

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

The Board of Supervisors of the Grand Haven Community Development District held a Regular Meeting on Thursday, November 7, 2019, at 10:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

Present at the meeting were:

Dr. Stephen Davidson	Chair
Tom Lawrence	Vice Chair
Marie Gaeta	Assistant Secretary
Ray Smith	Assistant Secretary
Kevin Foley	Assistant Secretary

Also present were:

Howard McGaffney	District Manager
Scott Clark	District Counsel
Barry Kloptosky	Operations Manager
Stacie Acrin	Grand Haven CDD Office
Donna Conforti	Grand Haven CDD Office
Larry Stuart	Amenity Manager - Vesta/AMG
Roy Deary	Vesta/AMG
Jay King	Vesta/AMG
Karen Kull	Realtor
Jim Sheehan	Realtor
Matthew Wilson	Realtor
David Alfin	Resident and Realtor
Denise Gallo	Resident and Realtor

Residents present were:

Al Lo Monaco	Tom Byrne	Otto Bohmueller
George Behler	Morgan Evans	Norm Silberdick
Vic Natiello	Karen Durand	Kathleen Fuss
Don Plunkett	John Noble	Charles Greer
Laura Foley	Ron Merlo	Geraldine Marsh
Barbara Wright	Mike Wright	John Giordano
Debbie Bryan	Eileen Mills	Mike Frichol
Beth Hagan	Pat Powell	Kathy Gargiulo
Bob Gillies	Rusty Gillies	Mike Campbell
Kenneth Ersbak	Patricia Blinn	Donald Blinn
Allan Roffman	Bill Greene	Karen Greene

Disclaimer: These summary minutes are intended to highlight the topics discussed, items being considered and actions taken.

Bob Schwarzlow

FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. McGaffney called the meeting to order at 10:05 a.m. All Supervisors were present, in person.

SECOND ORDER OF BUSINESS

PLEDGE OF ALLEGIANCE

All present recited the Pledge of Allegiance.

THIRD ORDER OF BUSINESS

CONSULTANTS, GUEST REPORTS & PRESENTATIONS

• **Realtor Roundtable: MAINTAINING AND ENHANCING GRAND HAVEN'S COMPETITIVE EDGE, NOW AND IN THE FUTURE**

Panelists: David Alfin, Denise Gallo, Karen Kull, Jim Sheehan

Supervisor Davidson introduced the panelists.

A list of questions was included in the agenda book. The realtors were responded to and provided input on the following questions, in the order identified:

1. What are Grand Haven's overall strengths and weaknesses as perceived by realtors and by buyers?

Strengths: Gated, location on the Intracoastal Waterway, abundance of preserve areas, golf course, lifestyle options, variety of home options,

Weaknesses: Short driveways in some areas, CDD fees, realtors who do not understand the value of what a CDD provides and/or how to articulate it to prospective buyers and prohibition of fences.

9. In your professional opinion, given the age of our community, what areas of improvement should this Board be concerned with to remain competitive regarding new developments?

13. What are realtor observations about things we can do to make Grand Haven more attractive to buyers? Where is the obvious work needed; Village Center bathrooms, landscaping, cafe, Village Center fitness center?

Questions 9 and 13 were addressed together.

Areas of Improvement: Landscape improvements and trimming so that the Intracoastal Waterway can be seen from the golf club area, poor condition of the pier, appearance of the amenity facilities, update the fitness centers, create more room for activities, provide a place for day docking.

3. What will be the impact of the new planned communities up and down the Colbert Lane/Route 100 corridor on Grand Haven's "desirability"? How will these communities be marketed and by whom? What can Grand Haven do to increase its "desirability" in the face of increasing competition from newer communities?

Impact: More people will see Grand Haven when passing by to new communities, could attract buyers who do not want to build new and want a community that is already built out could be attracted to Grand Haven, Grand Haven has advantage of established amenities while new communities are just starting to build them and it could take years for them to be built,

What Can Grand Haven Do: Improve overall common area landscaping to improve the first impression, continue developing community social, clubs and/or activity groups for people that want to participate, communicate the "good" of Grand Haven to realtors who are not familiar with the community and what it has to offer, hold realtor and buyer workshops to educate about Grand Haven and make sure all areas of Grand Haven and the overall appearance are pristine.

7. How do Grand Haven's homes compare in price to similar homes in the gated communities on the barrier island?

Some barrier island communities have comparatively priced homes. some communities are offering golf memberships to outside residents, etc.

11. Why have people bought and not bought in Grand Haven?

Bought: Gated, commonality such as knowing someone who lives in Grand Haven, location, appearance and amenities, social opportunities,

Not Bought: Buyers opposed to CC&Rs, gates, short driveways and parking in streets not allowed, no fences allowed, aging Grand Haven demographic.

2. What major considerations influenced buyers to select or reject Grand Haven as a place to live?

4. What are the selling points for homes in Grand Haven?

5. Do the Grand Haven homes east of Colbert have the same value as those west of Colbert?
6. What are the negatives for Grand Haven homes?
8. What impact will new gated communities have on Grand Haven home prices?
10. In addition to our many amenities and low assessment rates, what other comments do you hear from your clients, both positive and negative?
12. How do prospective buyers react to our amenities when they see them?

Questions 2, 4, 5, 6, 8, 10 and 12 were addressed by the realtors when responding to the other questions.

Additional Question: What amenities/activities were most important to buyers in making their decision to purchase?

Most Important (no particular order and depending on the buyer's interest): Biking/walking trails, pools, fitness facilities, common areas, pickleball, golf, top-notch amenities, dog park and boating.

Discussion ensued regarding the CDD fees and the many benefits that are provided compared to other communities and focusing on attracting buyers relocating to the area.

The meeting recessed at 11:03 a.m., and reconvened at 11:10 a.m.

FOURTH ORDER OF BUSINESS

PUBLIC COMMENTS (3-Minute Rule; Non-Agenda Items)

Resident Norm Silberdick stated that the Creekside basketball courts are used periodically; however, the soccer field is rarely used. He suggested converting the soccer field to a dog park. Supervisor Lawrence stated that Wild Oaks has a dog park.

Resident Ron Merlo voiced his opinion that the Amenity Manager, Mr. Stuart, was doing a great job but, if prices go up, he expects the same quality. He questioned why Vesta does not share half the Café profits with the CDD or staff.

Resident John Noble recalled that the realtors stated that the cost of the CDD was a drawback to purchasers. He discussed the most recent tax bills, the amount of the CCD assessment and the CDD's budget and asked about future planning, etc. Mr. McGaffney stated that he previously explained the budget process to Mr. Noble. Supervisor Smith stated that the

CDD has a plan for the future, hired an outside consultant to prepare a capital analysis of the CDD for the next 20 years but, specifically in detail for the next five years.

Resident Kathleen Fuss expressed appreciation for the water fountain and shoe cleaner at the pickleball courts; tennis players should be notified that they can clean their shoes at the pickleball courts.

Mr. Otto Bohmeuller referred to the CDD-owned area between the Golf Course Clubhouse and the Intracoastal and asked that it be cleared so that the Intracoastal can be seen. Regarding the drawback of short driveways mentioned during the Realtor Roundtable, he noted that some residents installed circular driveways.

Resident Geraldine Marsh discussed the request for residents to update their information for the Community Information Guide (CIG) and noted that the new CIG did not contain the updated information.

Ms. Karen Durand asked if a cost-benefit analysis of the possible purchase of the vacant land by the unfinished condos was performed and, if so, asked if it could be provided to residents. Mr. McGaffney stated there was no analysis yet.

Ms. Marsh discussed the dog parks in Wild Oaks and expressed her support for a dog park in the area mentioned by Mr. Silberdick.

Regarding the area that Mr. Bohmeuller wants cleared, Supervisor Lawrence explained that it is a St. Johns River Water Management District wetland so it cannot be cleared. Mr. Bohmeuller questioned if the District was specifically told they cannot enter it.

FIFTH ORDER OF BUSINESS

BUSINESS ITEMS

▪ Discussion: Village Center Café – Menu Prices, Quality and Quantity of Food

This item, previously Item 5E, was presented out of order.

Supervisor Lawrence distributed a summary of the Café price increases, prepared by some residents, along with photographs of food from the Café and other restaurants. He discussed the profitability of the Café and that a portion of the Amenity Manager's salary is based on the Café profitability, which he felt, caused the Amenity Managers to place greater emphasis on the Café. He recalled that the original deficiency list did not include Café prices, quantity and quality; however, Vesta paid a lot of attention to the Café, despite it not being on

the deficiency list; he felt that now those items would top a new deficiency list. He urged Vesta to return the Café operations and food to how it was prior to Mr. Stuart.

▪ **Discussion: Scope of RFP for Amenity Management Services**

This item, previously Item 5I, was presented out of order.

Mr. McGaffney reviewed the spreadsheet about the amenities included in the agenda book, which detailed the regular and holiday hours of operation for all amenities, the amenity staff positions and estimated number of coverage hours for each type of position, whether positions are hourly or salaried, etc.

Discussion ensued regarding the estimated hours of operation, daily coverage, number of hours positions should be staffed, staff positions and responsibilities, staffing requirements to include in the Request for Proposals (RFP), etc.

Mr. Deary stressed the importance of the RFP to reflect the expectation levels of the Board. The number of labor hours required drives the contract pricing and level of service; therefore, determining the number of coverage hours expected was a good starting point. Mr. King stressed the importance of determining the level of coverage, job descriptions, whether staff can perform multiple duties or must be dedicated to a specific position at all times, such as signing in, etc. He noted that most other communities use a scan access system, which does not require a dedicated greeter to sign people in. Mr. Deary stated that defining the number of expected hours for specific duties, such as tennis court maintenance and janitorial services was good, as those were not defined in the prior RFPs. Mr. Stuart discussed staffing needs. Mr. McGaffney acknowledged that the amenity office and/or customer services were understaffed and the new RFP could be adjusted to reflect the coverage needed and expected.

Discussion ensued regarding job titles, corresponding job descriptions and expected number of hours of coverage, what duties the current staff performs, the frequency of when certain duties are performed, how the proposed staffing levels for the new RFP compare with the current levels, increasing staffing for various positions, etc.

Ms. Marsh discussed current staffing deficiencies during busy times.

The meeting recessed at 12:20 p.m., and reconvened at 12:43 p.m.

Mr. McGaffney presented a spreadsheet detailing the Café profit, expenses, labor and food costs and revenue share with the CDD for Fiscal Year 2018. Discussion ensued regarding the terms in the current Amenity Management contract with regard to Café management and

staffing, whether additional oversight and/or staff is necessary, defining the scope of work and job descriptions for various Café and amenity staff positions, the duties and benefits of having an Assistant Amenity Manager and Amenity Office Manager, necessity of additional amenity staff to avoid employee burnout and whether the current level of the Café sales could support an increase in Café staffing. Possibly eliminating the profit share arrangement and requiring Vesta to lease the Café, only allowing the Café to make a maximum profit of 1% of revenue and requiring Vesta to give the CDD 100% of any profit above 1% or reducing the Café prices by the amount that Vesta would pay in rent and utilities, if they were required to pay rent on the Café, was discussed. Mr. McGaffney noted things to consider with the changes to the Café operations proposed, the need to determine how the Board wants the Café to operate and for the intended Café operations to be clearly define in the RFP. Mr. King discussed the challenges of running a small restaurant. Mr. McGaffney discussed his preference to have the Café operations built into the Amenity Management contract and noted the unlikely probability of finding an independent restaurant operator who would run a café under the criteria the Board was discussing. He stated the importance of determining the type of food menu expected and including that in the RFP.

- **Discussion: Community Information Guide & Discussion: Online Resident Directory**
These items, previously Items 5F and 5G, were presented out of order.

Supervisor Davidson expressed his opinion that the CDD should no longer be involved in creating the CIG and suggested the RFP require Amenity Management to provide an online, interactive, password protected resident directory. Mr. Clark stated the challenge would be the public records law and was of the opinion that, since the Amenity Management company is employed by and paid by the CDD, an online directory could also be subject to the public records law, as the obligations extend to contractors of a public agency. If the intent were to have a private, password protected portal, he felt that the HOA should do it. Discussion ensued regarding public records law, possibly transitioning to an online CIG, the extensive errors in the recent CIG, ad revenue, refunding one advertiser, asking the HOA to consider providing an online CIG and Americans with Disabilities Act (ADA) requirements for websites.

Resident Tom Byrne felt that eliminating the hardcopy CIG could affect some residents who might not use a computer.

- **District Counsel: *Clark & Albaugh, LLC* [Scott Clark]**

This item, previously Item 8D, was presented out of order.

Mr. Clark stated that the process to purchase the vacant land was proceeding slowly because the seller is abroad. The District's offer had a 90 day inspection and 120 day close period but the response from the seller asked to compress it to 60 and 90 days. The seller also wanted the closing to have a covenant that the District would not build anything on the property. He spoke to the seller's attorney about both of those; the seller's "no build" request was because they did not want the District to buy the property at a discounted price and then sell it to a entity that would build a competing complex. A potential compromise would be for the District to agree that, for three years, no competitive multi-family project would be constructed; if the District agreed to that provision, he felt that the sale could proceed.

▪ **Operations Manager: [Barry Kloptosky]**

This item, previously Item 8C, was presented out of order.

Mr. Kloptosky reported the following:

➤ Village Center Stucco Repair Project: Project was proceeding well. The following Change Order from Paul Culver Construction Inc., was presented:

Change Order No. 6, \$1,276: Install six new electric receptacles at the arches and replace two duplex receptacles with quad receptacles.

On MOTION by Supervisor Davidson and seconded by Supervisor Gaeta, with all in favor, the Paul Culver Construction, Inc., Change Order No. 6, in the amount of \$1,276, was approved.

Mr. Kloptosky stated Change Order No. 5 was being revised and would be presented at a future meeting and more change orders would be presented for additional work, such as replacing and adding gutters and other work that should be completed as part of this project.

Mr. Kloptosky presented a \$35,000 estimate from BAB Tennis Courts (BAB) to resurface Courts 1 through 7. Discussion ensued regarding other repairs needed and whether to resurface the courts now or defer it to January.

On MOTION by Supervisor Lawrence and seconded by Supervisor Smith, with all in favor, the BAB Tennis Courts proposal to resurface Courts 1 through 7, in a not-to-exceed amount of \$35,000, was approved.

➤ Village Center Office Renovation: Work was underway; a floor plan was presented.

▪ **Amenity Manager – Report Resumed**

Mr. Stuart referred to the planned resident food tasting event and asked about charging each attendee \$5 for \$15 to \$20 worth of food or should it be funded from the Amenity special events budget at a rate of \$5 per person for 200 attendees. The consensus was to charge attendees \$5.

▪ **Operations Manager – Report Resumed**

Mr. Kloptosky reported the following:

➤ Pond Bank Erosion – Pond 14: One bank was being repaired and now other residents asked to have their banks done. The District Engineer, Horticultural Consultant and Mr. Kloptosky would meet to evaluate the conditions.

➤ 14’ Christmas Tree for Village Center: Former supplier is no longer an option and no others have 14’ live trees, with the exception of one in North Carolina.

Discussion ensued regarding purchasing a 14’ artificial tree.

On MOTION by Supervisor Lawrence and seconded by Supervisor Gaeta, with all in favor, authorizing the Operations Manager to purchase an artificial Christmas tree, as discussed, in a not-to-exceed amount of \$8,000, or to purchase a real tree, if available, was approved.

A. Discussion: Wildfire Mitigation in District, Florida Forest Service

- **Community Wildfire Risk Assessment and Recommendations**
- **Firewise Communities/USA Certification Renewal**

This item was deferred.

B. Discussion: City of Palm Coast Update on Interlocal Agreement Regarding District Common Area Wildfire Mitigation

- **Planning and Scheduling for Wild Oaks Stormwater Presentation**

This item was deferred.

C. Continued Discussion: Keeping Grand Haven Grand, Part 2

This item was deferred.

D. Discussion: Process/Procedure for Opening Locked Courts During Holidays

- Evaluation of Play (i.e., weather conditions)
- Protection of Community Assets
- Controls of Unauthorized Users

This item was deferred.

E. Discussion: Village Center Café – Menu Prices, Quality and Quantity of Food

This item was presented prior to Item 5A.

F. Discussion: Community Information Guide

This item was presented prior to Item 5A.

G. Discussion: Online Resident Directory

This item was presented prior to Item 5A.

H. Discussion: Transmission of Agenda via Eblast

This item was not discussed.

I. Discussion: Scope of RFP for Amenity Management Services

This item was presented prior to Item 5A.

SIXTH ORDER OF BUSINESS

CONSENT AGENDA ITEMS

Mr. McGaffney presented the Consent Agenda items.

A. ACCEPTANCE OF UNAUDITED FINANCIAL STATEMENTS

- Unaudited Financial Statements as of September 30, 2019
 - Updated CIP

B. APPROVAL OF MINUTES

- I. September 19, 2019 Rescheduled Regular Meeting, a Public Hearing and Rescheduled Public Hearings
- II. October 3, 2019 Community Workshop

On MOTION by Supervisor Lawrence and seconded by Supervisor Davidson, with all in favor, the Consent Agenda Items, as amended to include revisions to the minutes previously submitted to Management, were approved.

SEVENTH ORDER OF BUSINESS

NEXT MEETING DATE

- November 21, 2019 at 10:00 A.M., Regular Meeting

It was noted that a community workshop was scheduled for November 21, 2019, rather than a regular meeting; however, today’s meeting would be continued to November 21, 2019 and the workshop would be cancelled.

○ **QUORUM CHECK**

All Supervisors confirmed their attendance at the November 21, 2019 continued meeting.

EIGHTH ORDER OF BUSINESS

STAFF REPORTS

A. District Engineer: *DRMP, Inc.* [David Sowell]

There was no report.

B. Amenity Manager: *Amenity Management Group, Inc.* [Larry Stuart]

This item was presented prior to Item 5A.

C. Operations Manager: [Barry Kloptosky]

This item was presented prior to Item 5A.

D. District Counsel: *Clark & Albaugh, LLC* [Scott Clark]

This item was presented prior to Item 5A.

E. District Manager: *Wrathell, Hunt and Associates, LLC* [Howard McGaffney]

There was no report.

NINTH ORDER OF BUSINESS

SUPERVISORS’ REQUESTS

Supervisor Gaeta asked to present a review of the survey results at the next meeting.

TENTH ORDER OF BUSINESS

OPEN ITEMS

This item was not discussed.

ELEVENTH ORDER OF BUSINESS

ADJOURNMENT

There being no further business to discuss, the meeting was continued.

On MOTION by Supervisor Davidson and seconded by Supervisor Lawrence, with all in favor, the meeting was recessed at 2:22 p.m., and continued to

November 21, 2019 at 10:00 a.m., and cancellation of the November 21, 2019 workshop, was approved.

It was noted that a community workshop was scheduled for November 21, 2019, rather than a regular meeting; however, today’s meeting would be continued to November 21, 2019 and the workshop would be cancelled.

○ **QUORUM CHECK**

All Supervisors confirmed their attendance at the November 21, 2019 continued meeting.

EIGHTH ORDER OF BUSINESS

STAFF REPORTS

A. District Engineer: *DRMP, Inc.* [David Sowell]

There was no report.

B. Amenity Manager: *Amenity Management Group, Inc.* [Larry Stuart]

This item was presented prior to Item 5A.

C. Operations Manager: [Barry Kloptosky]

This item was presented prior to Item 5A.

D. District Counsel: *Clark & Albaugh, LLC* [Scott Clark]

This item was presented prior to Item 5A.

E. District Manager: *Wrathell, Hunt and Associates, LLC* [Howard McGaffney]

There was no report.

NINTH ORDER OF BUSINESS

SUPERVISORS’ REQUESTS

Supervisor Gaeta asked to present a review of the survey results at the next meeting.

TENTH ORDER OF BUSINESS

OPEN ITEMS

This item was not discussed.

ELEVENTH ORDER OF BUSINESS

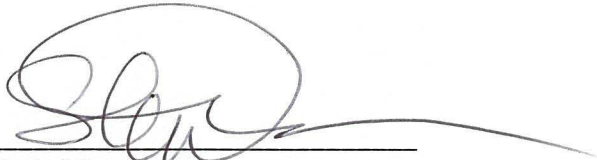
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Secretary/Assistant Secretary



Chair/Vice Chair