

# ***Grand Haven Master Association, Inc.***

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[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 (via Teleconference)**

**December 18, 2020**

2:00 p.m.

### **Call to Order**

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

Mrs. Janet Judd commented that the contractors performing the River Club Painting & Weatherproofing project were doing an outstanding job and thanked the Board for having it done and having it done by this quality contractor.

### **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 Mr. Ed O'Brien, with all in favor, the Board Approved the Amended Meeting Minutes of the November 20, 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 reviewed the 2021 Board, NCADC, MADC and Fine Committee Meeting dates/times provided in the packet. Mr. Railsback reported that the Candidates Night and Annual Meeting 2<sup>nd</sup> Notice and Balloting mailing have been processed. Mr. Railsback indicated the other major SSMG topics/focuses and efforts are on the Agenda and will 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 October 2020 financials. Mr. O'Brien reported that each operation is tracking very similarly as it has over the past few months.

**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, with social distancing, at the Grand Living Realty Offices.

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

Mr. Frichol reported on the PLM activities. Mr. Frichol discussed conditions and activity summaries with respect to Work Orders and follow-up with vendors to resolve open items.

Mr. Frichol suggested the PLM Performance Review meetings be held with the 2 PLM Vendors that will be serving the community moving forward, and focus on village characteristics, as well as, goals and objectives for the upcoming contract term. The Board agreed and encouraged all efforts to having these vendors serve the PLM Villages at a high level.

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

Mr. Natiello reported on the compliance efforts. He provided other statistics relating to categories receiving the letters this period and noted trends in the Compliance efforts.

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

Mrs. Gallo reported on the Neighbor to Neighbor Program and its successful activities. Mrs. Gallo also reported on the recent edition of The Oak Tree that was produced and distributed.

**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(s) and/or workshop(s).

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

Mr. Railsback reported that the new VMS Owner Portal is live and now active for all users. SSMG will be working through and resolving any issues with the VMS support team.



## Unfinished Business

1. **River Club Diseased Holly Trees, Cost Quotes & Update – Mr. Mike Frichol/SSMG**  
Mr. Frichol, Mr. Railsback and Mr. Leach presented a quote from Corey Enterprises, which will be the vendor providing ongoing landscape maintenance services to the River Club starting in 2021. The Board had lengthy discussion on the details and clarity necessary to move forward with confidence relating to the specifics of the scope.

**On Motion by Dr. Robert Jay Carlton, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved requesting Corey Enterprises provide a revised quote and expanded description of the scope of services for the project.**

2. **River Club Painting Project – Update – Mr. Mike Frichol/SSMG**  
Mr. Frichol, Mr. Railsback and Mr. Leach reported on the progress of the River Club Painting Project. The project is close to being completed and SSMG is working through quality control items and final walkthrough steps to address all open items and/or issues.

## New Business

1. **Re-Appointment of MADC Members & NCADC Representatives – Mr. Ed O'Brien**  
Mr. O'Brien reported, and included in the Board Packets, all MADC members indicated they would like to continue to serve on the MADC. Also, Mr. Leigh Jackson and Mrs. Joanna Salkovitz were the two MADC members indicating interest in serving as the GHMA representatives on the NCADC

**On Motion by Mr. Ed O'Brien, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved appointing the current MADC Members to another annual term and having Mr. Leigh Jackson and Mrs. Joanna Salkovitz serve as the GHMA representatives on the NCADC.**

2. **Review of 2021 Insurance Proposal – SSMG**  
Mr. Railsback provided an email update from the insurance agent that serves the GHMA. Formal proposal will be provided to the Board as soon as it is available. The Board provided a few clarity questions to SSMG to submit to the agent.
3. **Enhanced Sidewalk Inspection Program – Concept – Dr. Robert Jay Carlton**  
Dr. Carlton referenced an inclusion in the Board Packet identifying a protocol provided by SSMG to better facilitate the sidewalk deflection inspection review within the community. There was discussion by the Board on details of the protocol and the Board was very supportive of the concept. Dr. Carlton and SSMG will further develop the protocol and present at next month's meeting.

## Non-Compliance Issues Needing Board Review

**A Motion by Mr. Ed O'Brien was not seconded to not levy a penalty in accordance with the previously established fine matrix on property # 1. The motion died due to a lack of a second.**



**On Motion by Vic Natiello, seconded by Mr. Mike Frichol, with Dr. Robert Jay Carlton, Mr. Vic Natiello and Mr. Mike Frichol in favor, and Mr. Ed O'Brien and Mrs. Denise Gallo opposed, the Board Approved to levy a penalty in accordance with the previously established fine matrix of \$50.00 on property # 1.**

**On Motion by 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 # 2.**

### **Director's Requests**

Mr. Natiello encouraged that all areas be updated with the new SSMG email addresses including the GHMA website. Mr. Railsback indicated it is in process and the old email addresses will continually be forwarded until all updates have been made.

Mr. O'Brien reported on the significant progress of the Vista Par Condominiums progress.

Dr. Carlton indicated there was another impending mediation scheduled for January 28, 2021. The discussion identified that there will be another Board meeting prior to the mediation and the Board will discuss the matter then.

Dr. Carlton wished everyone a happy and healthy holiday. Dr. Carlton indicated that the Board appreciated all the SSMG efforts and had a holiday card and gift for the SSMG Grand Haven Team.

### **Adjournment**

**On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the meeting was adjourned at 4:07 p.m.**

