

**MINUTES OF MEETING
GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT**

A Community Workshop of the Grand Haven Community Development District's Board of Supervisors was held on **Thursday, January 9, 2014** *immediately following the Continued Meeting* at 10:00 a.m., at the **Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137.**

Present at the meeting were:

Dr. Stephen Davidson	Chair
Peter Chiodo	Vice Chair
Marie Gaeta (<i>via telephone</i>)	Assistant Secretary
Tom Lawrence	Assistant Secretary
Ray Smith	Assistant Secretary

Also present were:

Craig Wrathell	District Manager
Howard McGaffney	Wrathell, Hunt and Associates, LLC
Barry Kloptosky	Field Operations Manager
Robert Ross	Amenity Management Group (AMG)
Roy Deary	Amenity Management Group (AMG)
Vic Natiello	Resident
Gary Noble	Resident
Judy Hackstaff	Resident
Chip Howden	Resident
David Reisman	Resident
Bob Hopkins	Resident
Rob Carlton	Resident
Sharon Downes	Resident
Ron Merlo	Resident
Bob and Carol Schwarzlow	Residents
David Alfin	Resident
Gene Baldrate	Resident

FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. Wrathell called the workshop to order at 12:16 a.m., and noted, for the record, that Supervisors Davidson, Chiodo, Lawrence and Smith were present, in person. Supervisor Gaeta was attending via telephone.

SECOND ORDER OF BUSINESS

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited at the beginning of the Continued Meeting.

THIRD ORDER OF BUSINESS

UPDATES: Amenity Manager

Mr. David Reisman, a resident, discussed the oak trees damaging the sidewalks. He voiced his belief that the District receives a discount on its work and asked if residents could have their work completed with the District in order to realize the same “volume” discount. Mr. Reisman indicated that he mentioned this idea to Supervisor Gaeta, who discussed it with Mr. Kloptosky, and Mr. Kloptosky felt that it would be illegal for the District to do this.

Supervisor Davidson explained that the difficulty arises when public and private funds mix.

Mr. Reisman indicated that his wife suggested that the homeowners seek a volume discount from the tree vendor. He prepared an email to homeowners, made the changes suggested by Mr. Kloptosky, resubmitted it for approval and was then told by Mr. Kloptosky to submit it to the GHMA.

Supervisor Gaeta clarified that she did not take the lead in this matter; she happened to be in the Operation Manager’s office when Mr. Robert Ross, Amenity Manager first came in to discuss this with Mr. Kloptosky; however, Mr. Reisman had previously contact her and she advised him to contact the GHMA.

Supervisor Davidson asked Mr. Kloptosky if the new wording is acceptable to him. Mr. Kloptosky replied affirmatively.

Supervisor Lawrence felt that the Board does not need to become more involved with this; if the email was approved, AMG should be able to send it, at their discretion.

Supervisor Davidson clarified that the email should also receive the GHMA’s approval, prior to being sent.

Mr. Reisman indicated that, in the interim, he will e-blast The Crossings residents to gauge resident response to the idea.

Mr. Ross had nothing to report.

FOURTH ORDER OF BUSINESS

UPDATES: Field/Operations Manager

A. Pump House

This item was discussed during the Continued Meeting, held earlier today.

Mr. Kloptosky presented a revised proposal for the wireless microphone system, to include six (6) wireless microphones and a mixer, with the ability to expand the system to eight (8) microphones. He indicated that the cost is \$15,500. Mr. Kloptosky advised that Supervisor Smith gave him a proposal from the internet, for the same type of system, which was approximately \$9,000 for the parts, only; the cost does not include installation, labor or support services.

Supervisor Smith indicated that the vendor specializes in professional sound systems. It is a standalone system and installation consists of plugging the wires from the mixer into the powered speakers. He stated that the system would include two (2) speakers, eight (8) wireless and two (2) portable microphones, for approximately \$9,000. Supervisor Smith discussed a wired system and the possibility of replacing only the powered speaker box, which he believes might be the only problem. Prior to spending \$15,000 on a new system, Supervisor Smith suggested replacing the speaker box, at a cost of about \$300, to determine if that resolves the problem.

It was noted that only three (3) microphones are currently working. Supervisor Lawrence suggested replacing the speaker and purchasing more microphones. Mr. Kloptosky felt that the system will not support the number of microphones needed. Supervisor Lawrence asked if it can be upgraded to accommodate the number of microphones.

Discussion ensued regarding who maintains the sound system. Mr. Kloptosky explained that it is the CDD's responsibility to maintain and repair items at the Amenity Center and it is the Amenity Manager's responsibility to set up, remove, etc.; AMG notifies him when something needs maintenance, repair or replacement.

In response to a question, Mr. Deary indicated that AMG probably has a staff member that can install a system; however, AMG could not warranty the work. Supervisor Lawrence suggested that AMG have the current system evaluated and determine the cost to replace the defective component and expand the number of microphones.

Supervisor Gaeta recalled that the vendor explained that the District's system was outdated and, due to new technology, it cannot be updated. Mr. Kloptosky concurred with Supervisor Gaeta; each vendor that evaluated the system told him the same thing. Mr. Kloptosky reiterated that the number of microphones cannot be expanded with the District's current system; amplifiers and mixers must be added, which increases the cost. Mr. Kloptosky summarized that

it is not worth it to do all of those things with an old system; it is better to replace the entire system.

In response to Supervisor Gaeta's question, Mr. Kloptosky indicated that he received three (3) proposals and all were very similar in cost; he asked the lowest cost vendor to present to the Board. He sought a proposal for the adjusted scope of work from only HabiTech.

Supervisor Gaeta questioned buying a system from the internet, when the District lacks expertise in this area, and then tasking AMG with operating the system. She felt that it could be a "penny wise and pound foolish" approach.

Mr. Deary pointed out that, if a component bought over the internet breaks, the District would have to ship it back.

Supervisor Davidson asked if the HabiTech representative evaluated the current wireless speaker device. Mr. Kloptosky indicated that he did not take it apart. He explained that the HabiTech representative was asked to set up a system that would work for the District; the District did not ask if the speaker could be repaired or replaced. Supervisor Davidson pointed out that the proposals involve installing six (6) speakers in the ceiling so that the sound can be heard all the way to the back of the room; this is a completely different system than the District's current system. Mr. Kloptosky stated that the proposed system is a professional, commercial system. Supervisor Davidson summarized that the question for the Board is whether a new, state-of-the-art system is needed or can the District try to repair or replace certain items but, generally, continue as the system currently operates.

Supervisor Davidson believed that the Board wanted to move towards a system where sound could be heard throughout the room, not simply projected from the front. He noted that installation, warranty and repair are included if the system is commercially installed. Supervisor Davidson suggested having the HabiTech representative inspect the problem speaker and determine if an updated version, that can accommodate more microphones, is available, along with obtaining more microphones. He voiced his opinion that a wired system will not work.

Supervisor Smith discussed the options that he presented and voiced his opinion that having six (6) ceiling speakers is not necessary and sound would be overamplified.

Supervisor Lawrence believes that a single speaker, in the front of the room, is fine, as he has never heard anyone state that they could not hear.

Supervisor Davidson disagreed with Supervisor Lawrence's comment and indicated that complaints have been received from people sitting in the back. He recommended that the

HabiTech representative evaluate the current system to determine what can be updated for wireless and work with the current microphones, as well as proposing other simpler technology options.

Mr. Natiello stressed that the Board should consider quality and limitations, in making its choice; cheap equipment results in the same problems.

Mr. Kloptosky advised that The Village Center pool deck drain repair was scheduled for Monday; the pool must be closed for approximately five (5) days. He will send an e-blast to the community. Mr. Kloptosky indicated that a problem developed with one (1) of the pool lights; they have tried, for several months, to repair it but, due to a broken conduit under the pool deck, is cannot be repaired. He will coordinate that repair with next week's pool closing. The cost will be \$3,000.

Supervisor Davidson noted that the Creekside pool will be open and asked Mr. Kloptosky to emphasize that fact in his e-blast. He directed Mr. Ross to coordinate and reschedule activities from The Village Center pool to the Creekside pool.

Mr. Kloptosky reported that the re-registration remains at 90%.

Regarding the Clubhouse Pier repair, Mr. Kloptosky indicated that he has the quotes. He informed the Board that he is prepared to move forward, once the Board determines which material will be used, wood or composite. He stated that the price is \$60,000 for wood and \$80,000 for composite. Mr. Kloptosky advised that, if the Board selects composite, the price could be about \$7,000 less than quoted by using several subcontractors for the various phases of work, instead of a single contractor.

Supervisor Davidson asked if everything would be composite or just parts. Mr. Kloptosky stated that the pier structure would be the same material but the posts would be wrapped. If composite is selected, the contractor would strip the entire wood deck, railings and the post wraps and replace them with composite. Supervisor Davidson questioned the impact of golf cleats on the composite and wondered how long it would take to go through the composite; he is concerned that the composite costs more and could be damaged. Supervisor Davidson voiced his preference for treated wood, unless a composite supplier can offer some comfort that it will not be damaged.

In response to Supervisor Gaeta's question, Mr. Kloptosky advised that the railing and wrap material would be different; it is vinyl coated aluminum, rather than composite. He noted

that there are many different products to choose from; however, the goal is to select the strongest but least expensive product. Mr. Kloptosky explained product and design options.

Mr. Kloptosky indicated that he will try to locate a manufacturer representative to attend the next meeting to explain the products and answer the Board's questions. Regarding the concerns about damage if composite is used on the deck, Mr. Kloptosky confirmed that he has no problem using the less expensive wood option; the remainder of the community has wood products, which the District maintains.

Supervisor Gaeta questioned if the composite material is heat resistant or will it be too hot to touch. Mr. Kloptosky advised that the manufacturer changed their process. Supervisor Gaeta asked about fade resistance. Mr. Kloptosky distributed the manufacturer's literature to the Board.

Supervisor Lawrence indicated that he wants to know the thickness of the power-coated aluminum option.

Regarding the upcoming pool closing at The Village Center, Mr. Kloptosky confirmed that his e-blast will advise that both the pool and spa will be closed.

FIFTH ORDER OF BUSINESS

DISCUSSION ITEM

A. Open Request for Proposals

Mr. Wrathell indicated that he will open the proposals and read aloud the names of the vendors that responded to the Request for Proposals (RFP) and whether they met the RFP criteria.

i. Amenity Management Services

Mr. Wrathell opened the proposal packages and stated that proposals were received from NFC Amenity Management, Elite Amenities, Inc., and Amenity Management Group, Inc. All respondents met the requirement of submitting seven (7) copies.

ii. Security Services

Mr. Wrathell advised that an email was received from Allied Barton regarding their concerns about Grand Haven and withdrawing their proposal. He opened the proposal packages and indicated that proposals were received from United American Security, G4S Secure Solutions, Incorporated, Weiser Security Services, US Security Associates and ABM Security Services. All respondents met the requirement of submitting seven (7) copies.

Mr. Wrathell indicated that the proposals will be reviewed and discussed at the meeting on January 23. The Board will discuss shortlisting the contractors and inviting some to give presentations at a future meeting or workshop.

Mr. Deary asked if the proposal information will be included in the agenda packages. Mr. Wrathell believes that, due to the volume of information, it is not necessary to include them in the agenda packages. Supervisor Davidson asked Mr. Deary if he is wondering about public access to the information. Mr. Deary recalled other times when all of the proposals were included in the agenda packages. Supervisor Davidson asked Mr. Wrathell if digital copies of all proposals are available. Mr. Wrathell replied affirmatively but voiced his opinion that the District might not want the information available for the various contractors to view each other's proposals, prior to their presentations. Mr. Wrathell stated that the Board Members already have a copy of each proposal and he feels that there is no legal requirement to include the proposals in an agenda package.

B. Resident Directory Update [MG/BOS]

Supervisor Gaeta discussed the data system, updating information, as a result of re-registration and reported that it will take the CDD office staff a few months to "clean up" the data from the original system to the new system. Supervisor Davidson voiced his surprise. Supervisor Gaeta suggested to Ms. Higgins that she contact the printer who prepared the follow-up postcards to discuss the directory. She noted that this is an unbudgeted item. Supervisor Gaeta stated that the printer was asked if he could provide additional binders, as well as hole drilling, etc.; however, the printer has not responded. Other printers are being sought but it has been a challenge, as most local printers can only copy the directories.

Supervisor Davidson was disappointed with the report and voiced his understanding that the system was to have been able to provide a digital version that could be provided to a printer. He stated that was part of what was to be created with the master database.

Supervisor Gaeta agreed but noted that, according to the CDD office staff, the information and the way it was input, is a factor that was not considered when the database was populated. She advised that the database must be "cleansed".

Supervisor Davison suggested that Ms. Higgins and Ms. Kane attend the next meeting. He stressed his disappointment that the information cannot simply be transferred and printed. Supervisor Davidson asked if the problem is that certain fields have too much information and will not fit on the page. Supervisor Gaeta replied affirmatively. Supervisor Davidson found that

to be unacceptable; it never should have been done that way. Supervisor Gaeta indicated that some residents want their entries to include information such as both cell phone numbers and both email addresses. Supervisor Gaeta stressed that this “view” requirement is not what was given to the contractor.

Supervisor Davidson voiced his opinion that, if this is so, residents should be told that it cannot be done. He does not like the idea of CDD office staff spending months “scrubbing” data; furthermore, if people have not re-registered, then their information should be left out of the new directory.

Supervisor Gaeta recalled that the current CDD staff was not involved in the initial process.

Supervisor Lawrence suggested notifying residents that a new directory is being prepared and if their information is not up-to-date, they will not be included in the directory.

Supervisor Davidson reiterated his request that Ms. Higgins and Ms. Kane attend the next meeting and be prepared to discuss the status of the directory. He noted a strong request from the GHMA and the Neighbor-to-Nighbor Program that directories be available to new residents. Supervisor Davidson feels that there must be a simple, streamlined solution, based on the systems in place.

Supervisor Lawrence recommended that, beyond just discussing the matter, Ms. Higgins and Ms. Kane should give the Board a proposal of how a new directory can be produced rapidly; the Board does not want it to take as long as it did the last time.

Supervisor Gaeta stressed that the Board seems to be oversimplifying the process; it is not a simple print job. She believes that the onus should not be on the CDD office staff, as the printer plays a large part.

Supervisor Davidson voiced his opinion that the onus is on Dolphin Technical Solutions, LLC (Dolphin). He believed that the District was receiving digital data that could be merged with various types of reports to be formatted and ready to print to a page.

Supervisor Gaeta explained that Crystal Reports cannot be manipulated like other computer programs. She noted the technology limitations in Palm Coast.

Supervisor Davidson directed Mr. Kloptosky to contact Vistaprint. Supervisor Gaeta confirmed that she already directed Ms. Higgins to contact Vistaprint.

C. Master Association’s Assertion “GHMA can regulate Common Areas” [RS]

This item was discussed during the Continued Meeting, held earlier today.

D. Pet Control and Responsibilities [SD]

Supervisor Davidson advised of issues with pet waste in the community and residents not picking up after their pets. He noted that an area of concern is a CDD easement and an access road through the Firewise exit gates. Supervisor Davidson asked that it be determined whether the CDD owns the property around the Firewise gates or if it has an easement over private property. He advised that the GHMA prohibits signs; however, signage might be necessary.

Mr. Kloptosky pointed out that this is a long-standing problem in the community and it is not limited to that area; many residents blatantly refuse to pick up their pet's waste and behave arrogantly, if confronted about it. He believes that the matter is out of control. Staff must constantly deal with it; the problem is rampant in common areas, as well as the Firewise exit gate area.

Supervisor Davidson suggested an e-blast campaign to residents and noted that leaving pet waste is against City of Palm Coast ordinances. He believes that the GHMA and CDD can work together.

Supervisor Kloptosky stated that code enforcement is willing to meet with the offending residents; however, they want photographs and/or video, as backup. Supervisor Davidson pointed out that residents could be encouraged to take cell phone pictures and video when they observe someone leaving their pet waste on the ground.

Supervisor Smith stated that he is not in favor of signage, as he does not believe it would be effective; rather, he supports an e-blast campaign and encouraging residents to take pictures and video. Supervisor Lawrence felt that it might be effective if residents know others will be taking pictures of them and they could be reported to code enforcement.

Mr. Kloptosky indicated that cleaning up after the offenders is a filthy, disgusting job and it should not be necessary. He noted that some residents dispose of the bagged waste by throwing it in the wooded common areas; the bags of waste hang from trees, etc. Mr. Kloptosky stated that he personally confronted residents but they do not care; they do it anyway.

E. Update: Keeping Grand Haven Grand Phase 2**i. Vehicle Registration Percentage**

Supervisor Davidson indicated that 766 reminders were emailed in December, covering 1,180 vehicles. To date, updated vehicle registration information has been received for 629, of the 1,180, equating to 53%. He noted that only one (1) resident refused to provide the information but later complied; approximately 5% believe it is cumbersome and do not like the

policy but complied. Supervisor Davidson advised that 90 follow-up postcards will be sent in January, once the new postcards are printed.

Supervisor Lawrence recalled his understanding that the primary purpose of the new database was to enable the District to easily and rapidly print a new directory. Supervisor Gaeta agreed but stated that she does not know what requirements were involved, as she was not involved. Supervisor Davidson advised that Ms. Higgins and Ms. Kane are interacting with Dolphin and the issue might be more related to the inabilities of the local printers. Supervisor Gaeta indicated that Ms. Higgins has a conference call with Dolphin on Friday. Supervisor Chiodo wants Ms. Higgins and Ms. Kane to specify the issues and give their opinions of the solution to the problems.

Supervisor Davidson indicated that he submitted the District's Firewise Program renewal to the National Fire Protection Association; he expects the District's certification to arrive within the next few months. Supervisor Davidson noted that another CDD is interested in learning about the Firewise Program from Grand Haven.

Discussion ensued regarding the City of Palm Coast's ordinance regarding pet waste. Mr. Wrathell recommended specifying the ordinance in the e-blast but not discussing the fine structure.

Regarding "Keeping Grand Haven Grand", Mr. Alfin indicated that he received many requests from realtors and nonresidents asking how the process is going and the success of the program. He recommended informing residents and the community of the program's success.

SIXTH ORDER OF BUSINESS

UPDATES: District Manager

• **UPCOMING MEETING/WORKSHOP DATES**

○ **BOARD OF SUPERVISORS MEETING**

- **January 23, 2014 at 9:30 A.M.**

The next meeting will be on January 23, 2014 at 9:30 a.m.

○ **COMMUNITY WORKSHOP**

- **February 6, 2014 at 10:00 A.M.**

The next workshop will be February 6, 2014 at 10:00 a.m.

SEVENTH ORDER OF BUSINESS

OPEN ITEMS

Supervisor Lawrence voiced his opinion that numerous items, on the Open Items list, should be removed. The Board discussed the items on the list and agreed to remove Items B, F, H, and I.

Regarding Item M, Letter Regarding Tennis Court Incident (CW), Supervisors Davidson and Lawrence voiced their belief that Management has not sent the letter to the resident that emailed tennis players advising them to disregard CDD and/or Amenity Management's closure of the tennis courts. Mr. Kloptosky stated that he spoke to Mr. Clark, who is working on the letter. Supervisor Davidson pointed out that it seems late to be sending a letter. Mr. Kloptosky indicated that Mr. Clark requested the name of the individual, which he provided. Mr. Wrathell advised that this item will be changed from "(CW)" to "(SC)", as it is District Counsel's matter.

Supervisor Gaeta asked that "Resident Directory Republishing" be added to the list. "Marlin Drive Pump House (SC)" was also added to the list.

Mr. Wrathell recalled a past issue with ADP and indicated that ADP issued a check to pay for their error related to unemployment withholding. He advised that, due to the number of employees that the District terminated and who filed for unemployment, the State determined that the District must pay a higher rate, equating to three (3)-times higher than the amount budgeted for Fiscal Year 2014.

Mr. Wrathell noted that the District's audit is proceeding and he expects it to be completed in March.

EIGHTH ORDER OF BUSINESS

SUPERVISORS' REQUESTS

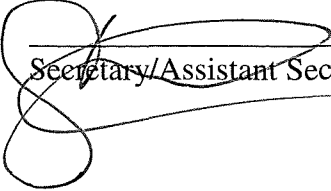
There being no Supervisors' requests, the next item followed.

NINTH ORDER OF BUSINESS

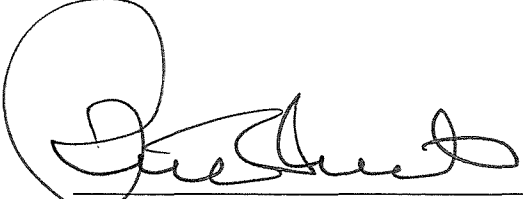
ADJOURNMENT

There being nothing further to discuss, the workshop adjourned at 1:52 p.m.

On MOTION by Supervisor Gaeta and seconded by Supervisor Davidson, the workshop adjourned at 1:52 p.m.



Secretary/Assistant Secretary



Chair/Vice Chair