

Heron Cay Homeowners Association, Inc.
Board of Directors
Open Informational Meeting

MINUTES

Per Heron Cay Bylaw 1.4.1

April 15, 2025, 7:00 P.M.

Pledge of Allegiance: The pledge of allegiance was led by President Bonnie McNair.

1 – Call to Order: The meeting was called to order at 7:03 P.M. by President Bonnie McNair.

Roll Call: President Bonnie McNair, 1st Vice President Jack Manno, 2nd Vice President William DiGirolamo, Treasurer Elsie Quintero, Secretary Donnia Trent, and Director Ed Collins. Director Mike Tortora was absent.

2 – President’s Information

The Heron Cay community opened in 1985 and shortly after that, our Heron Cay Homeowners Association (HOA) was created. We operate under the law of Florida Statute 723, which is commonly known as the Florida Mobile Home Act and governs the legal framework for mobile home park operations and the rights of mobile home owners.

The Board of Directors meets monthly with the community manager and quarterly with the park owner’s regional manager to address issues about community management to discuss the concerns of homeowners. Minutes of these meetings are available to HOA members via the Heron Cay website.

The HOA advocates on behalf of homeowners with regard to any issues affecting residents, including lawn care, security, and community activities, as well as the upkeep of the amenities.

Each Board member serves for a two-year term, beginning on March 1st. The HOA membership elected or re-elected four members to the HOA Board this past February. Those members were Jack, Billy, Mike, and Ed. The other three members - ~~are~~ Elsie our Treasurer, Donnia our Secretary, and myself I will all be up for re-election at the end of our term, which will be February 28, 2026.

In order to keep our community informed, there is a group of volunteers who put together our monthly newsletter which can be downloaded from our website by anyone. The website address is www.heroncayhoa.org - Or you can pick up a copy in the rack outside the HOA office any time.

Glenda LaVesque and Donnia Trent maintain our website, keeping it up-to-date and easy to navigate. Any resident of Heron Cay can get onto the website and find a wealth of information, including Information about the HOA, our Board of Directors, our Disaster/Emergency Relief Plan of Action, Florida Statute 723, Florida Administrative Code 61B and the FMO. It also contains the four Heron Cay prospectuses, as well as the latest update of those prospectuses. I would suggest that you check it out when you get a chance. That's www.heroncayhoa.org.

The community has a group of dedicated volunteers who work to keep our residents up to date with what affects them, such as the Indian River County's Community Emergency Response Team, known as CERT. Helena Krasa is Heron Cay's CERT representative and she encourages anyone who is interested in becoming a CERT volunteer, to let her know. Her contact information can be found in our newsletter.

Our Fun N Games Committee hosts dances and parties throughout the year. I believe Valerie Cottongim and Lynda Merrill, co-chairs from that Committee are here tonight and will be available to answer any questions after this meeting.

Gwen Ripp is our community representative at the Federation of Manufactured Homeowners of Florida (FMO). The group keeps homeowners informed on what is happening in the legislature with regard to mobile home parks such as ours.

The Five Park HOA Committee meets on a monthly basis. This committee consists of HOA representatives from Heron Cay as well as representatives from the other four sister parks – Countryside, Heritage Plantation, Vero Palm, and Village Green get together on a monthly basis to discuss our mutual concerns.

There is also a group called NfP which stands for Networking for Progress which consists of HOA Board members from communities that represent all of the HOAs in all 81 ELS owned parks throughout Florida. They meet with ELS Corporate's Select Committee on a regular basis with concerns that all ELS communities have, and they report back to our HOAs with any news.

Our Welcoming Committee, chaired by Vivian Manno, makes sure that as soon as management lets us know of a new resident, a volunteer visits that home and delivers a welcome bag filled with useful information about Heron Cay, Vero Beach, Indian River County and our surrounding area.

Heron Cay's *That's Entertainment Committee*, also chaired by Vivian Manno puts on two (2) big shows in January and February of each year.

There are many events for our community throughout the year – a few of those events include, but are not limited to as-Bingo, Music Bingo, The Bunco Game, Shuffleboard, and Bocce. All community events are posted in our mail kiosks as well as on the auditorium bulletin board and in the clubhouse lobby shadowbox, as well as on the marquee outside the clubhouse.

3 – Committees Information

Ms. McNair stated that representatives of the various Heron Cay Committees may be available to speak with residents after this meeting is concluded.

4 – Other Information

Residents may access a wealth of information located at www.heroncayhoa.org. There are two (2) areas to the website - a **PUBLIC** side and a **MEMBERS'** side.

On the **PUBLIC** side of the website there is a wide variety of information. Some of that information includes the following:

- The Heron Cay Newsletter and Calendar of Activities & Events
- A List of Upcoming Events
- General **INFORMATION** such as:
 - General Info about the HOA, Contact Info for the HOA Board of Directors, a Disaster/Emergency Relief Plan, and Heron Cay Prospectuses
 - Links to:
 - Florida Statutes 723, Florida Administrative Code 61B, and to the FMO
- Links to misc. **FORMS**, such as:
 - ELS forms to rent/reserve facilities in Heron Cay and ELS forms to file a concern, suggestion, or compliment
- **PHOTOS** of residents from past events
- A list of Heron Cay **ACTIVITIES** with contact information

On the **MEMBERS'** side of the website, the following are included:

- Heron Cay Online Directory
- Board of Directors Minutes
- Board of Directors and HCM Meeting Minutes (Local and Regional)
- Articles of Incorporation
- HOA By-Laws (Updated Feb 2024)

5 – Open Discussion

- Resident Stephanie Hardwick:
 1. expressed her disappointment with how crowded it is at the pool.
 2. stated that she was told that this is a gated community but there is no fence around the entire community.
 3. asked about the tree trimming in Heron Cay.
 - President Bonnie McNair responded with the following:
 - Currently we are sharing our pool with Countryside. Their pool is down. There have been some chairs & tables from Countryside brought over to Heron Cay to accommodate the extra usage. Maybe more chairs and tables can be brought over. If you are experiencing rudeness or disrespectfulness at the pool, then you should report this to the Heron Cay Management Office.
 - The community is a gated community but not a fenced in community. There is a difference.

- Management recently started their tree trimming of palm trees and cutting down of dead trees (in the common areas). Management does this March through May, right before the hurricane season. All trees that are in residents' yards (within 10 feet of their home) are the resident's responsibility per their prospectus.
- Resident Becky Jacobson expressed her frustration with the following:
 1. the mowing company blowing wet grass against her house and leaving wet grass on her driveway. The wet grass dries and stains her house and driveway. She stated that she has complained to the management office about this and the mowing company contacted her. The mowing company (Top Notch) informed her that they would be at her house within 2 days to correct the situation but never showed up. The resident stated that she will be filing the 'Nelson Procedure' regarding this issue.
 2. the kids (that live in Lakewood Village) are being dropped off on 90th Ave. Those kids make a straight line through her property and other neighbors' property to Heron Cay's pool.
 3. lack of concern and follow-up with the Heron Cay Management Office.
 - President Bonnie McNair suggested Ms. Jacobson do an online complaint for each of her complaints so that the Heron Cay HOA Board has a copy of her complaints. That way the Heron Cay HOA Board can address the issues with Management at the Heron Cay Board of Directors and Local HCM Meetings. This avenue may offer more assistance and a slightly quicker resolution.
- Resident Ralph Giaccio inquired what dollar amount is considered to be a CAP X project.
 - Treasurer Elsie Quintero stated that a CAP X project is anything \$1,000 or more.
- Resident Maria Johnson expressed her frustrated at the following:
 1. the kids (that live in Lakewood Village) are being dropped off from the school bus onto 90th Ave. The kids immediately proceed over the embankment into Heron Cay.
 2. why are Heron Cay residents receiving these monthly lot invoices? She questioned if ELS could be spending this money on more important things for the community.
 - President Bonnie McNair responded that if Ms. Johnson witness kids entering Heron Cay vs. Lakewood Village, she should report the activity to the Heron Cay Management Office.
 - Heron Cay residents are receiving these monthly invoices because numerous residents requested a 'detailed statement' so they could determine what was being charged for lot rent, trash, landfill, taxes. etc.
- Resident Kerry Mitras thanked the Board for their service.
 1. He questioned the insurance coverage policy for residents to rent ELS facilities.
 - President Bonnie McNair responded that all Fun N Games and HOA events held at Heron Cay facilities are covered by ELS liability insurance because they are being held for all residents of Heron Cay on ELS property.

- If it is a private party (private baby shower, private family reunion, private birthday party, private wedding reception, etc.) then the resident hosting and reserving the facility has to carry liability insurance for that private function. The insurance cost is usually a one-time cost of \$110 per event. The cost is more if alcohol is being served.
- 2. Resident Kerry Mitras noted that there are many things in the community that need attention. The community has many talented and skilled residents. Why can't residents assist in some of the small items or projects that need attention so these things can be repaired quicker.
 - The Board responded it is because of liability reasons.
- Resident Stephanie Hardwick asked why are people allowed to smoke at the pool? She has emphysema and this creates a health issue for her.
 - President Bonnie McNair and the Board explained that there is a state ordinance which allows individuals to smoke at a pool like ours, as long as they are at least 25' from the building.
 - Ms. Harwick disagreed with this explanation and insisted that no smoking was allowed in such a situation.
 - The Board suggested that if the smoking was bothering her ~~that~~ she could move to a different location in the pool area.
 - Ms. Harwick expressed your extreme disappointment and stated she will be moving out of Heron Cay.
- A resident stated that there is still an issue of individuals coming to the pool early in the morning and placing towels on chairs and tables in order to save or reserve them.
 - The Board encouraged the resident to call the Heron Cay Management office and report this action. If management does not answer the phone, leave a voice message and briefly explain the situation, along with the date and time of the incident. That way management can review the surveillance cameras to determine who is doing this and address the problem.
- A resident stated that more chairs are still needed at the pool due to more people using the pool.
 - The Board indicated that this topic will be brought up again with Management.
- A resident complained about the 'access gate' between Heron Cay and Vero Palm. The gate was closed permanently to cars but golf carts and bikes can still use the access area between the two communities. Lately golf carts and motorcycles have been abusing this privilege by speeding, causing a noise disturbance, driving through residents' yards as a shortcut, and creating safety concerns. This is being done at all hours, day and night.
 - The Board encouraged residents to notify the Heron Cay Management office when they are seeing this happen.
- A resident stated that he thought no diapers were allowed in the pool.
 - The Board acknowledged that is their understanding also. The Board indicated that this topic will be discussed with Management.

Side Notes:

1. Treasurer Elsie Quintero briefly explained the steps of the Nelson Procedure and how it came about. The Nelson Procedure is a process that individual residents can initiate to get actions regarding an issue that they feel is not being addressed by Local Management. The Board can guide a resident on how the procedure works but can not do the procedure filing for the resident. Hard copies of the procedural steps were provided at this meeting.
2. 1st Vice President Jack Manno reminded everyone that individuals under the age of 12 years old are not allowed in the hot tub. He encouraged residents to speak up if they notice this regulation being abused and to notify the Heron Cay Management. Take pictures of the situation and note the date & time before contacting Management. The Board indicated that this topic will be discussed with Management.
3. President Bonnie McNair noted if residents notify the Board of their concerns, those concerns may be taken to the Five Park Committee and ultimately discussed with ELS.
4. Treasurer Elsie Quintero encouraged the residents of Heron Cay to support their Heron Cay Homeowners Association (HOA). The HOA is here to support residents and to advocate for them.

6 – Adjournment

President Bonnie McNair adjourned the meeting at 8:13 P.M.

Respectfully Submitted,

Donnia Trent

Heron Cay Board Secretary

Approved: 5/6/25