Grand Haven Master Association, Inc.

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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
May 22, 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, Mrs. Denise Gallo and Mr. Jerry (J.D.) Stratton

Members Absent: None

Others Present: Mr. Troy Railsback – 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
Dr. Carlton presented a Memorial Day message and encouraged those who were able to attend the Memorial Day Ceremony at the Memorial at the Village Center.

Approval of Minutes
On Motion by Mr. Vic Natiello, seconded by Dr. Robert Jay Carlton, and with all in favor, the Board Approved the Meeting Minutes of the April 17, 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
The **Grand Haven Master Association** finished April 2026 with a strong, balanced, and liquid financial position. Our total community assets have reached $1,148,852.54, including a solid cash pool of $1,079,973.80 stored in our daily operating accounts and long-term reserve funds. For immediate needs, we hold $256,342.44 in checking accounts at First Citizens Bank and Valley Bank. This is supported by a $227,136.07 Certificate of Deposit (CD) at Barwick Bank, earning 3.93% interest and maturing on July 24th. Our statutory reserve lines are fully funded, ensuring the

community is ready for future projects like painting, roofing, and amenities without financial stress. We also have reliable financial planning, with homeowners paying $87,045.76 in advance for upcoming assessments.

On the operational side, our expenses and liabilities remain tightly managed. Total outstanding bills (Accounts Payable) across all funds amount to $67,486.14. Looking at individual neighborhood performance, our General Operating Fund had a very successful month, with a net operational surplus of $1,671.34. This positive variance was mainly driven by savings of over $4,500 in operating expenses, thanks to strategic insurance timing and careful spending controls. Our specialty neighborhood accounts performed exactly as planned; The Crossings recorded a small net surplus of $108.62, and the PLM program posted a positive surplus of $509.73, ensuring all neighborhood service and landscape contracts operated smoothly. Additionally, the River Club Fund had an excellent month, reporting a significant net operational gain of $4,251.36. We achieved this by keeping our spending $4,220.49 below budget through aggressive cost control in general building maintenance and landscape remediation.

Finally, our collection and delinquency metrics show excellent community compliance. Total outstanding assessments across all neighborhoods amount to just $8,076.04, which is very low for a community of our size. Demonstrating the promptness of our residents, nearly 70% of that balance is within the standard 0-to-30-day processing window. The small fraction of accounts past the 90-day mark has already been referred to our legal counsel. In conclusion, our cash accounts balance perfectly across our banking platforms, our reserves are consistently funded, and our overall community operations are under budget.

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 presented the summary report on the activities of the recent NCADC and MADC meetings.

Private Lawn Maintenance (PLM) Liaison – Mr. Jerry (J.D.) Stratton
Mr. Stratton 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 performing well at this time.

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. Mr. Natiello pointed out that the reports for this period had an adjustment made to accommodate for a duplication in reporting for Activities that were not fully closed out, mainly attributed to the recent Enhanced Sidewalk inspection.

Oak Tree & Neighbor to Neighbor Liaison – Quarterly Report – Mrs. Denise Gallo**
No report at this time.

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

The Grand Haven Community Development District (CDD) held its regular meeting on May 7, 2026

Leadership & Governance Updates
A main focus of the meeting was formalizing district management roles. The Board officially approved promoting Vanessa Stepniak to the new position of **Director of Operations**. Along with this structural change, the Board adopted **Resolution 2026-06 (Revised Procurement Policy)** to improve district efficiency. This update adjusts spending limits, giving the District Manager authority to approve budgeted contracts up to $30,000 (and up to $100,000 for Capital Improvement Plan items), while the Operations Supervisor can approve contracts up to $10,000.

The Flagler County Supervisor of Elections confirmed that Grand Haven currently has 2,862 registered voters. Seats 1, 3, and 5 on the CDD Board of Supervisors will be up for election in the 2026 General Election, with the candidate qualifying period open from June 8 through June 12, 2026. The current vacancy for **Seat #5** is scheduled to be filled by a Board appointment at the June 18th meeting, following a community-wide E-Blast outlining the application process.

Fiscal Year 2026–2027 Budget Proposal
The District Manager presented a balanced proposed budget for FY 27 totaling **$5,124,885**, representing a 6% increase in revenue. Due to rising costs associated with field operations and planned landscaping improvements, net general fund assessments are expected to increase by 7%. If approved, this will lead to an annual assessment increase of **$178.35 per unit**.

The Board will vote to set the "high-water mark" for these assessments at its upcoming rescheduled meeting on **May 28th** (originally scheduled for May 21st). A final public hearing and official approval of the budget and assessments will occur on August 20th.

Infrastructure, Capital Improvement, & Field Operations
The Capital Improvement Plan (CIP) tracker for the current FY 2025/2026 cycle shows a revised budget of $1,015,777, with $552,205 invoiced to date. Major completed projects include the Creekside trellis and the pergola reconstruction ($163,012).
Key upcoming and ongoing project updates include:

- **Road Resurfacing:** Contracts are being finalized for the community road resurfacing project approved in April. The Waterside Parkway resurfacing project has a budget of $248,385 and is scheduled to begin in June 2026.
- **Main Entrance Pedestrian Gate:** Operations successfully completed the in-house installation of the new pedestrian gate at the main entrance for under $2,000.
- **Mailbox Replacements:** The Pine Harbor mailbox replacement project is in its final stages.
- **Parcel K & Escalante:** District counsel is preparing an agreement concerning ongoing issues at Parcel K. Meanwhile, CDD Operations will start necessary paver repairs in the area that poses immediate liability concerns and will invoice Escalante once finished.

Community Amenities & Traffic Studies

Resident input at the start of the meeting heavily featured facility usage and safety concerns, which the Board addressed through several authorized studies:

- **Village Center Night Swimming:** To assess the feasibility of extending pool hours, the Board approved a minor electrical study with a cost not to exceed $10,000.
- **Traffic & Parking Study:** In response to local speeding issues and parking constraints, Mobility & Parking Services LLC (MAPS) submitted an $8,900 proposal to analyze traffic engineering on Marlin Drive. This study will specifically assess the feasibility of installing a four-way stop at the intersection of Marlin Drive, Sandpiper Court, and Waterside Parkway.
- **Amenity Management:** Amenity Manager John Lucansky reported that a survey is currently underway to track headcounts across various facilities. Every vote counts. To ensure your neighborhood receives the exact level of service you expect. We need your direct input. PLEASE COMPLETE THE SURVEY AND SEND IT IN. He also noted that relocating the bike racks at the Village Center has successfully reduced the problem of unauthorized bicycle riding in pedestrian zones.

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

Mr. Railsback reviewed the status of the Action Item(s) 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

Review of Frost Damage E-Blast – Timelines for Plant Re-Placement – Dr. Robert Jay Carlton/Mr. Jerry (J.D.) Stratton

Dr. Carlton presented and questioned the Board on the idea of extending the June 1st deadline for replacement of frost damaged plants due to inability to source new plants. The Board agreed to extend the deadline to July 1st to accommodate these unique circumstances. SSMG will send an E Blast to remind and update Grand haven Residents.

Inclusion of "Did You Know" Cartoons in Future Oak Tree Issues – Mr. Vic Natiello

Mr. Natiello presented a new publishing schedule for the "Did You Know" cartoon series which will appear in future editions of the Oak Tree Newsletter and on CDD bulletin boards. These are the same fourteen cartoons which have appeared since 2023, but the schedule has been revised to reflect CC&R compliance issues currently of high interest to the Board. The Board all agreed and approved Mr. Natiello's presented schedule.

PLM Survey – Discussion – Mr. Troy Railsback (SSMG)

Mr. Railsback presented the PLM Survey Letter and Survey Format previously used along with the feedback received and discussed to improve the PLM deliverable. There was significant Board discussion. The Board agreed to increase the Vote Options from 1 – 3 to 1 – 5 options, adding "Needs Improvement" as Option 2 and "Good" as Option 4. The PLM Survey will be updated and send out during the Month of June this year.

Resolution Regarding Vinyl/Glass Panels and Windows – Mrs. Denise Gallo/Dr. Robert Jay Carlton

Mrs. Gallo and Dr. Carlton presented a Resolution Prohibiting Vinyl/Glass Panels on Screen Enclosures as discussed/agreed to by the Board at their April 17, 2026 Board Meeting. There was Board discussion.

On Motion by Dr. Robert Jay Carlton, seconded by Mrs. Denise Gallo, and with all in favor, the Board Approved the Resolution Prohibiting the Installation of Vinyl or Glass Windows and Panels within Screen Enclosures.

New Business

Compliance Notification Process – Discussion – Mr. Troy Railsback (SSMG)

Mr. Railsback provided a version of the Compliance Letter series that has the picture of the alleged "Subject of Concern" or alleged Violation in the top right of the Letter page instead of a full page picture. This would streamline the production and sending of the letters and cataloging the picture(s) in the Owner Portal, along with sending only 1 page instead of 2 or more therefore result in a cost savings for Office Supplies. However, the correspondence mailed to owners would have a significantly smaller picture sent to them. There was significant and lengthy Board discussion regarding the benefits and drawbacks of trying this.

On Motion by Dr. Michael Tebbano, seconded by Mr. Vic Natiello, with Mrs. Denise Gallo, Mr. Vic Natiello, Mr. Jerry (J.D.) Stratton and Dr. Michael Tebbano in favor, and Dr. Robert Jay Carlton opposed, the Board Approved using the updated letter and picture format.

GHMA Horticulturist Recommendation – Dr. Robert Jay Carlton/Mr. Troy Railsback (SSMG)

Dr. Carlton presented the resume for an Arborist who would consult for the GHMA on projects such as the Crossings Palatka Street Tree replacement project, River Club relandscaping and/or tree project, and potentially reviewing New Construction Landscape plans. The Board discussed the resume and interview for Francena Davis.

On Motion by Dr. Michael Tebbano, seconded by Mrs. Denise Gallo, and with all in favor, the Board Approved moving forward with Francena Davis.

River Club – Selective Live Oak Tree Trimming – Mr. Troy Railsback (SSMG)

Mr. Railsback discussed 2 significant tree branches that were identified by a property owner overhanging and touching a River Club unit. Corey Enterprises and SSMG validated that the tree limbs should be trimmed back, and Mr. Railsback presented a quote to remove the limbs. There was discussion regarding budget for future needs similar to this throughout the River Club, which will be done during the upcoming Budget cycle.

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Vic Natiello, and with all in favor, the Board Approved having the tree limb(s) trimmed back and/or removed.

MADC Vacancy – Mrs. Denise Gallo

Mrs. Gallo communicated to the Board that 2 of the MADC Members have resigned so that they can care for ill family members. The Board confirmed the normal process for advertising the opening and reaching to the recent previous candidate. SSMG will facilitate the process.

Request for Accommodation – Dr. Robert Jay Carlton

Dr. Carlton presented to the Board a statement from the property owner who previously requested and accommodated an ancillary component of the previous request that was approved. It was discovered that the ancillary component existed subsequent to the original approved accommodation. This request will have the same provisions for removal once the resident no longer resides at the Property. There was brief Board discussion.

On Motion by Mr. Vic Natiello, seconded by Dr. Michael Tebbano, and with all in favor, the Board Approved the accommodation request.

Non-Compliance Issues Requiring Board Review

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

On Motion by Mrs. Denise Gallo, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 2.

On Motion by Mrs. Denise Gallo, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 3.

On Motion by Dr. Michael Tebbano, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 4.

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 # 5.

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 # 6.

On Motion by Mrs. Denise Gallo, seconded by, Dr. Michael Tebbano with all in favor, the Board Approved to levy a penalty of $50.00 on property # 7.

On Motion by Mrs. Denise Gallo, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 8.

On Motion by Dr. Robert Jay Carlton, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 9.

On Motion by Dr. Michael Tebbano, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 10.

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 # 11.

On Motion by Dr. Michael Tebbano, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $500.00 on property # 12.

On Motion by Mr. Vic Natiello, seconded by Mrs. Denise Gallo, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 13.

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 # 14.

On Motion by Dr. Michael Tebbano, seconded by Mr. Vic Natiello, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 15.

On Motion by Mr. Vic Natiello, seconded by Dr. Robert Jay Carlton, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 16.

On Motion by Mr. Vic Natiello, seconded by Dr. Robert Jay Carlton, with all in favor, the Board Approved to levy a penalty of $50.00 on property # 17.

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 4:26pm.