

SHAPING CVE TOGETHER

2022
ANNUAL
REPORT



WWW.CENCLUB.COM

A MESSAGE FROM CENCLUB

This past year has been a leap of innovation for the Clubhouse and CVE's recreation facilities. While we continue to focus on serving our residents, we are also building more incredible amenities throughout the community. As we head into 2023, we are excited to continue to shape CVE together.

Sincerely,

CenClub
Board of Directors



SAFETY AND WELLBEING

The safety and well-being of our residents always comes first

We continue to improve our operations around securing our beloved facilities, and ensuring the health and wellness of our residents is top priority. This past year we have improved our security camera system by adding 35 cameras around the clubhouse, shuffleboard, pickleball courts, parking lots and putting course. With the addition of these cameras security can monitor these active areas, improving response times to incidents and injuries. The Clubhouse AEDs were recertified, and new electrode pads were purchased. Residents can feel confident that we are prepared with automated defibrillators for an emergency situation. Revalidation continues and we have already renewed almost 14,000 ID Cards. This campaign has enabled us to maintain a safer and more secure operation throughout the recreation properties. In addition to scanning into the clubhouse, guest sign-ins are now done through our computer system to track visits in the clubhouse. ID scanners have been added at all secondary entry points. This new equipment has already been helpful in preventing unknown individuals from accessing the clubhouse and ensuring residents and their guests are safe.



35 High Definition cameras added to our security infrastructure



14,000 ID cards Re-Validated

SAFETY AND WELLBEING

Ensuring the health and wellness of our residents is top priority

Another way we are keeping residents safe is through the upgraded lighting around the exterior of the clubhouse. Several wall mounted fixtures and pole lights have been repaired and upgraded to high efficiency LED lights. Colored Wi-Fi controlled lighting has been added. In addition, we have added more pathway lighting on the east side of the building for safe passage to the sports complex areas.

Sanitation and cleanliness play a key role in the well-being of our residents, and at CenClub we are continuing to set the standard. The custodial operation has been improved through implementing a ZONE orientation of tasks and scheduled cleaning. Designated areas of the clubhouse are distributed among cleaning staff to improve task frequency and overall sanitation.



QUALITY OF SERVICE



We understand the importance of service

As a pinnacle part of your active lifestyle, the clubhouse supplies many services and amenities that residents rely on daily. The quality of service that we provide to the community continues to grow, as we shape the resident experience through technology and innovation.

The most significant improvement to the services provided at the Clubhouse was the renovation and reinvention of the ID Office. We have combined Payment and ID services into one convenient location for residents to obtain their pass, and setup payments all in one place. Now that accounting is in-house, residents can manage their CenClub payments with ease either online or here at the Clubhouse.

We have made the sign in process easier through the addition of queuing technology conveniently located outside of this important department. This new system has transformed the resident experience, drastically reducing wait time and informing administration of patrons' needs before they step foot into the office.

QUALITY OF SERVICE

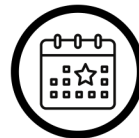
In addition, we are now printing coupons in house and on demand. This new policy has been instrumental in property transfers, saving residents time and frustration.

The Staff Office also saw an improvement of services. We have added more equipment for residents to utilize, such as a Mahjong set and puzzles. Our online portal has made it easier for residents to register for classes and make facility reservations. The class schedule has expanded with new and interesting classes, and our meeting spaces were filled with over 10,000 event reservations.

We have also improved the quality of the customer experience at the Old Florida Café, our restaurant on property. A service door has also been added for the wait staff to easily access the patio area. Providing these services is important in such an active community, and service quality continues to grow as residents become more involved.



**Printing coupons
in-house**



**Over 10,000 event
reservations**

INNOVATIVE THINKING

Always improving your amenities

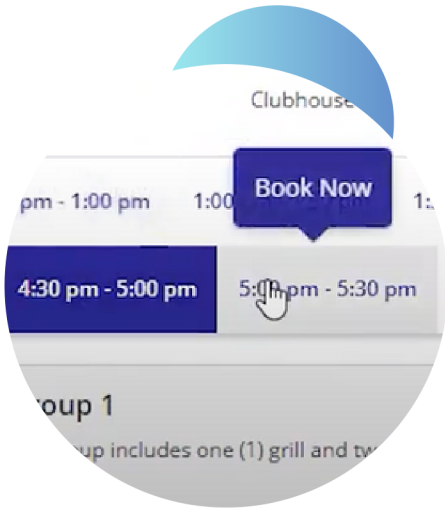
When looking to improve upon, and add to the amenities for all lifestyles within the Village, we here at CenClub are proud of our forward-thinking mindset.

New furniture continues to be added to pool decks across the community. This modern furniture is both comfortable and durable, making it easy for residents to enjoy the beautiful weather of South Florida for many years to come.

As our technology infrastructure grows, the space to house equipment and run cabling becomes reduced. In planning to continue to expand on these platforms, we have installed secondary network hub locations to add to in the coming years. These new locations will provide ease when building onto our fast-growing network and technology portfolio.



INNOVATIVE THINKING



The CenClub online portal has been an achievement in providing residents all of the recreation services in one place. Services such as facility reservations, personal training registrations, and BBQ grill deposits can all be done in the comfort of your home. One of the most innovative features we've added is outdoor space and Court availability. Now residents can see what's available before they book a time slot. With all of the exciting activities in the village, residents can use these tools to plan ahead.

For years, the restaurant patio has relied on umbrellas to provide shade from the South Florida sun. This year, a canopy was installed that covers the entirety of the patio, offering residents a more comfortable dining experience. These beautiful sail shades also modernize the area, and compliment the newly completed petanque and bocce cantilever canopies adjacent to the restaurant.



FACILITY OPERATIONS

Building our Operations

The community is active, and we continue to build onto our day-to-day operation. We have upgraded more equipment for our Building Automation System, completing the lighting and air handler controls throughout the clubhouse footprint. Valves and piping were replaced, in addition to new wiring and enclosures. This new equipment is a huge improvement behind the scenes of our operation.



Another exciting upgrade this year were the improvements made in the Multipurpose Room. We continue to stream fitness classes live on Zoom for the convenience of our residents. Equipment was upgraded in the MPR, improving sound quality and connection.

An additional improvement to our operation has been the new help page on our website. We created a one-stop shop for FAQs and "How To" videos on cenclub.com/help. Whether you're looking for a tutorial on registering for a class, or have questions about purchasing tickets, these answers and more are a click away online.



LIFESTYLE AND ENTERTAINMENT

Entertainment to fit every lifestyle

2022 was a great year for entertainment. Shows were sold in pod seating, and alternating rows were closed off to meet spacing recommendations. But the shows must go on! The summer shows were back in the Party Room and residents were welcome to invite guests.

The Season Shows were back at full capacity and residents once again enjoyed the theater that they know and love. In addition to bringing residents their favorite acts, we were excited to introduce new talent to the CVE stage, adding even more variety to the entertainment lineup.

Outside of theater entertainment, outdoor movies and shows in the gazebo continued to keep residents entertained throughout the year. Dinner on the town also returned, with the first stop at Sawgrass Mills.

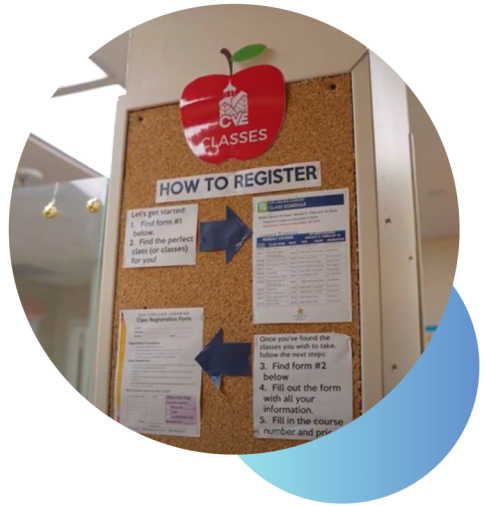
CenClub is committed to delivering state-of-the-art entertainment to fit every lifestyle.



CLASSES & EVENTS

We invite you to join the fun

We are so excited to have a full class schedule back in the Clubhouse. With so many new and exciting activities on the schedule, like acting and woodworking classes, there is a class for everyone's interests! We kicked off the season with the class showcase, where residents had the opportunity to meet instructors and discuss courses prior to registering. This year we added over 30 new classes and we're always looking for new instructors.



As the community has become more active, residents are expressing more and more interests. New clubs have been added- such as the belly dance club, year-round tennis club and the new quilting club- and more are being added weekly. We continued our relations with the many municipal services our residents utilize. Broward County Property Appraisers were available in the Clubhouse to assist residents with Homestead and BJs Wholesale is back to offer more discounts to residents. Comcast continues to meet with residents on Tuesdays, and the AARP Defensive Driving Course returned, offering classes to residents monthly. Reservation request forms, online and in the office, have been updated to help residents book rooms with more ease. Icons depicting the features and contents of each room were added as a tool to provide information about each venue. We want to make booking spaces easy and fun for our residents.

After almost 3 years, the Valentines Dance and Halloween Party finally returned, and both events were a great success. We invite you to join the fun, and explore all the activities, classes, and services offered here at CenClub.

FITNESS CENTER



Shaping an active community

With a year of continued activity in the Village, residents are utilizing the services at the Clubhouse more and more.

A welcome and reception area has been added to equip our staff with tools to provide residents a better fitness experience.

Putting course equipment has been added to our inventory for residents to use. This addition of putters, colorful golf balls, and scorecards has been extremely popular.

Personal training signups have been added to the online portal, and our highly qualified and certified personal trainers are ready to help residents meet their goals.

Hurricane impact windows and doors have been added to the fitness center porch, enclosing the space and eliminating the limits of inclement weather. Fans were replaced and the floor was resurfaced. Another one of our improvements is the extension of our staffed fitness center hours. For the convenience of our residents, the Fitness Center is now staffed with a fitness attendant until 10pm seven days a week!

One of our more popular athletic classes has always been Aquacise. Since many residents wanted to join in these programs and space in the Clubhouse pool was limited, we needed a way to offer more programs. Adding the Richmond pool to the group exercise schedule has been a huge success and offers convenience for residents in the immediate vicinity.

Here at the fitness center, we will continue to shape our amenities around the needs of our active community.

CVE THEATER

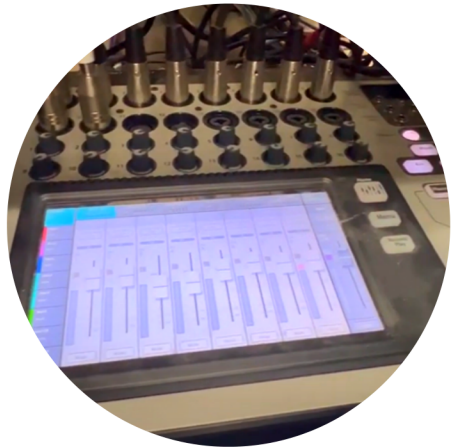
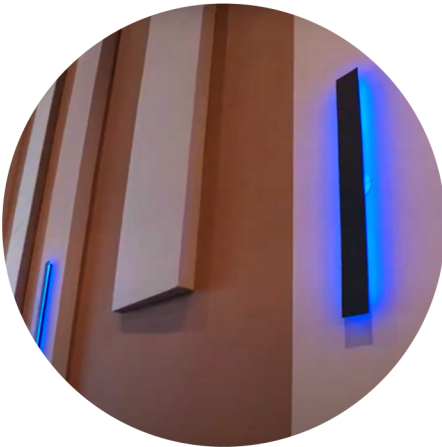
Transforming your experience

The theater underwent a transformation this year, both in the house and in the booth. The East side of the house shell was repaired with new drywall and fresh paint. Acoustic panels were replaced and an audio tuning was completed. For a modern and clean look, the sconces on the sides of the house walls were replaced with LED color changing sconces.



Routine maintenance was completed in addition to updates for the consoles in the booth. Outside of the theater, tie-ins were installed for a permanent Zoom setup in GP-A for the CenClub board meetings. This makes the sound, video, and internet connection more reliable during live meetings.

We are building more within our theater to provide residents a world-class experience.



MAINTENANCE & IMPROVEMENTS

Maintaining your amenities

2022 was a very productive year for the maintenance team. We painted the exterior of all pool houses with a new blue color scheme.

A towable boom lift was added to the equipment fleet to help with high reach projects. This also helps reduce the costs of renting equipment from a third-party.

In preparation for Hurricanes Nicole and Ian, all necessary procedures were followed.

Our main accomplishment this year was the roof replacement above the theater. This new roof will protect our beautiful theater from water damage in the years to come.



**1454 work orders
completed**



COMMUNITY POOLS

Setting the standard

2022 brought many accomplishments for the pool team here at CenClub. Valves were replaced on all pools to improve circulation for each pump. Brand new heating pumps were ordered and installed at both the Durham and Markham pools.

As an accessory to the new Automation system controls, new sensors and data cables were added to pool systems throughout the village.

In the continued effort to preserve the pools in our community, the Durham and Upminster pools were rebuilt with brand new coping, tile, and plaster. These pools never looked better!

Flooring was redone in the Upminster, Westbury, and Ventnor restrooms, with a nice quartz finish.

Residents can lounge with ease knowing the pools are in good hands here at CVE.



**1192 work orders
completed**

MAJOR PROJECTS

Putting Course

CenClub is excited to bring a putting course to the village, offering more activities to add to our endless list. The course was designed to challenge residents with slopes and undulations, all surrounded by a beautiful landscape. Four tiki structures were added to compliment the nautical appeal and provide shade in the South Florida heat. Bollard lights were installed so residents can enjoy the course at night, and color changing landscape lighting was added for a fun nighttime experience. Wi-Fi and music were installed to top off this incredible amenity, along with security cameras to help keep our residents safe. This facility is truly amazing and the only of its kind in the area. The course is located behind the clubhouse near the pickleball and badminton court. This new experience is truly a “hole in one.”



Additional Pickleball Courts

Our residents are always active, and our facilities are growing to meet their needs. After a year of planning and permitting, CenClub is breaking ground on the Parking lot pickleball complex, bringing the total number of pickleball courts in the village to 18. This project is an exciting addition to the amenities here, providing our resident athletes with more time to play during the busy season.



MAJOR PROJECTS

Clubhouse Exterior Painting

As always, a new year brings restoration and improvement to our community, and also to our facilities. This past summer, the clubhouse received a fresh coat of exterior paint, restoring its appeal as the center of our beautiful community. This tedious process took about three months, and each brick was painted by hand. We are excited to see our clubhouse look brand new again after over 40 years of incredible memories together.

Woodshop Addition

The clubhouse has several areas for residents to express their creativity. This year we have added a woodshop to the list. Residents are now able to access equipment, join woodworking clubs, and participate in classes here at the woodshop.



OTHER PROJECTS

- Repaved Bus Parking Lot
- New Walking Path to Putting Course
- Hurricane Impact Window Upgrade at Restaurant
- Card Room A and Game Room Wall
- Main Entrance Tree Replacement
- Courts Resurfaced
- Relocated Game Room to Second Floor
- CVE Performing Pumpkins Return
- Outdoor Pool Pavers Repaired
- New Landscaping at Outdoor Pool
- Collected 411 Toys for Toys-for-Tots
- Restaurant Propane Tank Replaced
- Emergency Call Box Added at Putting Course
- LED Lighting Upgrades for Clubhouse Interior



UPCOMING PROJECTS

Richmond Pool Reinvention

Progress for the Richmond pool renovation and resurfacing is underway, and designs and permits have been implemented. As one of our largest pools, we know how important this amenity is to the many residents who use it regularly. One of the features we are excited about is a zero-entry portion that will help residents enter and exit the pool with ease.



Replacing Pond Fountain

In 2023 CenClub will be replacing the system components of the front fountain feature that has been an iconic landmark at the Clubhouse for years. The new equipment will include a pump, fittings, and beautiful, color changing lights that will match holiday themes and lighting around the rest of the village.



Handball and Racquetball Area

As we continue to innovate, residents demand more and more activity. In the coming years, CenClub will be constructing a Handball and Racquetball area. Residents will be able to check out equipment to use this new facility, adding even more to the long list of activities here at CenClub.

UPCOMING PROJECTS



Party Room Lighting Upgrade

For years, the Party Room has been an important gathering space for the village. To improve our shows and events in the Party Room, we plan to upgrade the lighting system this year. This suspended trust system will make our summer shows and holiday events more extravagant and exciting for all who attend.



Ballet Barres in Multipurpose Room

In an effort to expand our athletic classes and schedules, residents will be excited to know CenClub will be adding Ballet Barres to the Multipurpose Room of the Fitness Center. Ballet classes, offered through the Staff Office, have become popular and the mirrors in the Multipurpose Room are perfect for practice. We hope this improvement will give residents the tools they need to continue to enjoy this activity.

UPCOMING PROJECTS

New Fitness Equipment

New equipment for the Fitness Center will be purchased in 2023, replacing outdated machines and also adding more for residents to use. Due to its popularity, another Smith machine will be added to the weight room.

Additionally, an ab machine, weights, and medicine balls are being purchased to help residents stay in shape.



Paver Path Around Sports Complex

For many years, the paths and roads around the clubhouse have been damaged by roots and weather. We are very excited to replace these paths with brand-new paver pathways, connecting all our recently added paths together. This new pathway will stretch from the Fitness Center back to the Putting Course and extend all the way to the Restaurant. This new path will provide a safer passage for pedestrians, as well as a much more aesthetic trail.



2022-2023 BUDGET

Our efforts at CenClub are put towards ensuring your monthly recreation payments are allocated responsibly. We always have the residents in mind, ensuring new amenities, improved quality of life, and securing reserves for the future. Here's a look at the CenClub Recreation Management Budget for 2022-2023

Income

CenClub's income is comprised of monthly recreation fees and activity revenue, such as classes and ticket sales. This year CenClub plans to collect over \$11 million that will be allocated towards maintaining the beauty of the recreation facilities, and fueling the amenities and services we provide in shaping the village.



COUPON INCOME
OTHER INCOME – Classes, I.D., and Ticket Sales
TOTAL INCOME

\$10,669,224.00
\$555,305.00
\$11,224,529.00

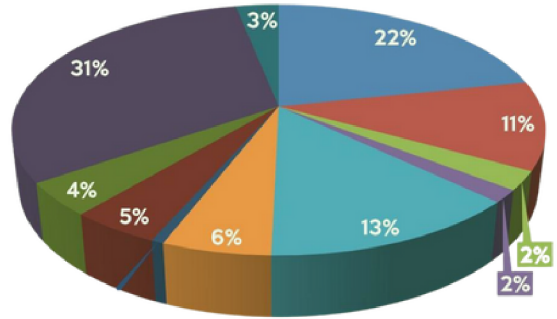


2022-2023 BUDGET

Expenses

With a vast amount of expenses involved in supporting the recreation amenities, our annual operating budget provides a detailed breakdown of how the income is spent.

A copy of our annual operating budget is available for residents to reference online at cenclub.com/documents or in the Staff Office at the clubhouse.



- GENERAL AND ADMINISTRATIVE (22%)
- TAXES/FEES/INSURANCE (11%)
- ID AND SECURITY (2%)
- LEGAL AND PROFESSIONAL SERVICES (2%)
- ELECTRIC/TRASH/JANITORIAL (13%)
- THEATER/ENTERTAINMENT/DANCES (6%)
- ATHLETIC/INSTRUCTORS/SPORTS/GAMES (1%)
- POOLS/COURTS/GROUNDS (5%)
- FACILITIES/EQUIPMENT/HVAC (4%)
- SCHEDULED PROJECTS (31%)
- REPLACEMENT RESERVES LESS DRAWS (3%)

GENERAL AND ADMINISTRATIVE	\$2,437,090.00
TAXES/FEES/INSURANCE	\$1,275,931.00
ID AND SECURITY	\$269,900.00
LEGAL AND PROFESSIONAL SERVICES	\$179,600.00
ELECTRIC/TRASH/JANITORIAL	\$1,490,515.00
THEATER/ENTERTAINMENT/DANCES	\$623,175.00
ATHLETIC/INSTRUCTORS/SPORTS/GAMES	\$72,000.00
POOLS/COURTS/GROUNDS	\$517,100.00
FACILITIES/EQUIPMENT/HVAC	\$476,200.00
SCHEDULED PROJECTS	\$3,533,500.00
REPLACEMENT RESERVES FOR REPAIRS (LESS DRAWS)	\$349,518.00
TOTAL EXPENSES	\$11,224,529.00

A Special Thank You to the 2022 Board of Directors

Rita Pickar

President

Phil Raymond

Vice President

Jay Baimel

Treasurer

Michael Rackman

Corporate Secretary

Susan Dove

Stanley Spitzer

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