

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. Brad Scott, Treasurer

Mr. Mike Frichol, Director
Mr. Ed O'Brien, Director
Mr. Troy Railsback, Secretary, Ex-officio

Board of Directors Meeting Agenda September 21, 2018

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, Mr. Brad Scott, Mr. Vic Natiello

Members Not Present: 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. Plunkett spoke about non-compliance issues on a property in his Village.

Mr. Reisman questioned why the agenda was not posted on the website.

Ms. Todd asked about cutting down a dead tree in her back yard.

Mr. Hopkins requested that the PLM be moved up on the agenda. (No Blue Card)

President's Comments

Dr. Carlton wanted to thank all of the attending residents for their loyalty and for being here today.

Dr. Carlton requested that in the August 24th minutes the word "that" be put back in the sentence.

Approval of Minutes

On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the Board Approved the Meeting Minutes of the Board of Directors of the August 24, 2018.

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Railsback reported that the Board packets include a draft of the E-Blast to let residents know that there will be an opening for the Fine Committee.

Finance report – Mr. Brad Scott

Mr. Scott reported that he has been working on the budgets for the upcoming year.



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Problematic Properties – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton discussed the revising of some of the SSMG letters that resident's receive. Mr. Scott reported that the accounts receivable have been the lowest in four years. Mr. Natiello stated the PPC is making good progress.

Architectural Design Committee (ADC) Liaison – Mr. Natiello

Mr. Natiello attended the NCADC and MADC meetings in Mr. O'Brien absence. Mr. Natiello stated that the September 5th meeting resulted in 12 submittals for the NCADC with one tabled, which is only allowed by the NCADC Committee. The MADC had 42 submittals with 37 approved and 5 denied. Mr. Natiello stated that at the September 19th meeting there was no NCADC due to the lack of a quorum. The MADC had 29 submittals with 5 denied which Mr. Natiello stated was mainly due to lack of information. Mr. Natiello stated that it is helpful if the residents attend the meetings in case the committee needs questioned answered. Mr. Natiello stated he was very pleased with the way the meeting was handled.

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

Mr. Frichol reported on the PLM activities. Mr. Frichol stated that an email was sent to the Board members about the monthly PLM inspections. Mr. Frichol stated that since April and May the number of work orders have gone down. Mr. Frichol reported that in the Crossings Village the PLM vendor is dealing with the grey leaf spot and a few issues of chinch bugs. There is an ongoing issue with residents on city water that are not watering enough. Mr. Frichol stated that there was a misunderstanding of the responsibilities of mowing to and around the lake banks. Mr. Frichol read the amendment from 2005 on required services stating: Mowing of the front, side and rear yard lawns of each lot, including mowing to the water's edge of any abutting water body, regardless of the location of the actual lot line. So, the responsibility is for the PLM vendor to mow to the water's edge but, this was never in the PLM vendor's contract. The PLM will need to give a price for that scope of work. Mr. Railsback stated that the CDD always mowed that area. There was a lengthy discussion on this topic.

On Motion by Mr. Frichol, seconded by Mr. Natiello, with all in favor, the Board Approved to proceed with Corey Enterprise in defining a price to mow the lake banks of the 41 properties this would be included in the Crossings assessment going forward.

Mr. Frichol stated that the Crossings pool and bathhouse work has been completed. Mr. Frichol stated that there are lights that need to be replaced. Heritage Oaks and the Lakeside Villages are schedule for tree trimming is this upcoming week. The Pine Harbor's lake is too high to mow. There were no issues in the Reserves. They had a meeting with the new manager and current supervisor for River Walk the manger will receive the work orders from SSMG and then provide them to the supervisor. There are 5 open work orders in this village. Pine straw still needs to be replaced when the lake level goes down. River Club tree trimming and pruning of the trees has been completed. There are 6 open work orders in that village. Village Oaks tree trimming and pruning of the trees has been completed. Mr. Natiello stated that a resident had flags marked for work to be done and the PLM vendor ran them over and cut several of the flags. Mr. Natiello asked Mr. Frichol for the name of the tree regulator that was being used in the River Club which is stronger than the one he used at



his property. Mr. Frichol stated that when the trees get larger the vendor will apply the product to the trimmed area. Mr. Natiello stated that once the tree is large the product label clearly states the tree trunk should be injected to be effective which can be costly.

CC & R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello reported on the compliance efforts. Mr. Natiello spoke of the different types of non-compliance issues that were cited this month. Mr. Natiello stated that the most important was for 18 mold and mildew then there were 15 for landscape, 7 for sidewalks and 5 for yard waste. Then there was 1 violation for parking, storage and sign. Mr. Natiello briefed the MADC committee that they are not able to review Board resolutions. There were 62 violations of which 22 were given to multi owners. Mr. Natiello reported on the number of unimproved lots in Grand Haven. To date there are 121 lots available out of the 1,901. One is the Crossings Pool, 2 lots have been combined, there are residents that have a house and own the lot next door. There are 48 condominiums left as well. Last year there were 147 lots available.

Oak Tree & Neighbor to Neighbor Liaison – Quarterly Report- Mr. Brad Scott**

Mr. Scott reports on this topic quarterly. Mr. Scott reported that the Oak Tree was delivered to Grand Haven residents on August 15th. There were 11 vendors advertizing in the August issue. The deadline to submit an article is October 15th. The Neighbor to Neighbor Program reported that there were 235 new residents since the beginning of the New Year. There were 162 welcome packages delivered, the remaining residents haven't moved in yet.

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 August and September. Mr. Frichol questioned why one of the properties was not on the fine committee meeting. Mr. Railsback replied it was due to the notification timeline and that property will be on for next month's meeting. Mr. Natiello stated that he felt the information about yard waste should be sent out to all new residents. Mr. Frichol stated that information is stated in the frequently asked question section on the website and is in the welcome packets. Dr. Carlton requested Mr. Scott to make sure that the information is still in the welcome packet. Mr. Railsback also stated that all the resolutions are posted on the website.

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

Dr. Carlton summarized the topics discussed at the CDD meeting. Dr. Carlton stated that the CDD was held on August 30th. This was a combined meeting and public hearing. The public hearing was for comments and objections about the CDD adopted Budgets and CDD adopted budgets for maintenance. Dr. Carlton found it interesting that there was very little involvement from the residents at these two important meetings. Items discussed at the work shop were about trees that were removed by the Department of Urban Forestry that were on CDD property. The city is reviewing this situation and will be coming up with a procedure so this doesn't happen again. The stucco design drawings for the Village Center will be reviewed at the October 18th meeting. There was a lengthily discussion regarding capital asset planning.

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

Mr. Railsback stated that there were no action items.



Unfinished Business

1. River Club Drainage Project – Discussion –Mr. Mike Frichol

Mr. Frichol updated the Board on the River Club drainage project. The original quote from Mr. Beebe for the drainage project had changed and Mr. Frichol suggested that they get more quotes from civil engineering firms. Dr. Carlton suggested that the Board get three more quotes including clarification of work in Mr. Beebe's quote.

2. River Club Roofing Project – Update- Mr. Mike Frichol

Mr. Frichol reported on the River Club roof replacement. In the budget discussion they decided to stay with DDR/Quality Roofing and added in the budget the use of stainless steel nails. This would be a 6 year program starting in 2019 with (3) 4 unit buildings then in 2020 (3) 4 units and (1) 2 unit buildings and continue each year. The last buildings to be done will be in Phase 3. They were the last units built and have had the least problems. The sequence of roof replacements will be determined by the history of repairs and leaks for each building.

3. Security Sign Resolution - Revision – Dr. Robert Jay Carlton

Dr. Carlton stated that Mr. Natiello reported that there is a conflict that exists in 720 in regards to the security sign resolution. Dr. Carlton received verbiage from the attorney and number 2 will be changed to read 1 security sign not to exceed 1 square foot in size which is provided by the security service and may be placed on each lot, within 10 feet of any entrance to the home.

4. 2019 Budget – Final Discussion of 2019 Budget – Mr. Brad Scott

Mr. Scott reported that in your Board packets are the proposed budget for 2019. Mr. Scott spoke about the Grand Haven Master Association budget. The recommendation from the treasurer and the SSMG team along with Mr. Frichol is that the Grand Haven assessment would increase. Mr. Scott explained the reasons for the increase. Mr. Scott went through the PLM Villages. Mr. Frichol suggested that three of the villages have no increase because there is enough in the reserve funds. There was a lengthy discussion on the reserves for each of the PLM villages. Mr. Railsback asked to close out the discussion on the PLM budgets. Mr. Railsback wanted to clarify, so the intent of the proposed budget would be to have the assessment level where it is being proposed and address the excess reserves by getting them as close to or within the minimum/maximum range for the refunds. Mr. Railsback stated the methodology for the refunds would be addressed by the end of year. Mr. Frichol stated he wanted the record to show they will be doing the refunds. Mr. Scott spoke about the River Club expenses and he is recommending that the River Club assessment be raised. One of the main reasons is that the damage from the Hurricane has accelerated the life of the roofs in the River Club. There was a lengthy discussion on the proposed budget. Mr. Scott recommended that the Crossings Village assessments be raised. But, the assessment could go up more depending on the numbers from Corey Enterprise to do the extra mowing on the lake banks.



On Motion by Mr. Scott, seconded by Mr. Natiello, with all in favor, the Board Approved to send out the proposed budgets as approved except for amended the budget change in the Crossings because of the change of the cost of the lake banks and the separate refunds for the other villages be handled a different way.

There was a lengthy discussion with the Board and the audience.

- 5. Fall Bash – E- Blast Timelines and “Takeaway” Suggestions- Dr. Robert Jay Carlton**
Dr. Carlton reported that in your Board packets included the timeline for the Fall Bash. The first E-Blast went out to residents on September 17th. The second resident E-Blast will go out on October 1, 201st. Dr. Carlton stated that the Village Center Banner will be up by October 13th.The final E-Blast will be done on October 15th.Closing date for reservations is October 20th. The Fall Bash event will be held on Saturday, October 27th at the Village Center from 4:00 to 7:00 pm. Food will be served 4:30 to 6:30. There is limited seating to 400 people. Dr. Carlton reported that in your Board packet are the two choices for the takeaway gifts. The Board agreed upon the Red Stylus Twist Pen for the take-away gift.
- 6. VMS Compatibility Issues with Apple PC’s and Tablets - Mr. Troy Railsback**
Mr. Railsback spoke for Mr. O’Brien since he was not in attendance at the Board meeting. The VMS vendor is waiting until the new release of software is ready and then it will be posted to the SSMG web portal. This is an important tool for the ADC meetings and the Board. There was a lengthy discussion on the software.

New Business

- 1. PLM Letter & Annual Survey – Mr. Mike Frichol**
Mr. Frichol reported that in the Board packets are the proposed PLM letters and the annual survey. There were no changes to the survey. The PLM letters and the annual survey will be mailed out to residents in the next week and the return deadline for the survey is October 12th. Mr. Frichol stated that on the form he would like to the following sentence in boldface; if you fail to return a properly filled out survey, we will register a “Satisfactory” vote in all of the five sections of the survey.
- 2. Renewal of Insurance Coverage - Mr. Vic Natiello**
Mr. Natiello wanted to make sure that in the 90 days prior to the insurance renewal that the insurance company should be reaching out to the underwriters. Mr. Railsback stated that he has received a general email inspecting this type of increases. Mr. Natiello stated that there have been some changes to the policy and to make sure that the Insurance Company was aware. The insurance policy comes due on February 2nd, 2019.
- 3. Non-Compliance Issues Needing Board Review**

On Motion by Mr. Frichol, seconded by Mr. Scott, 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. Natiello, seconded by Mr. Scott, 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. Scott, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 3.

On Motion by Mr. Scott, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 4.

On Motion by Mr. Frichol, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 5.

On Motion by Dr. Carlton, 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 # 6.

On Motion by Mr. Frichol, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 7.

On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$500.00 on property # 8.

On Motion by Mr. Natiello, seconded by Mr. Frichol, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$250.00 on property # 9.

On Motion was made by Mr. Natiello, to levy a penalty of \$250.00 on property # 10 the motion died due to a lack of a second.

On Motion by Dr. Carlton, seconded by Mr. Natiello, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$200.00 on property # 10.

On Motion by Mr. Natiello, seconded by Mr. Scott, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$250.00 on property # 11.



On Motion by Mr. Scott, 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 # 12.

Director's Requests

Mr. Natiello requested that an email be sent to the City of Palm Coast to investigate the reason why a tree died in such a short time. Mr. Natiello requested this of the management company to make sure that the tree wasn't tampered with. Mr. Railsback will make this an action item and will report back to the Board.

Mr. Scott questioned if he should be signed refundable deposit checks for two builders, one that took 18 months to finish after the application the other home was 3 years to finish. Dr. Carlton explained that the exterior walls have to be up in one year and then the landscape has to be done within 90 days after that. It would be the CC&R's which could be fined. Mr. Scott advised the Board of a vendor that filed bankruptcy and wants to know if SSMG can advise the resident. The Board stated that it is up to the residents to do their research on any vendor they hire.

Adjournment

On Motion by Mr. Natiello, seconded by Dr. Carlton, with all in favor, the meeting was adjourned at 5:14 p.m.

