



GRAND  HAVEN

*Advanced Meeting Package*

*Regular Meeting*

*Thursday*  
*September 21, 2023*  
*9:00 a.m.*

*Location:*  
*Grand Haven Room*  
*Grand Haven Village Center*  
*2001 Waterside Pkwy,*  
*Palm Coast, FL 32137*

*Note: The Advanced Meeting Package is a working document and thus all materials are considered **DRAFTS** prior to presentation and Board acceptance, approval, or adoption.*

# Grand Haven Community Development District

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250 International Parkway, Suite 208  
Lake Mary FL 32746  
321-263-0132

Board of Supervisors  
**Grand Haven Community Development District**

Dear Board Members:

The Regular Meeting of the Board of Supervisors of the Grand Haven Community Development District is scheduled for **Thursday, September 21, 2023, at 9:00 a.m.** at the **Grand Haven Room**, at the **Grand Haven Village Center**, located at **2001 Waterside Parkway, Palm Coast, Florida 32137**.

An advanced copy of the agenda for the meeting is attached along with associated documentation for your review and consideration. Any additional support material will be distributed at the meeting.

Should you have any questions regarding the agenda, please contact me at (321) 263-0132 X-193 or [dmcinnes@vestapropertyservices.com](mailto:dmcinnes@vestapropertyservices.com). We look forward to seeing you at the meeting.

Sincerely,

*David McInnes*

David McInnes  
District Manager

Cc: Attorney  
Engineer  
District Records

District: **GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT**

Date of Meeting: Thursday, September 21, 2023

Time: 9:00 AM

Location: Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137

Website: <https://www.grandhavencdd.org/>

Ways to Follow Meeting:

Zoom:

<https://vestapropertyservices.zoom.us/j/7055714830?pwd=dUFTN091cjVHZzluYUN0bIEwUUYydz09>

Phone (Listen Only): +1 (929) 205-6099

Meeting ID: 7055714830#

### *Revised Agenda*

- I. Call to Order/ Roll Call**
- II. Pledge of Allegiance**
- III. Audience Comments** – *(limited up to 3 minutes per individual for non-agenda items)*
- IV. Landscape Maintenance RFP – 45mins. Allotted**
  - A. Presentation of Notice [Exhibit 1](#)
  - B. Presentation of Proposal Evaluation Criteria [Exhibit 2](#)
  - C. Presentation of Summary of Proposals [Exhibit 3](#)
  - D. Brightview
  - E. VerdeGo
  - F. Yellowstone
- V. Staff Reports**
  - A. District Engineer: David Sowell – 5mins. Allotted
  - B. Amenity Manager: John Lucansky – 5mins. Allotted [Exhibit 4](#)
  - C. Operations Manager: Barry Kloptosky
    - 1. Presentation of Capital Project Plan Tracker – 5mins. Allotted [Exhibit 5](#)
    - 2. Monthly Report – 10mins. Allotted [Exhibit 6](#)
    - 3. **Proposed Staffing Organizational Structure** – 15mins. Allotted [Exhibit 7](#)
  - D. District Counsel: Scott Clark – 10mins. Allotted [Exhibit 8](#)
  - E. District Manager: David McInnes
    - 1. Meeting Matrix – 5mins. Allotted [Exhibit 9](#)
    - 2. Action Item Report – 5mins. Allotted [Exhibit 10](#)

- VI. Consent Agenda Items – 5mins. Allotted**
- A. Consideration for Acceptance – The August 2023 Unaudited Financial Report [Exhibit 11](#)
  - B. Consideration for Approval – The Minutes of the Board of Supervisors Workshop Meeting Held August 3, 2023 [Exhibit 12](#)
  - C. Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting Held August 17, 2023 [Exhibit 13](#)
- VII. Amenity Rules Public Hearing – 10mins. Allotted**
- A. Presentation of Notices [Exhibit 14](#)
  - B. Open the Public Hearing
  - C. Presentation of Amenity Rules [Exhibit 15](#)
  - D. Public Comments
  - E. Close the Public Hearing
  - F. Consideration & Adoption of **Resolution 2023-14**, Amending Amenity Rules [Exhibit 16](#)
- VIII. Business Items – 10mins. Allotted**
- A. Consideration & Adoption of **Resolution 2023-15**, Amending Post Orders [Exhibit 17](#)
- IX. Discussion Items**
- A. Discussion of Bank United Line of Credit Proposal – 10mins. Allotted [Exhibit 18](#)
- X. Supervisors’ Requests**
- XI. Action Item Summary**
- XII. Adjournment**

# EXHIBIT 1

**GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT  
NOTICE OF SOLICITATION FOR REQUEST FOR PROPOSALS**

**Landscape Maintenance Services**

Flagler County, Florida

Notice is hereby given that the Grand Haven Community Development District (the "District") requests proposals to provide landscape maintenance services (Request for Proposals No. GH-LMS-2023-01) including but not limited to maintenance of turf, trees, shrubs, ground cover, irrigation, hardscape, as well as trash removal throughout the District, as more specifically set forth in the landscape and irrigation maintenance specifications.

The project manual, provided herein, comprised of proposal and contract documents will be available for the public inspection and may be obtained beginning on Thursday, August 3, 2023 beginning at 10:00 a.m., by contacting the District Manager by phone at (321) 263-

0132 ext. 193 or by email at [dmcinnes@vestapropertyservices.com](mailto:dmcinnes@vestapropertyservices.com).

**Firms desiring to submit proposals will be required to attend a mandatory site visit on August 15, 2023 at 11:00 a.m. at the CDD office. Details are set forth in the RFP documents.**

Firms desiring to provide services for this project must submit seven (7) printed copies of the required proposal **no later than 12:00 p.m., on Thursday, August 31, 2023** at the office of the District Manager, located at **250 International Parkway, Ste. 208, Lake Mary, FL. 32746**, ATTN: David McInnes. Proposals received after the time and date stipulated above will be returned unopened to the Proposer. In addition, an electronic copy of the proposal in PDF format must be emailed to the District Manager at [dmcinnes@vestapropertyservices.com](mailto:dmcinnes@vestapropertyservices.com) **no later than 12:00 p.m., Thursday, August 31, 2023. Proposals will be opened at the District Manager's office in Lake Mary on Thursday, August 31, 2023 at 12:30 p.m.**

Ranking of proposals will be made in accordance with the criteria set forth in the ranking worksheet contained within the Request for Proposals. The District reserves the right to reject any and all proposals, with or without cause, to waive minor technical errors and informalities or to accept the proposal which, in its judgment, is in the best interest of the District.

David McInnes  
District Manager  
Grand Haven Community Development District

August 3, 2023

23-00190F

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## EXHIBIT 2

**GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT**

**REQUEST FOR PROPOSAL NO. GH-LMS-2023-01**

**LANDSCAPE MAINTENANCE SERVICES**

**Evaluation Criteria**

**1. Experience: (25 points)**

- Current and past record and experience of the respondent serving similar size Community Development Districts.
- Volume of work previously awarded to the group.
- Past performance for the district in other contracts including character, integrity, reputation of respondent, etc.

**2. Personnel: (20 points)**

- Geographic location of firm's headquarters or office in relation to the project.
- Adequacy and capabilities of key personnel, including the project manager and field supervisor.
- Present ability to manage this project.
- Evaluation of uncompleted workload.
- Proposed staffing levels.
- Contractor Operations Manager holds a college degree in horticulture or related field with a minimum of five (5) years industry experience.
- Contractor and all subcontractors will provide continuous qualified supervision by a supervisor with appropriate horticultural experience and training.

**3. Price: (20 points)**

- 20 points will be awarded to the Proposer submitting the lowest total bid for completing the work for the initial three (3)-year term of the contract. All other proposals will receive a lower point allocation, based upon the reasonableness of the proposed price. Proposer shall submit pricing for Year One, Year Two and Year Three, individually.

**4. Financial Capability: (10 points)**

- Demonstration of financial resources and stability as a business entity, necessary to complete the services required.

**5. Understanding of Scope of Work: (25 points)**

- The proposal demonstrates an understanding of the district's needs for the services requested.



# EXHIBIT 3

**GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT  
REQUEST FOR PROPOSALS NO. GH-LMS-2023-01  
LANDSCAPE MAINTENANCE SERVICES**

**PRICING EVALUATION:**

**YEAR ONE:**

Verdego Landscape	<b>\$676,849.22 (low)</b>
BrightView Landscape	<b>\$863,508.00 (high)</b>
Yellowstone Landscape	<b>\$702,000.00 (middle)</b>

**YEAR TWO:**

Verdego Landscape	<b>\$697,154.70 (low)</b>
BrightView Landscape	<b>\$889,413.00 (high)</b>
Yellowstone Landscape	<b>\$702,000.00 (middle)</b>

**YEAR THREE:**

Verdego Landscape	<b>\$718,069.34 (low)</b>
BrightView Landscape	<b>\$916,096.00 (high)</b>
Yellowstone Landscape	<b>\$737,100.00 (middle)</b>

**PER EVENT MOWING CHARGE DUE TO INCLEMENT WEATHER:**

Verdego Landscape	<b>\$5.500/mow (low)</b>
BrightView Landscape	<b>\$6,260/mow (middle)</b>
Yellowstone Landscape	<b>\$6,600/mow (high)</b>

**FULL TIME ON SITE IRRIGATION TECHNICIAN:**

Verdego Landscape	<b>\$65/hour (middle)</b>
BrightView Landscape	<b>\$51.89/hour (low)</b>
Yellowstone Landscape	<b>\$75/hour (high)</b>

**NEW PLANTS – 4” CONTAINER PLANTS:**

Verdego Landscape	<b>\$2.50 (middle)</b>
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BrightView Landscape	<b>\$2.25 (low)</b>
Yellowstone Landscape	<b>\$4.00 (high)</b>

NEW PLANTS – 1 GALLON PLANTS:

Verdego Landscape	<b>\$9.00 (low)</b>
BrightView Landscape	<b>\$11.50 (high)</b>
Yellowstone Landscape	<b>\$11.42 (middle)</b>

NEW PLANTS – 3 GALLON PLANTS:

Verdego Landscape	<b>\$19.00 (low)</b>
BrightView Landscape	<b>\$23.50 (high)</b>
Yellowstone Landscape	<b>\$21.00 (middle)</b>

NEW PLANTS – 7 GALLON PLANTS:

Verdego Landscape	<b>\$55.00 (low)</b>
BrightView Landscape	<b>\$68.50 (middle)</b>
Yellowstone Landscape	<b>\$72.00 (high)</b>

NEW PLANTS – 15 GALLON TREES & PLANTS:

Verdego Landscape	<b>\$175.00 (high)</b>
BrightView Landscape	<b>\$165.00 (middle)</b>
Yellowstone Landscape	<b>\$158.00 (low)</b>

NEW PLANTS – 30 GALLON TREES & PLANTS:

Verdego Landscape	<b>\$395.00 (high)</b>
BrightView Landscape	<b>\$390.00 (middle)</b>
Yellowstone Landscape	<b>\$344.00 (low)</b>

NEW PLANTS – 60 GALLON TREES & PLANTS:

Verdego Landscape	<b>\$725.00 (middle)</b>
BrightView Landscape	<b>\$760.00 (high)</b>

Yellowstone Landscape      **\$650.00 (low)**

NEW PLANTS – SABAL PALMS:

Verdego Landscape      **\$400.00 (low)**

BrightView Landscape      **\$1,050.00 (high)**

Yellowstone Landscape      **\$720.00 (middle)**

MAN-TIME TO CREATE/RENOVATE BEDS:

Verdego Landscape      **\$46/hour (low)**

BrightView Landscape      **\$61.50/hour (high)**

Yellowstone Landscape      **\$60/hour (middle)**

EQUIPMENT-TIME TO CREATE/RENOVATE BEDS:

Verdego Landscape      **\$95/hour (low)**

BrightView Landscape      **[“size & scope dependent”]**

Yellowstone Landscape      **\$125/hour (high)**

## REQUIRED SUBMITTALS:

### (1) BASIC ORGANIZATION INFORMATION FORM

Verdego Landscape **Yes**

BrightView Landscape **Yes**

Yellowstone Landscape **Yes**

### (2) PRICING FORM

Verdego Landscape **Yes (no alt.)**

BrightView Landscape **Yes (w/ hand pruning alt.)**

Yellowstone Landscape **Yes (no alt.)**

### (3) NON-COLLUSION AFFIDAVIT

Verdego Landscape **Yes**

BrightView Landscape **Yes**

Yellowstone Landscape **Yes**

### (4) ACKNOWLEDGEMENT OF RECEIPT AND PROPOSAL SIGNATURE FORM

Verdego Landscape **Yes (w/ 8/11 and 8/18 Adds.)**

BrightView Landscape **Yes (but no Adds.)**

Yellowstone Landscape **Yes (but no Adds.)**

### (5) PROPOSAL GUARANTEE

Verdego Landscape **Yes**

BrightView Landscape **Yes**

Yellowstone Landscape **Yes**

### (6) SATISFACTORY EVIDENCE OF EXPERIENCE

Verdego Landscape **Yes**

BrightView Landscape **Yes**

Yellowstone Landscape **Yes**

### (7) CERTIFICATE OF INSURANCE

Verdego Landscape **Yes**

BrightView Landscape **Yes**

	Yellowstone Landscape	<b>Yes</b>
(8)	NARRATIVE DESCRIPTION OF APPROACH	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(9)	ORGANIZATIONAL CHART	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(10)	KEY MANAGEMENT/SUPERVISORY PERSONNEL (with Resumés)	
	Verdego Landscape	<b>Yes (but no Resumés)</b>
	BrightView Landscape	<b>Yes (w/ Resumés)</b>
	Yellowstone Landscape	<b>Yes (w/ Resumés)</b>
(11)	DESCRIPTION OF PROPOSED STAFFING LEVELS	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(12)	FINANCIAL STATEMENTS FOR THE LAST 3 YEARS	
	Verdego Landscape	<b>No</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(13)	LIST/DESCRIPTION OF LAST 3 YEARS FOR PROJECTS	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(14)	ALL OTHER CURRENT LANDSCAPE CONTRACTS	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>

	Yellowstone Landscape	<b>Yes</b>
(15)	ALL COMMUNITY DEVELOPMENT DISTRICTS SERVED	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(16)	THREE REFERENCES	
	Verdego Landscape	<b>Yes</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>Yes</b>
(17)	ALL LAWSUITS IN THE PAST 5 YEARS	
	Verdego Landscape	<b>No</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>No</b>
(18)	ALL LICENSURE DISCIPLINARY ACTIONS IN THE PAST 5 YEARS	
	Verdego Landscape	<b>No</b>
	BrightView Landscape	<b>Yes</b>
	Yellowstone Landscape	<b>No</b>

# EXHIBIT 4





## Monthly Amenity Update

*Date of report: 9/13/2023*

*Submitted by: John Lucansky*

### **Amenities Update:**

- **Storm Update:**
- Tuesday storm preparations began.
- Tennis windscreens were taken down and will be reinstalled at the end of hurricane season.
- Pool deck lounges and chairs at both amenities were removed and secured.
- All trash cans and anything that could be deemed destructive were secured.
  
- Wednesday
  - Clean up started at 9am
  - Pools, pickleball courts, and fitness rooms were able to reopen at 2pm
  - Tennis courts were cleared of debris and groomed but remained closed.
- Thursday
  - All tennis courts except court 7 were reopened by 3pm

### **Tiki Hut:**

- Tiki Hut to remain open on Sundays through September 24<sup>th</sup> with continued support from residents.
- Sunday Sept. 10<sup>th</sup> had a nice crowd.
  - I will keep everyone updated on the Sundays to follow.
- Live music scheduled for Sunday 24<sup>th</sup>.

## **Events: September**

- Trivia will be held Wednesday the 20<sup>th</sup>.
- Karaoke at the Café is scheduled for Sat. 16<sup>th</sup>.
- Bingo is scheduled for Tuesday the 26<sup>th</sup>.

## **Café:**

- Online Ordering:
  - Online orders have been picking up.
  - Poolside ordering is being very well received.
  - Bocce court has online ordering and bocce court delivery only when league is playing. (Wednesdays and Thursdays 5-8pm)
- ONLINE ORDERING NOW AVAILABLE
  - Orders go directly to the kitchen expediting pick up times.
  - Residents can request specific pick-up times.
  - This has cut down on phone calls, helping servers give more attention to their patrons.
  - It will bring better efficiency especially on busy days and nights.
  - Poolside residents won't have to leave the sun and fun of the pool.
    - Eblast and notices will continue to go out with the online information.
    - Usage has been 1 to 2 orders daily.
    - We are striving for the very busy days to get 1/2 of call-in orders to use the online system.

## **Tennis Courts:**

- All gutters have been cleaned and swept.
- Clay has been applied to all courts (as needed) as of 9/13

### **Bocce Courts:**

- A new Bocce league has been formed by the residents and will start play on September 6<sup>th</sup> running for 16 weeks, playing on Wednesdays and Thursdays evenings.
  - 64 players have signed up.
    - This will not affect any weekly scheduled groups that play.
- The first week of league play was very successful.
- Clay has been applied on each court.

# EXHIBIT 5

**GRAND HAVEN**  
**COMMUNITY DEVELOPMENT DISTRICT**  
**FY2022/2023 CAPITAL IMPROVEMENT PLAN PROJECT TRACKER**  
**9/13/2023**

Line	Description	Budgeted Cost	Variance (+/-)	Invoiced Amount	Final Cost	Comments/Notes	Completed
1	Concrete Sidewalk Replacement - I/C	50,000		39,266		In progress	
2	Firewise Projects - C	30,000	11,800	41,800	41,800	Completed for FY2023	x
3	Camera and DVR Replacement - C	10,000	(1,277)	8,723	8,723	Delivered and installed.	x
4	Gate & Gate Operator - Replacement - C	10,000	(1,994)	8,006	8,006	Delivered and installed.	x
5	Concrete Curb and Gutter Replacement - C	100,000				Current round of repairs in progress.	
6	Road Repairs Around Manhole Covers - C	30,000	11,084	41,084	41,084	Complete.	x
7	Roadway: River Park, Point, Landing, Front, Village View - C	218,545	(218,545)	-		Deferred.	-
8	Pavers - Front St North Access (Esplanade) - I	10,927	(10,864)	63	63	Completed by CDD staff.	x
9	Pavers - Front St South Access (Esplanade) - I	10,927	(10,927)		-	Completed by CDD staff.	x
10	Pavers - Front Street Park - I	10,927	(10,927)		-	Completed by CDD staff.	x
11	Pavers - Front Street Village Entry - I/C	4,482				Seeking proposals.	
12	Finish, Carpet - Clubhouse ((CAC)) Office/Conference rooms - C	6,556	(56)	6,500	6,500	Complete.	x
13	Replace Outdoor Tile Floors, Replace with Non-Skid - Clubhouse ((VC)) Gym	27,318	(27,318)	-	-	Deferred.	-
14	Refurbishment Allowance - Monument and Mailbox - I/C	8,195	647	8,842	8,842	Mailboxes delivered. Staff coordinating with Postmaster for installation.	
15	Refurbishment Allowance - Monument and Mailbox I/C	8,195	647	8,842	8,842	Mailboxes delivered. Staff coordinating with Postmaster for installation.	
16	Vehicle Traffic, Speed Control Improvements - I	50,000		481		In progress.	
17	Landscape Enhancements-Annual Reinvestment - C	54,636	3,072	57,708	57,708	Complete.	x
18	Dog Park Improvement Project - C	21,855	(16,955)	4,900	4,900	Deferred.	-
19	Paint Exterior and Waterproof - Clubhouse (CAC) - C	8,742	(336)	8,406	8,406	Complete.	x
20	Paint Exterior and Waterproof - Tiki Bar (CAC) - C	2,394	-	2,394	2,394	Complete.	x
21	Drinking Fountain, Outdoor - Village Center Amenities I/C	3,000	(757)	2,243	2,243	Delivered and installed.	x
22	Pool Equipment, Heat Pump (CAC) (4 units) - C	49,173	(25,129)	24,044	24,044	Complete. 4 Units installed at Creekside.	x
23	Street Signs and Poles, Replacement - I/C	5,000	(5)	4,995	4,995	Complete. All signs delivered and installed.	x
24	Tennis Court Windscreens, 10' - (VC) Courts 1-7 - C	14,853	(3,078)	11,775	11,775	Delivered and installed.	x
25	Furniture, Outdoor - Pool Deck (VC) - C	27,318	(42)	27,276	27,276	Delivered and installed.	x
26	Light Pole & Fixture - Replacement (estimated 5 poles) - I/C	30,000	(3,919)	26,081	26,081	Delivered and installed.	x
27	Aerator Installations at Pond 24 & Pond 11 - C	-	32,191	32,191	32,191	Complete.	x
28	Waterside Parkway Curb/Gutter	-	136,615	136,615	136,615	Complete.	x
29	Grand Haven Room Microphones - C	-	13,201	13,201	13,201	Delivered and installed.	x
30	Architectural Design Fee	-	26,866	26,866		Staff meeting with architect to review 1st draft of design drawings on 9/13/23.	
31		803,043	(96,005)	542,303	475,689		
32							
33	Crosswalk Safety Project - I	-	24,148	24,148	24,148	Complete	x
34	Croquet Court Canopies - C	-	4,525	4,525	4,525	Complete	x
35	Village Center Bathroom Renovation - I/C	-	2,124	2,124	2,124	Complete	x
36			30,797.17	30,797	30,797		
37	<b>Totals:</b>	<b>803,043</b>	<b>(65,208.10)</b>	<b>573,101</b>	<b>506,487</b>		

I: Completed In House By Staff  
C: Completed By Contractor  
I/C: Completed By A Combination of Staff And Contractors

# EXHIBIT 6



## Operations Manager's Report –September 21st, 2023

### ○ SIDEWALK REPLACEMENT PLAN

- Current sidewalk repairs in progress on Waterside Parkway. Repairs completed on Jasmine Drive. Repairs are being completed by CDD staff in-house.

09/13/2023

### ○ CURB AND GUTTER REPAIRS

- The curb, gutter, and asphalt repairs on Waterside Parkway from the Village Center to the South gate are complete. 08/09/2023
- The next round of community curb/gutter repairs are currently in progress.

09/13/2023.

### ○ GRAND HAVEN VILLAGE CENTER ADDITIONAL MICROPHONES

- Equipment delivered and installed. 08/14/2023

### ○ MAILBOX REPLACEMENTS

- New mailboxes for the Crossings have been delivered. 09/01/2023
- Staff is currently working with the Postmaster to coordinate the installation of the new mailboxes. 9/13/2023

Barry Kloptosky • Operations Manager  
Grand Haven CDD  
2 N. Village Pkwy  
Palm Coast FL. 32137  
P: 386-447-1888 • F: 386-447-1131



○ **POOLSIDE FURNITURE AT VILLAGE CENTER**

- The new poolside furniture for the Village Center has been delivered and installed. 9/13/2023

○ **HOG HUNTER ACCESS AGREEMENT**

- The county has purchased a Pig Brig and it has been installed and is in use. 06/07/2023
- The county has informed us that the Pig Brig is being used successfully and is catching up to 12-15 hogs at a time. 7/12/2023
- More than 200 hogs have been removed from the Graham Swamp area as of 09/13/2023.

○ **CAFÉ RENOVATION PROJECT**

- The architect gave a presentation to the Board at the July 20<sup>th</sup> Board meeting which included the conceptual drawings, scope of work, and cost projections for the café renovation project. 08/09/2023
- The Board approved the architect's phase 2 design proposal for the completion of the design drawings for permitting, bidding, and construction. 8/09/2023
- Staff has a scheduled meeting with the design architect to review the first draft of the design drawings. 09/13/2023

Barry Kloptosky • Operations Manager  
Grand Haven CDD  
2 N. Village Pkwy  
Palm Coast FL. 32137  
P: 386-447-1888 • F: 386-447-1131



# EXHIBIT 7

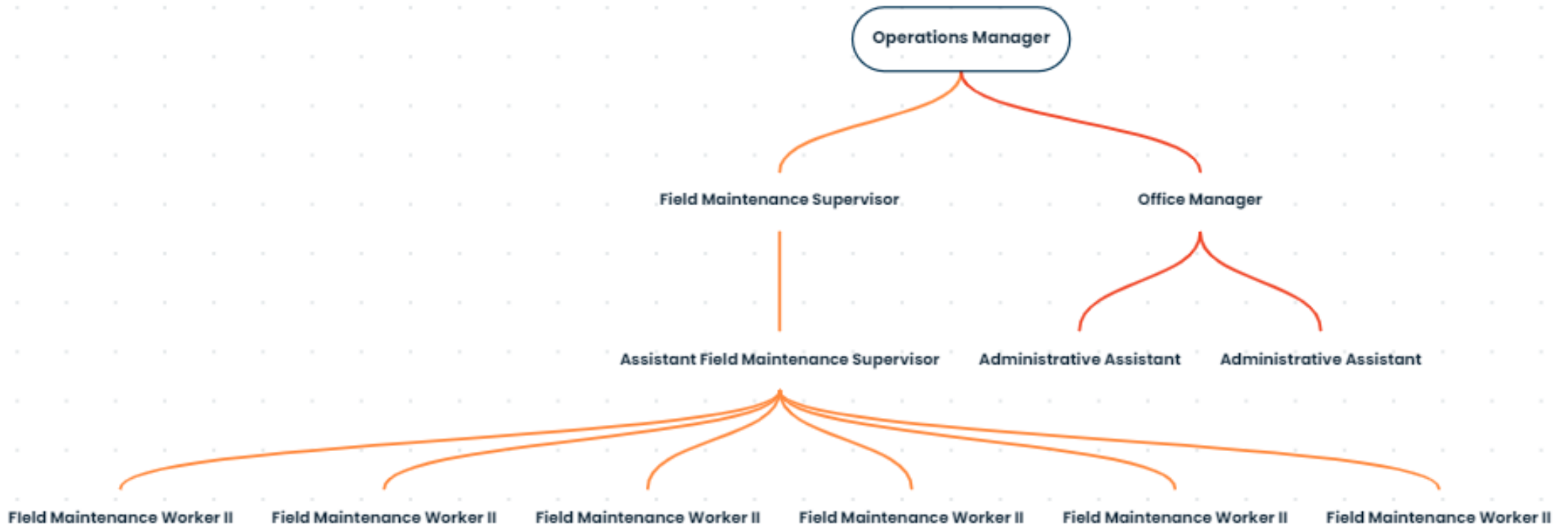


# Proposed Staffing Organizational Structure

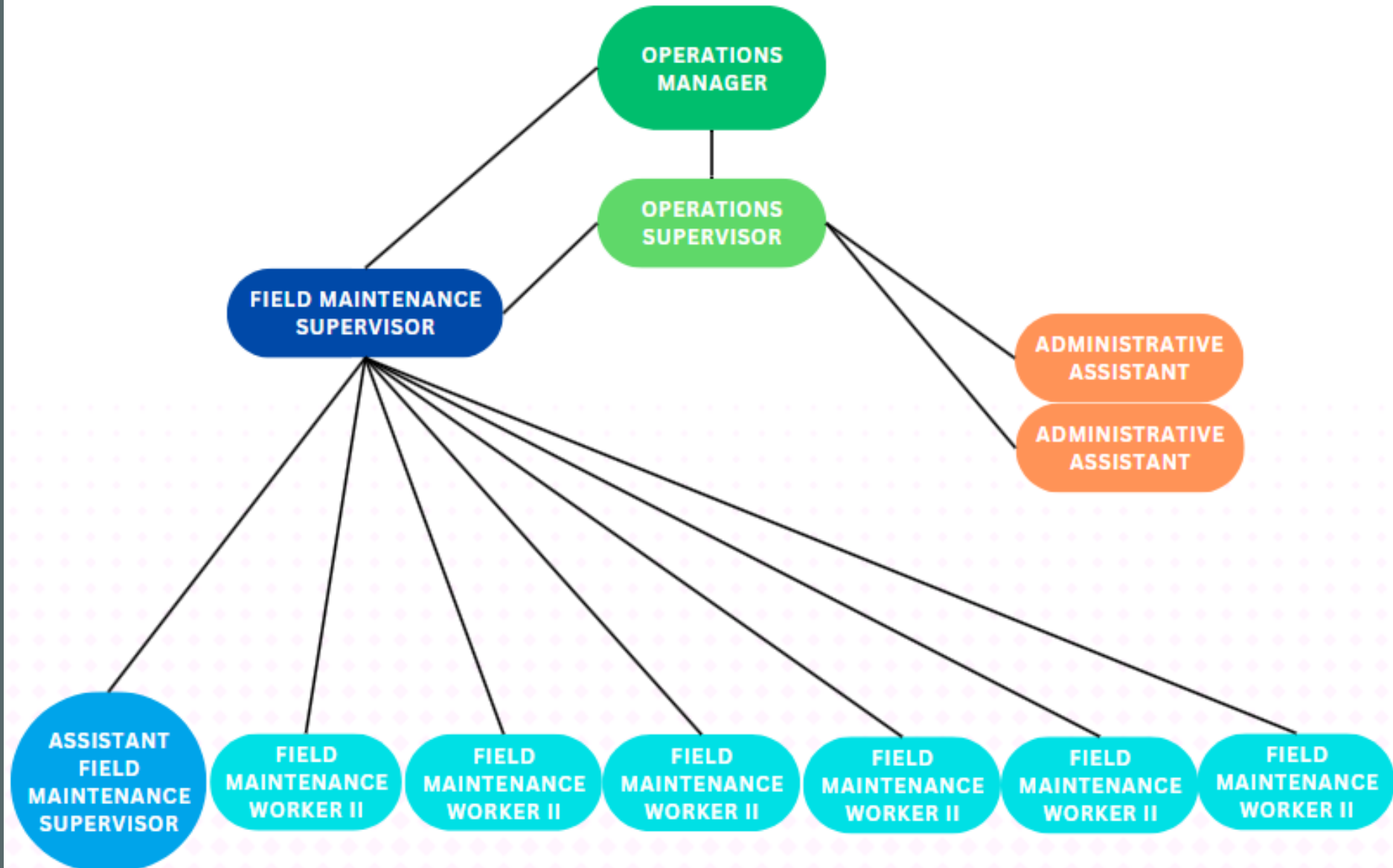
09/21/2023

Please save  
your questions  
until the end.

# Current Team Organization



# Proposed Team Organization



## Why the Change Needs to Happen Now

- The Operations Manager's workload is constantly increasing. The new role of **Operations Supervisor** will provide assistance to the Operations Manager and help to reduce the day-to-day administrative operations of Grand Haven. This change will allow the Operations Manager to focus more on specific projects and the bigger picture for the community.
- The community requires increased maintenance as it ages and the population increases.
- Finding and retaining competent management for Field Maintenance continues to be a challenge. Having a permanent **Assistant Field Supervisor** will ensure day-to-day operations can continue and not diminish in the absence of field management.
- Field Maintenance Workers are currently experiencing a tremendous increase in workload and would benefit from additional organization and direction.
- The current staffing organizational structure was put into place when there were far fewer employees. This structure has become inefficient in our current dynamic. Implementing the Operations Supervisor position and the Assistant Field Supervisor position will bridge gaps within our current staffing structure to promote efficiency and create a more cohesive work environment.

# Current OFFICE Structure & Responsibilities; *including, not but limited to:*

Responsibilities in  
BLUE  
will be delegated  
from  
Office Manager  
To  
Administrative Assistants.

## OFFICE MANAGER

- Manages and coordinates the activities of the Administration department.
- Manages all on-site contracts and respective vendors to ensure everything is in accordance with the scope/terms of the contracts.
- Attends all District board meetings and workshops to take notes and coordinate PowerPoint presentations.
- Handling of HR-related documents: timesheets, mileage logs, workman's compensation claims, new hire paperwork, time-off tracking, work logs, etc.
- Coding and submission of invoices.
- Coordination of contract signing and recording.
- Updating the irrigation water spreadsheet and calculation of invoice amounts for responsible parties.
- Issue sheet audits.
- Camera audits.
- Maintenance and programming of amenity card scanners.

## ADMINISTRATIVE ASSISTANTS

- Provide administrative support: customer service, resolving telephone, email, or walk-up inquiries, scheduling meetings, data entry, maintaining records, etc.
- Register new residents with the proper paperwork. Provide gate access devices and amenity cards.
- Maintain and update resident's pre-approved guest lists and assist with access to the new resident portal.
- Orders, stocks, and administers supplies.

## Proposed OFFICE Structure & Responsibilities; *including, not but limited to:*

### ADMINISTRATIVE ASSISTANTS

- Provide administrative support: customer service, resolving telephone, email, or walk-up inquiries, scheduling meetings, data entry, maintaining records, etc.
- Register new residents with the proper paperwork. Provide gate access devices and amenity cards.
- Maintain and update resident's pre-approved guest lists and assist with access to the new resident portal.
- Orders, stocks, and administers supplies.
- *Handling of HR-related documents: timesheets, mileage logs, workman's compensation claims, new hire paperwork, time-off tracking, work logs, etc.*
- *Coding and submission of invoices.*
- *Coordination of contract signing and recording.*
- *Updating the irrigation water spreadsheet and calculation of invoice amounts for responsible parties.*
- *Issue sheet audits.*
- *Camera audits.*
- *Maintenance and programming of amenity card scanners.*

# Current OPERATIONS Structure & Responsibilities; *including, not but limited to:*

Responsibilities in  
BLUE  
will be delegated  
from  
Operations Manager  
To  
Operations Supervisor.

## OPERATIONS MANAGER

- Reports to the District Manager and follows all directives.
- Communicates with supervisors, other departments, employees, contractors, developers, engineers, utility companies, vendors/suppliers, public service agencies, government agencies, the public, community organizations, outside agencies, the media, and other individuals as needed to coordinate work activities, review the status of work, exchange information, resolve problems, or give/receive advice and direction.
- Communicates with the District Manager, Engineer, attorney, and Chairman on matters requiring their attention.
- Coordinates new construction efforts on CDD properties.
- Provides assistance to other employees or departments as needed.
- Attends all District board meetings and workshops and engages in discussion when appropriate.
- The primary point of contact for vendors and contractors.
- Resident liaison.
- Drafts, approves, and distributes communications to the community.
- Handle personnel matters such as hiring, training, and performance evaluations.
- Coordinate and lead staff meetings.
- Approve invoices and monitor expenditures.
- Handles day-to-day operations.



# Proposed OPERATIONS Structure & Responsibilities; *including, not but limited to:*

## OPERATIONS MANAGER

- Reports to the District Manager and follows all directives.
- Communicates with supervisors, other departments, employees, contractors, developers, engineers, utility companies, vendors/suppliers, public service agencies, government agencies, the public, community organizations, outside agencies, the media, and other individuals as needed to coordinate work activities, review the status of work, exchange information, resolve problems, or give/receive advice and direction.
- Communicates with the District Manager, Engineer, attorney, and Chairman on matters requiring their attention.
- Coordinates new construction efforts on CDD properties.
- Provides assistance to other employees or departments as needed.
- Attends all District board meetings and workshops and engages in discussion when appropriate.

## OPERATIONS SUPERVISOR

- Manages and coordinates the activities of the Administration department.
- Manages all on-site contracts and respective vendors to ensure everything is in accordance with the scope/terms of the contracts.
- Attends all District board meetings and workshops and engages in discussion when appropriate.
  - *The primary point of contact for some vendors and contractors.*
  - *Resident liaison.*
  - *Drafts, approves, and distributes communications to the community.*
  - *Handle personnel matters such as hiring, training, and performance evaluations.*
  - *Coordinate and lead staff meetings.*
  - *Approve invoices and monitor expenditures.*
  - *Handles day-to-day operations.*

## UPPER MANAGEMENT OVERVIEW; *including, not but limited to:*

### OPERATIONS MANAGER

- Reports to the District Manager and follows all directives.
- Communicates with supervisors, other departments, employees, contractors, developers, engineers, utility companies, vendors/suppliers, public service agencies, government agencies, the public, community organizations, outside agencies, the media, and other individuals as needed to coordinate work activities, review the status of work, exchange information, resolve problems, or give/receive advice and direction.
- Communicates with the District Manager, Engineer, attorney, and Chairman on matters requiring their attention.
- Coordinates new construction efforts on CDD properties.
- Provides assistance to other employees or departments as needed.
- Attends all District board meetings and workshops and engages in discussion when appropriate.

### OPERATIONS SUPERVISOR

- Manages and coordinates the activities of the Administration department.
- Manages all on-site contracts and respective vendors to ensure everything is in accordance with the scope/terms of the contracts.
- The primary point of contact for some vendors and contractors.
- Resident liaison.
- Drafts, approves, and distributes communications to the community.
- Handle personnel matters such as hiring, training, and performance evaluations.
- Coordinate and lead staff meetings.
- Approve invoices and monitor expenditures.
- Attends all District board meetings and workshops and engages in discussion when appropriate.
- Handles day-to-day operations.

# Changes In The Field Operations

- The most vital alteration in our organizational structure is the overseeing of all operations, including the field staff. Currently, the Office Manager is limited to only office operations, and that puts all the pressure on the Operations Manager to complete large-scope projects as well as day-to-day operational tasks.
- The Operations Supervisor will coordinate on a daily basis with the Field Maintenance Supervisor to create and maintain schedules, manage calendars, draft correspondence, prepare reports, and conduct research and documentation on all projects.
- The Field Maintenance Supervisor will delegate appropriate tasks to the **Assistant Field Supervisor** in their absence. Having a permanent Assistant Field Supervisor will assist in the retention of competent management for field maintenance and provide additional support in all areas of the job when needed and in the absence of higher management.

## What This Means for the Operations Manager

- The Operations Manager will now be able to spend more time focusing on specific projects assigned such as community construction and development rather than the administrative day-to-day operations.
- The Operations Manager will be able to focus on the bigger picture and what that means for the development of Grand Haven in the long term.

## What This Means for the Grand Haven CDD Board of Supervisors

- The Operations Supervisor can work closely with the board as a whole to ensure that the board's vision for the community is being met and maintained by employees and contractors/vendors. This is currently beyond the scope of responsibility of the Office Manager.
- The Operations Supervisor can research and present proposals and projects requested by the Board at public meetings. This is currently beyond the scope of responsibility of the Office Manager.
- The Operations Supervisor can be more involved with community development and documents such as Post Orders or job descriptions as requested by the Board. This is currently beyond the scope of responsibility of the Office Manager.

## What This Means for the Residents

- The residents of Grand Haven will now have a liaison – a direct communication path to management.
- More efficient communications will come from the Grand Haven CDD as the Operations Supervisor will be directly involved in community projects and has the authority to distribute communications.
- The Operations Supervisor will help delegate higher productivity within the field operations, maximizing every employee's potential, ultimately leading to more cost savings.

## Action Items

- Board Approval of the position  
"Operations Supervisor"
- Board Approval of the position  
"Assistant Field Supervisor"



Thank You For Your Consideration

09/21/2023



# EXHIBIT 8

## **GRAND HAVEN MEETING ATTORNEY REPORT LIST (09/21/23)**

### **1. Landscape RFP**

Three responses were submitted for this RFP. The agenda package contains documents that include the evaluation criteria and a comparison of the bids both in price and in compliance with the RFP terms. I have included as an attachment to this report a copy of Rule 1.12 of the District's Rules of Procedure. This rule governs how the District considers Maintenance Service Proposals when the amount exceeds the statutory threshold, which is the case here. The Board should evaluate the proposals based upon the factors set forth in the evaluation criteria, a copy of which is contained in the agenda.

### **2. Amenity and District Property Rule**

The proposed rule amendments have been properly noticed and are set for public hearing during the meeting. Additional language was added concerning the role of amenity staff with the pool lifts. This was based upon discussion at the August meeting.

### **3. Post Orders**

The agenda package contains proposed Post Order amendments based upon prior discussion. These amendments include comments from the Office Manager trying to align the document language with current practice. There are areas where I highlighted language that need further discussion.

## 1.12 Contracts for Maintenance Services

(1) Scope. All contracts for maintenance services of any District facility or project shall be obtained under the terms of these Rules if the costs exceeds the amount provided in Sections 287.017, Florida Statutes, for CATEGORY FOUR. A contract for maintenance services for any District facility or project may involve the purchase of contractual services and/or goods, supplies or materials. Where a contract for maintenance services for a facility or project includes goods, supplies or materials and/or contractual services, the District may, in its sole discretion, award the contract according to the Rules in this subsection in lieu of separately bidding for maintenance, goods, supplies or materials, and contractual services.

(2) Procedure.

(a) Notice of Invitation to Bid or Request for Proposal shall be advertised at least once in a newspaper of general circulation in the District. The notice shall allow at least seven (7) days from the date such advertisement is first published for submittal of bids, unless the Board, for good cause, determines a shorter period of time is appropriate, which shorter time shall be specified in the advertisement of the notice or request.

(b) The District may maintain a list of persons interested in receiving notices of invitations to bid or requests for proposals. The District shall make a good faith effort to provide written notice, by United States Mail, to persons who provide their name and address to the District office for inclusion on the list. However, the failure of a person to receive the notice shall not invalidate any contract awarded in accordance with these Rules and shall not be a basis for a protest of the contract award.

(c) In order to be eligible to submit a bid or proposal, a firm or individual must, at the time of bid or proposal submission:

1. Hold the required applicable state and local license in good standing.
2. Hold all required applicable federal licenses in good standing, if any.

award shall not be entitled to recover any costs of bid or proposal preparation or submittal from the District.

(g) The Lowest Responsive and Responsible Bid or Proposal or the most advantageous to the District, as appropriate, may be accepted by the District. The Board may require bidders to furnish bid, performance and/or other bonds with a responsible surety to be approved by the Board.

(4) Notice. Notice of contract award, including the rejection of some or all bids or proposals, shall be provided in writing to all bidders or proposers by United States Mail, overnight delivery, or by hand delivery, and by posting same in the District office for seven (7) days.

(5) Contract Renewal. Renewal of a contract for contractual services shall be in writing and shall be subject to the same terms and conditions set forth in the initial contract, unless otherwise provided in the initial contract. Renewal shall be contingent upon satisfactory performance evaluations by the District.

(6) Contract Manager and Contract Administrator. The Board may designate a representative to function as contract manager, who shall be responsible for enforcing performance of the contract terms and conditions and serve as a liaison with the contractor. The Board may also designate a representative to function as contract administrator, who shall be responsible for maintaining all contract files and financial information. One person may serve as both contract manager and administrator.

(7) Emergency Purchase. The District may make an emergency purchase of contractual services without complying with these Rules. The fact that an emergency purchase has occurred or is necessary shall be noted in the minutes of the next Board meeting.

(8) Continuing Contract. Nothing in this Rule shall prohibit a continuing contract between a firm or an individual and the District.

Specific Authority: 190.011(5)

Law Implemented: 190.011(3), 190.033

3. If the bidder or proposer is a corporation, hold a current and active Florida corporate charter or if incorporated in another state, have a current active charter from such state of incorporation and be authorized to do business in Florida in accordance with Chapter 607, Florida Statutes.

4. Meet any prequalification requirements set forth in the Invitation to Bid or Request for Proposal.

Evidence of compliance with this provision of the Rules shall be submitted pursuant to the requirements of the Invitation to Bid or Request for Proposal.

(d) Bids or proposals shall be opened at the time, date and place noted on the Invitation to Bid or Request for Proposal. Bids and proposals shall be evaluated in accordance with the invitation or request and these Rules. The District Representative (as defined in Section 1.8) shall evaluate the bids and make a recommendation to the District.

(e) To assist in the determination of whether a prospective bidder will be qualified, the District Representative may invite public presentation by firms (prior to the date for submitting bids) regarding their qualifications, approach to the project, and ability to perform the contract in all respects.

(f) In determining whether a bidder is qualified, the District may consider all relevant information, including but not limited to the following:

1. The ability and adequacy of the bidder's personnel.
2. Past or current performance for the District and with respect to other contracts of the bidder.
3. Ability to meet time and budget requirements.
4. Geographic location of the bidder's headquarters or office in relation to the project.
5. Current and projected workloads of the bidder.
6. Whether the firm is a certified minority business enterprise.
7. Volume of work previously awarded to the bidder.

8. Additional factors described in the Invitation to Bid or Request for Proposal.

(g) In evaluating the bids or proposals, the Board shall have the right to accept that bid which the Board determines, in the exercise of its reasonable judgment, is in the best interest of the District, or the Board may reject all bids because they are too high or because the Board determines it is in the best interests of the District to reject all bids. The Board may require bidders to furnish bid, performance and/or other bonds with a responsible surety to be approved by the Board. Bidders not receiving a contract award shall not be entitled to recover any costs of bid preparation or submittal from the District.

(h) Notice of the award or intent to award (or a notice rejecting some or all bids) shall be provided in writing by posting the notice in the District office for seven (7) days, with a copy to all bidders by United States Mail, overnight delivery, or by hand delivery.

Specific Authority: 190.011(5)

Law Implemented: 190.033

# EXHIBIT 9

# GRAND HAVEN MEETING AGENDA MATRIX

<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>September, 2023</b></p>	<p><b>Regular Meeting: 9/21</b></p>	<p><b>Staff Reports</b></p> <ul style="list-style-type: none"><li>• District Engineer</li><li>• District Counsel</li><li>• District Manager</li></ul> <p><b>Consent Agenda Items</b></p> <ul style="list-style-type: none"><li>• Meeting Minutes<ul style="list-style-type: none"><li>○ 8/3/2023 Workshop</li><li>○ 8/17/2023 Regular Meeting</li></ul></li><li>• Unaudited Financials (August, 2023)</li></ul> <p><b>Business Items</b></p> <ul style="list-style-type: none"><li>• Public Hearing on Changes to the Amenity Rules</li><li>• Consideration of RFP proposals for Landscape Maintenance</li><li>• Consideration of Changes to Post Orders</li></ul> <p><b>Discussions</b></p>	<ul style="list-style-type: none"><li>• Vanessa to work with Scott on final wording</li></ul>
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## GRAND HAVEN MEETING AGENDA MATRIX

<b>October, 2023</b>	<b>Workshop: 10/5</b>	<p><b><i>Presentations</i></b></p> <p><b><i>Discussions</i></b></p> <ul style="list-style-type: none"> <li>• Spartina on Pond Banks/Pond Bank Issues</li> <li>• Pedestrian Gates</li> <li>• Re-prioritization of Topics for FY 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Vanessa confirmed Louise and Solitude attendance</li> </ul>
	<b>Regular Meeting: 10/19</b>	<p><b><i>Staff Reports</i></b></p> <ul style="list-style-type: none"> <li>• District Engineer</li> <li>• District Counsel</li> <li>• District Manager</li> </ul> <p><b><i>Consent Agenda Items</i></b></p> <ul style="list-style-type: none"> <li>• Meeting Minutes                             <ul style="list-style-type: none"> <li>○ 9/7/2023 Workshop</li> <li>○ 9/21/2023 Regular Meeting</li> </ul> </li> <li>• Unaudited Financials (September, 2023)</li> </ul> <p><b><i>Business Items</i></b></p> <ul style="list-style-type: none"> <li>• Proposals regarding Wild Oak Dog Park Upgrades</li> </ul> <p><b><i>Discussions</i></b></p>	

**GRAND HAVEN MEETING AGENDA MATRIX**

<b>November, 2023</b>	<b>Workshop:</b>	No Workshop	
	<b>Regular Meeting: 11/2</b>	<p><b>Staff Reports</b></p> <ul style="list-style-type: none"> <li>• District Engineer</li> <li>• District Counsel</li> <li>• District Manager</li> </ul> <p><b>Consent Agenda Items</b></p> <ul style="list-style-type: none"> <li>• Meeting Minutes             <ul style="list-style-type: none"> <li>○ 10/5/2023 Workshop</li> <li>○ 10/19/2023 Regular Meeting</li> </ul> </li> <li>• Unaudited Financials (October, 2023)</li> </ul> <p><b>Business Items</b></p> <p><b>Discussions</b></p> <p><b>Presentations</b></p> <ul style="list-style-type: none"> <li>• 10-Year Plan Presentation to Residents</li> </ul>	

**GRAND HAVEN MEETING AGENDA MATRIX**

<b>December, 2023</b>	<b>Workshop:</b>	No Workshop	
	<b>Regular Meeting: 12/7</b>	<p><b>Staff Reports</b></p> <ul style="list-style-type: none"> <li>• District Engineer</li> <li>• District Counsel</li> <li>• District Manager</li> </ul> <p><b>Consent Agenda Items</b></p> <ul style="list-style-type: none"> <li>• Meeting Minutes             <ul style="list-style-type: none"> <li>○ 11/12/2023 Regular Meeting</li> </ul> </li> <li>• Unaudited Financials (November, 2023)</li> </ul> <p><b>Business Items</b></p> <p><b>Discussions</b></p>	

**GRAND HAVEN MEETING AGENDA MATRIX**

<b>January, 2024</b>	<b>Workshop: 1/4</b>	<p><i><b>Presentations</b></i></p> <p><i><b>Discussions</b></i></p> <ul style="list-style-type: none"> <li>• Escalante/Golf Course Issues</li> </ul>	
	<b>Regular Meeting: 1/18</b>	<p><i><b>Staff Reports</b></i></p> <ul style="list-style-type: none"> <li>• District Engineer</li> <li>• District Counsel</li> <li>• District Manager</li> </ul> <p><i><b>Consent Agenda Items</b></i></p> <ul style="list-style-type: none"> <li>• Meeting Minutes             <ul style="list-style-type: none"> <li>○ 12/7/2023 Regular Meeting</li> </ul> </li> <li>• Unaudited Financials (December, 2023)</li> </ul> <p><i><b>Business Items</b></i></p> <p><i><b>Discussions</b></i></p>	

**GRAND HAVEN MEETING AGENDA MATRIX**

<p><i>Unscheduled Items</i></p>	<p><i>Future Workshop Issues:</i></p> <ul style="list-style-type: none"><li>• Spartina on Pond Banks/Pond Bank Issues</li><li>• Further discussion on staffing issues (revised organizational structure based on 9/7/2023 workshop)</li><li>• Call Box Upgrades due to Technological Changes</li></ul> <p><i>Future Meeting Issues:</i></p>	<ul style="list-style-type: none"><li>• Invite HOA to the workshop</li></ul>
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## GRAND HAVEN MEETING AGENDA MATRIX

SUBJECT	NOTES
Communications	<ul style="list-style-type: none"> <li>• New website—Target is 8/2023: Underway</li> <li>• Chair to write annual report to residents at end of FY</li> <li>• “New Work in Progress” schedule on website: Underway</li> <li>• Regular communications with HOA: Underway</li> <li>• Periodic Socials—get to know board; tutorials on new tech</li> <li>• Build relationship with City and County: Underway</li> <li>• Ten year plan presentation: Scheduled for November 2nd</li> <li>• E-Blasts about encroachment on CDD owned land (District Counsel to provide guidance)</li> <li>• Include \$ amounts in E-Blasts if known (e.g. the cost of cleaning out drains for putting yard debris in it)</li> </ul>
Safety and Security	<ul style="list-style-type: none"> <li>• Improve visibility at intersections along Waterside (visibility of lines and hedge lines): Underway</li> <li>• Plan for more perimeter fencing: Flagler County seeking funding alternatives</li> <li>• Inspect roads and walkways: Ongoing by OM &amp; DE</li> <li>• Work with county and HOA regarding hogs: Underway</li> <li>• Modifications of all gates—Will need OM input</li> <li>• Eliminate tailgating at Gate—Will need OM input</li> <li>• Technology for gate access—Will need OM input</li> <li>• Gate options for sidewalks—Will need OM input</li> <li>• Cell phone gate access for visitors—Will need OM input</li> </ul>
Café’ Renovations	<ul style="list-style-type: none"> <li>• Design work for café contract signed (5/4/2023); Report to Board on 7/20;</li> </ul>
Staffing/Organization	<ul style="list-style-type: none"> <li>• Staff Chief(new) to be in charge of ALL communications</li> <li>• Need roles...Compensation &amp; Benefits</li> <li>• OM Assistant &amp; more field workers</li> <li>• Use professional job recruiter</li> </ul>
Pond and Bank Plan	To be discussed at 9/7 and 10/5 Workshops
Tech Strategy	
Parking Lot	4/20: Board decided not to take action on a plan at this time
Alternative Energy	
Ten Year Plan	Underway
What to do with Parcel K	

# EXHIBIT 10

Date of Action Item	Action Item	Status
<b>DISTRICT MANGER SECTION</b>		
12/2/2021	DM to place approved parking lot expansion plans on CDD website and provide copy to resident Bob Badger	3/28: Confirmed with DE that Board has not approved final plan that includes addt'l ADA compliance parking.
9/1/2022	DM to work with web hosting company and look into alternatives with respect to issues raised during workshop. DM working with Supervisor Flanagan on this issue.	Underway
5/18/2023	Set up meeting with Sheriff's Office regarding traffic enforcement in Grand Haven	Underway
6/15/2023	DM to work with OM and DC to determine District responsibilities for Pond Banks	Underway
7/20/2023	<del>DM to provide Dr. Merrill with information about Durbin's Amenity Webpage</del>	Done
7/20/2023	<del>DM to send Café renovation power point presentation to Board</del>	7/21: Done
7/20/2023	<del>DM to send Chair's Long Term comments to Supervisors for review and comment back</del>	7/24: Power Point sent to Board
8/18/2023	DM to follow up with FIA about pending agreement with FSCO	Done
8/7/2023	DM to send Dr. Merrill's power point to Board. Board to provide comments back that will be forwarded to Dr. Merrill	Done
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
<b>OPERATIONS MANAGER SECTION</b>		



6/2/2022	OM is to set up a FPL energy audit for all structures in community including pumphouse.	6/9: To be scheduled
1/19/2023	OM to provide Board with requested call box information (what to do with respect to "open house" events and construction crews) for updated Post Orders.	9/7: Done
2/2/2023	OM to consider possible restructuring of jobs/responsibilities in order to address workload issues	6/1: Presented ideas to Board. More information requested by Board. 9/7: Presentation made to Board. Comments taken and to be added to updated version.
3/2/2023	OM is to provide list of any additional items (with associated costs) for improvements to gate access	4/14: Underway
3/2/2023	OM to provide DM and Chair with any unbudgeted IT/Technology items	4/14: Underway
4/6/2023	OM to provide proposal for upgraded call boxes	4/25: Underway
4/6/2023	OM office to provide further info on updating the gate boxes, looking at restricting pedestrian and cycle access and continuing to upgrade to mobile phone use.	4/17: Per. Dr. Merrill, this information has been requested of OM office.
6/15/2023	OM to work with DM and DC to determine District responsibilities for Pond Banks	Underway
8/3/2023	OM to speak with landscape maintenance company regarding blowing grass into the ponds	
8/17/2023	OM to see if there is any bonding agent that can be placed on clay at tennis courts to keep the clay in place.	
8/17/2023	OM to provide proposals for handicap access of doors at Village Center bathrooms and the Creekside bathrooms.	

XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	<b>DISTRICT ENGINEER SECTION</b>	
2/16/2022	D.E. to meet with Barry and Louise regarding the plans and cost to fix the dog park	Done
9/7/2023	D.E. to provide copy of recommendation made in the past regarding removing spartina from pond banks and replacing it with rock	9/12: DE advises no written recommendation was made but this may be the case for many pond banks.
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	<b>BOARD SECTION</b>	
4/6/2023	Dr. Merrill to send me information on gate technology issues	4/13: Reminder email sent to Dr. Merrill 4/17: Per Dr. Merrill, OM office to provide further info on updating the gate boxes, looking at restricting pedestrian and cycle access and continuing to upgrade to mobile phone use.
4/20/2023	Chair to work with Skye Lee on details of District bank accounts	Underway
6/15/2023	<del>Provide comments on Chair's Power Point Presentation regarding L T Plan</del>	<del>6/17: Email sent with comments due to DM by COB 6/21.</del>
6/15/2023	<del>Provide comments on issues to have addressed with respect to Pond Banks</del>	<del>6/17: Email sent with comments due to DM by COB 6/21.</del>
7/20/2023	<del>Board to send DM their comments on Chair's presentation of Long Term Plan to Residents</del>	Done
7/20/2023	Board to send comments to DM regarding communication fact finding group comments. Due to DM on 7/24	Done
8/3/2023	Supervisor Crouch to send DM information obtained about county hog needs	Done

9/7/2023	Supervisors to send DM comments regarding spending priorities based on revised L-T plan (now includes FY 2033 information)	Done
9/7/2023	Supervisors to send DM comments on Chair's email regarding priority of subjects remaining to be discussed.	9/12: Email sent (comments back by 9/15)
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	<b>DISTRICT COUNSEL SECTION</b>	
1/19/2023	DC to work with City of Palm Coast to determine current storm clean up protocol and to provide a new MOU if possible	Underway
6/15/2023	DC to work with OM and DM to determine District responsibilities for Pond Banks	Underway
7/20/2023	DC to prepare for PH during the 9/21 Board meeting regarding changes to the amenity rules	Underway
8/17/2023	DC to look into Amenity Rule changes with respect to the Pool Lift	

# EXHIBIT 11

# Grand Haven Community Development District

Financial Statements  
(Unaudited)

Period Ending  
August 31, 2023

# Grand Haven CDD

## Balance Sheet

August 31, 2023

	<u>General Fund</u>	<u>Special Revenue Fund</u>	<u>Total</u>
<b><u>Assets:</u></b>			
BU Operating	\$ 1,640,220	\$ 951,856	\$ 2,592,076
BU Credit Card	-	-	-
Truist Operating	20,674	-	20,674
SBA 161601A	7,357	-	7,357
BU - Savings	1,946,461	-	1,946,461
Iberia Bank MMA	-	-	-
On Roll Assessments Receivable	(0)	0	-
Accounts Receivable	6,645	-	6,645
A/R Water Bills	-	-	-
Due from Other	-	830,326	830,326
Deposits	110	-	110
	-	-	-
<b>Total Assets</b>	<b><u>\$ 3,621,466</u></b>	<b><u>\$ 1,782,182</u></b>	<b><u>\$ 5,403,648</u></b>
<b><u>Liabilities:</u></b>			
Accounts Payable	\$ 49,121	\$ 1,986	\$ 51,107
Due to Other	830,326	-	830,326
Deferred Revenue	(0)	-	(0)
Deferred Revenue - SRF	-	0	0
<b>Total Liabilities</b>	<b><u>\$ 879,448</u></b>	<b><u>\$ 1,986</u></b>	<b><u>\$ 881,433</u></b>
<b><u>Fund Balance:</u></b>			
Non-Spendable:			
Prepaid and Deposits	110	-	110
Assigned:			
3 Month Working Capital	945,505	356,637	1,302,142
Disaster	750,000	-	750,000
Future Capital Improvements	-	-	-
Unassigned:	1,046,514	1,423,560	2,470,074
<b>Total Fund Balance</b>	<b><u>\$ 2,742,019</u></b>	<b><u>\$ 1,780,197</u></b>	<b><u>\$ 4,522,216</u></b>
<b>Total Liabilities and Fund Balance</b>	<b><u>\$ 3,621,466</u></b>	<b><u>\$ 1,782,182</u></b>	<b><u>\$ 5,403,649</u></b>

No Transfers for August

Note: GASB 34 government wide financial statements are available in the annual independent audit of the District. The audit is available on the website and upon request.

**GRAND HAVEN CDD**  
**General Fund**  
**Statement of Revenues, Expenditures and Changes in Fund Balance**  
**For the period from October 1, 2022 through August 31, 2023**

	Adopted Budget	Current Month	Year to Date	Variance + / (-)	% of Budget
<b>Revenues</b>					
Assessments On-Roll (Net)	\$ 3,738,054	\$ -	\$ 3,761,135	\$ 23,081	101%
Reuse Water	23,000	797	18,512	(4,488)	80%
Gate & Amenity Guest	9,000	10,551	20,418	11,418	227%
Tennis	3,000	23	1,085	(1,915)	36%
Room Rentals	2,000	99	1,638	(362)	82%
Interest & Miscellaneous	20,000	6,043	37,933	17,933	190%
Assessment Levy - Escalante Fund	-	-	-	-	
<b>Total Revenues</b>	<b>3,795,054</b>	<b>17,512</b>	<b>3,840,721</b>	<b>45,667</b>	<b>101%</b>
<b>Expenditures</b>					
<b>Administrative</b>					
Supervisor Payroll	12,000	600	8,800	(3,200)	73%
Supervisor - workshops	9,000	600	6,800	(2,200)	76%
District Management Services					
District Management	40,299	3,358	39,391	(908)	98%
Administrative	10,712	893	9,819	(893)	92%
Accounting	22,119	1,843	20,276	(1,843)	92%
Assessment roll preparation	9,734	811	8,923	(811)	92%
Disclosure Report	-	-	-	-	0%
Arbitrage rebate calculation	-	-	-	-	0%
Office supplies	1,050	-	-	(1,050)	0%
Postage	3,150	-	5,510	2,360	175%
Trustee	-	-	-	-	0%
Audit	4,850	-	6,800	1,950	140%
Legal - general counsel	103,000	9,291	122,157	19,157	119%
Engineering	31,500	-	38,808	7,308	123%
Engineer Stormwater Analysis	5,000	-	-	(5,000)	0%
Legal advertising	5,460	375	2,381	(3,079)	44%
Bank fees	1,575	164	1,342	(233)	85%
Dues & licenses	184	-	175	(9)	95%
Property taxes	2,520	-	2,563	43	102%
Tax collector	-	-	-	-	0%
Contingencies (Property Owner Survey)	-	-	3,329	3,329	0%
<b>Total Administrative</b>	<b>262,153</b>	<b>17,935</b>	<b>277,074</b>	<b>14,921</b>	<b>106%</b>
<b>Information and Technology</b>					
IT Support	28,004	2,499	31,043	3,039	111%
Village Center & Creekside telephone & fax	6,873	598	6,261	(612)	91%
Cable/internet- Village Center & Creekside	10,271	1,399	14,729	4,458	143%
Wi-fi for gates	5,139	-	-	(5,139)	0%
Landlines/hot spots for gates & cameras	27,720	2,161	25,537	(2,183)	92%
Cell phones	7,646	481	5,399	(2,247)	71%
Website hosting & development	1,591	-	1,629	38	102%
ADA website compliance	221	-	220	(1)	99%
Communications: e-blast	525	-	232	(293)	44%
<b>Total Information and Technology</b>	<b>87,990</b>	<b>7,139</b>	<b>85,050</b>	<b>(2,940)</b>	<b>97%</b>
<b>Insurance</b>					
Insurance: general liability & public officials	12,532	-	110,628	98,096	883%
Insurance: property	82,550	-	-	(82,550)	0%
Insurance: auto general liability	3,311	-	-	(3,311)	0%
Flood insurance	4,140	-	-	(4,140)	0%

<b>Total Insurance</b>	<b>102,533</b>	<b>-</b>	<b>110,628</b>	<b>8,095</b>	108%
<b>Utilities</b>					
Electric					
Electric services - #12316, 85596, 65378	5,980	480	7,432	1,452	124%
Electric - Village Center - #18308	36,225	-	30,177	(6,048)	83%
Electric - Creekside - #87064, 70333	24,725	-	22,134	(2,591)	90%
Street lights <sup>1</sup>	23,000	2,069	24,842	1,842	108%
Propane - spas/café	42,630	695	28,317	(14,313)	66%
Garbage - amenity facilities	15,960	1,375	12,814	(3,146)	80%
Water/sewer					
Water services <sup>2</sup>	120,750	15,653	130,757	10,007	108%
Water - Village Center - #324043-44997	14,175	1,075	18,421	4,246	130%
Water - Creekside - #324043-45080	7,665	680	7,782	117	102%
Pump house shared facility	16,275	-	2,401	(13,874)	15%
<b>Total Utilities</b>	<b>307,385</b>	<b>22,028</b>	<b>285,076</b>	<b>(22,309)</b>	<b>93%</b>
<b>Field Operations</b>					
Stormwater system					
Aquatic contract	54,010	4,508	49,585	(4,425)	92%
Aquatic contract: lake watch	4,280	386	4,243	(37)	99%
Aquatic contract: aeration maintenance	4,200	-	1,289	(2,911)	31%
Lake bank spraying	6,434	-	-	(6,434)	0%
Stormwater system repairs & maintenance	15,750	-	-	(15,750)	0%
Property maintenance					
Horticultural consultant	10,080	800	8,800	(1,280)	87%
Landscape enhancement	-	-	-	-	0%
Landscape repairs & replacement	21,000	8,530	38,728	17,728	184%
Landscape maintenance contract services	615,105	53,211	585,326	(29,779)	95%
Landscape maintenance: croquet	53,340	5,000	49,128	(4,212)	92%
Tree maintenance (Oak tree pruning)	36,750	-	38,400	1,650	104%
Optional flower rotation	21,000	-	-	(21,000)	0%
Irrigation repairs & replacement	40,000	510	29,155	(10,845)	73%
Roads & bridges repairs	15,750	-	7,742	(8,008)	49%
Sidewalk repairs & replacement	-	-	1,063	1,063	0%
Street light maintenance	15,750	131	4,866	(10,884)	31%
Vehicle repairs & maintenance	5,250	-	13,923	8,673	265%
Office supplies: field operations	14,700	574	11,225	(3,475)	76%
Holiday lights	9,450	682	4,912	(4,539)	52%
CERT operations	500	-	496	(4)	99%
Community maintenance	120,000	3,108	76,715	(43,285)	64%
Storm clean-up	27,300	-	158,810	131,510	582%
Miscellaneous contingency	-	-	20,159	20,159	0%
<b>Total Field Operations</b>	<b>1,090,649</b>	<b>77,441</b>	<b>1,104,563</b>	<b>13,914</b>	<b>101%</b>
<b>Staff Support</b>					
Payroll	606,564	51,405	555,016	(51,548)	92%
Merit pay/bonus	25,000	-	23,908	(1,092)	96%
Payroll taxes	81,635	3,932	45,717	(35,918)	56%
Health insurance	116,600	10,836	91,099	(25,501)	78%
Insurance: workers' compensation	30,000	-	12,214	(17,786)	41%
Payroll services	6,250	325	3,913	(2,337)	63%
Mileage reimbursement	16,000	779	8,406	(7,594)	53%
Vehicle allowance	-	-	-	-	0%
<b>Total Staff Support</b>	<b>882,049</b>	<b>67,277</b>	<b>740,273</b>	<b>(141,776)</b>	<b>84%</b>
<b>Amenity Operations</b>					
Amenity management	610,570	52,686	579,943	(30,627)	95%
A/C maintenance & service	4,095	1,899	25,384	21,289	620%
Fitness equipment service	7,875	-	2,607	(5,268)	33%



Music licensing	3,757	-	4,020	263	107%
Pool/spa permits	919	-	877	(42)	95%
Pool chemicals	16,275	3,534	20,139	3,864	124%
Pest control	4,095	120	1,850	(2,245)	45%
Amenity maintenance	120,000	2,444	141,116	21,116	118%
Special events	10,500	399	15,328	4,828	146%
<b>Total Amenity Operations</b>	<b>778,086</b>	<b>61,081</b>	<b>791,265</b>	<b>13,179</b>	<b>102%</b>

**Security**

Gate access control staffing	214,594	16,060	191,681	(22,913)	89%
Additional guards	8,400	-	-	(8,400)	0%
Guardhouse facility maintenance	16,800	473	11,992	(4,808)	71%
Gate communication devices	22,050	662	11,602	(10,448)	53%
Gate operating supplies	16,800	510	9,108	(7,692)	54%
Fire & security system	5,565	(837)	5,897	332	106%
<b>Total Security</b>	<b>284,209</b>	<b>16,869</b>	<b>230,280</b>	<b>(53,929)</b>	<b>81%</b>

<b>Total Expenditures</b>	<b>3,795,054</b>	<b>269,769</b>	<b>3,624,209</b>	<b>(170,845)</b>	<b>95%</b>
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**Excess of Revenues Over (Under) Expenditures** **216,512**

**Other Financing Sources (Uses)**

Transfers Out	-
Transfers In	-
<b>Total Other Financing Sources (Uses)</b>	<b>-</b>

Fund Balance - Beginning 2,525,507

**Fund Balance - Ending** **\$ 2,742,019**

**Analysis of Fund Balance**

Disaster	\$ 750,000
3 months working capital	945,505
Unassigned	1,046,514

**Fund Balance Ending** **\$ 2,742,019**

**GRAND HAVEN CDD**  
**Special Revenue Fund**  
**Statement of Revenues, Expenditures and Changes in Fund Balance**  
**For the period from October 1, 2022 through August 31, 2023**

	<u>Adopted Budget</u>	<u>Current Month</u>	<u>Year to Date</u>	<u>Variance + / (-)</u>	<u>% of Budget</u>
<b>Revenues</b>					
Special Assessments - On Roll (Net)	\$ 820,953	\$ -	\$ 820,953	\$ (0)	100%
Discount (Assessments)	-	-	-	-	0%
Interest Revenue	5,500	-	5,069	(431)	92%
<b>Total Revenues</b>	<b>826,453</b>	<b>-</b>	<b>826,022</b>	<b>(431)</b>	<b>100%</b>
<b>Expenditures</b>					
General Infrastructure Replacement	803,045	15,642	557,485		69%
<b>Total Expenditures</b>	<b>803,045</b>	<b>15,642</b>	<b>557,485</b>	<b>-</b>	<b>69%</b>
<b>Excess of Revenues Over (Under) Expenditures</b>			<b>268,537</b>		
<b>August 31, 2023</b>					
Transfers Out			-		
Transfers In			-		
<b>Total Other Financing Sources (Uses)</b>			<b>-</b>		
Fund Balance - Beginning			1,511,660		
<b>Fund Balance - Ending</b>			<b>\$ 1,780,197</b>		
<b>Analysis of Fund Balance</b>					
Future Capital Improvements			\$ -		
3 months working capital			356,637		
Unassigned			1,423,560		
<b>Fund Balance Ending</b>			<b>\$ 1,780,197</b>		

# EXHIBIT 12

1 **MINUTES OF MEETING**

2 **GRAND HAVEN**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Workshop Meeting of the Board of Supervisors of the Grand Haven Community Development  
5 District was held on Thursday, August 3, 2023 at 9:06 a.m. in the Grand Haven Room, at the Grand Haven  
6 Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

7 **FIRST ORDER OF BUSINESS – Call to Order/Roll Call**

8 Mr. McInnes called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

10 Dr. Merrill Stass-Isern	Board Supervisor, Assistant Secretary
11 Michael Flanagan	Board Supervisor, Assistant Secretary
12 Nancy Crouch	Board Supervisor, Assistant Secretary

13 Also present were:

14 David McInnes	District Manager, Vesta District Services
15 Barry Kloptosky	Operations Manager
16 Vanessa Stepniak	Office Manager

17 *The following is a summary of the discussions and actions taken at the August 3, 2023 Grand Haven CDD*  
18 *Board of Supervisors Workshop Meeting.*

19 **SECOND ORDER OF BUSINESS – Pledge of Allegiance**

20 The Pledge of Allegiance was recited.

21 **THIRD ORDER OF BUSINESS – Audience Comments – (limited up to 3 minutes per individual for**  
22 *agenda items)*

23 An audience member stated that the pickleball committee which the Board had previously  
24 appointed in April had reviewed four potential parcels for expansion, and rejected the temporary  
25 court solutions in favor of a recommendation for the construction of a minimum of two new  
26 pickleball courts as a capital item for the 2025 budget. The audience member additionally stated  
27 that the committee recommended that the Board direct the Vesta amenity manager to regularly  
28 monitor data for pickleball and tennis court play.

29 An audience member stated that he did not believe that the FY 2024 budget should be adopted,  
30 expressing concerns that the community had not been given a thorough variance analysis to  
31 visualize the financial health of the CDD. The audience member additionally opined that more  
32 public hearings for budgets needed to be held.

33 An audience member commented on the wild hog problem, suggesting that a dedicated hotline be  
34 set up for residents to report hog activity to assist trappers with charting movement. The audience  
35 member additionally commented that the trails in the Wild Oaks area, particularly around the dog  
36 park, were in poor condition compared to the main community trails. Discussion ensued regarding  
37 communication with hog trappers, with Ms. Stepniak explaining that they were currently  
38 forwarding locations of hog activity to the County, and Mr. McInnes advising that the hunters  
39 worked for the County directly and not the District.

40 **FOURTH ORDER OF BUSINESS – Presentations**

41 A. FY 2024 Approved Budget & FY 2023 Capital Projects

42 1. Exhibit 1: FY 2024 Approved Budget w/ FY 2023 Comparisons

43 Mr. McInnes outlined the variances from the FY 2023 budget in the approved budget for  
44 FY 2024, including engineering costs due to planned activity in the next fiscal year, as well  
45 as changes to landscaping costs which would become more precise as the RFP process  
46 continued. Mr. McInnes additionally noted updates to insurance, as well as payroll costs  
47 reflecting a full staff.

48 2. Exhibit 2: FY 2024 Projects

49 Mr. Kloptosky commented on capital projects and other significant items that had been in  
50 progress or completed by in-house staff labor, including installing a new storage shed at  
51 Creekside, performing streetlight replacements, striping the community roads, repairing  
52 curbs and gutters, and putting in landscape enhancements. Mr. Kloptosky additionally  
53 noted pending items for Village Center furniture, installing new cameras, and upgrading  
54 the meeting location's sound system.

55 3. Exhibit 3: FY 2024 Assessment Page

56 The proposed assessments for FY 2024 were explained by Mr. McInnes and discussed by  
57 Supervisors.

58 *(The Board recessed the workshop meeting at 10:25 a.m., and reconvened at 10:40 a.m.)*

59 **FIFTH ORDER OF BUSINESS – Discussion Items**

60 A. Use of Cell Phones Containing Photo Amenity Cards

61 Mr. McInnes explained that the Chair had requested discussion of this item, and suggested that this  
62 may be more of an informational topic. Ms. Stepniak recalled that questions had previously been  
63 asked as to whether it was possible to have a picture of the amenity card on phones and scan them,  
64 and that she had found that this was possible. Ms. Stepniak added that she did not see an issue with  
65 allowing this so long as a photo of the card holder was on the card itself. Mr. McInnes suggested  
66 that this may require a formal change in the amenity rules' language, and that this could be brought  
67 to a future regular meeting under Supervisors' Requests.

68 B. Approach to the County Commission Regarding Wild Hog Attenuation Alternatives

69 Mr. McInnes stated that this item was slated for discussion of possible alternative approaches that  
70 the Board would like to suggest to the County to help with the wild hog problem, acknowledging  
71 that the current working relationship was good. Dr. Merrill observed that it appeared that a possible  
72 key aspect to the issue was insufficient manpower to address the hogs, and the Board discussed and  
73 expressed support for increasing the trapper's budget, in addition to looking into his specific needs  
74 and requests. Mr. McInnes advised that the Board could adopt a resolution for the County in support  
75 of these requests once determined.

76 This topic was discussed under the Operations Manager update with Mr. Kloptosky.

77 **SIXTH ORDER OF BUSINESS – Audience Comments – (limited up to 3 minutes per individual for  
78 agenda items)**

79 An audience member informed the Board about the negative impacts of grass trimmings being  
80 blown into the ponds, and Mr. Kloptosky stated that the landscaper would be informed.

81 An audience member stated that he had reviewed the Fiscal Year 2022 Audited Financial  
82 Statements, and observed a decrease in the fund balance which he felt should be brought to the  
83 attention to the general public. The audience member additionally expressed concerns about the  
84 CDD's compliance with the auditor-requested turnaround time. Mr. McInnes summarized the  
85 timeline in getting information to the auditor, and assured that the current year's was proceeding  
86 without any problems.

87 **SEVENTH ORDER OF BUSINESS – Next Meeting Quorum Check: August 17th, 3:00 PM – Budget**  
88 **Public Hearing**

89 All Board members present stated that they would be in attendance at the next meeting scheduled  
90 for August 17<sup>th</sup>, which would fulfill a quorum. Mr. McInnes noted that the budget public hearing  
91 portion of the meeting was scheduled and advertised to begin at 5:00 p.m., and that the Board would  
92 be taking a recess at the meeting until then if they finished the other agenda proceedings earlier.

93 **EIGHTH ORDER OF BUSINESS – Action Items Review**

94 The action items were recorded as follows:

- 95 • Operations Manager will speak with the landscape maintenance company regarding grass clippings  
96 blowing into the ponds.
- 97 • Supervisor Crouch will notify the District Manager via email once the County’s needs regarding  
98 hogs were known.

99 **NINTH ORDER OF BUSINESS – Adjournment**

100 The Board adjourned the meeting, at 11:15 a.m., for the Grand Haven Community Development  
101 District.

102 *\*Each person who decides to appeal any decision made by the Board with respect to any matter considered*  
103 *at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made,*  
104 *including the testimony and evidence upon which such appeal is to be based.*

105 **Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed**  
106 **meeting held on September 21, 2023.**

107

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Printed Name**

108 **Title:**     **Secretary**     **Assistant Secretary**

**Title:**     **Chairman**     **Vice Chairman**

# EXHIBIT 13

1 **MINUTES OF MEETING**

2 **GRAND HAVEN**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Regular Meeting of the Board of Supervisors of the Grand Haven Community Development  
5 District was held on Thursday, August 17, 2023 at 3:00 p.m. in the Grand Haven Room, at the Grand Haven  
6 Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

7 **FIRST ORDER OF BUSINESS – Call to Order/Roll Call**

8 Mr. McInnes called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

10 Kevin Foley	Board Supervisor, Chairman
11 Nancy Crouch	Board Supervisor, Assistant Secretary
12 Michael Flanagan	Board Supervisor, Assistant Secretary

13  
14 Also present were:

15 David McInnes	District Manager, Vesta District Services
16 Lea Stokes	Vesta
17 Scott Clark	District Counsel, Clark & Albaugh, LLP
18 Barry Kloptosky	CDD Operations Manager
19 Vanessa Stepniak	CDD Office Manager
20 John Lucansky	Amenity Manager

21  
22 *The following is a summary of the discussions and actions taken at the August 17, 2023 Grand Haven CDD*  
23 *Board of Supervisors Regular Meeting. Audio for this meeting is available upon public records request.*

24 **SECOND ORDER OF BUSINESS – Pledge of Allegiance**

25 The Pledge of Allegiance was recited.

26 **THIRD ORDER OF BUSINESS – Audience Comments – (limited to 3 minutes per individual for non-**  
27 **agenda items)**

28 An audience member commented on gate security and access, noting that there were areas with  
29 walking access to Grand Haven that did not have signage or measures to stop or warn people from  
30 proceeding. The audience member additionally suggested that call boxes had room for  
31 improvement. Mr. Foley noted that the Board was currently working on revising the post orders,  
32 with the intent of further restricting access, and recommended contacting the office manager for  
33 any concerns about gate operations and signage.

34 An audience member expressed concerns about potential unforeseen consequences to agreeing to  
35 add traffic devices to the community from the Sheriffs.

36 **FOURTH ORDER OF BUSINESS – Staff Reports**

37 A. District Engineer: David Sowell

38 The District Engineer was not present.

39 B. Exhibit 1: Amenity Manager: John Lucansky

40 Mr. Lucansky asked the Board if they had any questions for him.

41 Mr. Flanagan requested to ensure that the speakers for live music by the tiki area be angled inwards  
42 to avoid noise pollution into the surrounding neighborhood.



43 Mr. Foley asked the Board whether they would be willing to entertain options and solutions for  
44 tennis court surfaces, noting the current cost of upkeep for clay courts. Mr. Foley and Mr. Kloptosky  
45 discussed the need for maintenance to ensure proper clay bonding to provide for a playable court  
46 surface. Mr. Foley additionally asked about the new bocce league's impacts on parking patterns.  
47 Discussion ensued regarding team member limits and wait lists.

48 C. Operations Manager: Barry Kloptosky

- 49 1. Exhibit 2: Presentation of Capital Project Plan Tracker  
50 2. Exhibit 3: Monthly Report

51 Mr. Kloptosky presented the tracker and report and fielded questions from the Board.  
52 Comments were heard from the Board complimenting Mr. Kloptosky and staff for handling  
53 items that could have otherwise required outside contractors to be hired. Mr. Kloptosky  
54 additionally noted the cost to replace gate access cards, and following discussion, the Board  
55 agreed to raise the price for residents to replace their cards.

56 On a MOTION by Mr. Foley, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board approved  
57 increasing the replacement cost for gate access cards, to an amount not to exceed \$20.00, for the Grand  
58 Haven Community Development District.

59 D. Exhibit 4: District Counsel: Scott Clark

60 Mr. Clark stated that the landscape RFP had been published, and that four different contractors had  
61 appeared at a recent site meeting. Mr. Clark advised that for Sheriffs to come in and issue traffic  
62 tickets and enforce traffic rules, the CDD needed to enter into an agreement, and presented the form  
63 of a proposed agreement with the Sheriff's Office. Mr. Clark noted that typically these agreements  
64 involved payment on a CDD's part, but this was not the case for the proposed agreement. Mr. Clark  
65 requested that any motion to approve the agreement allow for Counsel's discretion to make any  
66 minor changes.

67 On a MOTION by Mr. Foley, SECONDED by Mr. Flanagan, WITH ALL IN FAVOR, the Board approved  
68 the agreement with the Flagler County Sheriff's Office, in substantial form, for the Grand Haven  
69 Community Development District.

70 E. District Manager: David McInnes

- 71 1. Exhibit 5: Meeting Matrix  
72 2. Exhibit 6: Action Item Report

73 Mr. McInnes presented the meeting matrix and action item report. Mr. Foley requested for  
74 a discussion on gate access to take place at the September workshop meeting. There were  
75 no questions or comments from the Board regarding the report.

76 **FIFTH ORDER OF BUSINESS – Consent Agenda Items**

77 A. Exhibit 7: Consideration for Acceptance – The July 2023 Unaudited Financial Report

78 Mr. Foley noted the impact of storm debris cleanup on the overall finances, and suggested that the  
79 CDD would be coming close to the total budgeted amount.

80 B. Exhibit 8: Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting  
81 Held July 20, 2023

82 On a MOTION by Mr. Flanagan, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board  
83 approved all items on the Consent Agenda for the Grand Haven Community Development District.

84 **SIXTH ORDER OF BUSINESS – Business Items**

85 A. Exhibit 9: Consideration & Adoption of **Resolution 2023-11**, Designating Dates, Times, &  
86 Location for the FY24 Meeting Schedule

87 Mr. McInnes noted that the meeting dates for November and December had been moved up to  
88 avoid potential conflict with the holidays.

89 On a MOTION by Ms. Crouch, SECONDED by Mr. Flanagan, WITH ALL IN FAVOR, the Board adopted  
90 **Resolution 2023-11**, Designating Dates, Times, & Location for the FY24 Meeting Schedule for the Grand  
91 Haven Community Development District.

92 B. Exhibit 10: Consideration of District Counsel’s Rate Increase

93 On a MOTION by Mr. Flanagan, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board  
94 approved the District Counsel’s proposed Rate Increase for the Grand Haven Community Development  
95 District.

96 C. Exhibit 11: Consideration of Change to Post Orders

97 Discussion of this item was tabled to the September meeting.

98 **SEVENTH ORDER OF BUSINESS – Discussion Items**

99 A. Consideration of Dog Park at Creekside Amenity Center

100 The Board opened the floor to audience members to comment on the potential dog park at  
101 Creekside.

102 A resident requested for strong consideration to be given for keeping the dog park at Wild Oaks as-  
103 is, regardless of plans for a Creekside dog park.

104 A resident expressed concerns about removing the Wild Oaks dog park, noting that it was the one  
105 amenity located in Wild Oaks, and suggested that addressing drainage problems would be less  
106 expensive than fully removing a dog park to construct a new dog park at a different location.

107 A resident indicated that a previous batch of mulch that was installed had largely fixed the issues  
108 of the dog park getting flooded and becoming muddy. The resident strongly recommended  
109 maintaining the current dog park rather than removing it.

110 A resident agreed with previous resident comments about the dog park being the sole amenity in  
111 the area, and indicated that some of the other amenities being discussed by the Board more in depth  
112 may have less impact than the dog park proposal.

113 Following discussion, the Board opted to maintain the Wild Oaks Dog Park as-is. Mr. Kloptosky  
114 advised as to the process of creating a new dog park, involving steps of tree removal, stump  
115 grinding, regrading, and installing fence, sod, and irrigation. Further discussions on the Creekside  
116 Dog Park proposal will be held at the workshop meeting scheduled for September 7.

117 *(The Board recessed the regular meeting at 4:48 p.m., and reconvened at 5:08 p.m.)*

118 On a MOTION by Mr. Foley, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board approved  
119 recessing the Regular Board meeting for the purpose of convening the Public Hearing on the FY 2024  
120 budget, for the Grand Haven Community Development District.

121 *(The Board recessed the regular meeting at 5:09 p.m.)*

122 **EIGHTH ORDER OF BUSINESS – Public Hearings – 5PM**

123 A. FY 2024 Budget Public Hearing – 15 mins. Allotted

124 1. Open the Public Hearing

125 On a MOTION by Mr. Foley, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board approved  
126 opening the Public Hearing on the FY 2024 budget, for the Grand Haven Community Development District.

127 2. Exhibit 12: Presentation of Public Notices

128 3. Exhibit 13: Presentation of FY 2023-2024 Budget

129 Mr. McInnes gave an overview of the revision process following the initial approval of the  
130 budget in May.

131 4. Public Comments

132 An audience member questioned why the traffic speed control item was dropped in FY  
133 2024, suggesting that the speeding issues were still persistent, and asked for an explanation  
134 for the increase to general liability insurance. Mr. McInnes explained that the insurance  
135 had previously been split out into three different line items, including public officials  
136 liability and property insurance, but for this current fiscal year these were all combined into  
137 one line item. Mr. Foley additionally recalled previous efforts in speed control, noting that  
138 proposed speed attenuation devices had received pushback from emergency vehicle  
139 operators.

140 An audience member asked what could be done to increase revenues moving forward. Mr.  
141 Foley noted that a presentation on the long-term plan was slated for around November, and  
142 commented that revenue would come from reasonable number assessment increases, as  
143 well as negotiating with the CDD's bank for a higher interest rate and associated income.

144 An audience member asked whether there was a schedule for the capital expenditures that  
145 would show where the funds were being spent, and asked for clarification on how Firewise  
146 funds were allocated. Mr. Kloptosky stated that the Firewise program grant funds were no  
147 longer available to the District and no Firewise activity would resume until the new fiscal  
148 year beginning October 1.

149 5. Close the Public Hearing

150 On a MOTION by Mr. Foley, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board approved  
151 closing the Public Hearing on the FY 2024 budget, for the Grand Haven Community Development District.

152 *(The Board reconvened the regular meeting at 5:33 p.m.)*

153 6. Exhibit 14: Consideration & Adoption of **Resolution 2023-12**, Adopting Fiscal Year 2023-  
154 2024 Budget

155 On a MOTION by Mr. Flanagan, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board adopted  
156 **Resolution 2023-12**, Adopting the Fiscal Year 2023-2024 Budget, for the Grand Haven Community  
157 Development District.

158

159 On a MOTION by Mr. Foley, SECONDED by Mr. Flanagan, WITH ALL IN FAVOR, the Board approved  
160 recessing the Regular Board meeting for the purpose of convening the Public Hearing on the FY 2024  
161 O&M Assessments, for the Grand Haven Community Development District.

162 *(The Board recessed the regular meeting at 5:34 p.m.)*

163 B. FY 2024 O&M Assessments Public Hearing  
164 1. Open the Public Hearing

165 On a MOTION by Mr. Foley, SECONDED by Mr. Flanagan, WITH ALL IN FAVOR, the Board approved  
166 opening the Public Hearing on the FY 2024 O&M assessments, for the Grand Haven Community  
167 Development District.

168 2. Public Comments

169 An audience member asked whether the Board had considered capitalizing on organized  
170 events taking place on CDD property to help supplement revenue streams. Mr. Foley  
171 explained that their belief was that the entire community benefits from the amenities and  
172 activities, and that assessing the entire community was the fairest way of generating  
173 revenue for them, as charging new extra fees for specific activities may be unfairly singling  
174 out current users. Mr. Foley additionally noted that the long-term plan involved the District  
175 budgets maintaining a fairly constant figure around 7.5% for levying assessments.

176 3. Close the Public Hearing

177 On a MOTION by Mr. Foley, SECONDED by Mr. Flanagan, WITH ALL IN FAVOR, the Board approved  
178 closing the Public Hearing on the FY 2024 O&M assessments, for the Grand Haven Community  
179 Development District.

180 *(The Board reconvened the regular meeting at 5:44 p.m.)*

181 4. Exhibit 15: Consideration & Adoption of **Resolution 2023-13**, Annual Assessments

182 On a MOTION by Mr. Flanagan, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board adopted  
183 **Resolution 2023-13**, Adopting the Annual Assessments, for the Grand Haven Community Development  
184 District.

185 **NINTH ORDER OF BUSINESS – Supervisors’ Requests**

186 Mr. Flanagan asked if there was a way to make the café pictures from the presentation publicly  
187 available. Mr. McInnes stated that he believed that they had already been uploaded to the website,  
188 but that he would double-check.

189 Ms. Crouch asked whether there was a place where they could put a replacement bookcase,  
190 following the removal of the bookcase from the café. Ms. Stepniak stated that they could look into  
191 possible areas. Ms. Crouch additionally noted that she had heard resident comments about the  
192 condition of trails and pathways at Wild Oaks, and Mr. Kloptosky provided some insight as to  
193 maintenance work.

194 Mr. Foley floated the idea of revisiting a project to perform pruning at all intersections with the  
195 next contractor for the CDD, though acknowledged the extent of this project’s scope while the RFP  
196 was already out. Mr. Foley additionally inquired about any responsibilities and potential legal  
197 liability associated with staff possibly assisting with the ADA pool lift, and Mr. Clark advised that  
198 language mainly only said that the lift equipment was reserved for people who need them. Mr.  
199 Clark suggested that he could correspond with the Chair separately on clarifying details of the  
200 language.

201 **TENTH ORDER OF BUSINESS – Action Item Summary**

202 Mr. McInnes provided a summary of action items.

- 203 • Operations Manager will research whether there was any bonding agent that could be placed on the  
204 tennis courts clay to keep it in place.
- 205 • Operations Manager will provide proposals for handicap access of doors at the Village Center and  
206 Creekside bathrooms.
- 207 • District Manager will follow up with the FIA about a pending agreement with the Flagler County  
208 Sheriff's Office.
- 209 • District Counsel will look into possible amenity rule changes with respect to the pool lift.

210

211 Mr. Foley additionally suggested that handicap access for the café doors could be covered by the  
212 Operations Manager spending authority, and that these did not need to come back before the Board.

213 Prior to adjournment, all Board members present stated that they planned on attending the next  
214 meeting on September 21 in person, which would constitute a quorum.

215 **ELEVENTH ORDER OF BUSINESS – Adjournment**

216 Mr. McInnes asked for final questions, comments, or corrections before requesting a motion to  
217 adjourn the meeting. There being none, Mr. Flanagan made a motion to adjourn the meeting.

218 On a MOTION by Mr. Flanagan, SECONDED by Ms. Crouch, WITH ALL IN FAVOR, the Board  
219 adjourned the meeting, at 5:46 p.m., for the Grand Haven Community Development District.

220 *\*Each person who decides to appeal any decision made by the Board with respect to any matter considered*  
221 *at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made,*  
222 *including the testimony and evidence upon which such appeal is to be based.*

223 **Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed**  
224 **meeting held on September 21, 2023.**

225  
226

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Printed Name**

227 **Title:**     **Secretary**     **Assistant Secretary**

**Title:**     **Chairman**     **Vice Chairman**

# EXHIBIT 14

**NOTICE OF PUBLIC HEARING BY  
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT**

In accordance with Chapters 190 and 120, Florida Statutes, the Grand Haven Community Development District (“District”) hereby gives notice of its intention to develop proposed amendments to the District’s ***Rules, Policies and Fees for All Amenity Facilities*** and including policies and procedures related to automatic suspension of privileges for certain violations.

The purpose and effect of the amendment is to provide for efficient and effective District facility operations. Specific legal authority for the proposed amendment includes Sections 190.011(5), 190.012(3), 120.54 and 120.81, Florida Statutes (2020).

A copy of the proposed amendments may be obtained by contacting the District Manager at 250 International Parkway, Suite 208, Lake Mary, FL 32746, (321) 263-0132 ext. 193, or by email at [dmcinnes@dpgmc.com](mailto:dmcinnes@dpgmc.com) (“District Office”). A public hearing will be conducted by the Board of Supervisors of the Grand Haven Community Development District (“District”) on **September 21, 2023 at 9:00 a.m.** at the Grand Haven Room, Grand Haven Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

If anyone chooses to appeal any decision of the District’s Board with respect to any matter considered at the hearing, such person is required to have a verbatim record of the proceedings including the testimony and evidence upon which such appeal is to be based and should ensure that such a record is made accordingly.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this hearing is asked to advise the District Office at least 48 hours before the meetings. If you are hearing or speech impaired, please contact the Florida Relay Service at 1 (800) 955-8770, which can aid you in contacting the District Office.

District Manager  
Grand Haven Community Development District

August 17, 2023

23-00204F

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FIRST INSERTION

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**NOTICE OF PUBLIC HEARING BY  
GRAND HANOTICE OF RULE MAKING BY  
THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT  
FOR ADOPTING AMENDMENTS TO AMENITY RULES**

A public hearing will be conducted by the Board of Supervisors of the Grand Haven Community Development District (“District”) on **September 21, 2023** at **9:00 a.m.** at the Grand Haven Room, Grand Haven Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

The public hearing will provide an opportunity for the public to address proposed amendments to the District’s **Rules, Policies and Fees for All Amenity Facilities** and including policies and procedures related to automatic suspension of privileges for certain violations. Specific legal authority for the rule includes Sections 190.011(5), 190.012(3), 120.54 and 120.81, Florida Statutes (2020).

Any person who wishes to provide the District with a proposal for a lower cost regulatory alternative as provided by section 120.541(1), F.S., must do so in writing within twenty-one (21) days after publication of this notice. The public hearing may be continued to a date, time and place to be specified on the record at the hearing.

If anyone chooses to appeal any decision of the District’s Board with respect to any matter considered at the hearing, such person is required to have a verbatim record of the proceedings including the testimony and evidence upon which such appeal is to be based and should ensure that such a record is made accordingly. Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact the District Manager at the address and number below.

A copy of the proposed rule may be obtained by contacting the District Manager at 250 International Parkway, Suite 208, Lake Mary, FL 32746, (321) 263-0132 ext. 193, or by email at [dmcinnes@dpfgmc.com](mailto:dmcinnes@dpfgmc.com).

August 24, 2023

23-00207F

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# EXHIBIT 15

**GRAND  HAVEN**  
**COMMUNITY DEVELOPMENT DISTRICT**

**RULES, POLICIES AND FEES FOR  
ALL DISTRICT AND AMENITY  
FACILITIES**

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*Amended through January 19 September 21, 2023 by the  
Board of Supervisors*

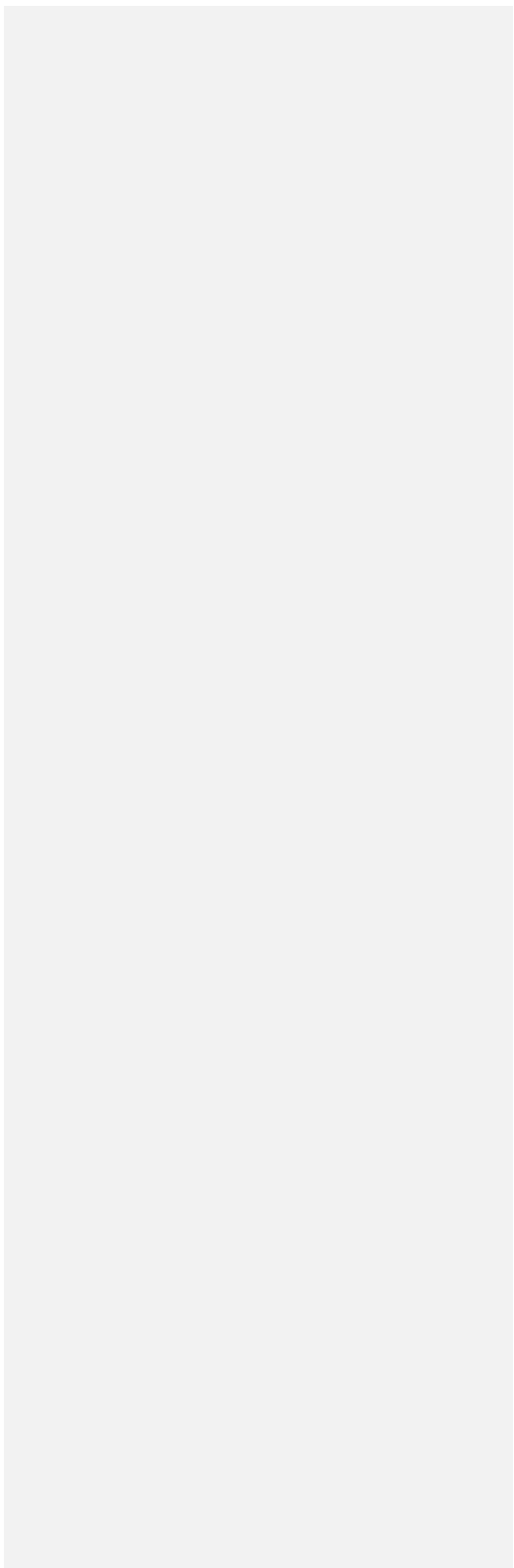
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**Adopted: 8/18/20221/19 9/21/2023**

**Grand Haven Village Center Office**  
2001 Waterside Parkway  
Palm Coast, Florida 32137  
(386) 447-0192

**Operations Manager's Office**  
2 North Village Parkway  
Palm Coast, Florida 32137  
(386) 447-1888

|



|

## DEFINITIONS

“**Amenity Facilities**” – shall mean the properties and areas owned by the District and intended for recreational use and shall include, but not specifically be limited to, the Village Center and the Creekside Athletic Club, together with their appurtenant facilities and areas, the Wild Oaks dog park facility and appurtenant common areas, the golf course parking areas owned by the District, the sidewalks and other areas adjacent to Waterside Parkway, the Esplanade, together with any other such facilities referenced in these Rules. Amenity Facilities shall also include any other areas described in these Rules and the lakes/stormwater ponds owned by the District to the extent that they may be used for fishing purposes as described below. “Amenity Facility” shall mean any of the Amenity Facilities, individually. These rules also apply to any location where the District conducts business, has offices, or utilizes employees.

“**Amenity Facilities Policies**” or “**Policies**” or “**Rules**” – shall mean these Amenity Facilities Policies of Grand Haven Community Development District, as amended from time to time.

“**Amenity Manager**” – shall mean the management company, including its employees, staff and agents, contracted by the District to manage all Amenity Facilities within the District, which facilities include, but are not limited to, the Village Center and the Creekside Athletic Club.

“**Annual User Fee**” – shall mean the fee established by the District for any person that is not a Property Owner and wishes to become a Non-Resident Amenity Member. The amount of the Annual User Fee is set forth herein, and that amount is subject to change based on Board action.

“**Board of Supervisors**” or “**Board**” – shall mean the Grand Haven Community Development District’s Board of Supervisors.

“**Daily Guest**” – shall mean any person or persons who are invited for the day by a Patron to participate in the use of the Amenity Facilities.

“**Designated Parking Area**” – shall mean the area designated for parking adjacent to a specific Amenity Facility, individually.

“**District**” – shall mean the Grand Haven Community Development District.

“**District Contractor**” – shall mean an individual who is or who works for a company or vendor with which the District has a contract to provide services for the District.

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“**District Employee**” - shall mean any person employed by the District to provide services within the District.

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“**District Manager**” – shall mean the professional management company with which the District has contracted to provide management services to the District.

**“Family”** – shall mean no more than two persons over the age of eighteen (18) years, occupying a single dwelling unit and using common cooking facilities, together with their lineal descendants or adopted children, but for purposes of these Rules governing use of the Amenity Facilities, a Family shall not exceed two (2) persons for each bedroom contained in the originally permitted design for the dwelling unit owned or rented by the Family. Whenever these Rules refer to use of the Amenity Facilities by Registered Renters, a family shall consist only of those persons listed on a written lease agreement and their lineal descendants or adopted children, not to exceed two (2) persons for each bedroom contained in the originally permitted design for the dwelling unit. Whenever these rules refer to use of the Amenity Facilities by a Non-Resident Amenity Membership, a Family shall not exceed five (5) persons in total.

**“House Guest”** – shall mean any person who is temporarily residing as a guest in a Property Owner’s or Registered Renter’s home overnight for one night or longer. A House Guest may not be a resident of Flagler County, Florida.

**“Individual with a Disability”** - shall mean a person who has a physical or mental impairment that substantially limits one or more major life activities of the individual as described in section 413.08(1)(b), Florida Statutes.

**“Non-Resident”** – shall mean any person or persons that do not own property within the District or who are not Registered Renters.

**“Non-Resident Amenity Member”** – shall mean any person or Family not owning property in the District who is paying the Annual User Fee to the District for use of all Amenity Facilities.

**“Patron” or “Patrons”** – shall mean Property Owners, Daily Guests, House Guests, Non-Resident Amenity Members, and Registered Renters/Leaseholders, each of whom is eighteen (18) years of age and older.

**“Property Owner”** – shall mean any person or family owning property within the Grand Haven Community Development District. For purposes of this definition and these Rules, “owning property within the Grand Haven Community Development District” shall refer to those residential properties that are contained within the jurisdictional boundaries established by ordinance for the Grand Haven Community Development District and which are contained within the “benefitted properties” being assessed annually for the District’s Operation and Maintenance Special Assessments levied pursuant to Fla. Stat. §190.021(3).

**“Renter”** – shall mean any tenant residing in a Property Owner’s home pursuant to a valid rental or lease agreement.

**“Registered Renter”** -- a tenant to whom a Property Owner has assigned the beneficial rights to use the Amenity Facilities pursuant to these Rules.

**“Service Animal”** – shall mean a dog or miniature horse that is trained to do work or perform tasks for an individual with a physical, sensory, psychiatric, intellectual, or other mental

disability, that meets all of the requirements set forth in section 413.08(1)(d), Florida Statutes. A Service Animal is not a pet or an emotional support, therapy, comfort, or companion animal. As used herein, the term Service Animal may include more than one animal per Individual with a Disability.

### **PHOTO IDENTIFICATION CARDS**

Photo ID Cards, or other forms of identification or access control established by the Board of Supervisors from time to time, will be issued to all members of each Property Owner's household as well as all Registered Renters and Non-Resident Amenity Members; this includes children thirteen (13) years of age and older. There is a charge, as established by the Board of Supervisors from time to time, to replace lost or stolen cards. The District may, from time to time, provide for the use of electronic devices intended to admit entry to the perimeter vehicle entry points by remote means (the "Gate Access Device" or "GAD"). Possession and use of a GAD is a privilege, not a right associated with Property ownership or other form of membership, and is subject to policies as they may be established by the Board of Supervisors, from time to time. It is a condition for the use of the Amenity Facilities that a Property Owner, Registered Renter or Non-Resident Amenity Member shall have complied with registration and access control policies established by the Board of Supervisors.

Notwithstanding the foregoing, or any other provision in these Rules, the Village Center Cafe shall be available for use by paying customers who are accompanied by a Property Owner, Registered Renter or Non-Resident Amenity Member but who are not themselves Property Owners, Registered Renters or Non-Resident Amenity Members (a "Cafe Guest") without the necessity of obtaining a Photo ID Card or paying a Daily Guest Fee. Any Cafe Guest is still bound to follow the provisions of these Rules that do not relate to Photo ID Cards or fees, including specifically the rules relating to conduct within the Amenity Facilities. A Cafe Guest shall not be permitted in or utilize portions of the Amenities other than the Cafe and restrooms without complying with other provisions of these Rules relating to Daily Guests. The Board of Supervisors shall have the authority to adopt and amend policies, from time to time, to prevent Village Center Cafe users from circumventing the intent of the access provisions contained herein.

### **GRAND HAVEN ANNUAL USER FEE**

The Annual User Fee for any person or Family not owning real property within the District is \$3,300.00 per year. This payment must be paid in full at the time of completion of the Non-Resident Amenity Member application and the corresponding agreement. This fee will cover membership to all Amenity Facilities for one (1) full year from the date of receipt of payment by the District. Each subsequent annual membership fee shall be paid in full on the anniversary date of application for membership. Failure to pay the annual membership fee shall result in a termination of the use rights provided for herein. Such fee may be increased, not more than once per year, by action of the Board of Supervisors, to reflect increased costs of operation of the

amenity facilities; such increase may not exceed fifteen percent (15%) per year, except to the extent that a greater increase is adopted pursuant to Fla. Stat. §190.035(2). This membership is not available for commercial purposes.

### **HOUSE GUESTS AND DAILY GUESTS**

- (1) House Guests and Daily Guests must register with the office of the Amenity Manager. The Property Owner or Registered Renter inviting the House Guest or Daily Guest must be present upon registration, unless other arrangements have been made with the Amenity Manager's office (example: out of state property owners and seasonal residents). A daily usage fee of ten dollars (\$10.00) per Daily Guest must be paid by Property Owner or Registered Renter upon guest registration.
- (2) Property Owners or Registered Renters who have registered a House Guest or Daily Guests are responsible for any and all actions taken by such House Guest or Daily Guest. Violation by a House Guest or Daily Guest on any of these Policies as set forth by the District could result in loss of that Property Owner or Registered Renter's privileges and membership.

### **RENTER'S PRIVILEGES**

- (1) Property Owners who rent out or lease out their unit(s) in the District shall have the right to designate the Renter (thereafter, the "Registered Renter") of their residential unit(s) as the beneficial users of the Property Owner's membership privileges for purposes of Amenity Facilities use. The District shall adopt and enforce procedures to provide for the written assignment of the membership privileges between the Property Owner and the Renter which shall, among other things, identify the persons who will occupy the residence and be entitled to exercise the membership privileges, require submission of a copy of the lease or rental agreement and adequate identification of those persons to the District and discontinue the use rights of such Property Owners during the term of any assignment of membership privileges.
- (2) In order for the Renter to be entitled to use the Amenity Facilities, the Renter must acquire a membership with respect to the residence which is being rented or leased. A Renter who is designated as the beneficial user of the Property Owner's membership shall be entitled to the same rights and privileges to use the Amenity Facilities as the Property Owner and is further identified as a Registered Renter.
- (3) During the period when a Registered Renter is designated as the beneficial user of the membership, the Property Owner shall not be entitled to use the Amenity Facilities with respect to that membership. Any identification cards or other devices permitting access to

the Amenity Facilities and any GAD must be surrendered to the District and may be deactivated by the District.

- (4) Property Owners shall be responsible for all charges incurred by their Renters which remain unpaid after the customary billing and collection procedure established by the District. Property Owners are responsible for the department of their respective Renter.
- (5) Renters shall be subject to such other rules and regulations as the Board may adopt from time to time.

#### **FACILITY USAGE FEES**

- (1) A Daily Usage Fee as established by the Board of Supervisors from time to time will be charged to all Daily Guests using any of the Amenity Facilities for the day. The right to the use of the Amenity Facilities is only good for the day on which the fee is paid. This Daily Usage Fee entitles such Daily Guest to the access and use of all Amenity Facilities within the rules and regulations established by the Board.
- (2) The Daily Usage Fee may be increased, not more than once per year, by action of the Board, to reflect increased cost of operation of the Amenity Facilities. Such increase may not exceed fifteen percent (15%) per year.
- (3) The Daily Usage Fee will be collected by the Amenity Manager, on behalf of the District, for all Amenity Facilities. The Daily Usage Fee shall be fully non-refundable after receipt by the Amenity Manager.
- (4) Special events, tournaments or league play, and fees for the same, must be previously approved by the Board prior to the date of such event. A list of Daily Guest participants must be provided to the Amenity Manager and all fees must be collected prior to holding the event. All District rules apply to all participants.
- (5) The Board of Supervisors may adopt and define policies, from time to time, that permit limited passive use of certain of the Amenity Facilities for strictly social and passive purposes with a reduced daily usage fee (the "Limited Daily Usage Fee"). The Limited Daily Usage Fee shall not permit access to recreational facilities, but is intended for social gatherings and the like. The Board shall by resolution adopt any such policies, set the Limited Daily Usage Fee, establish restrictions and amend such policies, fees and restrictions from time to time.

#### **GENERAL FACILITY PROVISIONS**

- (1) The Board reserves the right to amend, modify, or delete, in part or in their entirety, these Policies when necessary, at a duly-noticed Board meeting, and will notify the Patrons of any changes. However, in order to change or modify rates or fees beyond the increases



specifically allowed for by the District's rules and regulations, the Board must hold a duly-noticed public hearing on said rates and fees.

- (2) Children under thirteen (13) years of age must be accompanied at all times by a parent or adult Patron over eighteen (18) years of age.
- (3) All hours of operation of Amenity Facilities, including holiday schedules, will be established and published by the District as the Board determines from time to time.
- (4) Dogs and all other pets (with the exception of a Service Animal as defined herein and complying with section 413.08(1)(d), Florida Statutes) are not permitted at the Village Center or Creekside Amenity Facilities. In the event a special event is held, as previously approved by the Board, and dogs are permitted at the Amenity Facilities as part of the special event, they must be leashed. Patrons are responsible for picking up after all pets as a courtesy to residents. All such animals must be in compliance with the Chapter 8 of the City of Palm Coast Code of Ordinances, including, without limitation, the provisions in Section 8-31 regarding leashes of no more than eight feet in length, and the provisions of Section 8-28 regarding removal of nuisance animals.  
It is the owners' responsibility to ensure that all dogs, including Service Animals, are healthy, vaccinated and collared with identification.
  - (a) The work done or tasks performed must be directly related to the individual's disability and may include, but are not limited to, guiding an individual who is visually impaired or blind, alerting an individual who is deaf or hard of hearing, pulling a wheelchair, assisting with mobility or balance, alerting and protecting an individual who is having a seizure, retrieving objects, alerting an individual to the presence of allergens, providing physical support and assistance with balance and stability to an individual with a mobility disability, helping an individual with a psychiatric or neurological disability by preventing or interrupting impulsive or destructive behaviors, reminding an individual with mental illness to take prescribed medications, calming an individual with posttraumatic stress disorder during an anxiety attack, or doing other specific work or performing other special tasks.
  - (b) A Service Animal must be under the control of its handler and must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control by means of voice control, signals, or other effective means.
  - (c) The District may exclude or remove from its premises a Service Animal if the Service Animal is out of control and its handler does not take effective action to control it, the Service Animal is not housebroken, or the Service Animal's behavior poses a direct threat to the health and safety of others. Allergies and fear of animals are not valid reasons for denying access or refusing service to an individual with a Service Animal. If a Service Animal is excluded or removed for being a direct threat to others, the District shall provide the Individual with a Disability the option of continuing access to the District's premises without having the Service Animal on the premises.

- (d) A person who knowingly and willfully misrepresents herself or himself, through conduct or verbal or written notice, as using a Service Animal and being qualified to use a Service Animal or as a trainer of a Service Animal commits a misdemeanor of the second degree, punishable as provided in sections 775.082 or 775.083, Florida Statutes, and may be subject to expulsion from the District's premises and/or suspension or termination of Amenities privileges as described herein.
- (5) Parking is available at the Village Center and Creekside during normal operating hours for Patrons and Daily Guests using the amenities at these locations and as specifically permitted by the Operations Manager. It is a violation of these Rules to park in the Designated Parking Area of an Amenity Facility, *except* while actively using that specific Amenity Facility or an Amenity adjacent to it. This prohibition includes all parking in a Designated Parking Area when the adjacent Amenity Facility is closed. Overnight and Daily Guest and House Guest overflow parking is not permitted without written permission of the Operations Manager. Vehicles may not be parked in any space not designated as a parking space, on grass lawns, or in any way which blocks another vehicle or the normal flow of traffic. Vehicles in violation of these Rules are subject to being towed. Patrons violating these Rules may be subject to suspension or termination of Amenity Privileges as set forth below (see section entitled "Restriction or Suspension of District Privileges").
- (6) Fireworks of any kind are not permitted anywhere at or on the Amenity Facilities or adjacent areas.
- (7) Only District employees are allowed in the service areas of the Amenity Facilities.
- (8) Patrons, House Guests and Daily Guests must present their ID cards or guest passes when requested by staff at any Amenity Facility.
- (9) The Board of Supervisors (as an entity), the Operations Manager, the Amenity Manager and its staff shall have full authority to enforce these policies.
- (10) All lost or stolen ID cards should be reported immediately to the Amenity Manager's office. A fee as established by the Board of Supervisors from time to time will be assessed for any replacement cards.
- (11) Smoking is not permitted at any of the Grand Haven Amenity Facilities except within designated smoking areas.
- (12) House Guests must be registered and accompanied by a Patron before entering the Amenity Facilities. Once registered, House Guests may enter unaccompanied by Patron.
- (13) Disregard for rules or policies may result in expulsion from the Amenity Facilities and/or loss of Amenity Facilities privileges in accordance with the procedures set forth herein.
- (14) Glass and other breakable items are not permitted at any Amenity Facility.

- (15) Patrons, House Guests and Daily Guests shall treat all staff members and District Employees or District Contractors with courtesy and respect.
- (16) Off-Highway vehicles, as defined by Fla. Stat. §261.03(5), are prohibited on all property owned, maintained and operated by the District or on any of the Amenity Facilities.
- (17) The District will not offer childcare services to Patrons, House Guests and Daily Guests at any of the Amenity Facilities.
- (18) Skateboarding, hoverboards, Razor<sup>®</sup> brand or similar scooters or any similar movable device with one or more wheels, and rollerblading are not allowed on the Amenity Facilities property at any time. This includes, but is not limited to, the Village Center, Creekside Athletic Club, tennis courts, basketball courts, pickleball courts, croquet courts, athletic fields, playground area, and sidewalks surrounding these areas.
- (19) Performances at any Amenity Facility, including those by outside entertainers, must be approved in advance by the Amenity Manager.
- (20) All food and beverages consumed at the Village Center facilities must be provided by the Village Center per the District's contract with the Amenity Manager.
- (21) Except as specifically prohibited herein, alcoholic beverages may be sold, served and consumed on the Amenity Facility premises in accordance with state and local laws. Alcoholic beverages may only be sold to adults twenty-one (21) years of age or older, and shall not be sold for off-premises consumption. All alcoholic beverages consumed or possessed on the Amenity Facilities premises must be purchased at the Amenity Facilities, except as otherwise provided by the Amenity Manager. The Amenity Manager reserves the right to refuse service to any Patron, House Guests or Daily Guests when that person appears to be intoxicated.
- (22) Commercial advertisements shall not be posted or circulated in the Amenity Facilities. Petitions, posters or promotional material shall not be originated, solicited, circulated or posted on Amenity Facilities property unless approved in writing by the Amenity Manager.
- (23) The Amenity Facilities shall not be used for commercial purposes without written permission from the Board. The term "commercial purposes" shall mean those activities which involve, in any way, the provision of goods or services for compensation.
- (24) Firearms or any other weapons are not permitted in any of the Amenity Facilities, except to the extent that state and federal law limits the right of the District to impose restrictions against firearms.
- (25) The Amenity Manager reserves the right to authorize all programs and activities, including the number of participants, equipment and supplies usage, facility reservations, etc., at all Amenity Facilities, except usage and rental fees that have been established by the Board.

The Amenity Manager also has the right to authorize management-sponsored events and programs to better serve the Patrons, and to reserve any Amenity Facility for said events (if the schedule permits) and to collect revenue for those services provided. This includes, but is not limited to, various athletic events and programs, and children's programs, social events, etc. Should the District be entitled to any of these revenues based on its established rental or usage fees, the Amenity Manager will be required to compensate the District accordingly.

- (26) Loitering (the offense of standing idly or prowling in a place, at a time or in a manner not usual for law-abiding individuals, under circumstances that warrant a justifiable and reasonable alarm or immediate concern for the safety of persons or property in the vicinity) is not permitted at any Amenity Facility.
- (27) All Patrons shall abide by and comply with any and all federal, state and local laws and ordinances while present at or utilizing the Amenity Facilities, and shall ensure that any minor for whom they are responsible also complies with the same.
- (28) Bicycles, and scooters must be parked in bike racks provided at all Amenity Facilities. Do not park or chain bicycles or scooters to entry gates, breeze way gates, light poles or parking lot signs. Bicycles, scooters, skateboards, hoverboards and the like should not be ridden or left in walkways, breeze ways or on pool decks at any time. In the event that these items are found parked around the facilities in an area other than at the bike racks, they will be collected by the staff and taken to the Amenity Manager's office. The District Board may from time to time, by resolution, prescribe an administrative and storage fee for items which are removed and stored because of violations of this rule. *Bicycle* means every vehicle propelled solely by human power having two (2) tandem wheels, and including any device generally recognized as a bicycle though equipped with two (2) front or two (2) rear wheels. The term does not include an electric bicycle, motorized scooter or similar device. *Electric bicycle* means any bicycle or tricycle equipped with fully operable pedals, a seat or saddle for use of the rider, and an electric motor of less than seven hundred fifty (750) watts. This definition includes all classes of electric bicycle under F.S. 316.003(23). *Motorized scooter* means any vehicle or micromobility device without pedals that is powered by a motor with or without a seat or saddle for the use of the rider, which is designed to travel on not more than three (3) wheels, and which is not capable of propelling the vehicle at a speed greater than twenty (20) miles per hour on level ground as defined by F.S. 316.003(45).  
Nothing in this section 28 is intended to exclude motorized wheelchairs.

#### **LOSS OR DESTRUCTION OF PROPERTY OR INSTANCES OF PERSONAL INJURY**

- (1) Each Patron, House Guests and Daily Guests, as a condition of invitation to the Amenity Facilities, assumes sole responsibility for his or her property. The District and its contractors shall not be responsible for the loss or damage to any private property used or stored on or in any of the Amenity Facilities, whether in lockers or elsewhere.

- (2) No person shall remove from the room in which it is placed, or from any Amenity Facility, any property or furniture belonging to the District or its contractors without proper authorization from the Amenity Manager or the Board. Patrons shall be liable for any property damage and/or personal injury at the Amenity Facilities, or at any activity or function operated, organized, arranged or sponsored by the District or its contractors, which is caused by the Patron, House Guests and Daily Guests or family member(s). The District reserves the right to pursue any and all legal and equitable measures necessary to remedy any losses it suffers due to property damage or personal injury caused by a Patron, House Guests and Daily Guests or family member(s).
- (3) Any Patron, House Guests and Daily Guests or other person who, in any manner, makes use of or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the District or its contractors, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the District, either on or off the Amenity Facilities' premises, shall do so at his or her own risk, and shall hold the Amenity Facilities' owners, the District, the Board of Supervisors, District employees, District representatives, District contractors and District agents, harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by him or her, resulting therefrom and/or from any act of omission of the District, or their respective operators, supervisors, employees, representatives, contractors or agents. Any Patron shall have, owe, and perform the same obligation to the District and their respective operators, supervisors, employees, representatives, contractors, and agents hereunder with respect to any loss, cost, claim, injury, damage or liability sustained or incurred by any House Guests and Daily Guests or family member of such Patron.
- (4) Should any party bound by these Policies bring suit against the District, the Board of Supervisors or staff, agents or employees of the District, or any Amenity Facility operator or its officers, employees, representatives, contractors or agents in connection with any event operated, organized, arranged or sponsored by the District or any other claim or matter in connection with any event operated, organized, arranged or sponsored by the District, and fail to obtain judgment therein against the District or the Amenity Facilities' operators, officers, employees, representatives, contractors or agents, said party bringing suit shall be liable to the prevailing party (i.e. the District, etc.) for all costs and expenses incurred by it in the defense of such suit, including court costs and attorney's fees through all appellate proceedings.

#### **GENERAL GRAND HAVEN AMENITY FACILITY USAGE POLICY**

All Patrons, House Guests and Daily Guests using the Amenity Facilities must sign in to indicate amenity usage or activity.

All Patrons, House Guests and Daily Guests using the Amenity Facilities are expected to conduct themselves in a responsible, courteous and safe manner, in compliance with all policies and rules

of the District governing the Amenity Facilities. Violation of the District's Policies and/or misuse or destruction of Amenity Facility equipment may result in the suspension or termination of District Amenity Facility privileges with respect to the offending Patron, House Guests and Daily Guests.

**Hours:** The District Amenity Facilities and Designated Parking Areas are open and available for use by Patrons ("Open") during normal operating hours to be established and posted by the District. At all other times the District Amenity Facilities and Designated Parking Areas, including without limitation, the Creekside building and pool, the Village Center building pool, are closed and unavailable for use by Patrons ("Closed"). An Amenity Facility which is secured by a gate or fence shall be Closed when the gate or fence is in a closed position and secured by a lock or similar device. An Amenity Facility which is not secured by a gate or fence (including, without limitation, basketball courts and the Wild Oaks dog park) are Closed from thirty (30) minutes after sunset until sunrise. An Amenity Facility may also be Closed when it is in need of repair or maintenance work, which takes precedence over the use of the Amenity Facility or other scheduled activities. It is a violation of these Rules to use an Amenity Facility or Designated Parking Area when it is Closed. Patrons violating these Rules may be subject to suspension or termination of Amenity Privileges as set forth below (see section entitled "Restriction or Suspension of District Privileges").

**Parking:** Patrons must comply with the District's parking policies as set forth in paragraph (5) of the General Facility Provisions, above.

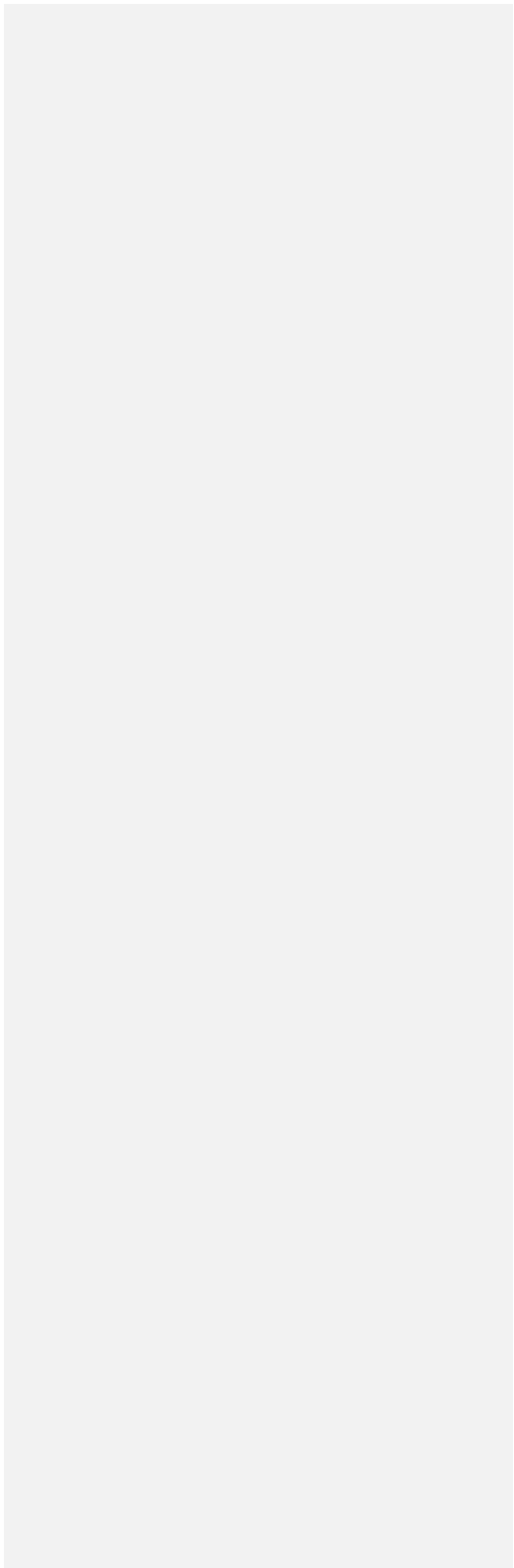
**Emergencies:** After contacting 911 if required, all emergencies and injuries must be reported to the Amenity Manager (386) 447-0192 or Operations Manager (386) 447-1888 and to the office of the District Manager (877) 276-0889.

**District Equipment:** All equipment owned by the District and available for use by Patrons, House Guests and Daily Guests must be signed out at the Amenity Manager's office, and the Amenity Manager shall retain that Patron's ID card as security for the return of the equipment. The Patron who signs out the equipment is responsible for its use and return as signed out. Should the equipment be returned damaged, missing pieces or in worse condition than when it was signed out, that Patron, House Guests and Daily Guests will be responsible to the District for any cost associated with repair or replacement of the equipment.

**Alcoholic Beverage Policy:** All alcoholic beverages consumed at the Village Center must be furnished by the Village Center. Alcoholic beverages may be sold, served, and consumed on the premises in accordance with state and local laws.

**Please note that the Amenity Facilities are unattended facilities. Persons using the Amenity Facilities do so at their own risk. Amenity Manager's staff members are not present to provide personal training, exercise consultation or athletic instruction, unless otherwise noted, to Patrons, House Guests and Daily Guests. Persons interested in using the Amenity Facilities are encouraged to consult with a physician prior to commencing a fitness program.**

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## **GENERAL SWIMMING POOL RULES**

### ***NO LIFEGUARD ON DUTY – SWIM AT YOUR OWN RISK***

- (1) All Patrons, House Guests and Daily Guests must present their ID Cards or guest passes when requested by staff. At any given time, a Property Owner may accompany up to four (4) Daily Guests to the swimming pool.
- (2) Children under thirteen (13) years of age must be accompanied at all times by a parent or adult Patron during usage of the pool facility.
- (3) No diving, jumping, pushing, running or other horseplay is allowed in the pool or on the pool deck area.
- (4) Hanging on the lane lines, interfering with the lap-swimming lane, and diving are prohibited.
- (5) Radios, tape players, CD players, MP3 players, televisions or other electronic devices are not permitted unless they are personal units equipped with headphones.
- (6) Swimming is permitted only during designated hours as posted at the pool, and such hours are subject to change at the discretion of the Amenity Manager. Swimming after dusk is prohibited by the Florida Department of Health. Patrons, House Guests and Daily Guests swim at their own risk and must adhere to swimming pool rules at all times.
- (7) Showers are required before entering the pool.
- (8) Alcohol and food not purchased at the Amenity Facilities are prohibited poolside. Glass containers are prohibited.
- (9) Children under three (3) years of age, and those who are not reliably toilet trained, must wear rubber lined swim diapers, as well as a swimsuit over the swim diaper, to reduce the health risks associated with human waste in the swimming pool/deck area.
- (10) Play equipment, such as floats, rafts, snorkels, dive sticks, and flotation devices must meet with staff approval prior to use. The facility reserves the right to discontinue usage of such play equipment during times of peak or scheduled activity at the pool, or if the equipment causes a safety concern.
- (11) Swimming pool hours will be posted. Pool availability may be limited or rotated in order to facilitate maintenance of the facility. Depending upon usage, the pool may be closed for various periods of time to facilitate maintenance and to maintain health code regulations.
- (12) Pets (except Service Animals complying with Fla. Stat. §413.08(1)(d)), bicycles, skateboards, roller blades, scooters, golf carts, hoverboards and the like are not permitted



on the pool deck area inside any Amenity Center gates at any time. The term “bicycle” shall include electric bicycles, motorized scooters and any similar powered locomotion device. (See “General Facilities Provisions” No. (4).)

- (13) The Amenity Manager reserves the right to authorize all programs and activities (including the number of participants, equipment and supplies usage, etc.) conducted at the pool, including swim lessons and aquatic/recreational programs.
- (14) Any person swimming during non-posted swimming hours may be suspended from using the facility.
- (15) Proper swim attire (no cutoffs) must be worn in the pool.
- (16) No chewing gum is permitted in the pool or on the pool deck area.
- (17) For the safety and hygiene of others, the changing of diapers or clothes is not allowed poolside.
- (18) No one shall pollute the pool. Anyone who pollutes the pool is liable for any costs incurred in treating and reopening the pool.
- (19) Radio controlled vehicles, air and/or water craft and drones are not allowed in the pool area.
- (20) Pool entrances must be kept clear at all times.
- (21) No swinging on ladders, fences, or railings is allowed.
- (22) Pool furniture is not to be removed from the pool area.
- (23) Loud, profane, or abusive language is absolutely prohibited.
- (24) No physical or verbal abuse will be tolerated.
- (25) Tobacco products are not allowed in the pool/spa area.
- (26) Illegal drugs are not permitted.
- (27) The District is not responsible for lost or stolen items.
- (28) Chemicals used in the pool/spa may affect certain hair or fabric colors. The District is not responsible for these effects.
- (29) Lane markers will be in place for lap swimmers from 7:30 a.m. until 9:30 a.m. Monday through Friday at the Village Center pool.

- (30) The Village Center pool, spa and deck area may not be rented at anytime; however, access may be limited at certain times for various District functions, as approved by the Board. In such situations, the Creekside pool facility will remain open to Patrons, House Guests and Daily Guests.
- (31) Chair lifts or other ADA-compliant devices are restricted for the use of persons requiring such devices. Chair lifts are designed so that, according to applicable regulations, they may be used by persons with disabilities without the assistance of another person. Amenity staff members are available to provide instruction or answer questions about the use of the chair lift but are not allowed to physically assist the Patron in getting in and out of the chair lift or in and out of the water. If a person using the chair lift requires the physical assistance of another person in using the chair lift, the person must make separate arrangements to bring such other person along.
- (32) Washing or soaking bathing suits or articles of clothing in the hand sinks is strictly prohibited.
- (33) Personal grooming of any kind is prohibited in pools.

**SPA RULES**

***NO LIFEGUARD ON DUTY -- USE AT YOUR OWN RISK***

- (1) All previous safety issues under pool rules apply.
- (2) No one less than thirteen (13) years of age allowed in spa.
- (3) Maximum capacity: Eight (8) people.
- (4) No food or drinks are allowed to be consumed while in the pool/spa.
- (5) Chair lifts or other ADA-compliant devices are restricted for the use of persons requiring such devices. Chair lifts are designed so that, according to applicable regulations, they may be used by persons with disabilities without the assistance of another person. Amenity staff members are available to provide instruction or answer questions about the use of the chair lift but are not allowed to physically assist the Patron in getting in and out of the chair lift or in and out of the water. If a person using the chair lift requires the physical assistance of another person in using the chair lift, the person must make separate arrangements to bring such other person along.
- (6) Personal grooming of any kind is prohibited in the spas.

**SWIMMING POOL: THUNDERSTORM POLICY**

The Amenity Manager will control whether swimming is permitted in inclement weather, and the pool facility may be closed or opened at their discretion.

#### **SWIMMING POOL: FECAL ACCIDENT POLICY**

- (1) If contamination occurs, the pool will be closed for twelve (12) hours so that remedial measures may be taken to ensure safe swimming conditions.
- (2) Parents should take their children to the restroom before entering the pool.
- (3) Children under three (3) years of age, and those who are not reliably toilet trained, must wear rubber lined swim diapers and a swimsuit over the swim diaper.

#### **FITNESS CENTER POLICIES**

**Eligible Users:** Patrons, House Guests and Daily Guests eighteen (18) years of age and older are permitted to use the District fitness centers during designated operating hours. No children under the age of eighteen (18) are allowed in the District fitness centers.

**Eligible Youth Users:** Children between the ages of fifteen (15) and eighteen (18) years of age shall be permitted to use the District fitness centers in strict compliance with the following requirements:

- (1) The child must be accompanied at all times and supervised by a parent, or other responsible adult 21 years of age or older who has been identified in a written permission form executed by the parent of the child. The parent or responsible adult must be present continuously while the child is using the fitness center.
- (2) The child and his parent or legal guardian shall sign a release form acceptable to the District: (a) holding the District harmless from injury or other harm as a result of the child's use of the fitness center; (b) acknowledging the requirements of this rule; (c) certifying that the child has had a physical exam within a year that released him for participation in athletics, and (d) taking full responsibility for the actions and safety of the child.

**Food and Beverage:** Food (including chewing gum) is not permitted within the District fitness centers. Beverages, however, are permitted in the District fitness centers if contained in non-breakable containers with screw top or sealed lids. Alcoholic beverages are not permitted. Smoking is not permitted in the District fitness centers.

- (1) Appropriate attire and footwear (covering the entire foot) must be worn at all times in the District fitness centers. Appropriate attire includes t-shirts, tank tops, shorts, leotards, and/or sweat suits (no swimsuits).

- (2) Each individual is responsible for wiping off fitness equipment after use.
- (3) Use of personal trainers is permitted in the District fitness centers per approval of the Amenity Manager.
- (4) Hand chalk is not permitted to be used in the District fitness centers.
- (5) Radios, tape players, CD players and other electronic devices are not permitted unless they are personal units equipped with headphones.
- (6) No bags, gear, or jackets are permitted on the floor of the District Fitness Centers or on the fitness equipment. Lockers are available on a daily basis in the bath houses for storage of personal items.
- (7) Weights or other fitness equipment may not be removed from the District fitness centers.
- (8) Please limit use of cardiovascular equipment to thirty (30) minutes and step aside between multiple sets on weight equipment if other persons are waiting.
- (9) Please be respectful of others. Allow other Patrons, House Guests and Daily Guests to also use equipment, especially the cardiovascular equipment.
- (10) Please replace weights to their proper location after use.
- (11) Free weights are not to be dropped and should be placed only on the floor or on equipment made specifically for storage of the weights.
- (12) Any fitness program operated, established and run by the Amenity Manager may have priority over other users of the District fitness centers.
- (13) The Fitness Center is not intended to be a body-building gym but an exercise facility for Grand Haven Patrons.

#### **EQUIPMENT CHECK-OUT AND LOCKER POLICY**

In order to check-out any available athletic equipment owned by the district (i.e. basketballs, tennis racquets, etc.) or temporarily reserve a bath-house locker for personal use, all Property Owners, Registered Renters and Non-Resident Amenity Members must tender their Grand Haven Photo ID card at the Village Center office at the time of check-out. In lieu of a Grand Haven Photo ID card, all other Patrons, other than a Property Owner, Registered Renter or Non-Resident Amenity member, who wish to check-out equipment or reserve a locker must tender a state identification card (i.e. driver's license), and that Patron must be properly identified and registered at the Village Center office by their accompanying Property Owner, Registered Renter or Non-Resident Amenity Member. Upon return of the checked-out equipment or locker key, the Photo ID card or state

identification card, as applicable, shall be returned to the Patron. Any Patron signing out any equipment is solely responsible for damaged or missing items.

### **GRAND HAVEN RECREATION FACILITY RESERVATION POLICY**

#### ***Reservation Policy:***

- Staff will take reservations up to one (1) day in advance for the following amenities: tennis, volleyball, basketball, bocce, pickleball, and croquet. Reservations are on a first come, first served basis and can be made either one (1) day prior in person at the Village Center or via telephone, after in-person period has expired up to actual play time by calling the **Reservation Line at (386) 447-0192**. Staff will not accept voice messages left with the Village Center Office as a reservation. You must speak to a staff member either on the phone or in person to confirm your reservation. Reservations may also be made on the amenity website ([grandhavenamenity.com](http://grandhavenamenity.com)).
- The first and last names of all participants who will be utilizing the reserved facility must accompany the reservation.
- A Patron may only reserve one (1) court or playing field at any one scheduled time. Single player croquet reservations accepted at Village Center Court only.
- Reservations will be accepted by staff during specific times posted at the Village Center Office and are on a first come, first served basis. Times scheduled for reservations acceptance are subject to change based on recommendation by the Amenity Center Manager with approval by the Operations Manager or District Manager.
- Reservations are available for up to 1.5 hour increments for all facilities listed in the reservation policy.
- Please call The Village Center Office if you cannot make your scheduled reservation so we can re-assign the reservation time slot.
- Late arrivals or no shows: we will hold your reservation for 15 minutes past your scheduled start time before re-assigning the reservation time slot.
- At the discretion of the Amenity Director, and the approval of the Operations Manager and the GH CDD Board of Supervisors, certain reservation play day/times may be block-scheduled on a recurring basis to accommodate organized play groups of GH residents. These policies are subject to change at any time pursuant to action by the Board of Supervisors at a duly noticed CDD Board Meeting.

### **TENNIS AND PICKLEBALL FACILITY POLICIES**

**When not subject to a reservation, the courts are available on a first come, first served basis. It is recommended that Patrons desiring to use the courts check with the staff to verify availability. Use of a court is limited to one and a half (1.5) hours when others are waiting,**

**unless the court is used pursuant to a reservation discussed above. If no one is waiting, play may continue.**

As a courtesy to other patrons, we ask that all players please recognize and abide by these rules and guidelines. Remember, not only are these lifetime sports, it is also a game of sportsmanship, proper etiquette and fair play.

- (1) Equipment, if available, may be checked-out from the Village Center office in accordance with the Equipment Check-Out and Locker Policy set forth herein.
- (2) Proper etiquette shall be adhered to at all times. The use of profanity or disruptive behavior is prohibited.
- (3) Proper shoes and attire, as determined by the Amenity Manager, are required at all times while on the courts. Shirts must be worn at all times.
- (4) Courts are for Patrons, House Guests and Daily Guests only. Patrons may invite House Guests and Daily Guests for play, but shall accompany their House Guests and Daily Guests and register them properly. The limit is three (3) House Guests and Daily Guests to a single court.
- (5) No jumping over nets.
- (6) Players must clean up after play. This includes “dead” balls, Styrofoam cups, plastic bottles, etc. The goal is to show common courtesy by leaving the court ready for play for Patrons who follow you.
- (7) Court hazards or damages, such as popped line nails, need to be reported to the Amenity Manager for repair.
- (8) Residents using these facilities must supply their own equipment (rackets, balls, etc.).
- (9) The courts are for the play of tennis and pickleball only. Pets, roller blades, bikes, skates, skateboards, scooters, hoverboards and the like are prohibited on the courts.
- (10) Beverages are permitted at the these facilities if they are contained in non-breakable containers with screw top or sealed lids. No food or glass containers are permitted on the tennis courts.
- (11) No chairs, other than those provided by the District, are permitted on the courts.
- (12) Lights at the these facilities must be turned off after use.
- (13) Children under the age of thirteen (13) are not allowed to use the these facilities unless accompanied by an adult Patron.
- (14) The courts may be reserved by the District for District-sponsored events or functions.

- (15) If you find it necessary to “bump” other players when it is your turn to play:
- a) Never attempt to enter someone else’s court before your reservation time.
  - b) Never enter the court or distract players while others are in the middle of a point or game.
  - c) Wait outside the entrance gate and politely inform the players that you have a reservation time.
  - d) Allow players to finish out one more point, and then begin the player changeover for the court.
  - e) If you are bumped from a court and wish to continue play, please notify the Village Center office staff and they will do their best to get you on the next available court.
- (16) The amenity management company has subcontracted with a qualified tennis professional to offer tennis lessons, at a separate fee, to residents. This is an exclusive contract. No other professional for-profit tennis instruction will be allowed on District courts.

**VOLLEYBALL COURT POLICIES**

- (1) Volleyball equipment, if available, may be checked-out from the Village Center office in accordance with the Equipment Check-Out and Locker Policy set forth herein.
- (2) Proper volleyball etiquette shall be adhered to at all times. The use of profanity or disruptive behavior is prohibited.
- (3) Proper volleyball or athletic shoes and attire are required at all times while on the courts. Shirts must be worn. No black soled shoes allowed.
- (4) The volleyball facility is for the play of volleyball only. Pets, roller blades, bikes, skates, skateboards, scooters, hoverboards and the like are prohibited from use at the facility.
- (5) Beverages are permitted at the volleyball facility if they are contained in non-breakable containers with screw top or sealed lids.
- (6) No chairs, other than those provided by the District, are permitted on the volleyball courts.
- (7) Children under the age of thirteen (13) are not allowed to use the volleyball facility unless accompanied by an adult Patron.
- (8) Please clean up the court after use.
- (9) The volleyball courts may be reserved by the District for District-sponsored events or functions.

### **BASKETBALL FACILITY POLICIES**

- (1) Basketball equipment, if available, may be checked-out from the Village Center office in accordance with the Equipment Check-Out and Locker Policy set forth herein.
- (2) Proper basketball etiquette shall be adhered to at all times. The use of profanity or disruptive behavior is prohibited.
- (3) Proper basketball or athletic shoes and attire are required at all times while on the courts. Shirts must be worn. No black soled shoes allowed.
- (4) The basketball facility is for the play of basketball only. Pets, roller blades, bikes, skates, skateboards, scooters, hoverboards and the like are prohibited from use at the facility.
- (5) Beverages are permitted at the basketball facility if they are contained in non-breakable containers with screw top or sealed lids.
- (6) No chairs, other than those provided by the District, are permitted on the basketball courts.
- (7) Children under the age of thirteen (13) are not allowed to use the basketball facility unless accompanied by an adult Patron.
- (8) Please clean up court after use.
- (9) The basketball courts may be reserved by the District for District-sponsored events or functions.

### **DISTRICT PLAYGROUND/TOT LOT POLICIES**

- (1) Children under the age of eight (8) must be accompanied by an adult Patron.
- (2) No roughhousing on the playground.
- (3) Persons using the playground must clean up all food, beverages and miscellaneous trash brought to the playground/soccer field. Glass containers are prohibited.
- (4) Use of the playground may be limited from time to time due to a sponsored event, which must be approved in advance by the District Manager.
- (5) The use of profanity or disruptive behavior is absolutely prohibited.
- (6) Patrons, House Guests and Daily Guests who use the playgrounds do so at their own risk.



- (7) The playgrounds may not be reserved or rented by Patrons; however, they may be reserved by the District for District-sponsored events or functions.

#### **BOCCE POLICIES**

- (1) Bocce equipment, if available, may be checked-out from the Village Center office in accordance with the Equipment Check-Out and Locker Policy set forth herein.
- (2) Horseplay is not permitted.
- (3) Appropriate dress is required on the court. This includes no bare feet.
- (4) Bocce balls should not be tossed or thrown outside of the court.
- (5) Players on the opposite end of the playing or throwers end should stand outside of the court walls. Sitting on the walls is permissible provided one's legs are on the outside of the walls. Please report any loose boards, protruding nails, etc., to the staff.
- (6) Children under thirteen (13) years of age must be supervised by an adult Patron. Supervising adult Patrons must understand the rules of the game.
- (7) Please brush the playing surface at conclusion of play.
- (8) The bocce courts may be reserved by the District for District-sponsored events.

#### **POLICIES FOR CREEKSIDE CROQUET FACILITIES**

- (1) Croquet equipment, when available, is located in courtside boxes.
- (2) Appropriate dress and shoes are required on the court. This includes no bare feet.
- (3) Balls and mallets are not to be thrown. Participants waiting their turn to hit should stand off the croquet lawn.
- (4) Children under thirteen (13) years of age who play must be supervised by an adult Patron who knows the rules and regulations of croquet.
- (5)
- (5) The croquet courts are intended for croquet only and should not be used for any other activity.

#### **POLICIES RELATED TO THE WATERSIDE PARKWAY SIDEWALKS/ ESPLANADE**

- (1) The sidewalks along Waterside Parkway (the “Walkway”) and the Esplanade are designated as Amenity Facilities for pedestrian walking activities. A person propelling a bicycle upon and along a sidewalk, path, Esplanade or across a roadway upon and along a crosswalk, shall yield the right-of-way to any pedestrian and shall give an audible signal before overtaking and passing such pedestrian and otherwise complies with Fla. Stat. §316.2065 and other applicable regulations.
- (2) No electric bicycle or motorized scooter shall be used on the Walkway except that an electric bicycle may be used if the motor is in the “off” position and the electric bicycle is being operated solely through pedal power or when the motor is on and a Pedal Assist System is operating in a manner to simulate Pedal Power.
- (3) In any location where interaction occurs between pedestrians and bicycles, all parties are expected to act in a safe and cooperative manner that facilitates the safety and clear passage rights of both pedestrians and riders.

#### VILLAGE CENTER CAFÉ POLICIES

The Village Center Café is available for use during posted hours of operation. Proper attire must be worn at all times when in the café or when seated on its patio; shoes and shirts are required to receive service. All Patrons, House Guests and Daily Guests are also required to adhere to any posted policy regarding the café that has been approved by the Board of Supervisors.

#### FISHING PIERS FACILITY POLICIES

The District owns piers which are suitable for fishing and related activities. They are the Front Street Center Park Fishing Pier, the Golf Club Fishing Pier and the Marlin Drive Fishing Pier and also owns two walking bridges in Wild Oaks, the Ditch 10 Walking Bridge and the Tract H Walking Bridge. The Piers and Walking Bridges are collectively referred to as the “Fishing Piers” and are subject to the following policies.

- (1) The Fishing Piers are available for use by Patrons, House Guests and Daily Guests on a first come first served basis.
- (2) All Patrons, House Guests and Daily Guests are required to adhere to the “**Fishing Policy**” section contained herein for those piers that are located on the lake/stormwater facilities.
- (3) Patrons, House Guests and Daily Guests are required to adhere to all state and local laws regarding fishing.
- (4) Patrons House Guests and Daily Guests are required to obtain and possess any and all required fishing licenses and/or permits as may be required by applicable law(s).

- (5) Patrons, House Guests and Daily Guests are required to remove and clean any fishing related debris. Please respect others and District property by cleaning up after yourself when using the Fishing Piers.
- (6) Children under the age of thirteen (13) shall not use the Fishing Piers unless accompanied by an adult Patron.
- (7) Due to required Florida Inland Navigation District deckboard spacing, proper footwear is required.

### **DOG PARK POLICIES**

- (1) The District is not responsible for injuries to dogs, their owners/handlers, or others that use the Dog Park. This area is for dogs and their handlers/owners only.
- (2) Aggressive dogs are strictly forbidden within the fenced dog park. Violators will face permanent suspension from the dog park.
- (3) Dog owners/handlers must respect the rights of others to use this area by maintaining control of their pets at all times.
- (4) Dogs must be on leash and under control by their owners/handlers at all times outside of the fence Dog Park.
- (5) Children under the age of 6 are prohibited from entering the fenced dog park area. An adult, who is accountable for their behavior and well-being, must accompany children between the ages of seven (7) and twelve (12).
- (6) Owners/handlers must immediately clean up after their dog(s) and properly dispose of the waste.
- (7) No smoking or food within fenced area (human or dog).
- (8) Owners/handlers must remain inside, with leash, with view and voice control of their dog(s) at all times.
- (9) Limit of two dogs per adult.
- (10) Dog Park gates must be closed immediately after entering or exiting the facility.
- (11) All dogs must be healthy, vaccinated, and collared – with identification.
- (12) Dogs in heat and puppies under four months of age are prohibited.

- (13) Excessive barking is prohibited. Dogs barking excessively must be removed.
- (14) Owners/handlers must stop their dogs from digging and immediately fill any holes dug.
- (15) Only flying disc and tennis ball type toys are permitted within fenced area.

### **GRAND HAVEN ROOM AT THE VILLAGE CENTER: RENTAL POLICIES**

Property Owners, Registered Renters and Non-Resident Amenity Members may reserve the Grand Haven Room through the Amenity Manager's office for various meetings, classes, events, etc. for a maximum of five (5) hours per event. The five (5)-hour limitation can only be exceeded upon specific authorization from the Board. Reservation of the Grand Haven Room is on a first come, first served basis and is subject to approval by the Amenity Manager. A refundable deposit is required and will be returned after the function is complete provided there is no evidence of damage to the facility.

All food and beverages, including alcohol, used in the Grand Haven Room must be purchased through the Village Center Café (with the exception of cakes needed for special events, such as weddings, birthdays, etc.).

Alcoholic beverage sales and service are regulated by the State of Florida. Therefore, it is District policy that no alcohol of any kind is to be brought into, or taken away from, the facility.

A cleanup fee is generally required for all functions. Please contact the Village Center to make the proper arrangements regarding availability and various other service fees.

No open burning or campfires are allowed at the facility.

Below are the policies and guidelines set forth and agreed upon by the Board and Amenity Manager regarding events in the Grand Haven Room:

#### **Policies**

- (1) Applicant must be a Property Owner, Registered Renter or Non-Resident Amenity Member
- (2) Applicants may reserve the Grand Haven Room only, as the patio and pool may not be reserved for private use.
- (3) Facilities will be reserved on a first-come, first-served basis.
- (4) Applicant may reserve the Grand Haven Room for up to five (5) hours only; unless they request and receive prior approval from the Board of Supervisors.
- (5) All applicants will be required to fill out and sign the District Facility Use Application Agreement at the Village Center office.

**Schedule of Fees/Deposits**

- (1) A non-refundable room rental fee for the Grand Haven Room will be charged as follows: \$50.00 for up to 25 guests, and \$100.00 for 26 guests or more. A final guarantee (number) of Guests is to be conveyed to the Amenity Facilities' events planner no later than five (5) days before the date of the scheduled event. In absence of a final guarantee, the number indicated on the original agreement will be considered correct. A check shall be made out to the "Grand Haven Community Development District" and submitted to the Village Center Office.
- (2) A refundable security deposit of \$150.00 shall be charged to the persons making the reservation and shall be submitted to the Village Center Office in the form of a separate check (which shall be made payable to the "Grand Haven Community Development District").
- (3) A staff and/or administrative charge for services provided by the Amenity Manager, if applicable, will be added to include any necessary fees (i.e., setup, breakdown, kitchen use, additional after hour facilitators, etc.) and will be specified in the reservation documents provided by the Amenity Manager; these additional charges shall be payable to the Amenity Manager and are not fees of the District.
- (4) The Board of Supervisors has the right to waive room rental fees and usage limits that do not exceed the fire code for private rentals, events, or activities they have reviewed on a case by case basis at the request of the Amenity Center Manager, District Manager or any Patron.
- (5) The fees provided for herein may be increased by the Board at a regular public meeting in an amount not to exceed fifteen (15) percent during any given year without the need to amend these rules.

**INDEMNIFICATION**

Each organization, group or individual reserving the use of an Amenity Facility (or any part thereof) agrees to indemnify and hold harmless the District, the owners of the Amenity Facility and the owner's officers, agents and employees from any and all liability, claims, actions, suits or demands by any person, corporation or other entity, for injuries, death, property damage of any nature, arising out of, or in connection with, the use of the District lands, premises and/or Amenity Facilities, including litigation or any appellate proceeding with respect thereto. Nothing herein shall constitute or be construed as a waiver of the District's sovereign immunity granted pursuant to Section 768.28, Florida Statutes.

**CREEKSIDE ATHLETIC CLUB: RENTAL POLICIES**

Property Owners, Registered Renters and Non-Resident Amenity Members may reserve, for a rental fee, the entire fenced-in Pool and Tiki Bar area of the Creekside Athletic Club for private events by contacting the Amenity Manager’s office. Reservations will be on a first come, first serve basis and are subject to approval by the Amenity Manager. This area is available for rental on four (4) occasions per month during regular hours of operation and for an unlimited number of occasions when the function is held after the normal hours of operation for the facility; but in no event shall the areas be available for use beyond 10:00 p.m. The Pool and Tiki Bar area may not be rented on two (2) consecutive weekend days in a row (Friday, Saturday, and Sunday). Reservations may not be made more than three (3) months prior to the event. Please note that the facility is unavailable for December holiday parties and private events on the following holidays\*:

Easter Sunday	Memorial Day	Christmas Day
New Year’s Eve	New Year’s Day	Christmas Eve
Labor Day	Thanksgiving	4th of July

*\*This policy may be amended at the discretion of the Amenity Manager on a case by case basis. Please understand that an additional staffing charge may apply for these holiday dates and times.*

### **Available Facilities**

The entire Pool and Tiki Bar area of Creekside Athletic Club is available for rental for up to five (5) total hours (including set-up and post-event cleanup); unless they have requested and received prior approval from the Board of Supervisors. The Pool and Tiki Bar may only be rented as one combined area and will not be rented as separate areas. The charge for rental of the Pool and Tiki Bar area is Three Hundred Dollars (\$300.00). The number of Patrons and Guests will be limited to the maximum capacity allowed by state laws, ordinances, rules or regulations.

The Creekside offices, fitness center, and other athletic facilities are not available for private rental and shall remain open to other Patrons, House Guests and Daily Guests during normal operating hours. The persons renting the Pool and Tiki Bar area of Creekside shall be responsible for any and all damage and expenses arising from the event.

The fees provided for herein may be increased by the Board at a regular public meeting in an amount not to exceed fifteen (15) percent during any given year without the need to amend these rules.

### **Reservation Procedures**

Property Owners, Registered Renters and Non-Resident Amenity Members interested in reserving this area must submit to the Amenity Manager’s office a completed and signed Facility Use Application. At the time of approval, two (2) checks or money orders (no cash) made out to “Grand Haven Community Development District” shall be submitted to the Amenity Manager in order to reserve the area. One check shall be for the amount of the room rental fee and the other check shall be for a deposit in the amount of Two Hundred Dollars (\$200.00).

An additional deposit of Three Hundred Dollars (\$300.00) shall be required for all approved events serving alcoholic beverages. The Amenity Manager will review the Facility Use Applications on a case-by-case basis and has the authority to reasonably deny a request. Denial of a request may be appealed to the District's Board of Supervisors for consideration.

The fees provided for herein may be increased by the Board at a regular public meeting in an amount not to exceed fifteen (15) percent during any given year without the need to amend these rules.

### **Staffing**

Property Owners, Registered Renters and Non-Resident Amenity Members holding a private event in the Pool and Tiki Bar Area are required to pay for an additional staff person for such event, unless the private event is being held during Creekside Athletic Club's normal operating hours and sufficient staff is already present.

### **Deposit**

As stated above, a deposit in the amount of Two Hundred Dollars (\$200.00) is required by the time the reservation is approved (not including additional alcohol deposits, if applicable). To receive a full refund of the deposit, the following must be completed:

1. Ensure that all garbage is removed and placed in the dumpster.
2. Remove all displays, favors or remnants of the event.
3. Restore the furniture and other items to their original position.
4. Wipe off counters, table tops and sink area.
5. Ensure that no damage has occurred to the Creekside Athletic Club and its property.

If additional cleaning is required, the Patron reserving the room will be liable for any expenses incurred by the District to hire an outside cleaning contractor. In light of the foregoing, Patrons may opt to pay for the actual cost of cleaning by a professional cleaning service hired by the District. The Amenity Manager shall determine the amount of deposit to be returned, if any.

### **General Policies**

- (1) Property Owners, Registered Renters and Non-Resident Amenity Members are responsible for ensuring that their House Guests and Daily Guests adhere to the policies set forth herein.
- (2) The Pool and Tiki Bar area may be rented in addition to the posted regular hours of operation of the facility; such hours are subject to change. Please see the Amenity Manager for details relating to additional staffing cost, staffing availability and facility availability. Please note that all policies of the Amenity Facilities remain in force for these special circumstances.

- (3) The volume of live or recorded music must not violate applicable City of Palm Coast noise ordinances.
- (4) The Pool and Tiki Bar Area will close at 10:00 p.m. when it is rented outside of normal hours of operation.
- (5) No glass, breakable items or alcohol are permitted in or around the pool deck area.
- (6) Additional Event Liability Insurance coverage in the amount of One Million Dollars (\$1,000,000) will be required for all events that are approved to serve alcoholic beverages. This policy regarding insurance coverage also pertains to certain events the District determines should require additional Event Liability coverage on a case by case basis (to be reviewed by the District Manager or the Board of Supervisors). The District shall be named as an additional insured party on any such policies, and a certificate of insurance illustrating the appropriate coverage amount and parties is to be provided to the Amenity Manager prior to the event.
- (7) When the facility is rented or reserved for a private function, food and non-alcoholic beverages shall only be provided by a licensed caterer or a restaurant service.
- (8) Alcoholic beverage service, if approved, shall only be obtained through a service licensed to serve alcoholic beverages. Such service will be required to provide to the Amenity Manager a certificate of insurance, naming the District as an additional insured party.
- (9) Patrons are not allowed to bring or use grills or smokers at Creekside Athletic Club. Patrons may hire an insured caterer to provide this service. The location of any grill or smoker will be at the discretion of the Amenity Manager. Such catering service will be required to provide to the Amenity Manager a certificate of insurance, naming the District as an additional insured party.
- (10) The Board of Supervisors has the right to waive rental fees and usage limits that do not exceed the fire code for private rentals, events, or activities they have reviewed on a case by case basis at the request of the Amenity Center Manager, District Manager or any Patron.

### **Indemnification**

Each organization, group or individual reserving the use of a Amenity Facility (or any part thereof) agrees to indemnify and hold harmless the District, the owners of the Amenity Facility and the owner's officers, agents and employees from any and all liability, claims, actions, suits or demands by any person, corporation or other entity, for injuries, death, property damage of any nature, arising out of, or in connection with, the use of the District lands, premises and/or Amenity Facilities, including litigation or any appellate proceeding with respect thereto. Nothing herein shall constitute or be construed as a waiver of the District's sovereign immunity granted pursuant to Section 768.28, Florida Statutes.



## **COMMUNITY GAZEBO POLICIES**

### **Reservation and Parking**

Property Owners, Registered Renters and Non-Resident Amenity Members may reserve either of the two Community Gazebos located at **Front Street Center Park\*** and at the **Golf Course Clubhouse Pier\*\*** for private events by contacting the Operations Manager's office (386) 447-1888. Reservations will be on a first come, first serve basis and are subject to approval by the Operations Manager or District Manager. Property Owners, Registered Renters and Non-Resident Amenity Members interested in reserving these areas must submit to the Operations Manager's office a complete and signed CDD Gazebo Facility Use Application, a copy of which may be obtained from the Operations Manager. The Gazebos are available from dawn to dusk each day.

*\*The Front Street Center Park has no adjacent parking facility. Residents and guests are encouraged to leave vehicles in the District parking lot at the Golf Clubhouse on Riverfront Drive and arrange transportation to and from this lot. Please note that a Palm Coast City Ordinance prohibits parking on streets 24 hours a day, 7 days a week, within City limits (including the streets within Grand Haven) and the Flagler County Sheriff has the authority to enforce this ordinance within the District*

### **General Policies**

- (1) The Property Owners, Registered Renters and Non-Resident Amenity Members utilizing the Gazebo shall be responsible for thoroughly cleaning the Gazebo and its surrounding area subsequent to their use so that it is in as good a condition as existed prior to their use. Should the Property Owners, Registered Renters or Non-Resident Amenity Members fail to perform such adequate cleaning, the District shall have the option of cleaning, or causing to be cleaned, the Gazebo and the surrounding area and billing said Property Owners, Registered Renters or Non-Resident Amenity Members any fees or charges incurred relating to such cleaning.
- (2) Property Owners, Registered Renters and Non-Resident Amenity Members utilizing the Gazebo are responsible for ensuring that their House Guests and Daily Guests in attendance (if any) adhere to the policies set forth herein.
- (3) The volume of live or recorded music played at the Gazebo must not violate applicable City of Palm Coast noise ordinances.
- (4) Due to required deckboard spacing, proper footwear is required.

### **Indemnification**

Each organization, group or individual reserving the use of CDD facilities agrees to indemnify and hold harmless the Grand Haven Community Development District (“District) and the amenity management firm, and the respective officers, agents and employees of each, from any and all liability, claims, actions, suits or demands by and person, corporation or other entity, for injuries, death, property damage of any nature, arising out of or in connection with, the use of the district lands, premises and/or facilities, including litigation or any appellate proceeding with respect thereto. Nothing herein shall constitute or be construed as a waiver of the District’s sovereign immunity granted pursuant to Section 768.28, Florida Statutes.

The District and its agent, employees and officers shall not be liable for, and the Property Owners, Registered Renters and Non-Resident Amenity Members user shall release all claims for injury or damage to or loss of personal property or to the person, sustained by the user or any person claiming through the user resulting from any fire, accident, occurrence, theft or condition in or upon the District’s lands, premises and/or facilities.

### **FISHING POLICY**

Patrons, Registered Renters, persons who have paid and are current in payment of the Annual Use Fee or House Guests and Daily Guests who have registered and paid the applicable Daily Fee required by these Rules, may fish from certain lake/retention pond areas during daylight hours within the Grand Haven Community Development District. Persons authorized to fish in the lake/retention ponds must possess a Smart Amenity Access Card (SAAC) on their person or a current Amenity Use Pass as provided through the Village Center Amenity Office. The SAAC may be scanned by District staff to verify person’s current authorized use of the amenity.

Access to these bodies of water shall only be through the proper access points, and no persons shall fish in the area between the lake/retention pond and a private residence (the “Restricted Area”) except for persons residing in that private residence or invitees of persons residing in that private residence who otherwise have rights to use the Amenity Facilities. The District shall have the authority to post “No Trespassing” signs on portions of the pond banks where fishing would violate the foregoing rule. Whether such a sign is placed or not, persons who violate this rule by fishing in a Restricted Area, or by gaining access to any pond through a Restricted Area, are guilty of trespassing and are subject to legal action. No persons other than those listed in this paragraph are entitled to fish in the lake/retention ponds under any circumstances. No watercrafts of any kind are allowed in these bodies of water. Any violation of this policy will be reported to the local authorities and may subject the offender to use of the trespass remedies provided for in these rules.

Swimming is also prohibited in any of the lake/retention areas. Please use the pools at the Amenity Facilities for swimming. The District has a “**CATCH AND RELEASE**” policy for all fish caught in the lake/retention areas. You **must** return all fish caught to the same body of water in which they were caught. These bodies of waters are only intended for catch and release, as they are mostly retention ponds and manmade lakes. The purpose of these bodies of water is to help facilitate the District’s natural water system for runoff and overflow. The catch and release policy does not apply to the Fishing Piers located on saltwater bodies.

Persons violating the Fishing Policy may be subject to restrictions or suspension from further fishing on the lake/retention ponds in the manner set forth in the section entitled “Expulsion from Premises; Suspension and Termination of Privileges.”

### **TRASH TO TREASURES COMMUNITY YARD SALE**

The Amenity Director is authorized to hold a Community Wide “Trash to Treasures” Sale (Garage Sale) on District common property no more than twice per year. The sale cannot be advertised outside Grand Haven and is intended only for Grand Haven Residents.

### **EXPULSION FROM PREMISES; SUSPENSION AND TERMINATION OF PRIVILEGES**

#### **Relating to the Health, Safety and Welfare of the Patrons and Damage to Amenity Facilities:**

Notwithstanding anything contained herein, the Amenity Facilities Staff may, at any time, remove any Patron, House Guests and Daily Guests from the premises and/or restrict or suspend any Patron’s, House Guest’s and Daily Guest’s privileges to use any or all of the Amenity Facilities (the procedures for which are outlined below), when such action is necessary to:

1. Protect the health, safety and welfare of other Patrons, House Guests and Daily Guests.
2. Protect the health, safety and welfare of District Employees, [District Contractors](#) and Amenity Facilities Staff.
3. Protect the Amenity Facilities from damage.
4. Protect the District’s Food & Beverage Operator’s ability to comply with all local, state and federal guidelines.

#### **Expulsion from Premises:**

Expulsion of a Patron, House Guests and Daily Guests from District premises shall be at the discretion of the District’s Operations Manager, District Manager, Amenity Facilities Staff, or the Board of Supervisors, resulting from:

1. Hostile behavior that is a threat, or is likely to be perceived as a threat, to other Patrons/ House Guests and Daily Guests, District Employees, [District Contractors](#), Amenity Facilities Staff, and/or District property. Such hostile behavior shall include, but not be limited to excessive argumentative behavior, violence or threats of violence [or behavior deemed by the Chairman of the Board of Supervisors, or his or her designee, in his or her sole discretion, to constitute a violation of sections 784.011, 784.021, 784.03, 784.041, or 784.046, Florida Statutes, whether or not law enforcement is contacted or charges are filed.](#)
2. Behavior that, if left unchecked by Staff, could either jeopardize the Food & Beverage Operator’s Food & Beverage license(s) or otherwise affect its lawful operation of the District’s Food & Beverage facilities.

3. Commission or threat of the commission of a criminal act occurring on District premises.
4. Failure to comply with these Rules after being directed by the Amenity Facilities Staff or District Employees to do so.
5. Knowing and willful misrepresentation of himself or herself, through conduct or verbal or written notice, as using a Service Animal and being qualified to use a Service Animal or as a trainer of a Service Animal.

Such physical expulsion from the premises shall be undertaken only by local Sheriff's deputies and not District or Amenity Facilities Staff, or a member of the Board of Supervisors. For these purposes, District's Operations Manager, District Manager, and the on-duty members of the Amenity Facilities Staff are hereby delegated the authority to execute a trespass notice adequate to cause the Sheriff's Department to expel the offending person. Upon issuance of a trespass notice, a copy shall be promptly transmitted to the District Manager. At the Board of Supervisors meeting next following issuance of the trespass notice, the Board shall discuss the notice and determine whether to ratify, extend or cancel the notice, and the Board shall follow the procedures set forth below in that regard.

**Restriction or Suspension of District Privileges:**

The authority to restrict or suspend any Patron's, House Guest's and Daily Guest's privileges to use any or all of the Amenity Facilities is formally granted by the Board of Supervisors to the District Operations Manager, District Manager, and/or the Amenity Manager. Such action may be initiated by the District Manager, District Operations Manager, or Amenity Manager, with its final determination made by the Board of Supervisors at the next Board of Supervisors meeting (or as soon as practical). For more details, see "District Suspension and Termination Process" outlined below.

**Relating to District Policies and Fees for All Amenity Facilities:**

A Patron's, House Guest's and Daily Guest's privileges at any or all Amenity Facilities may be subject to various lengths of suspension or termination for up to one (1) calendar year by the Board of Supervisors, and a Patron, House Guest and Daily Guest may also be required to pay restitution for any property damage, if a he or she:

1. Fails to abide by the District Policies and Fees for All Amenity Facilities established and approved by the Board of Supervisors.
2. Submits false information on the application for an Access Card or House Guest and Daily Guest pass, on the Property Owner or Registered Renter authorization forms, or on any other documents utilized by the District in connection the use of the Amenity Facilities.
3. Permits unauthorized use of an Access Card or House Guest and Daily Guest pass.
4. Violates applicable law or ordinance.

5. Treats District Employees [or District Contractors](#), or the personnel or employees of the Amenity Facilities Staff, or Patrons and Guests, in a hostile, unreasonable, or abusive manner. Such treatment includes, but is not limited to verbal and/or written communication.
6. Engages in conduct that is improper or likely to endanger the welfare, or safety of the District or Amenity Manager's staff, or Patrons and Guests.
7. Damages or destroys District property.
8. Compromises the integrity of security measures at any gated vehicle entry within the District. This activity shall include opening the gate for unauthorized vehicles, lifting the gate arm by hand, driving around the gate arms in motorcycles or other motorized vehicles or otherwise permitting vehicles to enter the District in a manner which is inconsistent with the District's gatehouse and GAD policies.
9. Fails, after notice, to comply with registration policies which may be adopted by the Board from time to time to identify those owners or registered renters who are authorized to use the Amenities.
10. Violates the District's Rules related to parking.
11. Knowing and willful misrepresentation of himself or herself, through conduct or verbal or written notice, as using a Service Animal and being qualified to use a Service Animal or as a trainer of a Service Animal.

**Consent to Video or Audio Recording:**

In order to protect the safety of the District, the Amenity Facilities and their guests and occupants, and to otherwise assist in the administration of these rules, the District may elect, from time to time, to install and operate various forms of video and audio monitoring devices within or upon the District's property. By use of the Amenity Facilities or other District property, each user consents to the recording and storage of video images or audio recordings by electronic means. The District shall have the right to disregard incident reports which are not filed within thirty (30) days of the occurrence of an injury or alleged violation of these Rules, because the delay impairs the ability of the District to review and verify the incident through these electronic means.

**District Suspension and Termination Process:**

In response to any violation of the rules, regulations, policies and procedures specified herein, including, but not limited to, those set forth in the preceding paragraph, the District shall follow the process outlined below with regard to suspension or termination of a Patron's, House Guests and Daily Guests privileges to use the amenity facilities:

1. [Automatic Suspension Without Notice: Any violation of these rules, regulations, regulations, policies and procedures occurring on District Property which constitutes conduct described in 1 through 4 under the section titled "Expulsion from Premises," or conduct which is deemed by the Chairman of the Board of Supervisors, or his or her designee, in his or her sole discretion, to constitute an](#)

assault, aggravated assault, battery, domestic battery or similar conduct which would constitute a violation of sections 784.011, 784.021, 784.03, 784.041, or 784.046, Florida Statutes, whether or not law enforcement is contacted or charges are filed, shall result in the immediate suspension, without notice or hearing, of the offending Patron's, House Guests and Daily Guests privileges to use the Amenity Facilities. The Chairman, or his or her designee, may make such investigation or inquiry as may be necessary to determine the details of any violation he or she suspects may constitute a violation of sections 784.011, 784.021, 784.03, 784.041, or 784.046, Florida Statutes. In the event of such conduct, the Board may take one or more of the actions described under "Second Offense" and "Third Offense" below without requiring any additional warning. Any suspension imposed pursuant to this provision shall be ratified by the District's Board of Supervisors at its next regular meeting.

- 1-2. First Offense – Issuance of either a Verbal or a Written Warning by Staff of policy violations. After the initial Verbal or Written Warning, a follow-up written summary by the Amenity Manager or Operations Manager shall be transmitted to the CDD office. The summary shall describe the alleged offense in sufficient detail, and shall also state whether the matter is considered to have been resolved at the time of the warning. After the time of such transmittal, the summary shall be reviewed by the Chairman of the Board of Supervisors, or his designee, to determine what, if any, additional action shall be taken. The Chairman or his designee may make such investigation or inquiry as may be necessary to determine any further course of action, including efforts to resolve the matter through informal means. At the discretion of the Chairman or such designee, the matter may be considered settled at that time, or further action may be required. The Chairman, or his designee, may at that time determine to deliver a written warning (a "Notice of First Offense"), which shall be sent by such designee or the District Manager by certified mail to the resident's mailing address on file. (The Notice of First Offense may not necessarily occur immediately at the time of the violation, due to frequent, past instances of Patrons' refusal to provide their name or contact information to Staff.) The Notice of First Offense shall have a term of sixty (60) days. However, if the Chairman or his designee believes that a longer term is warranted, the matter may be referred to the Board of Supervisors, which may, by action taken at a Board meeting, elect for the Notice of First Offense to have a longer term. Notwithstanding the foregoing, in the event that the First Offense falls within the scope of conduct described above under "Expulsion from Premises," no warning shall be necessary prior to contacting the Sheriff's Department and issuing the trespass notice described above. If the offense involves interference with the integrity of the guardhouse policies or the GAD policy, the Board may elect to suspend and deactivate any GAD that has been assigned to the offender and may suspend the offender's right to register names with the guardhouse or make use of automatic call boxes to permit entry remotely at gates. ~~In the event that a Patron, House Guest or Daily Guest has committed an act described in 1 through 4 under the section titled "Expulsion from Premises," the Board may take one or more of~~

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~~the actions described under “Second Offense” and “Third Offense” below without requiring any additional warning.~~

~~2.3.~~ 2.3. Second Offense – In the event that a second violation of the rules regulations and procedures set forth herein occurs during the effective term of an existing Notice of First Offense, or in the event that more than one Notice of First Offense has been delivered to the offender during the twelve (12) month period immediately preceding the offense, the offender shall be subject to suspension of all Amenity Facilities privileges by District Manager or the Board of Supervisors until further notice, for a period of up to ninety (90) days. Again, confirmation of this action shall be sent by certified mail to the resident.

A written report shall be provided by the Amenity Manager or the District Operations Manager to the District Manager, and a final decision relating to the final term of suspension of privileges shall be made by the Board of Supervisors either within one (1) month of the incident or by the next Board of Supervisors meeting, whichever comes first.

~~3.4.~~ 3.4. Third Offense – Automatic suspension of all Amenity Facilities privileges for a minimum of ninety (90) days, with confirmation sent to the resident by certified mail. At the next Board of Supervisors meeting, a written account of all previous offenses shall be submitted by the Amenity Manager, Operations Manager or District Manager and shall be reviewed by the Board of Supervisors, with possible suspension of privileges beyond ninety (90) days, including possible termination of the Patron’s, House Guest’s and Daily Guest’s privileges for one (1) or more years.

Note 1: Should a Patron, House Guest and Daily Guest ignore or otherwise violate his or her suspension of privileges by such behavior as continuing to attempt to use the Amenity Facilities, Staff has the authority to call the Sheriff’s deputy to report a trespass upon the District’s premises.

Note 2: Adherence to the above procedures for suspension and/or termination of district-use privileges has no bearing whatsoever on whether a Patron, House Guest and Daily Guest may be physically removed from District premises, as described previously.

Note 3: Amenity Access cards will be confiscated or deactivated upon suspension and/or termination of privileges, with notification to the Operations Manager and Amenity Manager.

#### **Notification and Right to Hearing.**

Upon the taking of action by the Board of Supervisors regarding the suspension or expulsion of a person from the use of the Amenity Facilities, the District Manager shall provide notice, by certified mail, of the Board’s determination, at the most recent address provided by such person in the District’s records. Within fifteen (15) days from receipt of such notice, the person having been suspended or expelled (the “Affected Person”) may request in writing, sent by certified mail to the District Offices, that the Board of Supervisors conduct a hearing regarding the suspension or expulsion. The right to a hearing, the requirement of written notice and the address to which such notice is to be sent, shall be clearly set forth in the District Manager’s notice.

If the Affected Person requests a hearing, the Board of Supervisors shall set a date and time, not later than forty-five (45) days after the written request, and shall conduct a hearing regarding its decision to suspend or expel the person from the amenity facilities. The District Manager shall give written notice, by certified mail, of the date and time of the hearing. At such hearing:

The Affected Person shall have the right:

- to counsel of his/her own choice;
- to hear or read a full report of testimony of witnesses;
- to confront and cross-examine witnesses who appear in person at the hearing;
- to present his or her own witnesses;
- to testify in his or her own behalf and to give reasons for his or her conduct; and
- to a fair and impartial decision based on substantial evidence.

The District shall keep a record of the proceedings by tape recording or court reporter, at its option. However, if anyone chooses to appeal any decision of the Board with respect to any matter considered at the hearing, such person will need a record of the proceedings and should accordingly ensure that a verbatim record of the proceedings is made which includes the testimony and evidence upon which such appeal is to be based.

The conduct of the hearing shall proceed generally in accordance with the Florida Rules of Civil Procedure and Florida Evidence Code, except that the formality of the proceedings shall not be as great as that of a court proceeding. The introduction of hearsay evidence shall not be objectionable.

At the conclusion of the hearing, the District's Board of Supervisors shall, by majority vote, determine whether to uphold or modify its prior action. The Board's actions shall be read into the record at the hearing and shall include findings of fact supporting the action.

If the Affected Person wishes to appeal the determination of the Board of Supervisors, he/she may file a petition for writ of certiorari as authorized in the manner prescribed by the state appellate rules in the circuit court of the county, to review the decision of the Board of Supervisors. The court shall not conduct a trial de novo. The proceedings before the Board of Supervisors, including the testimony of witnesses, and any exhibits, photographs or other documents filed before them, shall be subject to review by the circuit court of the county. The petition together with the transcript of the testimony of the witnesses, as record of the proceedings, shall be filed in the circuit court within thirty (30) days after the pronouncement of the ruling by the Board of Supervisors to which such petition is addressed.



# EXHIBIT 16

**RESOLUTION 2023-14**

**A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT AMENDING THE DISTRICT’S RULES, POLICIES AND FEES FOR ALL DISTRICT AND AMENITY FACILITIES; PROVIDING FOR AN EFFECTIVE DATE**

**WHEREAS**, the Grand Haven Community Development District ("District") is the owner of various amenity facilities (the “Amenities”) within the boundaries of the District;

**WHEREAS**, Board of Supervisors of the District (“Board”) has the right to adopt reasonable rules and regulations regarding the use and operation of District Amenities;

**WHEREAS**, the Board previously adopted its Rules, Policies and Fees for All District and Amenity Facilities (the “Amenity Rules”); and

**WHEREAS**, the Board desires to review and amend the Amenity Rules; and

**WHEREAS**, the Board duly noticed and conducted a public hearing and, having taken and considered public comment, determined to adopt the Amenity Rule amendments.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT:**

1. The District’s Amenity Rules are hereby amended as shown in the attached Exhibit “A” to this Resolution [NOTE: Additions to text are indicated by underline; deletions by ~~strikeout~~].
2. The District’s Manager and Attorney are authorized to take actions as reasonably necessary to effectuate the purposes of this Resolution.
3. This Resolution shall become effective upon its adoption.

PASSED AND ADOPTED this 21<sup>st</sup> day of September, 2023.

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Secretary/Assistant Secretary

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Chair/Vice Chair

# EXHIBIT 17

**RESOLUTION 2023-15**

**A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT AMENDING THE DISTRICT’S GUIDELINES FOR THE PROCEDURES ADOPTED TO GOVERN OPERATION OF THE DISTRICT’S ROADS AND GATEHOUSES (“POST ORDERS”); PROVIDING FOR AN EFFECTIVE DATE**

**WHEREAS**, the Grand Haven Community Development District ("District") has developed, owns, and maintains roads and security installations and systems within the boundaries of the District; and

**WHEREAS**, the Board of Supervisors of the District (the “Board”) has the right to adopt guidelines regarding the operation of its security systems within the boundaries of the District; and

**WHEREAS**, the Board has previously adopted Chapter VII of its *Rules of the Grand Haven Community Development District (“Chapter VII”)*, which governs Gate Access and Public Road Access. Procedural guidelines (“Post Orders”) have been further adopted by the District to implement Chapter VII; and

**WHEREAS**, the Board finds that further amendment of its Post Orders is necessary to provide for efficient and effective operations of the District’s security and gate access systems and to implement the terms of Chapter VII; and

**WHEREAS**, the Board desires to amend its Post Orders.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT:**

1. The District’s Post Orders are hereby amended as shown in the attached Exhibit “A” to this Resolution [NOTE: Additions to text are indicated by underline; deletions by ~~strikeout~~].
2. The District’s Manager and Attorney are authorized to take actions as reasonably necessary to effectuate the purposes of this Resolution.
3. This Resolution shall become effective upon its adoption.

**PASSED AND ADOPTED** this 21<sup>st</sup> day of September, 2023.

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Secretary/Assistant Secretary

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Chair/Vice Chair

# Exhibit “A”



**GRAND HAVEN**  
**COMMUNITY DEVELOPMENT DISTRICT**

**POST ORDERS**

Adopted: revise date

# **SECTION 1**

## **INTRODUCTION**

Grand Haven Community Development District (the “District” or “CDD”) owns and operates a network of public roads within the Grand Haven community. Under authority of Chapter 190, Florida Statutes, the CDD also operates gates and gatehouses that are intended to provide security and access control. The CDD also contracts with a security vendor which provides personnel to operate the gatehouses (“Security Officers”). These Post Orders are intended as a guideline for the procedures adopted by the CDD to govern operation of the CDD roads and gatehouses. These guidelines provide direction to both the Security Officers and residents of the CDD and their visitors or the means of gaining or granting access to the roads within the CDD.

The CDD has adopted Chapter VII of its rules, which governs Gate Access and Public Road Access. These procedural guidelines have been further adopted by the CDD to implement Chapter VII.

The job as a Security Officer is of the utmost importance because of the great responsibility it carries. Grand Haven depends on these persons to enhance the safety and security of its homeowners, club members, employees and visitors and to protect its grounds, buildings and property from destruction by fire, theft or the malicious, thoughtless acts of others.

These Post Orders have been prepared to assist Security Officers in providing the highest degree of protection and safety possible for Grand Haven and to detail the procedures in place for granting access to persons wanting to enter the CDD. The Post Orders are also provided to inform residents of the CDD and other persons who may wish or be invited to gain access to the CDD roads and property of the procedures, conditions and requirements of such access.

## CONTACT TELEPHONE NUMBERS

CONTACT	TELEPHONE NUMBERS
EMERGENCY	911
CDD Operations Manager (Barry Kloptosky)	447-1888
CDD Office Administrator	447-1888
CDD Maintenance	447-1888 ( <i>after hours see "private list" posted in guard house</i> )
Golf Course Maintenance	288-8008
Amenity Management – CDD Amenity Management Contractor	447-0192
Verdego – CDD Landscape Company	437-6211
Golf Course Executive Chef	445-1027
Golf Pro Shop	445-2327
Southern States Management (GHMA)	446-6333
American Red Cross	437-5800
Spectrum	445-5464
Bellsouth	800-432-1424
Florida Power and Light	800-468-8243
Aggressive/Nuisance Alligators	447-1888 (CDD OFFICE)
Flagler County Code Enforcement	986-3764
Flagler County Emergency Services Office	313-4200
Flagler County Sheriff's Office	437-4116
Flagler Hospital (Route 100 just west of I-95)	586-2000
Flagler County Emergency Services Information Line	437-8202
Fire Department (Non-Emergency)	986-2300
Palm Coast Animal Control Division	986-2520
Palm Coast Code Enforcement	986-3764
Palm Coast Fire and Ambulance (Station #22)	446-6761
Palm Coast Utilities (water leaks/sewer station alarms)	986-2360/After Hours 888-635-9806
Poison Control	800-222-1222
Trash - City of Palm Coast	986-2360

NOTE TO GUARDS: Grand Haven Operations Manager shall be called for the following:

- Security issues, gates, common area maintenance, docks, Esplanade and contractor trash
- Smart Amenity Access cards, gate access cards and Grand Haven picture ID cards



## SECTION 2

### VENDOR AND VISITOR PASS PROCEDURES GOLF CLUB MEMBERS AND GOLF COURSE EMPLOYEES PASS PROCEDURES

1. DEFINITIONS. For purposes of these Post Orders, the following definitions shall apply:
  - a- "Access Technology" shall refer to the system of access control that is established by the CDD, which shall include stickers or transponders that permit Owners and Renters to access the gates automatically. The term shall also include the system of computer or application based software by which Owners and Renters may be allowed to designate and control individuals who they have permitted access in accordance with these Post Orders. The Access Technology may be revised or updated from time to time to meet the community's needs.
  - b- "Amenity Rules" shall refer to the Rules, Policies and Fees for All Amenity Facilities as adopted by the Board of Supervisors and in effect at the time this Rule is adopted, together with any future additions or amendments thereto.
  - c- "Daily Guest" shall have the meaning set forth in the Amenity Rules.
  - d- "Guest" shall mean, for purposes of these Post Orders, a Daily Guest, House Guest or other person who has been invited into Grand Haven by a Resident for family, social or other purposes and who is not entering in connection with a commercial purpose or activity.
  - e- "House Guest" shall have the meaning set forth in the Amenity Rules.
  - f- "Owner" refers to one or more individuals who hold title to residential properties in the CDD and reside in those properties.
  - g- "Renter" – shall mean any tenant residing in a Property Owner's home pursuant to a valid rental or lease agreement.
  - h- "Registered Renter" -- a tenant to whom a Property Owner has assigned the beneficial rights to use the Amenity Facilities pursuant to the Amenity Rules.
  - i- "Resident" shall mean a Renter or Owner for purposes of these Post Orders. The term Resident shall also include the family members of that Resident who have permanent residence in Grand Haven. For this purposes, "Family" shall have the meaning set forth in the Amenity Rules.
  - j- "Vendors" are commercial operators and all service-related personnel who may be invited by a specific Owner or who may provide a community-wide or community related service (e.g., trash removal).

2. IDENTIFICATION REQUIRED.

Any vehicle entering via the guest lane shall be required to show a VALID DRIVER LICENSE as identification. Any and all International Driver License that includes a photo will be accepted. If an International Driver License does not have a photo, then a photo I.D., or a passport may be used in conjunction with the International Driver License as acceptable identification. Security personnel are not responsible for identifying the validity of any International Driver License.

A PASSPORT alone will not be accepted as authorization to enter. As Passport does not give you authority to drive a vehicle. NO EXCEPTIONS.

3. ACCESS TECHNOLOGY

All Residents, shall be required to be registered in the Access Technology systems and databases as maintained by the CDD Office in order to gain entry through the resident side of the main gatehouse or through the other separate automated gates. All persons shall register under the Access Technology and use the Access Technology to provide notice of Visitors or Vendors who have been authorized to enter Grand Haven.

#### 4. RESIDENT ACCESS

Residents are expected to use the Access Technology to enter through automated gates in order to minimize the workload on the Security Officers.

Any person claiming to be an Resident arriving at a gate on the “resident or visitor side” without a transponder OR A NON-WORKING TRANSPONDER shall be stopped in the same manner as any guest or vendor. Such possible RESIDENT shall be required to provide a valid Driver License which includes a photograph and the RESIDENT’s name. The security officer will verify in the system that the RESIDENT still currently lives in Grand Haven prior to granting access.

If any person claiming to be a Resident, Homeowner or Tenant arrives at the gate and DOES NOT possess a valid Driver License, the security officer will ask for their name, address, telephone number and at least one name from their permanent guest list. The security officer will then cross-reference the information on the computer. The RESIDENT will then be logged in on the computer in the same manner as a guest. If a positive verification cannot be made the person claiming to be a RESIDENT will not be permitted access.

After a valid DRIVER LICENSE has been presented, it shall be scanned and recorded into the gate access security system along with the vehicle tag number. A refusal to allow the information to be scanned and recorded into the security system shall result in a denial of entry, **without exception.**

A RESIDENT is not allowed to let their GUESTS/VENDORS use their transponder for access into Grand Haven under any circumstances. A RESIDENT is not allowed to let a GUESTS/VENDORS tailgate them through any gate. Misuse of a RESIDENT transponder will be deemed a violation of the Grand Haven Policy’s and Rules and could result in immediate deactivation of the RESIDENT transponder.

#### 5. **VENDOR PASSES** shall be issued to contractors, subcontractors, site workers, laborers, et al.

a. A pass will be issued. For most Vendors, passes shall be good only for the day of entry.

b. Passes for Vendors who are involved in New Construction are referred to as Construction Passes and will be valid for up to one (1) week from date of issue, with the exception of multiple contract vendors that enter daily, as authorized by the CDD office. No pass for New Construction shall be issued unless the CDD office has been advised of the New Construction by the GHMA.

c. The termination date will be prominently noted on the pass and placed conspicuously on the dashboard of the vehicle.

- d. Subsequent use of these passes by the above will be carefully scrutinized by the Gate Officer to ensure that the pass is valid.
- e. For each vehicle, list in the appropriate database the company, driver's name, tag number, destination & time.
- f. Construction passes are not valid on Sundays or holidays.

VENDORS are only allowed to work between the hours of Monday through Friday 7:00 am to 6:00 pm and on Saturdays from 8:00 am to 4:30 pm. **NO WORK ON SUNDAYS or NATIONAL HOLIDAYS** **National Holidays:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day. Vendors for New Construction are subject to the construction hours set forth in Section 3 (A) below.

h. After Hours for Vendor Emergency Work and Repairs

On regular occasion, residents will need to have repairs made to their homes or property, which are emergency in nature. This would include any and all work that *if not performed immediately* would cause more personal or property damage or is a safety hazard to the community.

**Below is a list of possible acceptable after-hours work.**

- Air Conditioning repair;
- Plumbers for emergency water leaks;
- Roof Contractor or repairman to repair a roof leak;
- Pool repairman for a pool leak;
- All public utilities: Florida Power and Light, Bell South, Spectrum or other Cable, Flagler County Water if declared by them as an emergency;
- Other utilities; Direct TV, propane or natural gas company;
- Auto towing and AAA (lock outs, gas);
- Electricians for power outage issues;
- Animal control;
- Appliance repairman;
- Medical suppliers (oxygen, medicines);

6. **VISITOR PASSES** shall be issued to visitors of residents including family, friends, etc. provided that the Property Owner or Renter who is being visited has properly authorized entry to that visitor.

- a. A pass will be issued for either a daily or weekly period.
- b. For each vehicle, list in the appropriate database the driver's name, tag number, destination & time.
- c. Real estate personnel who intend to show a house within the District and any individuals who are accompanying them in a separate vehicle must obtain authorization from the Owner of that property. . Open House information must be given to the Main Gate prior to the Open House. The car in which the real estate personnel are riding and any other person(s) or vehicle(s) identified as following them may be admitted. Do not allow entry to anyone waiting for a realtor until the realtor has arrived and identified both parties.

- d. Long-term visitors to a resident's home may be given a Visitor Pass with an expiration date corresponding to the duration they will be staying at the resident's home, except that these passes are not to exceed 14 days.
7. **SPECIAL VEHICLES allowed entry without a pass.** You must use GOOD JUDGMENT in these cases. **LARGE CONSTRUCTION VEHICLES:** tractor-trailers, cement trucks, large box trucks, oversized loads carrying bulldozers, trusses and the like, etc.
- a. **ROUTINE SERVICE VEHICLES:** UPS, FedEx, Amazon, Airborne, U.S. Mail, Solid Waste Contractor, Landscape Contractor, FPL, Spectrum, AT&T, etc.
  - b. **OFFICIAL VEHICLES:** Flagler County Sheriff, Fire apparatus, Ambulances, COP (Citizens Observer Patrol), City of Palm Coast, etc. The vehicles enter the Gates by dialing the Main Gate or if equipped by using the SOS system (Siren Operated System)
  - c. **UTILITY PROVIDERS:** OPERATIONS MANAGER TO PROVIDE but should include providers related to plumbing, electric, air conditioning, phone, cable, satellite, etc.
  - d. The name on the vehicles described above in a and b, along with any visible number or license plate (tag) will be recorded in the appropriate database.
- 8.. **GOLF CLUB INVITATIONAL MEMBER OR FOUNDERS MEMBER PASSES**
- a. Verify member's name in the database under Grand Haven Golf Club Members, verify photo ID. Allow access if member is listed. Guard does not need to issue a pass.
  - b. If name is not listed, Guard must communicate the names to the CDD office for verification.
  - c. The database is updated by the CDD office via regular communication with the Golf Club Membership Coordinator.
9. **GOLF COURSE TEE TIME LIST**
- a. Verify the names daily on the tee time list and require person to present a photo ID.
  - b. If verified, allow access without a pass.
  - c. If name is not listed, Guard must obtain authorization from the Golf Course to allow access.
  - d. The tee time list shall be provided to the Main Gate Guard by the Golf Club Membership Coordinator each evening for the next day.
  - e. Any changes will be communicated to the Guards directly from the Membership Coordinator.
10. **GOLF COURSE EMPLOYEES**
- a. Verify name in database under Grand Haven Golf Course Employees.
  - b. Allow access if name is listed in the database. Guard does not need to issue a pass.
  - c. If name is not in the database, call Golf Club Membership Coordinator to verify employment status. If unable to reach Golf Club Membership Coordinator, refer the

individual to the CDD office during regular business hours. If on Saturday, issue a 2-day pass and on Sunday issue a 1-day pass. The employee's name should be forwarded to the CDD office for verification anytime a name is not in the database.

- d. The CDD office will maintain a current employee list in the Database by communicating directly with the golf course management.

#### 11. CDD MEETINGS

Meetings of the CDD Board of Supervisors are open to the public pursuant to FLA. STAT. §286.011. The CDD Office shall communicate to Security the dates and times of CDD meetings. Any person appearing at the Gatehouse for the stated purpose of attending a CDD meeting shall be permitted entry for that purpose during the time of the CDD meeting and for thirty (30) minutes before the start of the meeting.

### SECTION 3

#### **GATE ACCESS PROCEDURES AND RESIDENT INFORMATION INCLUDING THE PRE-APPROVED VISITOR'S LIST**

##### **BACKGROUND INFORMATION**

The roads in Grand Haven are owned and maintained by the Grand Haven Community Development District (GHCDD). The GHCDD is a special purpose government and, consequently, the roads are public roads. However, the GHCDD has adopted a rule governing gate and public road access within its boundaries. This means that when an individual who does not live in Grand Haven comes to the gate and requests entry, the individual may be approved for access in compliance with these Post Orders. Please use the following as guidelines for handling requests for entry.

##### **A. CONTRACTORS OR OTHER PERSONS FOR NEW CONSTRUCTION**

Grant access only during approved construction hours. (Monday – Saturday, 7:00 am to 6:00 pm, pursuant to Paragraph 1 of Section 2.) The GHCDD shall coordinate with the Grand Haven Master Association (GHMA) so that the GHCDD obtains a list of lots or homes that have received approval for New Construction or Major Alteration under the GHMA's Architectural Approval Guidelines (collectively referred to as "New Construction"). Construction, home improvement or similar Vendors who are visiting an address not on the New Construction list are subject to the same rules as apply to other Vendors regarding resident access approval.

##### **B. INDIVIDUAL ON A RESIDENT'S PRE-APPROVED VISITOR LIST**

1. Confirm visitor is on list; confirm identity by asking for driver's license or other form of picture ID.
2. Grant entry without a phone call to resident, pursuant to Paragraph 4 of Section 2.

##### **C. INDIVIDUAL REQUESTING ENTRY TO VISIT A RESIDENT**

1. If the resident has phoned or otherwise provided approval through use of provided technology and the visitor's name is on the Digital visitors list, grant entry without a phone call to resident. Issue Visitor Pass and log information, pursuant to Paragraph 4 of Section 2.
2. If name is not on the Digital visitors list, phone resident for entry approval.

- a. If the resident grants entry, issue Visitor Pass and log information, pursuant to Paragraph 4 of Section 2.
- b. If there is no answer, tell the individual to come back another time.

D. INDIVIDUAL REQUESTING ENTRY TO PROVIDE SERVICE TO A RESIDENT (i.e.: housekeepers, decorators, and contractors who install or repair appliances, furniture, shades, wallpaper, alarm systems, pools, etc.)

1. If the resident has phoned in approval and the service provider's name is on the Digital visitors list, grant entry without a phone call to resident. Issue Visitor Pass and log information, pursuant to Paragraph 5 of Section 2.
2. If name is not on the Digital visitors list, ask if they are going to an occupied residence or New Construction.
  - a. If a house is New Construction, grant access during normal construction hours provided that the person can be identified as a construction subcontractor or laborer and identifies the specific address where that person intends to work. Issue Vendor Pass and log information, pursuant to Paragraph 5 of Section 2.
  - b. If an occupied residence, phone resident for entry approval.
    - i. If the resident grants entry, issue Visitor pass and log information pursuant to paragraph 4 of section 2.
    - ii. If there is no answer, tell the individual to come back another time.

E. INDIVIDUAL REQUESTING ENTRY TO VIEW THE COMMUNITY (Applicable to individuals who come to a gate with a Gate Access Officer or who call the Main Gate through the telephone access system.)

1. Ask for name and where they wish to visit.
2. Obtain and record license tag number (this is public information to which we are entitled) make, model and color of the vehicle in the Visitor Pass Log. Highlight the entry and report this information weekly to the Field/Operations Manager
3. Persons who come to the gate and request entry to view the community or for the purposes of viewing homes for sale must have been granted access rights by the Owner of the property being viewed or must be accompanied by a Real Estate professional who has been granted such access rights by the Owner and must do so during daylight hours, unless prior arrangements have been made with a Gate Access Officer by the owner of a property being offered for sale. Persons asking for access to view the community who have not received permission from the Owner will be denied access.

F. REAL ESTATE PROFESSIONALS.

1. This section applies to real estate agents showing homes for sale in Grand Haven to prospective buyers. These DO NOT apply to Home Inspectors, Loan Officers or Appraisers. All home inspectors, loan officers, or appraisers shall be treated as a Visitor and follow Visitor access procedures.
2. When a Florida Real estate agent (realtor) requests entry, the agent must produce a valid Florida Real Estate License and a DRIVER LICENSE. Both forms must be presented together, and will be the only forms of identification accepted. If the realtor does not have a valid Florida Real Estate license AND a DRIVER LICENSE, then

the realtor shall be treated as a Visitor and will be required to follow the procedures as a Visitor as set forth above. If a specific address is given the officer must call that Resident as a courtesy and then log the Realtor in. If the Realtor does not have a specific address, the Realtor will be logged into the CDD Office. If a prospective buyer is following the realtor in a second vehicle, the security officer shall obtain their DRIVER LICENSE and must be logged separately as Visitor.

3. Open Houses
  - a. The Homeowner must notify the Southern States Management Group (GHMA) one week prior to the open house. Manager will notify Access/Patrol. Homeowner will be informed and will acknowledge in writing that:
  - b. The homeowner or authorized agent must be at the home at all times during the open house to give individual authorization to Access/Patrol from calls at gate as each attendee arrives. All attendees must follow guest access procedure to include requiring Driver License I.D. Each attendee/guest must be logged into computer like all guests. Owner or Agent must be available for safety and other matters that may arise during the open house. Unsupervised Open Houses will not be allowed.
  - c. There shall be NO SIGNS of any nature on the CDD Property. Any and all signs seen on the CDD Property will be promptly removed and disposed of. They will not be saved or returned to the originator.
  - d. Advertising from the newspaper or any other clipped advertising will not be authorization to a guest for entry. PLEASE do not put in your advertisement. All guests/prospects must give a valid Grand Haven address and show valid photo identification before entry will be given.
  - e. .
  - e. Homeowner is responsible of the actions of the Realtor.
  - f. Continuous violation by a Realtor, Company or homeowner will be denied any and all Future Open Houses in Grand Haven.

#### G. MISCELLANEOUS PROVISIONS.

##### 1. Government Operators, Community Wide Carriers and Service Providers

###### a. Government Operators

These shall include marked vehicles such as: Federal Agencies, Law Enforcement Agencies, Florida Highway Patrol, Flagler County Sheriff, City of Palm Coast Fire Rescue, Ambulances, all emergency vehicles, school busses and U.S. postal workers.

These vehicles and persons are granted access unchallenged. If a government operator or non-emergency law enforcement agent arrives in an unmarked vehicle, they must provide a badge and a photo ID to gain access.

##### 2. Commercial community wide carriers include:

- a. UPS, Federal Express, DHL, Newspaper, US Mail, Marked Amazon vehicles, and similar routed deliveries. The package delivery route by these carriers is normally unknown. Grand Haven is part of a daily delivery route and the drivers normally have a manifest of all deliveries and pick-ups. As long as these delivery vehicles are driving marked vehicles, they will be granted entry.

b. Community wide utility and service providers:

The Telephone Companies, Power Companies, Cable Company and Sewer and Water Company Spectrum, AT & T, Florida Power & Light, gas company representative will be logged in based on their company credentials. Positive identification and recording into the system are still required. Sub-contractors for these companies will be logged in upon presentation of proper documentation from the utility company and the sub-contractor's credentials. Positive identification is still required.

Unmarked vehicles arriving at the gate claiming to be a representative of one of the two aforementioned entities must provide Driver License, company credentials and then be logged in by driver's name, company represented, and vehicle tag number. Either the RESIDENT to which they claim they are going or District Management Office must be contacted to verify and authorize entry.

3. Surveyors

Surveyors must show positive identification and proof of being a surveyor (which may be one and the same document) as well as the address they will be surveying. The officer shall log the identification and entry to address as Surveyor and allow the Surveyor entry. These surveyors are authorized under Florida Statutes 472.029, which states that they must be allowed entry even without confirmation.

4. Process Servers

Certified Process Servers must show positive identification and documentation of being a certified Process Server (which may be one and the same document) as well as the address to be served. Officer will ONLY log entry under Management and **NOT the owners address** and allow the Process Server entry.

These certified process servers are acting under the jurisdiction of the Judicial Court of Florida and thus are allowed entry without prior notification. The gate officer will follow normal log procedures after receiving positive identification. Do not interfere with their access after they are logged in and **DO NOT CALL THE RESIDENT TO WHICH THE PROCESS SERVER IS GOING.**

Those that claim to be a certified process server but cannot provide both positive identification and proof of being a certified process server shall be denied access.

5. Private Investigators

Private Investigators shall be considered a Visitor and must follow access procedures set forth herein for all Visitors. Private Investigators must have authorization by a Resident for entry. These individuals *shall not* be afforded any special privileges, without exception.

H. INDIVIDUAL WHO IS THREATENING, BELLIGERENT, ETC.

1. If a person who seeks entry demonstrates conduct that creates an imminent threat of violence, breach of the peace or commission of a crime, or if such person verbally threatens violence or a criminal act, or uses "fighting words," the Gate Access Officer shall immediately phone the Sheriff's Office and shall advise the person that access will not be granted.



2. Always contact the CDD office by phone and email to report the situation.

**IF A SITUATION ARISES THAT YOU DO NOT KNOW HOW TO HANDLE, IMMEDIATELY CALL YOUR SUPERVISOR OR THE OPERATIONS MANAGER.**

I. RESIDENT INFORMATION INCLUDING THE PRE-APPROVED ACCESS LIST

1. Property and contact information is located in the CDD Database. You may search the database by resident name, address, or visitor name.
2. The CDD provides technological means (the “Access Technology”) for Residents to provide notification of access rights through a database that is viewable in real time by the Security Guards. It is anticipated that Residents will provide access approvals through the use of the Access Technology in order to minimize the number and duration of phone contacts that are necessary. The Security Guards are expected to be familiar with the operation of the Access Technology. **This is security system confidential information that must not be given to any individual.**
3. Only the Operations Manager or Gate Access Coordinator, at CDD Office, can make subsequent deletions or additions to this list. **DO NOT ACCEPT CHANGES DIRECTLY FROM A RESIDENT OR PROPERTY OWNER UNLESS THE CHANGES ARE PROVIDED BY USE OF THE ACCESS TECHNOLOGY.**

J. SERVICE PROVIDERS NOT ON THE PRE-APPROVED VISITOR LIST OR DIGITAL VISITORS LIST

If a phone call to the residents goes unanswered, the Service Provider is directed to contact the resident and obtain authorization prior to entry.

- K. PENALTY FOR ABUSE. If an individual is permitted access to GHCCDD as a Vendor, a worker or contractor on New Construction or as a Visitor for other purposes, such person shall not be permitted to visit a different site, to tour the community or to participate in any activity or location than that for which the person was admitted. Any person found to have violated this provision is subject to being denied future access to GHCCDD without obtaining specific approval of the CDD Office.

### **CLARIFICATION OF GATE ACCESS POLICIES**

1. If a resident arrives at the visitor gate without his/her gate access card or because it is raining, etc.
  - a. Grant access if verified by producing a driver’s license or other government-issued picture identification; log that they do not have a working gate access device and inform them they must resolve issue with the CDD Office Administrator within three (3) days; grant non-renewable 3-day pass.
2. Gate officer must inform CDD office of non-working or lost gate access device. If a resident in the passenger seat of an auto arrives at the visitor gate without their gate access device, grant access if they comply with 1a. above.

## SECTION 4

### PROCEDURES FOR COMPUTER, VIDEO CAMERAS & DAILY ACTIVITY REPORTS DAILY ACTION REPORT (DAR) LOGS

#### BACKGROUND INFORMATION

The amenity centers and gates have or will have cameras that enable the Security Officer at the Main Gate to monitor activity, particularly when the amenity centers are closed as the other gates have no Security Officer on duty.

The Crossings, Wild Oaks, North and South gates are closed 24 hours per day and service providers for these Villages (school bus, garbage truck, FPL, AT&T, Spectrum, etc.) and for individual residents (UPS, FedEx, Amazon, etc.) may seek to gain entry through the phone box by calling the Main Gate. Cameras at The Crossings, Wild Oaks, North and South gates provide a view of the vehicle at the phone box, which must be viewed to confirm identity before granting access by pressing 9 on the phone and opening the gate.

#### PROCEDURES FOR COMPUTER & VIDEO CAMERA MONITOR SCREEN AT MAIN GATE

##### REQUIREMENTS FOR VIDEO MONITOR SCREEN

1. **The computer and video monitor screen should be turned on at all times.**
2. From 7:00 am to 7:00 pm, the video monitor screen should be turned on to the “Day Device List”. *The view on the monitor should be noted in the DAR.*
3. **From 7:00 pm to 7:00 am**, the video monitor screen should *be turned on to the “Night Device List”*. The view on the monitor should be noted in the DAR. The amenity centers should *constantly be* monitored. **The focus is on preventing damage to these facilities by identifying when unauthorized individuals are in the amenity center and phoning the Sheriff at 911.**
4. **If unauthorized individuals are observed in an amenity center, immediately dial 911 and report the presence of trespassers as confirmed by video surveillance. Also report incident to security manager, who will report to Grand Haven Operations Manager the following workday.**
5. **Any issue viewed on camera that presents a threat to health and safety should be immediately reported to the Grand Haven Operations Manager or Field Supervisor by phone, and followed up with an email to the CDD office.**

##### GUIDELINES FOR CAMERA FAILURE

1. If a camera or group of cameras at any location (Creekside, Village Center, North Gate, South Gate or The Crossings) cannot be viewed on the monitor, such as “NO VIDEO” or TOTAL BLACK BOX, report to the CDD office at 386-447-1888 AND via email. Also report issue to Maintenance Field Supervisor and then notify CDD Operations Manager.
2. For any other computer or screen concerns, please contact the Maintenance Field Supervisor and then notify CDD Operations Manager.

3. Document in DAR.

### **GUIDELINES FOR CALLS FROM CERTIFIED SECURITY ALARM MONITORING PERSONNEL (BURGLAR ALARMS)**

1. When a call comes into the Main Gate from Certified Security concerning a burglar alarm at any of the facilities (VILLAGE CENTER or CREEKSIDE ATHLETIC CENTER), immediately view cameras for the identified location of intruders.
  - a. IF NO INTRUDERS ARE VIEWED AT THE IDENTIFIED LOCATION, inform Certified Security that everything is okay and there will be no need to send authorities (SHERIFF). After the call, continue surveillance of the identified location to ensure that no intruders are present. If individuals are viewed and are not recognized as Grand Haven Staff or Amenity Facilitator Staff opening or closing the facility, CALL 911 FOR THE SHERIFF.
  - b. If intruders are viewed at the identified location, determine whether or not the intruders are recognized as Grand Haven Staff or Amenity Facilitator Staff opening or closing the facility.
    - i. IF THE INTRUDERS ARE NOT RECOGNIZED, inform Certified Security that they are not recognized as STAFF and to please send Authorities (SHERIFF).
    - ii. IF THE INDIVIDUALS ARE RECOGNIZED as Grand Haven Staff or the Amenity Facilitator Staff, inform Certified Security that everything is OK you view staff and there is no need for the Authorities (SHERIFF). After the call, continue surveillance of the identified location to insure your judgment was correct.
2. Document in DAR.

### **PROCEDURES FOR GRANTING ACCESS WHEN RECEIVING PHONE CALLS FROM THE PHONE BOXES AT UNMANNED GATES**

#### **SERVICE PROVIDERS FOR THE CROSSINGS & WILD OAKS (school bus, garbage truck, newspaper delivery, FPL, AT&T, Spectrum, etc.)**

1. The service provider will phone from the phone box requesting entry.
2. Check the video camera monitor screen to confirm the identity.
3. These service providers may be admitted without a pass. The name on their vehicle along with any visible number will be recorded in the Visitor Pass Log. (The tag number is recorded on the tag camera.)
4. When satisfied that the service provider is legitimate and above data is recorded, press 9 to open the unmanned gate.

## **SECTION 5**

### **DELIVERIES TO RESIDENTS**

1. When a vehicle without permanent commercial markings arrives and the driver states that he/she is making a food delivery (pizza, deli or restaurant, etc) and no prior call was received from the resident, the following steps are to be taken:
  - a. Obtain the name and address to which the delivery is to be made.
  - b. Call the resident to verify the delivery.
  - c. While on the line with resident, tactfully advise them that an authorization using the Access Technology would be appreciated and will expedite their delivery.
  - d. If resident approves, allow entry making appropriate log entry.
  - e. If no one answers at residence, ask driver to come back another time.

### **DAYTONA NEWS-JOURNAL OR OTHER NEWSPAPER OF GENERAL CIRCULATION CARRIER ENTRY AT NORTH, SOUTH GATES, THE CROSSINGS & WILD OAKS**

We have added “Grand Haven Main Gate” to the telephone access menu with the 445-2376 phone number. Carriers from the Daytona News-Journal or other newspaper delivery services for newspapers of general circulation in Flagler County (“Authorized Carriers”) have been told that they can gain entry through our North Gate, South Gate, Crossings and Wild Oaks Gate early in the morning (4:00 am to 5:00 am time frame). Also, US Mail carriers are permitted to enter through North Gate, South Gate and Wild Oaks Gate by going to the telephone access device, selecting “Grand Haven Main Gate”, pushing the call button and identifying themselves to the Security Officer at the Main Gate as an Authorized Carrier. The Security Officer is authorized to permit access by pushing the number 9 on their phone, which will open the resident gate. Any company desiring access hereunder as an Authorized Carrier shall contact the Operations Manager to be qualified for access. Delivery access under this paragraph is not authorized for businesses or companies who try to deliver material which is primarily commercial or advertising in nature.

Record name of carrier and license plate in DAR.

### **RESIDENT GATE OPERATION**

1. **Do not open the Resident Gates for residents. They must use their card or fob to open gate.**
2. If fob or card is not working, verify resident in the CRM database and allow entry through the gate. Advise resident to resolve any issues with the CDD office within three (3) days.
3. Do not open gate by visual recognition of resident.

## **SECTION 6**

### **INOPERABLE OR DAMAGED ACCESS GATE ARMS**

The following steps are to be taken when the gates are either inoperable due to mechanical failure or damaged in any manner.

- A. All Gates, except Main Gate,-call the Grand Haven CDD Office at 386-447-1888.

1. If after hours, **leave only one (1) message** for Maintenance Field Supervisor at private number from list in office.

B. Main Gate

1. Call the CDD office at 386-447-1888 between 8:00 am and 5:00 pm, Monday through Friday.
2. If after hours, leave **only one (1) message** for Maintenance Field Supervisor at private number from list in office.
3. Place traffic cones in the lane of the inoperative or broken Resident or Exit Gate to block use of that gate.
4. Any broken gate arm/debris is to be placed on the side of the road.
5. Residents going to the Visitor Gate because the Resident Gate is coned off should be allowed entry after verification through the CRM database.

## **VEHICLE SAFETY**

**The following procedure is to be implemented when a resident's vehicle is driving through the Resident Gate and there is another vehicle at the Visitor Gate.**

**The visitor lane traffic will be held until the resident lane is clear of vehicles and the danger of a collision is removed.**

**Thank you for your attention to this very important item.**

## **GATE ACCESS OFFICER EXPECTATIONS**

The Post Orders cover all aspects of Security Officer behavior, dress, etc., and we expect all these orders to be followed. The following behavior is particularly critical to The Grand Haven Community Development District. We expect that these behaviors will be exhibited with absolutely no lapses.

1. When any vehicle approaches your gate, the Officer must go outside on the stoop and greet the people in the approaching vehicle. During inclement weather, you need not open the door but you must go to the door and greet them. If you are on the phone, do your best to acknowledge them with eye contact and a wave.
2. If the vehicle has a Visitor or Vendor Pass, you must determine that the expiration date is current.
3. If it is a visitor or vendor without a pass, process them as quickly and efficiently as possible.
4. Gate Housekeeping. Your physical surroundings set the tone for your mental outlook and influence, positively or negatively, your job performance. We expect the bulletin boards, logs and premises to be kept clean and well organized. To this end, all Security Officers on all shifts are responsible for housekeeping.

- Floors must be swept, counters kept clean, interior glass surfaces wiped clean, wastebaskets emptied and bathrooms kept spotless.
- Extensive cleaning, such as mopping floors and cleaning exterior glass, will be done by the 2300 to 0700 shift.
- Bulletin boards should be well organized and periodically purged of out-of-date information.

## SECTION 7

### GATE ISSUES REQUIRING ACTION (Refer to Page 3 for Contact Numbers)

#### A. WATER LEAKS

When notified by a resident of a water leak, take the following action ASAP:

1. Ask the location of the property with the leak.
2. Determine if this is:
  - a private home or property
  - common property
  - a home under construction
  - a vacant lot
3. Take the following action based on where the leak is:
  - If on private property, contact Palm Coast Utility Department at 986-2360 and report the location.
  - If on common property, report the location, by phone, to the CDD Field Maintenance Supervisor and then notify the Operations Manager
  - If at a new home under construction, or on a vacant lot, contact the Palm Coast Utility Department at 986-2360 with the location.
4. Document the incident and action taken in the daily activity log.

\*\* If location cannot be determine by resident reporting leak, call Field Supervisor and leave one (1) message.

\*\* If location is on within the road rights of way and you are reporting after hours, call the City of Palm Coast after hours number in guard house.

**NOTE: Do not call CDD Maintenance**

- B. When a resident reports a house alarm going off with no one there to shut it off, ask the resident to call the non-emergency Sheriff's Office number 437-4116 and report the location. Do not call CDD Maintenance.
- C. When a resident reports solicitation in Grand Haven, ask them to call and report it to the following two (2) places for action:

1. City of Palm Coast Code Enforcement at 986-3766
  2. Grand Haven Property Manager at 446-6333
- D. When a resident reports a suspicious vehicle(s) or individual(s), ask them to call and report it to the non-emergency Sheriff's Office at 437-4116.
- E. Reports of "piggybacking" at gates:
1. **Ask Resident** to report as much information as possible to the CDD Office including day, time, vehicle make and model, license plate number and resident name.
- F. Any health or safety issue noticed by guard (dangerous wildlife, busted pipes, etc):
1. Should be reported to the CDD Office during normal business hours (Monday through Friday 8:00 am to 5:00 pm)
  2. If after hours, the issue should be reported to the Maintenance Supervisor on "private number" leaving **one (1) message**. If unable to reach the Maintenance Supervisor, report to the Field/Operations Manager on "private number" listed in guard office.

### **EMERGENCY (FIRE) EXIT GATES (Firewise Program)**

**Many neighborhoods have secondary emergency exit gates to perimeter County roads. These gates are locked for security purposes. (Refer to the map located in the back of Post Orders for locations.) Upon notification of a fire or other emergency that may require use of one or all of these gates, immediately contact the CDD Operations Manager to open the gate(s). In the event of such an emergency, cutting of the chains securing the gates is authorized in an effort to avoid delays.**

The gate ID and general locations are:

- #1 Southlake Drive
- #2 Kite Court
- #3 Riverbend Court
- #4 Creekside Drive
- #5 Crossings

PLEASE REFER TO THE GATE LOCATION MAP IN THE BACK OF THE POST ORDERS FOR MORE SPECIFIC LOCATIONS.

The gates will be re-secured by CDD personnel upon receipt of the official "all clear" from the appropriate authorities

## **SECTION 8 GRAND HAVEN STORM PROTOCOL (Informational Only)**

- The following actions will be taken when wind is forecast to reach tropical storm force (39-73 mph sustained winds.) Obtain data from Flagler Emergency, Weather Underground and/or NOAA.

- When actions are to be taken, CDD and Amenity Center Staff will notify community ASAP - minimum of 12 hours in advance of action.

### **Gates**

- Release security officers
  - CDD Operations Staff will open and remove metal gate arms and open The Crossings and Wild Oaks Gates 12 hours in advance of storms or at the discretion of Operations Manager, depending on circumstances
- Security Officers return
  - CDD Operations Staff will close The Crossings and Wild Oaks gates and reinstall gate arms when tropical storm winds forecast to clear and weather allows gate arms to be safely installed at the discretion of the Operations Manager, depending on circumstances

### **Amenity Centers**

- Amenity Center Staff will close amenity centers 12 hours in advance of storm or at the discretion of the Operations Manager
- CERT Team has authority to use the amenity facilities as needed for CERT Team operations.
- Amenity Center Staff will reopen amenity centers when tropical storm winds forecast to clear or at the discretion of the Operations Manager

### **Deck Areas**

- Amenity Center Staff will move tables to corner and secure
- Amenity Center Staff will place umbrellas, life preservers, flags, etc., into equipment room

### **Tennis and Pickleball courts**

- Amenity Center Staff will remove wind screens

### **Misc.**

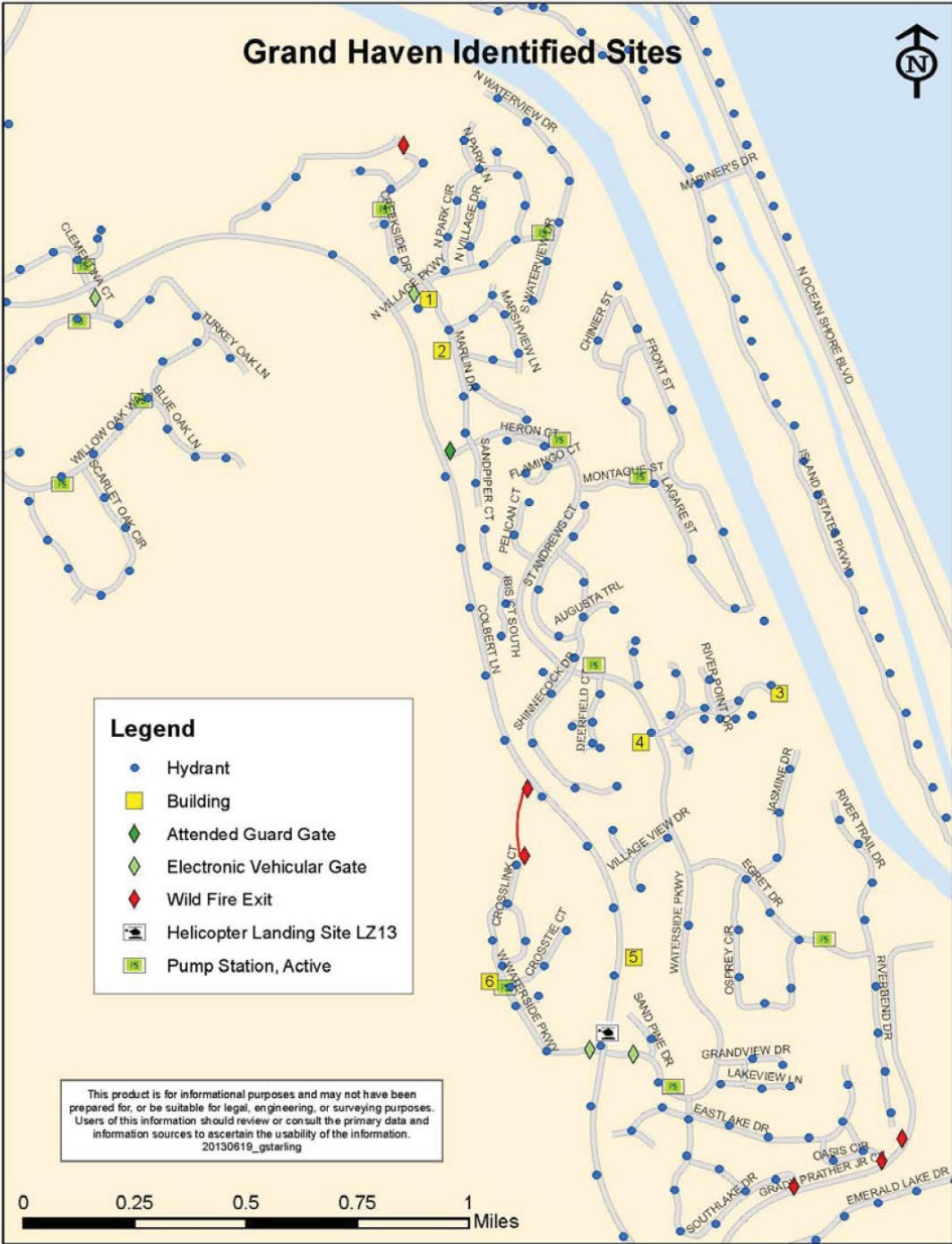
- CDD Operations Staff and Amenity Center Staff will remove canopies at Category 2 winds
- CDD Operations Staff and Amenity Center Staff will secure Village Center main breezeway doors with 2x4's
- CDD Operations Staff and Amenity Center Staff will place the golf cart in Village Center Shed

### **Communications**

- Operations Manager and Amenity Manager will establish agreement regarding all actions to be taken
- Operations Manager establishes agreement with BOS Chair and informs District Manager
- Operations Manager sends e-blast to community regarding actions at gates
- Amenity Manager sends e-blast to community regarding actions at Amenity Centers



### I. Map - Roads, Gates, Fire Hydrants, Lift Stations, Buildings



# EXHIBIT 18



14817 Oak Lane, Miami Lakes, Florida 33016

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September 13, 2023

Kevin Foley  
Chair  
Board of Supervisors  
Grand Haven Community Development District

Skye Lee  
Corporate Controller  
Vesta District Services  
Grand Haven Community Development District

Mr. Foley and Ms. Lee:

BankUnited, N.A. (the “Bank”) has reviewed Grand Haven Community Development District’s request for financing to support its working capital needs. Based upon a satisfactory level of financial disclosure and assuming all due diligence investigations and credit analysis provides the comfort level we need to proceed, the Bank is prepared to seek approval of a financing package as outlined in the attached term sheet (“Term Sheet”).

This proposal is based upon our evaluation of facts currently presented and known to us; any material change in the facts as presented or as disclosed during our due diligence process could result in a revision to all or part of the terms contained herein, including complete withdrawal.

**THE ATTACHED TERM SHEET IS PROVIDED FOR DISCUSSION PURPOSES ONLY. IT IS NOT INTENDED TO BE, NOR SHOULD IT BE CONSTRUED AS, AN OFFER, AGREEMENT OR COMMITMENT, IMPLIED OR OTHERWISE, ON THE PART OF THE BANK TO LEND MONEY OR PROVIDE FINANCING AS DESCRIBED HEREIN. THE TERM SHEET MERELY SERVES AS A PRELIMINARY EXPRESSION OF INTEREST OUTLINING THE GENERAL TERMS UPON WHICH THE BANK MIGHT EXTEND CREDIT TO THE BORROWER, WHICH TERMS ARE SUBJECT IN ALL RESPECTS TO FURTHER REVIEW, DUE DILIGENCE, ANALYSIS, CONSIDERATION AND FINAL APPROVAL BY THE BANK. THE TERM SHEET DOES NOT CONTAIN ALL THE TERMS, CONDITIONS, COVENANTS, REPRESENTATIONS, WARRANTIES AND OTHER PROVISIONS WHICH WOULD BE CONTAINED IN THE DEFINITIVE LEGAL DOCUMENTATION FOR THE PROPOSED TRANSACTION SHOULD THE BANK OBTAIN ALL NECESSARY APPROVALS. FINAL APPROVAL MAY BE CONDITIONED UPON MODIFICATION OR ADJUSTMENT OF THESE TERMS. THE TERM SHEET IS NOT, AND DOES NOT PURPORT TO BE, BINDING ON THE BANK, AND SHOULD NOT BE CONSTRUED AS AN OFFER OR AGREEMENT OF ANY KIND. UNLESS AND UNTIL FINAL LOAN DOCUMENTS HAVE BEEN EXECUTED BY AN AUTHORIZED SIGNATORY OF THE BANK, THE BANK SHALL HAVE NO OBLIGATION OR LIABILITY OF ANY KIND WITH RESPECT TO THE FINANCING DESCRIBED IN THE TERM SHEET OR OTHERWISE (EXCEPT THE OBLIGATION TO RETURN THE UNUSED PORTION (IF ANY) OF THE GOOD FAITH DEPOSIT).**

This letter and the attached Term Sheet are for the confidential use of the Borrower and are not to be disclosed to any other person without the Bank's prior written consent; provided that the Borrower may disclose the terms contained herein or the fact that this letter and the Term Sheet exist to any of the Borrower's officers, directors, employees, accountants, advisors and legal counsel who require such information in order to evaluate the proposed financing on behalf of the Borrower, in each case on a confidential need-to-know basis.

By executing this letter below, the Borrower requests that the Bank proceed with its underwriting and approval process with respect to the proposed financing request and agrees to furnish all relevant materials which may be requested by the Bank to complete its due diligence.

**THE BORROWER ACKNOWLEDGES THAT THE BANK IS UNDER NO OBLIGATION AND HAS MADE NO COMMITMENT OR AGREEMENT TO LEND ANY MONEY OR PROVIDE ANY FINANCING TO THE BORROWER OR TO ANY ENTITY OR AFFILIATE OF THE BORROWER.**

**IF THE BANK DOES NOT RECEIVE A FULLY SIGNED COPY OF THIS LETTER AND THE GOOD FAITH DEPOSIT WITHIN FORTY-FIVE (45) DAYS OF THE DATE HEREOF, THEN THE PROPOSAL SET FORTH IN THE TERM SHEET WILL EXPIRE AND NO FURTHER CONSIDERATION WILL BE GIVEN TO THE BORROWER'S APPLICATION.**

**THE BANK WILL COMMENCE THE DUE DILIGENCE AND CREDIT APPROVAL PROCESS UPON RECEIPT OF A FULLY EXECUTED LETTER, GOOD FAITH DEPOSIT, AND ALL ADDITIONAL INFORMATION REQUESTED IN THE TERM SHEET.**

Very truly yours,



**Michele A. Palmo**  
SVP, NFP Practice Leader  
BankUnited, N.A.

**READ AND ACKNOWLEDGED:**

**BORROWER:**

Grand Haven Community Development District

By: \_\_\_\_\_

Title:

Date: \_\_\_\_\_

**Term Sheet**  
**General Terms and Conditions**

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<b>Borrower:</b>	Grand Haven Community Development District (the “Borrower” or “District”)
<b>Lender:</b>	BankUnited, N.A. (the “Bank”).
<b>Facility:</b>	Taxable, revolving line of credit (“Line”) to be used for working capital purposes. Provided no event of default has occurred or is continuing, the Line may be advanced, repaid in whole or in part, and re-advanced as directed by the District.
<b>Facility Amounts:</b>	Up to \$750,000
<b>Facility Maturity:</b>	Two (2) years from the date of closing. The District may request a one-year extension on each anniversary date to effectively maintain a rolling two-year term. The determination by the Bank to extend or not to extend the Facility Maturity shall be subject to credit approval, at the sole and absolute discretion of the Bank and on terms satisfactory to the Bank. Any failure by the Bank to respond to an extension request shall be deemed a denial of such request.
<b>Interest Rates:</b>	Advances shall bear interest at a taxable, variable rate of one-month Term SOFR + 2.00% through the Maturity Date, subject to a Term SOFR floor of 1.00%. Indicative floating, taxable rate as of September 13, 2023 is 7.33%.
<b>Up-Front Fee:</b>	None.
<b>Unused Fee:</b>	None.
<b>Amortization:</b>	Interest only, payable monthly, based on actual/360-day count. The outstanding principal balance, if any, may be repaid in whole or in part without penalty at any time, and in full at Facility Maturity, unless otherwise extended hereunder.
<b>Clean-Up Provision:</b>	The District shall maintain a \$0 balance on the Line for at least 60 consecutive days within each 12-month period.
<b>Security:</b>	Line advances shall be secured by a pledge of (i) all revenues received by the District from Special Assessments levied and collected on all or a portion of the District Lands including, without limitation, amounts received from any foreclosure proceeding for the enforcement of collection of such Special Assessments or from the issuance of tax certificates with respect to such Special Assessments; and (ii) all moneys on deposit in Funds and Accounts as may be established under an Indenture (collectively, the Pledged Revenues).
<b>Covenants:</b>	The District shall covenant to levy and collect non-ad valorem special assessments annually in an amount sufficient to cover all operating and debt service expenditures at least 1.00x.

**Negative Covenants:** Usual and customary for transactions of this type.

**Affirmative Covenants:** Usual and customary for transactions of this type.

**Representations and Warranties:** Usual and customary for transactions of this type.

**Events of Default and Remedies:** Usual and customary for transactions of this type.

**Default Rate:** Base Rate plus 3.0%

**Governing Law:** State of Florida

**Reporting Requirements:**

- Consolidated Audited Financial Statements, to be audited by independent Certified Public Accountants. CPA's management letter to be included.
- Annual operating and capital budget, no later than the date of fiscal year commencement.
- Any other information reasonably requested by the Bank.

**Conditions Precedent:**

- Execution of documentation in form and content satisfactory to the Bank and its counsel, which shall contain customary terms and conditions, representations and warranties, events of default and remedies, as well as affirmative and negative covenants, waiver of jury trial, consent to jurisdiction and reporting requirements regarding the financial and operating performance of the Borrower.
- Acceptable legal opinions of Borrower's legal counsel covering matters including but not limited to the authority of the Borrower to perform its obligations, the due authorization, execution and validity of all documentation to be delivered, and the conformity of the transaction with all applicable laws.
- Acceptable legal opinion of legal counsel regarding enforceability.
- No event shall have occurred, which with the passage of time and the giving of notice, would be an Event of Default as defined under the documents.
- No material adverse change shall have occurred in the financial condition of the Borrower.
- The Borrower shall continue to maintain its core banking services with the Bank, including without limitation, the Borrower's primary operating accounts, deposits and cash management.

**Due Diligence:** Formal commitment and approval will require satisfactory due diligence by the Bank. Due diligence shall include, but not be limited to, the satisfactory review and inquiry with regard to historical performance and projected performance, litigation and satisfactory due diligence of all other issues deemed necessary by the Bank.

**Bank Contact:****Michele A. Palmo**

Nonprofit and Education Practice Leader

Senior Vice President

Diversified Specialized Lending

BankUnited, N.A.

(212) 409-1477

[mpalmo@bankunited.com](mailto:mpalmo@bankunited.com)

Michele is a Senior Vice President and Nonprofit and Education Practice Leader within BankUnited's corporate banking division. Joining BankUnited in 2018, she brings over 26 years of banking experience in the public finance, nonprofit and education sectors. Prior to joining BankUnited, Michele worked within the nonprofit and middle market sector at TD Bank. A resident of Westchester County, she earned her bachelor's degree from SUNY Brockport and her MBA in Finance from University at Albany.

**Bank Counsel:**

To be determined.