

**Vineyards Community Association, Inc.**  
**Special Meeting**  
**November 12, 2014**

**Attendance list of Board and Neighborhood Representatives:**

Robert Rogers	VCA
Stephen Cusson	PMP Association Manager
Sam Holbrook	VCA Cable Committee Chairperson
Adele Duba	Arbor Glen
Jeri McKay	Augusta Falls
William Morgan	Avellino Isles
Al Bellows	Bellerive
Lynn Grewe	Camelot Park
William Fronmuller	Chardonnay
Barbara Clougherty	Clubsides Reserve
Charles Staley	Concord
ABSENT	Erin Lake
SueAnne DeMarco	Fountainhead
Judy Feldt	Glen Lake Estates
Bruce Gray	Hammock Isles Estates
Stuart Yager	Hammock Isles Villas
Will Orlove	Laguna Royale
Romano Micciche	Lalique
ABSENT	Montelena
Sy Rosen	Napa Ridge Patio
Klaus Haasemann	Napa Ridge Villas
Patricia Edwards	Oak Colony
Charles Schroeder	Palo Verde
Alan Norris	Regency Reserve
Mike Flounlacker	San Miguel
Robert Castronova	San Rafael
ABSENT	Silver Oaks
ABSENT	Sonoma Lake
Pete Tremblay	Terracina
Sam Holbrooks	Tierra Lago
ABSENT	Tra Vigne
Don Sherman	Tuscany
Norman Brown	Valley Oak
Robert Rogers	Venezia Grande
Tom McKiernan	Villa Florenza
ABSENT	Villa Verona
Bob Ryan	Villa Vistana
Fred Minter	Vintage Reserve
Tony Acquarulo	Vista Pointe
Kent Conwell	Wedgewood

**I. CALL TO ORDER**

The meeting was called to order at 9:30 a.m. on, Wednesday, November 12, 2014 at the Vineyards Country Club, 400 Vineyards Boulevard, Naples, Florida.

## **II. DETERMINATION OF QUORUM**

Due notice was given and a quorum established with Robert Rogers representing the VCA Board and Developer controlled communities. Thirty Sub-Associations were represented by their Neighborhood Representatives, Stephen Cusson from PMP Management was also present as were several community NR Alternates and various Board members.

2 sub-associations remain in developer control.

## **III. CONFIRMATION OF PROOF OF NOTICE**

Due notice was mailed and e-mailed to all the Neighborhood Representatives for the Special Meeting in August and emailed again in October.

## **IV. APPROVAL OF MINUTES**

A motion was made and seconded to approve the minutes from the February 27, 2014 annual Meeting as written, the motion was unanimously approved.

## **V. REPORTS OF OFFICERS**     **none**

## **VI. UNFINISHED BUSINESS**     **none**

## **VII. NEW BUSINESS**

Steve Cusson discussed the turnover process and estimated time line. He requested anyone who wants to volunteer for the turnover committee to please notify him. The removal of speed bumps on Arbor Blvd has been reversed, something smaller will be installed. Steve Cusson also announced that Pro-Tree Farms will continue to operate after the turnover and be available to maintain the communities landscaping and irrigation needs.

Sam Holbrook, VCA Bulk Cable Committee Chairperson presented the NR's with an update of the committees concerns with the Summit Broadband service and its ongoing communication with Summit Broadband Management. Sam presentation showed where the service was a year ago, what we were promised and where we are today and outlined where we want it to be. This presentation was very thorough and addressed all aspects of the service. Sam took questions to make sure everyone in attendance had a clear understanding.

Mark Lipford, COO of Summit Broadband acknowledged recent problems and promised better performance in the future. The key points were:

1. TV quality will improve and Video on Demand will expand. (3/31/2014) Mark offered a brief

description of what was needed to complete this upgrade.

2. They are going to do some internal restructuring to improve customer service. We should expect drastic improvement in the call center no later than (1/31/2015). Until then a trailer has been set up at the VCC with 4 full time techs and a customer care person to work on Vineyards service issues.
3. They will have all of the service working properly by March 31<sup>st</sup>.

Blaine Schaefer of Cable Bahamas introduced himself and has dedicated himself fulltime to resolving the problems in SW Florida. Blaine is an engineer for the company with many years experience.

Mark and Blaine answered questions and listened to suggestions from the NRs in attendance.

The Summit representatives were then excused and the NRs then discussed what to do.

Robert Rogers, Steve Cusson and a few NRs identified additional problems with Summit specifically referencing the history of problems and broken promises from Summit. Many NRs felt the service overall was acceptable, but clearly needs improvement, and this was not the time to terminate the relationship. As such, the NRs agreed Summit should be monitored closely over the coming months to see what progress is made. It was agreed by the NRs that a letter should go to Summit with specific milestones to be met and a request these milestones be memorialized in an Addendum to the Contract.

Dave Passeri of Hammock Isles Estates suggested that the VCA hire an outside project manager to work with the VCA to manage this project.

Steve Cusson reminded the NRs that Summit was putting in a temporary trailer office in the VCC parking lot with 4 technicians to service only the Vineyards and asked the NRs to make sure to inform their residents about this and the other substantive portions of the meeting.

Steve Cusson and Robert Rogers answered various questions from the NRs in attendance.

## **VIII. NEXT MEETING**

The next NR meeting will be held in March, 2015.

## **IX. ADJOURNMENT**

There being no further business, a motion was made, seconded and unanimously approved to adjourn the meeting at 12:15pm.

Respectfully submitted,

Stephen Cusson, CAM, CMAC®, AMS®  
VCA Association Manager