

# *Grand Haven Master Association, Inc.*

Post Office Box 354785 | Palm Coast, Florida 32135

[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 Agenda**

**January 18, 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)**

Ms. Ruizgoubert requested an update on the Vista Par Condominiums.

### **President's Comments**

Dr. Carlton welcomed Mrs. Gallo, the newest member of the Grand Haven Board of Directors. Dr. Carlton "Thanked" Mr. Brad Scott for his time and dedication to the Grand Haven Board. Dr. Carlton stated that on election night the Board elected the officers to the Board, Dr. Carlton as President, Mr. Vic Natiello as Vice President, Mr. Ed O'Brien as Treasurer and Mr. Troy Railsback as Secretary, Ex-officio.

### **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 December 14, 2018, January 10, 2019 Annual Meeting and January 10, 2019 Organizational Meeting.**

### **Committee Reports**

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

Mr. Railsback reported that the Board packets included a request from a resident to wait to be heard in the February Board Meeting the Board granted that request. Mr. Railsback stated that in your Board packets are the 2019 schedules for Board, MADC, NCADC and Fine Committee meetings. Mr. Railsback stated that the 3<sup>rd</sup> and 4<sup>th</sup> quarter compliance reports summaries are included in your packets. Dr. Carlton stated that he would like to see SSMG be more pro-active in the citations for the maintenance of the sidewalks.



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**Finance report – Mr. Ed O’Brien/ Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that the December financials were just completed. Mr. Railsback will schedule a meeting with Mr. O’Brien and then will submit the financial report at February Board meeting.

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

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. There was one property owner that paid a lump sum and then set up a 12 month payment plan. Grand Haven is moving forward on two foreclosure properties. SSMG will be mailing out over 20 letters for past due payments.

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

Mr. O’Brien stated that there were 56 submittals in total for the month. The NCADC had 13 approvals and 0 denials. The MADC had 39 approvals and 4 denials.

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

Mr. Frichol reported on the PLM activities. Mr. Frichol stated that in your Board packets contained summaries of the work orders in the PLM Villages. Mr. Frichol stated that PLM inspections were done on January 9<sup>th</sup>. In the Crossings the PLM vendor will be doing some soil testing in some backyards to determine optimal fertilizer and pesticide applications. Mr. Frichol discussed the work orders in the different villages that have been completed. There are still four roofs in River Club that are having roof leaks.

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

Mr. Natiello reported on the compliance efforts. Mr. Natiello stated that there were 73 compliance letters mailed to residents. The leader in non compliance issues were 26 mold/mildew and then 13 sidewalks displacements.

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

Mrs. Gallo stated that she spoke with the ladies in charge of The Oak Tree and The Neighbor to Neighbor program. There were two new advertisers in the Oak Tree. Mrs. Gallo stated that there were 137 new residents in the year 2018. Mrs. Gallo stated that 79 resident have received their welcome packets. The Neighbor to Neighbor program is still looking for volunteers. The Oak Tree and the Neighbor to Neighbor report will be discussed at the March Board Meeting.

**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 January. Mr. Natiello and Mr. Frichol questioned the rejection of one of the fines. Dr. Carlton stated that this is a communication issue and Mr. Railsback needs to convey to the Fine Committee the concerns of the Board on this matter. There was a lengthy discussion on this topic.

**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 had one meeting and the workshop was cancelled. There was a discussion about replacing the tennis court fencing along the walkway; this was approved by the CDD. The re-stucco project plans for the Village Center have been finalized and the bidding process will be next.



The A/C work at the Village Center has been completed and the next A/C repair will be at Creekside. The CDD board approved a new bucket truck. There was a continuing discussion about adding 20 extra parking spaces to the Village Center.

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

Mr. Railsback stated that there was no update on the website.

**Unfinished Business**

**1. Drainage Project – River Club-Update– Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that in your Board packets are the latest contracts for the drainage project in the River Club. Dr. Carlton stated the differences between the contracts. There was a lengthy discussion on this topic.

**On Motion by Dr. Carlton, seconded by Mr. O'Brien, with all in favor, the Board Approved to accept the contract as written with the inclusion of the one year warranty language as presented in the email dated 12/18/2018.**

Dr. Carlton got approval from Mr. Kloptosky the CDD operations manager, to repair/replace a broken section of the drainage pipe that runs through CDD property, subject to the area impacted being fully restored after the repair work is done. Mr. Frichol stated that drain #31 is still blocked and needs to be cleared before the drainage project begins.

**2. River Club Roofing Replacement– 2019 Timelines- Mr. Mike Frichol**

Mr. Frichol reported on the River Club roof replacement. In the next 5years all the roofs in the River Club will be replaced. The approved budgeted has provision for replacing roofs on 3 four plex buildings in 2019 as per previous quote from Quality Roofing. The vendor Quality Roofing would like to start the project in May. The roofs will be replaced according to the past work order history. There was a lengthy discussion on this topic.

**3. Speaker's Podium - Creekside - Dr. Robert Jay Carlton**

Dr. Carlton reported that in your Board packets there are three choices on the speaker's podium. There was a lengthy discussion on this topic. The first choice of the Board members would be to reconfigure the chairs in the room to have a middle aisle so that residents from the audience can walk up front to address the Board members. The second would to borrow a speaker's podium for a trial.

**4. PLM Survey Results and Vendor Performance Review - Mr. Mike Frichol**

Mr. Frichol reported that the Board packet contained a sample letter to the PLM vendors which was given to the vendors with copies of the PLM survey returns with resident identification information removed. The letter is asking the PLM vendors to seek their opinion regarding: Identifying at least three (3) specific trends you as the contractor see through the survey results within your PLM Village(s). How unsatisfactory trends and areas



of concern can be corrected in the future in order to improve services to each PLM owner and overall Village(s). What steps will be taken to ensure that satisfactory trends will continue to the end of the contract period.

**5. 2019 Insurance Renewal Quote- Mr. Troy Railsback (SSMG)**

Mr. Railsback reported that in your Board packets is the 2019 Insurance renewal quote. Mr. Natiello questioned three areas that need clarification: the exposure basis number, hurricane explanation and the worker's compensation for the ADC inspectors. Mr. Natiello questioned if all sidewalk issues were under control would there be a possibility to lower the insurance. Mr. Railsback will follow up with the insurance agent for the answers. There was a lengthy discussion on this topic.

**On Motion by Dr. Carlton, seconded by Mrs. Gallo, with all in favor, the Board Approved to bind the insurance quote as presented.**

**New Business**

**1. Election Procedure with Candidates Forum - Dr. Robert Jay Carlton**

Dr. Carlton reported that in your Board packets are the election procedures with candidate forum. Following the closing date for Candidate Information Forms, a first notice of Board elections and a proxy form will be mailed to all property owners. Completed Candidate Information Forms will be posted on each property owner's VMS account two weeks prior to the candidate forum, accompanied by an E-Blast informing the property owners that the Candidate Information Forms are available for viewing. Two E-Blasts informing property owners of the Candidates Night will be sent out two and one week prior to the scheduled date of the event. A second notice of the Annual Meeting, accompanied by a ballot form and copies of the completed Candidate Information Forms will be mailed to the property owners within a week following the Candidate Forum. The Annual Meeting and election will be held at the scheduled time.

**2. ADC Vacancy- Mr. Ed O'Brien**

Mr. O'Brien stated that since Mrs. Gallo was elected to the Grand Haven Board it has left a vacancy on the MADC and the NCADC committee. Mr. O'Brien stated that Mrs. Stephanie Johnson was elected to the Chair position and Leigh Jackson was elected to the Vice Chair position to the MADC committee. Mr. Jackson expressed an interest on being on the NCADC committee.

**On Motion by Mr. O'Brien, seconded by Mrs. Gallo, with all in favor, the Board Approved to elect Mr. Leigh Jackson to fill the vacancy on the NCADC Committee.**

Mr. Railsback reported that in your Board packet is a copy of the E-Blast that will be sent out to residents about the vacancy for the position of MADC committee member.

**3. Election Procedure – GHMA Voting Tie – Mr. Vic Natiello**

Mr. Natiello stated that the Board had discussed with the attorney the procedure if there was a tie during an election. The attorney stated that the Board could ask if any candidate wished to withdraw from the contest so that there would be a clear winner. If no property



owner voluntarily withdrew, the attorney recommended that a run-off election between the tied candidates should be conducted.

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

**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 \$50.00 on property # 1.**

**On Motion by Mr. O'Brien, seconded by Mrs. Gallo, 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. 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 # 3.**

**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 \$50.00 on property # 4.**

**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 # 5.**

**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 # 6.**

**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 \$50.00 on property # 7.**

**On Motion by Mrs. Gallo, 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 # 8.**

**On Motion by Mr. Natiello, seconded by Dr. Carlton, with Mr. O'Brien voting no, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 9.**

**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 \$50.00 on property # 10.**



**On Motion by Mr. O'Brien, seconded by Mrs. Gallo, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 11.**

**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 \$50.00 on property # 12.**

**On Motion by Mr. Frichol, 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 # 13.**

**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 # 14.**

**No levy of a penalty on property # 15, moved till February Meeting if not resolved in January.**

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

Mr. Natiello requested that a name tag be order for Mrs. Gallo.

Mr. Frichol requested that Mr. Railsback find out when the PLM refund checks will be mailed.

#### **Adjournment**

On Motion by Dr. Carlton, seconded by Mr. Frichol, with all in favor, the meeting was adjourned at 4:23 p.m.

