

Members of the Board of Directors:

Bob White – President *
Tom Petrillo – Vice President
John Painter – Secretary/Treasurer *
Darrell Lopez *
Vivian (“Viv”) Guerra
Linda Dhennin

Property Manager

Dennis Kapsis – Sentry Management

Communications Committee

Tom Petrillo – Chair
John Painter

Architectural Review Committee

Cheryl Restagno - Chair
Siri Goberdhan – Vice Chair
Linda Dhennin - Secretary

Community Appearance Committee

Siri Goberdhan - Chair
Cheryl Restagno – Vice Chair

Neighborhood Committee

Viv Guerra – Chair
Tom Petrillo - Vice Chair

Twin Rivers Homeowners Association Inc.

**Monthly Board Meeting
Agenda**

Thursday August 11, 2022

6:30 pm

Virtual Meeting via WebEx

Page 1 of 3

* Nominating Committee Members

Because of the COVID-19 Issue, until further notice, all HOA Member and Board meetings will be held electronically. The public will have access to all electronic HOA meetings as explained below.

You are invited to join the meeting using either a computer or phone per the following instructions.

1. Option to Join using a Computer (Preferred because we may be sharing files you will want to view)

Please ensure your speakers are turned on but your mic is muted until you are recognized to speak.

Join by clicking the following link or copying and pasting the link into the browser on your computer.

<https://johnfpainter.my.webex.com/johnfpainter.my/j.php?MTID=m5d9f398415e16b690946693923b02b90>

When you activate the link, your browser should open, you will see an option to [Join from your browser](#)

Click on that link and you will be asked to enter your name and email address (needed to identify you), and then click a button labeled “Join Meeting”. You also will have the option to download an app.

If you join using your browser, no software will be installed on your computer. The entire meeting will occur within your browser. For the best experience, please join using either Firefox or Chrome browsers updated to the latest version. Other browsers also will work if you do not already have one of those preferred browsers on your computer.

To be recognized to speak, prior to the meeting, please send an email to: Board@TwinRiversHOA.com to let me know you would like to be recognized. Please put Request to Speak in the subject line. When you hear your name called, un-mute your mic and you will have the floor. When done speaking, please mute your mic again.

Keeping your mic muted when you are not speaking will prevent background noise from your location disrupting the ability of other participants hear.

Also, please be sure your speakers are adjusted to a mid-range volume setting. If speakers are set to a max or high-range volume setting, your speakers will cause squealing/feedback thru your mic when it is not muted.

2. Option to Join by phone or video system

Dial in by phone: 1-415-655-0001 US Toll, Meeting number (access code): 2550 979 4863, Meeting password: DMcjJgPv455 (36255478 from phones and video systems)

Join by Mobile Device: Tap [+1-415-655-0001,,25509794863#36255478](tel:+1-415-655-0001,,25509794863#36255478) US Toll

Join by video system, application, or Skype for business: Dial [25509794863@webex.com](tel:25509794863@webex.com). You can also dial 173.243.2.68 and enter your meeting number.

See next Page(s) for the Meeting Agenda.

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- 1. Call to Order
- 2. Proposed Agenda Modifications if Any

a. Other agenda items?

3. Voice of the Members

HOA members are encouraged to make comments or raise issues of concern during this portion of the meeting. Speakers will be encouraged to be to the point and respectful. The time taken by Speakers may be limited by a motion duly passed by the Board. Comments of HOA Members may be allowed during other parts of the Meeting upon concurrence of the President and/or the Board Member(s) speaking.

4. Discussion Topics

- a. Request for Variance to Install a Fence on a Golf Course Lot (Please see Attachment A)**
- b. Consideration of Referring 3 HOA Members to our Attorney for Compliance Actions**

The three homes list below are among the worst in the HOA in terms of failure to comply with HOA Rules. In each case, the condition and appearance of the subject property has become a significant nuisance for surrounding neighbors and the HOA as a whole.

As a result, the Board will consider directing Sentry Management to work with our attorney, Larsen and Associates, to take appropriate action to compel the homeowners to bring the property into compliance. Generally, the actions will begin with a demand letter from the attorney, then a proposal for mediation as required by FL law, and then, if necessary, the filing of a lawsuit against the homeowner and if applicable against a renter.

- i. Owner ID 600111 on Turnberry Dr
- ii. Owner ID 3A0049 on Kelly Creek Cr
- iii. Owner ID 3A0087 on McDaniel Creek Cr

c. ARC, Community Appearance, and Enforcement Issues

- i. Payment Plan Requests (If any)
- ii. Other Matters from Management Report (If any)
- iii. Other

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5. Minutes from Prior Meetings

- a. June 2022 Meeting – Cancelled – No minutes
- b. July 2022 Meeting – See Draft at end of package

6. Reports (Abbreviated)

- a. President’s Report
- b. Treasurer’s Report
- c. ARC Report
- d. Community Appearance Committee Report

7. Adjournment



May 31, 2022

VIA UNITED STATES MAIL AND CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Bob White, President
 Twin Rivers Homeowner's Association, Inc.
 c/o Sentry Management
 2180 W. State Road 434, Suite 500
 Longwood, Florida 32779

Re: *Twin Rivers Homeowners Association – Rapacciuolo – 978 Big Oaks Drive*

Dear Mr. White:

Our firm represents Kymberly and Anthony Rapacciuolo, who are the owners of property located at 978 Big Oaks Drive and are members of Twin Rivers Homeowner's Association, Inc. ("Association"). I am reaching out to the Association regarding the ongoing trespasses upon, and damage to, our clients' private property by users of the Twin Rivers Golf Club ("Club") and other third parties. Our clients have previously attempted to bring such matters to the Association's attention, but no resolution or solution has been forthcoming to address the issue. Thus, our firm has been retained to assist in trying to get this matter amicably resolved.

Briefly stated, our clients' property is located at the end of the cul-de-sac on Big Oaks Drive and the rear yard backs up to the fairway for the 5th hole of the Twin Rivers Golf Course. On a recurring basis, the Club's invitees and others will enter and trespass upon our clients' private property. In so doing, the Club's invitees and others have caused substantial damage to our clients' rear yard and landscaping, resulting in our clients incurring thousands of dollars in repair and replacement costs. The Club's invitees have also urinated on our clients' private property and have harassed our clients by yelling expletives (e.g., "b***h," "c**t", "f**k", etc.) and directing other inappropriate language (e.g., "suck my n*ts", etc.) toward our clients and their private property. Such routine and recurring actions have deprived, and continue to deprive, our clients and their child of the full use and quiet enjoyment of their home and private property. In fact, our clients' child can no longer play in the rear yard without an adult male family member being present due to the obscenities and harassment directed toward our clients.

<p>Tallahassee 433 North Magnolia Drive Tallahassee, Florida 32308 (850) 224-7332 Fax: (850) 224-7662</p>	<p>Orlando 1809 Edgewater Drive Orlando, Florida 32804 (407) 347-5388 Fax: (407) 264-6132</p>
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Bob White, President
Twin Rivers Homeowner's Association, Inc.
May 31, 2022
Page 2

While the Association's governing documents and rules may disfavor the erection of fences along golf course properties, nothing in the Association's governing documents and rules requires that a property owner abutting the golf course incur thousands of dollars in damages, be subjected to lewd language and constant harassment, and be deprived of the full use and quiet enjoyment of their private property. Moreover, the installation of shrubs and bushes along the rear of the property to deter trespasses has proven to be both ineffective and costly, as golf carts simply run over the plantings and drive into our clients' rear yard. Thus, given the circumstances discussed herein and the recurring damage and harassment that our clients have experienced, and continue to experience, a solution must be reached and implemented that recognizes our clients' right to the safe and quiet enjoyment of their private property, while also respecting the *reasonable* need for golfers to occasionally retrieve an errant shot that encroaches slightly upon our clients' rear yard.

Accordingly, in attempt to abate any further damages to and trespasses upon our clients' property, and to abate (or at least minimize) the vitriol being directed at our clients, we hereby request that the Association authorize a variance for our client to install a five (5) foot high, rod-iron style aluminum fence or other "open style" fence along their rear property line or setback a certain distance from their rear property line. The installation of a fence, as opposed to additional plantings, will prevent further damage to our clients' rear yard and landscaping by golf carts, reduce trespasses upon our clients' private property, and hopefully reduce the harassment of our clients. Such fence would also help create a safer environment for our clients' child to play in the rear yard. To the extent a formal application is required to be submitted for the Association to approve such fence variance, I hereby request that the same be forwarded to me at our firm's Orlando address.

I appreciate your prompt attention to this matter and the Association's assistance in getting this serious matter amicably resolved. Please do not hesitate to contact me if you have any questions or would like to discuss this matter further.

Sincerely,

S. Brent Spain

S. Brent Spain

Monthly Board Meeting Agenda

Minutes

Thursday July 7, 2022

Members of the Board of Directors:

Bob White – President *
Tom Petrillo – Vice President
John Painter – Secretary/Treasurer *
Darrell Lopez *
Vivian (“Viv”) Guerra
Linda Dhennin

Architectural Review Committee

Cheryl Restagno - Chair
Siri Goberdhan – Vice Chair
Linda Dhennin

**Community Appearance
Committee**

Siri Goberdhan - Chair
Cheryl Restagno – Vice Chair

Neighborhood Committee

Viv Guerra – Chair
Tom Petrillo - Vice Chair

Property Manager

Dennis Kapsis – Sentry Management

Communications Committee

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John Painter

* Nominating Committee Members

A. Meeting Record

- Meeting was called to order by 6:35 pm by Bob White
- Board Members present were as noted below under “Motions.”
- A quorum was present throughout the meeting.
- Dennis Kapsis, Property Manager, with Sentry Management was in attendance.
- HOA Members in Attendance – approx. 6
- Meeting was held electronically due to COVID-19 using WebEx.
- Links to the meeting were distributed via email to all HOA Members on the mailing list.
- Meeting was adjourned at approximately 8 pm.

B. Agenda

Agenda of the HOA Board Meeting

Call to Order

1. Proposed Agenda Modifications if Any

a. Other agenda items?

2. Voice of the Members

HOA members are encouraged to make comments or raise issues of concern during this portion of the meeting. Speakers will be encouraged to be to the point and respectful. The time taken by Speakers may be limited by a motion duly passed by the Board. Comments of HOA Members may be allowed during other parts of the Meeting upon concurrence of the President and/or the Board Member(s) speaking.

3. Discussion Topics

**Monthly Board Meeting
Agenda**

Minutes

Thursday July 7, 2022

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- Bob White – President **
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- Darrell Lopez **
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- Linda Dhennin*

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- Cheryl Restagno - Chair*
- Siri Goberdhan – Vice Chair*
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Committee**

- Siri Goberdhan - Chair*
- Cheryl Restagno – Vice Chair*

Property Manager

Dennis Kapsis – Sentry Management

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- Viv Guerra – Chair*
- Tom Petrillo - Vice Chair*

Communications Committee

- Tom Petrillo – Chair*
- John Painter*

** Nominating Committee Members*

a. Fining Process (Please see Attachment A)

- i. Strategy for Improving Compliance
- ii. **No Action Anticipated or Required**

b. Collection Policy (Please see Attachment B)

c. Request for Variance to Install a Fence on a Golf Course Lot (Please see Attachment C)

d. ARC, Community Appearance, and Enforcement Issues

- i. Student Housing Complaint
- ii. Silcox Matter – Update
- iii. Collection efforts
- iv. Payment Plan Requests (If any)
- v. Other Matters from Management Report
- vi. Discussion: Feb 3 Email from Board Member re: Enforcement
- vii. Other

4. Minutes from Prior Meetings

- a. May 2022 Meeting – See Draft at end of package

5. Reports

- a. President’s Report
- b. Treasurer’s Report
- c. ARC Report
- d. Community Appearance Committee Report
- e. Property Manager’s Report
- f. Other Reports as Appropriate - Special Project Management, Communications, Nominating, Community Outreach, Budget and Finance, Community Activities

6. Adjournment

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Twin Rivers Homeowners Association Inc.

Monthly Board Meeting Agenda

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C. Decisions

#	Motion Title	Motion		Vote									
		By	Second	Bob	Tom	Darrell	John	Vivian	Linda				
				B	T	D	JP	V	L				
	Board Members Present?			Y	Y	NA	Y	Y	Y				
1	Approve Collection Policy (Attachment B) as changed during the Board meeting.	J	T	Y	Y	NA	Y	Y	Y				
2	Directed Sentry to work with CAC to identify worst 3 homes and bring info to the Board at its next meeting for consideration of suit for compliance.	J	B	Y	Y	NA	Y	Y	Y				

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Neighborhood Committee

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Tom Petrillo - Vice Chair

Respectfully submitted,



John F. Painter
HOA Board Secretary and Treasurer

Strategic Direction in the Coming Months

1. Develop rules changes necessary to implement the fining system.

- a. The Board's attorney is planning to present a recommendation as to necessary Rules changes in August
- b. By the time all is done to approve and communicate the Rules changes to the HOA Members it will be late Q4 2022 or even Q1 2023.

2. Review/Refine Board Processes

- a. Review Board's compliance with the HOA's documents – assure we are not overstepping.
- b. Set out in plain language posted to the website a listing of Rules (checklists) that must be met for ARC approval of each type of property modification and for Rules Compliance by topic (i.e., painting a home, adding a shed, condition of home, fence installation, etc.).
 - i. The Board needs to approve each check list and provide clear delegation of authority to use the list, which will require more work on the resolutions we approved in April.
 - ii. These lists need to be specifically approved by the Board.
- c. Consider only the requirements on the list mentioned in 2.b. above in determining whether to approve an application or find someone to be non-compliant with the Rules.

3. Focus on Priorities

- a. Board must establish and stick to priorities – identify only the rules that truly matter – avoid disputes as to taste – and uniformly try to enforce those key items.
- b. Board and ARC/Community Appearance must provide direction to Sentry as to priorities
 - i. Develop checklists for Sentry to use in surveying the neighborhood.
 - ii. Sentry's assessment of the neighborhood will need to be more consistently conducted and documented.
 - iii. The inspection process may need to rotate by sector rather involve a survey of the entire neighborhood.

4. Conduct the Fining process effectively

- a. Follow (stick to) the fining process set forth in the rules very carefully.
- b. Waive fines liberally if the HOA member will correct the problem and keep the problem corrected.

Association Name: Twin Rivers HOAAssociation Number: 760000

Work with your Boards to formulate their Assessment Management Policy. Carefully review and complete the below sections to document and establish a policy that is in compliance with the Association governing documents and State statutes. Check the box that stipulates these requirements and select the proper criteria. Any associated fees correspond to the management agreement addendum.

Regular Assessments (Select 1 and fill in the following)

- Monthly assessments shall be due and payable in full on the first day of _____ and of each month thereafter ("Due Date").
- Quarterly assessments shall be due and payable in full on the first day of each calendar month _____, _____, _____ and _____.
- Semi-annual assessments shall be due and payable in full on the first day of _____ and _____ ("Due Date").
- Annual assessments shall be due and payable in full on the first day of January ("Due Date").
- Annual assessments may be paid in a lump sum by the first day of _____ ("Due Date") or in installments, which shall be due on the first day of each calendar month of _____, _____ and _____.

Delinquency Date & Late Fee/Interest (Select up to 2 and fill in the following- State/Document driven)

- Late Fee:** If payment is not received by the Association within 45 days of the applicable due date ("Grace Period"), the account shall be deemed late and a late fee of \$15 will be added to the delinquent unit owner's account.
- Interest:** If payment is not received by the Association within 45 days of the applicable due date ("Grace Period"), the account shall be deemed late and interest of 6% percent per annum will be added to the delinquent unit owner's account.

Reminder Statement *Best Practice is to send on any balance greater than \$4.00

A Reminder Statement reflecting the unit owner's current account balance shall be mailed to the unit owner's last known address when the account is not brought current on or by the above delinquent date.

Notice of Late Assessment (*Required 30-day Notice)

- Board selects to send Notice of Late Assessment Late Notice via Regular Mail Certified Mail
- Greater than a specific \$ _____. Greater than the Assessment Amount.

A notice shall be mailed to the owner at their last address as reflected in the association's records. If that address is not the unit address, a copy will also be sent to the unit address that still has a delinquent balance 10 days after the mailing of the Reminder Statement. A cost for the Late Assessment Notice will be assessed to the unit owner by the Association. Failure to provide the owner with this 30-day notice will preclude the association from recovering its legal fees and costs related to a past due assessment, i.e., any expenses incurred in the collections/foreclosure process. ***This is a one-time notice per delinquency cycle.**

Optional Late Notice (Select 1 and fill in the following)

- Board selects to send Optional Late Notice via Regular Mail Certified Mail
- Greater than a specific \$ _____. Greater than the Assessment Amount.

An Optional Late Notice shall be mailed to a unit owner last known address that still has a delinquent balance 10 days after the mailing of the Reminder Statement. A cost for the Optional Late Notice will be assessed to the unit owner by the Association, unless state/documents direct otherwise.

- Board does not select to send Optional Late Notices.

Notice of Intent to File Lien (ITL) (Select 1 and fill in the following)

Automatic (recommended to protect against selective enforcement)

If payment in full, including late charges, is not received by the Association by the 120 day after the due date, a Notice of Intent to File Lien shall be mailed to the unit owner's last known address by certified, if requested or required, and by 1st class mail. This notice shall inform the delinquent unit owner that a Lien will be placed on the unit if payment is not received. The Notice of Intent to File Lien shall result in a charge being added to the delinquent unit owner's account for the time and preparation of the document.

Board selects when to send Intent to Lien.
(not recommended as it may enable selective enforcement)

Notice of Lien (Select 1 and fill in the following)

Automatic (recommended to protect against selective enforcement)

Record a Claim of Lien 45 days after the preparation of the Notice of Intent to File Lien.

Upon the expiration of the ITL period, the Association will record a Claim of Lien, mailing a notice by 1st class mail advising the unit owner that a Lien was recorded against the property. The Notice of Lien shall result in a charge being added to the delinquent unit owner's account for the time and preparation of the document.

Board selects when to send Notice of Lien. Non-applicable.
(not recommended as it may enable selective enforcement)

Accelerated Lien Language (Select 1 and fill in the following)

Per the governing documents, all assessments, special assessments and other charges may be accelerated through the end of the year if payment is not received or for a period of _____ months.

No acceleration Lien language in governing documents.

Payment Plans (Select 1 and fill in the following)

Board elects to allow managing agent to offer one of the following payment plans:

6 months 12 months 18 months 24 months

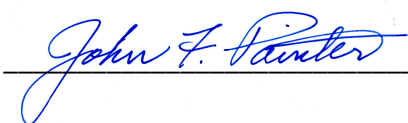
It is understandable that hardships may occur and therefore the Board may vote to approve a payment plan that is negotiable for up to _____ months. The installment amounts will be in conjunction with on-going assessments that come due.

Board will not offer payment plan.

Attorney/Collection Agency Turnover

Unit owners that remain delinquent after the above process will be turned over to the Association's attorney or collection service at the written direction of the Board.

All Association legal costs and other incidental costs associated with the Delinquency Management Process shall be charged to the Association and added to owner's ledger and shall be part of the delinquency satisfaction.

Board Signature (Required):  **Title:** Secretary/Treasurer

Printed Name (Required): John F. Painter **Effective Date:** July 7, 2022



May 31, 2022

VIA UNITED STATES MAIL AND CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Bob White, President
 Twin Rivers Homeowner's Association, Inc.
 c/o Sentry Management
 2180 W. State Road 434, Suite 500
 Longwood, Florida 32779

Re: *Twin Rivers Homeowners Association – Rapacciuolo – 978 Big Oaks Drive*

Dear Mr. White:

Our firm represents Kymberly and Anthony Rapacciuolo, who are the owners of property located at 978 Big Oaks Drive and are members of Twin Rivers Homeowner's Association, Inc. ("Association"). I am reaching out to the Association regarding the ongoing trespasses upon, and damage to, our clients' private property by users of the Twin Rivers Golf Club ("Club") and other third parties. Our clients have previously attempted to bring such matters to the Association's attention, but no resolution or solution has been forthcoming to address the issue. Thus, our firm has been retained to assist in trying to get this matter amicably resolved.

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<p>Tallahassee 433 North Magnolia Drive Tallahassee, Florida 32308 (850) 224-7332 Fax: (850) 224-7662</p>	<p>Orlando 1809 Edgewater Drive Orlando, Florida 32804 (407) 347-5388 Fax: (407) 264-6132</p>
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Accordingly, in attempt to abate any further damages to and trespasses upon our clients' property, and to abate (or at least minimize) the vitriol being directed at our clients, we hereby request that the Association authorize a variance for our client to install a five (5) foot high, rod-iron style aluminum fence or other "open style" fence along their rear property line or setback a certain distance from their rear property line. The installation of a fence, as opposed to additional plantings, will prevent further damage to our clients' rear yard and landscaping by golf carts, reduce trespasses upon our clients' private property, and hopefully reduce the harassment of our clients. Such fence would also help create a safer environment for our clients' child to play in the rear yard. To the extent a formal application is required to be submitted for the Association to approve such fence variance, I hereby request that the same be forwarded to me at our firm's Orlando address.

I appreciate your prompt attention to this matter and the Association's assistance in getting this serious matter amicably resolved. Please do not hesitate to contact me if you have any questions or would like to discuss this matter further.

Sincerely,

S. Brent Spain

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