

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

October 21, 2022

2:00 p.m.

Call to Order

The meeting was called to order by Dr. Robert Jay Carlton at 2:01 p.m.

Roll Call—Establish a Quorum

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

Members Absent: None.

Others Present: Mr. Troy Railsback and Mr. Daniel Geisler – 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 were no audience comments at this time.

President's Comments

Dr. Carlton spoke regarding the resiliency of the community with respect to the recent impacts of Hurricane Ian, as well as, summarized some of the accomplishments of the Board this year.

Approval of Minutes

On Motion by Mr. Ed O'Brien, seconded by Vic Natiello, with all in favor, the Board Approved the Meeting Minutes of the September 23, 2022 Board of Directors Meeting

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Railsback updated the Board with general SSMG activities and accomplishments since the last Board Meeting.

Mr. Railsback also referenced a letter included in the Board Packet and spoke about an upcoming change in the Association's Banking solution/relationship with Intracoastal Bank that will be moving to CIT Bank. This change will provide increased efficiencies and community association specific offerings that will benefit the GHMA.



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PHONE: 386-446-6333 | FAX: 386-446-1830 | www.SSMGFL.com

Mr. Railsback also referenced an email included in the Board Packet that identified dissatisfaction in one of the PLM Vendors and concerns a few residents had regarding that PLM Vendors delivered level of service and how SSMG could assist in addressing it. The Board discussed available opportunities and will work toward resolution.

Finance report – Mr. Ed O’Brien

Mr. O’Brien reviewed the year-to-date 2022 budget variances, and the percentages of each category from the September 2022 financials. Mr. O’Brien reported on each operation’s details and noted that each operation is tracking very close to budget at this time.

Problematic Properties – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the PPC. The PPC will be working to fully reach compliance on the open compliance Subject(s) of Concern(s) and remaining account balances to be collected.

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

Mr. O’Brien reported on the activities of the recent meetings of the NCADC and MADC meetings. MADC requests have been lower over the past 3 months. This may be because of Hurricane Ian and we still have several residents up north. The Inspection Status Report shows progress in completing “Inspections Needed” and “Inspections Failed”. Additional work is needed to clear outstanding inspections more than 2 years old.

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 and SSMG discussed with the Board the storm protocol and debris pickup opportunities from Hurricane Ian that recently impacted the community. The Board discussed at length the residents’ expectations as well as the GH CDD’s position regarding storm debris pickup. The GHMA will continue to discuss and recognize communication with the residents from both the GHMA and the GH CDD as a priority.

CC&R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello conveyed last month’s compliance efforts along with other statistics relating to categories receiving the letters this period and noted trends.

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

There was no repost at this time.

Fine Committee Liaison – Mr. Troy Railsback (SSMG)

Mr. Railsback stated that the Fine Committee meeting results were provided in the Board Packet for the Board’s review.

Community Development District (CDD) Liaison – Mrs. Denise Gallo

Mrs. Gallo 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 there were no open SSMG Action Items at this time.

Unfinished Business

1. 2023 Proposed Budget – Discussion – Mr. Ed O’Brien/SSMG

Mr. O’Brien presented the details of the Proposed 2023 Master Association and ADC Budget(s), and both Mr. O’Brien & Mr. Railsback addressed Board or Association Member questions/concerns.

On Motion by Mr. Ed O’Brien, seconded by Dr. Robert Jay Carlton, with all in favor, the Board Approved the Proposed 2023 Master Association and ADC Budget(s).

Mr. O’Brien presented the details of the Proposed 2023 PLM Budget, and both Mr. O’Brien & Mr. Railsback addressed Board or Association Member questions/concerns.

On Motion by Vic Natiello, seconded by Mr. Mike Frichol, with all in favor, the Board Approved the Proposed 2023 PLM Budget.

Mr. O’Brien presented the details of the Proposed 2023 River Club Budget, and both Mr. O’Brien & Mr. Railsback addressed Board or Association Member questions/concerns.

On Motion by Mr. Vic Natiello, seconded by Mr. Ed O’Brien, with all in favor, the Board Approved the Proposed 2023 River Club Budget.

Mr. O’Brien presented the details of the Proposed 2023 Crossings Village Budget, and both Mr. O’Brien & Mr. Railsback addressed Board or Association Member questions/concerns.

On Motion by Ed O’Brien, seconded by Mr. Mike Frichol, with all in favor, the Board Approved the Proposed 2023 Crossings Village Budget.

2. Crossings Pool Furniture Replacement – Mr. Mike Frichol/Mr. Troy Railsback (SSMG)

Mr. Railsback provided an update from the furniture vendor that the production and delivery of the pool furniture is still in process, however delayed.

3. Crossings Pool Deck Resurfacing Update – Mr. Mike Frichol/Mr. Troy Railsback (SSMG)

Mr. Railsback updated that Board that the vendor is delayed in sourcing the painting materials, but will schedule as soon as the paint is available.

4. Goals of the Board – Discussion – Dr. Robert Jay Carlton

Dr. Carlton reviewed the 4 primary goals of the Board for actionable next steps and identified Board Members the spearhead each. Updates will be provided at the upcoming Board Meetings.



New Business

1. Holiday Luncheon Planning – Mr. Troy Railsback (SSMG)

Mr. Railsback discussed the opportunity to again facilitate the GHMA Volunteer Luncheon. The Board identified December 7, 2022 as the preferred date. Mr. Railsback will organize and as always bill the expense to Fine and/or Late Fee/Finance Charge Income.

2. Fine Committee Member Selection – Mr. Troy Railsback (SSMG)

Mr. Railsback informed the Board that no one submitted a Candidate Information Sheet to express their interest in the open Fine Committee position. The Board discussed and agreed that an ad in the upcoming November 2022 Oak Tree Newsletter along with another E-Blast requesting interest will be facilitated with the December 2022 Board Meeting as the target for the Board to consider candidates.

3. 2022 PLM Survey Results – Mr. Mike Frichol /Mr. Troy Railsback (SSMG)

Mr. Frichol reviewed the PLM Survey results and identified trending and changing outcomes. The Board discussed at length and expressed concerns regarding some of the overall lower satisfaction results for both vendors and will diligently work with both PLM Vendors to attempt to implement corrective action.

Non-Compliance Issues Requiring 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 \$500.00 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 \$500.00 on property # 2.

Director's Requests

Dr. Carlton indicated, with the Board's support, that it was time to reinstitute the Yard Waste Compliance efforts starting October 27, 2022.

Dr. Carlton requested that the PLM Committee, which included Mike Frichol, Dr. Carlton and SSMG, meet in November to discuss PLM open items, survey results and next steps to attempt to resolve open concerns and raise satisfaction levels.

Adjournment

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Ed O'Brien, with all in favor, the meeting was adjourned at 3:50 p.m.

