

Simone Reba

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August 10, 2025

**Via Certified Mail – Return Receipt Requested
and Email**

To:

President & Secretary
Mallard Lakes Condominium Association
c/o Legum & Norman, Inc.
PO Box 2240
Ocean View, DE 19970

Email Copy To:

dhemphill@legumnorman.com
[morris](#) [REDACTED]
[REDACTED]

Subject: Formal Complaint Regarding Unfair Treatment and Unprofessional Conduct by Board Vice President Chris Reutershan

Dear President, Secretary, and Board Members,

I am submitting this letter for the official record to address unfair treatment and inappropriate behavior by the Board's Vice President, **Chris Reutershan**.

Since January 2025, I have attended approximately **seven Mallard Lakes Community Association meetings**. While the *3-minute time limit for public comments* is stated as a meeting rule of conduct, I have not observed it being enforced at any meeting between January and July 2025. For example:

- **January 11, 2025** – Unit 83: Discussed overflowing trash and corrective action.
- **April 12, 2025** – Unit 198: Discussed pickleball courts at front pool and proposal for four courts.
- **July 12, 2025** – Minutes not yet published; based on my notes, owners discussed pickleball tournament rules and status, and requested guidance on responsibility for interior damage when exterior maintenance is delayed.

At each of these meetings, owners spoke well beyond three minutes without interruption or enforcement of the stated rule.

However, at the **August 12, 2025** meeting, the rule was suddenly enforced — and applied to me. I timed my prepared remarks to be within three minutes. There was no indication from the Board when my time began, no visible countdown, and no warning as I approached the limit. With only a few sentences left, the acting President, **Mr. Reutershan**, abruptly told me my time was up. When I questioned the accuracy of the timing, he repeated that my time was over. Not believing I had reached three minutes, I continued reading. At that point, **Chris Becker** called me “out of order,” and Mr. Reutershan loudly and aggressively told me to “Sit down” multiple times.

Mallard Lakes Bylaws – Article II, Section 13 state:

“Robert’s Rules of Order shall govern the conduct of all meetings of the association of owners when not in conflict with the Declaration, this Code of Regulations, or the Unit Property Act.”

Under **Robert’s Rules of Order** §§3:34–3:36 and §43:22, the chair is required to enforce rules *fairly and equally* for all participants and to maintain *Decorum in Debate*. This includes impartial application of speaking limits and respectful treatment of all speakers.

I acknowledge that if my time had expired, I should have stopped speaking, and I apologize if I inadvertently exceeded the limit. However:

- The 3-minute rule was **not enforced** in prior meetings I attended from January through August 2025.
- There was **no transparency** in timing or warnings, making it impossible to know if the limit had been reached.
- Robert’s Rules allow the Board to extend time limits by motion, but no such motions were made in any meeting I attended.

Given that **monthly community meetings are recorded on Zoom**, it should be straightforward to review those recordings to confirm whether the 3-minute rule has been applied consistently to all owners.

Beyond the inconsistent enforcement, the *manner* in which Mr. Reutershan addressed me was belittling and demeaning. As acting chair, it was his responsibility to maintain a professional and respectful tone. Instead, he escalated tension by raising his voice and repeatedly ordering me to “sit down” — language and tone more befitting a subordinate or misbehaving child than a fellow community member.

This is not an isolated incident. On **February 20, 2025**, during a Zoom meeting, Mr. Reutershan similarly belittled me. I documented that incident in the meeting minutes I captured at the time and shared them with **Mr. Morris**, asking that he speak to Mr. Reutershan about the inappropriateness of such behavior. I have attached those minutes for reference.

I request that the Board:

1. Apply the 3-minute rule **consistently and transparently** to all speakers.
2. Ensure all Board members maintain **professional, respectful conduct** toward owners.

Respectfully submitted,

Simone Reba
Unit Number 342

Attachment

From: simone reba [REDACTED]
Sent: Thursday, February 20, 2025 8:23 PM
To: Morris, Dave and Kathy [REDACTED]
Subject: Notes from Meeting with Chris Reuterhan

Dave, I wanted to share the attached with you, which are my notes on the meeting that Chris and I had today. As I had mentioned to you earlier, I really don't believe that Chris is pulling this paper together in an open and balanced way. Additionally, it appears that the decision has already been made by the HOA regarding what will and will not be funded as Chris was not really interested in hearing any opinion but his own. At times, I believe his behavior was inappropriate. Please call me tonight, if possible. Simone

Discussion with Chris R on 2/20/2025

- Chris and I talked about each other's background.
- I told him I wasn't sure why I was treated as an adversary (e.g., eliminating me from the COA meetings and only giving me 25 minutes to discuss my research). I have been completely transparent from the start (working with Stacey, discussing research with Dave, inviting them to meetings). I mentioned that I met with RASCL today and they allowed me to have an hour, and my own COA, that I'm trying to support, wouldn't give me that much time to discuss my many months of research.
- Chris said there was a study that resulted in the plan to spray foam insulation under our homes. I said no one mentioned this study to me, nor is it the website. He said he would check with the webmaster. He said he would let me see the study if/when he finds it.
- Chris questioned the four flood incidents mentioned in my paper. I indicated there were several articles in Delmarva Now and other papers that described the incidents and flood insurance impacts. Chris indicated that newspapers don't check their facts and only about a quarter of the information in the newspaper articles is true and they only want to sell papers. Based on what Chris' unfamiliarity of the information in the news articles, it was clear Chris had reviewed my references (links are provided in the paper to all the references I've used).

- Chris indicated that based on conversations with long-time residents, there has only been one flood event. I asked him what proof he had that there has not been four NFIP claims, and he had no response.
- I asked Chris to explain why, if there weren't four flood events, was the FEMA review triggered that almost caused Sussex County to lose its flood insurance. He indicated that he did not know why that occurred.
- I told him I was still trying to work with FEMA to get those statistics (my POC hasn't responded I think due to the political situation in DC).
- Chris then asked what proof I had that coastal sea rise was occurring. It appeared to me at this point that he was just looking for information to discredit my paper. I agreed to provide him with links about coastal sea rise in the state of Delaware and Sussex County, which I have done.
- Things got heated, and Chris threatened to hang up on me. He actually counted out loud to five saying that he would hang up if I didn't stop talking. Every time I tried to interject a different point of view than what he was espousing, he would shush me as if he had the final word, and appeared unwilling to hear my point of view. He asked me "do you know who you are dealing with?" and ranted about his career and accomplishments. I waited until he quieted and asked him not to treat me like a child. I knew I would likely not get another chance to speak with the COA again before he developed his position paper if he hung up, so I calmly let him go on with his next set of questions.
- He indicated that whatever needed to happen, the community would not support it fiscally. I asked him how he knew that without bringing it up to them. He told me to "read the room."
- I indicated that there were new owners that weren't involved with the Sandy issue and would want to know what the community was doing. He said only about 20 units are sold per year as people "die off."
- He mentioned that the condo that has sold for the highest price is on the Island. And I indicated that they probably had no idea about the current risk situation there (subsidence, inundation).
- Chris indicated that even if we got grant funding, the COA would not pay for any remaining cost share.
- I asked him if the board would hold off in making that determination to see if we can even get a grant. That I believe we could lessen the impact by phasing it, etc. He was adamant the community would not fund anything.
- I indicated that the Army Corps of Engineers has a program that might be able to support an engineering study on our behalf and I was working with DEMA on it.
- I indicated that the COA has funded studies in the past, so would they consider funding studies in the future. He said "potentially."

- I asked Chris about what happens if we lose our flood insurance, and he said that is a risk that individual homeowners took when buying in a flood zone.
- I asked him about communications with the community and setting up a committee, he responded with “what is there to communicate?”
- Chris said he was targeting to have his position paper to the lawyer within a week. He would review and then send to the COA for presentation and approval.
- I told Chris that there is no scenario where we are not back to the situation where a flood occurs, the only solution is to raise the building, and the question remains who’s going to pay for it? Then what? I asked if individual unit owners cannot afford to pay for the cost to raise the buildings, would the community be satisfied having condemned buildings? He had no comment/answer.