



**Community
Development District**

October 6, 2022

**Workshop Meeting
Agenda**



OFFICE OF THE DISTRICT MANAGER
250 International Parkway, Suite 208 • Lake Mary, Florida 32746
Phone: (321) 263-0132 • Toll-free: (877) 276-0889

September 29, 2022

ATTENDEES:

Meetings/Workshops are now held in person.

Residents may view via Zoom using the information below:

Link:

<https://vestapropertyservices.zoom.us/j/7055714830?pwd=dUFTN091cjVHZzluYUN0blEwUUUydz09>

Meeting ID: 7055714830

District Website: <https://www.grandhavencdd.org/>

Board of Supervisors
Grand Haven Community Development District

Dear Board Members:

The Board of Supervisors of the Grand Haven Community Development District will hold a Workshop Meeting on Thursday, October 6, 2022, at 9:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

I. Call to Order/ Roll Call

II. Pledge of Allegiance

III. Discussion Items

- A. Draft Rule Regarding Gate Limited Access – *Under Separate Cover*
- B. Update from Operations Manager Regarding Preparations for Hurricane Ian & Post Storm Actions & Damage Assessment
- C. Update on Resident Survey – Supervisor Polizzi
1. Reporting Needs – *To Be Distributed*
- D. Communication Needs: Follow-Up from 01-20-22 Regular Board Meeting & 09-02-22 Workshop
 1. Continued Review of Communication Matrix
 2. Continued Review of Prior Board Discussion & Supervisor Comments Sent to DM
 3. Discussion of Potential Website Additions

[Exhibit 1](#)

[Exhibit 2](#)

[Exhibit 3](#)

[Exhibit 4](#)



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IV. Next Meeting Quorum Check: October 20, 9:00 AM

John Polizzi	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Dr. Merrill Stass-Isern	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Kevin Foley	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Michael Flanagan	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Chip Howden	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO

V. Action Items Review

VI. Adjournment

Should you have any questions regarding the agenda, please email me at dmcinnes@dpfgmc.com.

Sincerely,

David McInnes

David McInnes
District
Manager

EXHIBIT 1

EXHIBIT 2

Considered to be the current state of GHCCD communications

Notes: Website is different from Amenity and MHOA and easily identifiable as such. Old Handbook out of date.

<u>Category</u>	<u>Frequency</u>	<u>Method</u>	<u>Comments</u>
<u>NEW RESIDENT INFORMATION</u>	1 time		
Registration		Paper	
Rules, Policies & Fees		Paper	New
Acknowledgments		Paper	
CDD vs MHOA		Paper	
Referrals to Web Site		Paper	
Internal and external contact lists		Community Infor. Guide	Stop - OUT OF DATE
Neighborhood map		Paper	Update after Town Houses Developed
<u>ANNOUNCEMENTS</u>			
Annual Meeting Schedule and Changes	Yearly	Newspaper	
Public Hearing Notices & RFPs	As Needed	Newspaper	
Meeting Notices and Agendas	Monthly	Eblast/Bulletin Board/Website	INC: <u>Ops Mgr Report & Project Tracker Minutes and Financials</u>
Facility Open, Close and Constuction	As needed	Eblast	Two held in 2022
Special "Town Hall" Meetings	As needed	Eblast /Bulletin Board	
EX: communications / Security / LTPlan			
Input for major Constuction	Early in planning		<i>New process to start per Board decision</i>
Regular Meeting - Post Report	Monthly	Eblast	INC: <u>Link to Agenda for Ops Mgr Rept & Project Tracker</u> <i>New process</i>
<u>STATIC INFORMATION</u>	Update as needed		
Legally Required Web Info		Website	
Tree Symposium		Website	New
Rules, Policies & Fees		Website	New

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Communications (continued)

STAFF RESPONSE TO ISSUES AND QUESTIONS

On occurrence voice, email, meeting

BOARD DISCUSSION & RESIDENT COMMENTS

Board Meetings

Reg. Monthly verbal

INDIVIDUAL BOARD RESPONSE TO QUESTIONS

On occurrence email, verbal

EXHIBIT 3

Resident suggestions from 1/20/2022 Meeting (Updated with Status):

- Open ticket system on website to communicate with District
 - District Counsel: Can be done with added verbiage
 - Campus Suite: Not something they offer; may be possible to add in conjunction with Celera. Still need to check with Celera.
- Community Mailbox
 - District Counsel: Can be done with added verbiage
- More information posted to website
 - Campus Suite: Short answer is yes; however, Board needs to be specific on exactly what additional information is to be posted and preferred appearance. Once that is done, current provider (Campus Suite) can provide cost and amend contract if needed. Examples of other CDD websites have been sent to Supervisors to begin process of specifying what is wanted on the website.
 - Several CDD websites sent to Supervisors to consider/discuss
- Answers provided for questions raised during public comments
 - General consensus of Board is this should be done. Exactly how it is to be done still needs to be determined.
- Some Board meetings held during evening hours
 - During 5/5/2022 workshop, Board members present unanimously voted against this idea.
- Consolidation of 3 mailing lists into one list
 - Due to concerns raised, this may not be practical
- Website improvements
 - See notes above with respect to more information posted to website
- Special notices of meetings where “high ticket items” would be discussed
 - E-Blast to residents

Supervisor suggestions from 1/20/2022 Meeting:

- Favor electronic communications over print communication
- Increased funding for website improvements

313 Howden stated that he was reluctant to set a deadline at this time, due to the present engineering
314 issues.

315 In response to a comment from Mr. Foley, Mr. Howden agreed that Mr. Kloptosky would not need
316 to come to the next Workshop Meeting to provide an update on these items and clarified that Mr.
317 Kloptosky could inform the Chair and District Manager of his time frame estimate.

318 F. District Manager: Howard "Mac" McGaffney/ David McInnes

319 This item was not discussed.

320 **FIFTH ORDER OF BUSINESS – Consent Agenda Items**

321 A. Exhibit 5: Consideration for Acceptance – The December 2021 Unaudited Financial Report

322 This item was not considered.

323 B. Exhibit 5: Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting
324 Held December 2, 2021

325 Dr. Merrill noted that Line 47 should read "improve communication with the CDD", not "improve
326 communication with residents."

327 Mr. Howden expressed that he believed a consensus was reached to have one written vendor review
328 per year and to receive recommendations from vendors. Mr. Foley indicated that he agreed with
329 Mr. Howden. Mr. McInnes requested confirmation that Mr. Howden would like Lines 446 through
330 448 amended to be verbatim. Mr. Howden confirmed that he would like for this to be done.

331 Mr. Foley inquired about the action items under the Eighth Order of Business and indicated that he
332 would like these items to receive a follow-up. Mr. McGaffney explained that the purpose of the
333 action items was to summarize actionable items that had been discussed during the meeting.

334 Mr. Foley asked when the Board would like to discuss the action items. Dr. Merrill indicated that
335 she had noticed several actionable items had not been included in the list of action items. She stated
336 that she would like to discuss the action item summary at the end of each meeting and suggested
337 following up on action items under the District Manager's report. Mr. Howden requested to further
338 discuss this matter under Supervisor Requests.

339 C. Exhibit 6: Consideration for Approval – The Minutes of the Board of Supervisors Workshop
340 Meeting Held December 9, 2021

341 On a MOTION by Dr. Merrill, SECONDED by Mr. Polizzi, WITH ALL IN FAVOR, the Board approved
342 the Minutes of the Board of Supervisors Regular Meeting Held on December 2, 2021, as amended, and
343 the Minutes of the Board of Supervisors Workshop Held on December 9, 2021, for the Grand Haven
344 Community Development District.

345 *(The Board recessed the meeting at 11:13 a.m. reconvened at 11:30 a.m.)*

346 **SIXTH ORDER OF BUSINESS – Business Items**

347 A. 11:30 a.m. to 1:00 p.m.: Time Specific Q&A with Residents on District Communications

348 Mr. Howden stated that the District Manager, Operations Manager, and Office Manager were no
349 longer present at the meeting but noted that the Operations and Office Managers may rejoin the
350 meeting. He requested to begin the Q&A with residents adhering to the 3-minute comment rule and
351 noted that discussion would occur after the comments.

352 Resident Julia Dolgin expressed that she had found it difficult to communicate with Southern
353 States, Mr. Kloptosky, and the CDD, noting that she had never received a return call or email. Mr.
354 Howden clarified that Southern States was the HOA and could not be addressed by the Board.

355 In response to a question from Mr. Howden, Ms. Dolgin stated that she had been trying to find out
356 who was responsible for a particular sidewalk. Mr. Howden explained that this would likely have
357 to involve District Counsel and would take time to get an answer. Mr. Kloptosky confirmed that he
358 was currenting waiting on a response from District Counsel on this matter.

359 Mr. Flanagan asked how Ms. Dolgin would prefer to receive a response. Ms. Dolgin indicated that
360 she would like to receive a response via email.

361 Mr. Foley suggested that residents be contacted with a time frame estimate if their questions are
362 not able to be answered immediately. Mr. Flanagan recommended that the Board clearly outline
363 the process of CDD communication.

364 Resident Donna McGevna recommended implementing an open ticket system on the website for
365 residents to communicate with the CDD. She noted that the website needed to be ADA compliant.

366 Ms. McGevna discussed an incident in which a former resident had been selling clickers to access
367 the community on Nextdoor and expressed security concerns. She stated that she had purchased
368 the clickers to prevent non-residents from obtaining the clickers and mentioned that the resident
369 had been selling the clickers due to a lack of rebate provided by the CDD office.

370 Mr. Howden explained that the clickers would not work, as they would need to be reactivated at
371 the office. Ms. McGevna suggested sending out an e-blast to remind residents that they are required
372 to turn in their clicker if they move. Mr. Flanagan recommended having a checklist for residents
373 leaving the community.

374 Ms. McGevna indicated that multiple residents felt that the Board meetings disrupted multiple
375 classes held in the Grand Haven Room, such as yoga and dance classes. Mr. Howden noted that
376 this Q&A was meant to specifically discuss District communications, not general public comments.
377 Ms. McGevna stated that residents were requesting for the Board meetings to be held at the
378 Creekside Center. Mr. Howden reiterated that these comments should be made during Audience
379 Comments.

380 Dr. Merrill asked what Ms. McGevna would recommend for residents to communicate their
381 opinions outside of meetings. Ms. McGevna recalled that she had suggested a community mailbox
382 but was told that a community mailbox would not work. Mr. Howden noted that he did not recall
383 telling Ms. McGevna that a community mailbox would not work.

384 Ms. McGevna suggested having the community mailbox on the website and for the Board to read
385 out submitted comments and questions during the first 10 minutes of each meeting. She expressed
386 disappointment in the current state of the District website and added that she would like for the
387 weekly e-blasts regarding community updates to return. Mr. Foley noted that he did not recall the
388 weekly e-blasts Ms. McGevna mentioned but noted that he felt this was a good suggestion.

389 Ms. McGevna expressed that she felt important information was hidden in long reports and
390 indicated that she would like to have bulleted summaries in addition to the full reports for residents
391 to review. Discussion regarding website improvements ensued.

392 Resident Lisa Mrakovcic commented positively on the Board's transparency and efforts to
393 communicate with residents. She indicated that she would like to have more information available
394 on the website, particularly expensive projects.

395 Dr. Merrill asked if residents would prefer for meetings to be more interactive or if they would
396 prefer to continue with the 3-minute comment format. Resident Kathleen Fuss noted that residents
397 tend to leave the meeting after Audience Comments and often did not have their concerns addressed
398 until the end of the meeting or at the next meeting. She requested for the Board to inform residents
399 that their question may not be answered that meeting and to let them know when they could expect
400 an answer.

- 401 Resident Dale Curran pointed out that many residents were unable to attend meetings, as they were
402 held during the day. She suggested scheduling some meetings in the evening so that more residents
403 would be able to attend and communicate their concerns.
- 404 Resident Pat Malak suggested consolidating the three mailing lists into a single mailing list to
405 ensure residents received all communications. Mr. Flanagan noted that this would need to be
406 discussed with District Counsel but indicated that he would be in favor of this idea.
- 407 Mr. Zelman indicated that he agreed the website should be used as a central point of
408 communication. He inquired about what resources were being put towards the website, who was in
409 charge of the website, and what the budget was for the website.
- 410 Mr. Polizzi noted that the current status of the budget was published in the meeting minutes. Mr.
411 Polizzi explained that the website was currently underfunded and indicated that website
412 improvements were a key part of the Board's strategic planning. He stated that the current operating
413 budget for the website was about \$1,500 per year. He mentioned that Palm Coast had improved
414 their website but that there had been controversy over the costs involved. He encouraged residents
415 to give their input on what they would like the website to feature.
- 416 Mr. Howden asked if the Board should focus largely on electronic communications over print
417 communications. Mr. Flanagan stated that he would like to focus on electronic communications but
418 added that he would like to get feedback from residents on this matter as well.
- 419 Mr. Howden requested Mr. Clark to follow up on sharing email addresses across the 3 organizations
420 for the mailing lists. Mr. Flanagan recommended that Mr. Clark look into having residents make
421 the decision to share their email with all 3 organizations, rather than having the District make the
422 decision to share the email addresses. Dr. Merrill suggested sending out a mass mailing to all
423 homeowners regarding the website and email mailing list.
- 424 Mr. McInnes stated that he had received 3 emails from residents who had been unable to attend the
425 meeting. He indicated that the first email had pertained to cell phone access at the gates. Mr.
426 McInnes explained that the residents in the second email commented on poor communication with
427 the CDD office. The residents acknowledged that they did eventually receive an update but that it
428 often took weeks. Mr. McInnes stated that the third email contained a request from residents to give
429 special notices for meetings that would discuss high-ticket or controversial items.
- 430 Mr. Howden asked how the Board would determine what was considered to be a controversial item.
431 Mr. Polizzi indicated that he felt all changes should be presumed by the Board to be controversial.
432 Mr. Howden noted that all items were already listed on the meeting agenda and report, and asked
433 that the Board consider how this could be done differently to better communicate with residents.
- 434 Ms. Malak recommended highlighting large-ticket items on the agenda. Mr. Foley suggested
435 making the agenda more descriptive to give residents more information on what was to be
436 discussed. Mr. Polizzi recommended that the Board include the date that an item was going to be
437 voted on, if the date was known. Mr. Flanagan suggested making the agenda a smart document that
438 would allow residents to click on an item to bring them to the related page. Mr. McInnes noted that
439 there would be a cost to this change, as this was not included for any other CDDs. He indicated that
440 he would get back to the Board with the price.
- 441 Mr. Howden noted that items that were going to be voted on would typically be under Business
442 Items. Discussion regarding the website ensued. Mr. McInnes explained that financial documents
443 were required to be kept on the website for 2 years by law. He additionally noted that there was a
444 cost per page for the agenda packet. Mr. Polizzi recognized the need to make the website a priority
445 and stressed the importance of resident input.
- 446 Ms. Gallo noted that the HOA would not be able to exchange information, such as putting a ticket,
447 from the HOA website to the CDD website in its current state. Mr. Flanagan noted that updates to

448 the CDD website would likely be more expensive than it would be for a corporation or the HOA,
449 as the CDD had strict guidelines and laws to follow. Ms. Gallo recommended sending out weekly
450 notices to better communicate with residents.

451 Mr. Howden acknowledged that more electronic communications were needed and stated that he
452 would like to have discuss the website and periodic communications at a Workshop Meeting. Dr.
453 Merrill indicated that she agreed with Mr. Howden but noted that she felt the Board needed to first
454 establish rules of engagement. Mr. McInnes suggested that the Board review other CDD websites
455 for ideas to use on the Grand Haven website. He mentioned that they would be able to view how
456 much other Districts paid for their particular website hosting by reviewing the financial documents
457 available on the websites.

458 Mr. Foley asked if the Board could include a link to a website containing the information requested
459 by residents to the main CDD website. Mr. Polizzi stated that he would like to build a working
460 committee around communications and expressed concerns that fragmenting the information
461 source would create logistic problems.

462 Mr. Foley asked Mr. Clark if the CDD website could be linked to the Vesta website. Mr. Clark
463 confirmed that links could be established but noted that having an interactive website may be
464 difficult due to public record requirements. He added that the email list change that had been
465 discussed earlier in the meeting would likely be able to be easily implemented.

466 Mr. Foley recommended having one-way communication on the website with information the
467 Board would like disseminated to the public.

468 Mr. Howden asked if the Board would like to include items required on the CDD website, such as
469 agendas and financial reports, on an amenity website. Mr. Polizzi indicated that felt the Board was
470 on the right track and needed to focus on continuing the planning process for the website.

471 Mr. Howden asked the other Supervisors to look at the District directory and send Mr. McInnes
472 and Mr. McGaffney their input on what they felt should be changed. Mr. Howden additionally
473 requested for the rest of the Board to make a list of website priority items to send to Mr. McInnes.
474 In response to a comment from Dr. Merrill, Mr. Howden asked that the Board compile a list of
475 what they would like to communicate with the residents as well.

476 Mr. McInnes requested for the Board to send in their comments by January 28. Mr. Polizzi asked
477 Mr. McInnes to provide the Board with a list of communication documents, including the frequency
478 that the communication was being sent out. Discussion regarding the timeline for the Board to send
479 Mr. McInnes their input and the level of detail they would like to have in their comments.

480 Mr. Howden stated that he would like the Board to give Mr. McInnis input on categories, timing,
481 and methods. Mr. Howden requested for Mr. McInnes to collect Mr. Kloptosky's input as well. He
482 noted that he there would not be time to discuss this at the February Workshop Meeting and asked
483 that the Board submit their comments to Mr. McInnes within the next 2 weeks.

484 Mr. Howden asked if it would be critical to go through the unaudited financial report. Mr. McInnes
485 confirmed that this would not be critical but noted that Exhibit 8 would be considered critical.

486 B. Discussion Resident Survey – Long Term Capital Plan (LTCP)

487 This item was not discussed.

488 C. Consideration of Setting a Date for Community Town Hall/Workshop

489 This item was not discussed.

490 D. Exhibit 8: Consideration & Adoption of **Resolution 2022-04**, Appointing Assistant Secretary

David C. McInnes

From: Merrill Stass-Isern MD <drmerrill@ghcdd.com>
Sent: Monday, February 21, 2022 9:46 AM
To: David C. McInnes
Subject: Communication

My thoughts on Website communication and other venue communication

1. Our Website does contain the meeting minutes. However I believe there should be a abridged copy with bullet points on all action items.
2. All items and exhibits need to be properly labeled on the agenda for upcoming meetings. Ex: for this upcoming meeting Exhibit 13 needs to be labled as "On going draft of Long term Capitol Plan"
3. We have a link to the Amenity website. We should include a link to the sign up genius.
4. Under documents - we need to post updated documents. The last entry was for July 2021, However if you look under meetings then scroll to Board archives you will find some Current Agendas and the Long term Capital plan. These documents need to recategorized in a user friendly manner
5. We should have a mailbox where residents can send messages
6. We need a link for residents to sign up for e- blasts from the CDD
7. The OM report which is part of the meetings Agenda should be posted under documents for easier retrieval for the residents. Or there should be a link called something like happenings around GH from the OM or it should be given its own separate category. I believe understanding the current happenings of Grand Haven is an important communication for the residents. Even a once a week update might be valuable.
8. Any blasts regarding closing, safety security etc should also be replicated on the Website
9. Under Contact us - update the info on the district Engineer
10. We need to continue to send out a meeting summary e blast and post it on the website as I stated above.
11. The DM needs to continue to send out blast about security, safety or any issues that impact the lives of the residents. This should also be included on the website.

So far my ideas, more coming

MSI

Grand Haven CDD Initial Communications Priorities

Prepared by Supervisor Polizzi

- Agenda “smartening” – elaborating on Resident impacting issues, providing descriptions including potential financial impact or budgeted costs on topics up for discussion, staff reports, or voting.
- Oak Tree information broadening – working with the GHMA to include more Resident impacting CDD subjects in the quarterly newsletter. This could relate to Capital or maintenance Projects, actions recently taken, staff profiles, awareness items, etc. It will require additional support from the Board.
- Field Operations – provide a Service Level for responses to Residents requests and issues. Formalize the closure of requests with possibly an email or a call to residents when Field Operations closes a Resident request, (whether resolved, deferred, or closed without further action).
- Community Mailbox (email) – owned by the Board until a determination of resource needs is completed. Discuss with Amenity Team their capabilities for request tracking but in the interim, we may want to try and make due with a dedicated Mailbox’s Inbox, Completed Folder, etc.
- Regular Meeting schedule – move the Regular Meeting to late afternoon to accommodate working residents. The Workshop would remain on the same schedule.
- Resident Mailing Lists consolidation over time – starting with the Amenities and CDD lists. Layout an action plan to merge the lists and rationalize them. The effort could eventually include the GHMA and Oak Tree lists. We may be able to leverage capabilities thru the Amenity’s Team Constant Contact toolset to effect this change, even if there is a charge.

Grand Haven CDD Initial Communications Priorities

Prepared by Supervisor Polizzi

- **Website Strategy and Development Plan – part of the 10 Year Plan – leveraging a consulting company in site design along with Resident input, Vesta capability leveraging as appropriate, and other resources to complete an assessment, design direction, and preliminary deployment strategy.**
- **District Communications Strategy – part of the 10 Year Plan – can be incorporated or overlay the Website Strategy. It may be a better starting point to set a comprehensive District Communications direction.**

EXHIBIT 4

David C. McInnes

From: David C. McInnes
Sent: Tuesday, September 27, 2022 7:15 AM
To: Grand Haven CDD--Chip Howden ; Grand Haven CDD--Dr. Merrill Stass-Isern ; Grand Haven CDD--John Polizzi; Grand Haven CDD--Kevin Foley; Grand Haven CDD--Michael Flanagan
Cc: Grand Haven CDD--Barry Kloptosky; Grand Haven CDD--Vanessa Stepniak
Subject: Grand Haven CDD--Follow Up from 9/1/2022 Workshop

Hello Supervisors:

As a follow up to the 9/1/2022 workshop, I contacted the District's current website hosting company (Campus Suite) to discuss general changes to the GHCCD website. Per my discussions, here is a summary:

- Minor changes to website content (e.g. adding specific tabs for documents such as "Minutes of Previous Meeting" or "Documents from Special Presentations") can be added without any change in current contract or pricing.
- Complete redo of website can be done without a change in current contract but there would be a one-time fee for the work is likely. Cost will depend on content changes.
- Campus Suite does not provide an "open ticket" option, but if a third party can provide software, it may be possible to integrated onto webpage.

Additionally at the workshop, there was discussion about reviewing other District websites in an effort to see what items of interest may want to be considered to be added to the Grand Haven's website. Supervisor Flanagan was kind enough to assist in looking at some websites (thank you, Supervisor Flanagan). Below are his findings. I do not believe any of these Districts are clients of Campus Suite:

<https://www.districtgov.org/>

<https://www.southdadecdd.com/#about>

<https://remingtoncdd.com/#menu-home>

<https://esplanadelakeclubcdd.org/index.php>

<https://habitatcdd.com/>

<https://www.cfmccdd.org/>

<https://www.mysouthwoodcdd.com/>

<https://www.pelicanlandingcdds.net/>

While Supervisor Flanagan did his research, I also spoke with Campus Suite about current clients that have websites which contain more information that Grand Haven's website. Here are some of their clients that you may wish to review:

<https://www.wildernesslakecdd.org/>

<https://www.arlingtonridgecdd.org/>

<https://www.universityplacecdd.org/>

DPFG does have a second website hosting company for two of our clients. Here is a sample of that vendor's work: <https://stonebriercdd.org/>. An additional example of this vendor's work (not a DPFM client) can be found here: <https://villagesofwestportcdd.com/>.

I hope this gives you a "flavor" of some options as you decide what changes you may want to make to the Grand Haven CDD website.

Sincerely,

David C. McInnes
District Manager

DPFG Management & Consulting LLC
250 International Parkway, Suite 208
Lake Mary, FL 32746
Office Phone: 321-263-0132 ext. 193

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www.VestaPropertyServices.com

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