

# ***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 Minutes**

**October 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)**

There was no audience comments at this time.

### **President's Comments**

Dr. Carlton spoke about the 2016 resolution that is on the website regarding the resolution of the Board of Directors of the Grand Haven Master Association for the rules governing the right to speak at and videotape the Board meeting. Dr. Carlton spoke about the guidelines about speaking at the Board meetings. Mr. Reisman questioned how a resident gets a topic on the Board agenda. Dr. Carlton stated 20% of the voting population, which is a Florida Statute. That an owner has the right to ask for more information, Mr. Natiello stated speak to a Board member about the concern.

### **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 September 20, 2019.**

### **Committee Reports**

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

Mr. Railsback stated that the notice of annual meeting and election for board candidates was mailed out to residents. Mr. Railsback stated there are three documents for review before being put on the website. They are the Construction site Pre-Storm Protocol, Damage claims resulting from PLM services and the Vendor contracts.



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

Mr. O'Brien stated that in your Board packet is the September 2019 YTD Budget Variance Comparison for the Master, ADC, PLM, River Club and the Crossings. The Crossings and the PLM budget increased variance slightly. The Master, River Club and ADC had a budget variance decreased.

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

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton stated that 11 properties have a delinquent balance and one foreclosure property was purchased. Dr. Carlton stated there were 2 properties in litigation and one property reached a settlement.

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

Mr. O'Brien stated the NCADC had 4 approvals with 0 denials. The MADDC had 50 approvals and 6 denials. Mr. O'Brien stated that he would like to start tracking the post-installation submittals of which there were 3 in September.

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

Mr. Frichol reported on the PLM activities. Mr. Frichol stated that the PLM inspections were done on September 11<sup>th</sup>. Mr. Frichol reported that 23 new work orders were added in September and 5 currently remain open. Mr. Frichol stated that all the PLM vendors will start doing tree trimming and pruning that will be completed by Thanksgiving.

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

Mr. Natiello reported on the compliance efforts. Mr. Natiello reported on the unimproved lots. In the year 2017 there were 146 vacant lots, in 2018 there were 121 vacant lots and this year the number of unimproved lots is down to 102. Mr. Natiello stated that there were 52 total non-compliance letters mailed to residents in the past month. Mr. Natiello stated that there has been a lot of rain so the leader in non-compliance issues was mold/mildew and then sidewalk deflection and the third was architectural. Mr. Natiello stated that he has seen progress in yard waste compliance.

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

Mrs. Gallo will report on the Oak Tree at the December 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 October. Mr. Railsback stated that 5 fines were rejected. Mr. O'Brien asked why the fines were rejected. Mr. Railsback stated that when a homeowner has resolved the problem before the fine committee meeting, the committee has the opportunity to reject the fine. Confirmation that a problem has been resolved is done just prior to the meeting by taking pictures.

### **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 an update on the stucco project at the Village Center. The completion is targeted for the end of January or beginning of February. There was an update on the drainage issues in Wild Oaks that the City is working on. There was a discussion of concerns about the lake bank erosion in Osprey



Village. Dr. Carlton stated that the CDD will be advertising for proposals for landscaping services for the community. There is an ongoing issue is the Village Café, Dr. Carlton stated that residents are unhappy with the price increase and the quality of the food. The holiday surveys that were returned resulted in the amenities of tennis and pickle ball being open over the holidays, no other amenities will be open during that time. Louise Leister will be designing the landscape around the Village Center. There was a brief discussion about the landscaping for the Military Monument.

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

Mr. Railsback stated that the new web portal is up and running. Mr. Railsback stated that training on the new website was done for all committee members. Mr. Railsback stated there are a few issue to go through still on the new system. The company is still working on the work order compliance tabs.

### **Unfinished Business**

#### **1. 2020 Proposed Budget – Discussion and Approval –Mr. Ed O'Brien**

Mr. O'Brien stated that he wanted to go through each budget individually.

The Master/ADC Budget was \$125.00 per year and the proposed budget for next year will be \$140.00 per year **(12%)**. Mr. O'Brien said the reason for this increase is twofold 1) total expenses are expected to increase about \$9,600 (3.3%) 2) dues have been supplemented from reserves for several years. The current reserve for the GHMA is at the optimum level (\$300k) and further drawdown of reserves needs to decrease and eventually stop.

**On Motion by Mr. O'Brien, seconded by Mr. Frichol, with all in favor, the Board Approved To adopt the Master/ADC budgets as presented.**

Mr. O'Brien stated that there are 7 PLM Villages in the PLM Budget. Lakeside Village will go up \$3.00 per month. Increase is due to higher Building and Grounds expense and additional reserve contribution to meet minimum requirements. Reserves & Linkside Villages will go up \$2.00 per month. Increase is due to higher Building and Grounds expense The Village Oaks Village will go up \$1.00 per month. Increase is due to higher Building and Grounds expense. The River Walk, Heritage Oaks and Pine Harbor Villages will have no increase per month.

**On Motion by Mr. Natiello, seconded by Mrs. Gallo, with all in favor, the Board Approved To adopt the PLM budgets as presented.**

Mr. O'Brien stated that the River Club has a negative cash flow. The monthly assessment will increase by \$17.00 per month **(6.64%)**. The increase will be used to cover additional Building and Grounds expense, reserves and remove the negative cash balance for River Club on the Balance Sheet.

**On Motion by Mr. O'Brien, seconded by Dr. Carlton, with all in favor, the Board Approved**



**To adopt the River Club Village budget as presented.**

Mr. O'Brien stated the Crossings expenses have gone up. The Crossings will go from \$144.00 to \$145.00 per month. Total net expenses have increased \$1,600. The GHMA will be splitting the cost for the Umbrella Insurance which will save the Crossings \$2,824.

**On Motion by Mr. Frichol, seconded by Mr. O'Brien, with all in favor, the Board Approved To adopt the Crossings Village budget as presented.**

**2. Selection of ADC Committee Member - Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that the Chairperson, Stephanie Johnson has moved from Grand Haven therefore leaving a vacancy on the MADC Committee. There are two candidates running for the vacancy. Paul Moses introduced himself and spoke a little about his past experiences. Mr. Richard Fernicola was not present at the Board Meeting.

**On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the Board Approved Paul Moses to fill the vacancy on the MADC committee.**

**3. Meeting with City Personal Regarding Waste Pro - Mr. Vic Natiello**

Mr. Natiello stated that Mrs. Schweers, supervisor from the City wrote an article for the upcoming November Issue of The Oak Tree. Mr. Natiello stated that they spoke about the problems with Dorian, but even without a storm Waste Pro is still overwhelmed. The City and Waste Pro need better communication and maybe needs extra help when there is a storm. Mr. Natiello took a few videos of the trash cans before and after the pickup. Mrs. Schweers will try to have the Waste Pro employees keep the empty trash cans out of the street.

**New Business**

**1. PLM Survey Results - Mr. Mike Frichol**

The annual PLM survey went out to the PLM residents. Mr. Frichol explained the percentages of each of the PLM villages. Mr. Frichol stated that the percentage of survey returns was higher than last year. Mr. Frichol will come back next Board meeting with more data. The PLM vendors will be given the survey to read over the comments.

In January there will be a PLM Vendor performance review. Dr. Carlton stated that the PLM program is performing at a higher level than when the program started.

**2. ADC Failed Inspection Issue - Mr. Ed O'Brien**

Mr. O'Brien spoke about the ADC inspection failures. Mr. O'Brien wants to add additional language in the letters to make the homeowner aware that if the vendor doesn't do the work that was approved, it could result in a penalty. There was a lengthy discussion on where to place the additional language in the letters. Dr. Carlton requested that Mr. O'Brien and Mr. Railsback work on the language for the letter and bring it back for review.



## **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 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.**

**Mrs. Gallo stated that this property was just sold on Friday. Dr. Carlton requested that SSMG reach out to the new property owner to clear up items of concern, no penalty on levied on property # 3, 4, 5 and 6.**

**On Motion by Mr. O'Brien, with no second, motion dies on property # 7.**

**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 \$500.00 on property #7.**

### **Director's Requests**

Mr. Frichol asked if the paperwork on the non -compliance items can be shredded. Mr. Railsback stated "yes" and that SMMG could take the papers from the meeting to be disposed.

### **Adjournment**

On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the meeting was adjourned at 3:42 p.m.

