

Grand Haven Master Association, Inc.

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www.grandhavenmhoa.com

Dr. Robert Carlton, President
Mr. Murray Salkovitz, Vice President
Mr. Gerald Kagan, Treasurer

Mrs. Terri Langan, Director
Mr. Vic Natiello, Director
Mr. Troy Railsback, Secretary, Ex-officio

Board of Directors Meeting – October 11, 2013

Call to Order

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

Pledge of Allegiance

Roll Call—Establish a Quorum

Members Present: Dr. Robert Carlton, Mrs. Langan, Mr. Kagan, Mr. Natiello & Mr. Salkovitz

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

A quorum was established.

Members' sign-in sheet located in Association Meeting File

Approval of Minutes

On Motion By Mr. Salkovitz, seconded by Mr. Kagan, with all in favor, the Board approved the Meeting Minutes from the September 20, 2013 Board of Directors Meeting.

Committee Reports

Community Manager – Mr. Railsback (SSMG)

Mr. Railsback informed the Board of a letter sent to the GHMA that should have been sent to the CDD. Dr. Carlton advised that the letter be sent to the property owners and Association Attorney.

Finance report – Mr. Kagan

Mr. Railsback informed that Board that due to the early October BOD meeting date, the financials for September are not yet available.

Communications/Oak Tree Liaison – Mrs. Langan

The deadline for Oak Tree submittals is October 25, 2013. Mr. Kagan will provide an article on the upcoming 2014 Budget. Mr. Railsback will provide information pertaining to upcoming elections and timing for election. Mrs. Langan will be out of town; therefore, Mr. Natiello volunteered to proofread the Oak Draft prior to publishing. Mrs. Langan advocated for more resident-friendly communication between the Board and residents. Mrs. Langan stated that “as I reflect on the Board’s reaction to my suggested letters, I do not feel that spending more time, energy, and thought on this will get us any closer to where I was hoping this would go. My “unprofessional letter”, as it was characterized by one Board member, will be put to bed with several of my other suggestions for us to be more sensitive to residents. I come from an education and training background, which values collaboration, communication, process, and outcome. This Board as a whole has a very different approach. The letter I presented did not change any of the content regarding our policy or practice, it did change the tone. It would be less alarming for the residents, who, for the great majority, want to do the right thing. Whether it would improve the compliance rate or not is irrelevant. Another example if this philosophical difference is when I had suggested sending out an e-mail blast prior to sending out a massive amount of infraction letters regarding the tree trimming.



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I was voted down and was told that the Board does not want to “babysit the community”. I have to ask, “what harm would there be in communicating in advance and asking the folks to trim their trees prior to sending out those letters?” I had several residents contact me to express their displeasure when they received the letters. Perhaps some of the other Board members did too. I thought it was telling that one resident, during Friday’s meeting, stated how nice it was when he happened to see Troy, and was personally told that his trees needed trimming. He was able to correct the problem before receiving a letter. That obviously is not an overall solution, we don’t expect you to go around and talk to people, but it does say something about the value that residents place on a more personal approach. I do have to wonder if the letters sent to the Osprey residents would have been better received had the letters been less confrontational. There is no way of knowing for sure, but I strongly believe that how we present ourselves to the community makes a huge difference. All of this is to say I will not, with Vic, work on another letter, but will try to represent the people who elected me.” Mrs. Langan thanked Dr. Carlton for his response to her suggestions. The Neighbor to Neighbor Program continues to be a success. Mr. Railsback responded to Mrs. Langan’s concerns, stating that he is happy to incorporate whatever language the Board chooses.

Problematic Properties – Dr. Carlton

Mr. Railsback responded to a question pertaining to a resident’s outstanding balance. Dr. Carlton updated Board members on the status of property “A”, which is currently undergoing eviction procedures. Property “B” proposed an adjustment of their account balance, which was countered by the Board, and accepted, and the initial payment was received on September 26, 2013. Property “C” proposed an adjustment of their account balance, which was countered by the Board, and the homeowners have yet to respond. Property “D” has a commercial vehicle that is still parked in the driveway. The Board is moving ahead with pre-mediation proceedings

On Motion By Mrs. Langan, seconded by Mr. Kagan, with all in favor, the Board voted to accept the Corporate Resolution and move forward with mediation.

Mr. Salkovitz commented as to administrative services for those residents who are paying over time. There was a discussion regarding interest charges for those who are paying over time. Mrs. Langan does not support charging interest; however, she was open to an administrative fee, pending a clear definition of administrative fee.

Architectural Design Committee (ADC) Liaison – Mr. Natiello

There was discussion pertaining to the appropriate notification process for ADC workshops. There was discussion on topic of Ms. Louise Leister’s ADC responsibilities and her scope of service. Board members discussed proper justification for tree removal and ADC approval procedures. There was discussion pertaining to documentation from a certified arborist in the event a resident requests permission from the ADC to remove trees. Mr. Natiello discussed paint and shingle matching, and emphasized that the homeowner is responsible for providing the contractor with product matching. Mr. Natiello informed Board members about the status of ADC member recruitment. There was additional conversation regarding proxy votes. Board members discussed ADC member status and scope of authority.



Private Lawn Maintenance (PLM) Liaison – Mr. Kagan

The PLM survey will be mailed out by the end of October and results will be discussed at the November BOD Meeting.

C. C. & R. Compliance Liaison – Mr. Salkovitz

Mr. Salkovitz expressed concern regarding the condition of the sidewalks, and suggested the GHMA inform owners of their responsibility to properly maintain via e-blast.

Fine Committee Liaison – Mr. Railsback (SSMG)

The October Fine Committee Meeting is canceled. The next scheduled meeting is on November 20, 2013.

Community Development District (CDD) Liaison – Dr. Carlton

Dr. Carlton reported that the CDD is going through proposals regarding amenity management and security services. The Operations Manager is working diligently to update residents on the 2014 Budget. Additionally, the CDD is working to tighten up policies regarding overnight guests.

Action Item Review List – Mr. Railsback (SSMG)

All Action Items have been resolved.

Unfinished Business

2014 Proposed Master Budget(s) – Resident input/Board action – Mr. Kagan

Mr. Kagan spoke about the surplus of GHMA funds and also discussed legal fees incurred by the Association.

- a. Master/ADC
- b. PLM
- c. River Club
- d. Crossings

On Motion By Mr. Natiello, seconded by Mrs. Langan, with all in favor, the Board voted to adopt all 2014 GHMA budgets as presented.

“Subject of Concern” Letters – Update – Dr. Carlton

Dr. Carlton discussed the language of these letters, and Board members offered input.

19 Osprey Circle – Follow-up Recommendation – Dr. Carlton

Dr. Carlton informed Board members as to the recommendations of the Association Attorney.

On Motion By Mr. Kagan, seconded by Mr. Salkovitz, with all in favor, the Board voted to move forward with eviction proceedings for the tenants at 19 Osprey Circle.

New Business

ADC Workshop – Evaluation and Recommendations – Mrs. Langan

Mrs. Langan updated members regarding proposed workshops procedures and participant attendance.



Management and Rental of Association Owned Properties – Mrs. Langan

Mrs. Langan asked questions about management and fee structure. Mr. Natiello reminded the Board that we had looked at two proposals for management of GHMA properties within Grand Haven, HOA Financial Solutions (HFS) and SSMG and that his analysis indicated that SSMG's proposal was superior in nearly every respect, including cost.

Timeline for Revision of ADC Standards – Dr. Carlton

There was discussion regarding the frequency of revisions to the ADC Standards.

Donation to Fire Department – Mr. Salkovitz

Mr. Salkovitz reported that, the Fire Department, in conjunction with the Neighborhood Watch Program, has offered to change smoke detector batteries for Grand Haven residents. Homeowners will be responsible for supplying a 9 volt battery. Mr. Salkovitz suggested a \$300.00 donation be made to the Fire Department.

On Motion By Mrs. Langan, seconded by Mr. Salkovitz, with all in favor, the Board voted to approve a \$300.00 donation to the Palm Coast Fire Department.

Adjournment

The meeting was adjourned at 3:56 p.m.

Audience Comments

An audience member asked a question regarding foreclosed properties. Board members explained the circumstances that led the Association to foreclose on 71 Southlake Drive. Dr. Davidson spoke regarding the efficiency of the new database that is being utilized by the CDD.

