

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

March 24, 2023

2:00 p.m.

Call to Order

The meeting was called to order by Dr. Robert Jay Carlton at 2:02 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 multiple property owners from a few of the PLM Villages that are serviced by Lawn Enforcement Agency (LEA) that expressed significant issues and concerns with the intermittent and inconsistent services received from that vendor. They all were very disappointed and frustrated with the minimal level of service(s) provided versus the expected level of service(s) contracted.

President's Comments

Dr. Carlton had no comments at this time.

Approval of Minutes

On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the Board Approved the Meeting Minutes of the February 17, 2023 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.

Finance report – Mr. Ed O'Brien

Mr. O'Brien reviewed the year-to-date 2023 budget variances, and the percentages of each category from the February 2023 financials. Mr. O'Brien reported on each operation's details and noted that



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each operation is tracking very close to budget at this time, and since it is so early in the year, he had no significant trends or variances to discuss or address.

Property Oversight Committee – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the POC. The POC 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. Mr. O'Brien also reviewed report(s) tracking ADC Submittals and monitoring submittals through the inspection process through closure and full compliance.

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 discussed ongoing concerns and efforts with LEA to address the deficiencies in the services they are providing.

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**

Mrs. Gallo reported on the progress and outcomes of both the Neighbor-to-Neighbor program and Oak Tree Newsletter. The Board applauded the efforts and significant positive impact of both programs to the community.

Fine Committee Liaison – Mr. Troy Railsback (SSMG)

Mr. Railsback stated that the Fine Committee meeting was cancelled due to the 1 property on the Fine Committee Agenda having all notices sent regarding the alleged non-compliance item returned back to the GHMA as undelivered. Consequently, the property was not noticed of the alleged non-compliance item, and therefore the fine imposed by the Board could not be reviewed for approval or rejection.

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 Goals of the Board – Updates – Dr. Robert Jay Carlton**



Dr. Carlton provided an outline of the identified Goals and Objectives of each of the Goals along with an update of the progress made up to this point on each of them. Each Board Member reported on their respective Goals by updating the other Board Members with the status, recent accomplishments and upcoming next steps/actions for their Objectives to reach/complete their respective Goal.

2. Feral Hog Trapping Program – Update – Dr. Robert Jay Carlton

Dr. Carlton reiterated the success of the Flagler Land Management actions to remedy the feral hog activity within and around Grand Haven. Dr. Carlton communicated with the trapper engaged by the GHMA to address feral hog activity in and around The Crossings Village. Dr. Carlton indicated despite discussing discontinuing the trapping commitment by the trapper due to minimal success he and his team is having, the trapper indicate he would like to continue providing services for the coming months and would like to reevaluate at that time.

New Business

1. PLM Committee Meeting – Update – Mr. Mike Frichol/Mr. Troy Railsback (SSMG)

Mr. Frichol and SSMG discussed the major topics identified by the PLM Committee and necessary adjustments to the PLM Program, as requested, supported and/or identified via property owners' input, Work Order processing, Monthly PLM walk-throughs with the PLM Vendor and SSMG and the PLM Liaison, resident survey results/feedback, PLM Contractor input and general observations by SSMG and/or the GHMA Board. The PLM Committee will be meeting again to further discuss and define or identify incorporating these items and the relevant challenges and/or outcomes in implementing them.

2. Management Contract – Update – Dr. Robert Jay Carlton/Mr. Troy Railsback (SSMG)

Dr. Carlton discussed with the Board that the current SSMG contract term with the GHMA will end December 31, 2023, and it is necessary for the Board to discuss and decide on what steps will be taken to address that. Dr. Carlton indicated that the semi-annual evaluation process along with ongoing discussion/dialogue and adjustments by SSMG in response to those evaluations had produced a great working relationship and advanced deliverable in services provided to the GHMA. Dr. Carlton will be reviewing the current SSMG/GHMA contract language and terms to provide suggested updates and changes to the contract language to capture some of the adjustments and/or service levels and services provided that have evolved and/or been incorporated over the last 3-year contract term, and even before that. Dr. Carlton requested that Board Members review the contract language and provide suggested adjustments to him for the entire Board's consideration at an upcoming Board meeting.

Non-Compliance Issues Requiring 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 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 of \$50.00 on property # 2.

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Ed O'Brien, with all in favor, the Board Approved to levy a penalty 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 of \$50.00 on property # 4.

On Motion by Dr. Robert Jay Carlton, Mr. Mike Frichol, Mr. Vic Natiello and Mr. Ed O'Brien, with all in favor, and Mrs. Denise Gallo not in favor, the motion was Board Approved to levy a penalty of \$50.00 on property # 5.

On Motion by Mr. Ed O'Brien, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty 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 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 of \$50.00 on property # 8.

On Motion by Mr. Vic Natiello, seconded by Mr. Mike Frichol, with all in favor, the Board Approved to levy a penalty of \$50.00 on property # 9.

Director's Requests

Mr. Mike Frichol brought to the attention of the Board that it is likely time in the near future to address freeze damage on properties that have not already addressed it. The Board agreed and Mr. Railsback indicated the SSMG article addressed this topic in the February 2023 Oak Tree Newsletter. Mr. Railsback indicated that an E Blast could be sent giving one more uniform notice, along with proper protocol to address freeze damage plant replacement, as well as alternative plant replacement(s) or landscape plan changes. The Board agreed and E Blast should be sent.

Adjournment

On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the meeting was adjourned at 4:11 p.m.

