

GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

July 28, 2009 Minutes of Meeting

Page 1

MINUTES OF MEETING

Each person who decides to appeal any decision made by the Board with respect to any matter considered at the meeting is advised that the 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.

GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

The workshop meeting of the Board of Supervisors of Grand Haven Community Development District was held on **Tuesday, July 28, 2009 at 10:00 a.m.** at the Grand Haven Room, located at Grand Haven Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

Present and constituting a quorum:

Peter Chiodo	Board Supervisor, Chairman
Charles Trautwein	Board Supervisor, Vice Chairman
Dennis Cross	Board Supervisor, Assistant Secretary
Stephen Davidson	Board Supervisor, Assistant Secretary
Samuel Halley	Board Supervisor, Assistant Secretary

Also present were:

Dave Berman	District Manager, Rizzetta & Company, Inc.
Melissa Dobbins	District Manager, Rizzetta & Company, Inc.
Barry Kloptosky	Field/Operations Manager
Roy Deary	President, AMG
Howard McGaffney	Amenity Center Director, AMG
Todd Fonda	Representative, Austin Outdoor
Nick Pool	Representative, Austin Outdoor

Audience Members

FIRST ORDER OF BUSINESS

Call to Order

Supervisor Chiodo called the meeting to order.

SECOND ORDER OF BUSINESS

Guest Speaker: Todd Fonda, Austin Outdoor

A presentation by Austin Outdoor on the current landscaping efforts was presented to the Board which was followed by a Question and Answer session (Exhibit A).

THIRD ORDER OF BUSINESS

Discussion Regarding Fiscal Year 2009-2010 Proposed Budget

Revenue:

- Supervisor Davidson reviews the tax collector information.
- Supervisor Cross reviews his tax appraiser calculations. Supervisor Cross reminds the Board that per District Counsel, there will be no direct billing for Fiscal Year 2009-2010.
- Supervisor Cross leads a discussion regarding the City of Palm Coast storm water reimbursement.
- Supervisor Cross leads a discussion regarding Revenue Offset Discount Payment line item and Board directs the amount of \$38,000.00.
- Supervisor Davidson leads a discussion regarding Reuse water income and Hampton Golf parking lot revenue.

Expenditures/Administrative:

- The Workshop meeting fees were adjusted down to \$4,000.00.
- District Counsel litigation line item is questionable due to developer bankruptcy. Board anticipates expenses in this category to arise in future fiscal years.
- A general discussion regarding Public Officials Liability/Defense Coverage ensued.

Field Operations:

- Aquatic line increased \$2,000.00 due to potential addition of grass carp.
- A general discussion regarding Worker's Compensation Insurance ensued.
- Supervisor Halley requests update on task log for Mr. Fennimore. A general discussion on performance reviews of the District employees ensued.
- A general discussion regarding line items for the Operations Manager Office Supplies, Creekside telephone/fax and Termite Bond/Pest Control ensued.
- A general discussion regarding capital expenditures ensued. Supervisor Cross reviews Landscape Standard for the Traffic Circles.
- Supervisor Davidson reviews his financial concerns (Exhibit B).
- Supervisor Cross expresses his concern to properly budget reserve funds, and he does not believe the long-term capital plan is currently accurate enough but is a good starting point.
- Supervisor Chiodo would also like to have a more accurate long-term capital plan as well as a "Town Hall" meeting to inform the Grand Haven CDD residents of the long-term capital issues the District will face over the next several years.
- Supervisor Chiodo updates the Board of his attendance at a City of Palm Coast meeting for the revised comprehensive plan for the City.

GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

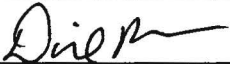
July 28, 2009 Minutes of Meeting

Page 3

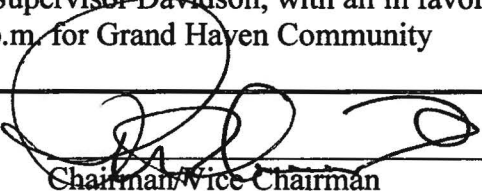
FOURTH ORDER OF BUSINESS

Adjournment

On a Motion by Supervisor Cross, seconded by Supervisor Davidson, with all in favor, the Board adjourned the workshop meeting at 1:30 p.m. for Grand Haven Community Development District.



Secretary/ Assistant Secretary



Chairman/Vice Chairman

Exhibit A



A Yellowstone Landscape Company

Presentation for
Grand Haven

Todd Fonda, District Manager, Palm Coast Landscape Mgmt.
Nick Pool, Operations Manager, Technical Services
Josh Wells, Account Manager

July 28, 2009



Grand Haven & Austin Outdoor

- Landscape Management Services
- Improved, Proactive Communication
- Customer Service Focus
- Accessibility
- Professionalism



Landscape Management Services

- Comprehensive Landscape Management Plan is designed as a multi-layered approach to ensure a complete delivery of services to all areas of the community.
 - 25-zone approach for full detail
 - 10-zone approach for weed/fine detail



Improved, Proactive Communication

- Quarterly Newsletter
- Monthly Calendar
- Weekly Site Drive-Thrus with Property Manager
- Bi-Weekly Communication



Improved, Proactive Communication

Quarterly Newsletters

We truly value our clients and the relationships created through continual, proactive communication. In an effort to continue such communication, we've implemented quarterly landscape management updates (newsletters). The updates cover topics such as:

- Fertilization/Chemical Applications
- Detail & General Maintenance
- Plant Healthcare
- Flower Rotations
- Enhancement Projects
- Irrigation Updates
- Upcoming Events



Weekly Site Visits

Austin Outdoor provides monthly site visits with the account manager and property manager. In these visits, potential issues are brought up as well as any client concerns. Each issue is adequately documented. Once the site visit is complete, then the items discussed are immediately addressed.



Landscape Professionals

March 2009

The Scoop on Horticulture



Color in Landscapes

Color is an important part of landscapes and captures attention more than anything else in the landscape. Before designing an annual display, it is important to understand how colors relate to each other.

Warm Colors —

— Red, orange and yellow

- When viewed from a distance, these colors appear closer.
- Will make your flowerbed seem smaller.
- Good for dramatic displays.

Cool Colors —

— Green, blue, blue-green, blue-violet and violet

- When viewed from a distance, these colors appear farther away.
- If planted at rear of flowerbed, it will make the bed seem larger.
- Good for close-up viewing.
- Can be easily overwhelmed by warm colors.

Common Color Schemes —

Monochromatic:

The use of flowers with various tints and shades of one color.



Quarterly Update

Fert/Chem Team

The growing season is here and so are the weeds. In our ongoing effort to control weeds in the turf and shrub beds, our granular fertilizer applications in the spring and fall have pre-emergent in them. The purpose of the pre-emergent to all of the common turf areas at Grand Haven. Results of this application will take a few weeks to show. Overall, the quality and color of the turf have held up well during the winter months.



Trim/Detail Crew

Crape Myrtle and Oleander pruning has occurred this month. We have also begun our 25-day detail crew again. The crew will work on its first of eight trimmings for the year. Zones 1-16 have been completed during March.

Austin Outdoor | *Grand Haven*

2009 Grand Haven Schedule of Services

January 2009 - December 2009

January 2009 1

S	M	T	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February 2009 2

S	M	T	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2009 3

S	M	T	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2009 4

S	M	T	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2009 5

S	M	T	W	Th	F	Sa
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2009 6

S	M	T	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July 2009 7

S	M	T	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August 2009 8

S	M	T	W	Th	F	Sa
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2009 9

S	M	T	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2009 10

S	M	T	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November 2009 11

S	M	T	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December 2009 12

S	M	T	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOTES

Mowing Frequency 38X per year
 Detail Frequency: 8X per year
 Insecticide Treatment Chinch 1X
 Bi-Monthly Irrigation checks
 Turf/Shrub Fertilizations



Other Services

Verticut/Aerify Croquet Courts 2X per year
 Fertilize Croquet Courts 12X per year
 Weekly pest inspections on Croquet Courts
 Pesticide treatments as necessary: 3-4 treatments per month on average.

Austin Outdoor | Grand Haven

Account Manager: Josh Wells

Month: July, 2009

Crew Leader: Albino Ventura

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Crew Info	
			1	2	3	4 July 4th	Weekly	
			Mow Northern Half of Property	Mow Southern Half of Property			Total	
	Mow croquet courts		Detail Area #7, #8	Irrigation Wet-check Mow croquet courts Detail Area #8, #9			Equipment	
plan act	plan act	plan act	plan act	plan act	plan act	plan act	plan act	
5	6	7	8	9	10	11		
	Arena insecticide	Fertilize Croquet Courts	Mow Northern Half of Property	Mow Southern Half of Property				
	Mow croquet courts Detail Area #10, #11	Detail Area #11, #12	Detail Area #12, #13	Irrigation Wet-check Mow croquet courts Detail Area #13, #14				
plan act	plan act	plan act	plan act	plan act	plan act	plan act	plan act	
12	13	14	15	16	17	18		
			Mow Northern Half of Property	Mow Southern Half of Property				
	Mow croquet courts Detail Area #15, #16	Detail Area #16, #17	Detail Area #17, #18	Irrigation Wet-check Mow croquet courts Detail Area #18, #19				
plan act	plan act	plan act	plan act	plan act	plan act	plan act	plan act	
19	20	21	22	23	24	25		
			Mow Northern Half of Property	Mow Southern Half of Property				
	Mow croquet courts Detail Area #20, #21	Detail Area #21, #22	Detail Area #22, #23	Irrigation Wet-check Mow croquet courts Detail Area #23, #24				
plan act	plan act	plan act	plan act	plan act	plan act	plan act	plan act	
26	27	28	29	30	31			
			Mow Northern Half of Property	Mow Southern Half of Property				
	Detail Area #1, #2 Mow croquet courts	Detail Area #2, #3	Detail Area #3, #4 Mow croquet courts	Irrigation Wet-check Detail Area #4, #5		Mow croquet courts		
plan act	plan act	plan act	plan act	plan act	plan act	plan act	plan act	
							Crew Members	
							1.	
							2.	
							3.	
							4.	
							5.	
							6.	
							7.	
							8.	
							9.	
							10.	
							Notes	

Grand Haven Detail Schedule

Monday 7/20/2009 Zone 20	
Tuesday 7/21/2009 Zone 21	heavy weeding / living wall pruning / natural area trim back limb up oak trees on waterside pkwy Weeds/Vines sprayed in Juniper and Spartina
Wednesday 7/22/2009 Zone 22	Trim 5' into natural area on Ibis North and South, trim spartina (not done) Detail Ibis island Trim vines off pine tree on Pelican and Waterside (not done) limb up oak trees on waterside pkwy
Thursday 7/23/2009 Zone 23	limb up oak trees on waterside pkwy limb up oak tree in Shinnicock island Additional Crews to help clean spartina/finish detailing punch list items
Friday 7/24/2009	<u>Trim vines off pine tree on Pelican and Waterside Pkwy</u> <u>Trim 5' into natural area on Ibis North and South, trim spartina</u> Josh on Vacation Detail spartina in areas 4-6
Monday 7/27/2009 Zone 24	Make sure items from Fri (above) are complete Finish detailing spartina banks in areas 4-6 Detail spartina banks in area 7 Josh on Vacation limb up any remaining oaks on Waterside Pkwy
Tuesday 7/28/2009 Zone 25	Detail spartina banks in areas 9-10 (on either side of Front st.) Josh on Vacation limb up any remaining oaks on Waterside Pkwy
Wednesday 7/29/2009 Zone 1	Finish detailing spartina banks in areas 9-10 Start detailing spartina banks in areas 16-19 (lake bank behind homes 61-81 *use snake chaps on River trail @ end of Egret) Josh on Vacation limb up any remaining oaks on Waterside Pkwy
Thursday 7/30/2009 Zone 2	
Friday 7/31/2009	

Customer Service Focus

Customer Service Excellence Teams

Providing quality landscapes through superior customer service is our focus at Austin Outdoor. With this focus, we have created Customer Service Excellence Teams. The teams meet monthly to determine, discuss and create solutions regarding how we can constantly improve on our customer service initiatives.



We understand that our customer service is only as good as our employees. That's why all of our management and administrative support employees are part of the Customer Service Excellence Teams. Discussion topics for monthly meetings include understanding and meeting client expectations, proper follow-up steps, and timely issue resolution.

Continual Customer Service Training

We provide our employees, through our Austin University program, with continual training on customer service. The training topics are determined through client and employee feedback.

Accessibility

- Account Manager and District Manager are both accessible through telephone and email communication. Blackberry phones allow us the ability to follow up in a timely manner.
- Emergency Contact Information card





Emergency Contact Information for Landscape Management Services

If your property is experiencing a landscape emergency after normal business hours, please take the following steps to reach an Austin Outdoor employee.

Step 1:

Call your property's Account Manager to report the problem.

Account Manager: _____ Cell: _____

Step 2:

If you are unable to reach your property's Account Manager, then contact one of the following.

Todd Fonda
Landscape Management Division Manager
386.931.3104 • tfonda@austinoutdoor.net

-OR-

Emergency E-mail
emergency@austinoutdoor.net

Professionalism

- Hiring key management and field management employees with higher-level education and certifications is a company priority. We also support and encourage our employees to receive industry certifications and licenses.
- 85% of Managers within the Palm Coast Landscape Management team are Florida Certified Horticultural Professionals.
- Overall, 91% of Austin Outdoor field managers have earned higher-level education.



Thank you.

Any questions?

Creating premier properties. Building lasting relationships.

WWW.AUSTINOUTDOOR.NET

Exhibit B

GH CDD Proposed Budget Workshop 7.28.09

Questionable Revenues:	Reuse Water Income 90% x \$42K	- \$38K
	HG Parking Lot	<u>-\$5K</u>
		-\$43K

Possible Additional Expenses:	Aquatic/ Maint. 8 Golf Course Ponds	+\$15K
	Maintenance Pump Station	+\$?
	District Counsel Bankruptcy Litigation	+\$?
	Property/Casualty/Officials Liability Insurance	+\$?
	Security Camera/ Audio System Upgrade	+\$5K
	NW Donation	+\$750
	South Entrance Landscape Rejuvenation	+\$25K
	Landscape Related Safety Enhancements	+\$10K
	Tennis Court Repair	+\$?

Possible Deducts to Expenses:	Workshop Meeting Fees	-\$8.4K
	Tennis Reservation System	-\$2.4

Strategize (Proactive Planning) for Projected and Anticipated Significant Capital Expenditures (Develop Roadmap)

Possible Yearly Contribution to Capital Reserves:	Draft LRCP 10yr Average =
	\$412K/yr
	09 Proposed Cap. Imp. - <u>\$186K</u>
	Difference \$226K
	 \$226K/1901lots = \$118/lot

Sources of Funds:	2008 Bond	(\$173K)
	Contingency	(\$55K)
	CDARS	(\$1M)
	Unencumbered Reserves	(\$750K?)
	Assessment Increase	(a \$50 increase x 1901 = \$95K)
	Special Assessment	