

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

September 20, 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)

There was no audience comments.

President's Comments

Dr. Carlton wanted to thank the residents for attending the Board meeting.

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 23, 2019 with the approved corrections.

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Railsback reported that in the Board packet is the timeline on the information about Candidates night and the Board member elections. Dr. Carlton requested that Mr. Railsback reserve the Grand Haven Room for the projected date of January 9th.

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 River Club and the Consolidated Budget.



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Problematic Properties – Dr. Robert Jay Carlton

Dr. Carlton reported that the goal was to reduce the account balance under \$50,000.00. Dr. Carlton was pleased to report that the account balance now has reached that goal. Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton reported that all yard waste fines have been paid. There were 2 foreclosure properties that have been sold. There were 5 delinquent accounts that are now paid in full. There are 3 properties that are with legal counsel.

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

Mr. O'Brien stated that there was only 1 ADC meeting that was held do to Hurricane Dorian. The NCADC committee had 7 submittals and no denials. The MADC committee approved 46 submittals and 5 were denied. Mr. O'Brien stated that it was a record meeting that lasted 3 hours and 10 minutes beating the previous record time of the MADC meeting of 2 hours and 45 minutes. Mr. O'Brien stated to the Board that MADC is starting to see a lot of "as builds" (property changes that have NOT been pre-approved by the MADC before the homeowner modified the property). Mr. Natiello stated that there are a few ways to hopefully deter this problem. There was a lengthy discussion on this topic. Dr. Carlton requested Mr. Railsback to add language into the ADC letters about any deviations from the original ADC approval could result in additional charges.

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

Mr. Frichol reported on the work orders in each PLM Villages. Mr. Frichol reported that there were 3 work orders carried over from July and 9 new work orders added in the month of August. Mr. Frichol stated that after the monthly inspections there were 2 remaining work orders open. The 2 work orders are in the River Club, 1 for downspout and 1 for lost shingles. Mr. Frichol stated from the irrigation system inspections in the Crossings Village it showed that 22 properties had their system off and many more had lowered the times set by the PLM vendor. The annual PLM survey was mailed out to residents on September 6th and need to be returned by October 4th. The PLM results will be reviewed at the next Board Meeting on October 18th.

CC & R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello reported on the compliance efforts. Mr. Natiello stated that it was a low month for non-compliance items. There were 61 non-compliance letters mailed to residents. The leader in non-compliance issues were 10 for sidewalk, 8 were for yard waste, 7 for mold/mildew and then 5 for MADC non-compliance. Mr. Natiello stated he was concerned for the numbers rising on the MADC non-compliance. Mr. Natiello quoted the ADC Standards for the installation and the removal of the hurricane shutters. Mr. Natiello stated that there are several hurricane shutters that are still up and he has not seen a non-compliance letter mailed to the resident. There was a lengthy discussion on this topic. Dr. Carlton requested that Mr. Railsback send out non-compliance letters to residents to remove the hurricane shutters.

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

Mrs. Gallo reported that the deadline for ads and articles is October 15th for the publication of The Oak Tree to be delivered on November 15th. Mrs. Gallo spoke about the opening for any new advertiser for the Oak Tree. The Neighbor to Neighbor stated that there were 32 new residents from June 18th to July 31st. August and September reported numbers on new residents and packets



delivered was not completed by the two new ambassadors assigned to the project of N2N, was due to 2 events. One is a learning curve of all the processing that need to be completed to get the welcome packets to our new residents. Two was due to the hurricane or in this situation the non-hurricane event, both ambassadors were displaced out of Grand Haven, with no access to their records to give me an update for August and September. Next quarter's report will include this missing period.

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 September. Mr. Natiello stated he has concerns about some of the yard waste fines where circumstances indicate that a neighbor has dumped waste on another neighbor's property. Mr. Railsback stated that four fines were rejected by the Fine Committee. Mr. Railsback explained that a new picture is taken the day before the Fine Committee meeting to show that the resident Complied. The other fines that were rejected will come back to the Board for review.

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

Dr. Carlton summarized the topics discussed at the CDD meeting. Dr. Carlton stated thee was only one meeting this month due to Dorian. There was a discussion about a resident being suspended from the use of the Village Café Amenity Privileges for 6 months. There was an offer of \$270,000.00 made to purchase the two vacant lot at Vista Par. The tennis court fences are completed. The CDD Fiscal Year 2019/2020 Budget was adopted. The CDD Amendments to rules, Policies and fees for all the Amenity Facilities were adopted. The Grand Haven Community Information Guide has been delivered and information for pick up will be announced. Mr. O'Brien questioned if there was plan for those vacant lots. Dr. Carlton stated that nothing has been planned as of yet. Mr. Natiello stated that you should realize that if this purchase of the Vista Par Lots happens the CDD fee could go up.

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

Mr. Railsback stated that within the next week there will be a training session. Two session are scheduled for the new portal for the Board and ADC members. The two sessions will be held at Grand Living Realty. Dr. Carlton requested Mr. Railsback thank Mr. Dolamore for the use of the room.

Unfinished Business

1. Vendor Agreement– Revised - Dr. Robert Jay Carlton/ Mr. Troy Railsback (SSMG)

Mr. Railsback stated that in your Board packet is the old vendor's agreement. Dr. Carlton spoke about the language that he would like to change in the Vendor Agreement contract. There was a lengthy discussion on the topic. The changes will be done for the new contracts.

2. Board Position Statement – PLM Property Damage Protocol- Mr. Mike Frichol/ Mr. Troy Railsback (SSMG)

Mr. Frichol stated that there is a need for a proper process when property or personal items are damaged by the PLM Vendor. Mr. Frichol stated it should be reported to SSMG and a proper inspection be done, pictures taken and if an item was broken to keep the item. Mr. Natiello and Dr. Carlton stated the wording to Mr. Railsback that they each would like changed in the damage protocol statements.



- 3. Construction Site Pre Storm Protocol - Mr. Vic Natiello/ Dr. Robert Jay Carlton**

Dr. Carlton stated that he and the other Board members felt that there needs to be a stronger pre-storm construction site protocol. The Board wants the builders to fulfill their responsibilities in making the community safe in time for an upcoming storm. Dr. Carlton give some examples such as Porta-Potties, loose debris, construction materials not secured correctly. Dr. Carlton read the protocol statement that would be included in the next ADC Standards Revision. Mr. Natiello gave some background on this topic. Hurricane Irma did not have hurricane rated winds, when that storm came through it lodged a porta-potty in a fallen tree which he removed. Mr. Natiello wants the number of miles per hour removed and add the wording to be Hurricane Watch is issued by Flagler County. Mr. Railsback stated that the penalty should be handled by the Board. There was a lengthy discussion on this topic. Dr. Carlton wanted an inspection of the new builds done right before. Mr. Frichol suggested that the builders sign and permit boxes be included in the new protocol. All builders and contractors and homeowners will be contacted via email and are expected to comply. Failure to comply with the protocol could result in a daily fine to the property owner.

New Business

- 1. 2020 Proposed Budget – Board Review - Mr. Ed O’Brien**

Mr. O’Brien stated there are documents in the Board packet on the proposed budget for 2020. The focus for the 2020 budget will be positive cash flow and maintaining adequate reserves in each area like GHMA, Crossings, PLM and River Club. The total combined dues for GHMA and ADC proposed for 2020, would be \$140.00 per year. There was a question and answer discussion on this topic. Mr. O’Brien stated the proposed budget for the PLM Villages are as follows: The Reserve and Linkside Villages will go up \$2.00 per month. The Village Oaks will increase by \$1.00 per month. All the other PLM Village will have no increase for 2020. There was a lengthy discussion on this topic. The Board changed the monthly proposed budget for Lakeside Village to increase by \$3.00. Mr. O’Brien stated that the River Club proposed budget will increase \$17.00 per month. Mr. O’Brien then discussed the proposed budget for the Crossings this will increase by \$1.00 per month.
- 2. 2020 Insurance Coverage & Premium – Mr. Troy Railsback (SSMG)**

Mr. Railsback and Dr. Carlton went through the renewal for 2020 Insurance coverage and premium. Mr. Railsback and Dr. Carlton suggested to budget for a 10% overall annual increase for 2020. Mr. Railsback stated he will contact of the Insurance broker to see if he can get a better price.
- 3. MADC Committee Member Vacancy - Mr. Ed O’Brien**

Mr. O’Brien stated that Stephanie Johnson is moving and will be leaving the MADC committee which will open a vacancy on the MADC Committee. Please send out an E-Blast about the vacancy.
- 4. Yard Waste Pickup – Communication with City Personnel- Mr. Vic Natiello**

Mr. Natiello has been in contact with Ms. Schweers. 0The letter that went out from the City was misleading. Mr. Natiello asked Ms. Schweers to write an article for the Oak Tree about



the protocol for missed pick up of yard waste. Don't call SSMG or the City before 6:00 PM. Dr. Carlton stated that the City needs to provide more definitive information regarding any deviations in Waste Pro pick up schedule. He therefore requested that he receive relevant "information release" from the City, so that SSMG can send out an E-Blast to the residents so that they are aware of any upcoming changes. Mr. Natiello stated that you could pay a vendor to remove and that would be cheaper than City pickup charge.

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. 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 \$250.00 on property # 2.

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 \$500.00 on property # 3.

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 # 4.

On Motion by Mr. O'Brien, seconded by Mr. Frichol, with the Board voting no to levy a penalty in accordance with the previously established fine matrix of \$500.00 on property # 5. The motion was amended by Mr. O'Brien, seconded by Dr. Robert Carlton, with all in favor, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$1,000.00 on property #5.

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 \$250.00 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 \$250.00 on property # 7.

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 \$100.00 on property # 8.

Director's Requests



Mr. Frichol questioned if there could be a quarterly forum that would go to the new residents to about the Standards. There was a lengthy discussion on this topic. Mrs. Gallo stated that it could be added to the Estoppel Letter. Mr. Railsback such as do not do anything till you check the standards. Mr. Railsback will find out if add language to the estoppel letter.

Adjournment

On Motion by Mr. Natiello, seconded by Mr. O'Brien, with all in favor, the meeting was adjourned at 5:03 p.m.



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