

# ***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 (via Teleconference)**

**June 19, 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)**

There were no Audience Comments.

### **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. Ed O'Brien, seconded by Mr. Vic Natiello, with all in favor, the Board Approved the Amended Meeting Minutes of the May 22, 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.

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

Mr. O'Brien reviewed the year to date budget variances and the percentages on each category for the May 2020 financials. Mr. O'Brien stated that the ADC and Crossings accounts are on track. PLM continued to show variances from previous periods for a few properties with Bad Debt write-offs. The GHMA had variances 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 still under



2 CAMINO DEL MAR | PALM COAST, FL 32137  
PHONE: 386-446-6333 | FAX: 386-446-1830 | [www.ssmgroupinc.com](http://www.ssmgroupinc.com)

budget because there were minimum charges this period 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 that the MADC's started back on its regular schedule of the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month meeting frequency this month. The NCADC has been meeting via teleconference, with a few Committee Members meeting in person at the Grand Living Office, to review submittals as needed on the 1<sup>st</sup> or 3<sup>rd</sup> Wednesday of the month. Mr. O'Brien applauded the MADC and Michele Logan for their efforts in operating under these circumstances and was very complimentary of the job well done by all. Mr. Railsback applauded the Board and ADC Committee for their understanding and efforts during these circumstances, and expressed his significant appreciation of Michele Logan for her commitment to SSMG and efforts in serving the GHMA.

#### **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, while Troy Railsback and Thomas Leach from SSMG met in person with each of the 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. Mr. Railsback and Mr. Leach expressed the concerning low level of service delivered by Brightview this past period, and the agreed plan of action by Brightview to resolve the issues.

#### **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 more reflective of an average monthly amount. He commented on some of inspections notes versus Work Order items that appear to have errantly ended up in the Compliance notes for a few properties.

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

Mrs. Gallo updated and reported to the Board about the Neighbor to Neighbor Program's continued efforts to reach out and be a resources to the community while adhering to the sensitivity of social distancing. Mrs. Gallo also highlighted the upcoming The Oak Tree, with a publication deadline of July 15 and due to be delivered in August 2020.

#### **Fine Committee Liaison – Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that the Fine Committee met via teleconference applauded the Board and the Fine Committee for their understanding and efforts during these circumstances. Mr. Railsback again expressed his significant appreciation of Thomas Leach for his commitment to SSMG and efforts in serving the GHMA, particularly in navigating the Fine Committee through a Teleconference Meeting. Mr. Railsback 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 again stated that there are no updates on the new VMS owner's portal. SSMG is reviewing alternative solutions for owner portal software that integrates with VMS.

### **Unfinished Business**

#### **1. Crossings Pool Closure – Dr. Robert Jay Carlton**

Dr. Carlton conveyed the dynamics with opening the Crossings Pool. He framed the discussion by offering 3 options for the Board to consider. The option would be:

- One would be to keep the Crossings Pool closed until further notice;
- A second would be to open the Crossings Pool and it to continue operating at it was previous to closing with not restrictions to access and/or no increases to janitorial services; or
- A third option would be to open the Crossings Pool with access limited to Residents only (no guests), reduce the bathing capacity of the pool load to 75%, remove the chase lounges and chairs from the pool deck and require Residents to bring their own chairs for their own use while they are there, cover and take out of service the water fountain and increase janitorial services to daily.

Dr. Carlton asked for input from each Board Member. Mr. Frichol discussed the Florida Pool Code and Health Department Restrictions related to Aquatic Venues. Mr. O'Brien expressed the importance of taking every precaution when if/opening. Mrs. Gallo reiterated the importance of and her support for taking the pool furniture out of the pool area. Mr. Natiello conveyed the importance of and his focus on adherence to CDC Guidelines when applicable and able, and increase of janitorial services. Dr. Carlton also suggested that formal signs be posted with respect to the restrictions related to opening the Crossing Pool area.

The Board requested input from the Audience/Membership on the conference call Mr. Railsback identified protocol for Audience input and used a roll call method for those who indicated they were on the call and called out each member and let them provide their input. There were approximately 13 Association Members who provided input with questions/comment/concerns related to costs of the increased janitorial services, how the costs will be funded, insurance implications and/or rebates, use of waivers, resident survey and removal of the pool furniture.

**On Motion by Dr. Robert Jay Carlton, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved opening the Crossings Pool on a 4 month trial basis with no furniture on the pool deck, no use of/access to the water fountain, increased Janitorial Services to daily to be funded by Crossing Village General Reserves and signage displayed regarding the restricted use provisions.**

#### **2. ADA Requirements & GHMA Website Follow Up – SSMG**



2 CAMINO DEL MAR | PALM COAST, FL 32137  
PHONE: 386-446-6333 | FAX: 386-446-1830 | [www.ssmgroupinc.com](http://www.ssmgroupinc.com)

Mr. Railsback provided input and a resource from a legal firm regarding this matter. Mr. Natiello provided input and follow questions based on his research and inquiry of the input and resource. SSMG will pose a few follow-up questions to the legal firm that were identified in the Board discussion and provide the feedback/input in the near future.

**3. River Club Roofing and Painting Projects – Mr. Mike Frichol/SSMG**

Mr. Frichol and Mr. Leach reported that the roof replacement finishing up today and/or Monday and would complete final review and inspections upon completion.

The Board will reconsider the painting project at a later date due to the contractor's necessity to access units to paint front doors and use access through the inside of unit to paint second story screened in lanai walls.

**4. PLM Contracts – Timelines & Discussion – Mr. Mike Frichol/SSMG**

Mr. Railsback went over the PLM Contract Bidding Timeline again and highlighted the components of the process occurring next which include a pre-bid meeting and PLM Survey being mailed out.

**5. Revised Well Agreement – Exhibit #9 – Mr. Ed O'Brien**

Mr. O'Brien presented the updated Well Agreement – Exhibit #9 which included the Board's direction/input from the May 2020 Board meeting, and indicated it will be incorporated where applicable and put in use immediately.

**New Business**

No New Business considered.

**Non-Compliance Issues Needing Board Review**

**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 # 1.**

**On Motion by Mr. Vic Natiello, 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 # 2.**

**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 \$200.00 on property #3.**

**On Motion by Mr. Vic Natiello, 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 # 4.**



**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 # 5.**

**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 \$500.00 on property # 6.**

**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 # 7.**

**On Motion by Mr. Ed O'Brien, seconded by Mrs. Denise Gallo, with all opposed, the Board did not levy a penalty in accordance with the previously established fine matrix of \$500.00 on property # 8.**

Board further discussed the dynamics of the identified Subject of Concern and initial MADC review and homeowners appeal along with subsequent information provided as part of this Board Review.

**On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the Board Approved have the MADC review again, with the new information, on property # 8.**

**On Motion by Mr. Vic Natiello, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved rescinding the previously levied penalty on property # 9.**

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

There were no directors request provided.

#### **Adjournment**

On Motion by Mr. Vic Natiello, seconded by Mr. Mike Frichol, with all in favor, the meeting was adjourned at 4:14 p.m.

