

MPSOA – Community Member Priorities- April 3, 2109

Thank you to everyone who took the time to provide this valuable input to the newly appointed board of directors. All board members have reviewed your emails and agree there are many great suggestions in here. This information gathering exercise was meant to determine if any member priorities had changed, as well as to ensure these stated priorities were still in alignment with the 3-year rolling plan. Deadline for submissions was March 14. There were 16 respondents who authorized MSPOA to use their data, which resulted in 70 priority items.

- 8-wished to remain anonymous – 32 priorities
- 8-authorized full disclosure – 38 priorities

The 70 priorities were broken down into 4 main categories, with 12 sub categories as follows:

<p style="text-align: center;">Board Responsibility (33)</p> <ul style="list-style-type: none"> ▪ Communication & Policy 8 each (16) ▪ Lease & Projects 5 each (10) ▪ Employee/Contract Management (4) ▪ Financial (3) 	<p style="text-align: center;">Grounds (16)</p> <ul style="list-style-type: none"> ▪ General Improvements
<p style="text-align: center;">Facilities (11)</p> <ul style="list-style-type: none"> ▪ Road maintenance (4) ▪ Safety precautions (4) ▪ Miscellaneous (3) 	<p style="text-align: center;">Miscellaneous Suggestions (10)</p> <ul style="list-style-type: none"> ▪ Kayak stand by the water (4) ▪ Miscellaneous (4) ▪ Memorial to Captain Jim Maltais (2)

Next steps: The board will now compare these items to the 3-year rolling plan. The intention is to keep this list of 70 community member priorities and refer to them in consideration of the rolling plan and budget process.

MPSOA – Community Member Priorities- April 3, 2109

GROUNDS Improvements – 16	GROUNDS Improvements –Continued
Add a couple shade trees by seafront palapas, orchids on trees by small beaches	Mayan Ruins- Concern with erosion on GOB protected Mayan Ruins due to tree cutting etc. Work with GOB for ruin preservation
Add more pea gravel on paths, walking trail by seawall	Repair of the walking trails through the entrance park
Cease cutting ornamental grass at lagoon	Revisit Task Force recommendations and publish the survey results
Create walking path running parallel to seawall-from palapas to road as per task force plans	Revitalize Task Force recommendations for trees
Develop a walking path by seawall	Stop cutting ornamental grass
Develop shaded area by seaside mounds- bench, flowers to attract birds, new path	Work on grass growth in seaside area , plant colorful flowers
General maintenance, create/stick to grounds plan (more low maintenance tropical plants/flowers)	Work on grass growth in seaside area and cease cutting ornamental grass
Improve area around seafront (red dirt) plant trees, plants etc.	Consider using ornamental grass in other areas (possible test on the northern side bank of the little lagoon)
Add a couple shade trees by seafront palapas, orchids on trees by small beaches	Mayan Ruins- Concern with erosion on GOB protected Mayan Ruins due to tree cutting etc. Work with GOB for ruin preservation

MPSOA – Community Member Priorities- April 3, 2109

BOARD RESPONSIBILITY <i>Communication</i> – 8	BOARD RESPONSIBILITY <i>Policy</i> – 8
Changes to seafront owners view can be negotiated with grounds committee, but ultimate decision should be made by majority of those owners	All board policy and committee guideline should require community review/feedback before finalization
Committee Meeting minutes should be shared with community	Review/Update- <i>Board Code of Conduct</i>
Increased board/community communication- suggest auto reply from MSPOA	Review/Update - <i>Common Area Policy</i> - ensure that MSPOA employees must also follow leash laws for dogs
MSPOA Mission Statement- Read it at the start of every meeting	Review/Update <i>Policy Guidelines Committees</i> - address votes of non-confidence and the way we pick committee members and guidelines around it (i.e. same household members)
MSPOA Mission Statement- Support it	Review/Update <i>Policy Guidelines Committees</i> - No more than one person per household be allowed on the Board or Committee Chairperson.
More board meetings and attention to important community concerns	Review/Update <i>Policy Guidelines Committees</i> - No volunteers should be refused
Provide additional notice for AGM (2-3 MThs) and have earlier in February (consider setting annual day of week in February)	Repeal- <i>Grievance Policy</i>
Transparency- include all topics discussed at the board meetings, including community members, quarterly financial reports at a minimum	Review/Update <i>Policy Guidelines Committees</i> - Make more inclusive

MPSOA – Community Member Priorities- April 3, 2109

Anonymous – 8 Respondents 32 priorities Lot 1A (3) Lot 2B (5) Lot 3C (3) Lot 4D (5) Lot 5E (4) Lot 6F (4) Lot 7F (4) Lot 8G (4)

1. Add a couple of shade trees by seafront palapas, orchids on trees by the small beaches.
2. BBQ for community use
3. Better lighting for crime prevention
4. Caring for member assets must be a board priority
5. Changes to seafront owners view be negotiated with grounds committees, but ultimate decision should be made by majority of those owners
6. Develop shaded area by seaside mounds- bench, flowers to attract birds, new path
7. Develop walking trail by seawall
8. Evaluate the cost of the current contract with Chris Loza, it appears that the amount of work completed does not meet the cost-the cost is higher than the service delivered: Grounds Maintenance Contract with Chris Loza Services \$24,000, Yard waste removal \$2,000, Possibly evaluate for another contract or company to complete this work
9. Facilities- improved maintenance of solar lights for pier, suggest using better batteries
10. Finished projects started (complete boat ramp. area around the palapas, replacing rotting boards on the dock)
11. Fiscal fidelity and ensure compliance with Belizean banking requirements
12. Follow through with the tree planting using the project plan work format of the committee that developed the plan
13. Grounds- work on grass growth in seaside area and cease cutting ornamental grass
14. Grounds- work on grass growth in seaside area, plant colorful flowers
15. Increased board /community communication-suggest auto reply from MSPOA
16. Kayak storage by the water
17. Kayak storage system by the water
18. Lease
19. Lease
20. Lease and then Land transfer of properties
21. Maintain the roads
22. More pea gravel on paths
23. Projects -Must be approved (include design and budgets) prior to a project starting
24. Put street lights in random dark areas for safety in our community (this was recommended by the police, Pat was there for conversation with police)
25. Repair of the walking trails through the entrance park
26. Review/update Policy Guidelines Committees- no more than one person per household be allowed on the Board or Committee Chairperson
27. Road maintenance
28. Support mission statement
29. Swing set, for 4-6 adults at Sunrise Beach
30. Transparency by the board. ALL meetings the board holds should be recorded in detail and ALL minutes and decisions should be provided to the community. And, include all community member comments to the board. Also, within transparency, financial updates should be provided at least every quarter.
31. Trees planted in Jim's memory
32. Upkeep of roads

Full Disclosure – 8 Respondents 38 Priorities

Lot 2:

1. Short term lease to protect owner interest until such time as the MSPOA can have the land transferred to owners after stamp tax is paid.
2. Complete unfinished projects (e.g. boat ramp, palapa area)
3. One additional speed bump on Old Smugglers Road – suggest between Lot 3-4). We are very thankful for the speed bumps placed around the development, they have made a difference, but still are seeing speeders from first speed bump to second bump on Old Smugglers Road.
4. Suggest a large sign that states this is a neighborhood watch community at the entrance to Mayan Seaside, as well the street light on the entrance should be made functional again (currently the light is out).
5. Considering developing the area in front of Sunrise beach that can be used for community meetings and gatherings since it is such a shady breezy spot. (i.e. moving the gazebo from central park, or build new)

Lot 3:

1. Please complete started/unfinished projects, i.e., the boat ramp and especially the mess around the Palapa's area.
2. The board are asking for input into what members would like to be considered to improve Mayan Seaside, but on visual improvements to the grounds, I believe this was already addressed when the Task Force put in its recommendations, I believe the recommendations were put out to all members, as a survey. The survey results were never communicated to Mayan Seaside members. (I believe because it was too much of a contentious issue?) I would very much think that for openness and clarity the result of this members survey should be published and maybe lets even revisit the Task force recommendations, it is a shame that all this volunteered hard work seems to have been lost in the ether.
3. More clarity on the financial reports, I for one cannot understand how much we have in reserve, and how much is being spent on what, the current format of the spreadsheets is very confusing so perhaps someone could make it clearer to understand
4. Committees - I had requested (from the previous board) minutes from the 2018, Grounds, mandatory quarterly meeting without a response, a little mute now that the grounds committee chair is no longer, but I would like to see these mandatory meetings minutes from future Committees, communicated to all members from now on.
5. Again, to improve openness and clarity I would like to know more about the contentious issue of the lease that is currently being formatted. I for one did not buy into a lease agreement, it was my understanding that the common areas would be transferred to MSPOA at some point. I would like to see some sort of report on this issue and the reasoning behind why we are heading towards a lease and not a transfer of property. I understand it's a transfer monetary factor, but again I am not being told the facts and figures.

MPSOA – Community Member Priorities- April 3, 2109

Lot 20:

1. More care and oversight of gardening and grounds maintenance needs to be done. There needs to be a plan, and stick to the plan.
EXAMPLE: The ornamental grass that was planted around the Lagoon is being overly trimmed to a clumpy height. Ornamental grass was not meant to be trimmed it is meant to be a low-maintenance garden decoration swaying in the wind (see Central Park), doing so is a ridiculous waste of time, money, and resources. Watching Rudolpho trim these for hours is maddening.
There are many of these. The Flora at Mayan Seaside needs to be low-maintenance, “tropical looking”, and hearty. A worker cannot be spending hours and hours on one little item while there are many larger issues to be dealt with. We have gardening experts who are Mayan Seasideans ... these people should be asked to give suggestions, take inventory, and come up with a plan. Make better choices about what is planted and where, and think about maintenance, and what is appropriate time management.
2. There can be no more direct personal requests from individual owners directly to Rudolpho ... or any other Mayan Seaside workers to do crazy stuff like trim down the Ornamental Grass. Those decisions have to be brought to and come from the Board or an appointed body. Hopefully a gardening and grounds committee can be found and a plan can be implemented that includes proper maintenance and oversight. For me to watch a Worker take hours cutting a clump of grass, or hand weeding the path between the mounds is a waste of the few resources we have.
3. Cutting down trees on the Mayan mounds is creating erosion of the Mayan mounds. I find it difficult to believe that a Government of Belize “entity” has been to site, and given an opinion that trees cannot be planted without the “OK” of a PORTION of owners ... but they were OK with cutting the trees on the Mounds and causing erosion that will lead to their destruction. I would like to see that same GOB “entity” back at Mayan Seaside. I would like them to be told, and for them to understand how our group ownership works ... get real opinions on what can be planted where, and the best way to preserve the Mayan mounds, because it looks like someone has been digging in there or the erosion is becoming worse as the trees get removed. All the stumps are still visible
4. When a decision to do something has been made, and the funds have been provided. A job started **MUST BE FINISHED**.
EXAMPLE: The Marl around the Seafront Palapas ... it's a mess, it's not level, the square, harsh outline of it makes maintenance and grass cutting cumbersome. It is unsightly, unfinished, and poorly executed. Any job once started needs to be finished to a point where it is usable, good-looking, and as low a maintenance footprint as possible. I anticipate this will become less of a problem.
ANOTHER EXAMPLE: Cutting of the Chit Palms (as around my house) ... I don't have a problem with this, I like it. BUT ... If they are cut down please pick them up right away. The lots beside me were cut, and after me complaining ... a crew was sent out to pick up. BUT as there is little to no oversight there are still big piles sitting there rotting ... for what? Start a job ... Finish a job.
5. In the past the Board felt it was their responsibility to run Mayan Seaside without owner input rather than facilitate the wishes of ALL owners. ALL owners at Mayan Seaside require their voice to be heard. Matters that matter in OUR community must be brought before All the owners ... Majority rules, rather than a few trying to rule the majority. When any of us came to this community, bought in this community we wanted a safe, tropical get-away or home where our investment was safe, where we were safe, and we could use and enjoy the “Mayan SEASIDE”, be part of a new and growing community. We need to get back to enjoying what we have. Make the best of what we have, so we can all enjoy what we were promised when we bought here.

MPSOA – Community Member Priorities- April 3, 2109

Lot 26:

1. Announce the date of the AGM some two or three months in advance which would allow folks to plan vacation times to be able to attend the meeting.
2. Set the date for the AGM as early in February as possible for example the first Wednesday of the month. People are generally energized immediately after the AGM so this would allow more time for the new board to get to work while folks are still in country
3. Revisit the policy on committees to make these more inclusionary i.e. remove the rule that allows the committee chair to hand pick members of a committee.
4. Board policies, committee mandates etc. should be sent to owners for review before these are finalized.
5. New lounge chairs for the dock area allowing folks to stretch out. (Like Kenny's wooden ones)

Lot 44:

1. I would like the Board to reconsider the policy change that was made last year, giving the chairman of a committee the right to reject a MSPO in good standing from volunteering to that committee.
2. A continuation of the path system to run parallel to the sea wall going from the two small palapa's and connecting at the T junction close to Brian and Lora's, as per the task force plans.
3. A small permanent structure built just off the side of the boat ramp to house the two kayaks and auxiliary equipment.
4. Accountability for Flako, I strongly believe in following a chain of command and do not want a whole lot of people trying to tell our worker what to do. Saying that however, I feel making a scheduled of the hours of work and basic tasked that Flako has been given available to everyone would give an understand where our fees are being spent. I also want him to abide by the same rules as all of the owners do regarding his dog being off leash. His large dog roams freely, does he pick up after it?
5. STOP STOP cutting the fescue (grass type plants) all around the lagoon. I have watched and was in awe at the amount of time that is spent to continuously prune these plants. Not to mention they are to not supposed to be pruned, they look horrible by my opinion. The same plants are around the Central Park in their natural state and look fabulous. This may seem trivial, but if it continues, I would like to see the exact hours per month spent on desecrating these lovely plants. I ask the Board to please investigate, have a look at these plants around the Central Park.

Lot 45:

1. A kayak stands near the boat ramp. We enjoy kayaking for exercise, but getting the kayak down to the water is a pain in the butt.
2. I think the area of red dirt, out by the water should be improved. Trees, plants walking path. to me, it's the only area in Mayan Seaside that looks ugly.
3. A memorial to Jim.
4. Better Maintenance annually to our roads in the Seaside.
5. Remove a few of the speed bumps. Completely overdone in my opinion.

MPSOA – Community Member Priorities- April 3, 2109

Lot 53:

1. Please read the mission statement before each meeting. That used to be done and it dropped off.
2. In order to stay on track and have important concerns continued to be addressed, please don't table the discussions for months and months. Please have as many meetings as often as possible between the end of March and January 1st. At least until some of the larger important discussions have been rectified. In 2018, five of the seven members lived in Mayan Seaside all year round, and there were not meetings, for obvious reasons Now for 2019, I was asked to look into a facility that could be used and Ray said Smugglers was fine. He would not be inside for any of the meetings to create privacy.
3. In the future, when there is a vote a non-confidence, A policy would need to be set up on how that is to be addressed. Ignoring it isn't the solution. At the very least, the board members should see this as a red flag and that there is a problem. This would never be ignored by a board of corporations in Canada
4. The committee policy that does not allow people to volunteer needs to be changed back, it was a decision that excludes owners that would like to have participation.
5. As I review 2018, I see a need for a procedure to be put in place. One of our board members had suggested that a person that's on the committee should not be on a board as well, He called it double dipping. I would go further and suggest that as long as there are people that would like to volunteer and be on committees and boards, that only one member of a household would occupy a position on a board or a committee chair. This will keep our community more involved. If there aren't enough volunteers then and only then would another member of the household be able to volunteer for that position. Appointing members to the board three weeks before an election...???? Maybe a discussion about that? Is that necessary? I am very happy it was Marv by the way but 4 of the members were for it and 2 were not. Might be something for discussion. In fact, appointing people to positions is a very sensitive subject to many lot owners. It has cause mistrust in our community

Lot 78:

1. Revitalize the Seaside Park. Reference Task Force proposal.
2. See above.
3. Evaluate No. 1 while sitting under the new Queen Palms
4. Repeal the Grievance Policy.
5. Reevaluate Board Code of Conduct

MPSOA – Community Member Priorities- April 3, 2109

Process for the collection and distribution of community member data:

- February 28, 2019 - Newly appointed and then elected Chairman, Ken Schmeltzer directed the MSPOA Secretary, Pat Ehnes, to canvas all community members to obtain input on what they considered the board should currently consider to improve our Mayan Seaside development. Ken felt this exercise was important considering the board had 4 new members. It was meant to determine if priorities had changed since any previously completed surveys, as well as to ensure these stated priorities were still in alignment with the 3-year rolling plan. Deadline for submissions was March 14.
- Between the period of February 28 and the deadline, Pat (secretary) received member emails which were then forwarded to the other 6 board members
- March 14- Kristine Arnason (treasurer) consolidated community members emails into one spreadsheet and then sent it back to the other 6 board members for their review, and with a recommendation that we discuss how the board will be presenting this information back to the community.
- March 15 - during the open board meeting, Kristine was asked some questions on what the plans were to present this information back to the community. Kristine advised nothing had been decided as of yet, and briefly described the process that had been followed to date. She indicated the other board members needed to review the results first and then it would be discussed. It was further stated that so far, the process used was to record all community member comments verbatim, then create a summary page listing the most common items/areas brought forth in a generic manner, such as the lease and land transfer, committees, financial etc. She advised that more information would be provided during the April 3 open board meeting. This was noted in the minutes of March 15.
- March 29 - with permission from the Chairman, Kristine (recently appointed secretary) sent out an email to all respondents providing them an opportunity to choose how and if they wanted this information shared, to be returned by noon April 1. The email apologized for the short notice and it was further noted that if a response wasn't received in time then board would air on the side of caution and not include verbatim responses nor reveal name or lot number. The due date of April 1 was to allow the board time to review and discuss the plan to present this information back to the community.
- Collection of Raw data: segregation of duties was adhered to- Pat (acting secretary) received the member emails, which were forwarded to all other board members (6) and a second board member Kristine (treasurer) was responsible for the recording and consolidating of the information. All the raw data (original emails from the owners) were distributed amongst all 7 board members).
- Respondents: Total 16 Fulldisclosure-8 with 38 priorities (Lots 2, 3, 20, 26, 44, 45, and 53 had 5 each, Lot 78 submitted 5 but only 3 qualified for use, 2 were duplicates) Anonymous- 8 with 21 priorities *Lot 1A (3) Lot 2B (5) Lot 3C (3) Lot 4D (5) Lot 5E (4) Lot 6F (4) Lot 7F (4) Lot 8G (4)*
- **Archive of information:** All board members received the following, all of which will be saved in the corporate files: Validation worksheets, 16 community owner emails - which support the findings, MSPOA Community Priorities 04_03_19 (Excel)- collection of data, sorted by type, MSPOA Community Priorities 04_03_19 (Word),
- **Authority to distribute:** All owners were provided the option on how and if they wanted their information to be included in this summary of priorities. All summarized priorities were listed in alphabetical order so there would be no chance of determining source (i.e. priorities are not listed in lot owner order)