

BULLETIN

October 2016



Champions of Residents' Rights Since 1975

The POA Website – www.poa4us.org

POA Endorses Candidates For Community Development Districts (CDDs) & Amenity Authority Committee (AAC)

The general elections on November 8th are fast approaching, with many feeling this will be a paramount event, over time, here in The Villages and elsewhere throughout the state and the nation. Local, county, state and federal elected positions will be up for grabs, where qualified electors will decide the fate of our elected officials. It is a privilege, in reality, a right, implied by the Constitution, and is an awesome responsibility that few people throughout the world can exercise in the way that it is accomplished here in the United States.

In The Villages, there are 24 seats open on the residential Community Development District Boards 1-10 (CDDs), Amenity Authority Committee (AAC) and North Sumter County Utility Dependent District (NSCUDD). Of those 24 seats, only seven have competition this November, and over two thirds of the Supervisors will be returning as incumbents. On the average, half of each board's elected seats are open for challenge every two years. The main requirement is that the candidate be a legal resident of the District that he/she represents and must also be a registered voter. Normally, these boards meet once a month with subcommittees relative to board responsibilities.

The residential District Boards mentioned consist of 5 supervisors, and they are responsible for a variety of management functions on behalf of the residents of their Districts. Following are brief biographies of the candidates who are endorsed by the Board of Directors of the independent Property Owners' Association (POA), and who are facing <u>competition</u> for District Supervisor seats and the AAC. Each of the POA Board endorsed candidates below has demonstrated that he or she is a strong advocate of Residents' Rights.

These candidates have supported POA activities and support residential board autonomy and authority, as is the case with the Amenity Authority Committee, rather than leaving some decisions to be made by the commercial property owners' elected boards.

We encourage you to exercise one of the most cherished rights you have, and that is to vote.

Tuesday, October 18, 2016 POA GENERAL MEMBERSHIP MEETING Third TUESDAY of the Month – 7PM LAUREL MANOR RECREATION CENTER AAC, CDD & NSCUDD Candidates Night All Candidates in Competitive Races Were Invited to Give a Three Minute Presentation Followed by Questions & Answers Audio and Visual in Overflow Room Donuts & Coffee For All After the Meeting All Residents Welcome – Come and Join Us!

POA ENDORSED CANDIDATES

VCDD 2 Seat 4 - Bill Schikora - Incumbent

An <u>experienced</u> and <u>knowledgeable VCDD</u> Supervisor, Bill's goal is to promote residents' best interests and help resolve any issues they may have with the day-to-day operation of The Villages.

In addition to VCDD 2 activities, Bill also attends monthly Amenity Authority Committee (AAC) meetings to monitor how our amenity fees are spent; Multi-Modal Path Discussion Group (MMPDG); and has attended Sumter County Board of Commissioners. Bill completed The Villages Resident Academy in 2015.

A nine-year resident, Bill Schikora actively advocates for all Villagers, in particular his VCDD 2 constituents in Alhambra, Santiago, Santo Domingo, Harmswood, and Unit 21/Palo Alto.

VCDD 5 <u>Seat 3</u> - Jerry Ferlisi - Incumbent

Jerry is a resident of the Village of Poinciana, and the incumbent VCDD 5 Supervisor after being elected in 2012. His advocacy for residents was evident in his fight for safety and striping of the multi-modular paths, which has contributed to many of the improvements currently being made.

Jerry Ferlisi is originally from Brooklyn (Continued on page 2)

POA Endorsements

(Continued from page 1)

and Staten Island, NY. He holds a B.S. in Accounting and has had an extensive career in Finance with over 35 years of senior level experience. After 3 years in Public Accounting, he held several senior positions as Controller, Vice President, and Senior Vice President & Chief Financial Officer, reporting to the Board of Directors at two major Teaching Hospitals in Staten Island & New York City.

He became certified as a Community Emergency Response Team (CERT) volunteer, served as Treasurer of the POA in 2010, and now serves as Vice President of the POA from 2014 -present. His vision is to make The Villages an even better place in which to live, and to be responsive to the needs and interests of residents.

Jerry served in the US Army - National Guard 1965-1970.

VCDD 10 Seat 4 - Bob Rovegno - Challenger

Bob Rovegno currently serves as a Director on the POA Board of Directors. He was born in Brooklyn, New York, and resides in the Village of Lake Deaton with his wife of 50 years, Rosemary. They have two grown children, both residing in Charlotte, N.C.

Bob's career history included his appointment to the Nassau County Police Department in 1967. During his police career, he was elected to the Police Benevolent Association as a delegate, a Community Relations Representative, and was afforded the opportunity to attend law and accounting courses. He was able to retire from the Detective Division.

After retirement, Bob and his wife relocated to Charlotte, N.C., where he became an entrepreneur, owning a Dunkin Donut, AAMCO, and Ramada Hotel franchises.

In 1990, he became a licensed North Carolina Real Estate Broker and started a land devel-

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opment company. During 22 years in the development business, Bob specialized in dealing with government authority, zoning boards, legal issues and budgets, along with public concerns.

Bob worked with the North Carolina Department of Transportation, focusing on current and future highway development, for the State of North Carolina and City of Charlotte. He is currently a consultant to his company.

Bob asks for your support and your vote.

AMENITY AUTHORITY COMMITTEE (AAC) **District 4 - Don Deakin - Incumbent** Personal:

- Married Joan (46 years)
- Resident since 2003

Education:

- University of Florida (BAE)
- Governors State University (MA)
- Florida Association of Special Districts
- Villages CDD Orientation
- Villages Residents Academy

Professional Experiences:

- Dun & Bradstreet (Business Analyst) • First National Bank & Trust of Palm
- Beach (Officer) · Rand McNally (Marketing - Campground
- Division)
- · American Business Investments (Founder, CEO)
- · U.S. Small Business Administration (Instructor)

 Broadcast Communications (Instructor) Villages Services:

- Amenity Authority Committee (RAC-AAC, 4 years)
- VCDD 4 Supervisor (8 years)
- VHA Past Treasurer
- POA Member

Don has years of experience serving District 4 and would like to complete what he started. He asks for your support as District 4's representative to the AAC.

(Continued on page 4)



Mission Statement

Villages is an independent organization devoted to our home ownership experience.

The Villages an even better place in which to live, where Residents' Rights are respected, and local governments are responsive to the needs and interests of residents.

The POA serves Villagers through programs of education, research, analysis, representation, advocacy, and legislative action.

The POA also functions as a "watchdog" organization overseeing the actions of our Developer and our local governments.

Specific POA attention is focused on housing, community, neighborhood, and local government issues. Special emphasis is focused on the Amenity Authority Committee (AAC), our Community Development Districts (CDDs), the Florida Chapter 190 law that regulates CDD operations, and our Developer.

The POA has no ties or obligations to the Developer of The Villages which might compromise the POA position or its advocacy of Residents' Rights.

The POA, founded in 1975, is the original homeowners' organization in The Villages. Membership is open to all Villages residents.

The Villages **Residents' Bill of Rights**

RESIDENTS have RIGHTS to:

- Be treated in a respectful, fair, and respon-1. sive manner by the Developer and our local government officials.
- Have decision making authority for im-2 portant issues in our community.
- Elect our top government officials and ap-3. prove appointments of the top administrative officials in our community.
- Approve major purchases of common prop-4 erty and the related debt obligations assumed by residents.
- 5 Have local governments that are free of any conflict of interest issues.
- Be charged honest monthly amenity fees that 6. are used only for the stated purposes.
- 7. Receive full disclosure when purchasing a home here in The Villages.
- 8. Receive an objective market appraisal for major purchases of common property. 9.
- Receive objective, unbiased, unslanted news reporting from local news sources.
- 10. Be informed beforehand by the Developer on any major change in our community.

POA

October, 2016

The Property Owners' Association of The

The Vision/Objective of the POA is to make

The POA Website - http://www.poa4us.org

October, 2016

Still Time to Support Your POA for 2016!

To those of you who have been loyal members this past year and for many years, we say THANK YOU. By this time next month, you will receive your pre-filled form to renew your membership for 2017, if you were a member in 2016 or 2015. If you have a multiyear membership that includes 2017, you will not receive the renewal letter.

For those of you who have not yet joined, we sincerely hope that you have witnessed the hard work of the volunteer POA Board of Directors over the years, addressing the many issues that have faced the residents of The Villages, and our efforts to keep ALL Villages residents informed of what is going on in our

We Stand Corrected!

In the September 2016 issue of the *Bulletin*, page 1 article about the SLCDD purchase of Amenity Assets and Fees, we incorrectly reported that the proposed purchase had not been covered by *The Villages Daily Sun*. In fact, an article appeared in the August 20, 2016 issue of the *Daily Sun*. We apologize for this error and any misconception it may have caused.

The Villages Updates Website Health Information...

We are also very appreciative that The Villages, per our suggestion, has updated its website **www.thevillages.com** to correct inaccurate information about health care affiliations and services currently available in The Villages. (They removed the Moffitt Cancer Center from their list.) Thank you.

And The Villages Health Has Made Some Changes Too...

After we followed up again with contact to The Villages Health asking that they provide more complete information on their website regarding Accepted Insurance, they now state "If you are eligible for Medicare or are enrolled in Medicare, The Villages Health primary care only accepts the following Medicare Advantage plans: (Plans are listed)..." followed by "The Villages Health does not accept new patients with Medicare or Medicare with a traditional Medicare supplemental policy." Thank you. world. We know there are many sources of information available to you, and we encourage you to read them all to gain a full perspective and understanding of the issues.

The POA perspective comes from our continuing commitment to Residents' Rights and our independence from the Developer. We don't always take the popular view or give you only a piece of the story. We strive to be comprehensive and look at the issues from the residents' point of view.

We are almost past the time, this year, where we are emphasizing becoming a member for 2016, however, if you have been a member in the past and have "forgotten" to send in your check for 2016, we will still gratefully accept it. Please keep in mind that November 1st starts the early 2017 membership year sign up and renewal.

If you've never been a member and you think, as we do, that we have worked hard to represent Villages residents, we would like to see you sign up today.

Please recognize that for just \$10 a year you're getting one of the most valuable information and advocacy resources available to you!



POA 2016 AND BEYOND MEMBERSHIP & CONTRIBUTION FORM Please complete each section and return to: The POA, P.O. Box 386, Oxford, FL 34484 <u>PLEASE PRINT!</u> or <u>Use the ONLINE FORM found online at www.poa4us.org</u>

| □ New Member □ Rene | wal Number of People in Household: |
|---|---|
| NAME(S)(1) | (SAME LAST NAME) |
| | |
| NAME(S)(2) | (DIFFERENT LAST NAME) |
| | (DIFFERENT LAST NAME) |
| VILLAGE | VILLAGES ID# |
| CITY/STATE/ZIP CODE | |
| PHONE | |
| EMAIL | |
| (We respect your | privacy. Your email address is for POA Official use ONLY) |
| | One year – 2016 – \$10 per/household |
| <u>MEMBERSHIP</u> <u>DUES</u> (Please Select One): | Two years – 2016/2017 – \$20 per/household |
| <u>DUES</u> (I lease select One). | □ Three years – 2016/2017/2018 – \$30 per/household |
| ADDITIONAL CONTRIBU | <u>TION IF DESIRED</u> : Please accept my |
| additional contribution to th | The POA in the following amount: \$ |
| TOTAL AMOUNT FOR DI | UES AND ANY CONTRIBUTIONS: \$ |
| | elf-Addressed Please hold my POA Membership m and my check. Card for me to pick up at one of the monthly POA Meetings. |
| | U EOD VOUD SUDDODT OF THE DOA |

THANK YOU FOR YOUR SUPPORT OF THE POA

The POA – Champions of Residents' Rights Since 1975

October, 2016

POA Endorsements

(Continued from page 2)

A complete list of supervisor candidates for the respective VCDDs, AAC and NSCUDD can be found on pages 16-17 of this *Bulletin*. All candidates for supervisor positions were asked to provide brief biographies, edited versions of which appear for those candidates who responded to our request for biographies and who are in competitive supervisor elections.

The POA Board of Directors hopes that the election information contained herein will help voters in the numbered VCDDs decide which candidates will best represent their respective Districts.

POA SPEAKERS AVAILABLE for Villages Club Meetings Call Cliff Wiener 352-430-8497

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Medicare Annual Election Period (AEP) Begins October 15 What You Need to Know

Medicare's Annual Election Period (AEP) has been complicated for thousands of Villages residents due to the recent decision by The Villages Health (TVH) to "kick out" any TVH patient who does not buy into the exclusive UnitedHealthcare Medicare Advantage Plan, which is administered under Medicare Part C. This means if you want to keep the doctor you have at TVH, you must take one of their plans. Otherwise, if you choose Original Medicare, you will have to find a new primary care physician, not associated with TVH. Villages residents are scrambling to understand how to proceed.

Fortunately, there is an invaluable resource available for <u>free</u> consulting called Serving Health Insurance Needs of Elders (SHINE), a program administered through Centers for Medicare & Medicaid Services (CMS) - they put out the "Medicare & You" Book - Department of Elder Affairs. Our local SHINE is a group of 24 volunteers, led by Area Coordinator Betty Cunningham. They hold sessions at the Lake Miona, Eisenhower, and Chula Vista Recreation Centers, along with Langley Health Center. They are currently at each location twice a month, but will be adding days and times when the AEP begins.

To help residents prepare for the upcoming AEP, Ms. Cunningham held two information sessions in early September. While not comprehensive (Betty is a virtual encyclopedia of

HYPPNOSIS Anxiety, Weight, Smoking, Other Issues Most Insurances Accepted June N. Steinbock, LCSW, CACH State Licensed & Certified - Village Resident 352-250-5052 Medicare information!), following is a review of the highlights of the workshop:

Counselors do not make recommendations. Their mission is "to provide free and unbiased health insurance counseling through a dedicated network of volunteers, empowering Florida seniors to make informed health care choices." They learn about your individual circumstances, your medical and prescription drug needs, and your current plan, and offer you up to three options to consider. According to Betty, her sole mission is "to make a positive difference in a person's life". She advises that "one size does not fit all" and it is very important for each person to review their individual circumstances every year. Spouses will likely NOT have the same needs and each should look at their plans individually, especially the Part D Prescription Medication Plan.

Medicare is a federal health insurance program for eligible individuals (no spouse or dependent coverage) -- people over 65, people under 65 with certain disabilities, and people of any age with End Stage Renal Disease (ESRD) or Amyotrophic Lateral Sclerosis (ALS). There are different "Parts" to Medicare:

Part A (Hospital Insurance) covers inpatient care in hospitals, skilled nursing facility care, hospice care and home health care. Premiums are free for most people with \$1288 deductible per benefit period.

Part B (Medical Insurance) helps cover services from doctors and other health care providers, outpatient care, home health care, durable medical equipment, and some preventive services. Premiums are \$104.90 - \$121.80 per month with \$166 annual deductible, and a 20% coinsurance for most Part B services.

Part C (Medicare Advantage) includes all benefits and services covered under Part A and Part B, is run by Medicare-approved private insurance companies, usually includes Medicare prescription drug coverage (Part D) as part of the plan, and may include extra benefits and services for an extra cost.

Part D (Medicare Prescription Drug Coverage) helps cover the cost of prescription drugs, is run by Medicare-approved private insurance companies, may help lower your prescription drug costs and help protect against higher costs in the future. (Source, "A

The POA Website - http://www.poa4us.org

October, 2016

Medicare AEP

(Continued from page 4)

Quick Look at Medicare" - CMS product No. 11514, rev. Aug. 2015).

Annual Enrollment Period (AEP) is from October 15 – December 7. During this period, you MUST make any desired changes to your Plan(s) or wait until the next year's AEP, except in the cases of "life-changing events", which can include a move to another state.

If you are receiving Social Security, you will automatically be enrolled in Parts A and B at age 65. If you are not receiving Social Security retirement benefits and want Medicare, you need to enroll through the Social Security office or **www.socialsecurity.gov** 90 days before your birthday month. Otherwise, when you want it, you will have to enroll voluntarily during a Medicare special enrollment period.

Medicare Supplemental Insurance (Medigap Insurance) is designed to fill coverage (payment) gaps in Original Medicare. It is provided by independent health insurance companies, and while costs may vary, coverage is set by Medicare and cannot vary. The most popular plans in Florida, according to Betty, are Plans F and C. (See Medicare Booklet which can be obtained through SHINE). All lettered plans are the same, but are sold by different compa-



nies for different prices. Some providers accept assignment of Medicare benefits, and some, such as the Mayo Clinic, do not.

Medicare Advantage (Part C) does not have a supplement, but may include the Part D prescription plan. A Medicare Advantage Plan covers everything that Original Medicare covers, but Medicare pays directly to Part C (the insurance company) instead of to the individual.

The most common plan types are the Health Maintenance Organization (HMO) or the Preferred Provider Organization (PPO). The HMO is a closed network of physicians and a PPO allows a choice of in-network physicians.

TVH currently advertises two HMO plans and two PPO plans, along with a variety of supplemental and drug plans on its website. Many plans have AARP affiliations.

Prescription Drug Coverage (Part D) is available to all people with Medicare and is provided through standalone Medicare Prescription Drug Plans (PDP) or Medicare Advantage Plans with Prescription Drug Coverage. Financial "extra help" may be available to those who qualify. SHINE can help you identify if you qualify. Coverage is provided by private insurance companies that are Medicare approved. Part D plans, according to Betty, are in constant flux. She said that, in 2006, there were 55 approved drug plans, and today there are only 17. Again, SHINE counselors can take your list of prescriptions and find plans that will best suit your needs. Veterans may not need to take Part D at all; <u>review</u> <u>your circumstances with SHINE</u>.

Particularly, if you are one of those affected by the TVH change, be very aware of the following potential pitfalls:

- There may be increased out-of-pocket expenses due to no Medigap coverage (Medicare Advantage plans are intended for healthy people).
- If you drop an employer supplemental coverage plan, it is likely you will not be accepted back into the plan; check your employer plan carefully before you drop it!
- If you join a Medicare Advantage plan for the first time, and within the first 12 months you decide it is not for you, you can return to Original Medicare and get your supplement back, "usually" at the same price, if it is still available. If it is not available, you are guaranteed a supplement, with no questions asked, but it would be a different plan and would probably be "age of issue". Only the company can tell you that.
- If you drop Original Medicare and go into Medicare Advantage, and then go back to Original Medicare with Medigap, your Medigap premium may be higher. Florida is an "age of issue" state, meaning your premium is based on your age at the time you

⁽Continued on page 6)



The POA – Champions of Residents' Rights Since 1975

October, 2016



STOP BUY or RENEW!! NOTE: ALSO coverages for Mobile Homes, Events, Directors & Officers, Business, and Workers Comp

the LOWEST PRICE!

by **BEFORE** you

Medicare AEP

(Continued from page 5) take the coverage.

If you feel that your out-of-pocket expenses will not go outside of Medicare Advantage deductibles, you may save money by opting into that plan. However, if your circumstances change, you will have to wait until the next AEP to go back to Original Medicare, and may incur significant out of pocket expenses.

Be sure to ask yourself these key questions: Does my doctor accept the plan? Are all my drugs covered? Am I covered if I travel outside the area?

For those individuals who are <u>newly eligible</u> for Medicare, a new term "seamless conversion" has surfaced that allows insurers to shift their beneficiaries who are turning 65 to their own Medicare Advantage plan. All that is required is that the health plan obtain Medicare's prior approval and send a letter to the beneficiary explaining the new coverage. The new coverage takes effect unless the member opts out within 60 days. Newly eligible beneficiaries may receive a lot of mail regarding Medicare choices. They may not realize that this seamless conversion letter is an important choice. SHINE encourages all clients to care-

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fully read any documents coming from their insurance carrier or CMS, as they may greatly affect current and future coverage.

As the AEP approaches, be informed so you can make well-informed decisions about your coverages for 2017. SHINE is your best local resource. Their current locations and hours are:

- Lake Miona Rec Center, 1526 Buena Vista, 2nd & 4th Tues, 9AM - 11:50AM
- Eisenhower Rec Center, 360 Buena Vista, 1st & 3rd Wed, 9AM - 11:50AM
- Langley Health Center, 1389 S. Hwy 301, Sumterville 1st & 3rd Thurs, 2PM - 4PM. Appointment Only
- Chula Vista Rec Center 1011 Rio Grande, 1st & 3rd Fri, 3PM - 5:50PM.

You can always do your own research through Medicare's website **www.medicare.gov**. Other sites that may be helpful are:

- SHINE www.floridashine.org,
- Social Security www.socialsecurity.gov (benefits & options),
- Federal Employee Health Benefits (FEHB) www.opm.gov/insure/health/medicare.

For help with prescriptions:

- www.needymeds.org,
- www.rxassist.org,
- www.pparx.org,
- www.goodrx.com.

Great Products. Great Prices. Great Service.



CASE CLOSED? SWR Properties Water Pumping Update: Petitioners Withdraw Requests for Administrative Hearings

Three petitioners who were granted Administrative Hearings in the matter of the approved Water Use Permit (WUP) No. 20020576 withdrew their requests for hearings in early September. The Southwest Florida Water Management District (SWFWMD) issued the WUP to SWR Properties, LLC on June 8, 2016, allowing the company to withdraw 496,000 gallons of water daily and up to 892,800 gallons at peak times for commercial/industrial purposes.

In an Order denying a "Motion to Dismiss" filed by SWR Properties, Administrative Law Judge Bram D. E. Canter stated, "If Petitioner (Joe) Flynn or any other Petitioner comes to the hearing without having made reasonable efforts to prepare to present competent evidence such as, for example, the expert opinion of a hydrogeologist that the proposed water use would cause sinkholes that affect Petitioner's property and would have an immediate and adverse effect on his own drinking water supply, then Petitioner will risk incurring sanctions, including attorney's fees and costs."

In another order, the judge stated that, "Petitioner's claim is that the proposed withdraw would cause geological changes that would induce sinkhole formation in the area of his property and would materially reduce his own source of water. These allegations must be proven with competent evidence at the final hearing."

According to Joe Flynn, one of the petitioners, it was these statements and estimated legal fees - as much as \$100,000, or more - for attorneys they had contacted to help them with the case, that led the petitioners to withdraw their requests. The Department of Administrative Hearings website, **www.doah.state.fl.us**, shows the "Order Closing the File and Relinquishing Jurisdiction. CASE CLOSED", dated "09.08.16 and 09.09.16" for "Case Nos. 16-3910, 16-3911, and 16-4356".

Mr. Flynn said that new information continues to be presented to the SWFWMD governing board, however the POA has had no confirmation that any additional action is expected to be taken by the SWFWMD board. □

COLUMBUS





Amenity Authority Committee (AAC) Meeting Highlights September 7, 2016

During audience comments, various statements were made regarding the possible purchase and development of the Rio Grande property. The Villages Racing Car Club requested a dedicated facility at Rio Grande, one resident requested more beach tennis courts, while another who lives near Rio Grande expressed continued concern about the property being developed.

Item 5 was pulled from the Consent Agenda for discussion. The Villages Box Office is moving from Saddlebrook to Savannah, and The Villages Entertainment is picking up all the costs for renovations creating the ticket windows, which are expected to open in January. At the request of Don Deakin, the AAC approved the addition of a restoration clause in the lease, if the District determines it necessary, in the event the lease is terminated.

New Business

The FY16-17 \$41.7 Million Recreation Amenities Division and \$160,000 Mulberry Grove

Fitness Budgets were approved with concerns expressed by District 3 committee member John Wilcox over the increase in the Community Watch (CW) portion of the budget, noting that as The Villages grows, the percentage of area in the Districts north of CR466 has decreased, yet the AAC contribution to the CW budget has increased. Vice Chairman Carl Bell noted the budget for CW is \$2.5 Million, while Recreation is \$2.8 Million. He observed that "we should spend more on having fun", and Mr. Wilcox added we should spend more on Recreation and Property Management. Budget Director Barbara Kays said the 2016 budget for CW is \$2.1 Million, and for 2017, is \$2.5 Million, attributing the increase to additional staffing at the Morse and Del Mar gates, as well as increases in the number of calls to CW. District Manager Janet Tutt stated that calls to CW are increasing all over The Villages due to aggressive community relations and communications. She cautioned that the committee should look at the full analysis before making any changes to the expenditures. Committee members agreed to conduct a workshop to receive additional information on Community Watch and law enforcement expenditures.



Old Business

- Handicap accessible modifications to Glenbrook postal facility are completed.
- District Manager Tutt is working with Lake County officials to complete the sale of property to the Church of Christian Faith.
- Additional Properties CR42. District Manager Tutt presented findings with respect to accessibility to the property. She concluded that there is no access, except from CR42, because of a 5-foot wide strip of property that runs between the access road to the VA and the 40-acre property. She did not find out if access could be obtained through that strip and indicated staff has taken no other action. The AAC directed staff to look at all possibilities to access the property by whatever means, including golf cart access through the Village of Woodbury, and to identify the costs for access. (A property ownership map is included on www.districtgov.org. click on AAC and Sept. 7 Agenda, and select Download Agenda for attachments.) Additional Properties - Rio Grande. Per direction from the AAC members last month, staff looked at the original 14.5 acres (Area 1), as well as an additional 27 available acres (Area 2). Approximately 10.8 acres of the total 41.5 acres are owned by private individuals, not by The Villages of Lake-Sumter, Inc. The estimated acquisition cost for the Developer owned acreage is \$339,000. The District's Attorney, Scott Gerken, indicated there was a favorable meeting with Lake County attorneys, and that they understood "the big picture", saying it was a good example of intergovernmental cooperation. The key, he said, "as we have said all along, is that the county has to be on board with this or we're dead in the water. We can't do it without them. The good news, though, is before we spend any significant amount of funds we would have a better idea of what that is so you all can decide whether or not it is worth it to go forward." Mr. Gerken estimated the total costs for all parcels (Deve-loper owned and those privately owned) would likely exceed \$500,000, including the costs associated with the "Quick Take" process (land costs, legal fees, etc.), but cautioned it is really too

(Continued on page 9)

October, 2016

October, 2016

Underwriters

Lightning Protection

Master Label Installers

Service, Inc.

FREE ESTIMA

AAC Meeting Highlights

(Continued from page 8)

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early to know. Ms.Tutt said, in her opinion, the total costs will more likely be in the \$700,000-\$800,000 range, and clarified that the non-Developer owned property is really 10+ acres. No further action is needed at this time while the Lake County attorneys review what is needed to initiate the Quick Take process. (The Property Ownership map and cost information is included on www.districtgov.org, click on AAC and September 7 Agenda, and select Download Agenda for attachments.)

District 2 requested automatic door openers for all recreation center facilities. Only Savannah, Mulberry and Chatham do not have them. The Committee authorized Property Management to install them at a cost of \$3300-\$3500 per center. They will be installed soon after October 1. Mr. Wilcox suggested a review of all handicap needs at all facilities, including ramps, automatic doors, removal of ornamental fences, and size and opening direction of all bathroom

stalls in the recreation facilities throughout The Villages be conducted by Staff. (Capital Projects Update is also available on the website.)

Please go to the www.districtgov.org website for the Official Minutes, Agendas and Meeting Schedule. Next AAC Meeting - Wednesday,



October, 2016

SLCDD Amenity Committee Advisory vs. Authority??

Last month we reported that the Sumter Landing Community Development District (SLCDD) approved the purchase of amenity revenues and facilities from the Developer.

It was announced that a Resident Amenity Committee would be formed, but unlike the Amenity Authority Committee (AAC) in the Village Center Community Development District (VCCDD - north of CR466), which has **AUTHORITY** over all no-bond required amenity funds, the committee south of CR466 would be **ADVISORY** only.

At the August 18, 2016, SLCDD meeting where approval was given to go ahead with the purchase, District Manager Janet Tutt ad-

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vised that since the recent lawsuit against the SLCDD and Developer requesting an AAC south of CR466 failed, it was not legally possible to create one. The Florida Statutes state that a District Board cannot allocate its powers to another entity – Ms. Tutt said it was only possible north of CR466 because the establishment of the AAC was BY COURT ORDER.

The POA has looked into this issue and while we agree that the Florida Statutes state that a District Board cannot allocate its powers to another entity, we believe that it would, under Florida statutes 190 and 163, be permissible to form an Interlocal Agreement wherein those powers would be given to the residents via representation through their Community Development District Boards, providing all District Boards were in agreement. Ms. Tutt did not advise, at this August 18 meeting, that an Interlocal Agreement could be established, instead advocating strongly that the advisory model has worked well with the Project Wide Advisory Committee (PWAC), and in fact, Ms. Tutt has recommended that this new advisory function for Amenity Fees be added to the current PWAC responsibilities.

A Little History - Back in 2006, Mr. Gary Morse, the Developer of The Villages, announced plans to determine whether to give Villagers north of CR466 voting **authority** over the VCCDD amenities. He advised that the determination involved a two-stage process.

First, Villagers must decide if they wanted to have this voting authority. This would be handled in a "straw vote", in November, in the general election. Villagers would vote on whether to create an "Authority Board" under Chap-



ter 163 Florida Statutes, which would eventually take over direct responsibility for any VCCDD amenity decisions regarding the residential areas under VCCDD administration.

It was cautioned that all of the details of the arrangement had yet to be worked out. It was possible that Villagers might decide to continue the current situation in which the Developer effectively has control of governmental decision-making in the VCCDD. If the vote was negative, the current situation would continue with the VCCDD making all big decisions in its administrative area.

Second, if the straw vote was positive to the idea, each area under VCCDD administration would send a delegate to an organizational meeting to decide on the details and scope of resident control. This would include CDDs 1-4, the VCCDD, and the Lake County portion of The Villages.

Then, a second election would be held in 2008 to select an official representative from each of the residential areas. The VCCDD would retain responsibility for all the bonds issued previously, as well as for the administrative functions relating to the VCCDD's commercial areas in the various shopping plazas.

Here's what happened. The straw vote was conducted and 51% of the residents were in favor of an "Authority Board" and 49% were against it. However, residents were then advised that the proposed Interlocal Agreement creating an Amenity Authority Committee would need to be approved by all of the District Boards. CDD Boards 1 and 2 opted not to participate in the authority, or to name anyone to the transition committee that would draft the Interlocal Agreement necessary to bring about the authority. The residents north of CR466 then ended up with a Resident Advisory Committee (RAC).

Two years later, in March of 2008, the VCCDD Amenity Authority Committee was created and presented as part of the settlement of the class action lawsuit against the VCCDD and the Developer. All District Boards, including CDDs 1 and 2, who had opted out earlier, agreed to sign the Interlocal Agreement.

So, it is the POA position that the residents south of CR466 could create an Amenity Authority Committee, if all of the residential CDD Boards and the SLCDD Board were in agreement to create it. However, it would appear from Ms. Tutt's stated opinion above, that even if the residents wanted it, the SLCDD would likely not support its creation.

Important Election Information

Election Day this year is on November 8. General Election Key Dates & Deadlines

- Voter registration deadline October 11
- Absentee ballots mailed October 4 11
- Early voting October 29 November 5

To find your polling location and other information, call your county Election Supervisor's office or go to your county's website:

- Lake County, 352-343-9734;
- elections.lakecountyfl.org
- Marion County, 352-620-3290; votemarion.com
- Sumter County, 352-569-1540;
 sumterelections.org

Campaign Signs

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Remember there are rules about displaying election signs. In Districts 1 and 4 there is no enforcement of signs in home or villa units. Districts 2 and 3 allow the placement of not more than one (1) professionally created sign no larger than 24" x 24", to an exterior window of a residence. Districts 5 - 11 do not allow any sign of any kind to be displayed to public view on a homesite or any dedicated or reserved area without prior written consent.

Signs are not permitted on the outside of District owned walls and are not allowed on any District owned property. Signs placed in

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these areas will be removed. Signs may be affixed to golf carts or Low Speed Vehicles or held by candidates or their supporters.

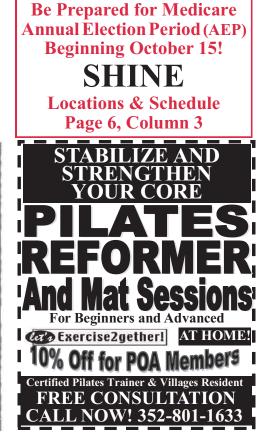
For full information about all signage, visit **www.districtgov.org** or contact District Manager Janet Tutt or Diane Tucker, Administrative Operations Manager, at 751-3939.

AAC District 4 Election Locations & Dates

The Landowner Election for AAC District 4 will be held on Tuesday, November 8, 2016, (Election Day) at the Mulberry Regional Recreation Center in the Justice Room. This is a different room than for general election voting. Voting hours for AAC are 7AM - 7PM.

You can also obtain an Application for Absentee Ballot from **www.districtgov.org** or at the District Office at 984 Old Mill Run in Sumter Landing.

Early voting will also be held at the District Office from October 25 - November 4, 2016, from 8AM - 5PM.



NOTICE CDDs 1, 2 & 3 Change Meeting Locations

Beginning October 14, 2016, Community Development Districts (CDDs) 1, 2 and 3 will conduct their Board of Supervisors meetings at the District Office at 984 Old Mill Road in Sumter Landing on the 2nd Friday of each month at 8AM, 9:30AM and 11AM, respectively. District 4 and the Amenity Authority Committee (AAC) will meet monthly the Wednesday before the 2nd Friday at 9AM at the Savannah Center.

Please go to **www.DistrictGov.org** for the official minutes, agendas, and meeting schedules for all district boards and committees.



October, 2016

October, 2016

POA Establishes Strategic Alliance With the National Retiree Legislative Network (NRLN)

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The POA has teamed up with the National Retiree Legislative Network (NRLN) to form a Strategic Alliance. The NRLN, based in Washington, D.C., is the only nationwide organization solely dedicated to representing the interests of retirees and future retirees, with a specific focus on income and health care security. It does not deal with other social or political issues, send junk mail or sell anything. It is a non-profit, non-partisan, grassroots coalition with more than 2 million retirees coming from 23 retiree company associations and individual members. The NRLN has members in all 50 states and congressional district teams in 75% of the 435 U.S. Congressional districts.

The POA serves Villagers through programs of education, research, analysis, representation, advocacy, and legislative action. The working relationship between the POA and NRLN will consist primarily of providing information to POA members via the *Bulletin* regarding healthcare and income security issues, and occasional surveys allowing the NRLN to gather information regarding these issues to help them establish priorities for the NRLN to work on nationally. POA president, Cliff Weiner, said, "While our focus is generally on local issues, this Strategic Alliance with the NRLN will help us access information about issues occurring at the federal level that can affect all of us."

The recent decision by The Villages Health (TVH), where 13,000 Village residents were informed they would be "kicked out" unless they take the UnitedHealthcare Medicare Advantage (Part C) Plan, brought the POA and NRLN together earlier this year when they partnered on a survey to Villages residents; 3,100 people had responded (as of September 7) to the survey, and 93% said they would not convert to Medicare Advantage.

Bill Kadereit, NRLN's President took the survey results to Medicare's officer in charge of Medicare Advantage and Prescription drug plans (C and D) in Baltimore and then met with ap-

proximately 300 Village residents in September to form the NRLN VILLAGE CHAPTER. Attendees were very concerned and offered copies of documents they felt were important in NRLN's review of the promise broken. The NRLN's team has reviewed seven (7) specific communications given to Villages residents to determine if legal or regulatory action could be taken against TVH, and concluded that while the letters sent by TVH (in 2015) to their Medicare patients clearly creates an expectation that "only new patients" will be required to enroll in Medicare Advantage, and that this new requirement "in no way will affect your relationship with us", it does not, on its face, appear to be a contractual document and would not be likely to carry much legal force beyond the plan year 2016. Therefore, the POA will be unable to proceed with any type of legal action on behalf of those Villages patients who have found it necessary to leave their TVH doctors. We encourage residents to continue to look through all documents received by TVH that may contain a more direct contractual promise, and advise us of your findings at poa4us@hotmail.com.

For more information about the NRLN visit the website **www.nrln.org**.



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October, 2016

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POA Hall of Fame Nominations for 2016 Induction into the POA Hall of Fame is an honor reserved for past or present POA members

who have made notable contributions to the POA and to residents of The Villages. The POA Board will carefully consider all nominations. Nominations must be received by the POA Board of Directors by November 1, 2016. Nominations may be submitted by mail to The Property Owners' Association, Box 386, Oxford, FL 34484, or emailed to POA Board member Myron Henry (mcshenry@gmail.com) as email text or as PDF or Word attachments.

It's Parade Time!!

Mark your calendars and come and join the fun for both parades. Come early, at 3PM, for the music and camaraderie with your friends and neighbors! Want to be part of the action? Volunteer positions are available for parade marshals, the staging area, parking and crossing marshals and for the clean up crew – contact jgallagher809@gmail.com to sign up.

<u>THE ITALIANFEST PARADE</u> Tuesday, October 4, 2016, at 3:30 PM Spanish Springs Square



THE OKTOBERFEST PARADE Tuesday, October 18, 2016, at 3:30 PM Spanish Springs Square



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October, 2016



Additional Biographies Received 2016 Candidates for CDD Supervisors, AAC, NSCUDD

Following are biographies received from candidates for residential Villages Community Development District Boards (CDDs), Amenity Authority Committee (AAC) and North Sumter County Utility Dependent District (NSCUDD):

VCDD 1 Seat 5 - Craig Estep - Incumbent

Craig served in the military for the U.S. Marine Corps and the Army National Guard as a pilot. Craig spent twenty years in law enforcement. Craig served as manager of the State of Iowa Emergency Operations Center, and as Disaster Services Director for the San Antonio, Texas chapter of the American Red Cross. He retired as an Emergency Medical Services helicopter pilot.

Craig has served as a VCDD1 Supervisor since his appointment in March of 2015, and states he will continue to be a good steward of the District's resources and a diligent representative in all matters pertaining to the district.

VCDD 1 Seat 5 - Pete Pittsburgh - Challenger

Peter Pittsburgh is 68 and he is retired military. He lived in Orlando for 20 years before coming to The Villages. He was the Vice President of the Homeowners' Association in the Southchase community in Orlando and was on the ARCS Committee for 19 years.

In 2010, he purchased his home in The Villages in Delmar. In 2014, he singly championed the remodeling of the La Hacienda sports pool for a sum of \$475,000 after being told it was impossible. Bob said he knows how the system works in The Villages and he knows the people to notify to get things done.

VCDD 2 Seat 4 - Andrew Aschmann - Challenger

Andrew Aschmann and wife, Deborah, moved to The Villages, in 2013, from the Hudson Valley in New York State. He owned and operated a plumbing & heating business for 31 years, which he sold in 2012. During that period, he served on the City of Poughkeepsie Plumbing Board for 20 years, participated in forming the Poughkeepsie Licensed Plumbers Association, volunteered at a local food pantry, and led his church's youth group. He also participated in business education programs through the Dutchess County Regional Chamber of Commerce.

The Aschmanns live on Madero Drive, Village of Santa Domingo with their black lab, Mory.

vs. Bill Schikora - Incumbent - POA endorsed – See Bio on Page 1.

VCDD 5 <u>Seat 3</u> - John Waksmundski - Challenger

John was born near Portage, PA, a coal hamlet twenty miles from Johnstown. Following high school he spent four years in the United States Air Force, from 1961 - 1965.

He then entered Ohio University where he was awarded Bachelors and Masters Degrees. In 1972, John earned a PhD in American History from Ohio State University, which led to a thirty-five year teaching career at the high school and university levels. Simultaneously, he spent fourteen years as a trustee and sixteen years as a Fiscal Officer (elected positions) in Springfield Township, Ohio (pop. 38,000).

Four years ago, Susan and John retired to The Village of Sunset Ridge, where he is on the Community Board.

vs. Jerry Ferlisi - Incumbent - POA Endorsed – See Bio on Page 1. VCDD 10 Seat 1 - Richard Reaume - Challenger

Prior to retirement Richard was a Township Supervisor in Michigan with 10+ years experience serving as the Chief Elected Official for a community of 27,000 residents, with responsibilities for preparing and implementing a \$30 million budget, plus management of 150 employees including Public Safety (police, fire, EMS, 911 communications), Municipal Services (water, sewer, roads, trash, recycling), and Parks and Recreation. Richard stated that he maintained the lowest tax rate in the county and selection as a Top 100 Community in America. He has an MBA degree, and as preparation for the position, has attended the VCDD meetings and budget workshops.

VCDD 10 Seat 1 - Steve Bova - Challenger

Steve Bova states he is running for Supervisor of District 10 to provide leadership and experience in ensuring our residents a properly maintained district, and fiscally managing our budget to allow for needed capital improvements, while maintaining our current monthly assessments. Steve's experience includes a licensed real estate broker, a career in financial services, and a business degree in marketing and economics. He has served as President of a homeowners' association, managed capital improvement projects including clubhouse expansion and pool renovation, and was chairman of the architecture and landscaping com-

(Continued on page 17)



October, 2016

Additional Biographies

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(Continued from page 16) mittee. Steve said he looks forward to working with his fellow neighbors in District 10.

VCDD 10 Seat 1 - William Lorenz - Challenger

William has lived in The Villages for three years and moved from District 9 to District 10 one year ago. He and his wife Pam reside in the Village of Dunedin. William stated he has become interested in polices, procedures and responsibilities at the District level. Before he retired, he spent twenty years as a State of Wisconsin Purchasing Agent and Contract Specialist. William served in the Army Military Police and was stationed in Vietnam.

VCDD 10 Seat 4 - Patrick McDonald - Incumbent No Bio submitted.

vs. **Bob Rovegno -** Challenger - **POA Endorsed**, See Bio on Page 2.

AAC District 4 - Cary Sternburg - Challenger

Cary was born and raised in Williamsburg, VA. He graduated from the University of Virginia class of '73.

Mr. Sternberg has been in the real estate business for over 40 years, with emphasis on property management, sales, building, education, and most recently, defaulted real estate management and disposition. During the past decade and a half, he has served in an executive capacity with Bank of America, IndyMac Federal Bank, Ocwen Federal Bank, American Home Mortgage Servicing and Doral Bank.

Sternberg has also served on a number of HOA boards in various parts of the country, which provided invaluable experience in the management and governance of these associations. He has been directly involved in creating, managing and amending multi-million dollar budgets.

Sternberg has served as chair for the Human Rights committee (Newport News, VA) and has served on, or chaired, numerous other committees in the public and private sectors, and now serves on the Architectural Review Committee for The Villages, representing District 4.

vs. Don Deakin - Incumbent - POA endorsed - See Bio on Page 2.

NSCUDD <u>Seat 7</u> - Diane Spencer - Incumbent No Bio submitted.

NSCUDD Seat 7 - Daniel Warren - Challenger Dan Warren is a University of Wisconsin registered professional Civil Engineer. He also holds an MBA in finance from DeVry University.

His career focused on land development, construction and project management of major storm water, water and wastewater treatment systems. He is intimately familiar with all aspects of this infrastructure such as planning, engineering, finance, construction, operation, maintenance and regulatory compliance.

Dan was also dedicated to serving the public as commission president of the Waukesha, Wisconsin Water Utility for 24 years and was elected to the Waukesha School Board (\$160M budget), and served 21 years on that board. □



October, 2016

Manufactured Homes Insurance Follow Up

Last month we asked readers to let us know if they were aware of any other companies that are currently insuring manufactured homes in The Villages. We received two replies that Foremost also provides this insurance and can be reached at 800-771-7758. Thanks for the responses!

LETTERS

Letter to the POA:

Amenity Fees Increase or No Increase?

My husband and I live in District 3, Summerhill. Sometime ago I read in the *POA Bulletin* that the "Powers that be" had a meeting and voted there would be **no increase in the Amenity Fee** as they had *surplus funds*. Now, I find my August bill for water, sewer, sanitation collection includes an Amenity Fee increase of a \$1.46. Please respond. We are getting somewhat fed up with all the *increases* in The Villages. John & Nancy Stewart **POA Response:** The article in the POA advised that there would be no increase in the amenity fee **deferred rate**, which right now stands at \$155, which means that no one's contracted CPI amenity fee increase will be sought at this time when it becomes \$155.01 or higher. Note that it is a deferral and, at any time in the future, could be assessed.

The intent of the Amenity Authority Committee (AAC) is to try to hold the amenity fee static by using the "deferral rate" and let everyone "catch up". We all come in at the "going rate", which is currently \$145, and also pay the contracted annual amenity fee CPI increases. Some residents are still back in the \$130's or lower a month, as they have been here a long time, and others are over \$155. By using the deferred cap, as long as the financial situation of the AAC allows it, the AAC can move toward a more equitable monthly amenity fee. □

Letter to the POA: Multi-Modal Path Marking

The reflectors and the painted "Y's" on the paths have made a vast difference for those of us who use the trails after dark. The Morse Trail between the Stillwater Circle and the Mallory Country Club has a dip in the path with a slight "S" curve around a large tree. There is only a single reflector attached to the tree that is visible as you travel south on the trail at night. Knowing we had a tragedy around a large tree on the Buena Vista Trail, a while back, that generated safety reflectors, I believe we would do well to add trail reflectors by the big tree on Morse to help prevent a similar tragedy in the future. L. Dodson

POA Response: You have no doubt observed that this location has been completed, along with all of the trail markings. Sam Wartinbee, District Property Manager, advised that this location was shown as a "Side Obstruction" on Kimley-Horn's plan and was modified with a raised 6" curb and reflective pavement markers next to the curb.

If you note any other "missed areas", you can contact your CDD Board of Supervisors and advise them of the location. Insert **your district number** in place of the "1"): **dis-t1board@districtgov.org** - your email will go to all five of your Board Supervisors. If you do not know what District you are in - you can find it on the bulletin board at your postal station - top left hand corner.



The POA Website - http://www.poa4us.org

October, 2016

Letter to the POA: **Golf Cart Speeding** Enforcement

I thought I read that, effective July 1st, the police were allowed to enforce speed limits on golf carts that exceed 20 mph on multi-use paths. Do you have any knowledge on this?

Joseph E. Gehring Sr. POA Response: There have been no changes in the law that would permit area law enforcement to enforce the 20 mph speed limits on golf carts on the multi-modal paths. However, they may enforce it on roadways.



Letter to the POA: **Certain**Teed Shingle Algae

In the February 2016 and December 2015 issues of the Bulletin, there was discussion about CertainTeed Shingles, the invasive algae that causes streaking and shading. I live in the Village of Pennecamp/Kingfisher Villas. We also have this problem. The Villages Warranty Department will work with the manufacturer to send out a company to clean the shingles.

However, we are skeptical that this is the

few requests for help. We have heard that a number of residents did have CertainTeed clean their shingles and we have received no complaints from those residents. We have recently learned from the Sumter

County office of Seniors vs. Crime that the Florida Attorney General's office will not be taking on the complaints against CertainTeed as a class action issue. Seniors vs. Crime will be notifying all 34 complainants of the AG's decision and will be closing their cases.



Our Gardening Column:

Crinum Lilies by Anne Lambrecht, Master Gardener mrsanne04@gmail.com

Crinum lilies are everywhere. Even if you don't know what they are, you've probably seen them in the landscape here in The Villages. They are easy to grow because they love heat and moisture and produce an abundant array of showy flowers in the summer.

There are about 130 species of bulbous plants in this genus which belongs to the Amaryllis family. They are found in tropical and subtropical zones, usually in coastal areas.

The crinum plant is often referred to as the southern swamp lily, spider lily, hot country lily, or as a cemetery plant, because it used to be planted at graveyards in the olden days.

The crinum is usually started from large bulbs, from the large seeds it produces, or by offsets called pups. The seed method has been proven successful by me: I have grown them by letting the huge seed pods rest on the ground where they will take hold and root. This way, they will flower in three years, so it's better to grow them from bulbs if you're stressed for time.

Their flowers are narrow and spidery and in some species, trumpet shaped with flaring lobes. The flowers may be white, or in shades of pink or rose, and are oh, so fragrant and tropical.

The bulbs can become gigantic (some up to 20 lbs.)! The scent is sweet and heady and their agreeable nature has captivated gardeners from the start, especially in the south where they can withstand the sun and heat, humidity and the wet season.

The crinum plant reaches 3 to 5 feet at maturity and the same around. Foliage is spirally arranged, open and sword-like. The leaves can be red or green. It is often seen singly in the landscape, or in short, growing hedges where blooms and fragrance can be enjoyed.

Every southern garden should have crinum lilies. You can see them in old country gardens, southern plantations and abandoned homesites along the roadway.

Crinums will not withstand freezes, but they will be OK here in Zone 9a. The bulbs in the ground can survive freezes. About ten years ago, we had a period of extended freezing weather in January. When it was over -- because I couldn't bear going outside -- I found long, limp leaves, brown and dead, and even a little smelly, like

rotting vegetation. I just cut off the dead leaves and the crinums grew back just fine. Mulching them in the late fall provides insurance that they will return in the spring.

Plant them in fall or spring, burying the bulbs up to their necks. Use a LOT of organic matter in the hole (think swamp). Fertilize often with both slow-release, as well as the bloom booster kind, and they'll bloom quickly after soaking rains during the growing season.

A really cool hybrid is called the Amarcrinum, which is a cross between an Amaryllis belladonna (also known as Naked Ladies) and a Crinum Lily (there is much debate over the second names: Crinum moorei, Crinum howardii, Crinum powellii). The foliage looks like a crinum and the flower looks like an amaryllis. Some of these species can actually be grown in the pond! I have proved it! The pond lilies are such a spectacle when they bloom. I am absolutely crazy-happy when they bloom. They can also be grown in pots.

Crinum americanum or Florida Swamp Lily, Southern Swamp Crinum is the only true crinum from southern USA, with leaves to 4ft long, flowering stems that bear 3-6 creamy

white flowers tinged with green or purple, and prominent flaring stamens that are red or pink. Zones 9-11.

Crinum lilies are wonderful plants, their late flowers bring a zing to the garden at this time of year and are a spectacular addition to any Florida landscape.

Mail-order nurseries: One bulb can range from about \$10 up to \$30!! All of the following websites can be found by including "www." (without the quotes) before the name and ".com" (without the quotes) after the name: jenksfarmer, marcellescrinums, plant-delights, bulbmeister, marysgardenpatch, terraceiafarms, brentandbeckysbulbs.



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Seniors vs. Crime Leading the Fight Against Scams "Tech Support" Scams

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Most of us use computers these days, whether it is a desktop, laptop, smart phone, or whatever. And, unfortunately, way too many of us have gotten an unsolicited phone call, email, or text message, warning us that our computer is running amuck on the internet, has been infected by a virus, or some other dire warning.

How about those ads that suddenly pop up on your computer screen, with messages like 'SECURITY ALERT' or 'Urgent Notice: your data may be at risk'?

Ever wonder how to spot a tech support scam? Ads that suddenly pop up on your computer, unsolicited phone call warnings from 'Microsoft' or 'Apple' - these are all signs of a scam.

The FTC has been after tech support scammers for years. Recently, the FTC and the Florida Attorney General asked a federal court to shut down six companies and hold their owners responsible for running a Florida-based tech support operation that took millions from US consumers.



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The complaint alleges that the scammers ran an international tech support operation based in Florida, Iowa, Nevada, and Canada. They allegedly misrepresented to consumers that malware or hackers had compromised their computers, and that the operation was associated with or certified by Microsoft and Apple. The complaint **further** alleges that these companies relied on a combination of deceptive online ads and misleading, high-pressure sales tactics to frighten consumers into spending hundreds of dollars for dubious computer "repairs" and antivirus software.

"Scammers like these use incredibly deceptive tactics that make consumers think they are receiving warnings from legitimate technology companies," said Jessica Rich, director of the FTC's Bureau of Consumer Protection. "We are proud to work with the Florida Attorney General's office to put an end to these fraudulent practices."

According to the complaint, the defendants caused consumers' computers to display advertisements designed to resemble security alerts from Microsoft or Apple. These ads warned consumers that their computers could be infected with malware and urged them to call a toll-free number in the ad to safeguard both their computer and sensitive personal information stored on it. When users called the number in the 'alert', the FTC says they reached call center reps who told a series of lies.

(Continued on page 22)

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October, 2016

Seniors vs. Crime

The Lies:

Page 22

- The reps claimed they were authorized by well-known technology companies to service their product **they weren't**.
- They said they detected security or performance issues, like spyware, viruses, malware or presence of hackers on users' com-



puters - they hadn't.

 They said the performance or security problems needed immediate attention - <u>they didn't</u>.

The FTC says the companies took \$200 -\$400 from each user for 'repairs', several hundred dollars more for new antivirus software, and pushed users to sign up for ongoing service that cost up to \$19.99 a month.

A federal court has temporarily shut down the defendants' operation, frozen their assets, and placed control of the businesses with a court-appointed receiver.

Need real tech support? If you see a popup, an ad, or get an unsolicited call for tech support services, here are some ways to help



Top Soil ~ Railroad Ties ~ Boulders Granite ~ Fill, Sand & Clay ~ Cypress Lime & Mulches ~ Lava & River Rocks Basket Rock Flat ~ Pine Bark & Straw 13665 SE Hwy 441

Summerfield, FL 34491

- you keep your money to yourself:
- Don't give access to your computer to anyone who contacts you.
- Never give your credit card or financial information – or your passwords – to anyone who calls asking for them.
- Hang up on anyone who pressures you to pay for a computer security product or service.
- If you have concerns about your computer's security, call a local reputable computer repair company using a number you know is really theirs (e.g., that you looked up in the local phone book).
- If you need to check a company out, search its name online with words like "review," "complaint," or "scam."

Remember, no one will watch out for your interests better than <u>YOU</u>. When in doubt as to what you can to do to protect yourself against tech support scams, contact your nearest Seniors vs. Crime office in The Villages for advice or assistance. There is never a charge for their services. Do this **BEFORE** you agree to let anyone work on your computer remotely or give anyone your credit card number.

Seniors vs. Crime can be reached at 753-7775 at the Marion County Sheriff's Office in The Villages; 689-4600, ext. 4606 at the Sumter County Sheriff's Office; or 750-1914 at the Wildwood Police Annex in Brownwood. Volunteers are ready, willing and able to assist. To keep up with the latest scams, LIKE 'Seniors vs. Crime Region 4' on Facebook.



| Page 23 Th | e POA Website – http://www.poa4us.org | October, 2016 |
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| report before you list your home. If you wait until the building inspector flags these issues for you, you will almost certainly experience costly delays in the close of your home sale or, worse, turn prospective buyers away alto- gether. In most cases, you can make a rea- sonable pre-inspection yourself if you know what you're looking for. And knowing what you're looking for can help you prevent little problems from growing into costly unman- ageable ones. To HELP the home seller deal with this issue before their home is listed, a free report entitled "11 Things You Need To Know To Pass Your Home Inspection " has been compiled which explains issues involved. To hear a brief recorded message about how to order your FREE copy of this report, call toll- free 1-866-278-8790 and enter 1003 . You can call any time, 24 hours a day, 7 days a week. | BatteryMINDer® Golf Car Battery-Maintainer-Conditioner-Charger is proud to announce the newest AUTHORIZED BATTERYMINDER DEALERS: 1 The Villages Golf Cart Man, 674-9400, Susan Battery Boys, 643-1241, Brad Columbia ParCar, 753-0244, Andy Johnson Don't know why you need a BatteryMINDer? Call fellow Villager Bill for a quick analysis of your battery problems and what we can do to help. NO SALE PITCH. 561-4147 BatteryMINDers.com Milie's Frozen Custand "If you like Ice Cream-you'll Iove Ollie's" \$.50 cent off your order | POA Staff MembershipJerry Vicenti259-9746 LT TechIT TechKen Copp751-0086 Bulletin Editor Deb ButterfieldBulletin Editor Deb Butterfield219-508-686 AdvertisingAdvertisingRichie Hausner446-4186 Bulletin LayoutJackie Awtry350-7491 WebmasterJackie AwtryJackie Awtry350-7491 Jackie AwtryHall of FameMyron Henry205-8849POA Emailpoa4us@hotmail.com POA WebsitePOA Telephone352-430-8497ADVERTISERSFor Ad Rates and For More Information, Please Contact Richie HausnerRichie Hausner |

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References:

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