

Champions of Residents' Rights Since 1975

Community Development Districts (CDDs) What Are They and Who Are the Supervisors?

YOUR Locally Elected Representatives!

<u>Warning!</u> This article contains almost every acronym that pertains to our District Government, and for that we apologize. We have included a tear-out Guide to abbreviations and acronyms that are commonly used, on Pages 17-18, that we hope you will keep handy for future reference.

Community Development Districts (CDDs) are described as being somewhat similar to other forms of government such as towns and cities, but they are UNLIKE any others you may be familiar with! CDDs are provided for by Florida State Law, <u>F.S. Chapter 190</u> that was passed in 1980. A representative of the District's independent auditing firm recently described The Villages as the closest thing he's seen to a government that operates like a business.

That's what makes it SO different – and complicated! The Villages, as we know, has been developed by a private business known as The Villages of Lake-Sumter, Inc. (a.k.a. the "Developer" or Morse Family). At the time they were developed the Developer applied for CDD designation, along with the appropriate local unit of government, i.e., Lady Lake, Sumter County, etc., under the governing statute. **The Boards of Supervisors in Residential Districts 1-11 are the only officials elected by residents to represent their** interests, except in Districts 1-4, who also elect members of the Amenity Authority Committee (AAC). That's another topic. It takes 6 years and 250 registered voters before a residential district is comprised of all "qualified" (registered voter) elector supervisors. Commercial property owners (the Developer) elect the Supervisors in the Villages Center Community Development District (VCCDD), the Sumter Landing Community Development District (SLCDD), and the Brownwood Community Development District (BCDD). In most cases, supervisors in the commercial districts

Tuesday, March 21, 2017 POA GENERAL MEMBERSHIP MEETING Third TUESDAY of the Month - 7PM LAUREL MANOR RECREATION CENTER

FREE Tax Tips for Villagers (AARP)

Presented by District Coordinator -John Krier

Followed by Questions & Answers Audio and Visual in Overflow Room Donuts and Coffee for All After the Meeting! All Residents Welcome - Come and Join Us! *do not live in The Villages.* Since there are no residents in the commercial districts, those supervisors will always be elected by whomever owns the properties, currently the Developer.

The POA Website - poa4us.org

NOTE: Please read the *Bulletin* article entitled: "CDDs - The Good, The Bad, and The Ugly" in The Villages Government section of the POA website, **poa4us.org**, in the menu on the left-hand column, for additional information. (Continued on page 2)

Irish Kick Off Villages Parade Season!



Mark your calendars and get out your **GREEN** – everybody's Irish on March 17!

The Villages Annual Irish Parade will start at 3:15 PM (note earlier start time) on Friday, March 17, at Spanish Springs Town Square.

The annual "wearing of the green" draws thousands of Villagers decked out in their finest "greenery", complete with shamrocks and (Continued on page 5)

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Your Representatives

(Continued from page 1)

The District also conducts "CDD Orientation" every Thursday at 10AM at the District office in Lake Sumter Landing. No reservation is needed.

That's all the technical jargon for now. More importantly, what do your residential District Boards of Supervisors DO? All CDD Boards, residential and commercial, set policies, adopt budgets, approve contracts and address resident issues/concerns that are within the scope of the CDD authority.

Residential District Boards of Supervisors. CDDs 1-12 levy an annual maintenance fee on property owners within each district (payable on your county tax bill), which is used to operate, maintain and manage infrastructure owned by that district. This includes such things as storm and gutter facilities, water retention areas, Villa roads, landscaping, common areas, multi-modal paths, etc. In addition, each district <u>south of CR466</u> allocates a portion of its maintenance dollars, based on its percentage of assessable acres, to what is known as the Project Wide Fund, to help pay for these commonly shared maintenance items throughout the SLCDD territory.

Another important function of each district's Board of Supervisors south of CR466 is to <u>appoint</u> one of its own members to serve on the Project Wide Advisory Committee (PWAC), the group that <u>advises</u> the Sumter Landing CDD that gives final approval to the Project Wide budget.

Over time, the various residential districts' amenity facilities and fees have been sold by the Developer to either the VCCDD or SLCDD. This is yet *another* complicated topic that pertains specifically to who makes decisions with respect to the amenity facilities and programs that are the lifeblood of living

The POA Bulletin is published monthly by the Property Owners' Association of The Villages, Inc. Articles represent the opinion of the POA or the writer, and Letters to the POA postings represent the opinions of the writers. Care is taken to ensure that facts reported herein are true and accurate to the best knowledge of the POA and are taken from reliable sources. The POA assumes no liability for any infor-

The POA assumes no liability for any information published, opinions expressed, or delivery to any person or location. The POA does not endorse or recommend the products or services of any advertiser or discount partner. All publication rights are reserved. Publication or reprinting of any material contained herein is by written permission only. in The Villages, and the amenity fees that we all pay. The bottom line, for now, is that since they are no longer Developer-owned, and thus not private and subject to government "Sunshine" laws, residents now have an opportunity to attend public meetings and see income and expenditures that relate to the very important resident-paid monthly fee. All meeting agendas, minutes and budgets are also available on the District website, **districtgov.org**.

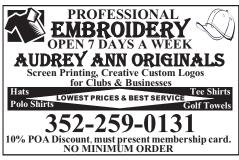
Do you know what District you live in? Who your supervisors are? When and where they meet? All of this information, including meeting agendas, minutes and budgets are available on **districtgov.org**, the District website. Click on Your District and select your District Number. Your District Number is also posted on the bulletin board, at your postal station, where you pick up your mail.

For your convenience, a meeting schedule and District map are on Pages 6-7 of this *Bulletin*. The Budget process calendar is on Page 6.

<u>Commercial Districts Board of Supervisors</u>. The Village Center Community Development District (VCCDD), the Lake Sumter Landing Community Development District (SLCDD) and the Brownwood Community Development District (BCDD) are elected by landowners (currently the Developer) since there are no residential units in those districts. However, the VCCDD and the SLCDD have important functions that impact resident amenity facilities, services and fees. BCDD has no ownership of amenity facilities and fees at this time.

The VCCDD provides management services to all districts, including the hiring of the District Manager (Janet Tutt) and all employees, costs of operation, Villages Public Safety and general government services. It administers the Recreation Amenities Division (RAD) budget that is funded by <u>resident</u>

(Continued on page 4)



POA Mission Statement

The Property Owners' Association of The Villages is an independent organization devoted to our home ownership experience.

The Vision/Objective of the POA is to make 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:

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

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know the DATES you will be away, at least 2 WEEKS before departing, and we will stop delivery of the *Bulletin* during that time. If we inadvertently deliver to an unoccupied house, thank you in advance if you or one of your neighbors can pick up the *Bulletin* and either keep or discard it.

Medicare Special Enrollment Period Ends March 31

Betty Cunningham of Serving Health Insurance Needs for Elders (SHINE) reports that the Medicare Special Enrollment Period that comes only once a year runs from January 1 – March 31. This is the time for people who didn't sign up for Medicare when they could/should have to get signed up. You MUST sign up for Medicare by March 31, and it will go into effect July 1. There are penalties if you don't – 10% for each full 12 months that you could have had it and didn't!

Contact SHINE for any questions or more information, 352-692-5259 or 800-262-2243.



The POA Website - poa4us.org

POA Membership is a Great Value!

Where can you get an advocate, informative programs, discounts from businesses, and a wealth of information about the community you live in for just \$10 a year? That's right – the Property Owners' Association of The Villages. The monthly **Bulletin** strives to give you factual information from the perspective of how something might affect the residents and is delivered to every driveway. The Villages is a wonderful place to live and the POA wants to do all it can to help make it even better. That means sometimes we have to play the "devil's advocate" to really dig deep into decisions that might affect our futures and property values.

We live in what is arguably the most unique community in the country. We are blessed with wonderful golf courses and pools, recreation centers, activities galore, beautiful landscapes and preserves, fantastic town squares...the list goes on. And we are blessed to have excellent leadership at the District level, with District Manager Janet Tutt at the helm, and an absolute army of excellent departmental leaders and staff.

The POA can help you if you help us by strengthening our membership and getting involved! \$10 a year? You can't beat it! If you haven't sent in your prefilled renewal form, please do it today. If you're reading this and you've never been a member, please use the form below or go online at **poa4us.org**. Make your check payable to the POA.

POA 2017 AND BEYON	D MEMBERSHIP & CONTRIBUTION FORM	
Please complete each section and	return to: The POA, P.O. Box 386, Oxford, FL 34484	
PLEASE PRINT! or Us	e the ONLINE FORM found online at poa4us.org	
□ New Member □ Renew	al Number of People in Household:	
NAME(S)(1)		
	(SAME LAST NAME)	
NAME(S)(2)	(DIFFERENT LAST NAME)	
ADDRESS		
VILLAGE	VILLAGES ID#	
CITY/STATE/ZIP CODE		
PHONE		
EMAIL		
MEMBERSHIP — One year - 2017 - S	One year - 2017 - \$10 per/household	
<u>DUES</u> (Please Select One):	🗌 Two years - 2017/2018 - \$20 per/household	
	☐ Three years - 2017/2018/2019 - \$30 per/household	
ADDITIONAL CONTRIBUT	<u>FION IF DESIRED</u> : Please accept my	
additional contribution to the	POA in the following amount: \$	
TOTAL AMOUNT FOR DU	ES AND ANY CONTRIBUTIONS: \$	
Envelope, along with this form	f-Addressed In and my check. Card for me to pick up at one of the monthly POA Meetings.	
THANK YOU FOR YOUR SUPPORT OF THE POA		

March, 2017

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Your Representatives

(Continued from page 2)

<u>amenity fees</u> purchased from the Developer. Services provided include Common Area Maintenance, Community Watch, Recreation Centers and Activities, Water Retention Areas, Gate and Postal Facilities, and Executive Golf Courses.

The SLCDD, prior to November 2016, was funded by Amenity Fees that had been purchased from the Developer (District 5) and Developer funding of amenity services for those amenity facilities owned by the Developer. In November 2016, the Developer sold the remaining amenity facilities and fees to the SLCDD, which will now be responsible for administering the Sumter Landing Amenity Division (SLAD) budget for all current residential districts south of CR466. There is currently not an AAC elected by the residents south of CR466, who pay the amenity fees, with the same discretion, oversight, rate setting and policy control that exists north of CR466. Instead, District Manager Tutt has recommended that the responsibility for the millions of amenity fee dollars that are collected monthly be added to the advisory functions of the PWAC. (Please see article/ survey on Page 8.)

Why are Residential District Boards of Supervisors so Important and Why is it Im-

portant to Understand the Power of the Commercial Districts? In addition to managing the individual district's maintenance fees and expenditures - and in the case south of CR466, the allocations and appointments to the PWAC - your district Boards also have the opportunity to set policies that govern such things as yard signs, yard ornaments, and striping on multi-modal paths. While they cannot change issues related to deed restrictions, they can set policy to "not enforce" a certain restriction. They are expressly prohibited from having any dialogue with a resident about a specific compliance issue or Architectural Review Committee (ARC) application because they would be involved in an appeal of an ARC decision.

District Supervisors are also your link to other areas of district government, i.e., south of CR466, appointments and recommendations made to the SLCDD by PWAC. If residents want an AAC south of CR466, the place to start is with the District Boards who make appointments and give input to PWAC. If residents of a particular district want a policy changed or reviewed for their district, the place to start is with their individual District Board.

While most people came to The Villages to enjoy retirement and an active lifestyle, NOT to attend meetings, if residents have an issue with services, the VCCDD is the place to go.



If they have issues with amenities and/or fees, the meeting to attend north of CR466 is the AAC, south of CR466, it is your individual district, PWAC, or SLCDD, but remember, only your RESIDENTIAL District Supervisors are resident elected.

It is also important to note that District Manager Tutt and all of the District staff are very responsive to resident questions and concerns. You can always call or email them individually, or go through the Customer Service Center by calling 352-753-4508. They will get you to the right person or department.

ALL meetings held by any unit of District Government are open to the public (by law), and are also subject to Florida's public records rules and "Sunshine Laws." This means that all records, including most written communications, must be available to the public and media upon request, and supervisors are not allowed to have conversations with each other about District business except in a public meeting.

Jennifer McQueary, the District's Clerk, is the "keeper of the public records" and requests should be directed to her. You can reach Jennifer at (352) 751-3939 or email Jennifer.McQueary@districtgov.org. Email communications may be subject to public disclosure. Audio CD's of meetings are also available and cost \$1 per CD.

The District offers numerous venues to learn more about your local government, starting with the **districtgov.org** website. The District also holds CDD Orientation sessions every Thursday at 10AM, "Welcome Wednesday" every Wednesday at 11AM, and a 2-day Resident Academy. Start by checking out the website and attending your District Board meeting. You'll be glad to know the people who are taking care of business on your behalf so you can enjoy the lifestyle you came here for! □



The POA Website - poa4us.org

Irish Parade

(Continued from page 1)

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green beer. A shared feeling of pride and excitement is enjoyed by marchers and watchers alike.

Nationwide there are 35 million Americans of Irish descent. Here the banner of Irish heritage is carried proudly by the Shamrock, Patrick, Claddagh and Celtic clubs.

Since this is a "residents" parade, it takes residents to make it come to life. One hundred Irish leprechauns are needed to volunteer in these three parade areas:

Parade Marshals: Several are needed to take direction from the head marshal while walking the parade route, and use a flag to stop and start parade marchers.

Crossing Area Volunteers: Will stand or sit at assigned areas along the parade route to keep pedestrians from crossing the parade route. The crossing group leader positions each crossing volunteer according to the parade map designations, and any chairs that have been moved from tables along the parade route must be put back into place.

Clean-up Volunteers: Meet at tents after

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resulting in

the parade. Remove trash from the staging and parking areas. Help with consolidating parade items in the staging area. Help take down the tents, tables, and chairs.

Please step up, volunteer and help keep the residents parade tradition alive so that we can continue to support our shared heritages.

Email JGallagher809@gmail.com to volunteer.

<u>Aady Aake Florida</u> 609 W Lady Lake Blvd 🚺 War Time Veteran? **Consider Joining Our Smoke Free Post. Members Only Lounge**

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March, 2017

CHURCH AND

CIVIC GROUPS

LOCAL

SHUTTLES

Lake Sumter

Landing

\$ lorse i The POA – Champions of Residents' Rights Since 1975

What's My District Number? Check the map on Page 7 or Call District Customer Service Center At 352-753-4508

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The Villages Community Development Districts Meeting Schedules

Residents are able to speak on any item, on the agenda or not, at any Public meeting. Residents' comments and input are always welcomed.

Wednesday before the 2nd *Friday of the month* AAC – 9AM, Savannah Center VCCDD – 2PM, District Office CDD11 – 3PM, District Office

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Thursday before the 2ndFriday, District Office **CCD7** – 8AM CDD12 - 10AM 2nd Friday, District Office **CDD1** – 8AM CDD2 - 9:30 AM **CDD3 -** 11AM CDD4 - 1:30 PM, Savannah Center Thursday before the 3rd Friday, District Office SLCDD - 10AM BCDD - 11:30 AM CDD9 - 1:30 PM CDD10 - 3PM 3rdFriday, District Office* **CDD5** – 8AM CDD6 - 9:30 AM CDD8 - 11:30 AM

*Meetings changed to June 2 and September 1 to meet State budgetary deadlines.



DID YOU KNOW?

You can request meeting agendas, minutes and other information sent to you via email by signing up on the **districtgov.org** website. Click on Sign Up for e-notifications toward the bottom of the menu on the left side of the screen.

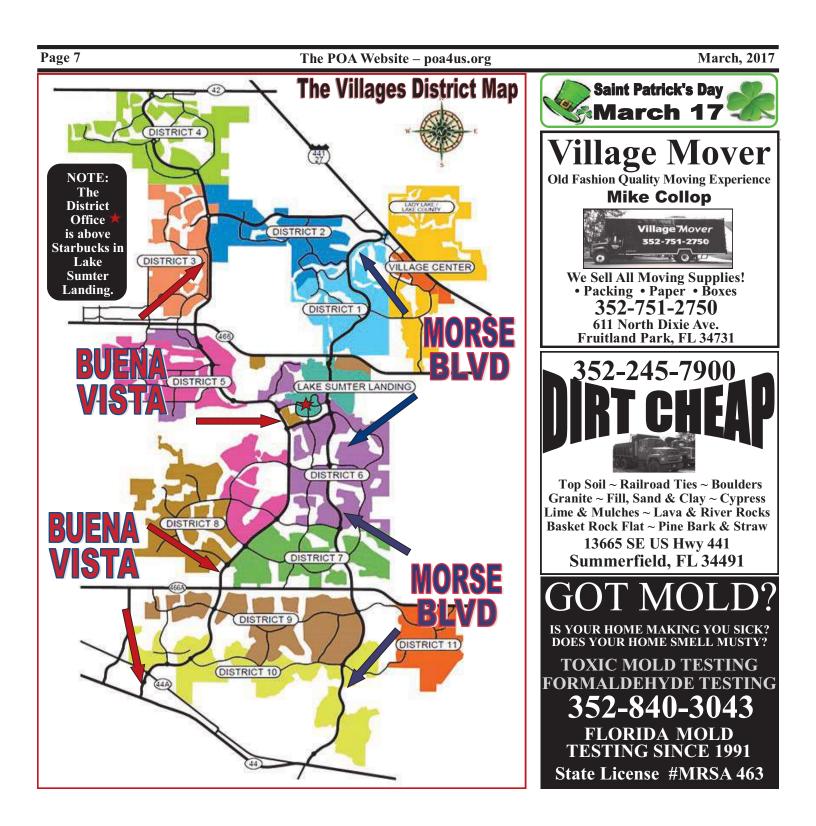
Fiscal Year 2017-18 Tentative Budget Calendar

All meetings are open to the public and will be held in the Large Conference Room at the District Office, unless otherwise noted. Please check the District meeting calendar on the **districtgov.org** home page to confirm that meeting times and/or locations have not changed.

Preliminary budget workshops will be held for AAC – March 22, 3PM, at the District Office (note this meeting location change from regular meetings), and PWAC at its regular meeting on May 1, 9AM, at the District office. Regular budget reviews and workshops will begin on May 1 and run throughout the month. Proposed budget approvals will begin June 1, and public hearings and final budget approvals are scheduled between September 1 - 15, 2017.

The full budget calendar will be available on **districtgov.org** by March 1, 2017. Click on Budget under the Departments menu, and select Budget Calendar.





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March, 2017

QUESTION FOR HOMEOWNERS WHO LIVE SOUTH OF CR 466 MILLIONS OF DOLLARS NOT REQUIRED TO PAY THE BOND DEBT ARE RECEIVED FROM THE RESIDENTS WHEN THEY PAY THEIR AMENITY FEES EVERY MONTH. "WHO SHOULD CONTROL <u>THE NON-BOND REQUIRED</u> AMENITY FUNDS?" A) THE RESIDENTS WHO PAY THE AMENITY FEES?, OR B) A BOARD ELECTED BY THE DEVELOPER?

Do we want to elect our OWN representatives, who LIVE in The Villages, who ARE INVESTED in OUR way of life, who WILL BE EFFECTED by changes or improvements made or NOT made, who will LISTEN to what WE want and who can be REPLACED (via election by residents) if they DO NOT listen to us?

If you want Option A, control of your money, then you want an independent Amenity Authority Committee (AAC), EQUIVALENT to the AAC north of CR466 which was established in 2008. Otherwise, we are at the mercy of people whose bottom line is money, not our lifestyle.

The Amenity <u>ADVISORY</u> Committee as proposed by District Manager Janet Tutt – to be added to the current Project Wide Advisory Committee (PWAC) responsibilities – for residents south of CR466 would have no decision making power. Ms. Tutt advises that the PWAC works very well and that the SLCDD Board of Supervisors has always approved their requests – but, what if they don't?

What if they respond to resident requests as did the VCCDD Supervisors (north of CR466) – "The Board has spoken – you have made some good points, but the Board does not agree – If you don't like it, take it to the Courts – That's what the courts are for!" As history shows, the residents did take it to the Courts and ended up with a \$40 Million dollar settlement; and just as important as the money, the creation of the Amenity AUTHORITY Committee so that they would never be put in that position again.

Granted, we all hope that the SLCDD Supervisors make the right decisions for the residents, but if there is an Amenity Authority Committee, residents can be protected should a situation occur at some time in the future when that is not the case. Understand that there may come a time when the Developer decides to sell his commercial properties (which he currently leases) in the Lake Sumter Landing area to someone else who would then elect the SLCDD Board members. (We can never predict what the Developer will do, i.e., Fail to renew the Agreement with the Moffitt Cancer Center, Disenfranchise an estimated 15,000 residents by advising that they needed to be on one of the UnitedHealthcare Advantage plans if they wanted to continue in The Villages Health System, and most recently, the sudden announcement that they were closing the Life Long Learning College (LLC).

If you support Option A, let the POA know you want an independent Amenity Authority Committee (AAC) for the residents who live south of CR466. We live in a great place. Let's be sure it STAYS great!

Below is a link to a short survey where you can easily give us your input. Or, you can complete the following survey and send it to us at POA, P.O. Box 386, Oxford, FL, 34484. The questions are the same.

IMPORTANT! If you are a POA member who has already completed an online survey, please do not take it again. If you are a non-POA member living in Districts 5 – 11, please take the survey only once – either online or by mailing it in by March 15. Thank you.

https://www.surveymonkey.com/r/AAC_South Mini Survey: For Residents SOUTH of CR466

The POA supports 'resident control' over the amenities and the fees we pay monthly for their operation and maintenance. We are seeking input from all residents living south of CR466 to help us gauge the importance of this issue to you. Please take a few moments to answer the following questions. Please take the survey online, if at all possible, to help us with the tabulation process. This survey will be online from March 1-15.

- 1. Do you know what the SLCDD is, its functions, and how its Supervisors are elected? Y = N
- 2. Does it matter to you that an entity that is elected by the Developer (the SLCDD), none of whom currently reside in The Villages, will operationally control your amenity facilities and will control the amenity fees that you pay? Y N
- 3. Do you know what the Project Wide Advisory Committee (PWAC) is and does? Y N
- 4. Would you prefer to 'directly elect' the people who will be ultimately responsible for controlling your amenity facilities and fees?
 Y N Does not matter
- 5. Do you consider the establishment of an AAC south of CR466 as a "necessary" or "unnecessary" layer of local government in order for residents to directly elect the people who control your amenities and amenity fees cap? **Necessary Unnecessary**
- 6. Do you believe that a functioning ACC south of CR466 controlled by residents will better assure 'villager participation' in issues important to the quality of his/her daily life? Y N

Thank you for your input. The POA Board of Directors will look carefully at your responses and determine its next course of action. We will report back to you in a future issue of the Bulletin and your individual responses will remain anonymous. "THANK YOU" for taking the time to complete this important survey.

News From Your CDD Meetings

In this new monthly article, we will make note of any actions or discussions at individual residential District Board of Supervisors meetings that we think will be of interest to all residents. Along with the information in this **Bulletin** about CDDs, we think this is an opportunity for residents to learn more about the actions of their own and other CDD Boards.

CDD3 again rejected a resident plea for center line striping on multi-modal pathways, noting that only ("rogue") CDD4 has center striped its pathways.

CDDs 1-4 have approved tougher deed restriction enforcement. To act more swiftly on "recurring violations", now a guilty finding can be entered at the time of the first violation, allowing for immediate fines if the violation recurs. Believe it or not, some residents have been known to "hide" a violation at the time of the first hearing, only to reveal it again afterwards, thus making it "recurring".

CDD7 heard from a resident objecting to the District policy that allows anonymous complaints. A District Supervisor said this is an issue that comes up regularly. District staff and counsel have said they believe the anonymous policy helps to maintain harmony in neighborhoods.

CDD2 held a Town Hall meeting on February 16 and among the topics brought up was the on-going debate about white crosses in yards throughout The Villages. However, all units 38 and above, except 42 and 43, have restrictions on lawn ornaments. Your unit number is the first number on your ID card above the bar code.

Did You Know that individual District Boards of Supervisors can choose not to enforce certain rules? For example, CDD4 does not enforce the yard signage rule.

Sumter Landing Community Development District (SLCDD) approved a residentrequested additional handicapped parking space at the Bonnybrook postal/recreation neighborhood facility on the pool side of the parking lot. District Property Manager Sam Wartinbee said the cost will be \$2300-\$2500. This is a decision made by SLCDD because it owns and is responsible for the amenity faciliThe POA Website – poa4us.org

ties, such as postal and recreational facilities.

The next **Multi-Modal Path Discussion Group (MMPDG)** meeting is set for, Friday, March 3 at 9AM at Savannah Center. Supervisors from CDDs 1-10 will be present to hear a presentation from the District's engineering consulting firm Kimley-Horn Associates about "traffic calming devices", aka speed bumps. This is another area that decisions may differ from district to district.



March, 2017

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Project Wide Advisory Committee (PWAC) Meeting Highlights February 6, 2016

Old Business

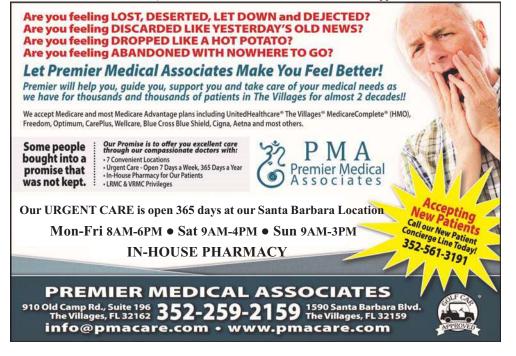
• Morse Boulevard Embankment Revetment Project – District Property Manager Sam Wartinbee reported that there is an opportunity to use some of the lime rock that is coming out of the new Fenney development. He, Richard Busche of Kimley-Horn & Associates and a coastal engineer met at the site to perform tests on the rock to determine that it does meet the standard needed for the project. The lime rock would be used in sizes ranging from 300 to 600 pounds. Mr. Wartinbee said it is too early to project potential savings, but hinted that it could be significant since approximately 25,000 tons of rock will be needed to complete the project.

• Lake Miona Water Conservation Easement – District Manager Janet Tutt indicated that there was a "lively and productive" conversation with residents along the Lake Miona shores who brought the concern and an environmental plan to PWAC earlier to address issues of overgrowth and maintenance. Ms. Tutt said that the next step is to meet with Southwest Florida Water Management District (SWFMDD) to discuss the differences between the plan that the District submitted and the one that the residents submitted, and to determine the reason SWFMDD did not approve the District's original plan. District staff will then do a cost analysis and come back to PWAC to discuss.

Supervisor Comments

• Chairman Peter Moeller indicated that the discussion about adding amenity review responsibilities to PWAC would likely occur sooner than later, indicating perhaps in the spring. Ms. Tutt said they wouldn't move forward until the first amenity budgets are done, which she described as a "Herculean" task. She also reminded the committee that a special meeting could be called when they are ready to add the ameni-ty responsibilities to PWAC.

• District 8 Supervisor Duane Johnson asked whose budget it is, PWAC or Sumter Landing Community Development District (SLCDD)? Ms. Tutt responded that it is SLCDD's budget, but that PWAC establishes the budget and presents it to SLCDD for approval.



The POA Website - poa4us.org

March, 2017

Amenity Authority Committee (AAC) Meeting Summary February 8, 2017

Resident Questions/Comments

Q1. Our Villa area did not get upgraded street signs. Who is the contact? **R.** Sam Wartinbee, Villages Property Management Director, said the District takes care of Villa roads, while Sumter County takes care of all others. Mr. Wartinbee will look at the referenced signs.

Q2. Village of Springdale residents asked that sports pools open at 6:30 AM instead of 7AM, and that the District consider providing "key fobs" for security of resident IDs. **R.** District Manager Janet Tutt responded that residents can take their IDs into the pool, and that ID security is a matter of personal responsibility. John Rohan, Director of Villages Recreation and Parks, said that opening the pool, even one half hour earlier, would add significant costs. The Recreation Department conducted a "best practices" review several years ago and determined the 7AM opening time for sports pools. Consensus of the AAC was to keep the hours the same.

Q3. A Glenbrook resident asked about center white line striping on the multi-modal paths. He believes it continues to be a serious safety issue on the curvy paths, especially at night when carts are driving with lights on, and in the rain. **R.** Chairman Carl Bell replied that this is an individual CDD issue, and noted that it would also be discussed at the March 3 meeting of the Multi-Modal Path Discussion Group.

Q4. A Lake Eaton resident asked about the Morse/CR466 gate which hit the shoulder of a bicyclist. **R.** Ms. Tutt said, with confirmation from the District Counsel, that as it may become a legal matter the AAC has no purview to act. **New Business**

• AAC members approved the proposed 2017-18 Budget Calendar. The budget workshop is on March 22 at 3PM at the District Office and the AAC will review the Recreation Amenities Division and Mulberry Fitness Center budgets. The Community Watch budget information and analysis will also be presented at that time. **NOTE:** See Budget schedule on Page 6.

Staff and counsel are working on the Christian Church of Faith land purchase documents.
Lake County elected officials agreed to meet

with Ms. Tutt and District Counsel, Lewis Stone, to discuss the Quick Take process for the non-Developer owned parcels in the Rio Grande area. <u>Staff Reports</u>

Sam Wartinbee, District Property Manager, reported that the N. Morse stone entry sign is "leaning". Geotechnical engineering found loose soil at 10 feet, so one hundred feet deep borings are recommended to determine if this is a geological "anomaly". Bedrock at 20-30 feet deep is required to repair the existing sign; otherwise, they will likely have to tear down and rebuild the majority of the sign.

Committee Member Comments

Don Deakin requested a review of the usage and rates of Savannah Center by category of Resident Lifestyle Groups, charitable groups, and entertainment to see what the trends are and how the usages are working out. Ms. Tutt stated that they are in the process of revising the rental rate rules and that information will be provided with that process.

John Wilcox, of the Investment Committee, reported that while return on investments for the last several years has not kept up with inflation, this month's report was much more favorable and just short of meeting inflation.



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Driving with Those Unpredictable Cyclists and Cycling with Those Unpredictable Drivers By John Komoroske, President Sumter Landing Bicycle Club

No news here: motorists and cyclists don't always enjoy each other's company on the road. Both want to share the road with the other safely, but they see the road differently. One group rides the roads sitting *in* a 4200pound motor vehicle powered by a 200 hp engine, the other group rides those same roads sitting *on* a 25-pound bike powered by a 175 pound human. When bikes and cars collide, we all know who is going to have a few problems with their paint, and who is going to have a lot of problems with their pain.

So how do we minimize these paint and pain problems? By being aware of what the other guy is trying to do and being predictable with what you are doing.

Almost all cyclists are motorists, but not all motorists are cyclists. The tips below are geared mostly to help motorists understand what's going on with cyclists so they don't hit them, but also remind cyclists how to behave if they want to stay safe in traffic.

Let's start with...

Tips for Motorists

Drive Thoughtfully. When encountering cyclists, reduce your speed. Don't tailgate, especially in bad weather, when bikes are less stable. Recognize that cyclists may need to avoid hazards – like debris, road holes and cracks – that don't bother motorists, but can knock them off their bike. Give them space to maneuver, and especially to stop.

Yield to Cyclists. Most motorists are surprised to learn that US roads were originally paved to accommodate bicycles, not cars. Bicycles are vehicles under Florida Code Section 316.003 (2) and have full legal use of the roadways including appropriate right of way. Allow extra time for cyclists to get through intersections and roundabouts – you just step on the gas, but their driver is also their engine. **Pass with Care.** Before passing a cyclist, wait for safe road and traffic conditions. (Yes, you can cross a double yellow line – when it's safe – to pass a slower moving cyclist obstructing your lane.) When passing, leave at least 3 feet between you and the cyclist and look before returning to your lane. On four land roads like Buena Vista and Morse, move over to pass in the other lane.

Look Out. Scan for cyclists in traffic and at intersections. Try not to honk your horn close to cyclists – the blast can surprise them into a wreck. "Dooring" a cyclist is entirely avoidable by just looking back before opening your door, especially when you are parallel parked.

Watch for Children. Kids on bicycles are often unpredictable. Watch for the unexpected and slow when approaching a child on a bike. Children are harder to see because of their size.

Want to discuss Safe Cycling personally or at one of your club meetings? The Sumter Landing Bicycle Club can provide League of American Bicyclists certified instructors to discuss a variety of cycling subjects. Contact: davelawrence@me.com.

(Continued on page 14)



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March, 2017

Driving Safety

(Continued from page 12)

Now that we've alerted motorists how to deal with cyclists, let's put the bike shoe on the other pedal and cover how cyclists need to deal with motorists.

Tips for Bicyclists

Know and Follow the Rules. The rules of the road are for everyone using the road. They

exist to make us all predictable to one another. Here are the basics:

- Bicycles are defined as vehicles in Florida.
- Always ride the same direction in traffic.
- First come, first served.
- Yield to traffic before entering a road or roundabout.
- Yield to overtaking traffic when changing lanes.
- Obey traffic control signs, devices and gates.



Ride Big. Most roads in The Villages have lanes that are not wide enough to be safely shared by cars and bikes riding side-by-side. Ride your bike on the right side of the lane 2 to 3 feet from the edge of the road or solid line. This discourages motorists from squeezing past you and reserves space for you to avoid a hazard.

Communicate. The most heard motorist complaint about cyclists is they aren't predictable. Communication makes you predictable. Use hand signals for left and right turns, as well as slowing, stopping and lane changes. When motorists know what you want to do, most of them will let you do it.

Be Visible. Ride with brightly colored clothing that provides contrast. Use blinking lights and reflectors day and night. Make eye contact with motorists. Riding with a group – like the Sumter Landing Bicycle Club – greatly increases your visibility to motorists and cuts down on accidents.

Consider Your Safety. Always wear a properly fitting helmet, no matter how short the trip. Use a rearview mirror. Hydrate and never overlap the wheel of the rider in front of you.

Whether you are pushing on a gas pedal or a bike pedal, using these tips can help all of us get along on the roads as we get along with our lives.

John Komoroske is President of the 750 member Sumter Landing Bike Club that you see riding The Villages roads every morning, except for Sunday and Thursday.

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LETTER S

Letter to the POA: Medications and Grapefruit

I greatly enjoyed Ms. Anne Lambrecht's "Grapefruit" article in the February POA Bulletin. Please allow me to add some additional information - especially considering that we are a senior community. According to WebMD "Don't drink grapefruit juice if you're taking any of these medications, unless advised by your doctor ... " (webmd.com/hypertensionhigh-blood-pressure/guide/grapefruit-juice-andmedication). These include some, but perhaps not all, drugs in the following categories: Statins (cholesterol-lowering), antihistamines, Calcium channel blockers (blood pressure drugs), Psychiatric, Immunosuppressants, Pain medications, Impotence drugs (erectile dysfunction), HIV medications, antiarrythmics. WebMD reminds us there are alternatives to many of these drugs. So, talk to your doctor about the possibility of using a different medication if avoiding grapefruit is not an option. Bill Schikora

POA RESPONSE: Thank you for reminding us of this important advice. You should always check with your doctor about medications and diet.

Letter to the POA: Cracked Lanai Ceiling

The extended lanai ceiling is cracked after living here in a new house for only 18 months. We have a history of calls to warranty over the year and it is documented in the inspection report. I called warranty the other day and they told me it is off warranty. I informed them I wanted to escalate to the builder and Developer. She told me last week a manager would call when I informed her I would work through the POA. She told me to wait. No one ever called. They told me the former contractor who did the work went out of business.

Finally, they sent Gingerich Construction out, who informed me that 30 out of 50 houses have cracked ceiling lanais. Gingerich told me that since I live near Lake Deaton, no matter what they do it with – such as mesh – it will continue to crack due to the lake humidity. He offered to replace it with vinyl for \$1800. This is shameful. Can the POA help to get the Developer involved or offer any suggestions? Sal Gentile

The POA Website - poa4us.org

March, 2017

POA RESPONSE: We have had circumstances in the past with construction issues such as vinyl siding, roof materials and HVAC warranties. Fortunately, the POA has successfully intervened and helped residents resolve these problems. (You can find some information about that on the POA website, **poa4us.org**, click on POA Accomplishments and select category to find Product Reliability & Warranty information). As you cite a contractor as saying this has happened to 30 of 50 homes in that area, it certainly suggests that an investigation is warranted. We would ask that any other homeowners who have experienced this problem send us an email at poa4us@hotmail.com with any action to date so that we can begin to assess what can be done. Thank you for bringing this to our attention.



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March, 2017





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Abbreviations and Acronyms Commonly Used in The Villages (Your "Tear Out" Guide)

F.S. Chapter 190 - This is the Florida statute (law) passed in 1980 that authorized and continues to regulate Community Development Districts (CDDs). CDDs are very popular in Florida where over 600 have now been formed. CDDs perform many of the functions of towns and cities, but do not have police or judicial powers.

AAC - Amenity Authority Committee is a committee of the VCCDD, authorized for the purpose of decision-making on all amenity issues for the VCCDD administrative area north of CR466. This Committee was established as a result of the Lawsuit Settlement with the Developer and the VCCDD in early 2008. This committee is comprised of six members: an elected resident from each of the four residential CDDs north of CR466, an elected resident from the Lake County portion of The Villages, and an appointed representative from the VCCDD. The AAC meets monthly and the meetings are open to all residents. The AAC has control over all VCCDD non-bond related amenities funds.

<u>ARC</u> – Architectural Review Committee is the committee that will approve or deny all owner applications seeking to make any external structural alteration, including, but not limited to, landscaping, tree removal, home repainting, additions, sheds, arbors, repairs or improvements to their homesite.

<u>BCDD</u> – **Brownwood Community Development District** is the commercial district in Brownwood. It has no residents, and has no responsibility for any services to any residential districts like the VCCDD or SLCDD.

<u>CDD</u> - Community Development District is a form of special purpose government in Florida. CDDs are somewhat similar to other forms of government such as towns, municipalities, and cities. In The Villages, there are twelve residential CDDs and three commercial CDDs, two of which administer the functions of The Villages. Please read the *Bulletin* article entitled: "CDD The Good, The Bad, and The Ugly" in the CDD section of the POA website for additional information. The District also conducts "CDD Orientation" every Thursday at 10AM at the District office in Lake Sumter Landing. No reservation is needed. Commercial District CDD Supervisors are elected by the landowners of those districts (the Developer). Residential CDD Supervisors are elected by registered voters living in the District. In most cases, supervisors in the commercial districts do not live in The Villages.

<u>CDD1, CDD2, etc., through CDD11</u> – The numbered Community Development Districts are the residential districts. Ms. Janet Tutt is the District Manager of each of these residential CDDs.

<u>POA</u> – Property Owners' Association, membership organization that is the "watchdog" group to ensure that Residents' Rights are respected, and local governments are responsive to the needs and interests of residents.

<u>PWA</u> – The **Project Wide Agreement** is an interlocal agreement established in 2003 between the Sumter Landing Community Development District (SLCDD) and at that time Community Development District 5 (CDD5), stating that its purpose was to provide that the expense of maintaining certain project wide improvements is shared equitably among all Districts within the area subject to the Agreement. Over time, the agreement has been amended to now include CDDs 6, 7, 8, 9, 10 and 11. All improvements listed in the Project Wide Agreement are located in The Villages and are south of CR466 and north of CR44. The improvements to be maintained now include landscaped rights of way (Buena Vista, Morse, CR466 and CR466A) including street lighting and irrigation, entry features (CR44, CR466 and CR466A), lakes, shorelines, conservation, storm water retention and buffer areas, roads, bridges (except the Lake Sumter bridge), and transportation/recreation trails (multi-modal paths) and tunnels.

<u>PWAC</u> – The **Project Wide Advisory Committee** was established by the SLCDD in January 2013 to provide input, explore issues and provide advice and recommendations to the SLCDD on issues related to the maintenance of Project Wide Improvements. PWAC is comprised of one Board Supervisor from CDDs 5, 6, 7, 8, 9 and 10, each who must be a resident of the District appointing him/her. (CDD11 does not yet have a resident Board (Continued on page 18)

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Abbreviations and Acronyms Commonly Used in The Villages (Your "Tear Out" Guide)

(Continued from page 17)

member). Among other items outlined in the establishing ordinance, the PWAC duties include: 1) Review and *recommend* the annual budget to the SLCDD, review budget to actual statements and recommend all capital expenditures through or outside of the budget process as necessary as it pertains to the Project Wide Fund. 2) Review and *recommend* contract renewals and bid/proposal awards to the Board related to the Project Wide Improvements. 3) Explore significant and important issues pertaining to the Project Wide Improvements as they arise and provide *advice and recommendations* to the SLCDD.

<u>RAD</u> – Recreation Amenities Division is the operating fund that accounts for revenues and expenses related to amenity facilities owned by the Villages Center Community Development District, and collects the amenity revenues paid by residents in Community Development Districts 1–4 and residents in Lady Lake - Lake County. The RAD budget is set by the Amenity Authority Committee (AAC).

<u>SLAD</u> – Sumter Landing Amenities Division is the operating fund that accounts for revenues and expenses related to amenity facilities owned by the Sumter Landing Community Development District, and collects the amenity revenues paid by residents in Community Development Districts 1–11. The SLAD budget is set by the SLCDD. Currently there is no AAC or other resident-elected body with control over the SLAD budget.

SLCDD - Sumter Landing Community Development District provides services, security, fire and emergency medical response, recreation facilities and services, etc., to residents in The Villages area south of CR466. The SLCDD is also a Center CDD and basically encompasses the downtown commercial area of the Sumter Landing Square. Because there are no residents within the boundaries of the SLCDD, the Developer, as the property owner in the District, continues to elect the supervisors of the SLCDD, as he does for the VCCDD and BWCDD. The SLCDD administers services for residential CDDs 5-10 in Sumter County and CDD11 in Lake County. Ms. Janet Tutt is also the District Manager of the SLCDD.

<u>SWFWMD</u> – the Southwest Florida Water Management District is the state regulatory agency for this area that issues water permits.

<u>VCCDD</u> - Village Center Community Development District provides services, security, fire and emergency medical response, recreation facilities and services, etc., to residents in The Villages area north of CR466. The VCCDD is a CDD and is often referred to as a Center or Commercial CDD. The actual geographic boundaries of the VCCDD are roughly the downtown area around the Spanish Springs town square, and encompass most of the area bounded by Avenida Central and Hwy 441/27 with an extension for the area of the Target shopping center.

There are no residents in the VCCDD. Because of this, the Developer of The Villages, being the primary landowner in this area, continues to elect all five supervisors, many of whom are business associates, employees, or friends of the Developer, and often do not even live here.

The VCCDD administrative/service area includes residential CDDs 1-3, in Sumter County, CDD4 in Marion County, and also the areas of The Villages in Lake County on either side of Hwy 441/27. The District Manager of the VCCDD is Ms. Janet Tutt. Additionally, the VCCDD administers the <u>General Fund</u> and allocates costs to the various users for all management personnel employed by the District.

<u>VLS</u> - The Villages of Lake-Sumter, Inc. (aka "The Developer") is the Morse family corporation that developed The Villages. We often refer to Mr. Gary Morse as the Developer of The Villages. Mr. Morse is the son of the founder of The Villages, Mr. Harold Schwartz, and served as the President of The Villages of Lake-Sumter, Inc. until his passing in the fall of 2014. His son, Mr. Mark Morse, now serves as the President of The Villages of Lake-Sumter, Inc.

<u>The Villages</u> - The residential community where we live is referred to as The Villages. \Box



The POA Website - poa4us.org

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Our Gardening Column:

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The American Goldfinch, the Cutest Snowbird by Anne Lambrecht mrsanne04@gmail.com

Like our human snowbird friends the American Goldfinch migrates in the winter, to Florida.

They are part of the Fringillidae family consisting of finches, grosbeaks, buntings and sparrows with over 500 species worldwide. Seventy-two species breed in North America. This is the largest bird family in the world and probably the most successful. The American Goldfinch breed in the northern states during the summer. They use thistledown to build their nests and since the northern thistles develop late in the season, the goldfinch is one of the last of the winter residents to arrive in Florida and one of the last to leave. Goldfinches are among the strictest vegetarians in the bird world, selecting an entirely vegetable diet and only inadvertently swallowing an occasional insect. They will flock in huge numbers on southward migrations.

The American Goldfinch is famous for the brilliant yellow color of the male, but after breeding in the northern states, goldfinches and many other migrant birds molt and lose their brilliant feathers. On their way south through Florida in the fall, these birds are rather drab and identification becomes difficult. Birders call them "LBJs" or Little Brown Jobs. Fortunately, many of these same birds

have their brilliant plumage when they pass through again in the spring on their way back to the northern breeding areas. You can actually see them "brighten up" as the season comes close to the end.

The Goldfinch is the state bird of New Jersey, Iowa, and Washington. They are small birds (4.3 - 5.1) have a short, conical bill and a small head, long wings, and a short, notched

tail. They only weigh less than a half ounce!

The nest is an open cup of rootlets and plant fibers lined with plant down (the thistles), often woven so tightly that it can hold water. The female lashes the foundation to supporting branches using spider silk, and makes a downy lining often using the fluffy thistledown material taken from the same (Continued on page 20)



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American Goldfinch

(Continued from page 19)

types of seed heads that goldfinches so commonly feed on. It takes the female about 6 days to build the nest. The finished nest is about 3 inches across on the outside and 2-4.5



**During extended non-use periods of as much as 8 months

inches high.

Clutch Size: 2–7 eggs. Number of Broods: 1-2 broods. Incubation Period: 12–14 days. Nestling Period: 11–17 days. Egg Description: pale bluish white, sometimes with small faint brown spots around large end.

To encourage goldfinches to your yard, plant wildflowers, asters, thistles, milkweed and plants with small seeds. Almost any kind of bird feeder may attract American Goldfinches, including hopper, platform, and hanging feeders, and these birds don't mind feeders that sway in the wind. You'll also find American Goldfinches are happy to feed on the ground



below feeders, eating spilled seeds. They're most attracted to sunflower seed and nyjer. They can perch on a seed "sock" or a tube feeder with teeny tiny holes. I always know when they have arrived because I hear their call: "meep, meep where's my nyjer seed"?

When Brown-headed Cowbirds lay eggs in an American Goldfinch nest, the cowbird egg may hatch, but the nestling seldom survives longer than three days. The cowbird chick simply can't survive on the all-seed diet that goldfinches feed their young.

Goldfinches move south in winter following a pattern that seems to coincide with regions where the minimum January temperature is no colder than 0 degrees Fahrenheit on average.

Paired-up goldfinches make virtually identical flight calls; goldfinches may be able to distinguish members of various pairs by these calls.

The oldest known American Goldfinch was 10 years 9 months old when it was recaptured and re-released during a banding operation in Maryland.

I really do like our snowbird friends and neighbors, but I think the American Goldfinch is the cutest snowbird of all.

Florida's Fabulous Birds. Land Birds: Their Stories

The Cornell Lab of Ornithology All About Birds

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Lightning Matters By Bob Freeman & Len Hathaway **Lightning Rod Scam**

We recently received a report of lightning rod salesmen engaging in door-to-door sales in violation of The Village covenants. A resident was called on by a three-person crew with a large unmarked truck and offered to "fix" the homeowners lightning protection system for \$1,600. When he declined, the price was immediately dropped to \$500 and again the homeowner wisely declined. The business card gave an invalid license number and business address. This firm has been reported to Seniors vs. Crime.

Firms that engage in designing, installing, and maintaining lightning protection systems do not conduct door-to-door sales. Reputable firms are "listed" by Underwriters Laboratories and their installers have passed the four closed-book exams to qualify as Master Installer by the Lightning Protection Institute. Their trucks are prominently marked with the firm's name and credentials.

Two firms meeting the above criteria currently advertise in the **POA Bulletin**: Triangle Lightning Protection, Inc., 352-483-7020 (see Page 19) and A-1 Lightning Protection Services, Inc., 1-866-465-0620 (see Page 22).

Before any work is started these firms will have the underground utilities marked. Obviously, this safety precaution is not possible if vou engage a door-to-door salesmen to immediately install a system, who will then, in all likelihood, solicit business from your neighbors.



Lightning 101

If your club, organization, church, or civic group would benefit from a free community service non-commercial PowerPoint presentation, Lightning Tips for Villagers, that addresses personal lightning safety, lightning protection systems (rods), lightning surges to electronic equipment and debunking nine common lightning myths contact Len Hathaway at lhatha@aol.com or Bob Freeman at stalit1@aol.com.



352-600-2987 katinap@lawkppa.com

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Florida has a very broad Public Records Law. Most written communications to or from State and Local Officials regarding State or Local business are public records available to the public and media upon request. The District Clerk, Jennifer McQueary, is the custodian of all District public records. For additional information or to make a request, please email **Jennifer.McQueary@districtgov.org** or by phone at (352) 751-3939. Please note that your email communications may be subject to public disclosure.

Irrigation Maintenance & Repair \$35

System tune-up. Check & adjust entire system and provide written estimate to fix problems.

352-409-3163 (Service not available in Marion County)



PLEASE NOTE

Florida law prohibits the Board of Supervisors from communicating with residents about Deed Compliance or Architectural Review issues/cases. Please contact the Community Standards Department directly at **deedcompliance@districtgov.org** to report any concerns you might have.

CUSTOMER SERVICE

If you have a question about anything in The Villages, or how to do something, or want to report a problem, etc., you can call the District Customer Service Center at 352-753-4508.

POA SPEAKERS AVAILABLE Call Cliff Wiener 352-430-8497



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<page-header><section-header><text><text><text><text><text></text></text></text></text></text></section-header></page-header>	The POA Website – poa4us.org POA Hall of Fame 2004 Russ Day Eva Hawkins William Rich, Jr. Glen Swindler Jean Tuttle 2005 Sadie Woollard 2006 Charlie Harvey Carol Kope Frank Renner 2007 Rose Harvey Dorothy Hokr 2008 Ray and Lori Micucci Win Shook 2009 Dorothy Morehouse-Beeney Vinnie Palmisano 2011 Pete Cacioppo Betty Cunningham 2012 Joe Gorman 2013 "Class Action Five" Elaine Dreidame Bill Garner Joe Gorman Rich Lambrecht Irv Yedwab 2016 Frank E. Carr □	March, 2017 The Property Owners' Association P. O. Box 386 Oxford, FL 34484-0386 POA Phone 352-430-8497 <u>POA BULLETIN DELIVERY</u> (stop/Restart Date) Email: delivery@poa4us.org <u>CALL 352-325-1540</u> <u>Officers</u> President Cliff Wiener 430-8497 V.P. Jerry Ferlisi 391-5263 Treasurer Donna Kempa 716-445-4003 Secretary Carolyn Reichel 205-8199 Past Pres. Elaine Dreidame 753-5069 <u>Directors</u> <u>Susan Ball 430-2699</u> Ken Copp 751-0086 Bob Rovegno 704-618-1459 Sal Torname 350-2218 Jerry Vicenti 259-9746 Bill Yelverton 633-5955 <u>POA Staff</u> Membership Jerry Vicenti 259-9746 IT Tech Ken Copp 751-0086 Bulletin Editor Deb Butterfield 219-508-6866 Advertising Richie Hausner 446-41866 Bulletin Editor Deb Butterfield 219-508-6866 Advertising Richie Hausner 446-41866 Bulletin Layout Jackie Awtry 350-7491 Webmaster Jackie Awtry 350-7491 Hall of Fame Bill Yelverton 633-5955 <u>POA Email</u> poa4us@hotmail.com <u>POA Website</u> poa4us.org <u>POA Telephone</u> 352-430-8497
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March, 2017

****************** ADVERTISEMENT *****************

What To Look For In A Doctor (Final of a Three-Part Series)



Dr. Norman H. Anderson, MD Robert Boissoneault Oncology Institute 1540 San Clemente Ct, The Villages, FL 32159 352-259-2200

Beyond the credentials, the third essential that physician/health care providers should possess is the ability to actually listen to the patient. Let the patient talk! The average time a patient speaks before being interrupted is approximately 20 seconds. It is true that "business-driven efficient medicine" has no time to waste. And yet, the greatest physicians in the history of medicine have advocated simple communication. In addition, watch the patient move...sense physical discomfort, emotional stress...examine meticulously...be aware. The result is a correct diagnosis in 90% of cases...before the first test is ever performed. It may even reveal which patients want the tests performed in the first place. So, who is really wasting time?

I view a doctor's office as a refuge. It is a place where patients come to be protected...to feel safe with their future health care. Leaving with a pile of computerized forms for tests and prescriptions are visual proof of contact, but has a "human bond" been formed?

Doctors who agree with this 3-part series are those who already embrace these essentials. It is not something that is taught. But if desired, it is something the patient must seek. After all, it is your life.