

**ST. JOHNS GOLF AND COUNTRY CLUB  
COMMUNITY ASSOCIATION, INC  
BOARD OF DIRECTORS MEETING  
July 16, 2012**

**Minutes**

**CALL TO ORDER**

The St Johns Golf and Country Club Community Association Board of Directors meeting was called to order at 6:30 pm by Pam Watt. Board members present were Pam Watt- President, Shea Knauff- Treasurer, Steve Kira-Secretary, and Richard Barrett- Director. John Haggerty from First Coast Association Management was also present. A quorum of the Board was verified.

**Guest Speaker- Litestream Representatives**

David Suarez, president of Litestream, and Tim Hohman, general manager, were present for the July 16 board meeting.

The Litestream representatives talked about being a company that is proud of their service, and they were disappointed to receive our letter on the eve of the unveiling of several improvements for our community. These improvements include improved television programming (Golf HD, NFL Network, etc.) and faster internet service (bulk subscribers will move from 3Mbit to 12Mbit service).

The Board discussed having them present for our September 17 meeting, and Pam Watt will check to see if the clubhouse is available. If so, the board would meet at 5:30pm in the recreation room, and then host a 6:30pm meeting at the clubhouse for the community to turn out and share their thoughts with Litestream. The Litestream reps promised they would be good listeners at that meeting. The representatives talked about a new type of network infrastructure they are working on, Docsis 3.0, that will allow them to provide service as fast as 115Mbit in our neighborhood, making them the fastest internet provider in St. John's County.

The board raised several issues, including the fact that internet service in the community seems to be uneven. Some streets (Glenfield Crossing) seem to have poorer performance than others. Also, the network seems to slow down every afternoon around 3pm and remains slow throughout the evening. The Litestream reps said this should not be so and offered to come out and check the homes where this slowdown was an issue.

The board expressed disappointment with Litestream that they weren't taking an active role in the community, like sponsoring golf tournaments, a "tech week" at camp, outdoor wireless networks, swim team, etc. Litestream agreed that they needed to do more to build a positive reputation in the community.

The board asked for a time line, in writing of these improvements in channel lineup and internet speed increases. Litestream declined, saying it was too difficult to set attainable deadlines.

The board asked about the throughput cap (presently at 30-100GB per month, depending on level of service) and the Litestream reps said the new cap will be at 300GB across the board.

The Litestream reps refused to provide copies of contracts that Litestream has with other HOAs, calling them "confidential."

The board asked about the billing errors that led Litestream to overcharge the HOA by approximately \$100k per year. They responded that further discussions on this point were required. The Litestream reps provided the board with a letter that detailed many of the points above. (Attached)

After the Litestream reps departed, the board discussed having our attorney (Nick Dyal) send a follow-up letter to Litestream, expressing our disappointment in their lack of response to several points of our letter, particularly their refusal to provide contracts from other communities and their lack of preparation to discuss the financial demands of our letter. We also want them to set hard deadlines for the improvements they promise. Pam Watt said she would speak with Nick Dyal about drafting such a letter.

### **REVIEW OF UNAPPROVED MEETING MINUTES**

The minutes of the May 21, 2012 Board meeting were reviewed. A motion was made, seconded and passed to approve the minutes as recorded. (Barrett/Kira)

### **FINANCIAL STATEMENT REVIEW**

John Haggerty began the financial statement review, when the question arose regarding why the asset (1150) and liability (2150) of the rental at 1850 Forest Glen had not changed from May's statement. John will check with accounting and report back to the board. A discussion was had regarding the fines assessed the Donavan's. Pam will check their compliance and report back as to whether or not the fines should be waived. A discussion of the collection policy was held. With the feeling that there was a need to be friendlier, and to not be so quick to send intent to lien letters, especially to those who have small amounts owed. Pam suggested that the board offer suggestions via email, and that the collection policies be voted on at the next board meeting

### **COMMITTEE REPORTS**

#### **Covenant Enforcement**

John Haggerty reported that mutual inspections of the community are being conducted with members of the committee and First Coast Association Management on a monthly basis. The committee did a nighttime drive through the community and noted that there many vehicles parked on the streets, they want to send out a community wide letter reminding residents of street parking, and other common violations. The CEC also wants to pay more attention to mailboxes on future inspections.

#### **Architectural Review**

No one from the committee was present. John Haggerty, FCAM account manager reported on behalf of the committee that the committee at their meeting on July 9 had reviewed five applications all of which had been approved.

#### **Litestream Contract Review**

See Above

**UNFINISHED BUSINESS**

**Adopt a Highway Program**

Steve Kira has come up with the sign and sign post and asked the board to approve the \$1,100.00 expense, so that he can get the counties approval and have the sign installed. A motion was made, seconded and passed to approve the expense.  
(Barratt/Watt)

**ADJOURNMENT**

With no further business to come before the Board a motion was made seconded and passed to adjourn the meeting at 8:55 pm. (Watt/Kira)

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Stepan Kira, Secretary

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Date