



**COMMUNITY DEVELOPMENT DISTRICT**

**COMMUNITY WORKSHOP  
AGENDA**

**January 7, 2021**



**Community Development District  
OFFICE OF THE DISTRICT MANAGER**

**2300 Glades Road, Suite 410W • Boca Raton, Florida 33431**

**Phone: (561) 571-0010 • Fax: (954) 571-0013 • Toll-free: (877) 276-0889**

December 30, 2020

**ATTENDEES:**  
Please identify yourself each time you speak to facilitate accurate transcription of meeting minutes.

Board of Supervisors  
Grand Haven Community Development District

Dear Board Members:

The Board of Supervisors of the Grand Haven Community Development District will hold a Virtual Community Workshop on January 7, 2021 at 10:00 a.m., accessible via Zoom video at <https://zoom.us/j/2043596216> or via phone at 1-929-205-6099 followed by Meeting ID 204 359 6216. The agenda is as follows:

1. CALL TO ORDER/ROLL CALL
2. PLEDGE OF ALLEGIANCE
3. PUBLIC COMMENTS *(3-Minute Rule)*
4. DISCUSSION ITEMS
  - A. Presentation: Parking Lot Expansion Concepts [District Engineer]
  - B. Presentation: Online Resident Directory [Amenity Manager]
  - C. Staffing Levels, Evaluation, Compensation, Job Descriptions
  - D. Amenity Management Services RFP (Scope of Services, Qualifications & Licenses)
5. UPDATES: Operations Manager [Barry Kloptosky]
6. NEXT BOARD OF SUPERVISORS MEETING DATE
  - January 21, 2021 at 10:00 A.M.
    - QUORUM CHECK

Marie Gaeta	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE	<input type="checkbox"/> NO
Dr. Merrill Stass-Isern	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE	<input type="checkbox"/> NO
Kevin Foley	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE	<input type="checkbox"/> NO
Michael Flanagan	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE	<input type="checkbox"/> NO
Chip Howden	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE	<input type="checkbox"/> NO

7. SUPERVISORS' REQUESTS

8. ADJOURNMENT

Should you have any questions, please do not hesitate to contact me directly at (904) 386-0186.

Sincerely,



Howard McGaffney  
District Manager

**FOR VIRTUAL PARTICIPATION:**

**JOIN ZOOM MEETING:** <https://zoom.us/j/2043596216>

**MEETING ID: 204 359 6216**

**OR**

**VIA PHONE: 1-929-205-6099**

**MEETING ID: 204 359 6216**



**COMMUNITY DEVELOPMENT DISTRICT**

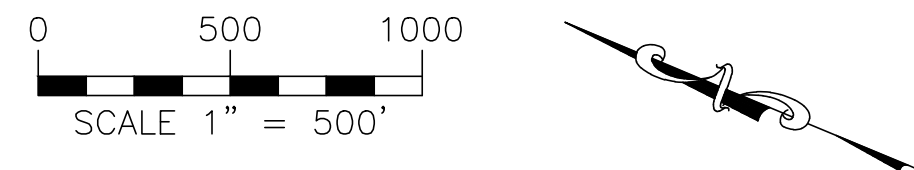
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**UPDATED**  
12/29/2020



**LEGEND**

ANTICIPATED  
RESURFACING DATE  
(FISCAL YEAR)

- COMPLETED PRE-2018
- COMPLETED 2018
- 2022
- 2023
- 2024
- 2025

ANTICIPATED RESURFACING DATE	LINEAR MILES	ANTICIPATED FUTURE CONSTRUCTION COSTS
2022	2.04	\$444,000
2023	5.36	\$1,260,000
2024	4.04	\$940,000
2025	4.31	\$1,100,000

FISCAL YEAR: OCTOBER 1 - SEPTEMBER 30  
4% ANNUAL INFLATION ASSUMED

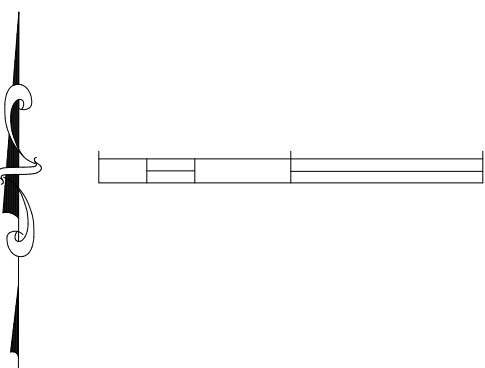
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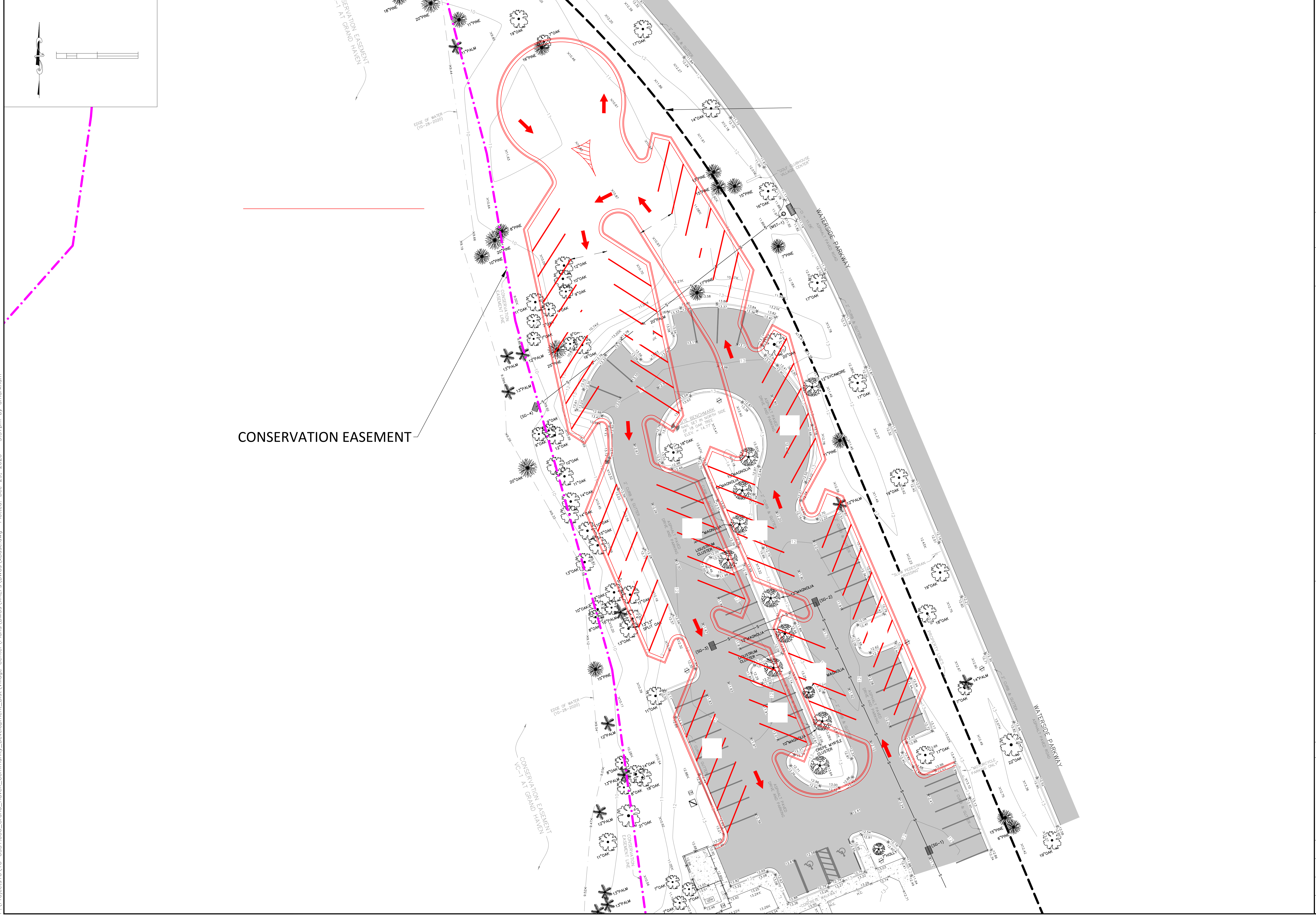


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**COMMUNITY DEVELOPMENT DISTRICT**

**4B**



**COMMUNITY DEVELOPMENT DISTRICT**

**4D**

**EXHIBIT E**  
**(GH-AM-2021-01)**

**SCOPE OF SERVICES, QUALIFICATIONS & LICENSES**

**General Overview:**

The Amenity Management company shall serve the community in a professional manner, providing residents with enjoyable programs and lifestyle services, while managing Grand Haven's numerous amenities. The amenities include, **but are not limited to**, the following: two (2) Amenity Centers, one (1) Cafe with full bar, two (2) Fitness Centers, two (2) clay Bocce Courts, two (2) Basketball Courts, Soccer Field, Volleyball Court, two (2) Pools, two (2) Hot Tubs, one (1) Kiddy Pool, seven (7) Clay Tennis Courts, two (4) Pickleball Courts and two (2) tot lots. Grand Haven residents enjoy a variety of special events, programs and activities that maximize the use of the two (2) facilities.

**Operational Procedures:**

- a. The Management company will be a Contractor providing services to a unit of Special Purpose Government known as a Community Development District or (CDD). The Agreement is subject to the oversight and Agreement management of the Operations Manager.
- b. The Management Company and its employees shall enforce strict discipline and good order among its employees. All Amenity Staff, shall have and wear a common uniform with Amenity Company's logo represented on all employees' shirts.
- c. The Amenity Manager reports directly to the Operations Manager, who reports directly to the District Manager.
- d. The Amenity Manager shall be accountable for upholding the amenity policies, procedures, standards and expectations related to the Amenities. This includes safe and responsible operations of the amenities. The Management Company will have all of its onsite personnel read and sign a form that states they have read and understand the Amenity Policies, with a signed copy included in their personnel file. A copy of this form shall be submitted to the Operations Manager for record keeping onsite, as well a copy shall be sent to the District Manager.
- e. The Management Company shall complete all the work on the daily, weekly and monthly Facilities/Janitorial/Tennis Court/Pool Maintenance, inspections checklists, or otherwise contained within EXHIBITS E, F&G. The Management Company shall be required to maintain the checklists by accurately filling out the information on the checklists, including the initials of the person completing the work, in the box of the corresponding day. The checklists can be modified to include other general cleaning and amenity maintenance responsibilities from time to time, and the Management Company shall provide updated or revised copies of the checklists to the Operations Manager and District Manager for record keeping purposes.
- f. At the end of every month, the Amenity Manager shall scan a clear and readable copy of all completed checklists to the Operations Manager and District Manager and send it by email for record keeping. The Amenity Manager shall also deliver all originals of the checklists to the Operations Manager's office for record keeping onsite.

- g.** The Management Company shall ensure that ALL staff are and stay CPR, First Aid and AED certified. All new hires will also be required to be certified within the first 30 days of their hire date, and prior to their successful conclusion of training, while working a shift unattended.
- h.** The Management company will be required to carry the proper general liability insurance coverages in the amount of \$2,000,000 and name the District, The Board and District Staff as an additional insured on its policy.
- i.** The Amenity Management Company shall, on behalf of the District, securely operate and pay for a Constant Contact e-blast account for community-wide communications and e-blasts, using it to promote all amenity activities. The Amenity Management Company may also be required to communicate District information as directed by the District Manager or District Operations Manager.
- j.** Collecting Fees: The Amenity Manager shall manage: the issuance of amenity guest passes, Grand Haven Room rentals and security deposits as well as the collection of all the fees in accordance with the current adopted rules, policies and fees for the Amenity Facilities. All fees will be reported weekly and submitted to the Operations Manager's office according to the District's policies and internal control procedures for money handling. The Amenity Manager will also provide the Board a POS report that includes these revenues/fees in a Monthly Amenity Manager's report that is submitted to the District Managers office to be included in the agenda for the regular meetings. The Amenity Manager will send a weekly update to the District Manager, Operations Manager and the Board, this report shall be emailed every Friday.
- k.** The Management Company shall oversee, manage and coordinate all fees and schedules for amenity programs offered to the residents at the Amenity Facilities.
- l.** The Management Company shall be permitted to charge residents a reasonable fee for lessons and instructional classes according to the District's policies, and subject to the Board's discretion. The Management Company shall either directly employ or hire subcontractors for these lifestyle programs and classes, (i.e., tennis, yoga, fitness and other classes), and therefore shall manage any Agreements for work that is subcontracted or performed for such services. Those Agreements shall include proof of liability insurance and shall be submitted to the Operations Manager's office and District Manager's office each year. All policies must name the "Grand Haven Community Development District, the Board and the District Staff" as additional insured.
- m.** The Management Company shall recognize that there are multiple resident-run programs in Grand Haven, and the Management Company shall NOT be entitled to collect revenues or charge fees to the instructors or the residents for the classes. (i.e. aqua-aerobics and move to music).
- n.** The Management Company shall monitor the appropriate and safe use and condition of the facilities throughout the day, and follow directions as provided by the Operations Manager or District Manager and policy to resolve any issues requiring attention on behalf of the residents.
- o.** The Management Company shall verify resident and guest identification for use of the facilities through random or scheduled checks of Smart Amenity Access Cards, guest passes or photo identification, in accordance with District policy.

### **Communication Procedures:**

- a.** The Amenity Management Agreement is overseen and managed directly by the District's Operations Manager who reports directly to the District Manager. The Amenity Management Company and its representatives shall not interact with Board Members unless specifically directed by the Board of Supervisors for a specific purpose or as determined by the District Manager or District Counsel.
- b.** The Board desires that the Amenity Management company, provide updates on new and innovative programs and activities, so as to always offer the highest quality of services in Amenity Management.
- c.** Interaction and coordination with other Contractors, such as property management, landscape maintenance, and security services may occur, and the Amenity Management Company, its managers and staff are required to do so in a professional manner. All Contractors performing work for the District are under the direct oversight of the Operations Manager, and the Amenity Management Company shall not engage, interrupt or direct the District's Contractors who are performing work on District Property without the express permission or knowledge of the Operations Manager. Any issues with other professionals should be brought to the attention of the Operations Manager in order to be resolved.
- d.** The Amenity Manager may make budgeting and policy recommendations upon request. Attendance at monthly regular board meetings shall be required. Any requests that the Amenity Management Company has, shall first be brought to the attention of the Operations Manager, before it is brought to the Board Meetings for discussion.
- e.** The Amenity Manager shall keep a record of Daily Guests, Tennis Guests and Instructional/Activity Fees collected.
- f.** The Amenity Manager will be required to provide a weekly email update on Friday afternoons, updating the Board and Staff on Sales, Amenity Activities, Programs, Staffing Changes, and other Amenity updates.
- g.** The Amenity Manager will submit a monthly Amenity Manager's report in writing to the District Manager's office, 10 days before the agenda is to be published, to be included in the Regular Meeting Agenda. The details of this report shall clearly outline the prior months sales information, attendance or usage information, upcoming events and programs.
- h.** The Amenity Manager shall keep, and ensure that their employees are trained to use a daily communications journal for the purpose of communicating from shift to shift, to pass down those items that record pertinent information related to the amenities, safety concerns, and equipment repairs.
- i.** The Amenity Manager shall notify the Operations Manager's Office immediately or as soon as possible, but, in no case longer than 1 hour after incidents involving residents, accidents, injuries, or if Fire or Law Enforcement has been called. A written record provided by email, of these events shall be completed including witness reports. An electronic copy of these reports shall be emailed to the Operations Manager, District Manager and District Counsel within 24 hours of the events for record keeping.

## **POOL MAINTENANCE SERVICES:**

(See the checklists included herein)

### **Daily Procedures:**

- a.** Communicate and coordinate all order purchases and requests for chemicals, as needed such as chlorine, acid and Metal Out with the District Operations Manager.
- b.** Maintain pool room while keeping it organized, clean and safe.
- c.** All chemicals must be stored and locked in the pool room or areas provided by the District in a safe and responsible manner at all times, following all health and safety/fire codes.
- d.** Amenity Manager shall notify the District Operations Manager immediately and by email, when pool and spa equipment, pumps, motors, heaters, chemical controllers, flow meter, gauges or any other pool equipment are broke or not operating within proper limits.
- e.** Amenity Manager shall notify the District Operations Manager, immediately and via email, if there is a fecal incident or contamination; if there are inclement weather conditions or any other issue as defined by code and the pools or spas need to be closed. Amenity Manager shall reopen pools and spas after appropriate corrections have been made, in compliance with governing statutes. The Amenity Manager shall communicate via E-Blasts, all notices of the pools being open and closed, and communicate to class instructors so they can adequately notify residents of such.
- f.** As often as required by State and Local agencies or additionally if directed by the District: Test and balance all chemicals in Pools and Spas, adjusting water levels and chemicals in order to maintain proper levels in accordance with state and local health code regulations and be recorded on the pool chemical log. If chemical levels are found to be outside of the safe and acceptable ranges, the CPO shall take corrective action to resolve the issue and the Amenity Manager shall communicate the findings to the Operations Manager immediately and via email, and the pools and/or spas shall be closed in accordance with state and local health code regulations until the issues are resolved.
- g.** Maintain Pools and Spas at the appropriate temperature ranges. Pools: 81 to 84 degrees; Spas: 101 to 104 degrees.
- h.** Inspect the coping, tile, handrails and ladders, safety equipment, sides and surfaces of the pools and spas for damage.
- i.** Inspect the pools and spas for algae or any other growth and brush the sides of the pools. Take corrective action to treat and resolve the issue.
- j.** No less than once per day, but as often as needed throughout the day, vacuum, brush and skim the pools, clean all scum gutters and tiles.
- k.** Inspect and clean chemical feeders; replace broken chemical feeder lines.
- l.** Check flow meters, pressure gauges and pumps to ensure filters are clean, proper flow and water turnover rate are occurring in accordance with regulations and pumps are working properly.
- m.** Blow off all pool decks and surrounding sidewalks, prior to facilities being opened. Vacuum outdoor carpets.
- n.** Wash all filters as often as necessary throughout the week to ensure proper cleanliness and flow.

### **Weekly Procedures:**

- a. Testing of Cyanuric Acid, Calcium Hardness, Alkalinity and any other chemicals as directed by the District shall occur weekly and be recorded on the pool chemical log.
- b. Acid wash filters to ensure proper cleanliness and flow.
- c. Drain Spas as needed based on usage. (not required to be performed weekly, only as needed)
- d. Perform other required chemical treatments necessary to stabilize the chemistry and pool treatment.
- e. (See the checklists included herein)

### **TENNIS COURTS, BOCCE, BASKETBALL COURTS, PICKLEBALL COURTS AND SHUFFLEBOARD:** (See the checklists included herein)

### **General Procedures:**

- a. All inspections, cleaning and daily procedures shall apply to the Pickleball Courts, Croquet, Basketball Courts, Bocce and Shuffleboard
- b. Amenity Manager will notify District Operations Manager in writing (email), and in person, regarding all replacement parts or repairs needed for court equipment.
- c. Every evening, all perimeter fences shall be properly secured or locked in accordance with the District's Amenity Policies related to closing of the facilities. Every morning they shall be opened for resident use.
- d. The Amenity Management company shall be responsible for the visual inspections, record keeping, communicating and enforcing the Amenity Rules on Pickleball and Tennis Courts. performing routine preventative and planned maintenance, and the Amenity Manager shall communicate in person and by email to the Operations Manager, repairs and maintenance items that are observed.
- e. The Amenity Management company shall be responsible for setting and confirming the tennis court reservations and communicating tennis court closures by using eblasts or making phone calls to tennis group coordinators.  
The Amenity Management company shall be responsible for the proper coordination of all tennis lessons and tennis events, and shall provide the District with any Special Events insurance coverage when there is a Special Event.

### **Daily Procedures:**

- a. Inspect and adjust irrigation valves on a daily basis or as needed, to ensure they are functioning correctly and that all valve drains are draining adequately. This is a very important process for the maintenance and the ability to hydrate or dry the courts when needed.
- b. Daily, inspect and remove green vegetation from the internal perimeter of the fence area, net, net posts and canopied islands, keeping them free of algae and debris.
- c. Inspect and maintain the use of tennis court hydration systems, monitoring effective watering of all zones.
- d. Roll Courts daily for the first two weeks after resurfacing has been completed.
- e. Daily court raking, brushing of the courts and line tape.



- f. Inspect for and provide preventive maintenance, use proper industry treatments for the removal of algae, mold and mineral caking.
- g. Replacement of nails and line tape, as needed to maintain safe playing conditions.
- h. Inspect and repair net cable tensions and net height, including side panel, anchor ropes/net tapes.
- i. Inspect net straps and make adjustments when necessary to ensure regulation height.
- j. Inspect and provide preventive maintenance of the anchor boxes, retainer pins, ratchet pins, release pins and lubrication as-needed.
- k. Inspect and clean all benches, coolers, cooler stands, etc. that are kept in tennis area. If items are kept on the court during the season, move them and groom the surface beneath them.
- l. All equipment is to be well maintained and locked in storage after each use. (Tape line brushes shall be hung and stored on fence for resident use).
- m. Clean adjacent beds and walkway areas of excess clay, dirt, and debris.
- n. Clean and maintain the tread blasters and catch basins daily.
- o. Pick-up and remove trash; empty waste receptacles daily.
- p. (See the checklists included herein)

**Weekly Procedures (Or as Needed):**

- a. Roll Courts 1-2 times a month to keep lines secured into the playing surface and to reduce the amount of dead material accumulating.
- b. Scarify around net posts and nets with lute or other agitation device 1-2 times a week.
- c. Add granular chlorine once a month or as needed, to inhibit algae growth.
- d. Clean all filters including the main filter once per week or more frequently if needed.
- e. Repair and maintain clay and top surface material as needed, adding material in the major wear areas, baselines and service boxes as needed throughout the year.
- f. Remove dead surface material from the courts as necessary.
- g. Weekly, or more frequently if needed, using a rake or hand lute, agitate the areas that do not get agitated daily, cleaning, sweeping and maintaining a clean and professional look of the perimeter bricks, borders, troughs, drains, catch basins and pavers.
- h. Weekly, Inspect and repair cracks or damage to the net post base and slope (outside of the normal surface rust). Inspect the entrance gates to ensure they are adjusted and well maintained.
- i. Install windscreen ties as needed. Inspect perimeter fences to ensure they are securely fastened.

**FACILITIES MAINTENANCE**

(See the checklists included herein)

**General Procedures:**

- a. The Management Company shall complete all the work on the Daily, Weekly and Monthly Facilities Inspections Checklists or otherwise contained within EXHIBITS E, F&G, to also include general pressure washing as assigned by the Operations Manager. Facilitators must maintain the checklists by accurately filling out the information on the checklists, including the initials of the person completing the work, in the box of the corresponding day. The checklists can be modified to include other general cleaning and amenity maintenance responsibilities from time to time, and the Management Company shall send an electronic

record of the completed checklists to the Operations Manager and District Manager for record keeping purposes.

### **RESTROOMS AND JANITORIAL SERVICES:**

(See the checklists included herein)

#### **General Procedures:**

- a. Maintain the general appearance of ALL indoor spaces at the Village Center and Creekside Amenity Center facilities. Storage closets shall be kept in a neat, organized and safe storage condition.
- b. The Amenity Management company shall be responsible for providing the janitorial staff necessary for performing the daily janitorial duties at the 2 Amenity Centers and CDD offices located at the Village Center and Creekside locations. Due to health and safety concerns, the District requires increased disinfecting and sanitizing efforts throughout the Amenities, including restrooms, showers, fitness, office space, café and other commonly used areas where surfaces are frequently touched. The District requires the fitness centers to be cleaned in accordance with Board directed and approved policy, but in every case the periodic sanitizing and disinfecting of District spaces must occur every 2 hours.
- c. Restocking of all soaps, shower gels, toilet paper, paper towels etc. The District shall be responsible for providing all soap dispensers, soaps, shower gels, urinal deodorizers, bathroom fragrance sprays, trash can liner (trash bags), paper product dispensers, paper towels and toilet paper used at both facilities. The Amenity Management Company will communicate all restocking needs to the Operations Manager's office in a timely manner to ensure that the facilities are well stocked with additional supplies kept in locked storage.
- d. Vacuuming carpeted areas, treating of stained carpet areas (mainly Creekside).
- e. Dusting of vents, amenity center furniture, bases, shelves, picture frames, desks and tables, cleaning of all windows, ledges and blinds.
- f. Mopping all tiled floor areas and base boards with appropriate cleaning agents.
- g. Cleaning and sanitizing all surfaces of the bathrooms including all toilet bases and behind toilets, counters, mirrors, shower stalls.

#### **THE MANAGEMENT COMPANY'S RESPONSIBILITY OF EXPENSES**

- a. Any and all costs resulting from the performance of the duties under the scope of the Agreement including the costs associated with the payroll, personnel training, staff uniforms. This includes any overtime which shall not be billable to the District. It should be assumed by the Management Company that their employees may incur overtime, but the Management company's price in response to the RFP shall be inclusive of ALL labor and will be the only price the District pays.
- b. All Amenity office supplies not specifically covered under the "District's Responsibility of Expenses", postage, liability insurance, special events insurance, licenses, bank & credit card expenses, shall be the responsibility of the Management Company and not the District.
- c. The Management Company shall be responsible for any damages caused to District assets due to negligence or from an act of improper maintenance as performed by the Management Company.
- d. Amenity Office expenses related to Constant Contact for communicating Amenity information, events and programs.

- e. All additional software or programming necessary to manage the amenities, not provided by the District.
- f. All personal office supplies, pens, pencils, highlighters, notebook paper, paper clips, stapler, calendars, computer speakers, headsets, etc.

### **THE DISTRICT'S RESPONSIBILITY OF EXPENSES**

- a. The replacement parts of fixed or mechanical equipment related to all Amenities, nets, posts, entrance gates and fencing, wind screening, zip ties, court irrigation and all other tennis court/bocce ball court parts, clay for tennis courts, damage resulting in normal wear and tear, natural disaster.
- b. The repair work or replacement costs for the District's amenity facilities and equipment resulting from normal "wear-and-tear" and/or abuse, theft, vandalism or misuse by patrons of the facilities.
- c. All pool chemicals and treatments for the pools.
- d. All clay material, equipment, supplies and chemicals used to maintain the tennis courts.
- e. All janitorial supplies, cleaners, chemicals, soap and dispensers, hand dryers, paper towel and toilet paper dispensers, paper products for paper towel and toilet paper dispensers.
- f. All equipment, paper towels, drinking water and sanitation supplies for the fitness center used by the patrons in the use of the equipment. (Janitorial supplies used to clean the fitness center is a cost that is the responsibility of the Management Company)
- g. All utility costs such as electric, water and sewer,
- h. All costs for the annual stripping and waxing of the Grand Haven Room wood floor.
- i. The District will provide 2 computers with a working version of Microsoft Office and Adobe software applications, 2 monitors, 2 keyboards and mouse and 1 office printer to be used in the Amenity office at the Village Center.
- j. Printer ink and printing paper, printer service repairs
- k. The District will provide all IT, Cable and Internet for the Management Company to use to provide the daily amenity management services under the terms of the Agreement.
- l. IT equipment maintenance and repair of District computers shall be completed by the District's IT Contractors, paid for by the District and shall be coordinated by the Amenity Management company with the knowledge and approval of the Operations Manager.

## **EMERGENCY ACTION PLAN AND SAFETY PROGRAM**

The Amenity Management company shall develop, implement, and maintain the District's Emergency Action Plan (EAP) and Safety Program for operations at the Amenity Centers. The Emergency Action Plan shall be a detailed plan that includes Preparation, Response and Recovery of the Amenity Centers in the event of natural disasters. The EAP shall include, at a minimum, a safety policy, safety rules and procedures, safety training, procedures for reinforcing and monitoring safety programs, procedures for accident investigations and reporting, providing and maintaining equipment safety features, and safety record keeping. The Management Company shall comply with all District, State of Florida, Federal and local regulations/orders, rules, policies and directives, as they pertain to occupational safety and health, the safe operation and security of the amenity facilities. The Amenity Management Company shall provide, at the Amenity Management Company's expense, all safety equipment and materials necessary for and related to the work performed by its employees. Such equipment will include, but is not limited to items personal protective equipment (PPE), to protect its employees.

## **SPECIAL QUALIFICATIONS/CERTIFICATIONS, LICENSING & INSURANCE REQUIREMENTS**

### **Qualifications/Certifications:**

- a. Both the Amenity Manager and the Facilities Team Leader (FTL), must be qualified as a (CPO) Certified Pool Operator or (AFO) Aquatics Facility Operator.
- b. In the event that the same management company is awarded both the Amenity Management Services and Food and Beverage Services Agreements, the Amenity Manager and Café Manager must both possess a valid Manager's Food Safety Certification.
- c. There must be at least two (2) employees of the management company that work onsite, who have been professionally trained by the preferred clay court Contractor of the District, in the upkeep and maintenance of clay tennis courts and hydration systems.
- d. All staff will be required to be certified in CPR and AED use per direction of the District. AED's are located in the fitness centers at both facilities.

### **Licensing Requirements:**

- a. Proposing company shall be required to possess all applicable licenses required by state and local agencies, in order to manage the Amenity facilities.
- b. Must successfully manage the amenity facilities and pass all health and safety inspections by local governments such as Fire Safety Inspections and Health Inspections.

### **Insurance Requirements:**

- a. The proposing company shall be required to provide proof of \$2,000,000 general liability insurance that also names the Grand Haven Community Development District and the District Staff as additional insureds. This must be submitted to the District Manager at the time the Agreement begins. Failure to meet this requirement will exclude a proposal from consideration. All instructors shall be included under the proposing company's insurance coverage or if hired as a subcontractor, the instructor must provide proof of at least \$1,000,000 general liability. It is required upon request to show proof of insurance of all subcontractors.

## **FOOD AND BEVERAGE OPERATIONS/SERVICES**

### **General Overview**

The Food and Beverage Management company shall serve the community in a professional, friendly and respectful manner, providing residents with enjoyable services, good quality food and prices that are competitive with other type restaurants within Flagler County, while complying with all local and state licensing and regulatory agency requirements.

### **Operational Procedures**

- a. The Management company will be a Contractor providing services to a unit of Special Purpose Government known as a Community Development District or (CDD). The Agreement is subject to the oversight and Agreement management of the Operations Manager, who reports directly to the District Manager.
- b. The Management company shall be responsible for all costs of goods sold and associated with running a standalone restaurant/cafe including but not limited to: food, beverage and liquor costs, all controllable costs, plates, cups, silverware, linens, cooking utensils, pots, pans, cleaning supplies, employee uniforms all licensing costs.
- c. The Management company shall provide all certifications and training of its employees, in accordance with DBPR and local health departments, and those costs are the responsibility of the management company.
- d. The Management company shall be responsible for all costs associated with the detailed and daily cleaning of all food storage and cooking equipment including the cleaning of the hood ventilation system, cleaning supplies and chemicals, indoor pest control, POS system repairs, service Agreements related to operating the café, credit card and merchant service fees.
- e. The Management company shall be responsible for the maintenance and repair costs of the District owned Major Kitchen Equipment including: grills, fryers, hood vent/exhaust systems, grease traps and disposal of waste/grease/trash dumpsters, maintenance of clogged drain pipes, food coolers, food preparation, dishwashing and all other equipment or furniture used in operating the café whether inside or outside.
- f. Any costs that are as a result of negligence of the management company and its employees.
- g. The Management company will also be responsible for upholding the amenity policies related to the café. This includes safe and responsible serving of alcohol beverages.
- h. The Management Company shall submit a monthly P&L to the District Manager, to be included in the Regular Meeting agendas, for the Board to review. The Management company shall attend all CDD regular meetings, or meetings where presence is required.
- i. The Management company will be required to carry the proper insurance coverages in the amount of \$2,000,000 and name the District as an additional insured on its policy.
- j. The Management company will be required to work in a respectful and professional manner with other Contractors who work for the District. Any issues with other professionals should be brought to the attention of the Operations Manager in order to be resolved.
- k. The Management Company shall provide Daily and Weekly Lunch and Dinner Specials for the enjoyment of the residents of the café. These specials should be

comparative and competitive in pricing as with casual eatery restaurants located in Palm Coast and Flagler Beach.

- I. Planning of special events shall be included. The design, promotion and administration and staffing of those events, as well as the payment collection for any events that have a cost for attending shall be performed by the Proposing Management company.

1. **Special Events-Non-Reimbursable:**

The Management company shall have the ability to charge for planned special events to cover the cost of entertainment, food and beverage. At no time can alcohol be given away; alcohol must be charged in accordance with regular or happy hour pricing as established by the Management company. (Example: A luau and pig roast with Polynesian entertainment). These costs associated with these events including the promotion, are not reimbursable to the Management company from the Special Events Fund Budget.

2. **Special Events-Reimbursable:**

The Management company shall provide the food, beverage (alcohol excluded), supplies, entertainment staffing, set up and cleanup for the events listed below in section (2i) at no fee/charge to the residents. These events, (5) in total, shall be paid for out of the “*Special Events Fund*” the District budgets for each year, not to exceed the annual budget. Invoices shall be made out to the District and all events and estimated costs shall be approved by the Operations Manager 30 days prior to the event:

- i. Memorial Day BBQ, July 4<sup>th</sup> BBQ, Labor Day BBQ, Resident Appreciation Night, and the Annual Winter Holiday / Community Christmas Tree lighting Event. *(Note: BBQ’s will include but not be limited to: Hamburgers and Hotdogs, Potato Salad, Sweet and Unsweet Tea, Water, Variety of Sodas, Ketchup, Mustard, Sweet Relish, Potato Chips) (Winter Holiday/Community Christmas Tree Lighting Event shall include Hors d’oeuvres, non-alcohol beverages).*
    - ii. These events shall be conducted in a high-quality standard that is in keeping with the expectations and history of these special events that the residents have come to enjoy and look forward to each year.
    - iii. The invoice submitted for reimbursement will need to include a copy of all receipts, invoices and a payroll report that shows the cost of labor to run the event. The company shall not be entitled to reimbursable Corporate or Regional support costs, and shall not include them when submitting invoices for Special Events.
  3. Daily Dinner Specials, happy hours, and weekend entertainment shall be planned and communicated to the residents via Eblast on a weekly basis.
  4. The Management company shall also provide the following Holiday Dinners/Special Events, for a reasonable cost, at a first come first serve reservation basis, not exceeding maximum seating capacity:
    - i. New Year’s Eve Party: At a reasonable cost comparable to the past events and surrounding venues.

- ii. Valentines Banquet: At a reasonable cost comparable to the past events and surrounding venues.
  - iii. Easter Brunch: At a reasonable cost comparable to the past events and surrounding venues.
  - iv. Memorial Day Continental Breakfast: At a reasonable cost
- 5. The Management company shall offer poolside service at the Village Center during the Spring/Summer holidays, spring break, summer and other warm weather days when the Village Center pool is busy.
- m.** Excluded in the Agreement with the Management company shall be the expenses the District will be responsible for:
  - 1. The cost of maintenance, repairs and replacement for the Café's A/C units, and any electrical services related to the building.
  - 2. Repairs to the infrastructure of the Café building including doors, windows, locks.
  - 3. Replacement of Capital Assets due to reaching its life usage, including tables, chairs, food storage and cooking equipment.

**EXHIBIT “F”**  
**Amenity Management Services**  
**(GH-AM-2021-01)**

**HOURS OF OPERATIONS & STAFFING LEVELS**

<b>NORMAL BUSINESS HOURS OF OPERATION</b>	
Amenity Centers (Sunday-Saturday)	5:30 a.m. - 8:30 p.m.
Village Center Office Hours (Monday-Friday)	9:00 a.m. - 5:00 p.m.
Village Center Office Hours (Saturday & Sunday)	9:00 a.m. - 3:00 p.m.

**Special Notes for Proposing companies, when submitting bids:**

- New Year’s Day, Thanksgiving and Christmas, are assumed to be paid holidays for the Management Companies employees, paid for by the management company.
- Allowed 15 minutes prior and 15 after shift, for clock in/out to open and close the facilities.
- Office Lunches and Breaks shall be covered by the Amenity Manager, so the office remains open during business hours.
- A person with active CPO shall be scheduled 5 days a week. Someone with CPO shall be on call on weekends/evenings for emergencies.
- The Amenity Manager shall be present for all major special events.
- The Amenity Manager shall work at least 1 weekend a month, this can be a partial shift, to evaluate staff performance.
- The Amenity Office shall be staffed with (1) employee, who answers calls, accepts and confirms reservations and assists the Amenity Manager.
- Lifestyle/Programs Assistant will assist the Amenity Manager with the planning, administration and communication of all special events and amenity programs.
- When the Facilitators take their breaks or lunches, the Amenity Manager or other amenity staff must be present to assist residents with questions or needs.
- Lunches for facilitators should be scheduled appropriately and consistently so as to not interfere with daily maintenance or customer service needs of the residents using the facilities.
- Facilities Team Leader (FTL) must be scheduled 5 days a week to perform daily/weekly pool maintenance in accordance with responsibilities of a CPO. As well, the FTL will oversee and assist facilitators and tennis court maintenance crews. This position is separate and not to be scheduled as a Facilitator or to cover any other position.
- Tennis Court Maintenance: 2 people for 2 hours per day to perform the planned/preventative maintenance that requires more technical skills. Facilitators shall assist with and perform daily grooming as part of the daily responsibilities.
- Janitorial: 1 person, 1 hour per bathroom. (2 hours at VC, 2 hours at CS)
- Uniforms shall be provided by the Management Company to ALL employees, with the Amenity Company’s Logo, this cost shall be at the expense of the Management Company



**EXHIBIT “F” Continued  
Food and Beverage Services**

<b>Waterside Café Positions</b>	
<b>*Café Manager</b>	<b>1 Full-Time Employee</b>
<b>Chef / Lead Cook</b>	<b>Full Time</b>
<b>Cook 2</b>	<b>Full or Part-Time</b>
<b>Cook 3</b>	<b>Full or Part-Time</b>
<b>Cook 4</b>	<b>Full or Part-Time</b>
<b>Lead Server / Bartender</b>	<b>Full or Part-Time</b>
<b>Server 2</b>	<b>Full or Part-Time</b>
<b>Server 3</b>	<b>Full or Part-Time</b>
<b>Server 4</b>	<b>Full or Part-Time</b>
<b>Waterside Café Hours of Operations</b>	
<b>Monday - Thursday</b>	<b>11:00 a.m. – 9:00 p.m.</b>
<b>Friday</b>	<b>11:00 a.m. – 11:00 p.m.</b>
<b>Saturday</b>	<b>11:00 a.m. – 9:00 p.m.</b>
<b>**Sunday</b>	<b>11:00 a.m. – 3:00 p.m.</b>

*\* Under extraordinary conditions, the Café Manager is permitted to work as either a Server or Cook, while on duty as the Manager. The Manager must provide supervision at all times, and not be scheduled as normal coverage in the front or back of the house.*

*\*\* Sunday’s hours are flexible, depending on the demands, as determined by Café Manager.*

*\*\*\* New Year’s Eve Party/Banquet: Café Staff to monitor bathrooms and lock up after the event. Staffing for this event shall be paid for out of the Café.*

<b>Holiday Hours-Waterside Café</b>		<b>Special Notes</b>
<b>New Year’s Day</b>	<b>Closed</b>	<b>Closed</b>
<b>Easter</b>	<b>11:00 a.m. to 1:00 p.m.</b>	<b>Serve Brunch -Ticket Sales, Café keeps Revenue</b>
<b>Memorial Day</b>	<b>Closed</b>	<b>Café Closed for Special Event-Subsidized by Special Events Fund</b>
<b>Independence Day</b>	<b>Closed</b>	<b>Café Closed for Special Event-Subsidized by Special Events Fund</b>
<b>Labor Day</b>	<b>Closed</b>	<b>Café Closed for Special Event-Subsidized by Special Events Fund</b>
<b>Thanksgiving Eve</b>	<b>11:00 a.m. to 6:00 p.m.</b>	<b>Close Early</b>
<b>Thanksgiving</b>	<b>Closed</b>	<b>Closed</b>
<b>Christmas Eve</b>	<b>11:00 a.m. to 6:00 p.m.</b>	<b>Close Early</b>
<b>Christmas</b>	<b>Closed</b>	<b>Closed</b>
<b>***New Year’s Eve</b>	<b>Closed</b>	<b>Café Closed for Set Up and Prep for New Year's Eve Party/Banquet</b>

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**COMMUNITY DEVELOPMENT DISTRICT**

**6**

## GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

### BOARD OF SUPERVISORS FISCAL YEAR 2020/2021 COMMUNITY WORKSHOP AND REGULAR MEETING SCHEDULE

#### COMMUNITY WORKSHOPS WILL BE HELD VIRTUALLY

Join Zoom Meeting: <https://zoom.us/j/2043596216> Meeting ID: 204 359 6216

Dial by your location: 1-929-205-6099 Meeting ID: 204 359 6216

#### LOCATION FOR REGULAR MEETINGS

Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137

DATE	POTENTIAL DISCUSSION/FOCUS	TIME
October 1, 2020 <b>CANCELED</b>	Community Workshop	10:00 AM
October 15, 2020 <b>CANCELED</b>	Virtual Regular Meeting	10:00 AM
October 29, 2020	Virtual Regular Meeting	10:00 AM
November 5, 2020 <b>CANCELED</b>	Community Workshop	10:00 AM
November 19, 2020	Regular Meeting	10:00 AM
December 3, 2020	Virtual Community Workshop	10:00 AM
December 17, 2020	Regular Meeting	10:00 AM
January 7, 2021	Virtual Community Workshop	10:00 AM
January 21, 2021	Regular Meeting	10:00 AM
February 4, 2021	Virtual Community Workshop	10:00 AM
February 18, 2021	Regular Meeting	10:00 AM
March 4, 2021	Virtual Community Workshop	10:00 AM
March 18, 2021	Regular Meeting	10:00 AM
April 1, 2021	Virtual Community Workshop	10:00 AM
April 15, 2021	Regular Meeting	10:00 AM

<b>DATE</b>	<b>POTENTIAL DISCUSSION/FOCUS</b>	<b>TIME</b>
<b>May 6, 2021</b>	<b>Virtual Community Workshop</b>	<b>10:00 AM</b>
<b>May 20, 2021</b>	<b>Regular Meeting</b>	<b>10:00 AM</b>
<b>June 3, 2021</b>	<b>Virtual Community Workshop</b>	<b>10:00 AM</b>
<b>June 17, 2021</b>	<b>Regular Meeting</b>	<b>10:00 AM</b>
<b>July 1, 2021</b>	<b>Virtual Community Workshop</b>	<b>10:00 AM</b>
<b>July 15, 2021</b>	<b>Regular Meeting</b>	<b>10:00 AM</b>
<b>August 5, 2021</b>	<b>Virtual Community Workshop</b>	<b>10:00 AM</b>
<b>August 19, 2021</b>	<b>Regular Meeting</b>	<b>10:00 AM</b>
<b>September 2, 2021</b>	<b>Public Hearing &amp; Regular Meeting</b>	<b>3:00 PM</b>
<b>September 16, 2021</b>	<b>Virtual Community Workshop</b>	<b>10:00 AM</b>