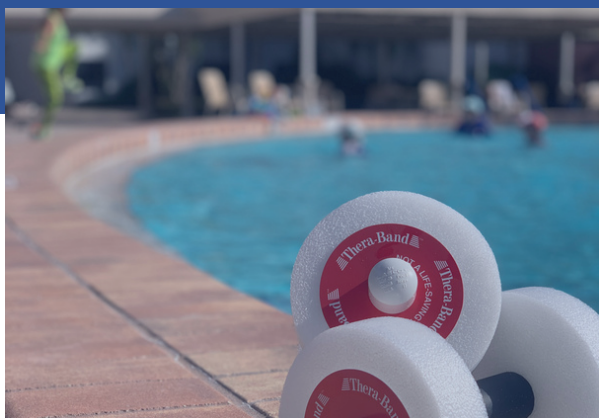


CENTURY VILLAGE EAST

ANNUAL REPORT

—
2020



WWW.CENCLUB.COM

A MESSAGE FROM CENCLUB

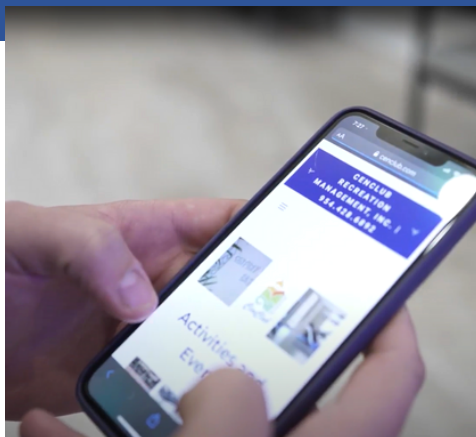
This past year has brought many challenges and changes to our community. CenClub Recreation Management, Inc. has remained dedicated to supporting the residents of Century Village East through Communication, Health and Safety, and Innovation. Throughout the pandemic, CenClub continues to adapt to the lifestyle needs of residents, all while providing programs and services in a safe way. We have accomplished a vast number of projects throughout all recreation properties. From updating landscaping to finalizing the purchase of the recreation facilities, CenClub has had a productive year.

Sincerely,

CenClub
Board of Directors



COMMUNICATION



Staying Connected

During these times, it is important to stay connected. Providing information regarding events and services is paramount to ensuring residents are staying updated. We are proud to say that the Clubhouse and essential services have remained open throughout the pandemic. In addition to these essential services, CenClub has offered emergency communication outlets on Local Channels 98 and 99. These two channels are important resources that residents access daily. The systems for these channels have been upgraded to provide a better viewing experience for the residents here at Century Village East.



Over 1200 emails added to CenClub email distribution list



Upgraded COMCAST Services to Fiber Optic Network



HEALTH AND SAFETY

Shifting Priorities to What Matters Most

We take health and safety seriously, and the sanitation of the clubhouse throughout the pandemic has been a top priority.

Sanitation stations and sanitizer dispensers have been added throughout the recreation facilities. We have stocked up on essential products, such as paper towels, toilet paper, and Virex, an industrial disinfectant. We remained focused on the well-being of our residents, regularly sanitizing frequently touched surfaces and equipment here at the Clubhouse.



12 hand sanitizer dispensers added throughout the Clubhouse



Shifted cleaning priorities to disinfecting surfaces



INNOVATION



Offering More

2020 has transformed our entertainment and fitness, opening opportunities for residents to enjoy events and classes worldwide. This year has enabled our staff to be creative, offering more services online and providing more customer service support in these trying times. Events and programs were transformed throughout the world during the COVID-19 pandemic, and here at CenClub we adapted just the same. Events were moved onto a virtual platform, movies were offered on our local channel, and fitness classes offered through video conferencing.

**Hosted 14 signature
events virtually**



**146 Lifelong Learning
Classes offered,
42 online**



FACILITY OPERATIONS

Maximizing Operations

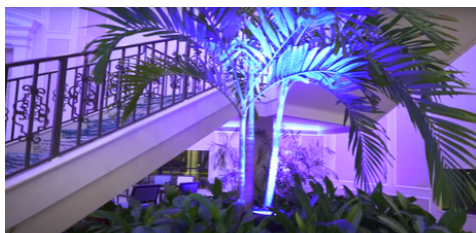
We have done a lot to maximize operations of recreational facilities. Our focus has shifted to sanitation and security, to ensure residents feel comfortable and confident in using the amenities.

Security Desks were custom built in-house by our master carpenter, Jerry Moll. These desks make the entries to the clubhouse look great and built in ID card scanners provide better security for residents.



Our website was redesigned, with the residents in mind. Navigating through content, making reservations, and utilizing services has never been more accessible. We shifted our fitness classes to a reservation system, to control capacity, and to keep a list of attendees for each session. We have been successful in managing over **60,000** reservations since reopening the fitness center and athletic classes. Strict parameters and disinfecting routines have been put in place to ensure residents safety while they enjoy the Clubhouse.

Another exciting improvement is the video conferencing equipment installed in the fitness classrooms. With the Fitness schedule moving to online classes, due to the pandemic, these upgrades allow us to continue to stream live once classes are back in person.



We updated colored and themed lighting around the Clubhouse landscape, Cupola, and main lobby. These themes are changed throughout the year to reflect the season or holiday.

LIFESTYLE AND ENTERTAINMENT



Continuing to Entertain

We kicked off 2020 with some great activities, events, and shows. Early in the year, our trips to Shark Valley and the Performing Arts Center were very popular.

When shows and trips were halted due to the pandemic, we had an important job of continuing to

provide residents entertainment. Working with the City of Deerfield Beach to navigate certain mandates, we were able to coordinate fun outdoor events for residents to enjoy safely, and more importantly, feel comfortable attending.

Events like “Food Truck Wednesday’s” and “Show in the Gazebo” were designed around the COVID-19 guidelines to ensure fun and safety for all attending or watching live online from home.

In 2021 we are eager to bring Century Village more entertainment options that suit everyone's lifestyle.



VIRTUAL CLASSES & EVENTS

Quality Online Experiences

Events and Classes have been transformed at Century Village this past year.

Although the meeting rooms were offline, we offered 42 online classes to residents, with the instructors they love. We also opened up a few reoccurring learning events to residents virtually. The “Cook-Along” events with Chef Alice were very successful and the “Art and Sip” events with local artist April DuBois were so much fun.

We hosted a Virtual Exotic Animal Experience in 2020 where residents were able to ask questions about the creatures and critters on the screen.



Despite the pandemic, we were able to continue our relationship with Broward Health North, offering monthly health discussions, tailored to our residents.

We at CenClub are looking forward to another great year of quality events.

FITNESS CENTER



Staying Active Has Never Been More Important

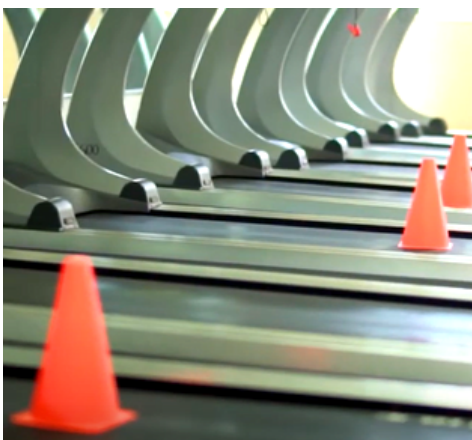
The Fitness Center has been very active despite the Coronavirus pandemic.

At the beginning of the year, we reupholstered all of our fitness equipment with a beautiful and durable bright blue material. Some

highly desired equipment was added to our collection; upper body ergometer, adjustable stride length elliptica and a self-contained stretching area creating a safe platform for comprehensive stretches.

One of our most innovative successes this year was our online fitness experience. We have been offering live classes virtually through zoom with our current instructors. We plan to continue this online option, even as we open up classes for residents to participate in person.

Safety and sanitation is a top priority in the Fitness Center, and we continue to sanitize all of the equipment in between work out reservations.



CVE THEATER

Audio & Visual Updates

One of our best seasons in the theater was cut short in early 2020. But in light of the pandemic, we have focused our efforts in continuing to improve the entertainment experience in the theater here at CVE.



The audio system was restored with the purchase of a state-of-the-art sound board. Lights and special effects equipment were adjusted on the truss, leaving room for upgrades in 2021.

In addition to equipment enhancements in 2020, we were creative in providing entertainment to residents throughout the season. We introduced the CVE Performing Pumpkins display for the fall, and upgraded the candelabra bulbs and fountain lights in the lobby to reflect colorful themes for each holiday.



Our team was able to sit in on webinars and other virtual continuing education events in an effort to stay ahead of all aspects within the production world. We underwent training in audio and network systems in production, lighting programming, and so much more. When the time comes, we are excited to welcome residents back into our theater, opening the curtain to another successful showcase.

MAINTENANCE & IMPROVEMENTS



Maintenance Updates

2020 was a year of important maintenance for the recreation facilities. In addition to the normal maintenance routines, we had our 40 year inspection of the Clubhouse, which was successful. We upgraded the recessed lighting in all common areas and hallways to LED, saving

energy and cost in utilities. The Clubhouse received a new Fire Pump Motor for the sprinkler system. Meeting and event spaces received a fresh coat of paint. Another big project we have been working on throughout the year is building and installing new benches throughout the facilities. We are ready to continue improving the facilities in the new year.



**Work Orders
Completed:**

1,741



COMMUNITY POOLS

Updates

We accomplished a lot this year at the pools throughout the community. Work orders were completed regularly, in addition to some major projects and renovations. We upgraded all of the area and pool house lighting to brighter and more energy efficient LED fixtures.



Life Saving equipment, gate locks, fence rails and clocks were newly replaced. Lyndhurst South and Oakridge pools were both resurfaced, and we plan on doing more into 2021. A huge improvement we are excited about is the completion of the new onsite chlorine tank. This will save our team time and money in transporting chemicals from pool to pool.

**Work Orders
Completed:**

481



MAJOR PROJECTS AT CVE



Purchase of Recreation Property

As the lease of the recreation facilities came to an end, we are thrilled to announce The Board of Directors exercised the option to purchase the facilities from the developers. This endeavor took years of planning and we are pleased to be a part of such a momentous event in our community's history.

The final payment for these facilities was satisfied in December 2020, and we thank all involved in this.

Clubhouse Lighting Improvements

Throughout the Clubhouse Property, we have added new LED lights along the sidewalks, roadways, and parking lots. These durable lights are much brighter, but more importantly, energy saving and cost efficient.



New Carpeting in the Meeting Rooms

To finalize flooring upgrades in the Clubhouse, new carpet has been laid in all of the meeting spaces. This beautiful material is durable and easily maintained. This new flooring consists of a grid of carpet squares that can be replaced individually if stained or torn.

MAJOR PROJECTS AT CVE

Landscaping Upgrades

The Landscape across all recreation properties continues to thrive, along with some improvements to keep CVE beautiful. The major landscaping projects in 2020 include the replacing of the second floor drop off median trees and shrubs and two beautiful Sylvester palm

trees have been added, along with lush and tropical plants and shrubs.

Another exciting improvement is at the Ventnor Pool, where we eliminated the invasive and overgrown royal poinciana tree. The garden bed was filled with juvenile flowering plants and hedges that will grow nicely in a few months. The dying Ficus hedges by the Shuffleboard courts were replaced with a beautiful and durable calsia hedge, along with 12 foxtail palms.



CVE Welcomes Old Florida Cafe

We are excited to have Old Florida Café on property for our residents to enjoy. The café is going above and beyond in offering great specials and prices, as well as, following CDC guidelines in sanitation.

New Standby Backup Generator

Keeping things up and running is one thing we know is important. Our backup generator here at the Clubhouse was 40 years old, and although tests were done regularly, parts were impossible to find. We installed a new standby backup generator to ensure the emergency lights and essential services here at CVE can remain available, even during an outage.



OTHER PROJECTS COMPLETED

- Annual preventative maintenance performed on all pools
- New patio furniture and umbrellas at the restaurant
- Additional parking spots added to Upminster pool
- Clubhouse awnings, gutters, and window pressure cleaned
- Back parking lot of the Clubhouse was paved
- New signs installed with Clubhouse Rules and Regulations
- Roofs and Canopies of the pool houses were pressure cleaned
- New speakers added to the Outdoor Pool Canopy
- Plexiglass added to several offices
- East fitness entrance door replaced with hurricane impact door
- Door to CenClub office replaced with automatic sliding door
- Interior of International Library was painted
- Collected over 350 toys for Toys for Tots
- Added 16 security cameras to the Clubhouse
- Replaced tennis court lighting with LED bulbs
- Transformed Music Room A into a professional spin room
- Added a custom planter box outside of GP-A
 - In loving memory of 2020 Board of Directors member Marjorie Campbell



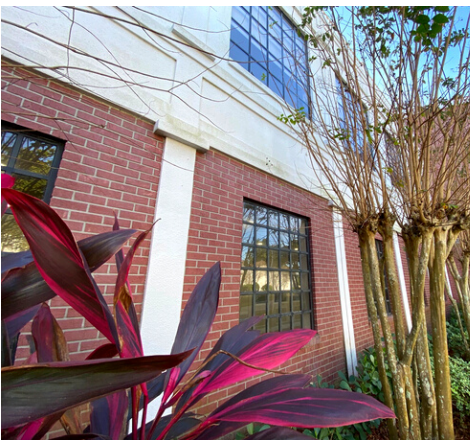
CENCLUB UPCOMING PROJECTS

Here at CenClub, we are excited to share some major improvements instore for the upcoming year.

Sanitation of the Recreation Facilities

We plan to continue our progress and high standards in cleanliness and safety. We renewed our custodial service contract with

Encompass Onsite to ensure consistency in sanitation throughout our facilities. Custodial operations have adapted to prioritize disinfecting of surfaces, furniture and equipment throughout the Clubhouse, courts, and pools. As our community continues to thrive, CenClub has set a standard for onsite sanitation.



Clubhouse Windows Upgrade

2020 was the most active and fifth costliest hurricane season on record with storms producing winds up to 150 miles per hour. Prior to the storm season, our staff has worked diligently on updating tropical storm and hurricane emergency procedures, and we are proud to say protocols were successfully

executed. In continuing to combat future storms and preserve the infrastructure of the recreation facilities, the CenClub Board approved the upgrade of all windows in the Clubhouse to hurricane impact. This massive improvement will reduce insurance costs and safeguard our beloved clubhouse for generations to come.

CENCLUB UPCOMING PROJECTS



ID Revalidation

Here at CenClub, ID cards are a critical task in ensuring residents have access to the services and amenities they need. In 2021, CenClub will be issuing brand new ID cards to every resident in Century Village East. These new IDs will coincide with our ticketing and event systems, along with

providing our facilities with more access option in the coming years.

Cantilever Canopies for Petanque and Bocce

For years, residents who enjoy the Petanque and Bocce facilities at the Clubhouse have relied on umbrellas to provide shade from the South Florida sun. We are excited to finally provide canopies on all courts, with lighting so residents can play into the night. These cantilever style coverings, similar to what we have at Shuffleboard, will be a huge improvement, aesthetically and functionally, for these popular games.

Upgrades in Meeting Rooms

With the growing need for virtual meetings and events, we have put a plan together that will allow residents the capability to hold virtual meetings in all of our general purpose rooms. Once restrictions are lightened, Clubs and Organizations will have access to webcams and computers to meet with members both in the room and online.



CENCLUB UPCOMING PROJECTS

Security Cameras at the Pools

To improve security at the pools throughout the community, we are upgrading our camera systems to high definition network cameras. With these upgrades, camera coverage of the pools will increase by almost 90% and durable hardware that will keep residents and our facilities secure for years to come.



More to look forward to in 2021



With more projects and entertainment ahead of us, we want to thank everyone for a great 2020 in Century Village. From all of us at CenClub, we wish you a happy and healthy 2021.

**A Special Thank You
to the
2020 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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