

OMBUDSMAN COMMITTEE MEETING MINUTES

February 3, 2015

- I. Meeting called to order at 1:00 pm – River Club
- II. Roll Call - Ron Paul Chairman; Bill Andrews; Don Fulton; Anne Cassidy – excused; Grant Van Hoesen – Board Liaison
- III. Purpose of the meeting – to give owners an opportunity to ask questions, to express their concerns, complaints, recommendations, and compliments.
The Ombudsman committee will report all of the owner concerns to the ORA Board; President Jim Day will respond in writing to each and his response will be shared at the February 14, 2015 Owners' Meeting.

OWNER # 1 – would like to see better maintenance of the grass on the boulevard as it is drying out and weeds are taking over.
Same owner recommended that all bushes near stop signs be trimmed.

ORA BOARD PRESIDENT RESPONSE – Charles is aware of this reoccurring problem. Sometimes the grass is lush and sometimes it isn't. I have instructed him to mix-up some weed killer and spray the median.

OWNER # 2 – Stated that more bulletin board space is needed to alert owners of the many community events and specials taking place outside the park.
Example – seniors have free entry into the Brevard Zoo on certain days.

ORA BOARD PRESIDENT RESPONSE – This has always been a problem. There isn't any room for additional bulletin boards and there isn't any room on the existing bulletin boards for outside community activities. Our activities, sale, rental and service notices take all available space.

OWNER # 3 suggested that the bulletin board in the River Club could be used for this purpose. However, several owners stated that the best place to post these events is on the Post Office bulletin board.

ORA BOARD PRESIDENT RESPONSE – The bulletin in the River Club was provided by the Recreation Committee and is only for their activities. As previously stated there isn't any room at the Mail Room.

OWNER # 4 – recommended that all drivers should be considerate of others by using their turn signals well in advance of turning when entering ORA from both the north and south on HWY A1A thereby reducing the possibility of accidents. How can we get the word out regarding this safety measure?

ORA BOARD PRESIDENT RESPONSE – It seems to me that this is an issue of common road courtesy and should be practiced by all.

The following items pertain to the PICKLE BALL-TENNIS PROBLEM

LENGTHY, COURTEOUS, AND POSITIVE DISCUSSION OCCURRED REGARDING A SOLUTION TO THE REQUEST BY THE PICKLE BALL PLAYERS TO PLAY THE GAME ON THE TENNIS COURTS.

BACKGROUND INFORMATION:

OWNER # 5 stated that 50 people signed up expressing an interest in playing pickle ball. The initial group of players purchased paddles, wiffle balls and tape to mark off the court, tape costing approximately \$10. However, play was stopped by the Bd. of Directors until the conflict could be resolved.

OWNER # 6 stated that the additional lines on the court were confusing for tennis players and altered their focus.

OWNER # 7 stated that under section 25-D of the Rules and Regulations, tennis is the only sport to be played on the tennis courts and to change the guidelines would take a two-thirds approval by the owners.

OWNER # 8 and other owners asked if the owners could change the rules and regulations to allow pickle ball at one of the courts without a two-thirds vote.

ORA PRESIDENT RESPONSE TO THE ABOVE 4 ITEMS – First - there is an inconsistency in the ORA Rules and Regulations. The full version does not state that the tennis courts can only be used for tennis. Only the Abridged Rules and Regulations have that statement. I do not know how or when this Error occurred but I can assure everyone that it will be corrected at the March BOD Meeting. Second – The Recreation Committee has made the decision that Pickle Ball (Senior Tennis) will presently be allowed with the understanding that the court marking tape will be removed after each session.

The Rec. Committee will now pay for this tape. At such time as it is determined that there is enough interest in Pickle Ball (Senior Tennis) a decision will be rendered by the BOD as to whether or not to permanently mark a couple of courts.

THE FOLLOWING SUGGESTIONS WERE MADE TO RESOLVE THE PROBLEM:

1. A new committee consisting of an equal number of pickle ball and tennis players be formed to resolve the issue; and until a resolution is achieved that pickle ball could be played on taped off courts at the ocean courts. – Another committee will not be formed. This falls under the Rec. Committee.

OWNER # 9 stated that the pickle ball courts at the Flutie complex and the Beachwood condominiums seem to be working well. The owner wondered if a feasibility study had been implemented at those locations and could it be checked out? – I don't see how this would be relative.

NEW TOPICS

OWNER # 10 asked if a bicycle rack could be placed at the new clubhouse?

ORA BOARD PRESIDENT RESPONSE – If someone could advise as to where said rack could be placed without displacing a car or a golf cart parking space, it could be considered. Please remember that just because a rack is installed doesn't mean that people will use it. I would like to see someone trying to keep people from parking their bikes on the patio under cover.

OWNER # 11 stated that the mail service is inconsistent. Can the Post Office be opened on Monday? Could the mail be sorted on Monday morning and the Post Office opened in the afternoon on Monday?

ORA BOARD PRESIDENT RESPONSE – The BOD has set the policy for the Mail Room hours of delivery. Most owners feel that they are sufficient. Should the BOD feel that it is necessary to address this issue, they will do so.

OWNER # 12 asked what is the status of tree trimming in the park to alleviate the problem of berries dropping all over the driveways?

ORA BOARD PRESIDENT RESPONSE

OWNER # 13 asked if the Special Events Committee could schedule another insurance meeting since the scheduled meeting was cancelled? Many people in the park are requesting information on insuring their park model trailers.

ORA BOARD PRESIDENT RESPONSE – This function was handled by the Special Events Committee, which is a sub-committee of the Rec. Committee. Consequently, all requests for rescheduling this event would have to be handled by them.

OWNER # 14 recommends that handicapped parking spaces for GOLF CARTS be allocated at the clubhouse.

ORA BOARD PRESIDENT RESPONSE – The County has mandated that we provide two handicapped car parking spaces. If the BOD finds a need for handicapped golf cart parking spaces, the issue will be addressed.

OWNER # 15 can signs be installed on both sides of A1A at the ocean pool indicating that golf carts can not be parked next to the highway as they are creating a safety problem concerning visibility? Carts are to be parked in the designated area within the park.

ORA BOARD PRESIDENT RESPONSE – Unfortunately, the land on each side of A1A is a DOT Right-of-way and consequently we cannot control the usage. I would certainly hope that the golf cart drivers would show concern for the safety of pedestrians. I also hope that the owners would want to preserve the beauty of the Park by not parking on the grass. Golf carts should be parked at the end of Pier Lane from which people can walk through the gate and across A1A. It is only a few more steps and solves all these problems.

OWNER # 16 – recommends that AEDs (defibrillators) be located near each pool and tennis courts. This is an important safety issue for owners.

ORA BOARD PRESIDENT RESPONSE – The BOD has addressed this issue in the past. The BOD felt that if we were to provide these defibrillators and there was a malfunction or a misuse, there could possibly be liability issues. Also we are in very close proximity to the fire station.

OWNER # 17 wants to know why the ocean pool is not heated?

ORA BOARD PRESIDENT RESPONSE – It is heated.

OWNER # 18 wants to know when ORA owners will receive a detailed breakdown of all direct and indirect expenses related to the construction and furnishings of the new clubhouse?

ORA BOARD PRESIDENT RESPONSE - Done

SAME OWNER wants to know if the clubhouse is insured for the full replacement value of all furnishings and equipment? – Yes.

ORA BOARD PRESIDENT RESPONSE

OWNERS 18, 19 and 20 want to know if ORA is in compliance with the Brevard County Zoning Ordinances and gave several recommendations in order to “dodge the bullet” of the County.

ORA BOARD PRESIDENT RESPONSE – ORA is not in compliance with Brevard County Zoning’s RV Park regulations. We exceed the number of park model trailers allowed by Zoning. Brevard County has allowed this situation to evolve over 35 years and is well aware of it. Enforcement is up to Brevard County. In my opinion we should not insist that Brevard County provide us with a variance or an exemption. This they will not do. If we try to force them, we will probably incur undesirable consequences. The owner pursuing this issue failed to mention that he has raised this same issue several times in the past few years. I have even called County Zoning and have had very unfavorable response. County Zoning is leaving us alone. We should leave it alone.