

# ***Grand Haven Master Association, Inc.***

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[www.grandhavenmhoa.com](http://www.grandhavenmhoa.com)

Dr. Robert Jay Carlton, President  
Mr. Vic Natiello, Vice President  
Mr. Ed O'Brien, Treasurer

Mr. Mike Frichol, Director  
Mrs. Denise Gallo, Director  
Mr. Troy Railsback, Secretary, Ex-officio

## **Board of Directors Meeting Minutes December 20, 2019**

2:00 p.m.

### **Call to Order**

The meeting was called to order by Dr. Robert Carlton at 2:00 p.m.

### **Roll Call—Establish a Quorum**

**Members Present:** Dr. Robert Jay Carlton, Mr. Mike Frichol, Mrs. Denise Gallo, Mr. Vic Natiello and Mr. Ed O'Brien

**Others Present:** Mr. Troy Railsback – Southern States Management Group

A quorum was established.

Members' sign-in sheet located in Association Meeting File.

### **Pledge of Allegiance**

### **Audience Comments (Three minute Rule, Non Agenda Items)**

Mr. Yacek spoke about the dead tree that dropped near the community mailboxes in the Crossings. Two of the Board members stated that Mr. Yacek needs to speak to the CDD Office. Dr. Carlton stated he would see if the CDD office could get in touch with him. Mr. Yacek wished everyone a Happy Holiday.

### **President's Comments**

Dr. Carlton stated that this is the last Board meeting of 2019. Dr. Carlton wanted to "thank" the Board members for all they do throughout the year for the community. He also "thanked" the audience for their loyalty, which makes for better communications. Dr. Carlton also "thanked" Southern States for all that they do for the residents for Grand Haven and then handed out gift cards for the Southern States employees. Dr. Carlton wished everyone a Happy Holiday and Healthy New Year.

### **Approval of Minutes**

**On Motion by Mr. O'Brien, seconded by Mr. Natiello, with all in favor, the Board Approved the Amended Meeting Minutes of the Board of Directors of the November 22, 2019 with the approved revised corrections.**

### **Committee Reports**

#### **Community Manager – Mr. Troy Railsback (SSMG)**

Mr. Railsback wanted to "thank" the Association for the opportunity to serve the community and they have been very generous at this time of the year. Mr. Railsback brought up The ADC Standards updates over the years. Mr. Railsback stated when changes to the ADC standards are made that



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residents be given a 14 days' notice so they would have an opportunity to give their input and comments. Mr. Railsback stated that in your Board packet is information about a unique problem with the aggregate on a driveway in the River Club. Dr. Carlton stated he would like to see additional quotes for the River Club driveways and walkways. Mr. Frichol stated he would like to know the "psi" number. Mr. Railsback stated that the second notices for the Board Election were mailed. Dr. Carlton requested that SSMG send the notices out a little earlier to the residents. Mr. Frichol stated he requested that the I-Contact E-Blast System be on this month meeting. Mr. Railsback explained that he would like an opportunity to do more testing.

### **Finance report – Mr. Ed O'Brien**

Mr. O'Brien stated that in your Board packet is the November 2019 YTD Budget Variance Comparison. Mr. O'Brien explained the year to date –budget-variances and the percentages on each category. The ADC budget increased mainly from higher budget income variance. The PLM Budget increased slightly because of the coupon book cost. The Crossings decreased showing that Corey invoices are now back on track. The River Club Budget increased because of additional mulch expenses. Expense negative variances for the Building and Grounds was due to Building Maintenance, Walkways and Driveways some downspout repairs and spot painting. The GHMA Budget increase was for the annual meeting notices, budget adaption and the Oak Tree newsletter

### **Problematic Properties – Dr. Robert Jay Carlton**

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton stated that a \$500.00 fine was rescinded for a property owner. Dr. Carlton stated that a finally delinquent notice will be mailed out to 14 properties and one property came to an agreement to be on a 12 month payment plan. Dr. Carlton stated that the PPC committee is moving forward towards its goal of minimizing the total account balance of delinquent assessments, fines and related fees.

### **Architectural Design Committee (ADC) Liaison – Mr. Ed O'Brien**

Mr. O'Brien stated the NCADC had 5 approvals with 0 denials. The MADDC had 25 approvals and 7 denials. Mr. O'Brien stated that he believed the numbers were down because of the Holidays.

### **Private Lawn Maintenance (PLM) Liaison – Mr. Mike Frichol**

Mr. Frichol reported on the PLM activities. Mr. Frichol stated that 2 PLM inspections were done in this month. Mr. Frichol reported that 10 new work orders were added and after a two day inspection there was 1 work order remaining open. In the River Club there were 5 work orders, 3 of those were for roof leaks. In Village Oaks there is 1 recurring problem with fungus that they will be working on with the PLM vendor. The PLM vendors have requested that they would like to be notified when there is a new property owner. The PLM vendors have received the anonymous PLM surveys to review. Mr. Frichol and Mr. Leach will conduct a review of the PLM vendors in February.

### **CC & R Compliance Liaison – Mr. Vic Natiello**

Mr. Natiello reported on the compliance efforts. Mr. Natiello stated that it was a slow month. Mr. Natiello stated that there were 39 total non-compliance letters mailed to residents out of that 2 were for lake banks. Mr. Natiello stated that the leader in non-compliance issues was sidewalks, mold/mildew and then architectural. Mr. Natiello found it interesting that 7 non-compliance issues were on one property, Bank owned. Mr. Railsback received a phone call from the bank and that they would need more time and are working on correcting the items.



### **Oak Tree & Neighbor to Neighbor Liaison – Quarterly Report\*\*- Mrs. Denise Gallo**

Mrs. Gallo stated that the Neighbor to Neighbor Program has been turned over to Mrs. Nord and Mrs. Krauthamer. The first report from the new ambassadors was in December. The numbers for the quarter were 55 added and out of that 35 were new owners, 2 residents moved within Grand Haven and 18 were new tenants. Total hours spent in this quarter was 36. Mrs. Gallo stated that there are still 71 residents that have not had the packets delivered to them. Mrs. Gallo stated that it was for many different reasons such as it is a new build, snow birds or even working. Mrs. Gallo stated that Mrs. Carlton, editor of the Oak tree is looking for advertisers and articles that are submitted by the residents. The deadline for ads for the next Oak Tree is January 15<sup>th</sup>. Dr. Carlton stated that one of the advertisers did not get the invoice.

### **Fine Committee Liaison – Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that in your Board packets are the results for the Fine Committee meeting for the month of December. Mr. Railsback stated that 1 fine was rejected and 1 accepted. There was a discussion on why the fine was rejected.

### **Community Development District (CDD) Liaison – Dr. Robert Jay Carlton**

Dr. Carlton summarized the topics discussed at the CDD meeting. Dr. Carlton stated that there was only one meeting this month, the workshop was cancelled. There was a presentation from the County Commissioner, Mr. O'Brien on the 2020 census. There was a continued discussion about the Resident Online Directory/Community Information Guide. There was responses to RFP for new Security Services. ~~There was a discussion about the landscape contract from Mrs. Louise Leister addressed the CDD Board regarding the existing landscape contract.~~ The Village Center project should be completed between the dates of February 15 to March 15<sup>th</sup>.

### **Action Item Review List – Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that there is no updates on the VMS. Mr. O'Brien questioned if any other companies using the VMS are have any problems.

### **Unfinished Business**

#### **1. SSMG Contract Extension Offer - Dr. Robert Jay Carlton**

Dr. Carlton stated at the last meeting he brought to the board the proposed contract from SSMG that the Board members to review. Mr. Natiello stated that he had a concern about the after-hours inspection but after reading through it he doesn't have a concern. Mr. Frichol questioned if there was a deadline to except or decline the contract? Dr. Carlton stated the reason they were looked at now was to have enough lead time to put out for bid if the Board wanted to explore that option. Dr. Carlton gave the reasons why to stay with the current company and there was lengthy discussion between the board members. Mr. Natiello requested that it be put on the March agenda for a vote on the contract because there maybe two new Board Members. Dr. Carlton did state he had one concern which was the amount of days to cancel the contract. Dr. Carlton requested it should be stated in the formal bid it would be 30 days written notice to cancel the contract.

#### **2. 2020 Insurance Proposal - Status - Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that in your packet is the correspondence from the Insurance provider.



Mr. Masi stated that the finally numbers are not in yet but he recommended that the HOA budget up to 15% a year increase but hopefully may come in a little less. Mr. O'Brien stated that the percentage was taken into consideration doing the budget. Dr. Carlton requested that this be put back on the agenda for January.

**3. Review River Club Roofing and Painting Schedule - Mr. Troy Railsback (SSMG)/ Mr. Mike Frichol**

Mr. Frichol stated that in your Board packet is an email between Mr. Leach and DDR Quality Roofing about the information on the assessments on the roofs in the River Club. There are three buildings proposed by DDR that need replacing. Mr. Frichol did state that this was in the Budget schedule. Mr. Natiello questioned which three building were recommended to be roofed next? Mr. Frichol stated they are Building #3, Building #5 and Building #9. The new roofs that have been put on are Building #11, Building #12 and Building #14. Dr. Carlton questioned if the contract for each building would be written separately. Mr. Railsback respond they will be separate contract for each building.

**On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the Board Approved All three roof proposals with the modification of the nails being upgraded to stainless steel.**

Mr. Railsback stated that the last time the buildings were painted was in January of 2011. Mr. Railsback stated that the fences were painted two years later and therefor recommend that the fences are not included. There was a lengthy discussion on this topic. Dr. Carlton stated that this contract needs to go out for additional bids in accordance with the Master Declarations. There was a discussion about hiring a manger to oversee the painting project.

**New Business**

**1. CDD Request that GHMA Assume Responsibility of Community Directory - Dr. Robert Jay Carlton**

Dr. Carlton stated that the CDD has always been responsible for publishing a Community Directory. Unfortunately, the last publishing has things that were omitted or not correct. As a result, Dr. Davidson stated at the last CDD meeting that they would not be publishing a printed Community Directory again. The attorney stated an online version would not be a good idea. The Vesta Corporation stated that they would take on this project. There was a lengthy discussion on this topic.

**On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the Board denied the request to take over the responsibility for publishing the Community Directory.**

**2. 2020 Census – Concerns - Mr. Vic Natiello**

Mr. Natiello spoke with Mr. O'Brien, who is the County Commissioner, after the CDD meeting about having him write an article to help people with the census. There is a Board resolution that prohibits door to door salutation. This does not fall under that Board Resolution. Mr. Natiello suggested that you should use the electronic version for doing the census. Dr. Carlton stated that the 2020 census will not be out until April and anything before that is probably political.



- 3. Board Regarding Mulch and Mulch Alternatives – ADC Standards- Mr. Ed O'Brien**  
Mr. O'Brien stated that in your Board Packet there is a draft about mulch/mulch alternatives. This section of the ADC standards was rewritten so residents could have a better understand about the organic and the inorganic mulch. There is also a section that defines mulch in plant beds. Pine straw in nature areas were also included. There was a lengthy discussion on this topic.

**On Motion by Mr. O'Brien, seconded by Mrs. Gallo, with Mr. Frichol voting no, the Board Approved the draft on Mulch/Mulch Alternative and to have it added to the ADC Standards.**

- 4. Re-Appointment Requests by MADC Members and NCADC Participants - Mr. Ed O'Brien**

Mr. O'Brien stated that once a year the MADC and NCADC members get reappointed by the Board. All the members on both committees wanted to serve for another year. Mr. Jackson was elected to the Chair and Mrs. Salkovitz to the Vice-Chair for the MADC. Mr. Natiello questioned who the Vice-Chair is for the NCADC. Mr. O'Brien stated Mr. Alfin was Vice-Chair for the NCADC. Dr. Carlton stated that next year a more complete form will be used for the appointments for the committees.

**On Motion by Mr. O'Brien, seconded by Mr. Frichol, with all in favor, the Board Approved To re-appoint all of the current MADC committee and Mr. Jackson and Mrs. Salkovitz to the NADC committee for the year 2020.**

- 5. Street Tree Replacement Standards – Discussion - Mr. Mike Frichol**

Mr. Frichol stated there have been a lot of street tree removals/replacements in the Crossings. Mr. Frichol stated the current policy does not reflect the problems with the mature street trees. Mr. Natiello asked several question about this topic. There was a lengthy discussion on this topic. Dr. Carlton stated he would like to get with Mr. O'Brien and Mr. Frichol to come up with a reasonable compromise. The first would be to look at the properties that have a short frontage which is problematic. The other would be to not jeopardize the integrity the community. Dr. Carlton this would not be for all the properties in Grand Haven but for those with short frontages. Mr. Reisman asked if a new policy was put in place would it be retro-active. Dr. Carlton stated "yes".

#### **Non-Compliance Issues Needing Board Review**

**On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 1.**

**On Motion by Mr. O'Brien, seconded by Mr. Frichol, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 2.**



**On Motion by Mr. O'Brien, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$250.00 on property #3.**

**On Motion by Mr. O'Brien, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$500.00 on property #4.**

**On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$250.00 on property #5.**

#### **Director's Requests**

Mr. Frichol spoke about if the CDD purchases the Condo sites what impact on revenue would there be in losing the 24 assessable units. Dr. Carlton stated that The CDD will have to be responsible for those assessments.

Dr. Carlton requested that the Board Packet not be stapled.

#### **Adjournment**

On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the meeting was adjourned at 4:31p.m.

