

ADG4Properties

Meeting of Board of Directors Maplewood Master Association

Date: Thursday, April 20th, 2023
Time: 7:00 PM
Location: Community Pool

Present: Marie Doherty – President
Brandon miller – Vice President
Robin Smith – Secretary
Debbie Mahanke – Director
Bob Simmons – Treasurer

MINUTES

Management Rep: James W. Frazitta – Property Manager

- I. Call to Order & Proof of Notice
 - a. Marie called the meeting to order at 7:00pm
- II. Approval of Minutes of Last Meeting
 - a. 3.16.23 Minutes
 1. Robin motion to approved, Bob 2nd
 2. Minutes approved unanimously
- III. Officers Report
 - a. Presidents Report
 1. Courtesy Notice & Violation Progress
 1. 101 courtesy notices sent, year to date
 2. 32 violations
 3. 17 fines
 4. Compliance Committee was praised for their time, efforts, and fairness with the hearings/rulings
- IV. Management Report
 - a. Update on delinquencies
 1. One homeowner beyond 30 days, management is working with legal to see this process through
 - b. Treasurer Report
 1. Cash Operating - \$126,015.48
 2. Cash Reserves - \$83,078.68
 1. It was noted that we remain in good financial standing, within the confines of the FY23 budget.
 2. More budget discussions need to take place to allocate spending for the rest of the year and prioritize.
- V. Old Business
 - a. Stanhope Entrance Project
 1. Three estimates received and reviewed. Narrowed down to two, updated estimates were received.
 2. Robin motioned to approve Minions Landscaping

3. Bob 2nd
4. Motion passed unanimously

b. FPL Update

1. Both lights have been fixed – HUGE relief
2. Light that was stuck “on” outside of 790 Crossfield since Hurricane Ian was fixed. Light post that had been leaning on the wall since Hurricane Ian was also fixed.
3. Last meeting included a request from James to the community to help call FPL and complain. Ticket #s were distributed to the community.
4. James spent an additional hour and a half on the phone with FPL on April 13th, and the work was completed on April 14th.

c. Cable Provider Discussion

1. Bob Simmons stated that the cable committee was very diligent, spent a lot of time reviewing vendors. Bob made multiple phone calls to HOAs in Naples and up the West Coast. Told a story about his experience on vacation at a coach resort that had Luxspeed, spoke with the staff and got positive reviews – he even called customer service and had a positive experience with that process. With all his work, he feels Luxspeed is the right vendor.
2. Robin stated that she is leaning towards staying with Comcast. She works from home, has 5 security cameras, multiple grandchildren and family who visit and utilize the wifi with no issues. Benefits from Comcast that she appreciates is being able to access wifi anywhere in Naples, which isn’t an offer from Luxspeed. Has called all potential vendors and Comcast is the only one who has techs on-staff, other vendors sub that out. Stated savings that are included with Comcast. Feels comfortable with a long-term and stable company. She also spoke with a couple of homeowners with Xfinity mobile (phone service) – discounts are lost on mobile phone plans if another provider comes.
3. Brandon asked Bob about Grey Oaks – the community that reported problems with being charged for replacement of equipment. Homeowners stated that wasn’t true, Marie told a story of her calls and store visit and found out that unless the equipment was damaged there are no charges.
4. Homeowner brought up Edgewater that Bob spoke with. HOA Director mentioned they weren’t having any problems, but that he (Bob) had problems finding information initially but that was just him.
5. Marie stated that she passed out a “cheat sheet” that helps explain things that she did not understand. Stated that she had not heard of Luxspeed, and was concerned that the CEO was coming for such a small community. After research, Luxspeed has been around for 3 years, they lack employees, and they took out a line of credit for \$50 million to support their business which doesn’t sit well with her. CEO also a venture capitalist and fears the long-term prospects of the company. Stated that her opinion as a homeowner doesn’t matter but as a President she needs to focus on what’s best for the community. Comcast’s ability to recover quicker from storm damage is valuable. Cell phone advantages are also valuable. Stated 2% difference in annual increases between Luxspeed and Comcast is a difference, in favor of Luxspeed. Referenced Luxpseed as an internet company, however, they are able to offer cable through DirecTV. Stated that overall her concern revolves

around a start up company going belly-up and leaving the community in a precarious position.

6. James read through his questions to Luxspeed and their answers about 10G and their perks offered. All answers were satisfactory, and it was stated that there were no extra costs associated with them. Despite 10G being offered, there are no computers capable of exceeding 1G, but the 10G is a futurist need that the community would be prepared for.
7. James read the construction projections from each vendor. Comcast lacked a detailed timeline but said, if contract signed by May 15th, they would be able to start in July. Luxspeed gave a 6-8 month projected timeline.
8. Debbie stated frustrations with waiting to get a channel list from Luxspeed/DirecTV, but there was one sent out two days ago. Debbie stated her familiarity with Comcast as a reason why she wants to stay with them.
9. Brandon, chair of the cable committee, stated a thanks to all the members of the committee. Brandon recapped the beginning of this process – didn't expect Comcast to show up. They did, and they shocked the committee with how impressed they were. Recalled meeting with Luxspeed, VP and Lead Engineer, and how he and Bob made calls to get references. Brandon called a contractor for Edgewater who gave positive reviews and stated that Luxspeed will be his vendor of choice for two other big projects in other states. He stated his interests are what is best for the community. Mentioned the VP showing up was impressive, and Comcast rep showing up late was not impressive. He read through reviews of Luxspeed that were all positive. Cable/internet bundle, fiber optics, and portability were the three main factors driving their decision in this process. Xfinity offers Xfinitystream – but it isn't as portable as he thought it would be. Luxspeed/DirectTV is essentially an app that can be ran anywhere, as long as there is internet for the devices to connect to. Wiring would come into his house from the laundry room which isn't as intrusive. Stated that this is a big decision, and one part that won him over was that Luxspeed wants to use Maplewood as a poster child for their efforts to expand within the County. Stated the annual increases (max \$94 with Luxspeed, max \$115 with Comcast). All in on Luxspeed without reservations.

VI. Homeowner Questions and Comments

- a. Homeowner stated he wants to thank the committee for everything they did. Luxspeed was the recommended company by the committee for all the reasons Brandon stated, as well as the 10-year commitment being a massive commitment. Stated his \$130 in savings with a switch to Luxspeed. 21% of the homes that filled out surveys have Xfinity phones, which isn't a large %. Backed up the recommendation of Luxspeed.
- b. Other homeowner stated she works from home and has issues with Zoom and their internet continues to have issues through Comcast. A discussion was had about what causes the slow internet issues – low speed and incorrect equipment being installed (by electrician) are reasons that people have experienced.
- c. James highlighted another issue with the 21% number. It is only based on 64 surveys, which show the level of involvement from the community, or lack thereof.

- d. Homeowner stated that he had an experience with Luxspeed. Tech support stated that he believed they used Real Choice TV but wasn't sure. Another homeowner had a call that showed further disconnect between their company, their techs, and employees in the office, showing that they didn't know what options were being sold by the sales team. Stated that this is a big red flag. Storm response is also crucial. Also worried about the three companies involved with potential issues and troubleshooting/customer service issues.
- e. Another homeowner thanked the committee for all their work. Lived in Naples since 1974, has only ever had Comcast. Referenced one problem with equipment that were replaced free of charge. No internet or cable issues. Lived in Riviera community, which decided to move forward with Bluestream which was a complete disaster. Referenced "Pro" column in summary from cable committee with Luxspeed – wants the community to beware with being the first "guinea pig" for a cable provider. Fears going with a company this small and didn't appreciate the CEO's attitude – seemed smug. Didn't like that Luxspeed didn't provide handouts with their presentation. Understands moving into the future and knows that Comcast can do that.
- f. Another homeowner stated lived here since 1974 – agreed with previous homeowner wholeheartedly.
- g. Homeowner stated replacing equipment concerns with Luxspeed since there is no store to go to and having to wait for equipment to be delivered. Stated that they get virtually free service for their phones, 5 lines for \$25-\$50 a month depending on usage. Fears being a guinea pig for Luxspeed.
- h. Another homeowner stated that they have had nothing but problems with Comcast – pixelation issues, internet issues – has had techs onsite multiple times with no resolution.
- i. An additional homeowner stated that his past experiences with Comcast – customer service has always been lousy and referenced reviews to back that up. Has had the wiring to his box changed 3 times, other miscellaneous issues, and referenced a month ago he had to wait 5 days for someone to come onsite. Believes that regardless of decision, there will be 50 people showing up upset.
- j. Question about the cell phone options – what phone do they provide? Homeowner explained calls and texts are free, you pay for data usage (3, gigs, 5 gigs, 10 gigs, etc). Comcast hotspots are great.
- k. Homeowner stated the home phone services he has had have always had issues because old infrastructure and that Xfinity Mobile is available regardless of who we go with.
- l. Homeowner stated this is a big decision and stated how important this is.
- m. The final homeowner stated that giving notice to Comcast could include going month-to-month. Great point – it was explained that contracts have not been reviewed or received yet but that the HOA attorney will review that in the next part of this phase.
- n. Bob motion to approve Luxspeed as the vendor for the community
 - 1. Brandon 2nd
 - 2. Marie, Robin, Debbie opposed
 - 3. Motion denied (2,3)
- o. Robin motion to approve Comcast as the provider to take the next steps with
 - 1. Marie 2nd
 - 2. Debbie, in favor
 - 3. Motion passed (3,2)

- VII. Brandon Miller stated that he is resigning from the Board, effective immediately, and submitted his resignation letter.
- VIII. Adjournment
 - a. Marie motion to adjourn meeting at 8:19pm
 - 1. Robin 2nd
 - 2. Meeting adjourned (4,0)

By order of the Board of Directors Maplewood Homeowners Association
James W. Frazitta
LCAM, Property Manager