

BOARD OF DIRECTORS' MEETING  
THE MONARCH AT ROYAL HIGHLANDS, INC.  
July 25, 2025

A meeting of the Board of Directors of The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in Mtg Rm A at the Rec Ctr. Those present: Rick Mason, Harold Beasley, Esther Patterson, Dean Woodle (via phone), Bill Ortvals and Terry Pollard. Tom Cvikota and Bonnie Rex were absent. Luis Colon, General Manager, Craig Shelton, Course Superintendent, and Dawn Catando, Food and Beverage Manager, were also in attendance.

Rick Mason called the meeting to order. The minutes of the 7/11/2025 meeting were approved.

**Course Superintendent – Craig Shelton Recent Activity:**

- Aerified greens
- Following aerification, greens were verticut and double cut with mowers
- The following day greens were brushed with drag brush and mowed
- Mole cricket damage on #16 fairway was seeded, top-dressed with command, and fertilized. Existing grass is already filling back in.
- Sprayed mole cricket hot spots
- Spread mole cricket bait in high pressure areas.
- Started edging bunkers and spraying weeds in bunkers
- Continued working on nursery green
- Weedeated area on hill left side of #10 by property line behind vacant lot where house burned down as requested.
- Continued spraying herbicides.
- Weedeated lake banks.
- Trimmed back ornamental grasses along cart paths that were over-hanging paths. For example, #4 tee, #8 tee, and #15 tee.
- Sprayed greens for mole crickets and with fertility program.

**Notes:**

- 3500 rough mower down. Parts on back order
- 1 man out for emergency surgery. Surgery was successful and he is being released from hospital as I write this report. He will be out for at least 6 weeks for recovery.
- Received a quote for sod on #16 fairway of \$7,000.

**Notes from the Board**

- Hole #12 - Craig advised to continue watching the condition of the vacant lot (that we own) to ensure it is maintained now that there are new owners to the residence beside the lot.
- Hole #16 - Board agreed to not sod #16 fairway. It would take 2-3 weeks for the sod to arrive, and by this time the grass will have grown in.
- Hole #2 – Craig is proceeding with the sod project on hole #2, and he suggested having a company come in and lay the sod (instead of using our volunteers). It is an area of approximately 10,000 sf and the labor cost to lay the sod amounts to approximately \$1300.

**Rick Mason made the motion, seconded by Terry Pollard, to cover the cost of adding contract labor to lay the sod on hole #2 not to exceed \$1500. Motion approved.**

- Hole #6 – Need to continue top dressing the approach area (got washed out twice). Suggested taking down the rope and advise golfers it is “ground under repair” - you can hit from that area taking relief.
- Greens will be rolled next week.
- The board is very aware of the tee boxes that are in need of repair and/or sod. This capitalized expenditure project was not included in this year’s budget, and we need to figure out the cost for next year’s budget as it could be in the thousands of dollars, considering the number of tee boxes and the cost of seed/sod. We

need a price point and then bring this to the membership for review. In the meantime, the grass should be filling in and by mid-November we should have grass on the tee boxes around the same time we overseed fairways, tee boxes and approaches.

#### **Food and Beverage Manager – Dawn Catando**

- July 28<sup>th</sup> Men's Match Play
- August 6<sup>th</sup> Lewis Celebration of Life
- The Freshman Club Event was a huge success. We are still receiving compliments on how great the service and food was.
- Birthday Bash was another success along with really good feedback from the guests attending.

#### **Currently Working ON:**

- Still trying to hire new staff and continue to work on staff Training. We have hired a new full time server, and I have received a few applicants that I am in process of reviewing to hire for bartender. I am hoping these positions that are open will soon be filled.
- Toby and I are working on the new streamlined menu. This has been on-going for the last few weeks. We are trying to include cost effective menu items that will entice the guests to visit. The response has been very positive for both the burger night and the Friday Fish Fry. We plan to continue this every other Wednesday for Burger Night and Every Friday for the Fish Fry.
- I have been diligently working on templates for specials for the email blasts since we do not currently have any existing with the new email program. I will be meeting with Dean when he returns to set up a plan to streamline the email blasts that will assist in getting the communications out daily.
- We need to contact Eco Lab to do something about the foul odor in the office. If they do not respond soon, Dawn will contact another exterminator (Terry Pollard to advise).
- The roof above the walk-in cooler leaks during heavy rains. Need to contact the contractor (Eustis Roofing) to fix it.
- The air conditioning vents in the restaurant are dripping. Tables have been moved away from the vents. If all the vents are turned on, this fixes the situation. Some of them are turned off at the customer's request for being too cold. We will leave all the vents on and sit the customers in another area of the restaurant.

#### **Notes from the Board - Restaurant**

- We need to post consistent days/hours open rather than close the "day of" due to low attendance.
- The Board discussed with Dawn the impact of closing the kitchen one day but keeping the bar open from 11:00 a.m. to 5:00 p.m. Other communities close their restaurant on Sundays and Mondays and Dawn is optimistic about staying open those days to draw in that traffic. Before making a decision on what day to close, we need to look at data from the past 2 months to see what day has the least revenue (Luis to handle), keeping in mind that our northern members will be back in the Fall and this could generate more business.
- Dawn advised that she has a hotdog machine available and could have them readily available on Mondays at a reasonable cost and there are chips and snacks available for purchase as well. She could start this in the month of September (Board agreed).
- We need to advertise our restaurant in other communities. For example, Plantation has a community bulletin board that we could get a flyer to post there (Terry Pollard to handle).

#### **General Manager – Luis Colon**

- Luis received a quote from West Tree Services for removal of the live oak on hole #9 that has been hit by lightning, plus stump grinding, and removal of one tree in the hedge between #9 and #10. Also trim 19 palm

trees, removing all brown fronds and seed pods. The total cost for the tree removal and other work is \$3800. This price includes removal of all tree debris from the property.

**Rick Mason made the motion, seconded by Terry Pollard, to approve the capital expenditure to remove the tree on #9 plus stump grinding, remove the tree in the hedge between #9 and #10, and trim 19 palm trees removing fronds and seed pods in an amount not to exceed \$3800. Motion approved.**

- The income statements for April and May were provided to the Board and discussion followed regarding the YTD negative variance on several items. Luis explained to the Board that we need to start reviewing these numbers in early August to determine where we are going to cut expenses for the next fiscal year budget. We are still optimistic that the new construction going on nearby will bring in additional revenue, but that still has a way to go before it is realized.
- Luis discussed with the accounting firm the need to have the financial reports in a timely manner. It appears that the earliest that would be available to us would be the 21<sup>st</sup> of the month for the previous month.

#### **President – Rick Mason**

Rick received an inquiry from a consulting firm regarding golf course maintenance. We are not looking to replace our current situation but are curious about what they have to offer. Before any action is taken, there will be further discussion with the Board.

#### **Vice President – Dean Woodle (Nothing to report)**

#### **Secretary – Esther Patterson**

- Esther to provide Luis with the thumb drive of BOD activity 2025 to date for backup to the server. This needs to be done regularly.
- Management Incentive Bonus Program – The Board approved this program on December 10, 2021. All that remains is that we determine the fiscal year 2024-2025 participants and the payouts. This can be done after the fiscal year ends September 2025.

#### **Treasurer’s Report – Bonnie Rex (Absent)**

#### **Membership – Bill Ortvals (Nothing to report)**

#### **Marketing - Tom Cvikota (Absent)**

#### **Building and Grounds – Terry Pollard (nothing to report)**

#### **Golf – Harold Beasley**

- Sent out the 2026 draft calendar to the committee for review.
- The course will be closed for half days on October 28 and 29 for overseeding and closed all day on November 4<sup>th</sup> for overseeding (instead of October 27).

#### **Communications – Dean Woodle**

- Looks like we finally have the Eblast portion of Golf Now fully operational. I am still questioning if a few people are not getting the emails even though the system says delivered and will keep working that one on one.
- Will send out the Local Rules document to all members for reference.
- Will send out the Maintenance Report after Board approval.

Meeting adjourned at 10:10 a.m. The next Board Meeting is scheduled for August 8, 2025, at 8:00 a.m. in Mtg Rm A at the Rec Ctr.

Respectfully submitted,

Esther Patterson