

Grand Haven Master Association, Inc.

Post Office Box 354785 | Palm Coast, Florida 32135

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

November 22, 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, Mrs. Denise Gallo, Mr. Vic Natiello and Mr. Ed O'Brien, Mr. Mike Frichol

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. William Hellings spoke about the reroofing of the River Club townhomes vs. the cost.

Ms. Kathleen Fuss spoke about changing the street tree requirements.

President's Comments

Dr. Carlton wanted to thank the Board for their attendance record.

Approval of Minutes

On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the Board Approved the Meeting Minutes of the Board of Directors of the October 18, 2019 with the approved revised corrections for the Board meeting.

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Railsback reported that the Board packets included the timeline of information about a Candidates night that is being held on December 12th. Mr. Railsback stated that an E-Blast went out to residents on November 12th announcing the posting of Candidates. GHMA yearly coupon books have been ordered and will be mailed to residents by the beginning of December.

Finance report – Mr. Ed O'Brien

Mr. O'Brien reported that in the Board packet is the YTD Budget Comparison. Mr. O'Brien explained the year to date –budget -variance and the percentages on each budget category. Those categories that were discussed were the ADC, Crossings, GHMA, PLM and River Club.



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The ADC and PLM budgets variance increased slightly. The Crossings budget variance increased significantly due to paying Corey for both October and November in October. This will self-correct next month. The River Club budgets variance increased due to downspout repair, underground drain clearing and spot painting. GHMA budget variance decreased.

Problematic Properties – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton reported that a final installment payment was collected on a PPC property. Counsel is sending a demand for payment letter to the mortgage company which has purchased the property in foreclosure. There were 2 foreclosure properties that are being monitored by Counsel.

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

Mr. O'Brien stated that there is an increase in residents attending the ADC meetings. Mr. O'Brien stated that the NCADC committee had 5 submittals and no denials. The MADC committee approved 50 submittals and 18 were denied. Mr. O'Brien is tracking the "as builds" (property changes that have NOT been pre-approved by the MADC before the homeowner modified the property). There was a total of 7 property with "as builds".

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

Mr. Frichol reported on the work orders in each PLM Village. The monthly PLM inspection was done on November 13th. There were 23 work orders in the month of October. There are 7 work orders in the River Club, with 6 still open. Mr. Frichol stated the each PLM vendor got a copy of the Damage Claim Policy. Dr. Carlton questioned if the PLM vendors agreed with the policy. Mr. Frichol stated the PLM vendors agreed to the policy. Beginning in December the PLM vendors will be mowing on a bi-weekly basis.

CC & R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello reported on the compliance efforts. Mr. Natiello stated that it was a high month for non-compliance items. There were 84 non-compliance letters mailed to residents. The leader in non-compliance issues were ADC, mold/mildew and sidewalks then landscape maintenance. Mr. Natiello stated there were 5 ADC compliance cases where the Hurricane Shutters were still up. Mr. Natiello stated there were some unusual ADC non-compliance items.

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

This report will be on the agenda in December.

Fine Committee Liaison – Mr. Troy Railsback (SSMG)

Mr. Railsback stated that in the Board packets are the results for the Fine Committee meeting for the month of October. Mr. Railsback explained why a fine was not levied on a property.

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

Dr. Carlton summarized the topics discussed at the CDD meeting. Dr. Carlton stated there were two meetings this month. They discussed the new amenities manager. There was a round table of 5 realtors presenting how to maintain and enhance Grand Haven's competitive edge, now and in the future. The stucco work is coming along well and on schedule. They are hoping for the project to be complete by February. There was a discussion about the Village Center Café's menu prices, quality



and quantity of food. The CDD approve all seven tennis court being resurfaced and the replacement of any damaged net poles. The CDD have submitted a bid for the 2 undeveloped Vista Par lots. There was discussion of the Wildfire Mitigation Program. The tennis and pickle ball courts will be open during the Holidays. The tennis court will be monitored by Mr. Foley and the pickle ball courts by Ms. Fuss during the Holiday.

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

Mr. Railsback stated that there has not been an update on the VMS software.

Unfinished Business

1. PLM Survey Results – Update – Mr. Mike Frichol

Mr. Frichol stated that in the Board packet is the survey analysis for 2013 to 2019.

There was a good return on the PLM survey results. The Riverwalk Village had the highest returns of the surveys. Mr. Frichol reported on each village about the survey ratings from the residents.

2. Plans for Holiday Luncheon- Mr. Troy Railsback (SSMG)

Mr. Railsback stated he reserved the Village Café for December 18th for the Holiday luncheon. The Holiday luncheon is to “thank” the volunteers on the NCADC, MADC, Fine and the ADC inspector, as well as the SSMG team

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

Mr. Frichol stated that Mr. Railsback and Thomas Leach met with the painting contractor, Lamphier and Company, and discussed that the vendor beginning in February. There was a meeting with the roofer about which unit in the River Club should be done in 2020. Mr. Railsback stated at the next Board meeting he would like to have a vote to get started roofing and painting. There was a lengthy discussion on this topic. Dr. Carlton wants an evaluation on the roof from DDR Company before any work is done. Mr. Hellings commented on a product for painting. He would like the Board to look into the product for use on the River Club buildings.

New Business

1. Waste Pro Holiday Schedule - Mr. Vic Natiello

Mr. Natiello spoke about the City’s Holiday pickup schedule. Mr. Natiello requested that the Holiday garbage schedule be E-Blasted to residents as well as posted on the boards.

For the household waste and recycle pickups on Thanksgiving Day, they will be pushed **back** one day and for two Yard Waste pickups on Christmas and New Year’s days, those will be pushed **back** three days.

2. MADC Member’s Request for Exception to Attendance Policy – Mr. Ed O’Brien

Mr. O’Brien spoke on Mr. Coyle behalf, who has been a MADC member and has a medical condition that requires him to request for exception on the attendance policy.



On Motion by Dr. Robert Carlton, seconded by Ms. Gallo, with all in favor, the Board Approved the request from Mr. Coyle for an exception on the attendance policy.

3. SSMG Contract Extension Offer – Dr. Robert J Carlton

Dr. Carlton stated that Mr. Annon has made the offer to extend the fee structure and basic terms of the 2018 – 2020 contract for the upcoming three year contract period (2020 – 2023), if the Board would agree a three year extension. Dr. Carlton Indicated that he wanted to introduce the offer to the Board and suggested that they take some time to review the contract prior to the December Board Meeting, at which time it would be on the agenda for further discussion and if warranted, a vote. Dr. Carlton reviewed some the points about the contract. There was a lengthy discussion on the topic.

4. ADC Schedule 2020 - Mr. Ed O'Brien

Mr. O'Brien stated that the first ADC meeting is New Year's Day. So the Board agreed to move the ADC meetings to January 8th and January 22nd. The 2020 schedule was checked no other holidays fall on a Wednesday.

5. I- Contact E-Blast System Subscription - Dr. Robert J Carlton

Dr. Carlton stated his concerns of Hurricanes when SSMG office is closed, the servers would be down and no E-Blast can reach the residents. Dr. Carlton suggested looking into an alternative plan such as a Subscribers Service. Mr. Railsback reported on the services and the price tier. Ms. Gallo quested if the system was mirrored or would there be an interruption in service. Mr. Railsback stated he will find out the answer. Mr. Frichol stated he feels that the delivery is not consistent. Mr. Frichol expressed his belief that a transactional e-blast system would be preferable to the one that had been proposed. This opinion was shared by Mr. Natiello. Dr. Carlton suggested that Mr. Frichol provide SSMG with information regarding this type of system and that the item would be included on the December meeting agenda for further discussion. Please put this on the agenda for next month with the information.

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. 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 # 2.

Director's Requests

"Dr. Carlton indicated that he wanted to the Board a "heads up" that the CDD indicated that due to a number of factors, they would no longer publish a printed Community Directory. In addition the CDD counsel was of the opinion that since the CDD was a quasi-governmental agency, there were inherent problems in them developing an on-line version. A CDD Supervisor requested that D., Carlton discuss with the GHMA Board, the possibility that they assume the responsibility of creating



an on-line Resident Directory for the future. Dr. Carlton stated that he would bring this request to the Board, if provided with a written request."

Adjournment

On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the meeting was adjourned at 3:33 p.m.



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