

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 (via Teleconference)

August 21, 2020

2:00 p.m.

Call to Order

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

Roll Call—Establish a Quorum

Members Present (via Teleconference): Dr. Robert Jay Carlton, Mr. Mike Frichol, Mrs. Denise Gallo, Mr. Vic Natiello and Mr. Ed O'Brien

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

A quorum was established.

Members' who joined the teleconference available in Association Meeting File.

Pledge of Allegiance

Audience Comments (Three-minute Rule, Non-Agenda Items)

Mr. Horowitz expressed concerns related to the Vista Par Unfinished Condominium project that has been stalled and/or stagnant for many years. Mr. Horowitz encouraged the GHMA Board to take any and all actions available to obligate the property owner/developer to move forward and expedite the project to completion.

President's Comments

Dr. Carlton thanked the Board and Members participating in the teleconference meeting due to COVID-19 circumstances and State mandated Stay at Home/Social Distancing orders. Dr. Carlton reviewed teleconference meeting protocols and procedures.

Approval of Minutes

On Motion by Mr. Vic Natiello, seconded by Dr. Robert Jay Carlton, with all in favor, the Board Approved the Amended Meeting Minutes of the July 24, 2020 Board of Directors Meeting.

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Railsback updated the Board with SSMG protocols and operations and how SSMG is continuing to serve the GHMA. Mr. Railsback indicated the other major SSMG topics/focuses and efforts are on the Agenda and will be discussed at that time.



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Finance report – Mr. Ed O'Brien

Mr. O'Brien reviewed the year to date budget variances and the percentages on each category for the July 2020 financials. Mr. O'Brien reported that each operation is tracking very similarly as it has over the past few months. The ADC and Crossings accounts are tracking very close to Budget. PLM shows variances from previous periods for properties with Bad Debt write-offs. The GHMA variances were from legal opinion expenses as well as the Unimproved Lot Maintenance Program having a lower number of properties signed up at this time. The River Club is under budget due to minimum charges at this point for general maintenance, irrigation and landscape repair.

Problematic Properties – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. Dr. Carlton again stated that Grand Haven is down to a limited amount of PPC properties.

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

Mr. O'Brien reported on the activities of the recent meetings of the MADC with its meetings being held via teleconference, and the NCADC with its meetings being held using both teleconference and in person review, in that a few NCADC Members meet and social distance at the Grand Living Offices.

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

Mr. Frichol reported on the PLM activities. Mr. Frichol stated that he did his PLM inspections individually from his car on a separate day, as did Thomas Leach from SSMG. Mr. Leach sent detailed inspection outputs, along with direction and/or corrective actions to the PLM vendors. Mr. Frichol discussed conditions and activity summaries with respect to Work Orders emailed and correspondence/follow-up up on in an effort to resolve open items.

CC&R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello reported on the compliance efforts. Mr. Natiello noted that there was an amount of compliance instances reflective of an average monthly amount. He provided statistics relating to categories receiving the most letters this period.

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

Mrs. Gallo had no report for this meeting.

Fine Committee Liaison – Mr. Troy Railsback (SSMG)

Mr. Railsback stated that the Fine Committee met via teleconference and noted the Fine Committee meeting results were provided in the Board Packet for their review.

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

Dr. Carlton summarized the topics discussed at the previous months CDD meeting.

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

Mr. Railsback reiterated that the new VMS Owner Portal testing for the Work Order Module and other updates is underway. The VMS development team indicated it will hopefully be live for use in



the coming 2 -3 months. SSMG is continuing to review/consider alternative solutions for Owner Portal software and/or experience with expanded capabilities that integrates with VMS.

Unfinished Business

1. **PLM Contracts and Bid Status – Update & Timelines – Mr. Mike Frichol/SSMG**
Mr. Railsback reported that the PLM Bidding Committee met to Review PLM Survey Results/Outcomes, which will be reported on later in this meeting, as well as the PLM Bids that were received. Mr. Frichol and Mr. Railsback indicated that the PLM Bidding Committee formulated initial recommendations and will be meeting again to finalize those recommendations to be presented at the upcoming September 2020 GHMA Board Meeting.
2. **Maintenance Responsibility – Cluster Mailboxes – Update – Dr. Robert Jay Carlton**
Dr. Carlton provided an update regarding the Grand Haven CDD’s discussion and position related to assuming responsibility for the Cluster Mailboxes. Indications are that the Grand Haven CDD is working toward assuming responsibility. Dr. Carlton will provide future updates regarding this matter.
3. **Audit Report Summary – Mr. Ed O’Brien**
Mr. O’Brien provided a summary on the reports and finding of the Audit Report. The Board discussed recommended adjustments and journal entries provide by the Auditor.

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Ed O’Brien, with all in favor, the Board Approved finalizing the 2019 Audit Report as presented

New Business

1. **PLM Survey Results – Mr. Mike Frichol/SSMG**
Mr. Frichol provided a detailed summary of the 2020 PLM Survey Results and identified changes from previous years specifically pointing out successes or positive results, along with focus points to be noted regarding negative progress as it relates to considerations/discussions when providing PLM Bid/Future Contract recommendations.
2. **Criteria for Determining Amount of Fines – Discussion – Dr. Robert Jay Carlton**
Dr. Carlton presented circumstances and questions to the Board related regarding the per day fine amounts maximums of \$50 per day compared to \$100 per day stipulated in Village CC&Rs. The Board engaged in lengthy dialogue regarding the equitability of a uniform amount across the entire community and all Villages (\$50 per day for all Villages) versus endeavoring to levying maximum per day fines as defined each Village CC&Rs which would be different by Village (\$50 per day for some Villages and \$100 per day for the others).



On Motion by Mr. Ed O'Brien, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved applying a uniform an equitable \$50 per day fine amount for all Villages.

Non-Compliance Issues Needing Board Review

On Motion by Mr. Ed O'Brien, seconded by Mr. Mike 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 # 1.

On Motion by Mr. Vic Natiello, seconded by Mr. Ed 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 # 2.

On Motion by Mr. Ed O'Brien, seconded by Mr. Vic 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. Ed O'Brien, seconded by Mr. Vic 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. Ed O'Brien, seconded by Dr. Robert Jay Carlton, 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. Ed O'Brien, seconded by Mrs. Denise Gallo, 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. Vic Natiello, seconded by Mr. Ed 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 # 7.

On Motion by Mr. Vic Natiello, seconded by Mr. Ed 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 # 8.

On Motion by Mr. Ed O'Brien, seconded by Mr. Vic 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 # 9.

Director's Requests

Mr. Natiello requested that the previous month's Board Meeting Draft Minutes be provided earlier to the Board for review. Mrs. Gallo also requested this change as well. Mr. Railsback stated he would



have the minutes to the Board within two weeks of the after each Board Meeting if not sooner, which is what was historically accomplished.

Adjournment

On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the meeting was adjourned at 3:45 p.m.

