

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) September 18, 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. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the Board Approved the Amended Meeting Minutes of the August 21, 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. There was a question related to the 2021 GHMA Annual Meeting & Election timelines. Mr. Railsback communicated that the timeline will be consistent with the same time frame as it has in the previous 2 years. The main difference this year will be how the meeting is held, either virtually and/or in person which will be communicated more definitively in the 2nd Notice of Annual Meeting & Election to be mailed out in December 2020. The 2021 Annual Meeting & Election is scheduled for January 7, 2021.



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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 August 2020 financials. Mr. O'Brien reported that each operation is tracking very similarly as is 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.

Mr. O'Brien conveyed that there was an ADC Inspector position that has become available due to one of the inspectors resigning from the volunteer commitment. Mr. O'Brien indicated that it is appropriate to send an E Blast announcing the opening and try and fill it at the next Board Meeting. The Board agreed and ask the SSMG facilitate this for the Next Board Meeting.

Mr. O'Brien asked that the ADC Storage Unit be discussed and added to the Action Item List. Most of the items in the Storage Unit are older, large elevation plans and paper files for properties during the initial construction of homes that were submitted to the ADC and reviewed/retained as a record for that property. Mr. O'Brien and the Board agreed to have SSMG facilitate having the items in the storage unit moved from a larger unit to the smallest one necessary, and get a formal quote on cost for digitizing the historical large plans in the ADC files.

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, and Thomas Leach from SSMG met with 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. Frichol communicated a significant issue with Costa Verde, which is the PLM Vendor providing service to Riverwalk Village. This PLM Vendor starting skipping weekly service intervals and providing limited services every other week, which is a breach of their contract. SSMG sent a notice of termination to Costa Verde and worked with Corey Enterprises to begin providing PLM Services to Riverwalk Village for the remainder of 2020. An E Blast was sent to the Riverwalk Village to address the circumstances, the change in vendors and that a reconciliation of missed services will be done and likely a reimbursement for missed services will be distributed to the Riverwalk Village.



CC&R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello reported on the compliance efforts. Mr. Natiello noted that there was a large number of compliance instances this month mainly due to unimproved lot and mold/mildew compliance circumstances likely a result of the significant amount of rain the community has been subject to. He provided other statistics relating to categories receiving the letters this period and noted there were many call-in reports of compliance concerns for this period.

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 resource to the community while adhering to the sensitivity of social distancing. Mrs. Gallo also highlighted the upcoming publication of The Oak Tree and that all advertising spots have been filled and that the newsletter is back to the full size it was previous to COVID-19. The deadline for publication is October 15 and it is due to be delivered in November 2020.

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 again noted that the new VMS Owner Portal testing for the Work Order Module and other updates is underway and hopeful it will soon be available. 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 – Committee Recommendations – Mr. Mike Frichol/SSMG

Mr. Railsback went through the PLM Bidding Committee's Recommendation provided in the Board Packet. Mr. Railsback indicated that the PLM Program typically has 3 or 4 different PLM Vendors within the Program, so that if any of the vendors is not performing and a change needs to be made in the middle of a term, as we had to do this year, there are options and replacement Vendors within the PLM Program. This provide the best possible change for a quick and seamless switch in the middle of the term because that vendor is very familiar with the PLM Program. Mr. Railsback note that the PLM Bidding Committee recommendations are to only have 2 different vendors service the PLM Program, and the Village and number units for each is basically split giving half to each of the 2 vendors. Mr. Railsback noted that these are the 2 strongest and highest performing vendors over multiple years and was confident that they will service the PLM Program at a high level. Mr. Railsback, Mr. Leach and Mr. Frichol responded to questions from the Board and Audience Members.



On Motion by Mr. Ed O'Brien, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved moving forward with the PLM Bidding Committee's Recommendations as presented.

2. River Club Painting Project – Update – Mr. Mike Frichol/SSMG

Mr. Railsback and Mr. Leach updated the Board on efforts that have been made to get the Painting Project scheduled and understand the logistics of facilitating it. The Vendor indicated that the previously agreed price to perform the previously agreed scope has increased approximately 8% or 9% due to material costs and logistics of COVID-19 impacts. The Board discussed surveying River Club Owners and/or scheduling the paint project highlighting specific efforts that will be taking while the contractor is performing the project, particularly those efforts related to COVID-19. It was discussed only have of the units have second story balconies which would require access through the interior of the unit to paint the second story balcony area. There was discussion on how to handle owners with concerns relating to access on an individual circumstance basis.

On Motion by Dr. Robert Jay Carlton, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved moving forward to schedule the paint project and mail properties owners with the details on the scheduling and specific efforts that will be taking while the contractor is performing the project, particularly those efforts related to COVID-19.

3. Community Wide Sidewalk Inspection - Bid – Dr. Robert Jay Carlton

Dr. Carlton briefed the Board on the thought process of hiring an independent company to provide a uniform sidewalk inspection of all the sidewalk slabs on private property in front of homes. This inspection would result in a report that could be used by SSMG to initiate Subject of Concern letters to those property owners that have sidewalk deflection and maintenance issues. The intent is that this uniform inspection could be done every few years and would result in minimizing sidewalk deflections that exist at any one time. The Board Packet included a proposed scope and pricing for such service. The Board discussed and provided initial input regarding the concept, the proposal terms and agreed to have Dr. Carlton and Mr. Natiello meet to work through the proposal terms and have the vendor rework the proposal with an effort to have it back to the Board for further consideration at its October 2020 Board Meeting..

New Business

1. 2021 Proposed Budget Review – Mr. Ed O'Brien/SSMG

Mr. O'Brien discussed the process of developing the 2021 Proposed Budgets and reviewed with the Board the thought process and resulting proposed assessment(s) for the each of the Master & ADC, PLM, River Club and Crossings Village Proposed Budget in the Board Packet. The Board was in agreement to mail the 2021 Proposed Budget(s) out and will formally consider adopting the 2021 Budget(s) at its October 2020 Board Meeting.



Non-Compliance Issues Needing Board Review

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 # 1.

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 # 2.

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to not fine property #3, based on the correspondence sent in by the property owner.

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 \$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 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 # 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 \$50.00 on property # 7.

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 # 8.

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 # 9.

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 # 10.

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 \$50.00 on property # 11.



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 # 12.

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 # 13.

On Motion by 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 \$50.00 on property # 14.

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 # 15.

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 \$750.00 on property # 16.

Director's Requests

Mr. Natiello discussed concerns regarding WastePro services to the community and will continue to work with the City of Palm Coast to endeavor a resolution.

Mr. Frichol noted the conference call service used by SSMG may allow for to "Mute All" function. Mr. Railsback indicated he would investigate any viable options to minimize disruption during the Board Meeting Conference Call.

Adjournment

On Motion by Mr. Mike Frichol, seconded by Mr. Vic Natiello, with all in favor, the meeting was adjourned at 5:09 p.m.

