

Grand Haven Master Association, Inc.

785 W Granada Blvd., Suite 5 | Ormond Beach, FL 32174

www.GrandHavenMHOA.com

Dr. Robert Jay Carlton, President
Mr. Vic Natiello, Vice President
Mr. Ed O'Brien, Treasurer

Mr. Al Petrie, Director
Mrs. Denise Gallo, Director
Mr. Troy Railsback, Secretary, Ex-officio

Board of Directors Meeting Minutes February 21, 2025 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: Dr. Robert Jay Carlton, Mr. Vic Natiello, Mr. Ed O'Brien, Mrs. Denise Gallo and Mr. Al Petrie

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)

A property owner expressed concerns related to street safety and changes to road.

President's Comments

There were no comments at this time.

Approval of Minutes

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Al Petrie, and with all in favor, the Board Approved the Meeting Minutes of the January 24, 2025 Board of Directors Meeting with a change made to the Finance Report section reflecting that Mr. O'Brien was not in attendance.

Committee Reports

Community Manager – Mr. Troy Railsback (SSMG)

Mr. Geisler updated the Board with general SSMG activities and accomplishments since the last Board Meeting. He discussed lake bank reinspection outcomes and status, along with providing insight related to optimization of the Vantaca software.



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Finance Report – Mr. Ed O’Brien

Mr. O’Brien was not able to provide a report as January 2025 financials were not able to be produced prior to the Board Meeting. Mr. O’Brien expressed his concern and would like to keep this item open and on the Action Item list until it is no longer a problem. SSMG is diligently working to finalize the financials. The report will be emailed to the Board once it is available.

Property Oversight Committee – Dr. Robert Jay Carlton

Dr. Carlton reported on the ongoing collection and resolutions activities of the POC. The POC continues to endeavor to reach full 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 presented the summary report on the activities of the recent meetings of the NCADC and MADC. He also presented the annual NCADC and MADC performance numbers for 2024 and expressed appreciation to Brianne Bailey for helping to prepare the 2024 annual reports.

Private Lawn Maintenance (PLM) Liaison – Mr. Al Petrie

Mr. Petrie updated the Board on the prior months’ PLM activities, accomplishments and focuses for each of the 3 PLM Vendors and the 9 Villages they are servicing. It was again noted that all 3 PLM vendors have been and continue to perform well. All PLM vendors are working diligently to remove oak leaves from each property weekly per the PLM contract during this time of year.

CC&R Compliance Liaison – Mr. Vic Natiello

Mr. Natiello conveyed the most recent month’s compliance efforts along with other statistics relating to categories receiving the letters this period and noted trends. Mr. Natiello also provided the year-over-year comparison of 2023 versus 2024 for CC&R letters of concern.

Multiple members of the Board expressed concern at the lack of information on some issues in the monthly CC&R compliance report. In particular, they requested that SSMG revise the CC&R letters of concern sequence to include fillable details specifying exactly what was cited in Landscape Maintenance violations.

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

There was no report at this time.

Fine Committee Liaison – Mr. Troy Railsback (SSMG)

Mr. Geisler updated the Board that the February Fine Committee meeting was cancelled due to a lack of a quorum of the Fine Committee. Dr. Carlton and the Board discussed the importance of having the Fine Committee meetings and not postponing the review of the Board levied fine amount(s) of the properties from the previous Board Meeting due to the FL Statue 720 timelines



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constraints. SSMG will reiterate this to the Fine Committee. The Board reiterated that all volunteers should adhere to the Association dress code policy when participating as a volunteer in Association meetings.

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

Mrs. Gallo reported on and summarized the topics discussed at the previous month’s CDD meeting(s) and/or workshop(s). The topics reported included an update on the Village Center Café renovations update and pond bank discussions/updates, as well as information regarding long range planning and recent feral hog activity happening again in and around Grand Haven.

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

Mr. Railsback reviewed the status of the Action Items as reported in the packet, and SSMG & the Board identified those that had been completed and/or needed to stay on the report.

Unfinished Business

SSMG 2025/2026 Revised Fee Schedule and Contract – Update – Mr. Ed O’Brien/Dr. Robert Jay Carlton

Mr. O’Brien and Dr. Carlton presented the formalized plan to address variances in the SSMG Contract related to hours worked by the Administrative Assistance role as defined in the original contract of 40 hours per week versus 32 hours per week that is being realized. There was Board discussion related to the specifics and agreeance amongst the Board.

Insurance Program – Timelines and Coverage – Dr. Robert Jay Carlton

Dr. Carlton expressed concerns related to the timing of the renewal and ability of the Board to have more than 1 Board Meeting to review the renewal quote and/or options in lines of coverage. There was discussion by the Board and review of an email in the Board Packet from the Association Insurance Broker regarding this. The Board will work with SSMG and the Insurance Broker to try and accomplish this during the next renewal cycle.

ADC/GHMA A/V Equipment – Update – Mr. Troy Railsback (SSMG)

Mr. Railsback provided preliminary costs and option for accomplishing the A/V Equipment enhancements requested. There was lengthy discussion amongst the Board regarding options for installing and/or storing this equipment. The Board agreed to have Dr. Carlton meet with Barry to discuss and identify the best solution/options, with the hopes of presenting/reviewing at the March Board meeting.

The Elimination of Existing Bank Service Fees – Mr. Ed O’Brien/Mr. Troy Railsback (SSMG)

Mr. Railsback presented another banking option for the Board to move ADC Refundable Deposit to eliminate monthly banking fees.



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On Motion by Mr. Ed O'Brien, seconded by Mr. Al Petrie, with all in favor, the Board Approved moving refundable deposits from BB&T account to South State account with no fees.

PLM Survey Revisions – Update – Mr. Troy Railsback (SSMG)

Mr. Railsback presented an electronic version of the PLM Survey that was the recommended by the PLM Survey Committee. The layout, formatting of the questions and specific questions were sent to the Board via email for each of them to take the survey and provide any input back to SSMG and the PLM Committee.

New Business

GHMA Approval for the Installation of Irrigation Wells – Dr. Robert Jay Carlton

Dr. Carlton reviewed the protocol and presented the documents relating to the previously approved process for ADC Approvals for the Installation of Irrigation Wells.

River Club Driveway Repairs – Mr. Troy Railsback (SSMG)

Mr. Geisler presented bids for walkway and/or driveway maintenance/replacement needs in the River Club. SSMG responded to questions related to the scope of the needs and the bids.

On Motion by Mr. Ed O'Brien, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved the River Club Driveway concrete replacement to be made by Perez Concrete and the concrete grinding to be made by Southern Outdoor.

River Club Landscaping Project – Mr. Troy Railsback (SSMG)

Mr. Railsback reported that the irrigation project should be occurring and finished during the month of March 2025. Once the irrigation systems are confirmed to be working properly and consistently, SSMG will work with Corey Enterprises to identify landscape improvements that need to be addressed.

Palm Coast Observer – Promotional E-Blast – Mr. Troy Railsback (SSMG)

Dr. Carlton addressed a proposed uniform correspondence from SSMG that would be sent to all Grand Haven residents regarding a promotional offering from the Palm Coast Observer. The Board discussed the concerns related to sending promotional offerings using GHMA emails.

On Motion by Mr. Al Petrie, seconded by Mr. Vic Natiello, with all in favor, the Board Approved not to have the promotional offering sent to Grand Haven residents.

Non-Compliance Issues Requiring 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 of \$50.00 on property # 1.

On Motion by Mr. Ed O'Brien, seconded by Mr. Al Petrie, with all in favor, the Board Approved to levy a penalty of \$50.00 on property # 2.



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On Motion by Mr. Ed O'Brien, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of \$1,000.00 on property # 3.

On Motion by Mr. Ed O'Brien, seconded by Mr. Al Petrie, with all in favor, the Board Approved to levy a penalty of \$500.00 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 of \$500.00 on property # 5.

On Motion by Mr. Vic Natiello, seconded by Mr. Al Petrie, with all in favor, the Board Approved to levy a penalty of \$500.00 on property # 6.

On Motion by Mr. Vic Natiello, seconded by Mr. Ed O'Brien, with all in favor, the Board Approved to levy a penalty of \$500.00 on property # 7.

On Motion by Mr. Ed O'Brien, seconded by Mr. Al Petrie, with all in favor, the Board Approved to levy a penalty of \$ 250.00 on property # 8.

On Motion by Mr. Ed O'Brien, seconded by Mr. Al Petrie, with all in favor, the Board Approved to levy a penalty of \$500.00 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 of \$500.00 on property # 10.

Director's Requests

None at this time.

Adjournment

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Vic Natiello, with all in favor, the meeting was adjourned at 5:24 pm.



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