



Advanced Meeting Package

Regular Meeting

*Thursday
October 19, 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 Regular Meeting of the Board of Supervisors of the Grand Haven Community Development District is scheduled for **Thursday, October 19, 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, October 19, 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#

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 – 30mins. Allotted**
 - A. Presentation of Notice [Exhibit 1](#)
 - B. Presentation of Proposal Evaluation Criteria [Exhibit 2](#)
 - C. Presentation of Summary of Proposals [Exhibit 3](#)
 - D. RFP Scorecard [Exhibit 4](#)
 - E. Brightview
 - F. VerdeGo
 - G. Yellowstone
- V. Staff Reports**
 - A. District Engineer: David Sowell
 - B. Amenity Manager: John Lucansky – 5mins. Allotted [Exhibit 5](#)
 - C. Operations Manager: Barry Kloptosky
 - 1. Presentation of Capital Project Plan Tracker – 5mins. Allotted [Exhibit 6](#)
 - 2. Monthly Report – 10mins. Allotted [Exhibit 7](#)
 - 3. Consideration of New Staffing Organizational Structure – 5mins. Allotted [Exhibit 8](#)
 - D. District Counsel: Scott Clark – 10mins. Allotted [Exhibit 9](#)

V. Staff Reports – continued

E. District Manager: David McInnes

1. Meeting Matrix – 5mins. Allotted

[Exhibit 10](#)

2. Action Item Report – 5mins. Allotted

[Exhibit 11](#)

3. Incident Report(s) Involving Resident(s) – 5mins. Allotted

VI. Consent Agenda Items – 5mins. Allotted

A. Consideration for Acceptance – The August 2023 Unaudited Financial Report

[Exhibit 12](#)

B. Consideration for Acceptance – The September 2023 Unaudited Financial Report

[Exhibit 13](#)

C. Consideration for Approval – The Minutes of the Board of Supervisors Workshop Meeting Held August 3, 2023

[Exhibit 14](#)

D. Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting Held August 17, 2023

[Exhibit 15](#)

E. Consideration for Approval – The Minutes of the Board of Supervisors Workshop Meeting Held September 7, 2023 – *To Be Distributed*

VII. Business Items

A. Consideration & Adoption of **Resolution 2024-01**, Amending Post Orders – 5mins. Allotted

[Exhibit 16](#)

B. Consideration of Bank United Line of Credit Proposal – 10mins. Allotted

[Exhibit 17](#)

VIII. Discussion Items

A. Operations Manager Ability to Hire Hog Trapper – 10mins. Allotted

B. Spartina on Pond Banks/Pond Bank Issue – 30mins. Allotted

IX. Supervisors' Requests – 10mins. Allotted

X. Action Item Summary – 5mins. Allotted

XI. Next Meeting Quorum Check: November 2, 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

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.

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 **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

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	\$676,849.22 (low)
BrightView Landscape	\$863,508.00 (high)
Yellowstone Landscape	\$702,000.00 (middle)

YEAR TWO:

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

YEAR THREE:

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

PER EVENT MOWING CHARGE DUE TO INCLEMENT WEATHER:

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

FULL TIME ON SITE IRRIGATION TECHNICIAN:

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

NEW PLANTS – 4” CONTAINER PLANTS:

Verdego Landscape	\$2.50 (middle)
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BrightView Landscape	\$2.25 (low)
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Yellowstone Landscape	\$4.00 (high)
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NEW PLANTS – 1 GALLON PLANTS:

Verdego Landscape	\$9.00 (low)
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BrightView Landscape	\$11.50 (high)
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Yellowstone Landscape	\$11.42 (middle)
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NEW PLANTS – 3 GALLON PLANTS:

Verdego Landscape	\$19.00 (low)
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BrightView Landscape	\$23.50 (high)
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Yellowstone Landscape	\$21.00 (middle)
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NEW PLANTS – 7 GALLON PLANTS:

Verdego Landscape	\$55.00 (low)
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BrightView Landscape	\$68.50 (middle)
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Yellowstone Landscape	\$72.00 (high)
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NEW PLANTS – 15 GALLON TREES & PLANTS:

Verdego Landscape	\$175.00 (high)
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BrightView Landscape	\$165.00 (middle)
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Yellowstone Landscape	\$158.00 (low)
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NEW PLANTS – 30 GALLON TREES & PLANTS:

Verdego Landscape	\$395.00 (high)
-------------------	------------------------

BrightView Landscape	\$390.00 (middle)
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Yellowstone Landscape	\$344.00 (low)
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NEW PLANTS – 60 GALLON TREES & PLANTS:

Verdego Landscape	\$725.00 (middle)
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BrightView Landscape	\$760.00 (high)
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Yellowstone Landscape	\$650.00 (low)
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NEW PLANTS – SABAL PALMS:

Verdego Landscape	\$400.00 (low)
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BrightView Landscape	\$1,050.00 (high)
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Yellowstone Landscape	\$720.00 (middle)
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MAN-TIME TO CREATE/RENOVATE BEDS:

Verdego Landscape	\$46/hour (low)
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BrightView Landscape	\$61.50/hour (high)
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Yellowstone Landscape	\$60/hour (middle)
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EQUIPMENT-TIME TO CREATE/RENOVATE BEDS:

Verdego Landscape	\$95/hour (low)
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BrightView Landscape	[“size & scope dependent”]
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Yellowstone Landscape	\$125/hour (high)
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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	Yes
(8)	NARRATIVE DESCRIPTION OF APPROACH	
	Verdego Landscape	Yes
	BrightView Landscape	Yes
	Yellowstone Landscape	Yes
(9)	ORGANIZATIONAL CHART	
	Verdego Landscape	Yes
	BrightView Landscape	Yes
	Yellowstone Landscape	Yes
(10)	KEY MANAGEMENT/SUPERVISORY PERSONNEL (with Resumés)	
	Verdego Landscape	Yes (but no Resumés)
	BrightView Landscape	Yes (w/ Resumés)
	Yellowstone Landscape	Yes (w/ Resumés)
(11)	DESCRIPTION OF PROPOSED STAFFING LEVELS	
	Verdego Landscape	Yes
	BrightView Landscape	Yes
	Yellowstone Landscape	Yes
(12)	FINANCIAL STATEMENTS FOR THE LAST 3 YEARS	
	Verdego Landscape	No
	BrightView Landscape	Yes
	Yellowstone Landscape	Yes
(13)	LIST/DESCRIPTION OF LAST 3 YEARS FOR PROJECTS	
	Verdego Landscape	Yes
	BrightView Landscape	Yes
	Yellowstone Landscape	Yes
(14)	ALL OTHER CURRENT LANDSCAPE CONTRACTS	
	Verdego Landscape	Yes
	BrightView Landscape	Yes

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

EXHIBIT 4

GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

EVALUATION CRITERIA LANDSCAPE AND IRRIGATION MAINTENANCE SERVICES

	Brightview	VerdeGo	Yellowstone
1. Experience (25 points) (E.g., past record and experience of the respondent in similar projects; volume of work, area of coverage, previously awarded to the firm; past performance for other Community Development Districts in other contracts; character, integrity, and reputation of respondent, etc.)			
2. Personnel (20 points) (E.g., geographic locations of the 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 existing work load; proposed staffing levels, etc.)			
3. Price (20 points) Points available for price will be allocated as follows: <u>20 points</u> will be awarded to the Proposer submitting the lowest total bid for completing the work. All other proposals will receive a percentage of this amount based upon the difference between that Proposer's bid and the low bid. <u>10 points</u> are allocated for the reasonableness of unit prices and quantities			
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) (E.g., Does the proposal demonstrate an understanding of the District's needs for the services requested?)			
TOTAL (100 points)			

Supervisor Signature _____
Date: _____

EXHIBIT 5



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 24th with continued support from residents.
- Sunday Sept. 10th had a nice crowd.
 - I will keep everyone updated on the Sundays to follow.
- Live music scheduled for Sunday 24th.

Events: September

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

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 6th 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.



Monthly Amenity Update

Date of report: 9/11/2023

Submitted by: John Lucansky

Amenities Update:

- We are ramping up for the return of the snowbirds.
- Tennis, pickleball, lap swim, and croquet will see increased participation.
- Staff will continue to randomly check residents' ID cards.
- Staff will remain diligent with making sure guests fill out the guest pass paperwork and are issued guest passes.

Events: October

- Trivia will be held Wednesday the 18th
- Karaoke at the tiki hut scheduled for Sun. 15th.
- Bingo is scheduled for Tuesday the 26th.
- Name That Tune is scheduled for Thursday 26th 5:30
- Halloween Party Saturday 4-8pm
 - Live music form 5-8pm
 - Costume contest
 - Special menu
- Special menu nights included:
 - Prime rib night
 - Pierogi Night
 - Oktoberfest

Tiki Hut:

- Tiki Hut to remain open on Sundays through October with continued support from residents.
- Karaoke scheduled for October 21st
- A new prep and refrigeration station has been purchased. This will replace the two small refrigerators and increase production.
- A new electric frier has also been purchased.

Café:

- Online Ordering:
 - Online orders have been steadily increasing each month.
 - July - 30 orders
 - August – orders
 - Sept – 80 orders
- 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:

- Clay has been applied to all courts.
 - Oct 6th and Oct 10th
 - Windscreens will be reinstalled at the end of hurricane season.
 - We will begin rolling the courts more frequently-this will help keep the clay remain on the courts during rainstorms.

Bocce Courts:

- A new Bocce league has been formed by the residents and will start play on September 6th 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.
 - League has been running smoothly.
 - Bocce court has QR code food and drink ordering and bocce court delivery only when league is playing. (Wednesdays and Thursdays 5-8pm)
 - 4 high top tables have been purchased for bocce courts. These tables will also be used for Grand Haven Room parties.

EXHIBIT 6

GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
FY2023/2024 CAPITAL IMPROVEMENT PLAN PROJECT TRACKER
10/12/2023

Line	Description	Budgeted Cost	Variance (+/-)	Invoiced Amount	Final Cost	Comments/Notes	Completed
1	Concrete Curb and Gutter Replacement	\$150,723				Creating priority list.	
2	Concrete Replacement, Sidewalk Repair	\$50,565					
3	Firewise Projects	\$49,593					
4	Light Pole & Fixture - Replacement	\$30,874				Seeking proposals.	
5	Pond Bank Erosion Issues	\$30,000					
6	Flat Roof - Village Center (VC)	\$30,006				Seeking proposals.	
7	Front Street Circle Repair	\$30,006				Seeking proposals.	
8	Maint, Utility Vehicle, Golf Cart (VC)	\$18,000				Seeking proposals.	
9	Architect, Café Renovation, 1 X - (VC)	\$56,275					
10	Café, Renovation Allowance - (VC)	\$301,636					
11	Lake Aerator (Annual)	\$37,918				Seeking proposals.	
12	Landscape Enhancements (Annual)	\$56,275					
13	Mailbox Replacement	\$16,882				Creating priority list.	
14	Spa Equipment, Heater, Gas - (VC)	\$10,130				Seeking proposals.	
15	Server	\$17,018		\$14,585		Order placed. Waiting for scheduled installation date.	
16	Totals:	\$885,901		\$14,585			

EXHIBIT 7



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 20th 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
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P: 386-447-1888 • F: 386-447-1131



Operations Manager's Report – October 19th, 2023

○ **MAILBOX REPLACEMENTS**

- New mailboxes for the Crossings have been delivered and installed. 10/09/2023
- Keys for the new mailboxes are currently being distributed to the Crossings residents. 10/10/2023
- Staff is currently coordinating with the postmaster to schedule the switch over to the new mailboxes. Once the switchover is completed, the old mailboxes will be removed. 10/11/2023

○ **POOLSIDE FURNITURE AT CREEKSIDE**

- The new poolside furniture for the Creekside amenity center has been ordered 10/11/2023.
- The tentative shipping dates are 10/13/2023 - 11/24/2023.

○ **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.

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○ **CAFÉ RENOVATION PROJECT**

- The architect gave a presentation to the Board at the July 20th 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 had a zoom meeting with the design architect to review the first draft of the design drawings on 09/20/2023.
- Staff had an onsite meeting with the engineers to verify dimensions and answer questions related to completing the construction drawings on 10/09/2023.

○ **NEW SERVER FOR CDD OFFICE EQUIPMENT**

- The new server has been ordered. We are waiting for a scheduled installation date. 10/11/2023
- Preliminary work in preparation for the new server completed by the IT company on 10/06/2023.

EXHIBIT 8

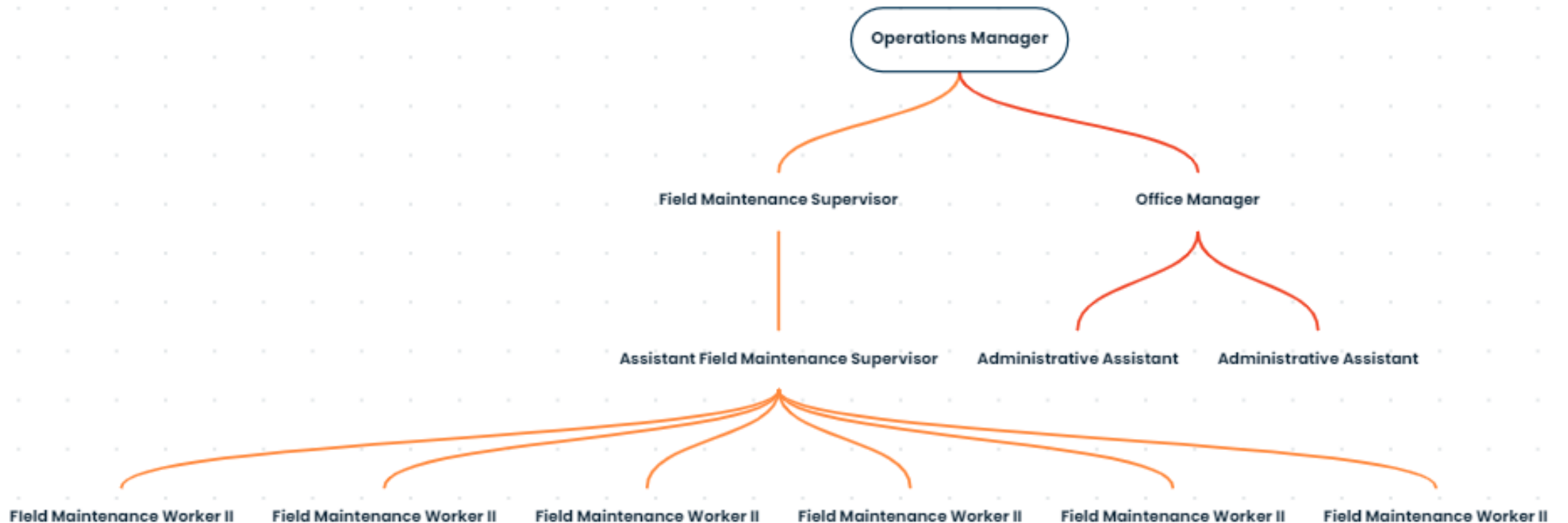


Proposed Staffing Organizational Structure

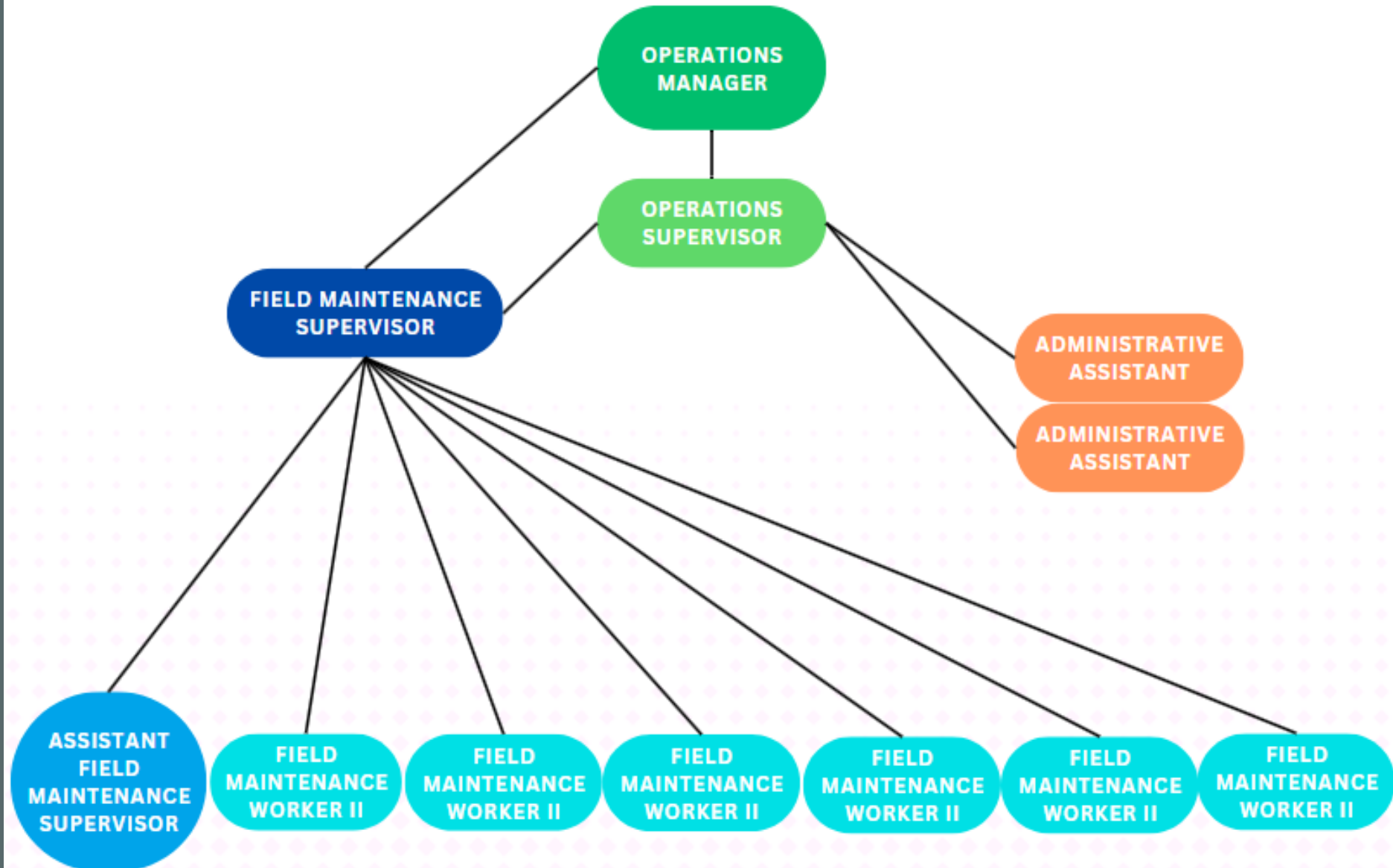
09/21/2023

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 9

GRAND HAVEN MEETING ATTORNEY REPORT LIST (10/19/23)

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 at the November regular meeting. Additional language was added concerning the role of amenity staff with the pool lifts. This was based upon discussion at the August meeting. I am also suggesting a further refinement to the language related to expulsion and suspension without a first notice. Highlighted language is attached.

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.

4. Line of Credit

I will discuss further at the meeting the issues related to the proposed line of credit.

5. River Trail Dock Easement

About a year ago we were approached by the owner at 64 River Trail about improvements they wanted to make at the shared dock. The improvements needed a permit from SJRWMD and the Board denied the request because the permit imposed liability on the CDD. The owners have now reworked the concept and are requesting that the CDD grant an easement for access, use and improvement of the dock under terms acceptable to the CDD. This approach has some merit and we are working on language in an easement agreement to bring to the board, possibly at the next meeting.

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 making statements which by their very utterance inflict injury or tend to incite an immediate breach of the peace, that is, words that are likely to provoke a violent reaction 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.

EXHIBIT 10

GRAND HAVEN MEETING AGENDA MATRIX

October, 2023	Regular Meeting: 10/19	<p>Staff Reports</p> <ul style="list-style-type: none"> • District Engineer • District Counsel • District Manager <ul style="list-style-type: none"> ○ Incident Report Involving Resident <p>Consent Agenda Items</p> <ul style="list-style-type: none"> • Meeting Minutes <ul style="list-style-type: none"> • 8/3/2023 Workshop • 9/7/2023 Workshop • 8/17/2023 Regular Meeting • Unaudited Financials <ul style="list-style-type: none"> ○ August 2023 ○ September 2023 <p>Business Items</p> <ul style="list-style-type: none"> • Consideration of RFP proposals for Landscape Maintenance • Consideration of Changes to Post Orders • Proposals regarding Wild Oak Dog Park Upgrades • Consideration of New Staff Organizational Chart • Consideration of Line of Credit <p>Discussions</p> <ul style="list-style-type: none"> • Operations Manager Ability to Hire Hog Trapper • Spartina on Pond Banks/Pond Bnnk Issue 	<ul style="list-style-type: none"> • Can District purchase equipment?
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GRAND HAVEN MEETING AGENDA MATRIX

November, 2023	Workshop:	No Workshop	
	Regular Meeting: 11/2	<p>Staff Reports</p> <ul style="list-style-type: none"> District Engineer District Counsel District Manager <p>Consent Agenda Items</p> <ul style="list-style-type: none"> Meeting Minutes <ul style="list-style-type: none"> 10/5/2023 Workshop 10/19/2023 Regular Meeting Unaudited Financials (October, 2023) <p>Business Items</p> <ul style="list-style-type: none"> Public Hearing on Changes to the Amenity Rules Resolution for Amending the FY 2023 Budget <p>Discussions</p> <p>Presentations</p> <ul style="list-style-type: none"> Overview on the Process of Selecting Instructors for Amenity Programs 	<ul style="list-style-type: none"> Exhibit from Logan Presentation to be done by John Lucansky

GRAND HAVEN MEETING AGENDA MATRIX

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

GRAND HAVEN MEETING AGENDA MATRIX

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

GRAND HAVEN MEETING AGENDA MATRIX

<i>Unscheduled Items</i>		<p><i>Future Workshop Issues:</i></p> <ul style="list-style-type: none">• Spartina on Pond Banks/Pond Bank Issues• Call Box Upgrades due to Technological Changes <p><i>Future Meeting Issues:</i></p> <ul style="list-style-type: none">• 10-Year Plan Presentation to Residents	<ul style="list-style-type: none">• Invite HOA to the workshop
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GRAND HAVEN MEETING AGENDA MATRIX

SUBJECT	NOTES
Communications	<ul style="list-style-type: none"> • New website—Target is 8/2023: Underway • Chair to write annual report to residents at end of FY • “New Work in Progress” schedule on website: Underway • Regular communications with HOA: Ongoing • Periodic Socials—get to know board; tutorials on new tech: 10/5 workshop: Do not continue to list • Build relationship with City and County: Ongoing • Ten year plan presentation: Paused • E-Blasts about encroachment on CDD owned land (District Counsel to provide guidance) • Include \$ amounts in E-Blasts if known (e.g. the cost of cleaning out drains for putting yard debris in it)
Safety and Security	<ul style="list-style-type: none"> • Improve visibility at intersections along Waterside (visibility of lines and hedge lines): Ongoing by OM • Plan for more perimeter fencing: Flagler County seeking funding alternatives. 10/5/2023 workshop added the matter of sound barrier walls • Inspect roads and walkways: Ongoing by OM & DE • Work with county and HOA regarding hogs: Ongoing • Modifications of all gates—Will need OM input: Ongoing • Technology for gate access—Will need OM input; Ongoing <ul style="list-style-type: none"> • Eliminate tailgating at Gate • Gate options for sidewalks—10/5: Board decided not to take action at this time. • Cell phone gate access for visitors—Done • Cap on number of amenity cards issued • Wild Hog Issue
Café’ Renovations	<ul style="list-style-type: none"> • Design work for café contract signed (5/4/2023); Underway
Vesta’s Participation in Cafe	<ul style="list-style-type: none"> • Include in consideration of RFP
Staffing/Organization	<ul style="list-style-type: none"> • Staff Chief(new) to be in charge of ALL communications • Need roles...Compensation & Benefits • OM Assistant & more field workers • Use professional job recruiter • 10/19 Meeting
Pond and Bank Plan	<ul style="list-style-type: none"> • 10/19 Meeting

GRAND HAVEN MEETING AGENDA MATRIX

Tech Strategy	
Parking Lot	1/5/2023 Workshop: Remove from Long Term plan
Alternative Energy	
Ten Year Plan	Underway
What to do with Parcel K	
Parcel next to Golf Course	
Banking Oversight	Underway
Oak Tree Management	Involve UF if possible
Dog Park	<ul style="list-style-type: none"> Minimal upgrades: 10/19/2023 Meeting
Amenity Management Alternatives	<ul style="list-style-type: none"> Bring amenity management “In House”?
Amenity Expansion	<ul style="list-style-type: none"> New sports?
Building Expansion	<ul style="list-style-type: none"> Additional Spacing needs

EXHIBIT 11

Date of Action Item	Action Item	Status
	DISTRICT MANGER SECTION	
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	Done
6/15/2023	DM to work with OM and DC to determine District responsibilities for Pond Banks	Underway
7/20/2023	DM to provide Dr. Merrill with information about Durbin's Amenity Webpage	Done
7/20/2023	DM to send Café renovation power point presentation to Board	7/21: Done
7/20/2023	DM to send Chair's Long Term comments to Supervisors for review and comment back	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
10/5/2023	DM to send Board link of video (from OM) for call boxes	
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	OPERATIONS MANAGER SECTION	

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	10/19 agenda
3/2/2023	OM is to provide list of any additional items (with associated costs) for improvements to gate access	10/5: Done
3/2/2023	OM to provide DM and Chair with any unbudgeted IT/Technology items	9/28: Done
4/6/2023	OM to provide proposal for upgraded call boxes	10/5: Done
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.	10/5: Done
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	Done
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.	Done
8/17/2023	OM to provide proposals for handicap access of doors at Village Center bathrooms and the Creekside bathrooms.	Underway

10/5/2023	OM to send DM link of video on call boxes	
10/5/2023	OM to work with DC on drafting an RFP for Security Guard Services	
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	DISTRICT ENGINEER SECTION	
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
	BOARD SECTION	
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	Provide comments on Chair's Power Point Presentation regarding L T Plan	6/17: Email sent with comments due to DM by COB 6/21.
6/15/2023	Provide comments on issues to have addressed with respect to Pond Banks	6/17: Email sent with comments due to DM by COB 6/21.
7/20/2023	Board to send DM their comments on Chair's presentation of Long Term Plan to Residents	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	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	DISTRICT COUNSEL SECTION	
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	Done
10/5/2023	DC to report to Board with respect to findings and proposed fees associated with the Line of Credit Proposal	On 10/19 Regular Meeting agenda
10/5/2023	DC to work with OM on drafting an RFP for Security Guard Services	

EXHIBIT 12

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>
<u>Assets:</u>			
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
	-	-	-
Total Assets	<u>\$ 3,621,466</u>	<u>\$ 1,782,182</u>	<u>\$ 5,403,648</u>
<u>Liabilities:</u>			
Accounts Payable	\$ 49,121	\$ 1,986	\$ 51,107
Due to Other	830,326	-	830,326
Deferred Revenue	(0)	-	(0)
Deferred Revenue - SRF		0	0
Total Liabilities	<u>\$ 879,448</u>	<u>\$ 1,986</u>	<u>\$ 881,433</u>
<u>Fund Balance:</u>			
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
Total Fund Balance	<u>\$ 2,742,019</u>	<u>\$ 1,780,197</u>	<u>\$ 4,522,216</u>
Total Liabilities and Fund Balance	<u>\$ 3,621,466</u>	<u>\$ 1,782,182</u>	<u>\$ 5,403,649</u>

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
Revenues					
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	-	-	-	-	
Total Revenues	3,795,054	17,512	3,840,721	45,667	101%
Expenditures					
Administrative					
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%
Total Administrative	262,153	17,935	277,074	14,921	106%
Information and Technology					
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%
Total Information and Technology	87,990	7,139	85,050	(2,940)	97%
Insurance					
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%

Total Insurance	102,533	-	110,628	8,095	108%
Utilities					
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 ¹	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 ²	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%
Total Utilities	307,385	22,028	285,076	(22,309)	93%
Field Operations					
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 syatem 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%
Total Field Operations	1,090,649	77,441	1,104,563	13,914	101%
Staff Support					
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%
Total Staff Support	882,049	67,277	740,273	(141,776)	84%
Amenity Operations					
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%
Total Amenity Operations	778,086	61,081	791,265	13,179	102%

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%
Total Security	284,209	16,869	230,280	(53,929)	81%

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

Other Financing Sources (Uses)

Transfers Out	-
Transfers In	-
Total Other Financing Sources (Uses)	-

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

EXHIBIT 13

Grand Haven Community Development District

Financial Statements
(Unaudited)

Period Ending
September 30, 2023

Grand Haven CDD

Balance Sheet

September 30, 2023

	<u>General Fund</u>	<u>Special Revenue Fund</u>	<u>Total</u>
<u>Assets:</u>			
BU Operating	\$ 1,353,019.43	\$ 882,301.04	\$ 2,235,320
Truist Operating	\$ 21,297.67	\$ -	21,298
SBA 161601A	\$ 7,390.37	\$ -	7,390
BU - Savings	\$ 1,951,947.43	\$ -	1,951,947
On Roll Assessments Receivable	\$ (0.01)	\$ 0.01	-
Accounts Receivable	\$ 6,640.88	\$ -	6,641
A/R Water Bills	\$ -	\$ -	-
Due from Other	\$ -	\$ 830,326.26	830,326
Deposits	\$ 110.00	\$ -	110
			-
Total Assets	<u>\$ 3,340,405.77</u>	<u>\$ 1,712,627.31</u>	<u>\$ 5,053,033</u>
<u>Liabilities:</u>			
Accounts Payable	\$ 50,929.61	\$ 15,030.55	\$ 65,960
Due to Other	\$ 830,326.26	\$ -	830,326
Deferred Revenue	\$ (0.01)	\$ -	(0)
Deferred Revenue - SRF		\$ 0.01	0
Total Liabilities	<u>\$ 881,255.86</u>	<u>\$ 15,030.56</u>	<u>\$ 896,286</u>
<u>Fund Balance:</u>			
Non-Spendable:			
Prepaid and Deposits	\$ 110.00	\$ -	110
Assigned:			
3 Month Working Capital	\$ 945,505.00	\$ -	945,505
Disaster	\$ 750,000.00	\$ -	750,000
Future Capital Improvements	\$ -	\$ -	-
Unassigned:	\$ 763,644.91	\$ 1,697,596.75	2,461,242
Total Fund Balance	<u>\$ 2,459,149.91</u>	<u>\$ 1,697,596.75</u>	<u>\$ 4,156,747</u>
Total Liabilities and Fund Balance	<u>\$ 3,340,405.77</u>	<u>\$ 1,712,627.31</u>	<u>\$ 5,053,033</u>

No Transfers for September

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 September 30, 2023

	Adopted Budget	Current Month	Year to Date	Variance + / (-)	% of Budget
Revenues					
Assessments On-Roll (Net)	\$ 3,738,054	\$ -	\$ 3,761,135	\$ 23,081	101%
Reuse Water	23,000	1,759	\$ 20,271	(2,729)	88%
Gate & Amenity Guest	9,000	560	\$ 20,978	11,978	233%
Tennis	3,000	189	\$ 1,275	(1,725)	42%
Room Rentals	2,000	300	\$ 1,938	(62)	97%
Interest & Miscellaneous	20,000	5,786	\$ 43,718	23,718	219%
Assessment Levy - Escalante Fund	-	-	\$ -	-	
Total Revenues	3,795,054	8,594	\$ 3,849,315	54,261	101%
Expenditures					
Administrative					
Supervisor Payroll	12,000	-	\$ 8,800	(3,200)	73%
Supervisor - workshops	9,000	800	\$ 7,600	(1,400)	84%
District Management Services					
District Management	40,299	3,533	\$ 42,924	2,625	107%
Administrative	10,712	893	\$ 10,712	0	100%
Accounting	22,119	1,843	\$ 22,119	(0)	100%
Assessment roll preparation	9,734	811	\$ 9,734	0	100%
Disclosure Report	-	-	\$ -	-	0%
Arbitrage rebate calculation	-	-	\$ -	-	0%
Office supplies	1,050	-	\$ -	(1,050)	0%
Postage	3,150	-	\$ 5,766	2,616	183%
Trustee	-	-	\$ -	-	0%
Audit	4,850	-	\$ 6,800	1,950	140%
Legal - general counsel	103,000	7,581	\$ 129,738	26,738	126%
Engineering	31,500	-	\$ 39,522	8,022	125%
Engineer Stormwater Analysis	5,000	-	\$ -	(5,000)	0%
Legal advertising	5,460	300	\$ 2,681	(2,779)	49%
Bank fees	1,575	173	\$ 1,515	(60)	96%
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%
Total Administrative	262,153	15,934	\$ 293,979	31,826	112%
Information and Technology					
IT Support	28,004	2,499	\$ 33,542	5,538	120%
Village Center & Creekside telephone & fax	6,873	-	\$ 6,261	(612)	91%
Cable/internet- Village Center & Creekside	10,271	-	\$ 14,729	4,458	143%
Wi-fi for gates	5,139	-	\$ -	(5,139)	0%
Landlines/hot spots for gates & cameras	27,720	2,161	\$ 27,697	(23)	100%
Cell phones	7,646	486	\$ 5,885	(1,761)	77%
Website hosting & development	1,591	-	\$ 1,629	38	102%
ADA website compliance	221	-	\$ 220	(1)	99%
Communications: e-blast	525	-	\$ 284	(241)	54%
Total Information and Technology	87,990	5,146	\$ 90,248	2,258	103%
Insurance					
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%
Total Insurance	102,533	-	\$	110,628	8,095	108%

Utilities

Electric						
Electric services - #12316, 85596, 65378	5,980	725	\$	8,461	2,481	141%
Electric - Village Center - #18308	36,225	3,548	\$	37,925	1,700	105%
Electric - Creekside - #87064, 70333	24,725	2,183	\$	27,204	2,479	110%
Street lights ¹	23,000	2,307	\$	27,408	4,408	119%
Propane - spas/café	42,630	-	\$	29,007	(13,623)	68%
Garbage - amenity facilities	15,960	-	\$	12,814	(3,146)	80%
Water/sewer						
Water services ²	120,750	13,762	\$	144,518	23,768	120%
Water - Village Center - #324043-44997	14,175	1,375	\$	19,796	5,621	140%
Water - Creekside - #324043-45080	7,665	652	\$	8,434	769	110%
Pump house shared facility	16,275	(405)	\$	1,996	(14,279)	12%
Total Utilities	307,385	24,146	\$	317,563	10,178	103%

Field Operations

Stormwater system						
Aquatic contract	54,010	4,508	\$	54,093	83	100%
Aquatic contract: lake watch	4,280	386	\$	4,628	348	108%
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	\$	9,600	(480)	95%
Landscape enhancement	-	-	\$	-	-	0%
Landscape repairs & replacement	21,000	3,200	\$	42,858	21,858	204%
Landscape maintenance contract services	615,105	53,211	\$	638,537	23,432	104%
Landscape maintenance: croquet	53,340	5,000	\$	54,128	788	101%
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	1,847	\$	32,510	(7,490)	81%
Roads & bridges repairs	15,750	447	\$	8,351	(7,399)	53%
Sidewalk repairs & replacement	-	-	\$	1,063	1,063	0%
Street light maintenance	15,750	1,993	\$	8,526	(7,224)	54%
Vehicle repairs & maintenance	5,250	23	\$	14,678	9,428	280%
Office supplies: field operations	14,700	1,158	\$	12,917	(1,783)	88%
Holiday lights	9,450	222	\$	5,133	(4,317)	54%
CERT operations	500	-	\$	496	(4)	99%
Community maintenance	120,000	6,198	\$	90,489	(29,511)	75%
Storm clean-up	27,300	-	\$	158,810	131,510	582%
Miscellaneous contingency	-	-	\$	20,159	20,159	0%
Total Field Operations	1,090,649	78,992	\$	1,196,664	106,015	110%

Staff Support

Payroll	606,564	49,659	\$	604,676	(1,888)	100%
Merit pay/bonus	25,000	1,037	\$	24,945	(55)	100%
Payroll taxes	81,635	3,878	\$	49,595	(32,040)	61%
Health insurance	116,600	7,315	\$	98,413	(18,187)	84%
Insurance: workers' compensation	30,000	-	\$	12,214	(17,786)	41%
Payroll services	6,250	325	\$	4,238	(2,012)	68%
Mileage reimbursement	16,000	893	\$	9,300	(6,700)	58%
Vehicle allowance	-	-	\$	-	-	0%
Total Staff Support	882,049	63,107	\$	803,381	(78,668)	91%

Amenity Operations

Amenity management	610,570	52,686	\$	632,629	22,059	104%
A/C maintenance & service	4,095	-	\$	19,984	15,889	488%

Fitness equipment service	7,875	445	\$	3,052	(4,823)	39%
Music licensing	3,757	-	\$	4,020	263	107%
Pool/spa permits	919	-	\$	877	(42)	95%
Pool chemicals	16,275	-	\$	20,139	3,864	124%
Pest control	4,095	614	\$	2,489	(1,606)	61%
Amenity maintenance	120,000	6,141	\$	152,017	32,017	127%
Special events	10,500	175	\$	15,503	5,003	148%
Total Amenity Operations	778,086	60,061	\$	850,709	72,623	109%

Security

Gate access control staffing	214,594	15,727	\$	207,408	(7,186)	97%
Additional guards	8,400	-	\$	-	(8,400)	0%
Guardhouse facility maintenance	16,800	3,064	\$	15,057	(1,743)	90%
Gate communication devices	22,050	-	\$	11,602	(10,448)	53%
Gate operating supplies	16,800	2,110	\$	12,339	(4,461)	73%
Fire & security system	5,565	99	\$	6,095	530	110%
Total Security	284,209	21,000	\$	252,500	(31,709)	89%

Total Expenditures	3,795,054	268,387	\$	3,915,672	120,618	103%
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Excess of Revenues Over (Under) Expenditures **\$ (66,357)**

Other Financing Sources (Uses)

Transfers Out	\$	-
Transfers In	\$	-
Total Other Financing Sources (Uses)	\$	-

Fund Balance - Beginning **\$ 2,525,507**

Fund Balance - Ending **\$ 2,459,150**

Analysis of Fund Balance

Disaster	\$	750,000
3 months working capital	\$	945,505
Unassigned	\$	763,645

Fund Balance Ending **\$ 2,459,150**

GRAND HAVEN CDD
Special Revenue Fund
Statement of Revenues, Expenditures and Changes in Fund Balance
For the period from October 1, 2022 through September 30, 2023

	<u>Adopted Budget</u>	<u>Current Month</u>	<u>Year to Date</u>	<u>Variance + / (-)</u>	<u>% of Budget</u>
Revenues					
Special Assessments - On Roll (Net)	\$ 820,953	\$ -	\$ 820,953	\$ (0)	100%
Discount (Assessments)	-	-	-	-	0%
Interest Revenue	5,500	-	5,069	(431)	92%
Total Revenues	826,453	-	826,022	(431)	100%
Expenditures					
General Infrastructure Replacement	803,045	15,642	640,085		80%
Total Expenditures	803,045	15,642	640,085	-	80%
Excess of Revenues Over (Under) Expenditures			185,937		
August 31, 2023					
Transfers Out			-		
Transfers In			-		
Total Other Financing Sources (Uses)			-		
Fund Balance - Beginning			1,511,660		
Fund Balance - Ending			\$ 1,697,597		
Analysis of Fund Balance					
Future Capital Improvements			\$ -		
3 months working capital			-		
Unassigned			1,697,597		
Fund Balance Ending			\$ 1,697,597		

EXHIBIT 14

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

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

2. Exhibit 2: FY 2024 Projects

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

3. Exhibit 3: FY 2024 Assessment Page

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

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

FIFTH ORDER OF BUSINESS – Discussion Items

A. Use of Cell Phones Containing Photo Amenity Cards

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

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

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

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

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

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

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

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

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

EIGHTH ORDER OF BUSINESS – Action Items Review

The action items were recorded as follows:

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

NINTH ORDER OF BUSINESS – Adjournment

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

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

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

Signature

Printed Name

Signature

Printed Name

Title: ☐ Secretary ☐ Assistant Secretary

Title: ☐ Chairman ☐ Vice Chairman

EXHIBIT 15

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.

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

C. Operations Manager: Barry Kloptosky

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

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

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

D. Exhibit 4: District Counsel: Scott Clark

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

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

E. District Manager: David McInnes

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

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

FIFTH ORDER OF BUSINESS – Consent Agenda Items

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

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

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

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

SIXTH ORDER OF BUSINESS – Business Items

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

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

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

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

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

C. Exhibit 11: Consideration of Change to Post Orders

Discussion of this item was tabled to the September meeting.

SEVENTH ORDER OF BUSINESS – Discussion Items

A. Consideration of Dog Park at Creekside Amenity Center

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

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

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

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

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

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

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

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

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

EIGHTH ORDER OF BUSINESS – Public Hearings – 5PM

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

1. Open the Public Hearing

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

2. Exhibit 12: Presentation of Public Notices

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

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

4. Public Comments

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

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

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

5. Close the Public Hearing

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

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

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

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

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

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

B. FY 2024 O&M Assessments Public Hearing

1. Open the Public Hearing

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

2. Public Comments

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

3. Close the Public Hearing

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

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

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

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

NINTH ORDER OF BUSINESS – Supervisors’ Requests

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

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

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

TENTH ORDER OF BUSINESS – Action Item Summary

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 16

RESOLUTION 2024-01

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 19th day of October, 2023.

Secretary/Assistant Secretary

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 a 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 (GHCD). The GHCD is a special purpose government and, consequently, the roads are public roads. However, the GHCD 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 7:00 pm, pursuant to Paragraph 1 of Section 2.) The GHCD shall coordinate with the Grand Haven Master Association (GHMA) so that the GHCD 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 DRIVER LICENSE and a business card identifying the agents realty business. Both forms must be presented together and will be the only forms of identification accepted. If the realtor does not have a valid realty business card

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. 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 GHCCD 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 GHCCD 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.

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. 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

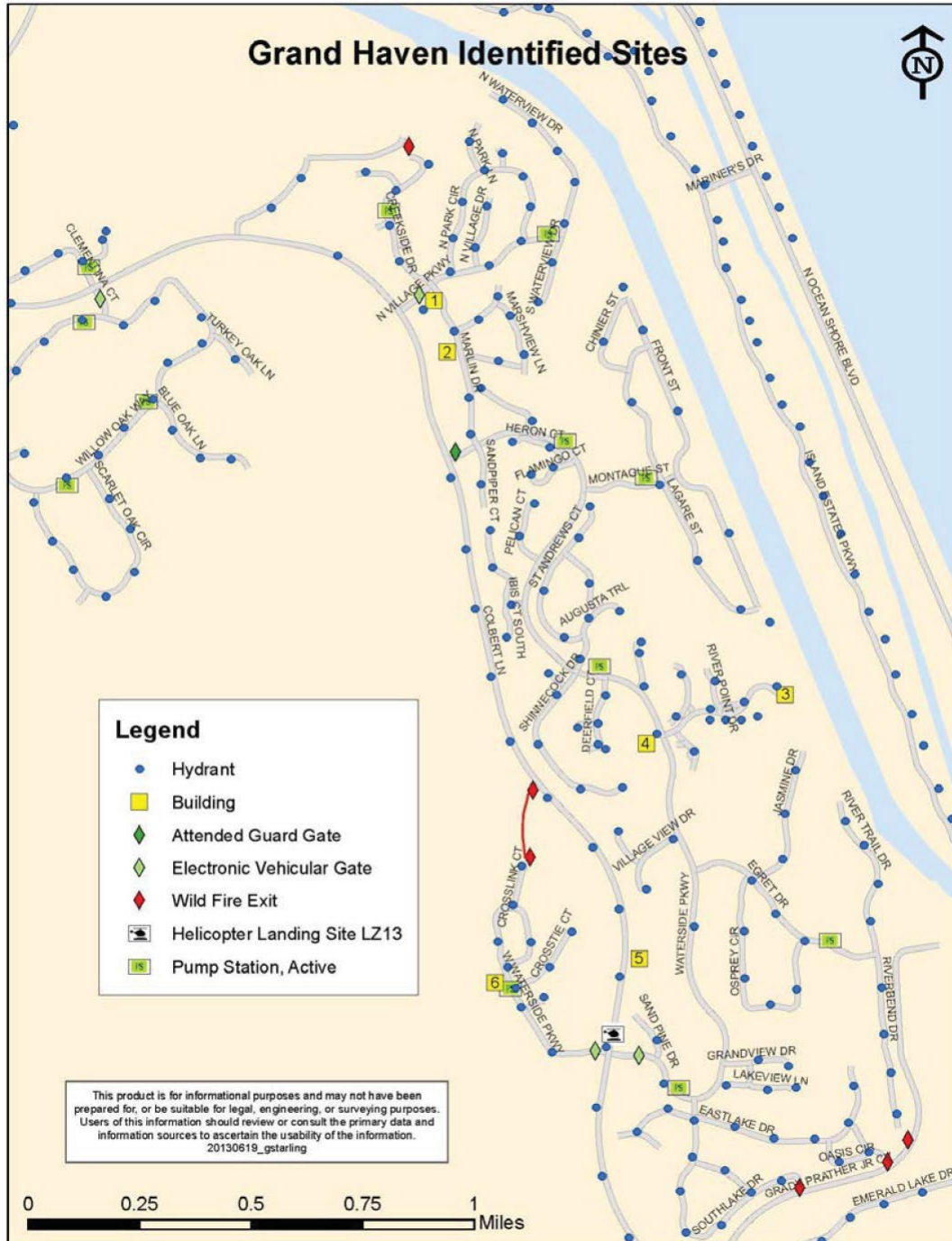


EXHIBIT 17



14817 Oak Lane, Miami Lakes, Florida 33016

~~September 13~~October 10, 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"). Please note the terms and conditions outlined in this Term Sheet supersede the terms and conditions outlined in the term sheet dated September 13, 2023.

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

Borrower:	Grand Haven Community Development District (the “Borrower” or “District”)
Lender:	BankUnited, N.A. (the “Bank”).
Facility:	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.
Facility Amounts:	Up to \$750,000
Facility Maturity:	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.
Interest Rates:	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 <u>October 10</u> , 2023 is 7. 33 <u>35</u> %.
Up-Front Fee:	None.
Unused Fee:	None.
Amortization:	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.
Clean-Up Provision:	The District shall maintain a \$0 balance on the Line for at least 60 consecutive days within each 12-month period. <u>A sweep mechanism shall be implemented to apply assessments received in December/January to pay outstanding Advances in full.</u>
Security:	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). <u>Unsecured. Advances shall represent a general obligation of the District, payable from any legally available funds.</u>

Covenants: 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:

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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.