



Advanced Meeting Package

Workshop Meeting

*Thursday
June 1, 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

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

Board of Supervisors
Grand Haven Community Development District

Dear Board Members:

The Workshop Meeting of the Board of Supervisors of the Grand Haven Community Development District is scheduled for **Thursday, June 1, 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. 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, June 1, 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=dUFTN091cjVHZzluYUN0blEwUUZYdz09>

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

Meeting ID: 7055714830#

Agenda

- I. Call to Order/ Roll Call**
- II. Pledge of Allegiance**
- III. Audience Comments** – *(limited up to 3 minutes per individual for agenda items)*
- IV. Presentations**
- V. Discussion Items**
 - A. Future District Staffing Needs – 30mins. Allotted
 - B. Leaf Policy – 30mins. Allotted
 - C. Dog Park Alternatives – 30mins. Allotted
 - D. Review of Proposed FY24 Budget – 20mins. Allotted
 - E. Review of Resident Survey Responses on Café Renovations – Supervisor Polizzi – 15mins. Allotted
 - F. Grand Haven Master Association Update – Supervisor Polizzi – 10mins. Allotted
- VI. Audience Comments** – *(limited up to 3 minutes per individual for non-agenda items)*

[Exhibit 1](#)

VII. Next Meeting Quorum Check: June 15th, 9:00 AM

John Polizzi	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Dr. Merrill Stass-Isern	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Kevin Foley	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Michael Flanagan	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Nancy Crouch	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO

VIII. Action Items Review

IX. Adjournment

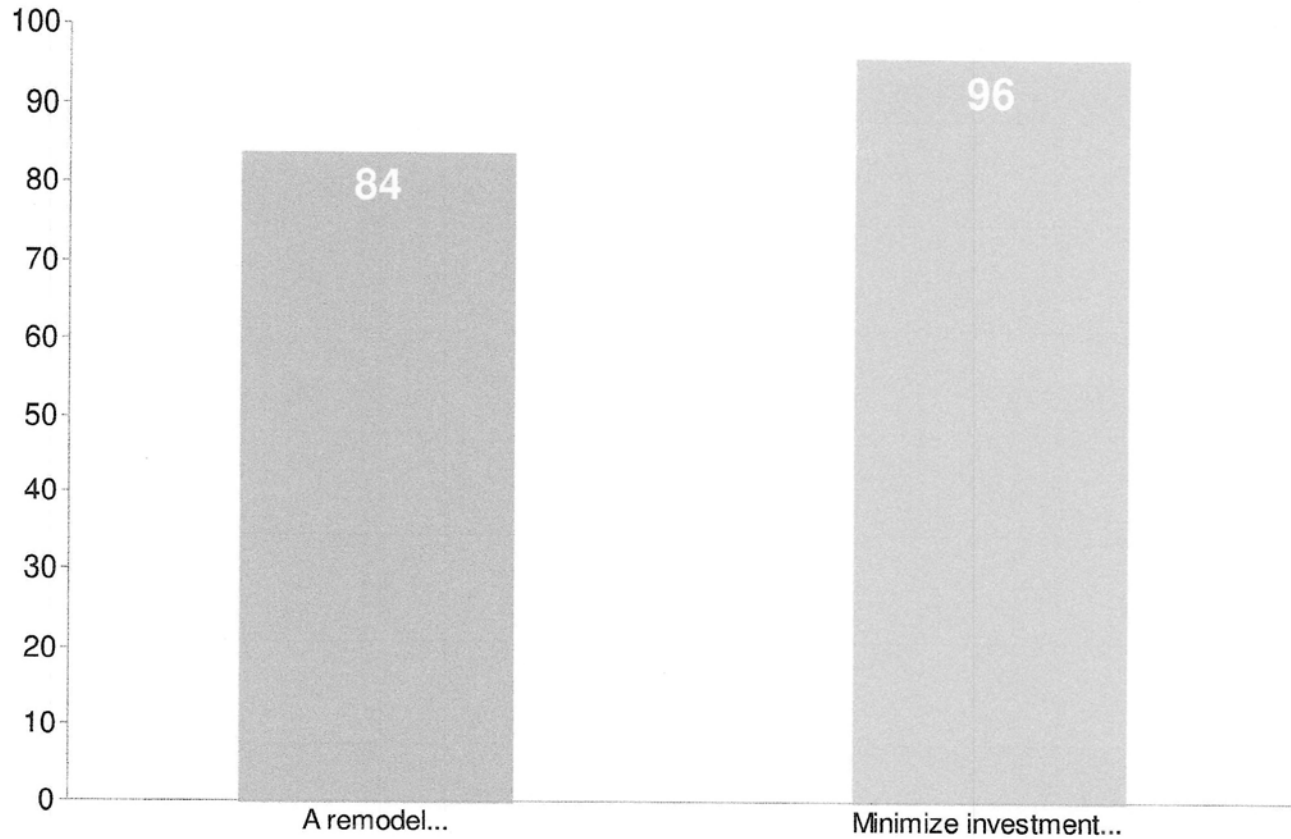
EXHIBIT 1

GRAND  **HAVEN**
COMMUNITY DEVELOPMENT DISTRICT

2022

Report for **Age 41-65 years**
(includes 187 respondents)

The Village Center Café is in need of remodeling. What would you recommend?



Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Wasn't it just updated (painted, new equipment)?

Need more information on remodel details to answer this question.

Already very nice!

Love the cafe.

Get upgraded Wifi at the entire Village Center complex.

We love the Cafe and visit frequently.

It is charming but needs a facelift.

Don't do it on the cheap.

Both options could be accomplished by prioritizing upgrades.

Only if time is as short as possible! I though it was done when years of work was done on club house. Would hate to see a long project again.

Expanded coffee bar, open restaurants on Sundays.

Is it possible to add parking?

Yes, keep current, looks outdated.

Remodel of bathrooms at VC ridiculous?

Seems nice enough, I like eating there.

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

How long will you close Cafe! Bathrooms closed all summer and last year.
We occasionally use Cafe. We like it and will continue to use it.
The latest renovation at Eifa facility was done nicely.
Make it bigger!
More cook help and servers.
As needed to deliver a quality operation.
Very confusing - does this mean that if we remodel we would use too much money and the amenity would no longer be operational?
Important for the kitchen to have updated equipment if they need it.
I would sacrifice open time for a much nicer cafe if needed.
Do we need any remodeling?
Great staff and food but needs a facelift.
No "demo" renovation.
No need. It looks fine for the business it gets.
The place looks outdated and dirty looking.
Bigger bar with TVs indoors and outdoors.
Need additional information to make a decision.
Do not use it.
Personally, I love the cafe. If the equipment requires updating it can be done without disrupting operations.
Keep open for breakfast options.
Love eating there but definitely needs a refresh.
Develop budgets with 3 different cost options for community vote.
How does it not have bathrooms located inside?
Low cost cosmetic facelift. Light coloured paint of walls and bookcases. New furniture.
Creekside Pool needs to be done first!
Unless they need/have structural issues. The place is our favourite lunch outing.
Should be run by a sub-contractor.
Not sure how the kitchen is currently outfitted with equipment however the dining room interior is quite darkly themed (dark woods, etc.) - would be nice to have it lightened up/modernized a bit with a coastal theme (lighter colors)
This is a great facility with wonderful food and staff. You need to keep the equipment and facilities updated to match the quality of the product being offered.
Expansion of this amenity to serve as a gathering place for residents
Keep the cost as low as possible.
My family loves the cafe as it is. It has its own special feel to it when we dine there.
I think the interior of the dining room is fine. But whatever Stephen needs, he should get! His food is wonderful - and if he would like a new, larger kitchen, he should have it!
Or RFP it out and consider companies like Green Lion.
Would like to see the cafe remain open during any renovations. It is an important part of Grand Haven.
we really appreciate the cafe. I think a modern facelift would greatly elevate the experience. Something modern and fun.
Would be helpful to understand the specifics of what is needed to keep the facility competitive and operating efficiently.
Perhaps sublease to private business - perhaps the new location for the Green Lion or others.
Do it right the 1st time!

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

The remodeling should be funded by the revenue generated by the cafe. If it does not produce enough revenue, consideration to what it serves should be made.

This is a gem in our Grand Haven Community. We need to invest in the remodel for it's future survival.

If you upgrade the facility, then are you raising the rent? If so that's another cost transferred to the residents, I. Addition to upgrading the facility. If the rent goes up so do the prices.

I have been there many, many times. It is often semi empty. Friday special draws a big crowd you could be there with a handful of diners.

Add Self Service Devices like soft ice cream such as Peachway.

It is a focal point of the development and used by many residents.

A remodel is not going to draw more sales. Excellent food and service at reasonable prices is more important.

Need additional information on why it's the community responsible to paid to restaurant equipment and/or facilities cost Like to see contract with vendor

Love the outdoor seating. Should preserve that as well as indoors.

Needs a remodel, but hate the idea of doing without the Cafe for several months. It needs to be a quality, QUICK remodel, with good planning and a good contractor, it can be done! We had our kitchen gutted and remodeled, including changing the footprint, in just over 3 weeks.

To be honest, we usually eat outside so can't comment intelligently on the full remodel vs. light remodel.

We enjoy eating at the cafe. Food was good and nice option

It's hard for us to know the condition of the kitchen equipment. Would like to see seasonal sporting events on the televisions, for example football games, etc.

Develop a strategic business plan identifying three things: (1) Who and how we want to serve our community (dine in, take out, home delivery in the community, off-the-shelf restaurant app for ordering/payment, days/hours of operations), (2) What menu offerings including daypart, meals, a la carte, beverages, desserts, etc (KIS) and (3) a financial projection (P&L and capital projection) to set SMART goals and ROI targets. The three critical lines being sales, food cost (critical to take into account the menu options vs supply chain availability and inflation projections) and labor costs (biggest issues today are the costs associated with the ability to attract and retain management and team members. Consider an Operating Partner program for management and a performance-based incentive for team members. We win - you win.... While keeping base salaries and benefits reasonable. Finally, the question was about updating equipment/facilities — these actions are an outcome of the steps above... thanks

Actually think it's fine for what it is. As long as the kitchen is efficient and functional for the staff

I enjoy it often, as is.

Needs a better & more functional layout. Better management; weekly menu too repetitious, staff needs better training

If we acquire the Golf course, we would be able to coordinate and offer the entire community larger dining and meeting facilities and costs for food and supplies shared.

Redesign so less wasted space, BIGGER BAR area, even expand utilizing some of the outside area. This should be an area to bring together residents, so if we have to spend more it will be well worth it. Combined this with enlarging the Community Room so they complement each other. Like a bar area in the room that can be accessed by the bar staff directly...could be used as another eating area when the room is not in use.

interior is dark and dated. needs more light and breezy colors and style. please continue the outdoor seating.

The chairs in the Grand Haven Room in the Village Center are very old and dated. Those need to be updated.

I recommend that you ask the people who work there on a regular basis.

Outdoor use of space is very popular now so focus on what it takes to keep that equipment functioning

Needs an update for a more current look/feel.

We use the Village Center Cafe every day and love the staff and food. It needs an updated POS system It needs an online ordering and reservation system. The servers spend an inordinate amount of time answering the phones and splitting up bills for large tables into individual tabs. The furniture is dated and the decor could be brightened up with some lighter colors and paint.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

The Village Center Cafe is the single point for community gathering other than Creekside which has significant limitations. The cafe has the opportunity to serve the community in a much greater capacity in the areas of efficiency and capacity for more and larger events. The complete renovation and expansion is long past due and is greatly needed. It is an opportunity to upgrade for the community needs today especially with a younger wave of residents moving to Grand Haven. It will be a huge selling point and will also increase the desirability and value of homes in our community. It probably should have been done at the same time the rest of the Village Center was renovated.

also add breakfast hours and afternoon coffee service

This ia a valuable amenity to GH residents and it should be comfortable and updated for the staff, both front and back of the house.

Cafe needs the menu to be updated and offer fresh foods, not frozen, this may help to attract more customers.

If you close to remodel then there should be someone else in Grand Haven to get food while they are doing it.

Especially new outdoor furniture

It's old and dated. Chairs are falling apart

redecorate, but would be nice if you could put a bathroom in close...maybe in the grand haven room

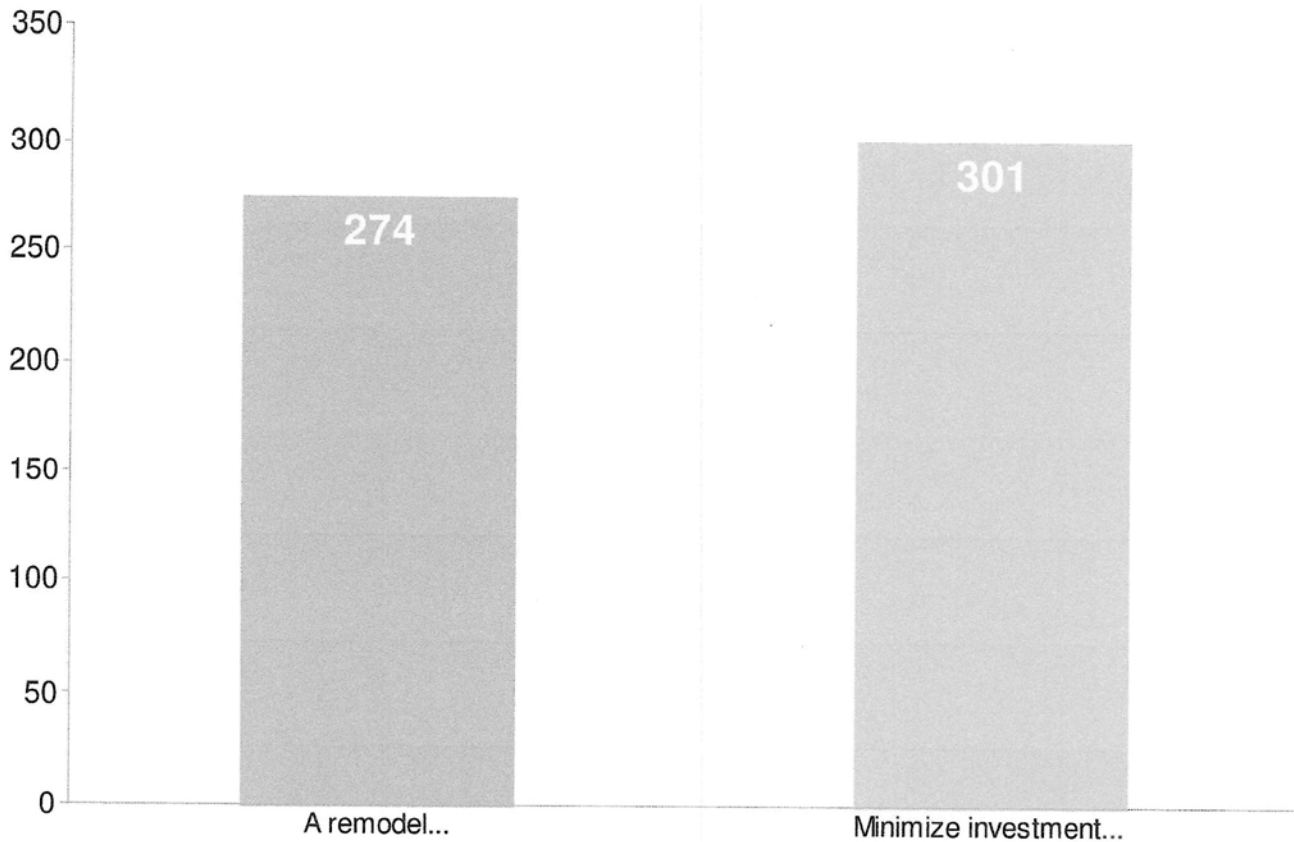
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GRAND  **HAVEN**
COMMUNITY DEVELOPMENT DISTRICT

2022

Report for Age 66-80 years
(includes 603 respondents)

The Village Center Café is in need of remodeling. What would you recommend?



Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

- Need more parking.
- Update with minimal expense. No need for radical remodel/expansion.
- Update equipment as needed, why remodel?
- Better menu, needs to change often, more inside seating.
- New and larger TV inside cafe.
- Don't shut it down. We need the cafe!
- Keep up or exceed surrounding developments.
- We need a nice restaurant which accommodates all residents. Can't let it get rundown.
- We just remodelled last year.
- Cost could be defrayed by serving breakfast earlier and more often. Cost should be defrayed by serving limited buffet dinner. Th-F-S-S
- Hire more people to enable seven days a week. Permanent Tiki Hut October - May.
- Things should be safe and updated. We aren't aware of what updates are needed, but they should be within reason.
- Larger kitchen.
- If reasonable pay back, needs better seating inside/outside.
- No lengthy closures please, this is perfect favourite amenity!

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

It needs to be modernized and enlarged.

It seems fine.

Don't know condition of equipment.

Everyone loves the cafe. It needs to be expanded so we have a good kitchen and can accommodate more people and events.

Need better tables and chairs poolside.

Add breakfast 08.30 or 09.00. Love the VC Cafe!

While this is a problem, there is also inconsistent food quality/item (lunch) like deli sandwiches/hot dogs, etc.

The remodel should not be extravagant, keep it within a reasonable budget.

Instead of closed in restaurant, make it more of an open-air bar/grill.

While remodel is underway, expand use of Tiki Hut.

Add a bathroom in the cafe.

Expand inside seating and expand parking.

If kitchen, but as is safe, is fine.

Closing it is not an option.

Would need to understand costs and ramifications prior to answering.

Just clean it up.

Depends on price.

Enlarge gym.

One of our best assets. Need to maintain it and keep up-to-date.

Would not like it closed for months.

Don't close it.

Always need upgrading to stay operational. Great amenity.

Only thing needed is their own bathroom (unisex or both).

I believe great asset to Grand Haven.

We like it as it is, quaint, good food, color, local. Smaller is better.

Does not need total remodel.

Happy with the status quo.

I don't know condition of appliances in kitchen, so really can't answer this.

What needs to be done, be more specific?

The VC is old, dirty, outdated. Community improvements are good for property value.

Fine as it is.

Healthier food available at Cafe.

Wonderful amenity.

Cafe is considered critical.

We enjoy the cafe and always bring visitors as well.

It depends on how long it would be out of biz.

Would like year round 7 days opening.

It needs both, but keep the costs down/put this in the plan.

Expand service to 7 days all meals, this is the best amenity offered.

In addition to space, acoustics need consideration to reduce noise.

Are we talking "IOM". Not a very good question.

Wasn't this just done?

Comments for *'The Village Center Café is in need of remodeling. What would you recommend?'*

Open seven days a week.
Nice amenity.
Bathrooms needed, add parking spaces.
Yes, make it larger.
Does the local health dept. think we need a new kitchen?
The cafe needs a remodel with new furniture inside which allows for more residents.
I thought the building was just remodelled.
I like it as it is.
Outside furniture needs to be replaced.
Update dining tables for comfort when weather is cold. Should turn on the heaters.
Nice amenity and should be kept up and nice, an asset to the community.
With a plan.
If equipment needs to be updated it should be done, facilities are fine.
Cafe is fine in appearance but a bit pricey to be a regular.
Having the cafe available in the best condition is very important to us.
Prices are high enough, full remodel would result in higher prices.
Did they goof with the first remodel?
Golf club is too small. Investigate possibility of using land in front of club on intracostal for expanding club, enhancing the beauty and accommodate more members.
Kitchen only!
Stop spending please!
Cafe should remain operational during any remodel - small updates.
Cafe decor is dated and should reflect the Village Center improvements.
We love eating at the cafe! Minimal remodelling.
It is a good amenity, however we probably need to subsidize it forever. That has been a problem for all community throughout USA. Everyone will pay for this.
It is fine as it is.
What is wrong with it? What remodelling does it need?
Improve ventilation/remove grease odour in dining room.
Poorly written question, If we vote remodel will cafe not be operational?
I enjoy the cafe and the food is very good. John is very nice and the new person is working very hard.
Do the kitchen upgrades if needed but leave the dining room alone.
Expand the menu for vegan/vegetarian choices.
Who approved the Village Center's women's room. It would be helpful if they could finalize projects quicker.
What costs are we talking about? Give a range. How long will it take? Are you going to close it?
It's a wonderful cafe and many times overcrowded.
All work must be completed so that the cafe is not closed for more than ONE week.
Improve service, open at weekends and close on a Monday.
Improve the food quality.
Improve in stages with the kitchen first.
The cafe has good food, service and prices equal to other restaurants. However, we pay for all the upkeep, air conditioning, garbage, equipment, etc.
It had a remodel several years ago.
This is a facility used by all so warrants priority.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

Needs more space and facelift.

Village Center Cafe is a great resource and always in high demand.

Lighter and brighter.

It's one of our most valued amenities. We use it weekly.

In phases without completely shutting the cafe down and NO gym closing!

This is a great place to dine. Keep it great and fresh.

Everything inside needs to be updated.

Great for poolside meals with our grandkids.

Open up a part of the country club restaurant during repairs.

A total remodel is not necessary.

Current updates look very good.

Needs to upgrade the menu and service.

I don't use because of limited vegetarian options.

Needs a bigger kitchen and bathrooms closer.

More table space and menu changes.

This is one of our most valued amenities.

The food is great but would like more selections.

Put out and put away liquor every day!! Has to be a better way.

We love and support the cafe but it's in serious need of updating.

Fix the Grand Haven infrastructure first - ponds, trees, views. Don't spend tons of money doing this cafe remodeling.

It looks great, unless the kitchen needs to be modernized.

There is no improvement of the equipment and facilities needed at the Village Center. Stop spending more money as we can't afford it!

For me, the key is to keep it open during and remodel. This is great amenity!

Hire a company that can do the work within two weeks.

Would be nice to have a bathroom closer to the cafe.

If the bathroom renovation is any indication then the cafe will be closed for a year! Leave it alone.

Love using this amenity. Would enjoy it being all that it could be.

The cafe is very important to the community so invest in it.

Wasn't it done a few years ago?

Kitchen needs to be extended.

Need more information on scope and cost of remodel.

The food at the cafe is always great but I would like it to have more atmosphere.

Expand the parking lot, finish the bathrooms!

Love this amenity. Outdoor seating is often filled, especially Friday evenings.

Don't know if the chef and staff need NEW equipment.

Outdoor seating has been an improvement.

Expand the cafe outback on the sidewalk for customer seating and enlarge the cooking facilities.

The cafe is wonderful in so many ways. The exterior renovation is....

How about just a "brighten and refresh" instead of a full remodel?

Consider enlarging dining area.

Add restroom.

VCC has excellent food and staff!

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

It's a great place to gather but needs a facelift.

New tables and chairs both inside and out.

A bathroom for the cafe and GH room.

Sub lease to independent contractor and let them remodel.

Expansion needed for the increasing population.

Try to do in steps to keep open.

It is due, actually overdue.

This is the one amenity that benefits more than 10% of the Grand Haven population. It needs more CDD attention.

Upgrade but don't go overboard.

You can remodel with painting the cabinetry, update the bar with the same methodology. The kitchen was recently updated with appliances. Just hire a designer by asking the neighborhood who would donate time to redesign the interior. Tap into neighborhood talent.

Keep the floor and reface the bar. Remove the dark wood and shelving. New table and chairs. Purchase new , Equipment updates where and where needed..

Given the increase in population the Village Center Cafe could be enlarged and updated. There is never enough seating.

Plan out incremental and replacement changes but no full scale remodel

But what are the costs?

The village Cafe should be able to use its profits for any improvement.

A restroom should be available within the Cafe or Grand Haven Room.

If kitchen equipment needs updating, do that. Major issue is insufficient staff.

wasn't it updated a little bit ago?

Moderation. Place to pick up food or a soda.. not the damn bar. Menu is boring.

We call it the pub and love it

Without specifics how can someone make any other recommendation.

A modest update to equipment and facilities to keep it operational and up to date.

Modernize decor - current is tired and dark.

Only because remodeling might have it closed for an extended period of time.

Difficult choice. We have three or four meals a week there. How long would it be closed for a remodel?

Expand kitchen if possible

Reinvest only if currently profitable. Eliminate food services if not profitable. If investments are supported add wind curtains to improve outdoor dining in colder weather

Structure the remodel to take place over 3-4 years so outside funding is not required and increases to assessments are kept to the levels already shared.

Add second bathroom

I have heard over the years that the Kitchen needs to be bigger

We are really enjoying the outside dining

Should not be looking to compete with area vendors. Should supply a nice/ clean on site alternative for the the residence.

I have no knowledge of the kitchen equipment, however, some tweaks in the tables so that larger groups could be accommodated without separating them would be great. Also, as an early-to-rise community it would be nice to have a cup of coffee or tea before 11 AM.

Needs complete modern makeover - better seating-more windows- expand seating

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Increase kitchen size to enable more staff and expanded menu. Create a coffee bar / breakfast cafe that is open in the morning. I also think you should consider a loyalty program, selling gift cards and offering "meal plans" (a specified number of meals for a \$X during a specified period). These are common ways that restaurants improve cash flow and reward customer loyalty.

Why not update with new equipment that would save on energy costs, and update the look to match the Village Center remodel.

The inside dining portion and library are too small. The tables are way too close to the library shelves. I have several times stopped by to get or return a book and have not been able to get even close to the bookshelves due to patrons dining so close to the shelves.

Are you saying that to remodel would close the cafe?

Remove book cases and repaint the seating area. Clean up and fix the bar. Keep out side seating. Kitchen should be accessed for efficiency and perhaps rearranged. New equipment as needed.

It is very good as it is

This is a subjective statement and open to varied interpretations. A feasibility study and needs documentation should be prepared with anticipated costs and impact to residents before answering appropriately.

The Cafe is fine. This is not the time to be spending a lot of money

Expansion of the kitchen and indoor seating.

We don't mind a reasonable update if it makes sense for the food services. We think they do a very good job with what they have.

If it's making enough money to make expansion worthwhile, then remodel it. Otherwise, minimum investment. How about adding a walk-up window for pick-up and a website to place an order through.

Why is there no reserve for these improvements? Why is the operator of the restaurant not responsible for the upkeep of the equipment and interior? Are we not charging the operator an amount to maintain the area they are using for their business they are using?

Cafe is supported by Grand Haven but profits benefit a company - it isn't open when most people would like to go - did not negotiate new contract when we had the chance even though we spent the money for RFP but did not compete. This Cafe should be considered for shut down and that should have been on the survey - too many complaints - firing good workers, not open popular days/hours, reduced portion sizes, higher prices etc

Renovate and expand the kitchen toward the parking lot. Remove book shelves to add some room to the dining area. Add tables along the wall of the Grand Haven Room to add outside seating.

Update equipment and the facilities within reasonable cost.

It seems all updates go on and on without completion. Consideration should be made to keep the Cafe functioning when and if remodeling occurs.

I love the village center cafe as is

Update kitchen with current state of the art equipment to facilitate quicker service of orders.

Add bathrooms for the Cafe

Unless the cooking area is in need I am satisfied with the current arrangement.

Difficult to answer without knowing current receipts vs cost of operation. It's nice having a place to go and eat without leaving GH but is profitable or costing GH money? I will support all efforts that will provide a nice venue to eat but it should be self supporting.

Remodel equipment if necessary but doesn't have to be done by an interior designer. Nothing fancy.

This question is not very clear in it's intent. Since the potential clientele and revenue is always going to be limited, investment should be made accordingly. (There are many worse things we could spend our money on, however.) Open the side window facing the pool for walk-up access. Pizza would be a good addition.

Bring it up to date. Currently it looks like a 70's coffee shop. Bring in comfortable sitting areas. Get rid of the books and unusable window seats. Keep the patio.

All amenities should be on an appropriate maintenance and upgrade schedule.

It needs to be maintained and minor upgrades...like service training and adequate number of servers...

It is currently dark and sorely dated. Bookcases should be removed. Needs to be more modern, airy, light and open.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

Thought V.C. was recently updated. IF kitchen and dining areas really need remodeling then you have my vote. I believe other outdoor areas and facilities have already been updated.

Very good as is.

We think it would be wise to invest in new kitchen equipment if it is in need of replacement, rather than cosmetic/decorating improvements.

Only minimal investment until we get a real restaurant operator who can fulfill the requirements of providing good quality foods at prices that reflect the large subsidy paid by residents for rent, utilities, equipment, etc. via the CDD. We can get better food at better prices elsewhere in the area. The quality and serving size of Waterside food has declined substantially over the past 3+ years while prices continue to increase without justification.

Let the lessor pay for the remodel

The Cafe is a major hub for community social interaction. Treat it accordingly.

I think it's fine as it is. We think the food is a little expensive, given that basically, we own it.

We support the Cafe. If we knew more about what was outdated, we would consider moving forward, but we not in favor of a "grand style" remodel.

Upgrade kitchen and dining area and expand dining area.

The Cafe is a very important amenity in GH. It should look great and it is currently doesn't.

We don't use the cafe, so I am unfamiliar with its condition. We wouldn't begrudge investment in the facility but have no opinion as to whether it is needed.

Since it took so long to do the bathrooms, a complete remodel may not be cost or time effective. Valuable staff may be lost...

Increase the kitchen size and update tables on the outside.

This is an important and valuable asset to our community.

I think the cafe needs a good remodel. Keeping in mind if it can remain operational.

It needs a touch up but certainly not at the expense of it closing permanently. We enjoy eating there

Assuming it would remain open with minimal disruptions. The months long bathroom renovations were unreasonable.

With stipulation that all work be done a timely manner.. last exterior renovation took months to long.

It is obvious that remodeling needs to be done however many would miss the cafe if it were closed. The ideal, though long term, solution would be to expand and update the cafe into the Grand Haven Room. This would require using open land to build a place with both larger and smaller exercise and meeting rooms.

Just get rectangular tables for the many large groups who prefer to sit outside.

The cafe is nice but somewhat out of date. Upgraded indoor and outdoor seating would be a great improvement. Also, a high priority should be to have restrooms that can accommodate caregivers. The current situation with only communal restrooms in public areas is out of step with the need. Accommodating people with special needs will improve utilization of the cafe and all public areas and provides a dignified setting for our residents and visitors.

This is a positive enhancement to our GH amenities, especially as residents are aging and less willing to drive any distance at night for dining activities. The high quality of the food/service and reasonable pricing was a well known "secret" in PC- which is what lead to so many outsiders wanting to patronize the Cafe'. Kitchen needs an overhaul to meet today's dining needs. Cafe decor is a bit dated, but could be refreshed with paint. Dining space and the outdoor seating could use a rethink to make it more efficient for servers. Also, so patrons of gym/pool,office etc. don't have to walk amongst the diners to enter and leave VC.

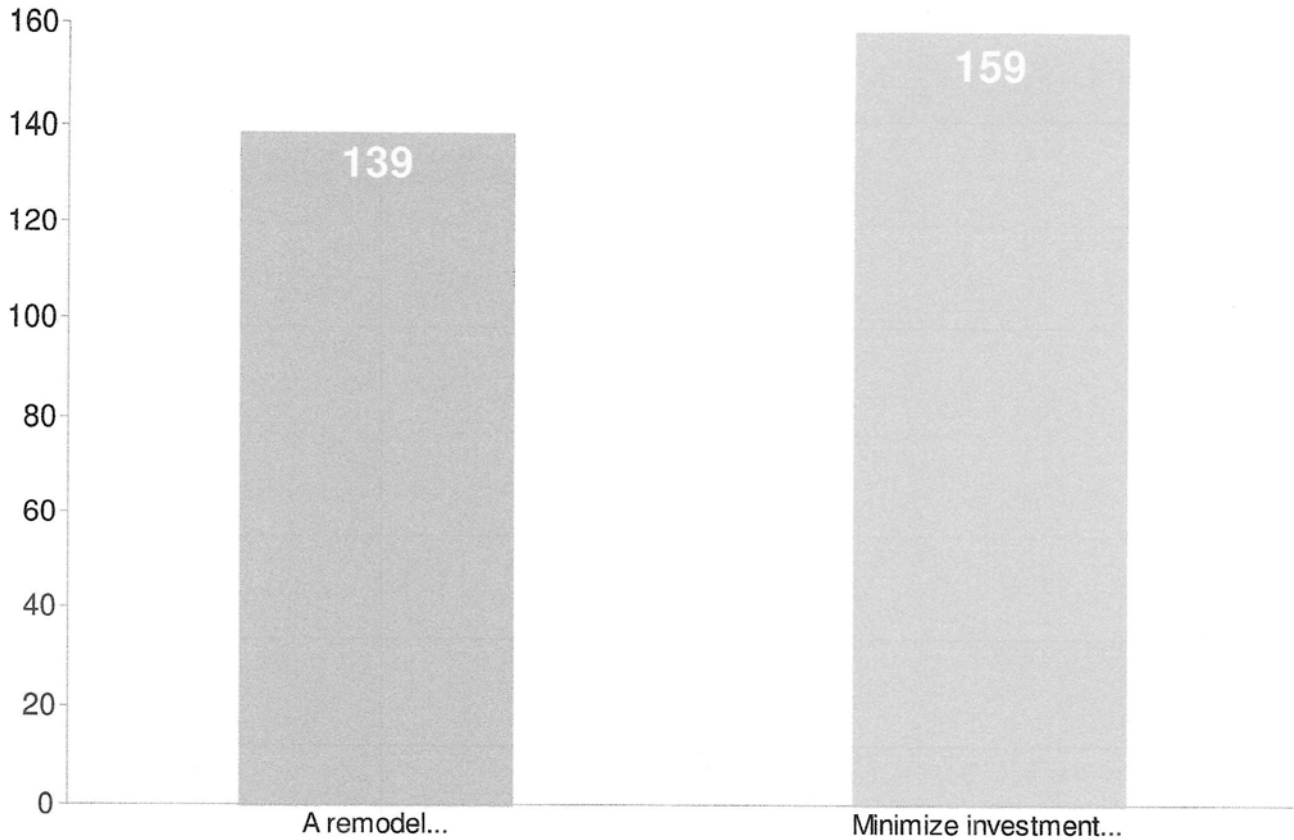
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GRAND  **HAVEN**
COMMUNITY DEVELOPMENT DISTRICT

2022

Report for Years resident 1-5 years
(includes 309 respondents)

The Village Center Café is in need of remodeling. What would you recommend?



Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Update equipment as needed, why remodel?

New and larger TV inside cafe.

Cost could be defrayed by serving breakfast earlier and more often. Cost should be defrayed by serving limited buffet dinner. Th-F-S-S

Hire more people to enable seven days a week. Permanent Tiki Hut October - May.

Given a nice, modern update if practical.

If reasonable pay back, needs better seating inside/outside.

It needs to be modernized and enlarged.

Wasn't it just updated (painted, new equipment)?

Need more information on remodel details to answer this question.

Already very nice!

The remodel should not be extravagant, keep it within a reasonable budget.

Instead of closed in restaurant, make it more of an open-air bar/grill.

Love the cafe.

While remodel is underway, expand use of Tiki Hut.

Always need upgrading to stay operational. Great amenity.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

Get upgraded Wifi at the entire Village Center complex.

We like it as it is, quaint, good food, color, local. Smaller is better.

What needs to be done, be more specific?

We love the Cafe and visit frequently.

It is charming but needs a facelift.

Expand service to 7 days all meals, this is the best amenity offered.

In addition to space, acoustics need consideration to reduce noise.

Are we talking "IOM". Not a very good question.

Nice amenity.

Both options could be accomplished by prioritizing upgrades.

Does the local health dept. think we need a new kitchen?

Kitchen too small.

Nice amenity and should be kept up and nice, an asset to the community.

Expanded coffee bar, open restaurants on Sundays.

Cafe is fine in appearance but a bit pricey to be a regular.

Yes, keep current, looks outdated.

Prices are high enough, full remodel would result in higher prices.

Cafe should remain operational during any remodel - small updates.

Cafe decor is dated and should reflect the Village Center improvements.

Seems nice enough, I like eating there.

How long will you close Cafe! Bathrooms closed all summer and last year.

Make it bigger!

What is wrong with it? What remodeling does it need?

Poorly written question, If we vote remodel will cafe not be operational?

Important for the kitchen to have updated equipment if they need it.

I would sacrifice open time for a much nicer cafe if needed.

Improve in stages with the kitchen first.

Please offer some vegan plant based options on the menu/specials/activities. Nothing exists right now for residents and guests. Want to go to eat regularly but can't as there are no vegan options - no egg, no cheese, no meat. Vegan burgers/hot dogs, pasta dishes, etc.

Lighter and brighter.

Great staff and food but needs a facelift.

It's one of our most valued amenities. We use it weekly.

In phases without completely shutting the cafe down and NO gym closing!

This is a great place to dine. Keep it great and fresh.

Everything inside needs to be updated.

No need. It looks fine for the business it gets.

The place looks outdated and dirty looking.

I don't use because of limited vegetarian options.

We would want more info on the updating. This is a valuable asset.

More table space and menu changes.

I think it is fine as it is.

Do not use it.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*

Personally, I love the cafe. If the equipment requires updating it can be done without disrupting operations.
Keep open for breakfast options.
It would be wonderful to have it updated in a restaurant style setting.
The food is great but would like more selections.
Put out and put away liquor every day!! Has to be a better way.
We love and support the cafe but it's in serious need of updating.
Appearance is fine, update equipments and add pesticide free, non GMO, organic healthy food and beverage choices, which are sugar and caffeine free (Pelligrino) please. Additional waiting staff.
Love using this amenity. Would enjoy it being all that it could be.
Kitchen needs to be extended.
Love this amenity. Outdoor seating is often filled, especially Friday evenings.
How about just a "brighten and refresh" instead of a full remodel?
Develop budgets with 3 different cost options for community vote.
Low cost cosmetic facelift. Light coloured paint of walls and bookcases. New furniture.
VCC has excellent food and staff!
Sub lease to independent contractor and let them remodel.
Should be run by a sub-contractor.
Improve the food service and menu.
But what are the costs?
Not sure how the kitchen is currently outfitted with equipment however the dining room interior is quite darkly themed (dark woods, etc.) - would be nice to have it lightened up/modernized a bit with a coastal theme (lighter colors)
If kitchen equipment needs updating, do that. Major issue is insufficient staff.
Expansion of this amenity to serve as a gathering place for residents
My family loves the cafe as it is. It has its own special feel to it when we dine there.
Without specifics how can someone make any other recommendation.
Only because remodeling might have it closed for an extended period of time.
we really appreciate the cafe. I think a modern facelift would greatly elevate the experience. Something modern and fun.
Would be helpful to understand the specifics of what is needed to keep the facility competitive and operating efficiently.
Reinvest only if currently profitable. Eliminate food services if not profitable. If investments are supported add wind curtains to improve outdoor dining in colder weather
Structure the remodel to take place over 3-4 years so outside funding is not required and increases to assessments are kept to the levels already shared.
Perhaps sublease to private business - perhaps the new location for the Green Lion or others.
Do it right the 1st time!
The remodeling should be funded by the revenue generated by the cafe. If it does not produce enough revenue, consideration to what it serves should be made.
Add second bathroom
I have no knowledge of the kitchen equipment, however, some tweaks in the tables so that larger groups could be accommodated without separating them would be great. Also, as an early-to-rise community it would be nice to have a cup of coffee or tea before 11 AM.
If you upgrade the facility, then are you raising the rent? If so that's another cost transferred to the residents, I.
Addition to upgrading the facility. If the rent goes up so do the prices.
Needs complete modern makeover - better seating-more windows- expand seating

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

The inside dining portion and library are too small. The tables are way too close to the library shelves. I have several times stopped by to get or return a book and have not been able to get even close to the bookshelves due to patrons dining so close to the shelves.

Add Self Service Devices like soft ice cream such as Peachway.

It is very good as it is

A remodel is not going to draw more sales. Excellent food and service at reasonable prices is more important.

Needs a remodel, but hate the idea of doing without the Cafe for several months. It needs to be a quality, QUICK remodel, with good planning and a good contractor, it can be done! We had our kitchen gutted and remodeled, including changing the footprint, in just over 3 weeks.

To be honest, we usually eat outside so can't comment intelligently on the full remodel vs. light remodel.

We enjoy eating at the cafe. Food was good and nice option

Cafe is supported by Grand Haven but profits benefit a company - it isn't open when most people would like to go - did not negotiate new contract when we had the chance even though we spent the money for RFP but did not compete. This Cafe should be considered for shut down and that should have been on the survey - too many complaints - firing good workers, not open popular days/hours, reduced portion sizes, higher prices etc

It seems all updates go on and on without completion. Consideration should be made to keep the Cafe functioning when and if remodeling occurs.

Actually think it's fine for what it is. As long as the kitchen is efficient and functional for the staff

I love the village center cafe as is

I enjoy it often, as is.

Unless the cooking area is in need I am satisfied with the current arrangement.

Needs a better & more functional layout. Better management; weekly menu too repetitious, staff needs better training

Redesign so less wasted space, BIGGER BAR area, even expand utilizing some of the outside area. This should be an area to bring together residents, so if we have to spend more it will be well worth it. Combined this with enlarging the Community Room so they complement each other. Like a bar area in the room that can be accessed by the bar staff directly...could be used as another eating area when the room is not in use.

This question is not very clear in it's intent. Since the potential clientele and revenue is always going to be limited, investment should be made accordingly. (There are many worse things we could spend our money on, however.) Open the side window facing the pool for walk-up access. Pizza would be a good addition.

Bring it up to date. Currently it looks like a 70's coffee shop. Bring in comfortable sitting areas. Get rid of the books and unusable window seats. Keep the patio.

The chairs in the Grand Haven Room in the Village Center are very old and dated. Those need to be updated.

It is currently dark and sorely dated. Bookcases should be removed. Needs to be more modern, airy, light and open.

We think it would be wise to invest in new kitchen equipment if it is in need of replacement, rather than cosmetic/decorating improvements.

Outdoor use of space is very popular now so focus on what it takes to keep that equipment functioning

The Cafe is a major hub for community social interaction. Treat it accordingly.

I think it's fine as it is. We think the food is a little expensive, given that basically, we own it.

Needs an update for a more current look/feel.

also add breakfast hours and afternoon coffee service

Since it took so long to do the bathrooms, a complete remodel may not be cost or time effective. Valuable staff may be lost...

Increase the kitchen size and update tables on the outside.

This ia a valuable amenity to GH residents and it should be comfortable and updated for the staff, both front and back of the house.

If you close to remodel then there should be someone else in Grand Haven to get food while they are doing it.

Especially new outdoor furniture

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

The cafe is nice but somewhat out of date. Upgraded indoor and outdoor seating would be a great improvement. Also, a high priority should be to have restrooms that can accommodate caregivers. The current situation with only communal restrooms in public areas is out of step with the need. Accommodating people with special needs will improve utilization of the cafe and all public areas and provides a dignified setting for our residents and visitors. redecorate, but would be nice if you could put a bathroom in close...maybe in the grand haven room

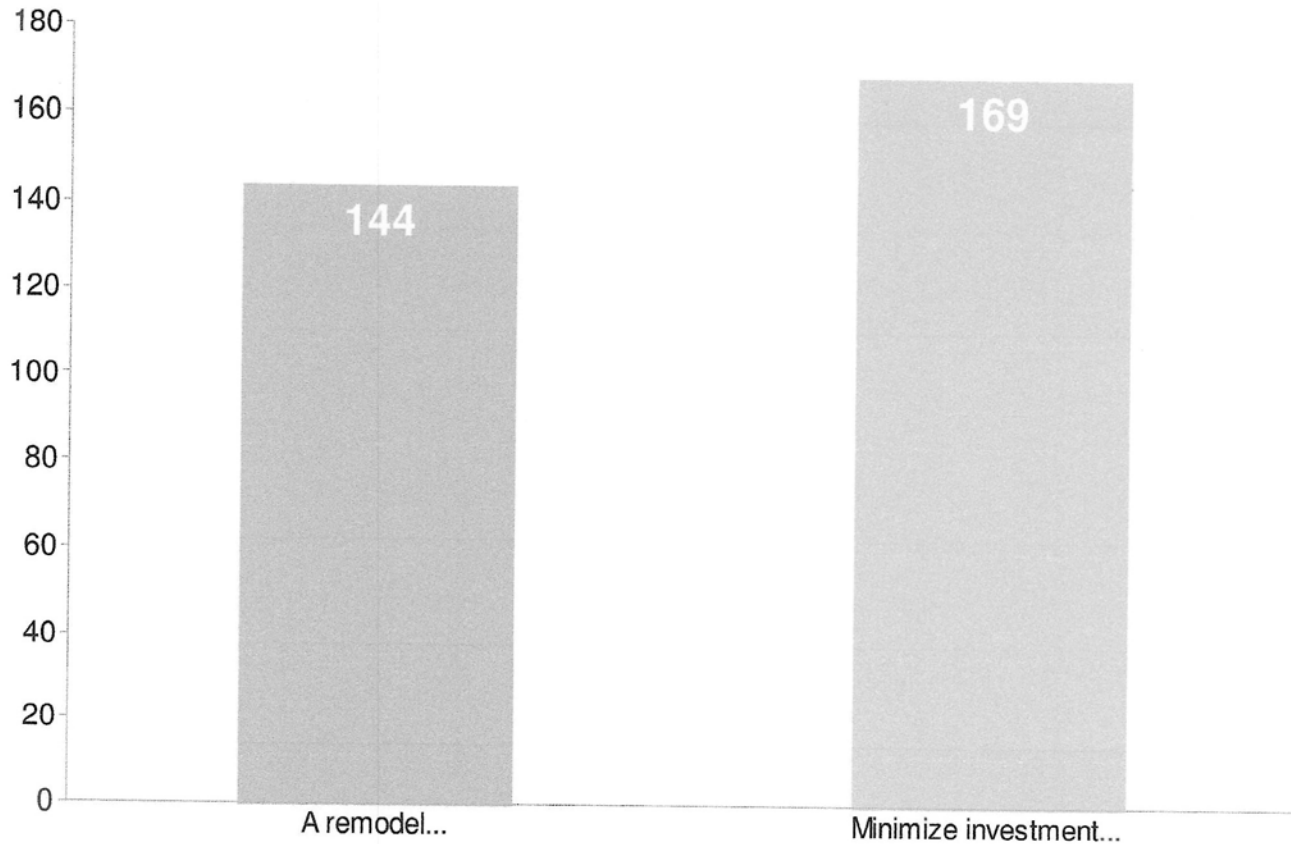
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GRAND  **HAVEN**
COMMUNITY DEVELOPMENT DISTRICT

2022

Report for Years resident 6-15 years
(includes 333 respondents)

The Village Center Café is in need of remodeling. What would you recommend?



Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Need more parking.

Update with minimal expense. No need for radical remodel/expansion.

Better menu, needs to change often, more inside seating.

Expand dining room, needs updating.

Things should be safe and updated. We aren't aware of what updates are needed, but they should be within reason.

No lengthy closures please, this is perfect favourite amenity!

Don't know condition of equipment.

Everyone loves the cafe. It needs to be expanded so we have a good kitchen and can accommodate more people and events.

Add breakfast 08.30 or 09.00. Love the VC Cafe!

While this is a problem, there is also inconsistent food quality/item (lunch) like deli sandwiches/hot dogs, etc.

Add a bathroom in the cafe.

Expand inside seating and expand parking.

Closing it is not an option.

Would need to understand costs and ramifications prior to answering.

Just clean it up.

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

- Depends on price.
- Would not like it closed for months.
- I believe it looks fine as it is.
- Only thing needed is their own bathroom (unisex or both).
- I don't know condition of appliances in kitchen, so really can't answer this.
- Fine as it is.
- Healthier food available at Cafe.
- Wonderful amenity.
- Cafe is considered critical.
- Would like year round 7 days opening.
- It needs both, but keep the costs down/put this in the plan.
- Wasn't this just done?
- Don't do it on the cheap.
- The Cafe is an asset to Grand Haven. The food is consistently good, staff most amicable and it is the best.
- Offer better impression to new buyers.
- The cafe needs a remodel with new furniture inside which allows for more residents.
- I thought the building was just remodelled.
- I like it as it is.
- Outside furniture needs to be replaced.
- Update dining tables for comfort when weather is cold. Should turn on the heaters.
- With a plan.
- Only if time is as short as possible! I though it was done when years of work was done on club house. Would hate to see a long project again.
- If equipment needs to be updated it should be done, facilities are fine.
- Improve the cuisine.
- Having the cafe available in the best condition is very important to us.
- Is it possible to add parking?
- Did they goof with the first remodel?
- We occasionally use Cafe. We like it and will continue to use it.
- The latest renovation at Eifa facility was done nicely.
- It is fine as it is.
- I enjoy the cafe and the food is very good. John is very nice and the new person is working very hard.
- As needed to deliver a quality operation.
- Expand the menu for vegan/vegetarian choices.
- Very confusing - does this mean that if we remodel we would use too much money and the amenity would no longer be operational?
- Who approved the Village Center's women's room. It would be helpful if they could finalize projects quicker.
- It's a wonderful cafe and many times overcrowded.
- All work must be completed so that the cafe is not closed for more than ONE week.
- Improve service, open at weekends and close on a Monday.
- Improve the food quality.
- Do we need any remodelling?
- This is a facility used by all so warrants priority.

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Needs more space and facelift.
Update decorating and furnishings especially indoor.
Great for poolside meals with our grandkids.
Open up a part of the country club restaurant during repairs.
No "demo" renovation.
Current updates look very good.
This is one of our most valued amenities.
It looks great, unless the kitchen needs to be modernized.
There is no improvement of the equipment and facilities needed at the Village Center. Stop spending more money as we can't afford it!
For me, the key is to keep it open during and remodel. This is great amenity!
If the bathroom renovation is any indication then the cafe will be closed for a year! Leave it alone.
The cafe is very important to the community so invest in it.
Wasn't it done a few years ago?
Need more information on scope and cost of remodel.
Expand the parking lot, finish the bathrooms!
This is too complicated to answer with a check marker. What does "remodel" mean? How much money? How long?
Don't know if the chef and staff need NEW equipment.
Outdoor seating has been an improvement.
Consider enlarging dining area.
Add restroom.
It's a great place to gather but needs a facelift.
Creekside Pool needs to be done first!
A bathroom for the cafe and GH room.
Expansion needed for the increasing population.
Seems it was renewed just recently so why again?
Upgrade but don't go overboard.
Keep the floor and reface the bar. Remove the dark wood and shelving. New table and chairs. Purchase new , Equipment updates where and where needed..
Given the increase in population the Village Center Cafe could be enlarged and updated. There is never enough seating.
Plan out incremental and replacement changes but no full scale remodel
The village Cafe should be able to use its profits for any improvement.t
Moderation. Place to pick up food or a soda.. not the damn bar. Menu is boring.
We call it the pub and love it
I think the interior of the dining room is fine. But whatever Stephen needs, he should get! His food is wonderful - and if he would like a new, larger kitchen, he should have it!
A modest update to equipment and facilities to keep it operational and up to date.
Or RFP it out and consider companies like Green Lion.
Would like to see the cafe remain open during any renovations. It is an important part of Grand Haven.
Modernize decor - current is tired and dark.
Expand kitchen if possible
This is a jewel of our community. Please don't cheap out.
We are really enjoying the outside dining

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Should not be looking to compete with area vendors. Should supply a nice/ clean on site alternative for the the residence.

I have been there many, many times. It is often semi empty. Friday special draws a big crowd you could be there with a handful of diners.

Why not update with new equipment that would save on energy costs, and update the look to match the Village Center remodel.

Are you saying that to remodel would close the cafe?

Remove book cases and repaint the seating area. Clean up and fix the bar. Keep out side seating. Kitchen should be accessed for efficiency and perhaps rearranged. New equipment as needed.

This is a subjective statement and open to varied interpretations. A feasibility study and needs documentation should be prepared with anticipated costs and impact to residents before answering appropriately.

It is a focal point of the development and used by many residents.

Need additional information on why it's the community responsible to paid to restaurant equipment and/or facilities cost Like to see contract with vendor

The Cafe is fine. This is not the time to be spending a lot of money

Love the outdoor seating. Should preserve that as well as indoors.

Why is there no reserve for these improvements? Why is the operator of the restaurant not responsible for the upkeep of the equipment and interior? Are we not charging the operator an amount to maintain the area they are using for their business they are using?

Renovate and expand the kitchen toward the parking lot. Remove book shelves to add some room to the dining area. Add tables along the wall of the Grand Haven Room to add outside seating.

It's hard for us to know the condition of the kitchen equipment. Would like to see seasonal sporting events on the televisions, for example football games, etc.

Update equipment and the facilities within reasonable cost.

Develop a strategic business plan identifying three things: (1) Who and how we want to serve our community (dine in, take out, home delivery in the community, off-the-shelf restaurant app for ordering/payment, days/hours of operations), (2) What menu offerings including daypart, meals, a la carte, beverages, desserts, etc (KIS) and (3) a financial projection (P&L and capital projection) to set SMART goals and ROI targets. The three critical lines being sales, food cost (critical to take into account the menu options vs supply chain availability and inflation projections) and labor costs (biggest issues today are the costs associated with the ability to attract and retain management and team members. Consider an Operating Partner program for management and a performance-based incentive for team members. We win - you win.... While keeping base salaries and benefits reasonable. Finally, the question was about updating equipment/facilities — these actions are an outcome of the steps above... thanks

Add bathrooms for the Cafe

If we acquire the Golf course, we would be able to coordinate and offer the entire community larger dining and meeting facilities and costs for food and supplies shared.

Difficult to answer without knowing current receipts vs cost of operation. It's nice having a place to go and eat without leaving GH but is profitable or costing GH money? I will support all efforts that will provide a nice venue to eat but it should be self supporting.

Remodel equipment if necessary but doesn't have to be done by an interior designer. Nothing fancy.

All amenities should be on an appropriate maintenance and upgrade schedule.

interior is dark and dated. needs more light and breezy colors and style. please continue the outdoor seating.

I recommend that you ask the people who work there on a regular basis.

Very good as is.

Only minimal investment until we get a real restaurant operator who can fulfill the requirements of providing good quality foods at prices that reflect the large subsidy paid by residents for rent, utilities, equipment, etc. via the CDD. We can get better food at better prices elsewhere in the area. The quality and serving size of Waterside food has declined substantially over the past 3+ years while prices continue to increase without justification.

Let the lessor pay for the remodel

Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

We use the Village Center Cafe every day and love the staff and food. It needs an updated POS system It needs an online ordering and reservation system. The servers spend an inordinate amount of time answering the phones and splitting up bills for large tables into individual tabs. The furniture is dated and the decor could be brightened up with some lighter colors and paint.

We don't use the cafe, so I am unfamiliar with its condition. We wouldn't begrudge investment in the facility but have no opinion as to whether it is needed.

I think the cafe needs a good remodel. Keeping in mind if it can remain operational.

It needs a touch up but certainly not at the expense of it closing permanently. We enjoy eating there

Assuming it would remain open with minimal disruptions. The months long bathroom renovations were unreasonable.

With stipulation that all work be done a timely manner.. last exterior renovation took months to long.

Cafe needs the menu to be updated and offer fresh foods, not frozen, this may help to attract more customers.

It is obvious that remodeling needs to be done however many would miss the cafe if it were closed. The ideal, though long term, solution would be to expand and update the cafe into the Grand Haven Room. This would require using open land to build a place with both larger and smaller exercise and meeting rooms.

Just get rectangular tables for the many large groups who prefer to sit outside.

It's old and dated. Chairs are falling apart

This is a positive enhancement to our GH amenities, especially as residents are aging and less willing to drive any distance at night for dining activities. The high quality of the food/service and reasonable pricing was a well known "secret" in PC- which is what lead to so many outsiders wanting to patronize the Cafe'. Kitchen needs an overhaul to meet today's dining needs. Cafe decor is a bit dated, but could be refreshed with paint. Dining space and the outdoor seating could use a rethink to make it more efficient for servers. Also, so patrons of gym/pool,office etc. don't have to walk amongst the diners to enter and leave VC.