

Area Chair Handbook

Congratulations and thank you for volunteering to become an Area Chair. We want your experience to be positive and satisfying. COOCVE, your Chair and Vice Chair of Area Chairs are here to assist you to make that happen.

What is an Area Chair

Area Chairs play a huge role in supporting the buildings in their Area. CVE has 21 Areas, each with a Chair representing them. Area Chairs and Vice-Chairs for an area are elected by the unit Owners in each Association for a one-year term, commencing on February 1st of each year.

An Area Chair is one of 21 residents in CVE who have volunteered to discuss mutual concerns within their area, as well as to explore village-wide solutions.

What Does an Area Chair Do

- Facilitate communication and cooperation between area building Associations.
- Act as a liaison:
 - (1) between unit owners and building Associations regarding any grievances, suggestions or recommendations.
 - (2) between unit owners or building Associations and Master Management, CenClub and COOCVE with a view to resolving any problems.
- Have frequent Area meetings (minimum of 3 times per year) to allow area residents to share problems their buildings encounter, capitalize on other Association solutions, as well as work together to share resources and help with common projects and needs. An Area Chair can provide updated information on happenings in CVE affecting your area.

- Share valuable solutions and learn from other Area Chairs by attending monthly COOCVE Executive Committee and Area Chair meetings.
- Area Chairs also learn the latest valuable information from the Executive Committee reports from COOCVE, CenClub, Master Management, Broward Sheriff's Office, City Commissioner, and Property Management Companies, which they can pass on to their building Associations and area residents.

An Area Chair assists owners, as well as Boards, to resolve issues through troubleshooting and resource referrals. The Chair and Vice Chair of Area Chairs and the Board of COOCVE are available to assist you through the process of resolution.

What Doesn't an Area Chair Do

An Area Chair DOES NOT interfere with the business of the Board of Directors. The Area Chair does not oversee or micro-manage any Association or its' Board of Directors.

How To Contact a Building President

The Chair of Area Chairs will provide you the current contact list of your area's Presidents. COOCVE can be contacted for this information as well. If the President cannot be reached, you can contact the Vice President, Secretary, or another Board member for that building. Initial contact can be made by email or telephone and establish together which works best for that President.

Area Chair Logbook

As an Area Chair, it is a good idea to keep a *logbook* of conversations between you and your residents and boards. This will allow you to monitor the frequency of issues arising from particular buildings, as well as individual residents. It will help you track actions you have taken to resolve the issues, and/or the resources you provided. Remember to share the issues at the Area Chair meetings. It will also help COOCVE to identify potential residents who may be willing to become more involved in the community.

Proactive Monitoring For Your Community

Regularly walking or driving through your community helps to reduce the number of issues brought to you. Being proactive places you in the positive position of alerting buildings about issues and assisting them in resolving them if necessary. It also allows you to address any problems which Master Management or CenClub are responsible for correcting. Keeping a logbook is beneficial to help you remember all of the issues and resolutions.

Example 1: On a walk through of the community, I noticed one of the metal guards on a tree (to keep wildlife from climbing) was broken and flapping in the wind. Due to the sharp edges, this needed to be addressed quickly. After contacting the building President it was repaired immediately.

Example 2: When I was driving through my area, I noticed a propane tank sitting loose on the side of a communal barbecue area of a four story building. I contacted the building's President and pointed out how during a storm it can become a projectile. I suggested they lock it with a chain to either the metal rod anchoring the barbecue down or a tree at least 6 feet away from the building.

Handling Conflicts with Residents or Board Members

Sometimes you will find yourself in the middle of a heated situation. It may be directed at you or another person. You want to de-escalate the situation as quickly as possible. You may need to separate yourself or the third party for a cool down period. You might suggest involving the Chair of Area Chairs or COOCVE to assist with resolving the conflict. If there is any physical contact or threats of physical violence, leave the area and call security and/or 911 for assistance.

Template for Planning and Conducting Area Chair Meetings

Planning for the Meeting:

You can use the Meeting Template to help organize your meetings, or as a starting point to create your own. You can also use it as a guide for your note taking to assist in minutes to circulate to your buildings

1. Choose a day and time for your meeting. Some buildings prefer weekdays during the day, others prefer evenings or weekends.
2. Choose a place to hold your meeting. Options include the Clubhouse, Le Club, or pool areas. The Clubhouse and Le Club require a reservation through CenClub Staff office (954-428-6892 x 2). The pool is first come so try to choose a time when it is not usually busy. You are required to register a meeting at the pool with CenClub Staff office although no set up or guarantee of chairs is available. Arrive early if you're meeting at the pool to set up chairs and tables.
3. Notify Presidents about the meeting and tell them that you will be placing a flyer on their building's bulletin board. Post a flyer at the area pool to inform residents of the meeting. If you have a residents email batch list, send them the flyer. COOCVE will copy flyers, as needed.
4. You can request a representative from CenClub, Master Management and COOCVE attend the meeting. Email them at: Mike Burdman, Cenclub Director mburdman@cenclub.com
Val Smikle Master Management Director, vsmikle@cvedb.com
Carol Freedman, COOCVE President, coocve@coocve.com.
5. How to begin the meeting: Have a sign in sheet for residents name, building letter and email address, if they want to provide one, on a clipboard with a pen. Request that attendees silence their cell phones. Introduce yourself and your Vice Chair in case there are new residents attending.
6. Possible topics to discuss at a meeting:
 - Common problems, sharing building solutions and resources, parking, bulk trash, termites, roof repairs, soliciting, etc.
 - Programs such as Homesteading for taxes, Comcast, Hearing Assistance, BJ's discount program, etc.
 - Flyers are available in the CenClub Staff office with different topics and information about CVE that is useful for meeting ideas.

- COOCVE Resources: on the COOCVE.com website, there are many resources available to buildings such as contractor lists, free online classes, buying group information, etc.
- New information for CVE residents from other meetings.
- Suggested topics provided monthly by COOCVE (email us if you would like suggestions).
- Open Mic for Residents (If you don't know the answer to a question, tell the resident you will find out and get back to them).

Ongoing Contact, Communication, Coordination

1. Keep in your notebook contact information for Presidents and Delegates at each building in your area (ensure it's from current O&D sheet from COOCVE)
2. Ask building Presidents to share Area meeting notes you can provide them (and other COOCVE meetings newsletters you can forward to them) for circulation to residents. If you have started a resident email batch list, send it to them directly.
3. Check in with Presidents and Boards about area updates on key topics regularly between your meetings.
4. Communicate with and share updates and concerns with other Area Chairs and at our COOCVE monthly Area Chair meeting.
5. Consider volunteering in the COOCVE Office to update your CVE and COOCVE knowledge, common questions, and resources, etc.

Resources for Area Chairs

1. Who does what in the Village?
CenClub (cenclub.com) operates and maintains the Clubhouse services and facilities, as well as the CVE sports courts and satellite pools (MM maintains the Tilford Pool). CenClub schedules shows, movies, dances, bingo, classes, and other recreation and fitness activities.

Master Management (MM) centuryvillageeast.com operates and maintains the CVE infrastructure, Security, CVE buses, main roads, irrigation drainage, and the lake systems. MM also serves as

liaison between CVE and the companies that provide water, sewer, trash, and basic TV service.

COOCVE - Condominium Owners Organization Century Village East, (coocve.com) is a source of education, support, and information for the CVE building association unit owners and their Board of Directors. They sponsor seminars, community forums, mediate disputes, and provide support materials and resources.

Security (centuryvillageeast.com/175/Security) is responsible for general safety in the community. Security does not replace calling 911 when Police, Ambulance or Fire involvement is required.

2. Governing Documents and CVE Rules

Each of the 253 Associations are regulated by their own set of governing documents. Very often the answer to questions from owners or board members requires researching the governing documents specific to that Association. Be mindful that every Association has their own governing documents and bylaws and that one buildings documents may vary from the other.

Governing Documents can be obtained from Knight Barry Title Company for a fee (954-571-7919) or at <https://officialrecords.broward.org/AcclaimWeb>

3. Resources

- Presidents and Delegates for your area. If you would like additional board member information, please contact COOCVE at 954-596-0775 or coocve@coocve.com.
- COOCVE resources (available from COOCVE office, your Area Chair or on COOCVE.com)
 - Your Chair of Area Chairs
 - COOCVE Website – www.coocve.com
 - COOCVE Board Manual (on the COOCVE.com website)
 - Handouts and sample materials
 - FAQs
 - Welcome Guide

- Master Management Trifold
 - Important Phone Number List
- Area Chair meeting materials:
 - Sample Announcement form (can be created or copied by COOCVE for you)
 - Sample Attendee sign-in sheet
 - Meeting Minutes Template
 - Sample Logbook page
- Property Management Company Contact Information:
 - Seacrest Services: Jacqueline Pugh
jpugh@seacrestservices.com
 - East Coast: James Quintano jqhandy9210@yahoo.com
 - Tri County PSM: Claire Louisville info@tricountypsm.net
 - The Wright Community Management: Bonita Vandall
bonita@thewrightcommunity.com

ATTACHMENTS:

- Contact List for your area
- Sample Meeting Announcement flyer
- Sample Attendee sign-in sheet
- Meeting Template
- Sample Logbook page
- Welcome Guide
- Master Management Trifold
- Important Phone Number List
- 'Who Do I Call' Table
-

Important Phone Numbers (rev. 4/13/23)

Broward Sheriff Emergency	911
Broward Sheriff Non-Emergency	954-764-4357
Deerfield Fire Rescue Emergency	911
Deerfield Fire Rescue Non-Emergency	954-480-4340
CVE Security	
Gate House Voice Mail and Auto Entry	833-773-0808
24-Hr. Emergency Person	954-421-3552
Office (Mon-Fri 8 am - 4 pm)	954-421-5566 ext.161
CVE Master Management	954-421-5566
COOCVE (Condominium Owners Assoc of CVE)	954-596-0775
Chair, Area Chairs—Amy Conner	561-613-1309
Vice Chair, Area Chairs—Terri Press	843-597-4605
CenClub Recreation Offices	
Administration Office	954-428-6892 ext. 1
Athletic Office (Mon-Fri 6 am- 2 pm)	954-428-6892 ext. 6
Class Office (Mon-Fri 9 am - 5 pm)	954-428-6892 ext. 4
ID Office (M-F 9 am - 4:30 pm, W 9 am-7 pm)	954-428-6892 ext. 3
Staff Office (Mon-Sun 8 am - 11:00 pm)	954-428-6892 ext. 2
Ticket Office (Mon-Fri 9 am - 4:30 pm)	954-428-6892 ext. 5
Entertainment Information	954-428-6892 ext. 7
CVE Reporter (open to the public by appt. only)	954-708-2816
Medical Center - UniMed	954-426-1000
MD Now Urgent Care Center (Mon-Sun 8 am - 8 pm)	954-428-3880
Florida Power & Light (only to report/check status of an outage)	800-468-8243
Comcast Bulk Service	866-405-9365
Elderly Services	
Aging & Disability Resource Center (Broward)	954-745-9779
Elder Abuse	800-962-2873
Center for Active Aging (formerly Focal Point)	954-480-4449
Veteran Services	954-357-6622
Property Management Companies	
East Coast Maintenance & Management	954-428-7015
Seacrest Services	888-928-6465
Wright Community Management, LLC	954-349-8777
Tri-County Property Management	954-866-4256
Transportation	
TOPS (Paratransit Service)	954-357-6794

WHO DO I CALL?

CenClub

- Property Transfer Applications
- Service & Emotional Support Animal Applications
- Estoppel Reports
- Getting a New ID
- Swimming Pool Problems
- Class Schedules
- Entertainment information
- Show Ticket Purchases
- Tennis & Pickleball Courts
- Sports Equipment
- Fitness center

Building President or Treasurer

- Real Estate & New Buyer Inquiries
- Signed Certificate of Occupancy
- Monthly Payments to Condo Association
- Setting up Automatic Payments
- Getting Governing Documents
- Board Meeting Minutes & Notices
- Building Rules & Enforcement
- Laundry Machines
- Landscaping Issues
- Budget Inquiries
- Wind Mitigation Reports
- Parking Issues

COOCVE

- Support for Condo Boards
- Educational Classes
- Board Certification Classes
- Resolving Disputes between residents & Condo Board
- Community Resources
- Contacts with Other Building Associations
- Community-Wide Issues
- CVE Elections
- Sample Association Forms
- Contractor Survey Listings
- Forums for Presidents & Officers

City of Deerfield Beach

- Taxes & Evaluations
- 40-Year Inspection Reports
- Flood Elevation Maps
- Homesteading
- Building Permits
- Contractor Problems & Code Enforcement
- Beach Parking Passes
- Voter Registration

Property Management Company

- Applications to Purchase or Rent
- Estoppels Reports
- Emergency Clean-Ups or Repairs
- Contractor Quotes
- Fire & Other City Inspections
- Landscaping Services
- Notices for Annual Meetings
- Election Supervision
- Bug Spraying

Master Management

- Security Office
- Trouble Calling in Visitors
- Getting a Barcode
- Estoppel Reports
- Traffic Problems
- Sprinkler Issues
- Lighting in The Village
- Paving
- Garbage Dumpsters
- Bus Schedules & Routes
- Insider Newsletter