offer a location.

Ms. Kassel stated I would like to table this until October.

D. Discussion of Removal of Concrete Pads Around the Oak Tree (*Pocket Park in the Primrose Willow-Beargrass-Schoolhouse Alley Triangle*)

Ms. Kramer stated concrete pads make a circle around the oak tree and are very uneven. If we pull them up and replace them, I think we will find we will constantly be fighting it. Inframark provided a proposal to remove all the panels in the circular area around the tree and to cut the sidewalk edge and mulch it for \$1,080. When I looked it, we could possibly remove the semi-circle.

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1431 Ms. Kassel stated that part on the back side of the tree. People, including myself, very
1432 frequently walk up to the tree, around it, and back out to the other side of the alley. Walking
1433 across mulch, especially when it is dark out, is uneven footing. I would like to see at least
1434 some of those panels remain, the ones adjacent to the sidewalks that lead from the one side
1435 of the alley to the other side of the alley. They can take out the other ones.

1436 Ms. Kramer asked the ones between the tree and the bench?

1437 Ms. Kassel stated yes.

1438 Ms. Kramer stated those are the even ones and are not being upheaved by the roots.

1439 Mr. Leet stated they will be a lesser maintenance issue going forward.

1440 Ms. Kassel stated keep the ones around the bench side of the tree.

1441 Mr. Perez stated the panels you are looking at now are what would come out.

1442 Ms. Kassel stated that looks like all the panels.

1443 Mr. Perez stated they encircle the tree.

1444 Ms. Montagna stated it is nine of them.

1445 Ms. Kassel stated the point is, people use the ones on the side of the park next to the
1446 bench and the doggie pot to go to the doggie pot or sit on the bench or walk their dogs or
1447 walk themselves around the tree.

1448 Ms. Montagna asked can those be saved or ground?

1449 Mr. Perez stated we can revisit that.

1450 Ms. Kramer stated that would be four or five panels versus all nine.

1451 Ms. Kassel stated we can remove the ones on the pointy side of the teardrop.

1452 Ms. Montagna asked keep the ones behind the tree?

1453 Ms. Kramer stated between the tree and the bench, keep the ones that are even and
1454 level. Take the ones on the upper half.

1455 Ms. Kassel stated two sidewalks go from the north side of the alley to the south side.

1456 Ms. Kramer stated you can meet them onsite and describe it so they can revise the
1457 proposal.

1458 Mr. Perez stated we can take pictures zoomed out away from the tree so we can see
1459 what panels, and then we will revise it and have for the next meeting.

1460 Ms. Kramer stated it will be on the October agenda.

1461 Mr. Short stated we will maintain the sidewalk connection.

1462 Ms. Kassel stated yes.

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October 6, 2022, continued meeting

1463 **E. Discussion of Amending Rules and Fees** (*Non-Resident User Fees/Access Card*
1464 *Fees*)

1465 Ms. Kramer stated since we have new legal counsel, we have questions about our rules
1466 and fees. I do not know if Mr. Eckert has had a chance to review those rules. One fee we
1467 definitely need to adjust is for access cards because we are losing money every access card
1468 we produce. If we are going into a rulemaking process, it makes sense to do it all at once.

1469 Mr. Eckert stated yes, we might as well do them all at once for the administrative rules
1470 of procedure and the recreation center rules, whatever you are ready to address. It will save
1471 you money on advertising.

1472 Ms. Kramer stated the rules are on our website. Were they included in the new
1473 Supervisors packages?

1474 Mr. Eckert stated I believe they were.

1475 Ms. Kramer stated Board members can start reviewing those. We will probably need
1476 to discuss these in a workshop if we are going to have extensive amendments. We will
1477 review what Mr. Eckert provides for disciplinary and enforcement actions for recreation
1478 rules and discuss it.

1479 Ms. Montagna asked when are we bringing this back?

1480 Ms. Kassel stated I suggest November.

1481 Ms. Kramer stated that will give us plenty of time to review the rules and give Mr.
1482 Eckert time to get them out to us.

1483 **F. Discussion of Staffing for Holidays**

1484 Ms. Kramer stated my thought was the boats are totally shut down on holidays. I have
1485 had only one contact about this, but I wanted to bring it to the Board in case anyone feels
1486 strongly about having staff coverage during certain holidays.

1487 Ms. Montagna stated we discussed this when we met with Mr. Chris Tarase for the
1488 annual review. We can ask staff if they are available to work holidays. It will be double
1489 time because it is a holiday, and the District will be billed for that.

1490 Ms. Kassel stated on one hand, it would be nice to be able to use the boats, but on the
1491 other hand, it is nice to allow our staff to have a holiday.

1492 Ms. Philips stated the fact remains that only four boats remain to be taken out
1493 consistently, so it is only four people, and we are paying double time and keeping staff
1494 away from family just so four people can take out a boat.

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1495 Ms. Kramer stated one thing we have seen in the past is when people have family and
1496 friends over, whole groups go out in kayaks and canoes.

1497 Ms. Philips stated they can go out the day after or the day before.

1498 Ms. Kramer stated yes. I recommend if we are even going to consider this, I suggest
1499 we let staff have Thanksgiving off but maybe the Friday after Thanksgiving we can have
1500 some coverage. This is not critical to discuss today.

1501 Ms. Kassel stated I suggest we table it.

1502 Ms. Montagna asked until November?

1503 Ms. Kramer stated yes.

1504 **G. Tri-Party Succession Agreement with US Bank Trust Company**

1505 Ms. Montagna stated this agreement has to do with your bonds. It came from the trustee.
1506 Mr. Eckert had some changes he wanted made to the agreement.

1507 Mr. Eckert stated we have seen this agreement before. Basically, US Bank is changing
1508 their corporate structure, and they are the trustee for the bonds. I wanted to delete paragraph
1509 C which requires the District to make a lot of representations to them. I have always pushed
1510 back on that. The trustee has been fine with it, so I suggest deleting paragraph C, which
1511 will require the District to do some due diligence to make sure no technical issues would
1512 cause us to violate that paragraph. In the past, the trustee has accepted it and gone with just
1513 paragraphs A and B. I recommend you approve it with the deletion of paragraph C.

1514

1515 Ms. Kassel made a MOTION to the tri-party succession
1516 agreement with US Bank Trust Company, with the deletion
1517 of paragraph C, and to authorize the Chair to execute the
1518 agreement.

1519 Mr. Short seconded the motion.

1520

1521 Upon VOICE VOTE, with all in favor, unanimous approval
1522 was given to the tri-party succession agreement with US
1523 Bank Trust Company, with the deletion of paragraph C, and
1524 to authorize the Chair to execute the agreement.

1525

1526 **SEVENTH ORDER OF BUSINESS**

Old Business

1527 **A. Informational Signs**

1528 **i. Supervisor Kramer Suggestions**

1529 **ii. Supervisor Kassel Suggestions**

1530 Ms. Kramer stated people are complaining about the signs. We made some
1531 recommendations. I found Awesome HOA Signs, and they have an interchangeable system
1532 where you can put up a message. I recommend on the first two signs at the entrance to the

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1533 community to put up announcements. We have been putting up yard signs with taped sheets
1534 of paper to announce meetings. Maybe we can say Welcome to Harmony and mention
1535 meeting dates for Harmony Residential Owners Association or Ashley Park HOA. Due to
1536 the late hour, I will include some information about that interchangeable signage in the
1537 next agenda package. Have we received any cost estimates on what it would cost to redo
1538 these signs?

1539 Ms. Montagna stated we do not know what we are redoing them to say. You have not
1540 provided what you want us to price.

1541 Ms. Kramer stated just a general cost estimate for adhesive that sticks on.

1542 Mr. Leet stated we are not saying the structure of the sign needs to be replaced.

1543 Ms. Kassel stated you just peel off the existing sign and replace it with something else.

1544 Ms. Montagna stated I will ask Mr. Morrell to price out some adhesive signs without
1545 knowing what is going on the sign.

1546 Mr. Short stated I looked at some of these signs, and it looks like for some of them, the
1547 primary purpose was to point out where builders were.

1548 Ms. Kassel stated yes, for marketing.

1549 Mr. Short stated maybe some of these are redundant and can be removed.

1550 Ms. Kassel stated what we do not have are signs to some of the facilities that residents
1551 or visitors might want to use.

1552 Ms. Kramer stated such as the school.

1553 Ms. Kassel stated the Swim Club or dog parks or Lakeshore Park. I like Ms. Kramer's
1554 suggestions, except I do not think we should include the golf course because it is a
1555 commercial property, nor the Lakes because it is a community. If we include the Lakes,
1556 then we should include all the neighborhoods, and that is too many signs. All the rest of
1557 them I think are fine because we are directing people to District facilities.

1558 Ms. Philips stated I also think the signs should only be for District facilities.

1559 Mr. Perez asked do the District facilities have a physical address? If someone reserves
1560 Buck Lake Park for a party, does it have a physical address?

1561 Ms. Kassel stated I do not think it has a number.

1562 Mr. Short stated then I do not think it is really needed.

1563 Mr. Perez stated it would be helpful with technology today and the ability to see things
1564 on Google maps.

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October 6, 2022, continued meeting

1565 Ms. Kassel stated not everyone is technology savvy.
1566 Ms. Philips stated Siri or GPS will tell you where to go.
1567 Ms. Kassel stated but we do not have an address for Buck Lake Park.
1568 Ms. Philips stated it will come up if you tell Siri you want to go to Buck Lake Park.
1569 Ms. Kramer stated I suggest we table this for the October meeting.
1570 Mr. Leet stated all these signs have the old developer's website, which has not been
1571 maintained or updated. I do not think it exists and has not for several years. Do we want to
1572 have the District's website on the signs?
1573 Ms. Kramer stated yes, I think we should at least on entry signs. We can put different
1574 messages on the signs. They do not all have to be directional. I will encourage others to
1575 provide proposals and send them in. We might want to have a workshop for this issue.
1576 Mr. Leet stated I presume we have no interest in seeing if the domain HarmonyFL.com
1577 is available and to take it over.
1578 Ms. Kramer stated I will ask Ms. Montagna to see if that domain is available.
1579 Ms. Montagna asked if it is, does the District want to purchase it?
1580 Mr. Leet stated I was just asking the question.
1581 Ms. Kramer stated it might be a good idea since it was the historic one for the District.
1582 Ms. Kassel stated it can be forwarded to the District's website.
1583 Ms. Montagna stated I will look into it.

1584
1585 **EIGHTH ORDER OF BUSINESS** **Supervisors' Requests**
1586 Ms. Philips stated I had a question if the District has any jurisdiction over golf carts,
1587 but perhaps that can be on a sign when we discuss the signs. It can say something like, golf
1588 carts must be driven by licensed drivers only.

1589
1590 **NINTH ORDER OF BUSINESS** **Adjournment**
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1592 On MOTION by Mr. Leet, seconded by Ms. Kassel, with all
1593 in favor, the meeting was adjourned at 8:30 p.m.

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1598 _____
Secretary/Assistant Secretary Chair/Vice Chair