

# ***Grand Haven Master Association, Inc.***

785 W Granada Blvd., Suite 5 | Ormond Beach, FL 32174

[www.GrandHavenMHOA.com](http://www.GrandHavenMHOA.com)

Dr. Robert Jay Carlton, President  
Mr. Vic Natiello, Vice President  
Dr. Michael Tebbano, Treasurer

Mrs. Denise Gallo, Director  
Mr. Jerry (J.D.) Stratton, Director  
Mr. Troy Railsback, Secretary, Ex-officio

## **Board of Directors Meeting Minutes**

**March 20, 2026**

2:00 p.m.

### **Call to Order**

The meeting was called to order by Dr. Robert Jay Carlton at 2:00 p.m.

### **Roll Call—Establish a Quorum**

**Members Present:** Dr. Robert Jay Carlton, Mr. Vic Natiello, Dr. Michael Tebbano and Mr. Jerry (J.D.) Stratton

**Members Absent:** Mrs. Denise Gallo

**Others Present:** Mr. Troy Railsback, Mr. Josh Welcker – Southern States Management Group

### **A quorum was established.**

Members' sign-in sheet located in Association Meeting File.

### **Pledge of Allegiance**

### **Audience Comments (Three-minute Rule, Non-Agenda Items)**

None at this time.

### **President's Comments**

None at this time.

### **Approval of Minutes**

**On Motion by Mr. Vic Natiello, seconded by Dr. Michael Tebbano, and with all in favor, the Board Approved the Meeting Minutes of the February 20, 2026 Board of Directors Meeting.**

### **Committee Reports**

#### **Community Manager – Mr. Troy Railsback (SSMG)**

Mr. Railsback updated the Board with general SSMG activities and accomplishments since the last Board Meeting.

### **Finance Report – Dr. Michael Tebbano**

**Financial Health:** The Association maintains a strong total asset position, with significant cash reserves. **Operating Concerns:** The Operating fund has an unfavorable year-to-date net total of **(\$16,884.45)**, primarily driven by over-budget spending in Administration (especially Office Supplies and Legal Fees) and Insurance (Liability and Umbrella). **Villages Performance:** Crossings and PLM funds show positive year-to-date net totals and favorable expense variances. River Club reflects a large negative variance at the end of 2025 due to landscape maintenance overages.

**Property Oversight Committee – Dr. Robert Jay Carlton**

Dr. Carlton reported on the ongoing collection and resolutions activities of the POC. The POC continues to endeavor to reach full compliance on the open compliance Subject(s) of Concern(s) and remaining account balances to be collected.

**Architectural Design Committee (ADC) Liaison – Mrs. Denise Gallo**

Mrs. Gallo was not present and will present the summary report on the activities of the recent meetings of the NCADC and MADC at the upcoming April Board meeting.

**Private Lawn Maintenance (PLM) Liaison – Mr. Jerry (J.D.) Stratton**

Mr. Stratton along with Mr. Railsback and Mr. Welcker updated the Board on the prior months’ PLM activities, accomplishments and focuses for each of the 3 PLM Vendors and the 9 Villages they are servicing. All 3 Vendors are working through the live oak leaf drop cleanup and addressing trimming needs. It was noted that all 3 PLM vendors have been and continue to perform well.

**CC&R Compliance Liaison – Mr. Vic Natiello**

Mr. Natiello conveyed the most recent month’s compliance efforts along with other statistics relating to categories receiving the letters this period and noted trends.

**Oak Tree & Neighbor to Neighbor Liaison – Quarterly Report\*\* – Mrs. Denise Gallo**

Mrs. Gallo was not present but will deliver the March Quarterly report as part of the April Board Meeting.

**Fine Committee Liaison – Mr. Troy Railsback (SSMG)**

Mr. Railsback stated that the Fine Committee meeting results were provided in the Board Packet for the Board’s review.

**Community Development District (CDD) Liaison – Dr. Michael Tebbano  
Report: Community Development District (CDD) Meeting Update**

**To:** Grand Haven Master Association (GHMA)

**From:** Treasurer

**Date:** March 19, 2026

**Subject:** Summary of CDD Fact-Finding Group Report and Current Projects

**Financial & Administrative Updates**

The CDD Fact-Finding Group submitted a formal report recommending the adoption of a **zero-based budgeting approach**. ~~This change aims to increase transparency and provide clearer justification for all district expenses.~~

**Infrastructure & Maintenance**

Several key resurfacing and construction projects were discussed:

- **Resurfacing Projects:** Planned work includes Waterside Parkway.
- **Traffic Safety:** A traffic study is being planned to address safety concerns at several locations, including the Main Gate, Marlin, Sailfish, and Lake Drive.

- **Amenities:** The pergola is scheduled for completion, and acoustic ceiling tiles are due to arrive soon for installation.
- **Community Appearance:** A proposal for VerdeGo to clean up community street leaves was rejected.

### Operational Challenges & Amenities

- **Village Center:** Parking problems persist.
  - **Parking & Transit:** While the shuttle service is experiencing increased ridership, unauthorized parking on Riverview Road remains an issue. Management will use cones to block sections of this road.
- **Safety Concerns:** Reports have emerged of bikers riding at high speeds on community sidewalks near the Village Center.
- **Cafe Trial:** The cafe started a four-week trial of a limited breakfast menu. So far, there has been limited interest.

### Legal & Policy Matters

- **Liability Resolution:** Escalante and the CDD have reached an agreement to settle ownership liability concerning property issues; attorneys are now finalizing the specific details.
- **Non-Resident Participation:** Non-resident membership caps are set at 4 and are planned to be phased out later.
- **Law enforcement** will be discontinued at future meetings.

### Action Item Review List – Mr. Troy Railsback (SSMG)

Mr. Railsback reviewed the status of the Action Items as reported in the packet, and SSMG & the Board identified those that had been completed and/or needing to stay on the report.

### Unfinished Business

#### Crossings Holly Tree Replacement Program – Update – Mr. Troy Railsback (SSMG)

Mr. Railsback provided an update that the correspondence to property owners regarding the Holly Tree Replacement Program is being developed along with the process for owners to be noticed/invoiced for the amount due for their portion of the program. Corey Enterprises agreed to warranty the trees for 1 year as requested by the Board. Trees are being sourced by Corey Enterprises and the plan to install is being developed. SSMG and Corey Enterprises will be working in continuity to notify the property owners and implement a removal/install plan that is most efficient and safe for this program.

#### CDD Residential Street Tree Removal Program – Update – Dr. Robert Jay Carlton

Dr. Carlton provided a brief update to the minimal communication he has had with the GH CDD regarding the upcoming GH CDD Street Tree Removal Pilot Program. Dr. Carlton shared the initial correspondence from the GHMA Attorney regarding their initial review/effort to provide an opinion regarding these specific circumstances. The Pilot Program is scheduled to start next week (March 23, 2026). Dr. Carlton will keep the Board updated on any communication and/or correspondence from the GH CDD and/or the GHMA Attorney.

## **New Business**

### **Request for Roof Design Change in Builder Village – Lakeside – Dr. Robert Jay Carlton**

Dr. Carlton provided correspondence to the Board regarding a request from multiple owners in a Builder Village requesting a change in the ADC Standards which required tile to be the only material for roof replacements in their Village. There was discussion amongst the Board regarding the Builder Village consistency, covenant amendment process and the consistent/equitable/nonselective responsibilities of the Board and Association regarding this request. There was additional discussion regarding the Board counsel's verbal opinion that the response to this request should be determined by a decision by the Board with a dissenting opinion by a member of the Board that this request should be addressed by the established Association process and FL Statute. It was recommended and agreed upon that additional information was required prior to addressing this item and that Dr. Carlton would further communicate with the Board's counsel requesting a written opinion with this item to again be included on the April meeting agenda.

### **River Club – Plants Lost to Frost Damage – Mr. Troy Railsback (SSMG)**

SSMG reported on the recent discussion with Corey Enterprises regarding the River Club plant installation/enhancements done last fall along with the condition of those plants and/or previously existing plant material in the River Club and any effects the winters freezes had on them both. SSMG will work with Corey Enterprises and present to the Board at upcoming Board Meetings regarding plants replacement/enhancements needed for this spring to finish up the landscape enhancements for River Club.

### **2025 Audit Report – Dr. Michael Tebbano/Mr. Troy Railsback (SSMG)**

Dr. Tebbano summarized the 2025 Audit and auditor's findings, noting that the 2025 Audit was clean. There was Board discussion regarding its fiduciary responsibility to perform and Audit annual in accordance with FL Statute 720.

**On Motion by Mr. Vic Natiello, seconded by Mr. Jerry (J.D.) Stratton, and with all in favor, the Board Approved the 2025 Audit.**

### **Cybersecurity Risks Facing Community Associations – Dr. Robert Jay Carlton/Mr. Troy Railsback (SSMG)**

Dr. Carlton expressed to the Board concerns regarding cybersecurity risks facing Community Associations recently highlighted in a bulletin. Dr. Carlton was inquiring as to what protocols and protections are in place to avoid a cyberattack and/or data breach, and also what coverage is in place to address this type of loss if it happens. SSMG provided responses from the Associations Insurance provider, as well as the coverages that SSMG has in its insurance policy. There was Board discussion regarding risks and protections and related scenarios/circumstances. SSMG will provide and develop additional information and responses to the Board's requested information and specific scenario questions.

**Non-Compliance Issues Requiring Board Review**

**On Motion by Mr. Vic Natiello, seconded by Dr. Michael Tebbano, with all in favor, the Board Approved to levy a penalty of \$50.00 on property # 1.**

**On Motion by Mr. Vic Natiello, seconded by Dr. Michael Tebbano, with all in favor, the Board Approved to levy a penalty of \$50.00 on property # 2.**

**On Motion by Mr. Vic Natiello, seconded by Dr. Michael Tebbano, with all in favor, the Board Approved to levy a penalty of \$500.00 on property # 3.**

**On Motion by Dr. Michael Tebbano, seconded by Dr. Robert Jay Carlton, with all in favor, the Board Approved to levy a penalty of \$500.00 on property # 4.**

**Director's Requests**

None at this time.

**Adjournment**

**On Motion by Dr. Robert Jay Carlton, seconded by Mr. Vic Natiello, with all in favor, the meeting was adjourned at 3:48pm.**