



Advanced Meeting Package

Regular Meeting

*Thursday
November 6, 2025
9:00 a.m.*

*Location:
Grand Haven Room
Grand Haven Village Center
2001 Waterside Pkwy,
Palm Coast, FL 32137*

*Note: The Advanced Meeting Package is a working document and thus all materials are considered **DRAFTS** prior to presentation and Board acceptance, approval, or adoption.*

Grand Haven Community Development District

250 International Parkway, Suite 208
Lake Mary, FL 32746
321-263-0132

Board of Supervisors
Grand Haven Community Development District

Dear Board Members:

The Regular Meeting of the Board of Supervisors of the Grand Haven Community Development District is scheduled for **Thursday, November 6, 2025, at 9:00 a.m.** at the **Grand Haven Room**, at the **Grand Haven Village Center**, located at **2001 Waterside Parkway, Palm Coast, Florida 32137**.

An advanced copy of the agenda for the meeting is attached along with associated documentation for your review and consideration. Any additional support material will be distributed at the meeting.

Should you have any questions regarding the agenda, please contact me at (321) 263-0132 X-193 or dmcinnes@vestapropertyservices.com . We look forward to seeing you at the meeting.

Sincerely,

David McInnes

David McInnes
District Manager



Community Development District

Meeting Date:	Thursday, November 6, 2025	Ways to Follow Meeting:	Zoom – Listen Only
Time:	9:00 AM	Call-in Number:	+1 (929) 205-6099
Location:	Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137	Meeting ID:	705 571 4830#
		Zoom Link:	Zoom Link

Agenda

- I. Call to Order/ Roll Call**
- II. Pledge of Allegiance**
- III. Audience Comments** – *(limited to 3 minutes per individual for agenda and non-agenda items)*
- IV. Presentation of Proof of Publication(s)**
- V. Staff Reports**
 - A. District Engineer: David Sowell
 - B. Amenity Manager: John Lucansky
 - C. Operations Manager: Barry Kloptosky
 - 1. Presentation of Capital Project Plan Tracker
 - 2. Monthly Report
 - D. District Counsel: Scott Clark – *To Be Distributed*
 - E. District Manager: David McInnes
 - 1. Meeting Matrix
 - 2. Action Item Report
 - 3. Proposed FY 2026 Workshop Dates

[Exhibit 1](#)
[Pg. 6](#)

[Exhibit 2](#)
[Pgs. 8-10](#)

[Exhibit 3](#)
[Pgs. 12-13](#)
[Exhibit 4](#)
[Pgs. 15-16](#)
[Exhibit 5](#)

[Exhibit 6](#)
[Pgs. 19-22](#)
[Exhibit 7](#)
[Pgs. 24-28](#)
[Exhibit 8](#)
[Pg. 30](#)

VI. Consent Agenda Items

- A. Consideration for Approval – The Minutes of the Board of Supervisors Workshop Meeting Held September 4, 2025 [Exhibit 9](#)
[Pgs. 32-36](#)
- B. Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting Held October 16, 2025 – *To Be Distributed* [Exhibit 10](#)

VII. Business Items

- A. Consideration of Amenity Management RFP [Exhibit 11](#)
[Pgs. 39-149](#)
- B. Consideration of Amenity Management Contract Amendment – *To Be Distributed* [Exhibit 12](#)

VIII. Discussion Topics

- A. 10-Yr. Plan Updates – District Manager
- B. Parking Recommendations – District Staff & Amenity Manager
- C. Update on Escalante Discussions – Dr. Merrill
- D. City of Palm Coast E-Bike Regulation Ordinance – Dr. Merrill [Exhibit 13](#)
[Pgs. 152-154](#)
- E. Updated Capital Project Tracker – Supervisor Chism – *To Be Distributed* [Exhibit 14](#)
- F. Pending Supervisor Led Projects

IX. Supervisors' Requests

X. Action Items Summary

XI. Meeting Matrix Summary

XII. Off-Site Tour: Tour of Tract K to Gain a Better Understanding of Property Line Issues* [Exhibit 15](#)
[Pg. 157](#)

XIII. Adjournment

*During this portion of the agenda, Supervisors will travel to Tract K (adjacent to the golf course clubhouse) to review property conditions there. Additional conversation and interaction between Supervisors will occur at that location and is part of the noticed meeting.

EXHIBIT 1

**GRAND HAVEN COMMUNITY
DEVELOPMENT DISTRICT
NOTICE OF BOARD OF
SUPERVISORS REGULAR
MEETING**

Notice is hereby given that a regular meeting of the Board of Supervisors of the Grand Haven Community Development District (the “**District**”) will be held on Thursday, November 6, 2025, at 9:00 a.m. at the Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137. The purpose of the meeting is to discuss any topics presented to the board for consideration.

Copies of the agenda may be obtained from the District Manager, Vesta District Services, 250 International Parkway, Suite 208, Lake Mary, Florida 32746, Telephone (321) 263-0132, Ext. 193.

The meeting is open to the public and will be conducted in accordance with the provisions of Florida law for community development districts. The meeting may be continued in progress without additional notice to a date, time, and place to be specified on the record at the meeting. There may be occasions when Staff and/or Supervisors may participate by speaker telephone.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in the meeting is asked to advise the District Manager’s office at least forty-eight (48) hours before the meeting by contacting the District Manager at (321) 263-0132, Ext. 193. If you are hearing or speech impaired, please contact the Florida Relay Service at 711, for assistance in contacting the District Manager’s office.

A person who decides to appeal any decision made at the meeting, with respect to any matter considered at the meeting, is advised that a record of the proceedings is needed and that accordingly, the person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which the appeal is to be based.

Grand Haven

Community Development District

David McInnes, District Manager

(321) 263-0132, Ext. 193

Oct. 30

25-00408F

EXHIBIT 2



Monthly Amenity Update

Date of report 10-29-2025

Submitted by: John Lucansky

Café:

- Novembers nightly specials
 - Veterans' dinner special discount
 - Thanksgiving night scheduled for the 13th
 - Wine tastings scheduled for the 17th and 24th
 - White and red wines on separate nights
- Trivia, Bingo, and Prime Rib nights continue to be very well attended

Amenities:

- Pickleball on clay day is scheduled for Nov. 8th and 9th 11:00-2:00
- Pool volleyball is held on the first and third Monday of each month.
 - Times slots will be divided by levels of play
 - Ex: 5-6pm family play, 6-7pm couples play, and 7-8pm advanced play
 - All residents are welcome to attend

Events:

- Community tennis dinner to be held on Thursday 30th
- Bingo was held Oct. 28 with 97 residents attending. 100 max capacity
- Line and ballroom dancing continues to be very popular
 - Each offered once a month

- Karaoke scheduled for Saturday 15th
- *Midnight at the Masquerade Night* scheduled for Nov. 8th
5:00-8:00pm
 - Limited to 80 residents. 70 signed up as of now
 - A fully immersive dinner show
- Trunk or Treat scheduled for Halloween evening for 4-7pm
in south parking lot
 - 8 of 24 spots have been reserved
 - Mr. Softy ice cream will be at the Village Center round
about and face painting available for the children
 - Update will be given at meeting

Tiki Hut

- Tiki hut will remain open on Sundays, 11am-7pm
 - Weather permitting

Tennis Courts:

- Clay will be added to courts as needed
 - Courts 1, and 2 completed
 - Other courts will be prioritized by clay need
- New nets were installed on courts 5 & 6.
- Some windscreens are showing tearing and dry rot and will
need replaced soon

Bocce:

- Bocce-Fall league started September 3rd
 - Over 170 signed up as of now, 14 teams
 - Play is held on Wednesdays and Thursdays 3-8pm

Amenities quality checks and reporting:

- We continue to monitor and check all amenities.
- We use QR codes so the facilitators must physically go to the amenities (restrooms, tennis courts, etc...) scan the code and enter all required information. Below are some examples of the reports.
- The facilitators also have a QR code for any issues/repairs that need to be reported to the CDD office-I checked these daily and forward them to CDD office staff. ***This ensures no delays in reporting and repairs.***

EXHIBIT 3

GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
FY2025/2026 CAPITAL IMPROVEMENT PLAN PROJECT TRACKER
10/29/2025

Line	Description	Budgeted Cost	Variance (+/-)	Invoiced Amount	Final Cost	Comments/Notes	Completed
1	Gate & Gate Operator - Replacement	\$13,401					
2	Concrete Curb and Gutter Replacement	\$60,000		\$3,741		In progress by CDD staff	
3	Concrete Replacement	\$20,000		\$916		In progress by CDD staff	
4	Repairs Prior to Roadwork	\$75,000					
5	Firewise Projects	\$57,758		\$9,600		In progress under the direction of the District Horticulturist	
6	Road Repairs	\$33,502					
7	Camera and DVR Replacement	\$12,061					
8	Storm Water Pipe Repairs & Replacements	\$200,000					
9	Pond Bank Erosion Issues	\$39,344					
10	Tiki Hut Furniture	\$5,500				Evaluating options and requesting quotes from vendors	
11	Drinking Fountain, Outdoor - Clubhouse ((CAC))	\$1,801				Contacted prior vendor for updated quote	
12	Irrigation Pump/Motor, 50 Hp	\$56,861					
13	Lake Aerator (Annual)	\$40,228					
14	Landscape Enhancements-Annual Reinvestment	\$59,703					
15	Monument and Mailbox Replacements	\$25,000					
16	Trellis, PT Wood - Clubhouse (CAC)	\$10,775					
17	Street Signs and Poles, Replacement	\$10,000				Replacement list being drafted by CDD field staff	
18	Shelter Fabric, Recover - (VC) Tennis Court	\$1,493					
19	Roadway	\$145,600					
20	Pavers, Interlocking - Front St Esplanade Entrances (3 t	\$60,001					
21	Meter/Breaker Box Repair & Replacement	\$23,000					
22	Tree Removal	\$84,000					
23	Pergola Reconstruction		\$171,592	\$17,159		Contractor proceeding with engineering and design phase	
24	Callboxes					North, South, & Crossings gates complete. Wild Oaks scheduled for 11/4/25.	
25	Curb/Gutter Replacement (Cline)					Estimated completion date 11/10/25	
26							
27	Totals:	\$1,035,027	\$171,592	\$31,417	\$0		

CDD

Project Status Report

Line	Capital / O&M	Project Title	Budget Amt	Contr Date	Sched Start Date	Act Start Date	Sched Comp Date	Cur % Comp	Amt Paid to Date	Act Com Date	Act Final Cost	Budget Var	Expl of Var
1	C	Curb Repairs Prior to Roadwork	\$75,000										
2	C	Stormwater Pipe Repairs & Replacements	\$200,000										
3	C	Pond Bank Erosion Issues	\$39,344										
4	C	Irrigation Pump/Motor	\$56,861										
5	C	Lake Aerator (Annual)	\$40,228										
6	C	Refurbishment Allowance - Monument and Mailbox	\$25,000										
7	C	Road Paving	\$145,600										
8	C	Pavers, Interlocking - Front Street Esplanade Entrances	\$60,001										
9	C	Tree Removal	\$84,000										
10	O&M	Pergola Reconstruction	\$171,592	8/20/25					\$17,159				
11	C	Meter/Breaker Box Replacement	\$23,000										
12													

EXHIBIT 4



Operations Manager's Report – For the Thursday November 6th, 2025, Board Meeting

(This Report Was Submitted for The Agenda On 10/29/2025)

○ **VILLAGE CENTER PERGOLA**

- The pergola contract has been executed.
- The deposit has been invoiced and paid.
- The contractor has started the design phase of the project.
- The contractor has provided a preliminary draft of the pergola design, and the Board has approved the preliminary draft.
- The contractor has been notified of the draft approval and is proceeding with the engineering and design phase of the projects.

○ **ALTERNATE EXIT IN WILD OAKS FOR EMERGENCY PURPOSES**

- The Board approved surveying two areas along the ponds near the entrance of Wild Oaks.
- Surveys have been completed.
- Florida Forestry Service was onsite 10/13/2025 and did an evaluation. We are waiting for a final report from them.

○ **CURB/GUTTER REPAIR**

- The proposal for the next round of repairs was approved by the Board at the September Regular Meeting.
- The contract has been fully executed, and the work began on DATE.

Barry Kloptosky • Operations Manager
Grand Haven CDD
2 N. Village Pkwy
Palm Coast FL. 32137
P: 386-447-1888 • F: 386-447-1131

○ **CALLBOX REPLACEMENT**

- The new kiosk installations have been completed at the North Gate, South Gate, and Crossings Gate.
- The kiosk installation at the Wild Oaks Gate was postponed because unanticipated challenges at the other gate locations required more time than expected.
- The contractor's schedule did not allow sufficient availability to complete the Wild Oaks installation to CDD standards.
- We asked them to return when they could dedicate the appropriate time to the project and they are scheduled to be onsite to complete the Wild Oaks kiosk installation on Tuesday, November 4th, 2025 (weather permitting).

• **CAFÉ SOUND REDUCTION**

- Sound absorption wall panels have been installed, and resident feedback has been positive regarding the reduction of the sound level.
- To help further reduce the sound level, additional sound absorption wall panels have been installed on the east wall in the café.

EXHIBIT 5

EXHIBIT 6

GRAND HAVEN MEETING AGENDA MATRIX

<i>December, 2025</i>			
	<i>Regular Meeting: 12/4</i>	<i>Staff Reports</i> 1. District Engineer 2. District Counsel 3. District Manager <i>Consent Agenda Items</i> 1. Meeting Minutes 1a. 11/6/2025 Regular Meeting 2. Unaudited Financials October 2025 3. Unaudited Financials November 2025 <i>Business Items</i> <i>Discussions</i> 1. 10 Year Plan Updates—District Manager 2. District Management Structure—Dr. Merrill 3. Pending Supervisor Led Projects	

GRAND HAVEN MEETING AGENDA MATRIX

<i>January, 2026</i>			
	<i>Regular Meeting: 1/15</i>	<i>Staff Reports</i> 1. District Engineer 2. District Counsel 3. District Manager <i>Consent Agenda Items</i> 1. Meeting Minutes 1a. 12/4/2025 Regular Meeting 2. Unaudited Financials December 2025 <i>Business Items</i> <i>Discussions</i> 1. 10 Year Plan Updates 2. Pending Supervisor Led Projects	

GRAND HAVEN MEETING AGENDA MATRIX

Unscheduled Items		<i>Future Workshop Issues:</i> • Budget Reduction Suggestion by Residents • Presentation by Amenity Manager on Future Amenity Ideas • Framework for Sports Professional • Bullet Point Guidelines for Residents to Follow Regarding Pond Bank Matters • Ability to do Word Search for Certain Documents (Minutes and Resolutions) <i>Future Meeting Issues:</i> • 10-Year Plan Presentation to Residents • MBS Capital Markets LLC (Bond Underwriter)	• John Lucansky to provide suggested framework • 9/19/2024 Meeting: Louise to research and provide guidelines (bullet point fashion) • Vanessa and David to work on this together—will involve Celera

GRAND HAVEN MEETING AGENDA MATRIX

SUBJECT	NOTES
Communications (FY 23-FY 24 Goal)	Ten year plan presentation—on Hold
Safety and Security (FY 23-FY 24 Goal)	Plan for more perimeter fencing: Flagler County seeking funding alternatives. 10/5/2023 workshop added the matter of sound barrier walls; 1/4/2024 workshop: Barry provided rough estimate: 6/6 workshop update from Supervisor Crouch. County to repair fencing along Colbert Lane
Café' Renovations (FY 23-FY 24 Goal)	Completed
Vesta's Participation in Café (FY 23-FY 24 Goal)	Underway--RFP
Parking Lot (FY 23-FY 24 Goal)	3/20/2025: Board voted to end project
What to do with Parcel K (FY 23-FY 24 Goal)	Ongoing
Parcel next to Golf Course (Easement) (FY 23-FY 24 Goal)	Completed (contract with Escalante)
Banking Oversight (FY 23-FY 24 Goal)	Ongoing
Oak Tree Management (FY 23-FY 24 Goal)	Ongoing
Dog Park (FY 23-FY 24 Goal)	Minimal upgrades: (10/19/2023 Meeting). Done; 3/20/2025: Survey approved to be done--Pending
Review/revise employee benefit program (FY 25-FY 26 Goal)	Underway--Goal is to have work done in 5/25 or 6/25
Reserve Study (FY 25-FY 26 Goal)	Done
Pond and Tree Programs (FY 25-FY 26 Goal)	Underway
CDD Managerial Staff (recommendations from DM, OS and OM) (FY 25-FY 26 Goal)	
Barrier System for Feral Hogs (establish a FFG) (FY 25-FY 26 Goal)	Underway (FFG)
Landscaping company for all of Grand Haven (discuss with Louise) (FY 25-FY 26 Goal)	
Analysis of Grand Haven (Supervisor Foley) (FY 25-FY 26 Goal)	3/6/2025: Board decided to pause this matter
Emergency Exit for Wild Oaks (FY 25-FY 26 Goal)	Underway

EXHIBIT 7

Date of Action Item	Action Item	Status
	DISTRICT MANGER SECTION	
7/17/2025	Email check register to the Board each month	8/14: sent
8/21/2025	DM, OM, OS and Howard McGaffney to provide recommended guidelines for items listed in CRF which should be listed in O&M	Underway
10/16/2025	Send Board invoices of any amount paid to date for pergola replacement	Done
10/16/2025	Check with insurance company regarding electrical connections for pergola	10/17: Email to Judd Hart
10/16/2025	Send workshop dates (quarterly dates) to Board	Done
10/16/2025	Post Initial Tree Group Report to website	Done
XXXXXXXXXXXX XXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXX XXXXXX
	OPERATIONS MANAGER/OPERATIONS SUPERVISOR SECTION	
2/1/2024	OM to obtain proposal for surveying boundary for all of Grand Haven	Paused
4/18/2024	OM to review operational performance of stormwater structures	Underway
6/20/2024	OM to provide Board with feedback from employees on current benefits	Underway

7/18/2024	OS to visit 2 other CDDs each year to see how they operate and to speak with their staff regarding matters of interest	
7/18/2024	OM and OS review information provided by Grand Haven resident at a recent meeting regarding how the community of Celebration deals with minimizing potential sidewalk and roadway damage from Oak Trees	
9/5/2024	OS--Louise to contact IFAS to see if new treatment is available for duckweed (memo back to Board on findings)	
9/19/2024	OS--Louise to research and provide guidelines (bullet point fashion) for residents to follow around ponds. These will be discussed in a future workshop before being disseminated to residents	
9/30/2024	OM to establish replacement process for District Assets	
9/30/2024	OM/OS to place signage on bathroom doors stating "Resident Use Only"	Underway
11/7/2024	OS to provide suggestions to limit golf course users from accessing and using District amenities	
11/7/2024	OM to check outfalls in specific Wild Oaks area to see if pipe blockage exists	
1/16/2025	OM/OS to obtain from Louise plans of what to do with Dog Park	Underway
2/20/2025	Louise to start to prioritize what Oak Trees need to be removed	Underway

4/17/2025	OM to proceed with obtaining a proposal for emergency exit in Wild Oak	
4/17/2025	OM to check on stop sign at Waterside and Marlin	
7/17/2025	OM to transfer road signage to Waterside Parkway (for Waterside/Sandpiper/Marlin intersection	
8/21/2025	OM to call sound reduction expert regarding noise abatement possibilities for Waterside Café	
8/21/2025	OM, OS, DM and Howard McGaffney to provide recommended guidelines for items listed in CRF which should be listed in O&M	Done
9/18/2025	OS (Louise) to obtain estimates for dog park improvements from VerdeGo	Underway
10/16/2025	OM/OS: Provide recommendations for signage and communication on ponds allowing fishing/no fishing (for 11/6 meeting)	
10/16/2025	OM/OS/Amenity Mgr.: Provide recommendations to address the parking issues recently seen (for 11/6 meeting)	
10/16/2025	OM/OS: Ask Pratt Guy how long City of Palm Coast estimates permitting review will take	
10/16/2025	OS: Send E-Blast in May, 2026 regarding qualifying for Board seat during June qualifying period with Supervisor of Elections	

10/16/2025	OM: Check drainage pipe at entry of Wild Oaks (right side) to make sure it is functioning correctly	
10/16/2025	OS: Check internet connection at Village Center	
XXXXXXXXXXXX XXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXX XXXXXX
	DISTRICT ENGINEER SECTION	
XXXXXXXXXXXX XXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXX XXXXXX
	BOARD SECTION	
3/21/2024	Dr. Merrill (in conjunction with DC when needed) to see about future plans for Escalante	Underway
9/18/2025	Supervisor Chism to provide new format for capital tracker for Board consideration	
10/16/2025	Supervisor Chism: Meet with District Staff on new project tracker	
10/16/2025	Supervisor Foley: Investigate the Transition Fee issue more fully	
XXXXXXXXXXXX XXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXX XXXXXX
	DISTRICT COUNSEL SECTION	
1/19/2023	DC to work with City of Palm Coast to determine current storm clean up protocol and to provide a new MOU if possible	Underway
4/18/2024	DC to review agreements with Escalante versus current operational processes	Underway
8/1/2024	DC to write a letter to Escalante regarding the District's desire that they	On hold

	enhance their pond banks maintenance by abiding by Best Management Practices and to list in the letter examples that Louise is to provide of things she has done (and costs incurred) due to the lack of following BMPs.	

EXHIBIT 8

Dates Approved for FY 26 Regular Board Meetings:

- October 16, 2025
- November 6, 2025
- December 4, 2025
- January 15, 2026
- February 19, 2026
- March 19, 2026
- April 16, 2026
- May 22, 2026
- June 18, 2026
- July 16, 2026

Dates Approved for FY 26 Workshops:

- February 5, 2026
- March 5, 2026
- May 7, 2026
- June 4, 2026
- August 6, 2026
- September 3, 2026

Revised Dates Proposed for FY Workshops:

- February 5, 2026
- May 7, 2026
- June 4, 2026
- September 3, 2026

EXHIBIT 9

1 **MINUTES OF MEETING**

2 **GRAND HAVEN**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Workshop Meeting of the Board of Supervisors of the Grand Haven Community Development
5 District was held on Thursday, September 4, 2025 at 9:08 a.m. at the Grand Haven Room, in the Grand
6 Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

7 **FIRST ORDER OF BUSINESS – Call to Order/Roll Call**

8 Mr. McInnes called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

10 Dr. Merrill Stass-Isern	Board Supervisor, Chairwoman
11 Nancy Crouch	Board Supervisor, Vice Chairwoman
12 Kevin Foley	Board Supervisor, Assistant Secretary
13 John Chism	Board Supervisor, Assistant Secretary
14 Steve Brazen	Board Supervisor, Assistant Secretary

15 Also present were:

16 David McInnes	District Manager, Vesta District Services
17 Jay King	President, Vesta Property Services
18 Jason Davidson	Regional General Manager, Vesta Property Services
19 Barry Kloptosky	Operations Manager
20 Vanessa Stepniak	Operations Supervisor
21 John Lucansky	Amenity Manager
22 Louise Leister	District Horticulturist
23 Bill Delaney	Resident
24 Dr. Steve Davidson	Resident

25
26 *The following is a summary of the discussions and actions taken at the September 4, 2025 Grand Haven*
27 *CDD Board of Supervisors Workshop Meeting.*

28 **SECOND ORDER OF BUSINESS – Pledge of Allegiance**

29 The Pledge of Allegiance was recited.

30 **THIRD ORDER OF BUSINESS – Audience Comments – (limited up to 3 minutes per individual for**
31 **agenda items)**

32 Mr. Delaney gave comments regarding Wild Oaks evacuation planning, the feasibility of a
33 secondary exit, and first responders' critical role in emergencies. At the Board's request, Dr.
34 Davidson provided an overview of his time leading a project to construct a secondary exit out of
35 The Crossings as part of the Community Emergency Response Team, as well as more recent
36 discussions with the wildfire mitigation specialist to look at Wild Oaks and the need for input from
37 the Forest Service. Mr. Kloptosky additionally provided information on the District Engineer's
38 plans with preparing a review of completed surveys and determining the feasibility of the exits.
39 The Board additionally discussed structuring the project to include road resurfacing in a broader
40 scope or longer timeframe, noting some staff observations that larger projects could generate more
41 bid interest.

42 **FOURTH ORDER OF BUSINESS – Exhibit 1: Presentation of Proof of Publication(s)**

43
44

FIFTH ORDER OF BUSINESS – Presentations

A. Exhibit 2: Raised Sidewalks Caused by Oak Trees Plan – Louise Leister

Ms. Leister presented a slideshow with information sourced from Advanced Tree Care Inc., regarding options for addressing the tree roots under sidewalks. Ms. Leister highlighted types of damage caused by growing roots, and noted that methods of addressing lifted sidewalk slabs from tree root flares included:

- shaving down the slab, which tended to be relatively inexpensive but could only be done to a slab a certain number of times
- laying down asphalt to level the sidewalk from one slab to the next to even out the trip hazard, though this was a less aesthetically pleasing approach
- a process called “slab jacking” which involved injecting concrete under an adjacent slab to match the level, though this did not address the growing root flare and was a somewhat uncommon method
- rebuilding the sidewalk to meander around the problem root plate area, which could only be done if there was sufficient space to do so; Ms. Leister noted that the recommended leeway was three times the diameter of the nearby tree
- excavating underneath the offending roots to lower them and allow for space for roots to expand downward, which had strong success rates particularly for older historic trees but required specialized equipment such as air spades and tended to be expensive
- bridging over the roots, which would likely create a rise in the sidewalk above the roots and may have ADA concerns
- placing sidewalk over a geo grid mesh base or gravel, which was based on recent research on root growth interactions with gravel but may cause the sidewalk to be higher than the original slab heights
- installing root barriers, which Ms. Leister commented that she personally had not seen much success with
- root inhibitor spray treatment which Ms. Leister suggested only generally worked for young trees and had less effect as trees mature and roots continue to grow
- crown pruning, which is a highly expensive reduction in the tree crown by a certified arborist to slow down growth of the root system of young trees, but did not solve for existing root and sidewalk issues

Dr. Merrill noted that the slideshow would be posted on the CDD website following the meeting. Dr. Merrill recommended that the work group on Oak Trees consider reforestation as an approach, where another tree was planted for every tree removed within CDD property, and a replacement tree would be offered for a different location to the homeowner. The Board expressed support for the reforestation recommendation, and Ms. Leister provided input on diverse tree species that could be established in the CDD’s natural areas. Ms. Leister indicated that it was important to frame the tree management initiative around improving the Grand Haven community and the environment, rather than simple tree removal. Additional discussion ensued regarding tree maintenance practices and preserving the tree canopies that were an aesthetic signature and viewed positively by members of the community.

SIXTH ORDER OF BUSINESS – Discussion Topics

A. Employee Compensation & Bonus Structure

Dr. Merrill noted that the Fact-Finding Group had drawn from various local governments and the benefits that they offered to employees, and presented a new employee performance review format that they had developed. Dr. Merrill noted an emphasis on merit-based evaluations in the questions provided, and that the group had not made a recommendation on the specific increase in salary. Mr. McInnes added that providing recommendations was outside of the scope of what a Fact-Finding Group was permitted to do, and that any recommendations at this point in the agenda were from Dr. Merrill and based on information provided by the group.

Dr. Merrill also noted PTO structures at four other organizations and outlined patterns that the group had noticed, including shorter windows before employees could begin accruing time off. Dr. Merrill recommended for Grand Haven to allow for carryover of unused PTO across years, up to a maximum of 3 days, and for the total amount of PTO that could be saved to be set to a 25 day limit.

Mr. Chism commented on the personnel annual performance review structure, observing that under the Operations Management's purview, all employees had received 100% evaluations resulting in maximum raises and bonuses, which he believed to not be statistically possible against the standard curve of outcomes, and may indicate some problems with the reviews. Mr. Foley noted that the staff on payroll at Grand Haven was a fairly small size, and cautioned that some of the corporate patterns and practices being highlighted may not be as applicable in this setting. Dr. Merrill commented on the importance of the benefits package in addressing employee retention issues and the value of in-house work as an alternative to contractor hiring. Additional discussion ensued regarding unpaid time off, FMLA leave eligibility, and previous employees' stated reasons for leaving.

B. Exhibit 3: Legal Requirements for When a Request for Proposals (RFP) is Required

Mr. McInnes presented the memorandum from District Counsel regarding the RFP process and differentiating this from simple solicitation of bids. Mr. McInnes noted that historically the CDD had always employed the RFP process for road construction projects, and that any bidders were required to attend a pre-bid meeting which involved detailed documentation as part of the RFP package. Mr. McInnes also emphasized the importance of RFP scoring weights in evaluating bids. Mr. McInnes also explained that RFQ processes were distinct from RFPs, and typically these were done for professional services such as engineering for the District. Mr. McInnes noted that RFQs did not evaluate for pricing when selecting and awarding agreements, and that pricing was negotiated with whichever firm had been evaluated the highest.

Mr. McInnes explained that the pricing threshold for triggering the RFP process for maintenance matters was \$195,000, and for contracts for construction or improvement in public buildings, structures, or other works the threshold was at \$300,000. Mr. McInnes noted that some Districts opted to have more stringent RFP thresholds as part of their own rules of procedure, but the \$195,000/\$300,000 thresholds were state-required.

Dr. Merrill recommended that the Board review the RFP that had been developed by District Counsel for Amenity and Café Management, as this would be discussed at the next regular meeting. Mr. McInnes stated that he would distribute the RFP out to the Board following the workshop meeting.

C. 10-Year Plan Formatting

Mr. McInnes presented an update on the format of the 10-year plan, following a suggestion to have staff provide ideas for items that could be removed from the Capital Reserve Plan. Mr. McInnes noted that Mr. McGaffney had provided a first pass of the plan for editing down, noting that allowances in the plan, which were flat fees for known costs, had been moved over. Mr. McInnes noted that a general rule on the accounting side was that any expenses greater than \$5,000 should be capital projects, but there were some items above this threshold that could be argued as community operations and maintenance expenses. Mr. McInnes noted the need for additional input from the Operations Manager and Operations Supervisor before moving forward.

D. Pending Supervisor Led Projects

Ms. Crouch provided an update on the Fact-Finding Group for Communications, noting that work was being done on developing a short questionnaire to the community on their preferences for communications channels.

Dr. Merrill inquired about the results of the survey of the dog park area. Mr. Kloptosky stated that he had not yet discussed the survey results with the District Engineer, and could confer with him and inform him of the Board's request to hold off on the Wild Oaks exit review. Dr. Merrill also discussed the idea of moving the workshop meeting schedule from a monthly to a quarterly basis, and to conduct the meeting without the District Manager needing to attend, as a cost-saving measure. In response to Board questions on additional types of meetings, Mr. McInnes advised that Florida law allowed for special meetings and emergency meetings to take place, explaining that special meetings were advertised seven days in advance, and that emergency meetings were held with a smaller window and any actions therein would need to be ratified at the subsequent regular meeting. Mr. McInnes recommended checking with District Counsel regarding District Manager attendance requirements at workshop meetings, as well as the legal specifics around opting to continue or recess meetings to a later date.

SEVENTH ORDER OF BUSINESS – Audience Comments – *(limited up to 3 minutes per individual for agenda items)*

There were no comments from the audience.

EIGHTH ORDER OF BUSINESS – Tour of Work Shed

(The Board recessed the workshop meeting at 11:48 a.m. and reconvened at 12:08 p.m. at the Work Shed site for a tour.)

The Board toured the work shed area.

NINTH ORDER OF BUSINESS – Next Meeting Quorum Check: September 18 at 9:00 AM

Dr. Merrill, Mr. Chism, and Mr. Brazen stated that they could attend the next meeting in person, which would constitute a quorum. Ms. Crouch stated that she anticipated attending the next meeting remotely. Mr. Foley stated that he would not be able to attend the next meeting.

TENTH ORDER OF BUSINESS – Action Items Review

Mr. McInnes noted the following action items:

- The District Manager will notify the District Engineer to stop further work on the emergency exit review for Wild Oaks, pending an evaluation from the Florida Forestry Service.
- The District Manager will send Mr. Chism annual employee evaluations for the last six months.
- The District Manager will upload the District Horticulturist's slideshow presentation on tree maintenance options to the CDD website.

- The District Manager will send the RFP for Amenity and Café Management to the Board of Supervisors.
- The District Manager will inquire with District Counsel regarding specifics on communications on the NextDoor app.
- The District Manager will add the employee performance review, PTO and other leave policies to the next meeting agenda for Board approval.

ELEVENTH ORDER OF BUSINESS – Adjournment

The Board adjourned the meeting, at 12:35 p.m., for the Grand Haven Community Development District.

**Each person who decides to appeal any decision made by the Board with respect to any matter considered at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which such appeal is to be based.*

Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed meeting held on November 6, 2025.

Signature

Printed Name

Signature

Printed Name

Title: ☐ **Secretary** ☐ **Assistant Secretary**

Title: ☐ **Chairman** ☐ **Vice Chairman**

EXHIBIT 10

EXHIBIT 11

Proposal for Continuing Partnership with Vesta Property Services

Grand Haven CDD



Vesta Property Services, Inc.
*Your **Community**, Our **Commitment***

245 Riverside Ave #300 | Jacksonville, FL 32202 | 904-355-1831

FLORIDA'S COMMUNITY MANAGEMENT SPECIALIST

A 30-YEAR TRACK RECORD WORTHY OF YOUR TRUST



**CELEBRATING 30 YEARS OF SERVICE
TO OUR COMMUNITIES
1995 - 2025**



**GRAND HAVEN
AMENITIES**
PALM COAST

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September 3rd, 2025

Dear Grand Haven CDD Board of Supervisors:

I can remember the day so vividly, I had been working for Vesta for 12 years at Bartram Springs and received a call from Jay King that contained news that I would have the opportunity to work at Grand Haven. I couldn't wait to get here. I had been to Grand Haven a couple times to get exposure as we worked to make sure it would be a good fit for everyone. I knew it was a well-manicured upscale community with outstanding amenities, two heated pools, 2 spas, 4 pickleball courts, 7 Clay tennis courts, 2 bocce, 3 croquet courts and a small café.

Immediately the café got my attention; I love being around people and I love food so this was the chance to do something really special. I gave thought about how I could assist in improving the café into one of the best cafés at any community we manage. Once at the helm, I got to work immediately ensuring I had the right people in the right positions. We updated the menu and planned to hold more events. We added trivia, name that tune, bingo, karaoke, wine tastings, additional holiday events, different daily and nightly dinner specials, and started a pierogi night. I am proud of how we held on to the team during the extended café closure to both take care of them and to best ensure we retained the experience that the residents had come to appreciate. Once we reopened, we expanded the food and beverage menus even more without raising prices.

I have found my dream job. Grand Haven is a perfect fit for my work ethic, skills and personality. It allows me to welcome residents to the café, get to know them and their families even more, while serving great food and providing excellent customer service. I love seeing how happy families are at the end of their meal. Along with the oversight of the café, I keep a tight watch on maintaining our other amenities. Hard work while having fun has always helped to get me through my day to day process. I enjoy my job to the fullest.

I'm very grateful for the opportunity to be part of Grand Haven. I'm thankful for the staff that we have and also working alongside with the great team that Barry has. The facilitators take pride in all the amenities. Brittani and Heidi look after all the office needs, engaging residents, running the website, and act as group liaisons between all the groups and classes. Tiffani, our café manager, and Stephen our Chef and all the cooks take great pride in all the meals they prepare.

I'm especially proud of how well staff maintains the tennis courts, pools and spas, rental rooms and multiple restrooms throughout the property. Whether it is grooming the courts, balancing the chemicals in the pools or keeping the rooms and bathrooms spotless, I have one of the hardest working teams in Vesta. As a team, we have come up with a good procedure system with the QR codes that ensures that repair responses from facilitators are passed onto the operational staff immediately. This system also ensures the facilitators and café staff can maintain the amenities at the highest standards.

Our team feels like a family here at Grand Haven. Finally, I'm especially proud to be part of the Vesta team. Jay King and Vesta have always treated me with respect and offered their full support throughout my 16+ year tenure. They are always available 24/7 whenever I need them and I engage with them throughout the week as necessary on staffing, HR, accounting, IT, benchmarking, general management support and consultation as issues arise. Thank you for giving me the chance to work at such a fine community. It is quite an honor.

We fully understand and agree to provide the scope and positions outlined in the RFP pages 33 – 40. We are offering a variety of models to provide flexibility for consideration based on the Board's evolving vision. For the amenity portion of the scope of services we are offering three options for consideration which are described on page 16:

1. Staffing Levels per RFP
2. Status Quo (Alternative Option A)
3. Fixed Management Fee (Alternate Option B)

For the Food and Beverage portion of the scope of services we are offering three options for consideration which are described on page 13:

1. 5% Revenue Share (Per RFP)
2. Status Quo (Alternative Option A)
3. Fixed Management Fee (Alternative Option B)

We are happy to discuss and engage when appropriate on creative solutions not part of the RFP (CDD team succession planning, role consolidation, flexible PEO scenarios, etc.) to help reduce costs and ensure the best possible resident experience. Although specifically excluded from the RFP as a model we did include background information on our "Cost Plus" approach as another potential operating model to save money and increase transparency. We have used this successfully at five neighboring Northeast Florida CDDs. We are prepared to discuss it as well should there be interest.

Thanks again for the opportunity to have served Grand Haven these many years and we look forward to continuing to build on that experience and take Grand Haven into the future if given the opportunity to partner on another contract.



Sincerely,

John Lucansky
General Manager
Grand Haven
Vesta Property Services
2001 Waterside Pkwy
Palm Coast, FL 32137

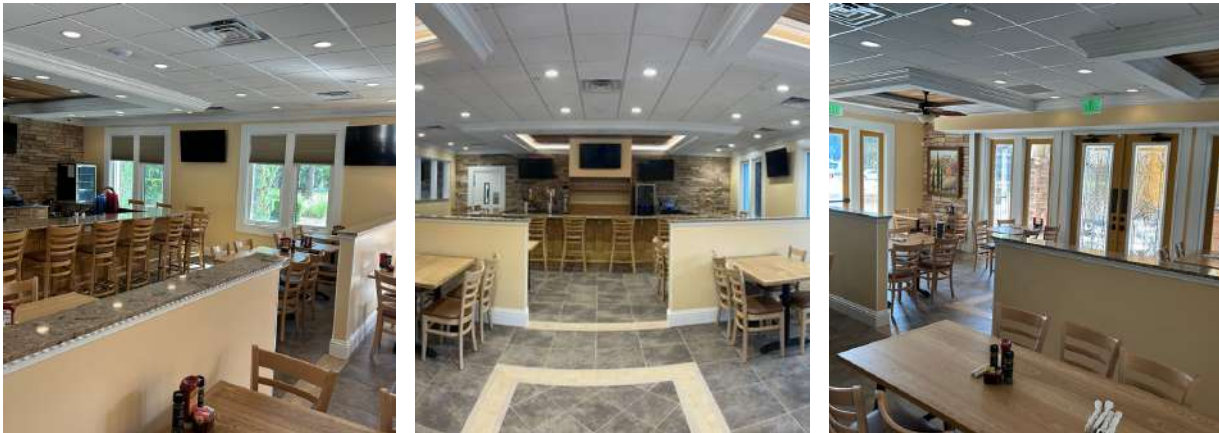




GRAND HAVEN'S SCOPE OF WORK AND OUR EXPERIENCE



F AND B MANAGEMENT



Vesta's Food and Beverage Approach and Delivering Results at Grand Haven

Background:

The Board's approach to the RFP following the expiration of our last contract about 4 years ago was to remove the "profit share" requirement from the original RFP. There had historically been an informal 50/50 profit share. The Board then reissued the RFP with a directive to waive and reinvest the profit share to instead keep prices low and service levels high. We serve at the pleasure of the Board and are committed to delivering on your vision, so we have spent the last four years focused on just that.

Industry Environment and Comparative Data:

It is helpful to provide a broader sample of relevant industry data and context in order to assess our operation at the Waterside Café and what all is possible. The National Restaurant Association's data shows a failure rate of approximately 17% of restaurants closing in their first year. More broadly, research suggests that the long-term failure rate is higher, with studies reporting roughly 60% of restaurants failing within the first five years of opening.

The private club food and beverage space is even more challenging than the restaurant industry as a whole, with a restricted customer base but high expectations on service levels resulting in costs often exceeding revenues and thus requiring a subsidy to sustain operations. The data and analysis come from RSM (<https://rsmus.com/>) which is a consulting firm that provides aggregated data around the Food & Beverage (F&B) scope encompassing the private club, golf course and CDD (CIRAs) related space. The following are some key metrics to compare the Waterside Café operation against. No data set is perfect but the most relevant rows in the tables below to our Grand Haven Operation would be "North and Central" (most geographically relevant) and the "Southwest CIRAs" (most relevant to CDDs). As you can see from the table, on average, COGS ("Cost of Goods Sold" or wholesale food cost) averages 48-51% (compared to our café's 40-42% before the café closure), Gross Wages 70.9-74.9% (compared to our café's 39-40% before the café closure), which combined with other expenses result in a subsidy of 45-55.8%. Running a successful F&B operation (high customer satisfaction and keeping expenses within revenues) is one of the most difficult things we do in our industry.

F AND B MANAGEMENT

Our café at Grand Haven has never required a subsidy beyond the space provided and utilities. Our operation before the latest contract even provided a profit share back to the CDD to offset those expenses. This is in line with how most communities view their amenities. The CDD provides the space (tennis courts, swimming pools, meeting rooms, café, etc.) and then the users of that space pay for the programming (tennis league and lessons, swim teams, fitness classes/private rentals in meeting rooms and meals in the cafe). We are very proud of our track record of operating all three of our food and beverage operations in a profitable and sustainable way in Northeast Florida at Rivertown, Grand Haven (except during the closure) and Julington Creek Plantation with a combined total of about \$2.250 million in annual sales.

Restaurant results						RSM
Classification	Food gross profit %	Cost of food sold %	Beverage gross profit %	Cost of beverage sold %	F&B gross profit %	Cost of F&B %
Florida	48%	52%	65%	35%	53%	47%
Southeast without Boca	49%	51%	61%	39%	52%	48%
Boca Raton area	38%	62%	64%	36%	42%	58%
Southwest without CIRAs	56%	44%	63%	37%	58%	42%
Southwest CIRAs	52%	48%	64%	36%	56%	44%
North and central	49%	51%	77%	23%	58%	42%
Yacht and beach	53%	47%	61%	39%	56%	44%

Classification	Salaries and wages, net of gratuities	PTEB	All other expenses	Total department expenses	Departmental (subsidy)
Florida	82.7%	16.1%	19.6%	118.4%	65.4%
Southeast without Boca	82.8%	14.8%	22.0%	119.6%	67.6%
Boca Raton area	112.1%	20.9%	26.2%	159.2%	117.2%
Southwest without CIRAs	69.5%	15.1%	16.0%	100.6%	42.6%
Southwest CIRAs	74.9%	16.3%	20.6%	111.8%	55.8%
North and central	70.9%	14.1%	18.0%	103.0%	45.0%
Yacht and beach	68.2%	12.7%	9.6%	90.5%	34.5%

Food and beverage

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Café Management Approach:

Our Team Member Centric Culture: We go out of our way to take care of our team members because we think it is both the right thing to do and because we think it is smart business over the long run (less turnover reduces costs, provides a more consistent customer experience, exceptional team members are just that and hard to replace, higher morale = better service = increased sales = sustainable operation). I (Jay King) am proud to say I have never laid anyone off in my 9 years (staff of about 600 in peak season) with Vesta despite various challenges such as COVID and the café closure, but we do let people go when individual performance or fit is an issue and cannot be resolved with coaching.

F AND B MANAGEMENT

How we view our relationship with Grand Haven:

Although the Board can terminate our agreement at any time with short notice, per our contract we look at this as a long term relationship (as history has borne out). So, we make decisions over a long horizon focused on what we think is best for Grand Haven with the idea you will see value in keeping us around. We still have to earn your business on a daily basis. We know some were surprised and, in some cases, critical of our retention of staff during the closure as not being a sound business decision. However, we know how important the team is to the residents, and we also knew how difficult it would be to recruit, train and get back to the efficient operations and high level of customer satisfaction we enjoyed before the café closed. I will argue that the opportunity cost of letting the staff go would have added up for some time following our reopening (lower sales and higher costs form inefficiencies than we would have otherwise incurred). History has shown us F&B operations can be destroyed overnight but take a long time to recreate. We will not know until the café has been open a few months what sustained bump in volume we get from the remodel to make a full financial assessment, but it certainly seems like it will take many months to recoup our investment in staff retention, but in the end I maintain that all stakeholders (café customers, GH residents, Board, Waterside Café staff and Vesta) will have done much better than if we let everyone go at the beginning of the remodel and started over simply to reduce cost in the short term.

CDD F&B Operations are Different:

I have learned this the hard way. I have directly hired hundreds of management team members over the course of my career spanning four industries. Team member transitions are always a challenge, albeit a bit easier with a pool of 600+ team members between Orlando and Jacksonville to source from in Grand Haven's case. Succession planning is a very necessary part of business to proactively manage turnover as much as possible whether it is a result of accountability, empowering people to grow in their career, get stimulated by new challenges, or realize other aspirations. Accessing mutual fit can be particularly challenging.

Regrettably, one of my worst fit hires was here at Grand Haven. Some may recall I recruited one of the nicest people I have met who had a long successful career managing a variety of traditional food and beverage operations to include one at Disney. He even wrote a book on customer service. I felt like I understood why in his career he wanted to take on such a project as ours for a variety of personal and professional reasons so after much vetting I perceived there was a good mutual fit. I was very excited about the potential. I stressed to him the uniqueness of our niche compared to the broader F&B business and believed he understood. He quickly set about doing at the Waterside Café what had made him successful during his career. He reduced portions, raised prices, cut staff and before I realized what had happened, we had alienated our customer. Despite all of his emphasis on customer service, he let short term profitability drive his decisions out of habit. It took us quite some time to recover.

F AND B MANAGEMENT

I (Jay King) may not be as smart as I would like to be, but I do strive to learn from my mistakes. It might surprise some that we would bring in someone with no previous F&B experience subsequently. John has a lot of great qualities that make him so effective at his job. A key part of John's success in the café is he came to Grand Haven with a lot of amenity management experience and then learned the F&B portion with that foundation. In the amenity business we necessarily manage expenses (both the CDD's and Vesta's) and hold ourselves accountable, but profit is not an emphasis, but rather the customer experience is. So, John prioritizes the customer experience first. When you do that smartly and balance that with sound operational and financial management you are successful over the long term. We have a finite customer pool limited to the households in Grand Haven. We can't make a mistake and count on winning another customer in greater Palm Coast, therefore every one of our customer interactions is critical. We need consistently satisfied customers who frequent our café to be successful, and to John and the team's credit they have done so. I want to be very careful not to break anything with my decisions that is working. Been there, done that, not fun.

Vesta Deliverables:

Value Pricing: Per our current contract we have strived to keep pricing as low as possible through leveraging specials, promoting competition between food vendors, careful menu planning, team member training and kitchen management. We periodically benchmark off our competition in the surrounding area to verify our pricing value. The results of John's most recent benchmarking, which was done for our updated menu in preparation for the reopening are below. As you can see our pricing is well below the majority of our competition.

Prime Rib 12oz (Savings of 7-40%)	
Waterside Café	\$25
Texas Roadhouse	\$27
Craves	\$34
Halifax Plantation	\$35
Grand Haven Golf Club	\$42

Salmon 8oz (Savings of 8-41%)	
Waterside Café	\$23
Outback	\$25
Landing Strip	\$25
Anchor	\$27
Oceanside	\$27
Halifax Plantation	\$28
Craves	\$28
386	\$30
Flagler Fish House	\$32
Portugal Wine Bar	\$39

F AND B MANAGEMENT

Chicken Parmasan (Savings of 5-36%)	
Waterside Café	\$18
Joe's Pizza	\$19
*Doesn't include salad	
Mezzaluna	\$19
Anthony's	\$21
Bronx House	\$22
Romero's	\$23
Carrabba's	\$24
La Piazza	\$25
Portugal Wine Bar	\$28

Peel-N-Eat Shrimp 1lb (Savings of 0-63%)	
Waterside Café	\$14
Landing Strip	\$14
Funky Pelican	\$20
Net by George	\$21
Golden Lion	\$24
The Anchor	\$24
J.T.'s	\$25
Flagler Fish Camp	\$26
Next Door	\$29
Cajun Beach	\$38

	Village Center Cafe	Lapiazza	Village Center Café Savings %
Calamari	\$13	\$19	32%
Spaghetti & Meatballs	\$18	\$26	31%
Lasagna	\$22	\$22	0%
Marsela	\$20	\$27	26%
Francese	\$20	\$27	26%
Shrimp Scampi	\$23	\$28	18%

F AND B MANAGEMENT

Service Levels & Commitment:

As mentioned before, we invested heavily in the retention of our team members so that our loyal customer base would continue to see the familiar faces they value despite COVID and the more recent extended café closure. We have received a lot of compliments about our team members and the outstanding customer service they provide as you can see in the section of our response featuring feedback from Grand Haven residents, but perhaps the most quantifiable gauge of service success is in our sales whereby satisfied customers vote with their dollars. Our sales rose from \$641,656 in 2021 (first full year following the majority COVID impacts) to \$1,022,997 in 2023 (the last full year before the closure impacted the end of 2024). That is a 37% increase in sales over that period.

We have acted on customer feedback in small ways and in big ways. Perhaps the best example of that was the most recent attempt to make the Tiki Hut sustainable. Despite several failed attempts over the years prior, John has been able to make a go of it since he took the helm. We use the proceeds from the most successful portion of the season to enable it to be open as much as possible when volume does not cover costs in slower periods and servers need to have guaranteed wages with us striving to break even on a direct cost basis. We know this is not money making effort, but we also realize it is important to our customers.

Commitment To Our Partnership:

As per the previous financials shared with the Board covering six years from 2019 thru an estimated 2025 (and now updated YTD thru July) revenues have totaled \$4,505,526. Direct costs (onsite labor, COGS and misc.) totaled \$4,201,432. So, the proceeds before any offsite support costs (Staffing, HR, Insurance, Regional Management, etc.) were \$304,904 or 6.75% of sales. When we allocated the same amount of overhead for offsite support as we use across our organization, we show a loss of \$63,557. Now that was despite COVID and the loss of revenue during the café closure while still retaining the staff, so an unusually challenging operating environment. Despite the financials challenges, some unprecedented, we have maintained our commitment to enhancing the customer experience. It might not make sense on a monthly or even annual P&L basis as in 2025, but it does make sense when you are committed to a long term partnership as we are with Grand Haven.

F AND B MANAGEMENT

Pricing/Operating Models:

We are proposing three different operation models for the Board to consider:

1. 5% revenue Share (per RFP): Under this arrangement the CDD would receive 5% of all net sales with all profit and loss being borne by Vesta. Prices would need to be adjusted as necessary to offset the expense, but otherwise strive to keep our current emphasis on service levels and pricing. This arrangement would provide a source of revenue to offset CDD expenses.
2. Status Quo (RFP Alternate A): This would keep the current arrangement in place with an emphasis on keeping pricing down and services levels high as we have operated under during the current contract. This scenario would provide lower pricing than option #1 above but would not provide any revenue to the CDD.
3. Fixed Management Fee (RFP Alternate B): This model is how we currently operate the café at RiverTown and provides the most flexibility. Under this operational model Vesta receives fixed monthly compensation for its offsite costs and a management fee. The RiverTown Board also has an incentive structure in place to award the onsite team for sound financial and operational performance and then all the remaining proceeds go to the CDD. Over the last 12 months, the RiverTown CDD received about 2.4% of net sales from this arrangement with their guidance to not lose money but otherwise reinvest in the operation (maximize operational hours, staffing, value pricing, add equipment, etc.).

See following page for more detail.

Weekly Dinner Specials	
August 25th through August 30rd	
MONDAY	SURF & TURF 23
PAN-SEARED 6 OZ SHOULDER TENDERLOIN, DEMI-GLAZE, GARLIC BUTTER SHRIMP, MASHED POTATOES, VEGETABLES	
TUESDAY	HONEY GARLIC MAHI 23
PAN-SEARED MAHI WITH A HONEY GARLIC SAUCE, RICE, VEGETABLE MEDLEY	
WEDNESDAY	PRIME RIB 26
RESERVATIONS REQUIRED	
THURSDAY	CHICKEN PARMESAN 18
LIGHTLY BREADED FRIED CHICKEN BREAST, MARINARA SAUCE, SEASONED MOZZARELLA, OVER PASTA	
FRIDAY	FISH N CHIPS 18
YUENGLING BATTERED 10OZ HADDOCK, HUSH PUPPY, FRIES, COLESLAW, MALT VINEGAR	
	PEEL N EAT SHRIMP 14
OLDBAY STEAMED SHRIMP, DRAWN BUTTER, COCKTAIL SAUCE	
SATURDAY	TUSCAN SHRIMP 23
PAN-SEARED JUMBO SHRIMP, SUNDRIED TOMATO, SPINACH, MOZZARELLA, BASIL, ASIAGO CREAM SAUCE, CHEESE TORTELLINI	
	BAVARIAN PRETZEL 10
OVEN BAKED 10" PRETZEL, CHEESE SAUCE, SPICY MUSTARD	

Weekly Dinner Specials	
August 18th through August 23rd	
MONDAY	BEEF STROGANOFF 22
SAUTEED BEEF TENDERLOIN, ONIONS, MUSHROOM, SOUR CREAM SAUCE, EGG NOODLES	
TUESDAY	COCONUT SHRIMP 23
GOLDEN FRIED COCONUT BREADED SHRIMP, ORANGE CHILI SAUCE, RICE PILAF, VEGETABLE	
WEDNESDAY	TRIVIA NIGHT 19
RESERVATIONS REQUIRED FULLY BOOKED	
THURSDAY	LEMON GARLIC CHICKEN 20
PAN SEARED BREADED CHICKEN BREAST, LEMON GARLIC CREAM SAUCE, MASHED POTATOES, VEGETABLES	
FRIDAY	FISH N CHIPS 18
YUENGLING BATTERED 10OZ HADDOCK, HUSH PUPPY, FRIES, COLESLAW, MALT VINEGAR	
	PEEL N EAT SHRIMP 14
OLDBAY STEAMED SHRIMP, DRAWN BUTTER, COCKTAIL SAUCE	
SATURDAY	WILD MUSHROOM RAVIOLIS 21
STEAMED RAVIOLIS, BROCCOLI FLORETS, CHAMPAGNE SHRIMP SAUCE, TRUFFLE OIL	
	BAVARIAN PRETZEL 10
OVEN BAKED 10" PRETZEL, CHEESE SAUCE, SPICY MUSTARD	

F AND B MANAGEMENT

We are offering the three options below with differences summarized in the table for your consideration:

Café Management Options Comparison			
Comparison Item	Per RFP (5% Revenue Share to CDD)	Alternate Option A (Status Quo)	Alternate Option B (Fixed Management Fee)
Revenue to CDD	5% revenue share	No revenue to the CDD with emphasis on keeping menu prices low and service levels high.	Potential to maximize revenue if desired with all profits going to the CDD based on pricing levels set.
Revenue to Vesta	Proceeds after all expenses to include 5% CDD revenue share.	Proceeds after all expenses.	Fixed monthly management fee.
Risk to CDD	Vesta responsible for losses.	Vesta responsible for losses.	CDD responsible for any losses.
Menu Pricing	Increase in pricing by 4.5% based on contract design and preliminary post opening margins, otherwise market driven with emphasis on keeping menu pricing low.	Currently a savings based on recent benchmarking of 0-63% with emphasis on keeping menu pricing low.	Board can choose by setting profitability targets. Choosing to break even to keep costs as low as possible or increase pricing to offset café remodel or other Board priorities. Vesta will manage to whatever objectives the Board sets.
Tiki Hut Hours	Driven by economic viability. We have been keeping it open as long as it covers its direct costs. 5% revenue share would be an additional cost that would all else equal reduce hours to avoid losses.	Driven by economic viability. We have been keeping it open as long as it covers its direct costs. Assuming customer habits do not change schedule prior to café closure is a good indication of what is possible.	Board can choose, expand hours beyond what costs cover and subsidize it or keep hours the same to cover costs or reduce hours to only prime season and generate profits.
Expanded Breakfast Hours & Sunday Brunch	Driven by economic viability. 5% revenue share would be an additional cost that would all else equal reduce hours to avoid losses. The Board could choose to reinvest the revenue share proceeds to expand hours to offset Vesta losses as it sees fit.	Driven by economic viability. We do have plans to offer expanded breakfast hours and a Sunday brunch once operations and staffing levels settle out following the opening. If successful, it will be sustained.	Board can choose, expand hours beyond what costs cover and subsidize it or keep hours the same to cover costs or reduce hours to only prime season and generate profits.
Daily Operations	Vesta's responsibility with Board guidance	Vesta's responsibility with Board guidance	Vesta's responsibility to deliver on Board parameters/metrics based on Board priorities and Board strategic engagement.
Reporting	Monthly as desired by the Board	Monthly as desired by the Board	Monthly as desired by the Board with emphasis on metrics set by Board.
Flexibility	Driven by contract	Driven by contract	Very flexible by design

F AND B MANAGEMENT

This model is characterized by:

- Fixed and transparent Vesta management and support expenses.
- Board can set the objectives they desire such as where the costs of the operation should be borne along the continuum of café user (keep pricing down and service levels high) to CDD member but non café user (generate revenue for the CDD).

Examples of possible Board direction:

- Break even to keep prices as low as possible and customer service levels high.
- Generate revenue for the CDD offset direct (i.e. café remodel) or indirect costs (i.e. non café related expenses).
- Set operational hours/offers that might not otherwise make financial sense but provide a benefit to the residents in lieu of additional revenue to the CDD such as expanding the Tiki Hut hours/season.

Throughout the year Grand Haven's Waterside Café is known for having great special events and nights focused around specific cuisines. Some of these include:

- | | | |
|--------------------------|-----------------------------|------------------------|
| • Pierogi Night | • St. Patrick Day | • Tequila Tastings |
| • Prime Rib Night | • Mother's Day | • Scotch Tastings |
| • Taco Tuesday | • Father's Day | • Luau at the Tiki Hut |
| • Burger Basket Thursday | • Resident Appreciation Day | |
| • Fish Friday | • Oktoberfest | |
| • Fat Tuesday/Margi Gras | • Bourbon Tasting | |

Future Plans:

We need to allow for our operation to settle into the reopening of the café and make any necessary adjustments once we have a better sense of what the new normal will look like. I believe we will have a pretty good idea at about the 90 day mark when we have enough data to compare to the same period before the closure and analyze the variances.

However we are planning to undertake the following initiatives:

1. Expanded Breakfast Hours: We are looking forward to expanding our breakfast hours as our next initiative once our operations settle in following the grand opening.
2. Sunday Brunch: Will be the second initiative we focus on delivering.
3. Tiki Hut Expansion: Finally, we will be looking to expand the Tiki Hut hours beyond what has historically been possible given revenue and labor constraints.

How we go about the initiatives above will depend on how the next contract is structured as per the following section, but all are attainable with effort..

GENERAL MANAGEMENT



The Board is very familiar with our approach to amenity management and there have been very few questions, and the resident feedback section also affirms our approach from a customer service standpoint so we will keep our comments in this section brief. Vesta takes great pride in maintaining your amenities, from the pools, to fitness centers, to turning over the rental spaces, to greeting residents as they enter the facilities, supporting a wide variety of programming, keeping the bathrooms fresh and welcoming, to supporting resident's administrative needs.

We are particularly proud of our maintenance of Grand Haven's 7 fabulous Har-Tru clay tennis courts. Led by 13 year Vesta employee Bryan Roth, with help from three more Har-Tru trained employees (to include John periodically), the courts are groomed seven days a week at a minimum of 4 hours per day. Upkeep includes smoothing out the clay, brushing lines, cleaning the nets and algae agitation occurs daily. Rolling of courts takes place twice per month, and laying of additional clay occurs when needed. (usually after strong rains).

In addition, windscreens and clay gutters must constantly be maintained. The team takes great pride in keeping the courts some of the best in north Florida. Resident feedback stating that they are some of the highest quality courts they play on keeps the team highly motivated to ensure this amenity stays at the status quo.

GENERAL MANAGEMENT

We are offering the three options below with differences summarized in the table for your consideration:

General Management Options Comparisons			
Comparison Item	Per RFP	Alternate Option A (Status Quo)	Alternate Option B (Fixed Management Fee)
Facilitator Staffing Levels	Reduction in staffing levels. This is a bit tricky since unlike previous RFPs no table of hours by position was provided so subject to interpretation. Our read was that two facilitators would be staffed vs the up to three we currently do and those facilitators would be responsible for maintenance of clay courts. Net impact would be to reduced podium time/access control.	Maintain current staffing levels and division of labor.	Assumed current staffing levels, but ultimately Board driven with adjustments as they see fit so infinite flexibility vs contract driven.
Bookkeeper	Onsite and 20 hours a week.	Currently provided by an offsite accountant with onsite visits as needed.	Assumes an offsite accountant with onsite visits as needed.
Administrative Assistant	Staffed with less hours than currently.	Currently staffed.	Staffed.
Lifestyle/Program Coordinator	Not specifically staffed	Currently staffed.	Staffed.
Maintenance Court Tech	Not specifically staffed, assumed to be the responsibility of facilitators.	Currently staffed.	Staffed.
Pass Thru to CDD	Specific contracted items	Specific contracted items.	All onsite costs and most notably labor. Wage decisions would be allocated by Vesta subject to CDD budget limits.
Cost to CDD	Least	Most	Ultimately depends. Staffing levels and associated costs driven by Board as they see fit based on desired expense management and customer service standards. Vesta's cost/fee is fixed.
Flexibility	Driven by contract	Driven by contract	Very flexible by design

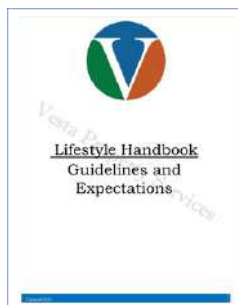
COMMUNITY LIFESTYLE

Grand Haven's Lifestyle at a Glance

- Mahjong
- Bridge
- Canasta
- Hand and Foot
- Scrabble
- Poker
- Bunco
- Mexican Train
- Table Tennis
- Rummikub
- Calligraphy
- Book Club
- Pickleball
- Pickleball Clinics
- Kids Pickleball Clinics
- Murder Mystery
- Line Dancing
- Ballroom Dancing
- Bingo
- LANE (Living Alone Not Easy)
- Luncheons
- Trivia
- Name that Tune
- Live Music
- DJs
- Karaoke
- Festivals
- Tennis Tournaments
- Bocce League
- Mustang Club
- Valentine's Dinner
- Easter Egg Hunts
- Memorial Day
- 4th of July
- Labor Day
- Halloween Party
- Christmas Tree Lighting/Choir
- Christmas's Dinner
- New Year Eve Party



Resources and Support For Vesta's Property Managers



- Regional Lifestyle Dir. with 20+ years of experience in events, entertainment and programming for multiple, high-quality companies and communities.
- Vesta's 50-page Lifestyle Handbook used for training and reference.
- Hands-on help with staff turnover/transitions and Managers' use of PTO benefits.
- Preferred Vendors List, enabling some of the best pricing in the industry.
- Quarterly Lifestyle Newsletter provided to the entire state, featuring new vendors, new ideas, and more for *all* Vesta Amenity Managers.
- Monthly Training sessions; Quarterly Idea-Sharing sessions with all Managers.
- Shared Expertise: Oversee 12 Community Events Budgets (\$9,000-\$85,000/yr.)

COMMUNITY PROGRAMMING

We currently offering the following classes at Grand Haven:

- Yoga
- Chair Yoga
- Aqua Yoga
- Aqua Dance
- Water Aerobics
- Weights & Stretch
- Zumba
- Ballet
- Tai Chi
- Sit & Dance
- Pilates
- Barre & Weights
- Move to Music
- Pool Volleyball
- Lap Swim

ZUMBA FITNESS

GRAND HAVEN ROOM

MONDAYS
9:00-9:50

THURSDAYS
9:30-10:30

1st & 3rd Thursdays at Wild Oaks
2nd & 4th Thursdays in GH Room

SATURDAYS
10-10:11:00



PILATES CLASS

Instructor: Sharmon Lee

GRAND HAVEN ROOM
Wednesday 7:45-8:45AM



Tai Chi

Chi at the Grand Haven Room Schedule:



Monday
11:15-12:00
Creekside

Wednesdays
9:30-10:15
Creekside

Starting Monday, May 6th there will be a new session of Sit & Dance from 11:15 to 12:00. There will be two sessions each week.

Instructor: Adele



MOVE TO MUSIC

Grand Haven Room
Wednesday: 9:00AM-10:00AM

Friday: 9:00-9:50



starting Monday, Oct 28th

Monday Wednesday Friday
7:30 - 8:30 am

(No yoga on the 1st & 3rd Wednesdays of each month)

Pricing: \$12 per class
(10% off for prepaays)

Lakana Henry began practicing Yoga in 2007 as a way to quiet her mind and soothe her body. After years of spiritual, physical, and mental growth, she has found yoga to be a gentle and kind, healing within and finding your calling. Your body will flow effortlessly as your mind enters pure. Lakana is active on Instagram and YouTube, posting daily on how to achieve her practice. She completed several online courses and continues to learn and grow each day. She teaches Hatha Yoga at Ad-hoc Hospital in Puller Court and teaches classes at Puller Yoga owned by Nicky Higgins and the home of Lakana's training.

Lakana's Certifications:

- Yin/Yang Yoga with Joe Brant
- Restorative Yoga with Chad Lee
- Flow Yoga with Kelly Balthasar



MAHJONG

GRAND HAVEN ROOM
MONDAYS 1:00-4:00



TENNIS SCHEDULE

Day	Time	Location
Monday	5:00 - 6:30 pm	Community Tennis Courts #3 and 4
	6:30 - 8:00 pm	Community Tennis Courts #3 and 4
Tuesday	8:00 - 9:30 am	Community Tennis Court #2
Wednesday	5:00 - 6:30 pm	Community Tennis Courts #3 and 4
	6:30 - 8:00 pm	Community Tennis Courts #3 and 4
Thursday	8:00 - 9:30 am	Community Tennis Court #2

as of 2/13/2025

Day	Time	Court	Activity
Monday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1, 2, 3	Community Pickleball
	5:00pm - 8:00pm	Court 1	Community Pickleball
Tuesday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1	Community Pickleball
	12:30pm - 2:00pm	Court 1, 2	Beginner Community Pickleball
Wednesday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1, 2, 3	Community Pickleball
	5:00pm - 8:00pm	Court 1	Community Pickleball
Thursday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1	Community Pickleball
Friday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1, 2, 3	Community Pickleball
	5:00pm - 8:00pm	Court 1	Community Pickleball
	12:30pm - 2:00pm	Court 1	Beginner Community Pickleball
Saturday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1, 2, 3	Community Pickleball
	5:00pm - 8:00pm	Court 1, 2, 3	Community Pickleball
Sunday	8:00am - 2:00pm	Court 1 & 2	Community Pickleball
	9:30am - 11:00am	Court 1	Community Pickleball



“

Hey Todd!

Thank you for the information. You do an amazing job with the events that you administer. And those events have become a hallmark of our community as they do a great job of fostering community engagement and cohesiveness and are greatly appreciated.

Heritage Landing CDD Resident

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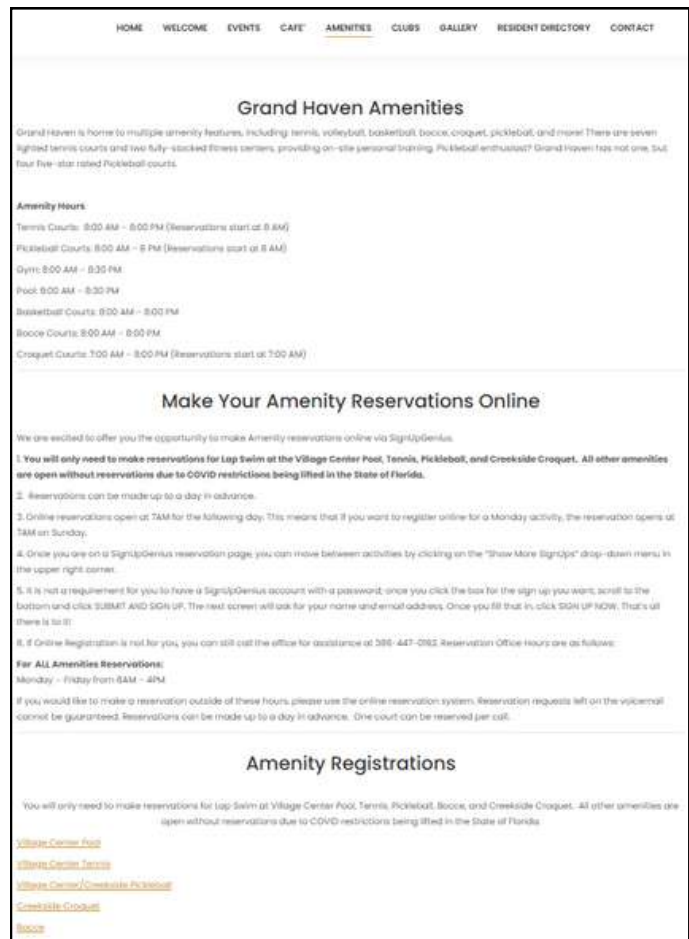
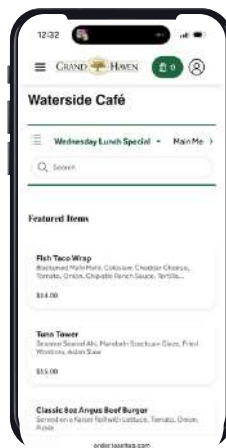


COMMUNITY WEBSITE

Vesta developed, produced and manages a dynamic community website which includes the following features:

Details include:

- Resident directory
- Online ordering for Waterside Café
- Program and activity flyers and information
- Club information
- Event calendar
- Rental information and reservation links
- Hours and contact info
- Additional features available upon board request



- Vesta Data Servers are primarily hosted in Atlanta at a secure data hosting facility. For backup functions we host at several locations in Utah and Idaho.
- All DATA on our servers is protected by several layers of protection. DATA is encrypted on the physical devices at the DATA Facilities. Access to any files is limited by group policy to only necessary internal employees. And all devices are covered by IT's antimalware solutions and policies.

RESIDENT ENGAGEMENT

- Comprehensive, creative and high-quality lifestyle and maintenance newsletters, flyers, e-blasts, and other forms of resident engagement.
- Engaging bulletin boards throughout the community filled with flyers and newsletters.
- Our teams are trained to take photos and video at community events and programs to share our real-time resident engagement.
- QR Code Surveys assess resident feedback throughout the year in order for us to make adjustments according to community wants and needs.
- Constant onsite discussions with residents during the year help us understand expectations.



QUALITY ASSURANCE

Vesta's Approach to Quality Assurance

Our local Regional Support Team, in partnership with our onsite teams, Boards, and other stakeholders, have developed scalable and customizable Best Practices tailored to each account and scope-of-service, to ensure an optimal experience for our residents. Our approach has and continues to evolve with feedback, advances in technology, and further experience.

Vesta's approach, while varied in application, is designed to eliminate issues before they occur – or at least quickly and efficiently address them as they are identified – to provide the best possible experience for all stakeholders.

****We do not use all of these tools at every account, but we do use most them at our largest accounts based on amount of resources, scope of services and Board driven priorities to ensure the best use of finite resources.***



NOTE: These 8 components of Vesta's approach to Quality Assurance are explained further on the following pages.

OPERATIONAL ANALYSIS

For new accounts, our regional team will develop an operational analysis plan and timeline (who, what and when) within the first 45 days of starting the contract, to share with the Board prior to implementation. This approach will allow time for familiarization and review of current operations, engagement with all stakeholders, and finally recommendations to "optimize" the overall resident experience, daily operations, and opportunities for financial efficiencies.

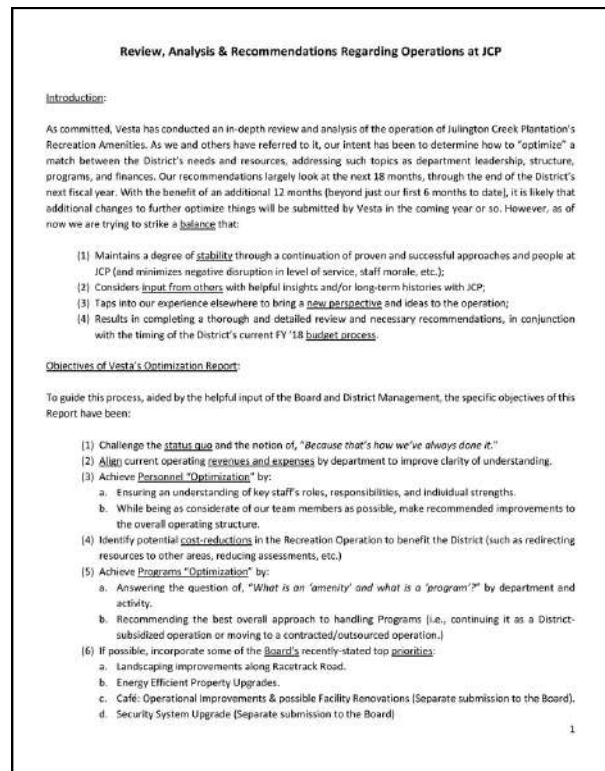
Julington Creek Plantation CDD Example

The most relevant example of this same type of in-depth analysis is our undertaking at Julington Creek Plantation CDD, which at the time we began our operations there was already a 20+-year-old community of nearly 5,900 homes, and largely staffed by CDD-employed associates. Over the course of our first 6 months, Vesta conducted an "Optimization Study," resulting in a detailed, 20-page analysis of all aspects of the amenity/recreation operation along with recommendations.

The implementation of our recommendations resulted in:

- *A savings to the CDD of 23% or \$373,000 annually in 2022 dollars (using a general ledger, line-by-line comparison with the year before we started).*
- *Simultaneously improving stakeholders' (Residents, Board, District Staff, and Vesta onsite team members) satisfaction with our operation.*

(Yes, "the best of both worlds!")



BOARD REPORTING AND ENGAGEMENT

We keep track of **Action Items from your CDD meetings**, confirm we have them correctly captured within 48 hours of the meeting via email, and then provide to all board members and staff. We then provide updates until completion of each item to ensure nothing is dropped and expectations are managed accordingly. Our Master Task List is developed during facility walk/inspections. This list also includes capital and regular project list costs.

2-Year Plan - Replacement of Trees & Landscape	RECDD I	05.21.25	KM/RL/EC	Review of 2-year plan for replacement of trees and landscape.	05.27.2025 Update: Supervisor Baron requested review of projected 2-year cost of replacements. Will get with Kevin McKendree and Yellowstone to start this process. 06.05.2025 Update: Discussion will continue for format to move forward 06.25.2025 Update: Will bring back up in October due to summer schedule.
Fountain Replacement - Keystone Corners	RECDD II	05.21.25	KM/RL	Purchase of fountain replacement for the entrance of Keystone Corner Entrance	05.27.2025 Update: CDD approval with Solitude Lake - 5 hp Airmax Lake series fountain (\$19,347). Kevin McKendree is coordinating invoice submission with request to expedite 50% deposit check so to order ASAP with Corbin Denagy's coordination with A/P - Dept 06.05.2025 Update: Kevin requesting issuing 100% of check to expedite assembly and installation of product. 06.23.2025 Update: We should receive fountain replacement within 3 weeks for installation.
Ligustrum @ round-a-bout - RiverTown Main	RECDD I	05.21.25	KM/RL	Supervisor White - Concern with health of ligustrum	05.27.2025 Update: Kevin McKendree waiting on report from Rae @ Yellowstone for update on condition. 06.04.2025 Update: Ligustrum treated in April and it looks like it is recovering. Will update in our weekly BOS Report. 06.18.2025 Update: Mike w/Yellowstone gave update to Supr White that ligustrum has been treated and is improving.
Standing Water - Roy Croft & Ruskin	RECDD I	05.21.25	KM/RL	Supervisor White - Concern with standing water	05.27.2025 Update: Kevin McKendree contacted SIC Roads & Bridges dept to file a complaint. The roadway is owned by St Johns County. Kevin has emailed several residents concerning same. Included in weekly BOS Report
Golf Cart Path - RiverLodge	RECDD III	05.21.25	KM/RL	Supervisor White - Golf Cart Path asphalt deteriorating around the RiverLodge	05.27.2025 Update: Kevin McKendree will have team try to locate area of concern. 06.04.2025 Update: Irrigation break that created crater in asphalt. Finishing repair. Included in weekly BOS Report
The Garden Neighbor Sign	RECDD I	05.21.25	KM/RL	Supervisor White - Missing letter on neighborhood entrance sign.	05.27.2025 Update: Kevin McKendree will review signage for missing letter and order/place accordingly. If warranted. 06.04.2025 Update: Kevin to perform full audit of neighborhood signs. Included in weekly BOS Report. 06.18.2025 Update: Kevin is reviewing quote proposal and will discuss when getting back from short respite.
Street Light @ The Preserves(Keystone Corners & Orange Branch Trail)	RECDD I	05.21.25	KM/RL	Supervisor White - Street light replacement at neighborhood.	05.27.2025 Update: Discussed with Kevin McKendree. 06.04.2025 Update: Kevin reviewing with the complexity of repairs. Included in weekly BOS Report.
Event Sponsorship Policy	RECDD I	05.21.25	KY/RL	Adopting a Policy for Event Sponsorship	05.21.2025 Update: Board approved adopting a policy for Event Sponsorships. Kim working with legal to tweak and finalize generic language for policy for Districts. 06.18.2025 Update: Discussion of RT residents/Business owners eligible for sponsorship agreement ONLY. Discussion continued with temporary policy in place through September and Lauren Gentry continuing to revise policy. Will notify RE 283 of revisions for unified policy.
Golf Cart Path Map/Plan/Additional Signs	RECDD II	05.21.25	RL/EM/RY	Revising of Golf Cart Path Map/Plan to reflect correct pathway labeling for walking path and implementation of additional golf cart signs for installation.	05.21.2025 Update: Ryan Silver, Prosser engineers, has submitted revised plans to St Johns County for update on golf cart map. 06.05.2025 Update: Received approved Golf Cart Signage Plan from Ryan. Kevin has contacted vendor quotes on the new signs. 06.18.2025 Update: Golf cart map was revised by SIC on June 4, 2025, with maps implemented on RECDD 1, 2, 3 websites. Kim implementing for our rivertownamenity website. 10 additional golf cart signs were approved by board in the amount of \$12,091.00 - American Architectural Graphics; these will be ordered by Kevin. Waiting on installation of signs for closure of file. 06.18.2025

Rivers Edge Community Development District Projects - FY 25									
Cost Share Ratio - FY 25				31.72%	33.21%	35.07%			
Project Start Date	Amenity Center - Repair & Replacement	RE 1 Contribution	RE 2 Contribution	RE 3 Contribution	General Fund Contribution	Notes	Completion Date		
	Lounge Chairs at pools (RE 1) - Lap pool	\$6,344.00	\$6,642.00	\$7,014.00	\$20,000.00	Texcraft - \$11,932.84	Completed		
	Upholstery Cleaning	1,665.30	1,742.53	1,841.18	5,250.00	SteamLux - \$1,305.00, completed 04/01/25(RC)	Completed		
	Slide Skirt Rusted-Bolt Changeout(Non-Budgeted)	5,392.40	5,645.70	5,961.90	17,000.00	Sterling - \$7,350.00 - April 3, 2025 start date?	Completed		
	Slide Re-Surface	5,709.60	5,977.80	6,312.60	18,000.00	Maintenance completed - FY 26 Budget item	Maint. Completed		
	Slide Frame Weld Repairs(Non-Budgeted)	5,709.60	5,977.80	6,312.60	18,000.00	Sterling - \$13,560.00 - April 3, 2025 start date?	Completed		
	New Holiday Decor	6,344.00	6,642.00	7,014.00	20,000.00	GetLinkx - \$30,000.00, completed	Completed		
	Total Amenity Center Expenditures	\$31,164.90	\$32,628.83	\$34,456.28	\$98,250.00				
	(Grounds Maintenance - Other Grounds & Maintenance)								
	Waterfall Grates - RiverTown Main & Longleaf Pine(Non-Budgeted)	\$6,930.82	\$7,256.39	\$7,662.80	\$21,850.00	Sterling - \$12,350.00 - Waiting on start date	Pending Completion		
	Total Ground Maintenance Expenditures	\$6,930.82	\$7,256.39	\$7,662.80	\$21,850.00				
	Total Contribution (General Fund)	\$38,095.72	\$39,885.21	\$42,119.07	\$120,100.00				
Project Start Date	Capital Budgets	RE 1 Contribution	RE 2 Contribution	RE 3 Contribution	Capital Funding Contribution	Notes	Completion Date		
	Family Pool Re-Surface (RiverHouse)	\$94,314.66	\$98,744.95	\$104,275.38	\$297,335.00	Start Date - 09/02/2025			
	Lap Pool Re-Surface (RiverHouse)	67,950.59	71,142.47	75,126.96	214,220.02	Start Date - 09/02/2025			
	Re-furnishing of the RiverHouse inside and outside	25,376.00	26,568.00	28,056.00	80,000.00	Reviewing at this time			
	Painting of the RiverClub	12,688.00	13,284.00	14,028.00	40,000.00	Interior completed - 03/15/25. Ext. painting ongoing 4-1	Completed		
	Total Contribution (Capital)	\$200,329.25	\$209,739.42	\$221,486.35	\$631,555.02				
Project Start Date	Priority of Projects	RE 1 Contributor	RE 2 Contributor	RE 3 Contributor	General Fund Contribution	Notes	Completion Date		
	Family Pool Re-Surface (RiverHouse)					Start Date - 09/02/2025			
	Lap Pool Re-Surface (RiverHouse)					Start Date - 09/02/2025			
	Lounge Chairs at pools (RE 1) - Lap pool					Texcraft - \$11,932.84	Completed		
	Slide Frame Weld Repairs(Non-Budgeted)					Sterling - \$13,560.00 - April 3, 2025 start date?	Completed		
	Waterfall Grates - RiverTown Main & Longleaf Pine(Non-Budgeted)					Sterling - \$12,350.00 - Waiting on start date	Maint. Completed		
	Slide Skirt Rusted-Bolt Changeout(Non-Budgeted)					Sterling - \$7,350.00 - April 3, 2025 start date?	Completed		
	Asphalt Repair around Pond on Main Street					Completed - Waiting on seal coating 04/2025	Completed		
	Total Expenditures								
	Total Contribution (General Fund Non-Budgeted)								
	Total Contribution (Capital Non-Budgeted)								
Project Start Date	Annual Project List	RE 1 Contributor	RE 2 Contributor	RE 3 Contributor	General Fund Contribution	Notes	Completion Date		
	Mulching of the community					11.4.2024 Update: Proposals will be presented at the January meeting for consideration. Included under separate cover will be a proposal RE 1 and RE 3 as well. These are cost share items. 01.15.25 Update: Proposals will be submitted at the February board meeting for approval. Work will be started in April around the community. 03.04.25 Update: In progress at this time. 06.19.2025 Update: Mulching project has been. 11.5.2024 update: Proposals will be presented at the December meeting for consideration. Included under separate cover will be a proposal for buffer trimming at the RiverFront Park as well. These are both cost share items. 01.15.2025 Update: Buffer. 01.17.2025 Update: Kevin had walk-thru with Jason & Zac. Reviewed structure and seams and feels refurbishment not needed till FY. 04.01.25 Update: RiverClub Facility completed today by SteamLux.	06.18.2025		
	Buffer Trimming (FF Park & RC RiverFront)						01.03.25		
	Slide Re-Surface						01.03.25		
	Upholstery Cleaning (Steam)						04.01.25		



BOARD REPORTING AND ENGAGEMENT

Our onsite management team will provide **weekly and monthly board updates** via email on any items of interest to ensure the whole Board is kept up to speed efficiently. **Per board feedback, our reports at Grand Haven are streamlined.**

Board Reporting Includes:

- Recap of significant operational events
- Highlight upcoming events and recaps of previous events, reporting of all community lifestyle
- Status of projects and ongoing maintenance items
- Update on Board Action Items

 Monthly Amenity Update Date of report: 5/6/2024 Submitted by: John Lucansky Amenities: ➤ Update: - April was a very busy month. 158 guest passes were issued. - Resident ID checks have gone very smoothly. As of 5/5 only four residents didn't bring their card. - Two incident reports were filed for repeat offenders. - April Events: - Pickleball Post was held Saturday April 13th. - Event went very well. - CHPW Tennis Tournament Saturday April 13th. - Tournament and banquet went very well. - Musical Mystery dinner show was Saturday April 13th. - Large success with out the pit! Café: - Special Monthly Events - Braps was fully attended (no participants) all residents asked to produce I.D. cards at the doors to ensure no repeat. - Tennis was very well attended, 100% capacity.	- Since that Time was held 5/3/24, we were at 75% capacity for the event. - Egg Easter Egg Hunt was held on Saturday 5/11/24 at the Village Center with the group using Boice courts. 100 kids participated. 2000 eggs were given out, along with marshmallow peeps and chocolate bunnies. Café/Online Ordering: - Online orders have been steadily increasing each month. Boice: - The Spring Boice league started March 9th and is going very well. - Expanding the league to 5 hours/day, 2 days a week (Wednesday and Thursday) increasing participants to 125. - Boice court has QR code online ordering for food and drink. - Delivery only when the league is playing. 4 high top cocktail tables have been purchased for boice courts. - Established resident groups still have their times on Monday, Tuesdays, and Saturdays. Tiki Hut: - Tiki Hut opening is scheduled for Sunday May 26th. Live music will be provided. Tennis Courts: - Courts are receiving their daily grooming.	- No issues to report. - Clay was added to courts 1 and 2. Tennis Instruction: - Brin has offered beginners tennis clinic. Amenity office sent out an eblast and the clinic filled up in under a week. Amenities quality checks and reporting: - We continue to monitor and check all amenities. - We introduced the QR codes so the facilitators must physically go to the amenities (restrooms, tennis courts, etc.) scan the code and enter all required information. Below are some examples of the reports. - The facilitators also have a QR code for any issues/repairs that need to be reported to the CDD office-I checked these daily and forward them to CDD office staff. This ensures no delays in reporting.
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 Monthly Amenity Update Date of report: 9/8/2024 Submitted by: John Lucansky Amenities: - Boice league starts Wednesday Sept. 11th. - Wednesdays and Thursdays from 3-7pm 141 residents have signed up for the Fall season. - Concerns: - We are receiving many non-CDD vendors using the Village center restrooms, taking away time that residents can use them, and leaving them dirty. This leads to staff taking time away from the daily duties to clean them. Tiki Hut: - Tiki Hut is now open Monday-Sunday 11am-7pm - Live entertainment scheduled monthly throughout café closure. Tennis Courts: - Due to all the rain, clay will need put down. - We will schedule this once the weather cooperates. - Courts are receiving their daily grooming, weather permitting.	Boice Courts: - Clay was added to both courts and courts were leveled out. Amenities quality checks and reporting: - We continue to monitor and check all amenities. - We introduced the QR codes so the facilitators must physically go to the amenities (restrooms, tennis courts, etc.) scan the code and enter all required information. Below are some examples of the reports. - The facilitators also have a QR code for any issues/repairs that need to be reported to the CDD office-I checked these daily and forward them to CDD office staff. This ensures no delays in reporting.
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Using QR codes similar to how we produce our resident surveys, Grand Haven management uses QR codes that employees scan daily to go through their daily duties and checklists. See examples of the checklists and reporting below.

Recent Impressions   
[Print](#) [Save](#) [Tools](#) [Extensions](#) [Help](#)

1 [Water management](#) [Price](#) 17% of storage per acre, larger cities call, and more with Google Workspace

2 100%    Default...                             

3 [Observation](#) [Description](#) [Notes](#)

4 [Observation](#) [Description](#) [Notes](#)

5 [Observation](#) [Description](#) [Notes](#)

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98 [Observation](#)

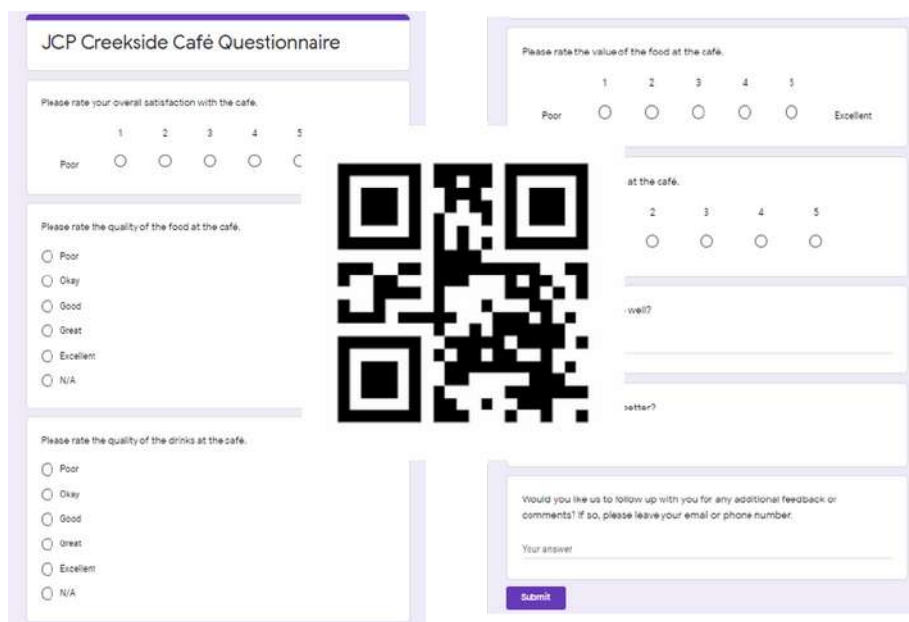


RESIDENT SATISFACTION

We have found that “point-of-experience” (QR) surveying is far more valuable and less intrusive than formal, periodic, emailed resident surveys. So, we place them conveniently throughout our facilities to capture feedback.

QR Coded Resident Survey (example below)

- Located conveniently throughout facilities on aesthetically appropriate placards, to provide an opportunity for residents to easily provide feedback on their experience, and only when they want to do so.
- Surveys can be tailored based on location (tennis courts, events, reception area, pools, café, locker rooms, parks, etc.)
- Residents simply use their phone to complete the quick survey.
- Utilizes rating scale questions to provide benchmark analysis over time, as well as text boxes to provide detailed and open-ended feedback.
- If residents desire, they can be contacted directly by our team so that we can personally follow up on their experience.
- Survey links can also be placed on the app or website as desired and/or hard copies made available to suit resident-preference.
- Consistent feedback is then shared with the Board through manager reporting, along with any necessary action items.



JCP Creekside Café Questionnaire

Please rate your overall satisfaction with the café.

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

Please rate the quality of the food at the café.

☐ Poor
☐ Okay
☐ Good
☐ Great
☐ Excellent
☐ N/A

Please rate the quality of the drinks at the café.

☐ Poor
☐ Okay
☐ Good
☐ Great
☐ Excellent
☐ N/A

Please rate the value of the food at the café.

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

at the café.

2 3 4 5

☐ ☐ ☐ ☐

well?

better?

Would you like us to follow up with you for any additional feedback or comments? If so, please leave your email or phone number.

Your answer

Submit



FACILITY INSPECTIONS

We take a couple of approaches to formal facility and infrastructure inspections in addition to those we support from District Engineer Reports and Reserve Studies.

- Our Regional Team performs periodic, customized inspections based on our scope-of-services, as needed (such as upon commencement of the contract, based on operational issues, turnover of key staff, etc.), to provide offsite accountability for Vesta's onsite team. We also want to ensure that we set everyone up for success, share best practices, and avoid "blind spots" by conducting these periodic "peer walks."
- Managers in similar positions are paired and provided the opportunity to walk each other's properties, point out opportunities and solutions, as well as share best practices for mutual and informal benefit. They then provide a summary of what they learned, so we can ensure there is sufficient value and best-determine how to plan subsequent experiences and/or development opportunities.

<u>Peer Site Review</u>	
Objective: Gain a thorough understanding of day-to-day operations. Discuss items such as current contracted services, staffing, project work, vendors, trends and challenges. Most importantly share best practices and look for opportunities to learn and provide input to one another. Take notes as both the host and the visitor. Submit to your supervisor for recording purposes.	
<i>Date:</i> 1/3/22	<i>Visitor:</i> James Robinson
<i>Property:</i> Durbin Crossing	<i>Host:</i> Ben Conner
<i>Notes/ Observations/ Best Practices</i>	
Get contact info for fitness preventative maint company from Ben. Durbin was pleased with professionalism and response time of the vendor.	
Recently did a paint RFP for facility exterior. Get the template to use for upcoming RFP	
Forward contact info from our current vendor , Welches Tennis. Durbin is looking to renovate	
Consider branding tennis windscreens. Looks sharp! Research budget	
Ben recently replaced his pool pump through A1 Pools. Do NOT USE. Poor workmanship with	



AUDITS

We conduct a variety of team member audits to ensure their training sticks and provides ongoing feedback and coaching to set us and our team up for success.

Audits

- When a leader witnesses an interaction between a resident and a team member that has opportunity to be improved or to be reinforced and celebrated, the individual is pulled aside informally at the first available moment to coach or congratulate.
- We have several audit checklists that our Regional teams use during site visits and walkthroughs which allow us to observe and make improvements where needed.

Date:		Grading Scale Value	
Community:		4 Evaluation demonstrates a high level of proficiency	
Onsite Manager(s):		3 Evaluation demonstrates proficiency	
Manager Title:		2 Evaluation demonstrates partial proficiency	
Supervisor:		1 Evaluation demonstrates minimal proficiency	
Supervisor Title:		0 No evidence of proficiency	
Scope of Services & Measurables		Value	Observations/Comments
		0 through 4	
A1. Upon entering the Amenity Center			
a. Amenity Center was clean and free of safety hazards			
b. Staff would be able to share the following:			
Hours of operation			
Amenities available to the residents			
Whom to contact to process a new resident			
Guest Pass Policy			
Programs/activities that may be provided			
Info on sign up and coming events			
Where to locate the policies and procedures			
Ability to transition you to the Amenity/General Manager in a timely manner			
A2. Upon Meeting with the Manager			
a. Office appears to be organized and well kept			
b. Manager was able to provide you with:			
Fluores cameras to ensure proper greetings by staff			
SOP's specific to the operation			
EAP's specific to the operation			
Emergency Response Plan			
Accident/Incident Report Examples			
Current staff's schedule			
Communication Log with staff (PDR)			
Recent Quality Checks			
Reporting examples to CM/MSO			
Action items list for previous BOS meeting			
Completed Checklists			
A3. Manager has the ability to:			
Initiate the Hiring Process			
Accept the VISA Server			
Post NCES			
Post sign-in sheet			
Post credit card receipts & reports			
Draft and post schedules through P system			
Plan labor allocation			
Analyze most recent PIR, and identify opportunities			

Lifeguard Audits

- Our Lifeguards are audited by their supervisors on an ongoing and random basis while they are working to ensure sustained proficiency in their lifesaving skillset. These audits include passive observations as well as active engagements to test their response times, CPR and first aid proficiency, ensure they have the required gear in their kits and the opportunity to save an actor who pretends to be drowning, etc.



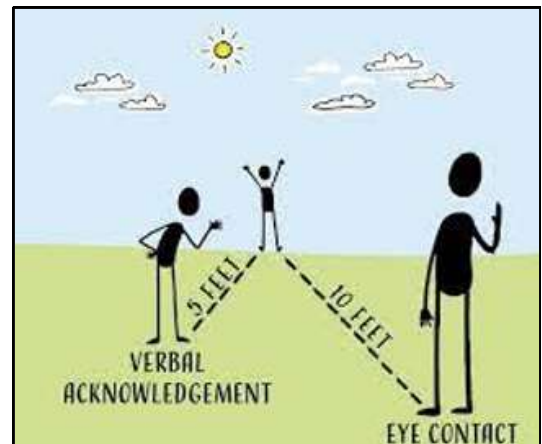
CUSTOMER SERVICE

Vesta has over four hours of Customer Service Training modules featuring valuable information conveyed through presentation slides, video reenactments, and hands-on, role-play exercises that we developed to provide all of our team members with the very best in Customer Service Training.

These modules include specific training for hourly staff, mid-level managers, and general managers, and have been custom-made by Vesta to fit our specific needs.

Some of our training topics include the following:

- What is customer service?
- How to deliver proper customer service?
- Customer service challenges and potential solutions
- Defining our customers
- Identifying conflicts of all types and how to deescalate and resolve
- Body language and perception
- Anticipation
- Following through and following up
- Service recovery
- The HEART Model
- The 10-5 Rule



“

I'm very grateful for your stewardship that has supported and improved our community in so many ways. I'm thankful for our partnership with Vesta and the individual relationships I've built with each member of your team.

It is a group committed to our success, with a willing spirit that consistently goes above and beyond to serve our residents.

Chris Sexton, former Board Chairman; Julington Creek Plantation CDD

”

VENDOR MANAGEMENT

We've developed tools such as our "Landscape Accountability Tool" that ties a vendor's contract to efficient evaluation criteria, to best-ensure the highest levels of service and timely, specific, and measurable feedback. We have also worked to create more competition in the marketplace by using our local economies of scale to draw in new vendors as needed.

RECDD I, II and III Landscape Deficiency Report		January		February		March		April		May		June														
Contracted Item Description		1/1-1/9	1/10-1/16	1/17-1/23	1/24-1/30	1/31-2/6	2/7-2/13	2/14-2/20	2/21-2/27	2/28-3/6	3/7-3/13	3/14-3/20	3/21-3/27	3/28-4/3	4/4-4/10	4/11-4/17	4/18-4/24	4/25-5/1	5/02-5/08	5/09-5/15	5/16-5/22	5/23-5/29	5/30-6/05	6/06-6/12	6/13-6/19	6/20-6/26
Reporting & Communication	Contractor shall provide to management a written report of work performed for each week with notification of any problem areas and a schedule of work for the upcoming month. (Friday each week) (pg.3)	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	1	4			
	Contractor shall then within the time period specified by the District Representative, or if no time is specified within forty-eight (48) hours, explain in writing what actions shall be taken to remedy the deficiencies. (Tuesday each week) (pg.3)	4	4	4	4	4	4	3	4	4	5	5	5	3	3	3	4	2	3	4	4	3	3			
	A representative of the grounds maintenance service crew will report to the on-site management office immediately upon arrival to the site. A representative shall report to the on-site management upon departure from site. (pg.19)	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	1	5	5	4	4	2	2		
	Ground maintenance supervisor and a representative of the District will inspect the entire property subject to this agreement once per month. (pg.19)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
Mowing, Edging & Trimming	This schedule shall state how many mowings per week during the growing season and dormant season. Notwithstanding the above, at no time will the turf grasses be allowed to grow beyond the following: Bermuda grass beyond a maximum height of two (2) inches; St. Augustine grasses beyond four and one half (4 1/2) inches; and Zoysia grasses beyond four (4) inches (pg.14)																									
	Mow Bermuda Turf- March 1- November 1- Once a week and November 1- March 1- Once a month. (pg.14)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	3		
	Mow St. Augustine Turf- March 1- November 1- Once a week and November 1- March 1- Once every two weeks. (pg.14)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	3		
	Mow Zoysia Turf- March 1- November 1- Once a week and November 1- March 1- Once every two weeks. (pg.14)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	3		
	Mow Bahia Turf- March 1- November 1- Once every two week and November 1- March 1- Once a month (pg.14)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	3		
Turf Management	Contractor is to include with its bid a detailed annual maintenance program to ensure optimum quality and performance of Bermuda St. Augustine, Zoysia and Bahia grasses. In addition to a detailed mowing schedule, program is to include detailed timed events such as fertilization, aeration and thatch removal. (pg.14)	3	3	4	4	4	5	4	3	4	4	5	5	5	5	5	5	5	5	5	4	4	3	3		
Pond Areas	Pond areas will be maintained within three (3) feet of the water's edge unless otherwise directed by the District. Vegetation within three feet of the water's edge will be controlled with use of a string/line trimmer or other mechanical means. Vegetation within these limits should be maintained in a clean condition with the rise and fall of the water line. (pg.15)	5	5	5	4	4	4	4	4	4	4	3	4	5	3	3	3	3	4	3	2	3	3	3		
	Any trash debris in the water within arm's reach of Contractor shall be removed and disposed of offsite. (pg.15)	5	5	4	3	4	4	3	3	3	3	4	4	4	3	4	3	2	3	3	3	3	4	4		
Tree & Shrub Care	Trees, hedges, plants, vines, and shrubs shall be pruned by Contractor on an ongoing basis removing broken or dead limbs at least once (1x) a month or more, as necessary, to provide a neat and clean appearance. All the plant beds around the pond perimeters are to be maintained in the same manner as all other plant beds within the community. (pg.16)	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	2	3	3	3	3	3			
	Ornamental grasses will be cut back once a year in late winter. (pg.16)			5	5	5	5	5																		
	All deciduous trees shall be pruned when dormant to ensure proper uniform growth. (pg.16)			5	5	5	5	5																		
	All evergreen trees shall be pruned in the early summer and fall to ensure proper growth and proper head shape. (pg.16)																									
	Sucker growth at the base of all trees shall be removed by hand continuously throughout the year. Aesthetic pruning shall consist of the removal of dead and/or broken branches as often as necessary to have trees appear neat at all times. (pg.16)	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4		
	Branches and limbs shall be kept off buildings, including roofs, sign wall structures, and pruned over sidewalks and parking lots so as not to interfere with pedestrians or cars. (This is to include maintaining a minimum of six to eight (6-8) feet of clearance under all limbs over sidewalks and ten to twelve (10-12) feet clearance above all driveways and ROW's depending on location and species of tree.) Hedges, shrubs and ground covers are to be maintained twelve to eighteen (12-18) inches away from buildings, fences and other structures. (pg.17)	3	3	3	3	4	4	3	4	4	4	4	5	4	4	4	4	4	3	3	4	4	3	3		
	Trim buffer area along the Riverfront Park - Trimming of buffer area to four (4) feet high from the south lookout north 3,200 feet to the extent of the cleared portion of park. This to include any saplings, Sabal Palmetto fronds above four (4) feet and tall weeds. (pg.17)			5																						



VENDOR MANAGEMENT

Pond Scorecard with Map

Pond Number	Pond Location	Last Onsite Staff Inspect Date	Recent Treatment Date	Previous Treatment Date	Debris Removal	Algae	Submersed Vegetation	Shoreline Grass & Brush	Floating Weeds	Water Quality Enhancer/Oxygen test	Pond Dye Added	Phoslock/Phosphate Binder	Outfalls and Street Drains	Concerns Received
SC 1	Entry side of Leo from 210													
SC 2	Entry side from Leo to St. Johns Golf Dr.													
SC 3	Hole 18 after tee box on St. Johns Golf Dr.													
SC 4	Runs along Hole 17 to Hole 16													
SC 5	Between Holes 18 and 9													
SC 6	Between Leo and Hole 3													
SC 7	Near Hole 16 tee box													
SC 8	Runs along hole 15													
SC 9	Intersection of St. Johns Golf Dr. & Eagle Point													
SC 10	Between Hole 14 and 13													
SC 11	Behind Hole 13													
SC 12	Runs along Cross Pointe Way													
SC 12A	On Stonehedge Trail Ln													
SC 13	Backside of Cross Pointe Way													
SC 14	On Meadow View Ln													
SC 14A	Between Meadow View Ln and Leo (by JEA)													
SC 15	Runs along hole 2 and 3													
SC 16	Center of Hole 12 along St. Johns Golf Dr.													
SC 17	Behind Hole 7 closest to entry on Meadow Ln View													
SC 18	Center of Hole 7 on Eagle Point													
SC 20	Behind Hole 12 tee box on Forest Glen Way													
SC 21	By Hole 4 on Eagle Point													
SC 23	By Hole 6 and Glenfield Crossing													
SC 24	Runs through hole 6 & behind hole 5 between Eagle Point & Glenfield Crossing													
SC 24A	On Left Glenfield Crossing													
SC 24B	On right side of Glenfield Crossing and hole 6													
SC 25	Back of Crested Heron Way													
SC 25A	Back of Fox Tail Ct.													
SC 26	Back of Hampton Crossing Way													
														Complaints Received



MAINTENANCE AND ACCOUNTABILITY

Multiple members of our team at Grand Haven are CPO certified and we use daily logs and checklists to keep track of all pool related things. We have dedicated personnel who manage all pool operations at Village Center and Creekside amenities, including but not limited to checking pool/spa readings, adjusting chemicals, brushing pool and spa walls, skimming the pool and spa, vacuuming the pool and spa and changing the pool filters and spa if needed. We have never had a pool closure for a chemical imbalance during John's tenure.

Creekside Kiddie Pool - Out of Range Log									
2 North Village Pkwy, Palm Coast, FL 32137									
CPO: Travis Sechman									
Time	Reading	NT	Resolution/Maintenance	Date	Time	Reset	NT	Final	
10:00	10.0	T	ADJUSTED pH TO 7.2	4/1/25					
10:30	10.5	T	ADJUSTED pH TO 7.2	4/1/25					
11:00	11.0	T	ADJUSTED pH TO 7.2	4/1/25					
11:30	11.5	T	ADJUSTED pH TO 7.2	4/1/25					
12:00	12.0	T	ADJUSTED pH TO 7.2	4/1/25					
12:30	12.5	T	ADJUSTED pH TO 7.2	4/1/25					
13:00	13.0	T	ADJUSTED pH TO 7.2	4/1/25					
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15:00	15.0	T	ADJUSTED pH TO 7.2	4/1/25					
15:30	15.5	T	ADJUSTED pH TO 7.2	4/1/25					
16:00	16.0	T	ADJUSTED pH TO 7.2	4/1/25					
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17:00	17.0	T	ADJUSTED pH TO 7.2	4/1/25					
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19:00	19.0	T	ADJUSTED pH TO 7.2	4/1/25					
19:30	19.5	T	ADJUSTED pH TO 7.2	4/1/25					
20:00	20.0	T	ADJUSTED pH TO 7.2	4/1/25					
20:30	20.5	T	ADJUSTED pH TO 7.2	4/1/25					
21:00	21.0	T	ADJUSTED pH TO 7.2	4/1/25					
21:30	21.5	T	ADJUSTED pH TO 7.2	4/1/25					
22:00	22.0	T	ADJUSTED pH TO 7.2	4/1/25					
22:30	22.5	T	ADJUSTED pH TO 7.2	4/1/25					
23:00	23.0	T	ADJUSTED pH TO 7.2	4/1/25					
23:30	23.5	T	ADJUSTED pH TO 7.2	4/1/25					
24:00	24.0	T	ADJUSTED pH TO 7.2	4/1/25					

Creekside Pool - Out of Range Log									
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14:30	14.5	T	ADJUSTED pH TO 7.2	4/1/25					
15:00	15.0	T	ADJUSTED pH TO 7.2	4/1/25					
15:30	15.5	T	ADJUSTED pH TO 7.2	4/1/25					
16:00	16.0	T	ADJUSTED pH TO 7.2	4/1/25					
16:30	16.5	T	ADJUSTED pH TO 7.2	4/1/25					
17:00	17.0	T	ADJUSTED pH TO 7.2	4/1/25					
17:30	17.5	T	ADJUSTED pH TO 7.2	4/1/25					
18:00	18.0	T	ADJUSTED pH TO 7.2	4/1/25					
18:30	18.5	T	ADJUSTED pH TO 7.2	4/1/25					
19:00	19.0	T	ADJUSTED pH TO 7.2	4/1/25					
19:30	19.5	T	ADJUSTED pH TO 7.2	4/1/25					
20:00	20.0	T	ADJUSTED pH TO 7.2	4/1/25					
20:30	20.5	T	ADJUSTED pH TO 7.2	4/1/25					
21:00	21.0	T	ADJUSTED pH TO 7.2	4/1/25					
21:30	21.5	T	ADJUSTED pH TO 7.2	4/1/25					
22:00	22.0	T	ADJUSTED pH TO 7.2	4/1/25					
22:30	22.5	T	ADJUSTED pH TO 7.2	4/1/25					
23:00	23.0	T	ADJUSTED pH TO 7.2	4/1/25					
23:30	23.5	T	ADJUSTED pH TO 7.2	4/1/25					
24:00	24.0	T	ADJUSTED pH TO 7.2	4/1/25					

Creekside Pool - Out of Range Log									
2 North Village Pkwy, Palm Coast, FL 32137									
CPO: Travis Sechman									
Time	Reading	NT	Resolution/Maintenance	Date	Time	Reset	NT	Final	
10:00	10.0	T	ADJUSTED pH TO 7.2	4/1/25					
10:30	10.5	T	ADJUSTED pH TO 7.2	4/1/25					
11:00	11.0	T	ADJUSTED pH TO 7.2	4/1/25					
11:30	11.5	T	ADJUSTED pH TO 7.2	4/1/25					
12:00	12.0	T	ADJUSTED pH TO 7.2	4/1/25					
12:30	12.5	T	ADJUSTED pH TO 7.2	4/1/25					
13:00	13.0	T	ADJUSTED pH TO 7.2	4/1/25					
13:30	13.5	T	ADJUSTED pH TO 7.2	4/1/25					
14:00	14.0	T	ADJUSTED pH TO 7.2	4/1/25					
14:30	14.5	T	ADJUSTED pH TO 7.2	4/1/25					
15:00	15.0	T	ADJUSTED pH TO 7.2	4/1/25					
15:30	15.5	T	ADJUSTED pH TO 7.2	4/1/25					
16:00	16.0	T	ADJUSTED pH TO 7.2	4/1/25					
16:30	16.5	T	ADJUSTED pH TO 7.2	4/1/25					
17:00	17.0	T	ADJUSTED pH TO 7.2	4/1/25					
17:30	17.5	T	ADJUSTED pH TO 7.2	4/1/25					
18:00	18.0	T	ADJUSTED pH TO 7.2	4/1/25					
18:30	18.5	T	ADJUSTED pH TO 7.2	4/1/25					
19:00	19.0	T	ADJUSTED pH TO 7.2	4/1/25					
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22:00	22.0	T	ADJUSTED pH TO 7.2	4/1/25					
22:30	22.5	T	ADJUSTED pH TO 7.2	4/1/25					
23:00	23.0	T	ADJUSTED pH TO 7.2	4/1/25					
23:30	23.5	T	ADJUSTED pH TO 7.2	4/1/25					
24:00	24.0	T	ADJUSTED pH TO 7.2	4/1/25					

Creekside Pool - Out of Range Log									
2 North Village Pkwy, Palm Coast, FL 32137									
CPO: Travis Sechman									
Time	Reading	NT	Resolution/Maintenance	Date	Time	Reset	NT	Final	
10:00	10.0	T	ADJUSTED pH TO 7.2	4/1/25					
10:30	10.5	T	ADJUSTED pH TO 7.2	4/1/25					
11:00	11.0	T	ADJUSTED pH TO 7.2	4/1/25					
11:30	11.5	T	ADJUSTED pH TO 7.2	4/1/25					
12:00	12.0	T	ADJUSTED pH TO 7.2	4/1/25					
12:30	12.5	T	ADJUSTED pH TO 7.2	4/1/25					
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23:30	23.5	T	ADJUSTED pH TO 7.2	4/1/25					
24:00	24.0	T	ADJUSTED pH TO 7.2	4/1/25					



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MAINTENANCE AND ACCOUNTABILITY

In other communities we are using software and apps for work orders and accountability chosen based on the size of the community. The software can be integrated into our website directly or used manually by staff and vendors to start, track and complete work orders. This allows us to report the work, track time, show pictures and hold all parties responsible for completion of work.

 PICTURES



 VENDORS

 Vesta Property Services

Time & Cost Tracking

No time entries or costs recorded

Daily Pool Maintenance Checklist #2302706

Daily pool maintenance and chemical readings

Chlorine level*

The meter will be selected in the work order.

PH level*

The meter will be selected in the work order.

Total Alkalinity level*

The meter will be selected in the work order.

Cyanuric Acid level*

The meter will be selected in the work order.

Calcium Hardness level*

The meter will be selected in the work order.

Daily Pool Maintenance Checklist #2302706

Flow GPM*

The meter will be selected in the work order.

☐ Filters Clean*

☐ Pool Gutters Clean*

☐ Pool clean, vacuum/skim as needed*

☐ Sheppard's hook, life rings and skimmer in are in proper working condition*

of Patrons

Notes

Checklist Photos*

Amenity Center Daily Checklist #2331008

Daily Inspection of Amenity Center

☐ Open restrooms

☐ Open fitness center

☐ Pickup trash and debris at the amenity center, playgrounds, basketball courts, dog parks as needed

☐ Pickup trash and debris around entryway monuments and common areas as needed

☐ Blow off all areas of the amenity center & walkways as needed

☐ Ensure all stormwater drains around the amenity center are free of leaves and debris

Section #1

Notes

Checklist Photos*



MAINTENANCE AND ACCOUNTABILITY

Pool Chemical Readings - Cross Creek North

June 1, 2025 - July 22, 2025

Export to Excel

Date	Work Order ID	Technician	Main Pool Chlorine	Main Pool pH	Lap Pool Chlorine	Lap Pool pH	Splash Pad Chlorine	Splash Pad pH	Notes
06/26/2025	#43	Leniel Feliz	No data	No data	No data	No data	No data	No data	Daily maintenance completed
06/27/2025	#44	Leniel Feliz	No data	No data	No data	No data	No data	No data	Daily maintenance completed
06/30/2025	#75	Leniel Feliz	No data	No data	No data	No data	No data	No data	Daily maintenance completed
07/01/2025	#78	Leniel Feliz	2.0	7.8	10.0	7.4	10.0	8.0	Pools cleaned, equipment checked
07/02/2025	#88	Leniel Feliz	1.0	7.6	10.0	7.4	2.0	7.6	Pools cleaned, equipment checked
07/03/2025	#95	Leniel Feliz	1.0	7.6	10.0	7.4	3.0	7.4	Pools cleaned, equipment checked
07/04/2025	#114	Leniel Feliz	10.0	7.6	3.0	7.6	10.0	8.0	Pools cleaned, equipment checked
07/07/2025	#116	John Williams	0.0	8.0	1.0	7.6	10+	7.8	Let chlorine run manually for lap pool and main pool while unplugged for 3hrs from adding bicarb. Unplugged splash pad. Will adjust controllers after plugging back in.
07/08/2025	#120	Leniel Feliz	3.0	7.6	3.0	7.4	3.0	8.0	Pools cleaned, equipment checked
07/09/2025	#130	Leniel Feliz	5.0	7.6	7.5	7.8	10.0	8.0	Pools cleaned, equipment checked
07/10/2025	#136	Leniel Feliz	1.0	7.0	10.0	7.6	10.0	7.0	Added chemical and backwash
07/11/2025	#151	Leniel Feliz	10.0	7.4	7.5	7.4	10.0	8.0	Splash wasn't feeding acid, fixed it. Lower chlorine on the controller.
07/14/2025	#158	John Williams	10.0	7.6	7.5	7.4	P	7.0	Shocked main pool and splash pad. Draining main pool to bring down CYA.
07/15/2025	#159	John Williams	5.0	7.6	3.0	7.4	1.0	7.6	Pools cleaned, equipment checked
07/16/2025	#171	John Williams	10.0	7.6	5.0	7.4	1.0	7.8	Pools cleaned, equipment checked
07/17/2025	#176	John Williams	10.0	7.6	5.0	7.6	1.0	7.8	Adjusted dials on steners for splash pad
07/18/2025	#183	John Williams	10.0	7.6	5.0	7.8	1.0	7.8	Added CYA to all pools
07/21/2025	#186	John Williams	5.0	7.6	10.0	7.6	5.0	7.6	Did a phosphate treatment on the main pool and splash pad



MaintainX

BENEFITS

- Internal Work Order Management:** Create, assign and monitor work orders for staff. Assigned tasks range from routine maintenance to complex projects. Also tracks associated costs and labor hours.
- External Vendor Coordination:** Streamlines communication and tracking of all large external service providers such as landscapers and pool maintenance contractors as well as other oversight of complex capital projects.
- Daily Digital Checklists:** Develop and maintain checklists for hospitality staff, maintenance and management teams to ensure tasks are completed in a timely, consistent and quality manner.
- Reporting:** Provide detailed or summary reports for internal purposes and boards. Photos, timelines and comments may be included.
- Asset Inspection Management:** Schedule and oversee routine inspections of community facilities and corporate properties to maintain compliance and identify maintenance needs proactively.



MaintainX

FEES

- Full User:** Unlimited access to all components. Managers/Supervisors. For below.
- Operator:** Limited capability for adequate maintenance technicians and hospitality staff \$380 per user.

Users	Volume Discount %	Discounted Price/User
0-10	10%	\$520
11-24	15%	\$560
25-49	20%	\$640
50-99	25%	\$840
100+	35%	\$382

Typical standard fee account: 2 managers (Full User), 3 maintenance techs and 1 front desk (Operator) \$3,730 annually



WORK ORDER SUMMARY REPORT - JULY 2025

13 work orders were completed work order. All work orders were completed by maintenance staff John Williams and Leniel Feliz.

Preventive Maintenance (45% of orders)

- Daily chemical checks and pool and splash pad chlorine - 15 orders covering chlorine, pH monitoring and general pool splash.
- Equipment maintenance - Filter cleaning, backwashing, chemical addition (bromine and cyanuric acid).
- Regulate temperatures - Landscape reports, pool treatment, fire extinguisher checks.

Responsive Maintenance (55% of orders)

- Pool and water features - Equipment repairs, filter issues, pressure valves, float.
- Facility maintenance - Plating, soldering, cleaning windows, organizing space.
- Equipment repairs - Cylinders equipment filter, door repair, sign maintenance.
- Resident complaints - Fire extinguisher, fire alarm, general cleaning.

Key Facility Areas Served

Aquatics

- MasterPool, Lap pool and Splash Pad daily monitoring.
- Multiple filter cleaning and equipment repairs.
- Chemical treatments including phosphate treatments late in the month.

Amenity Center

- Cyanuric acid maintenance and repairs.
- General facility repairs.
- Exterior painting and general cleaning.
- Window cleaning and spider web removal.

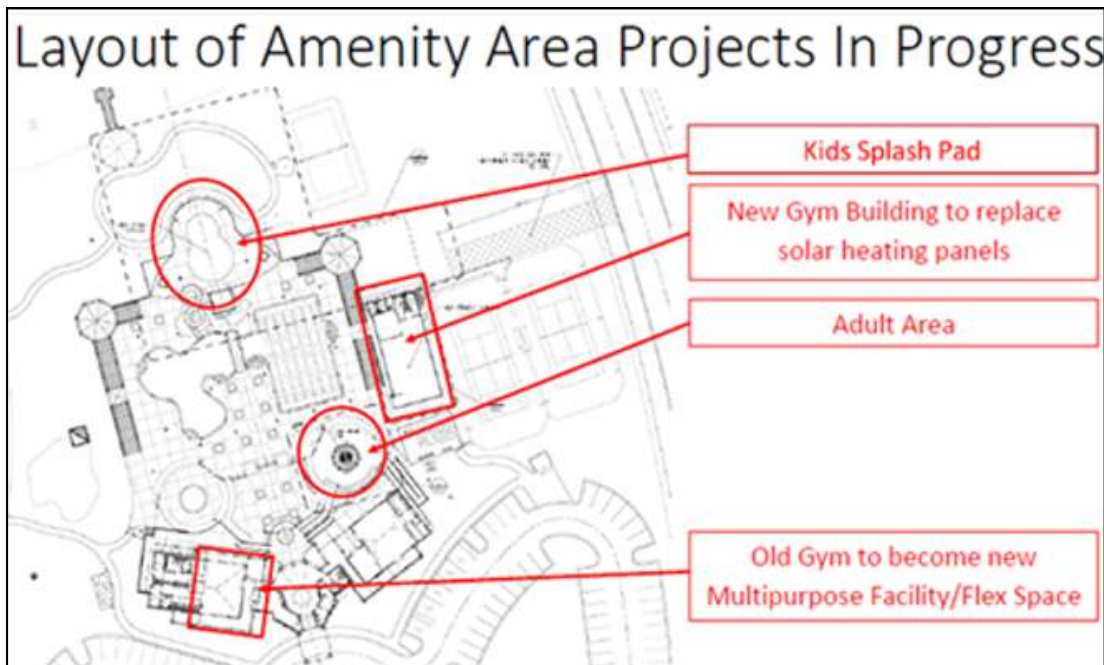
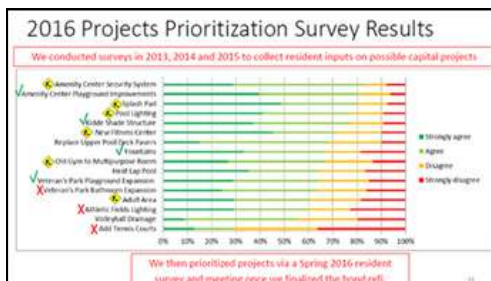
Common Grounds

- Tree removal incidents (small tree fallen from).
- Landscape replacement and maintenance of 144138 and 144139.
- Food maintenance provided services at pool per contract (see attached report).
- Landscape removal of trees per contract (see attached report).



PROJECT MANAGEMENT

- Vesta actively supports all aspects of projects that our client-CDDs undertake, from sourcing vendors, aiding the board in their decision-making process, and then working closely with hired vendors.
- We leverage our expertise and the vendors' while providing accountability regarding their quality of work and contracted scope of work, to best ensure that all stakeholders are engaged and kept updated on (1) work progress to-date; (2) that the work is completed on-time; and (3) that the best overall value is provided to the CDD.
- Vesta has many years of close experience with local vendors and we share our recommendations across all of our client locations. We have participated in regular capital work such as pool resurfacing, addition of pickleball courts, and complex, multi-million dollar enhancement projects. Examples are shown below.



PEO (PROFESSIONAL EMPLOYER ORGANIZATION)



For any boards that are interested, Vesta not only offers the traditional HR structure, but now has recently launched a model where Vesta serves as a PEO (Professional Employer Organization.)

01.

Oversight

The PEO model would not move the specified employees under Vesta, but would instead be a bit more removed with the Board having more involvement/jurisdiction over the employees. Thus, enabling Boards to directly oversee onsite staff, but still maintain access to the full suite of support and expertise (HR, staffing, benefits, IT, accounting, payroll, etc.) and realize cost efficiencies they could not realize themselves.

02.

Customizable

We quote the HR support structure depending on what level of support each opportunity requires (ie: some don't want the full suite including payroll and benefits, only fractional HR engagement and staffing support which would price differently).

03.

Staffing/Succession Planning

We can provide both accomplished industry team members to fill their vacancies as well as provide their team members an opportunity to network and grow in their career elsewhere which helps to attract and retain top talent and enable former team members to be accessible for ongoing support.

04.

CDD Experts

We are accustomed to working in CDD environments, adapting to unique community needs and requirements around sovereign immunity and insurance requirements unlike typical PEOs. Our industry knowledge is unparalleled, and we can navigate the nuances of this industry more adeptly than "normal" PEOs.

05.

HR Experts

Our skilled HR team is specialized and well-versed in their respective areas of expertise. Talent acquisition (a team of 3, focused on job postings, screening, interviewing and onboarding), Engagement (a dedicated field Generalist that spearheads performance management and other engagement needs while visiting the location weekly), a Benefits Manager who can assist with benefits questions and insurance issues, and HR leadership who ensures that accounts are receiving up to date and legally accurate HR support and guidance.

2025 Benefits at a Glance



MEDICAL

HDHP Plan—A high deductible health plan that is compatible with a Health Savings Account (HSA). This plan offers in and out-of-network coverage and employer contributions to the HSA.

HMO Core—Copays for common services such as primary care visits, specialists, urgent care and emergency room. Must receive care in the state of Florida.

HMO Plus—Lowest deductible and out-of-pocket maximum with copays on common services. Must receive care in the state of Florida.



VISION

Receive services from in or out-of-network providers. This plan includes an allowance for frames (every two years) or contact lenses (every year). Small copay for eye exam and materials.



VOLUNTARY BENEFITS

Accident—High and low option. Receive payment when you or a covered dependent experience an unplanned emergency such as fractures, dislocations, burns.

Critical Illness—Receive payment if you or a covered dependent are diagnosed with a critical medical condition such as cancer, heart attack, stroke.

Hospital Indemnity—Receive payment if you or a covered dependent are admitted to the hospital for an unexpected medical emergency.



DISABILITY BENEFITS

Short Term Disability (STD) and Long Term Disability (LTD) are available. Receive 60% of your basic annual earnings for a designated benefit period when you are unable to work. This provides coverage for injury, sickness or pregnancy.



PET DISCOUNT PLAN

Pet Assure Veterinary Discount Plan can save enrollees up to 25% on all in-house medical services at participating veterinarian clinics.



DENTAL

Dental HMO—Lowest cost plan with copays for dental procedures. Services can only be rendered through in-network providers.

Dental PPO Low—Receive services from in or out-of-network providers. Ortho coverage is not included.

Dental PPO High—Receive services from in or out-of-network providers. This plan has a higher benefit maximum and lower coinsurance. Ortho is included for children and adults.



LIFE INSURANCE

Basic Life and AD&D coverage is provided in the amount of 1 x your basic annual earnings up to \$50,000. Over 65 age reductions apply. **This is provided to you at no cost!**

Employees can purchase additional life insurance for themselves and eligible dependents. New hires can elect coverage up to the guarantee issue limit without having to submit a medical questionnaire.



SPENDING ACCOUNTS

Contribute pre-tax dollars to a spending account that assists with paying for eligible medical expenses.

A Flexible Spending Account (FSA) is compatible with the HMO Core or HMO Plus plan and a Health Savings Account (HSA) is compatible with the HDHP Plan. HSA enrollment includes employer contributions!

Contribute pre-tax dollars to a Dependent Care Flexible Spending Account to pay for eligible childcare expenses.



LEGAL

Access a network of attorneys that can assist with legal matters such as traffic, estate, family law and more. Most attorney fees are covered 100%.



401K PLAN

Available to eligible employees after 3 months of employment. For more information and to enroll in the plan, log onto www.paychexflex.com or call Paychex at 877.244.1771.



WHAT PEOPLE ARE SAYING ABOUT US IN GRAND HAVEN

John,

Just wanted to drop you a note to tell you how much I appreciate all that Brittani does for me. Trying to put together a schedule for ballet that works has been a true trial and error process. We've changed it multiple times, and Brittani updates the schedule and sends out special notices to keep us informed. She always verifies her information before sending it out to be sure that we have communicated the changes effectively.

Brittani has also been extremely helpful with the Grand Haven Woman's Club eBlasts. She keeps a detailed schedule of all our event notifications which streamlines the process for everyone. She has worked with me several times to create attractive and effective flyers for many of our events and always does it with a smile.

Having employees who are pleasant to work with as well as being very proficient is awesome!

Thanks,

Laura McBride

Vesta has provided us with a great crew and staff, unfortunately the issue with the cafe taking this long has nothing to do with John or his staff. I am in full support of Vesta.

John is always available he is reliable and helpful. The chefs always have a great variety on the menu and are open to suggestions. The staff is polite helpful and really cares about the residents of Grand Haven.

Please do not hesitate to call on me if needed.

Thank you

Barbara Correa

RESIDENT EXPERIENCE

I would like to write this note in support of our wonderful management team. I have had frequent interactions over the years with John, Brittani, the facilitators and the staff of Waterside Cafe. Every Vesta employee who I have had the pleasure of working with has been professional, helpful and kind. I love their "can do" approach to every request made. If something can't be done, they are great about explaining why.

Brittani is so much fun to work with – she is such a positive person, and is really great at her job. She creates beautiful flyers for community circulation, handles registrations for various events, and manages guest registrations – all with a smile!

John is a pleasure to work with as well. He has great ideas for planning and managing events and jumps into the execution of all of them. I have seen him many nights at the cafe, bussing tables well into the evening. He is great at a grill too! He also has the unenviable job of mediating disagreements among residents, and he is so calm and professional dealing with those. I don't know what his role is in hiring servers and office personnel – but if he has anything to do with that, he certainly has excellent human resource skills. My husband and I have commented frequently about the quality of the staff around Village Center. The facilitators are strict but fair when enforcing all of our rules and regulations – and are very helpful whenever we have had any problems with the facilities. They are all very friendly – I look forward to saying hello to all of them each day.

I believe our community is very blessed to have our Vesta employees here, keeping our premises clean, safe and fun! I look forward to the day Waterside Cafe finally re-opens.

Sincerely,

*Jenny Scott
9 Augusta Trail*

RESIDENT EXPERIENCE

Dear Jay/Vesta,

My husband has been a property owner here in Grand Haven for 20 years. After retiring we finally became Floridians permanently in 2017. I had no expectations about living in a community like this. So, to say that I was pleasantly surprised is an enormous understatement. There is literally no where I'd rather be.

And that is a testimony to John Luchansky (and Robert Ross before him), his extremely capable staff and Vesta. They all work tirelessly for us and I hope they know how much we appreciate them. John, who has to listen to everyone's questions and complaints, does so with great patience. Thank you, John, Brittany, and Heidi, you are always cheerful and smiling while you answer our dumb questions. Thank you.

Steven and kitchen staff, our bellies are kept full ,and I have never had a bad meal. Thank you. Tiffani, Marion, Laura, April, Hannah and Jemima, you guys are rock stars and we love you. Thank you. Facilitators, you take care of us and our needs and our surroundings in numerous ways everyday. Thank you.

*We hope to continue to have many more years with each and everyone of you.
Sincerely, Marcie & Mike Leonard*

I have lived in Wild Oaks at Grand Haven for five years. One of the main reasons we bought here was the wonderful amenities available to us. I am a daily lap swimmer at the Village Center pool. I wanted to complement you and your staff for making my experience so pleasant. Your staff is always courteous and keep the facilities and changing rooms clean.

I especially would like to recognize Travis for the excellent job he does maintaining our pools here in Grand Haven. The pools are always clean, and the water is crystal clear. His job is certainly a challenge to keep the pools so nice especially with all the use they get. I would like to thank you and your staff again for making my experience so nice.

Terence Baur 5 Scarlet Oak Ct

RESIDENT EXPERIENCE

Good Morning,

My name is Amy Beilman. I've lived in Grand Haven almost 20 years. My husband, Lewis, and I chose this community because of the amenities. We were very active and newly retired. It was the right choice.

By far, out of the five directors that I have known here, John Lucansky has put together the best team. He has combined very experienced employees (like Steven the cook), with many new, hard-working people. As a manager, I believe that John brings out the best that Vesta's employees have to give.

Almost 18 years ago, Lewis and I started Move to Music, an exercise/movement class in Grand Haven, and the program was--and continues to be--extremely successful. At times, Vesta had to adjust locations and class times to ensure that a large group of people could do this program. Vesta always did their best to make Move to Music happen twice a week.

Lewis and I also used to hold an annual fundraiser in Grand Haven for a nonprofit, Support for People with Oral and Head and Neck Cancer (SPOHNC), and Vesta helped to set up the entire event. It was a complicated process and it wouldn't have happened without Vesta. One year they even contributed to the fundraiser.

Lewis passed away in October 2023, and the celebration of life was held at the Village Center on a Sunday morning in December 2023. John and his staff were unbelievable in facilitating this gathering. They felt like family and have supported so many of us over the years. There were 175 people there that day. Vesta made it happen.

I'm grateful to be living here. John and his team have been instrumental in setting the tone for us all.

If I had a vote, I'd vote to continue to use Vesta--and to continue to support John, who has attracted a great team.

Thank you for your consideration.

*Amy Beilman
14 Lakeside Way
Palm Coast, Fl. 32137*

RESIDENT EXPERIENCE

John

As you know, I run a tennis group of about 16-20 people on Tuesdays. I also play tennis on most Sundays/Mondays/Wednesdays and Fridays. I want you to know what a great job Brian Roth does in maintaining our tennis courts. He works hard every day(including weekends) to keep them in great playing condition.

I have played at Palm Coast Tennis Center as well as Hammock and our courts are in better playing condition due to the outstanding job Brian does in court maintenance. I wanted to pass on to you and your management how much we appreciate his dedication to providing us with excellent conditioned tennis courts.

Please pass along our thanks to Brian.

On behalf of many of us Grand Haven tennis players, I must concur that Brian Roth has been doing an excellent job of maintaining our courts. He consistently exhibits an exceptional level of dedication to the thoroughness as well as regularity of the court grooming and overall maintenance.

He is undoubtedly an asset to our system of amenities here, and we are grateful for his fine efforts.

Respectfully submitted,

Christy Albin

I concur with the many comments about Brian Roth and the care he takes as regards the grooming of the courts. I want to share a recent experience I had with Brian that further demonstrates the positive efforts he undertook to make our experience on the courts a successful and safe one. I was playing tennis with Lynn, our daughter and grandson. I happened to look across the court and Brian was spraying the fencing with a spray can . When we asked him what he was up to, he said there were some wasps there trying to make a nest and he wanted to make sure none of us got stung. What more can I say about his sense of responsibility? That's just the way he is: caring, true and dependable.

Steve Brazen

RESIDENT EXPERIENCE

Good Morning,

My name is Amy Beilman. I've lived in Grand Haven almost 20 years. My husband, Lewis, and I chose this community because of the amenities. We were very active and newly retired. It was the right choice.

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If I had a vote, I'd vote to continue to use Vesta--and to continue to support John, who has attracted a great team.

Thank you for your consideration.

*Amy Beilman
14 Lakeside Way
Palm Coast, Fl. 32137*

RESIDENT EXPERIENCE

John,

I just wanted to drop you a note to express my appreciation for all the support you have given me in getting a second ballet class added to the busy Grand Haven Room calendar. I've been having as many as 18 students attending my class who've been asking me to restore our second class as soon as possible because of the physical and spiritual benefit they receive from dance. It means a great deal to all of us.

And while I'm on that subject, I want to thank all the facilitators, both past and present who've set up and taken down our bars for every class. They have very little time between classes to make the changeover, so it can be stressful. They've never complained and always check in with me to make sure we have enough. Adam and Scott have been our most recent partners, but we've also had many in the past starting with Travis since I've been involved. Thanks to all!

Laura McBride

Dear John:

I would like to take this opportunity to commend one of your employees. His name is Scott. He opens up the amenities center at 5:45 AM every morning I am there to swim on Monday, Wednesday and Fridays.

He is very courteous, efficient, and knowledgeable in all the duties that he must do to open the center and keep it running smoothly.

I've seen him do some things with respect to cleanliness that I've not seen others do. This is not to say others don't do what I've seen him do. He is just so noticable and quick in getting the job done. You can be very proud of Scott, and the way he does his job with no supervision. He is a very trustworthy member of your staff. Please acknowledge him in an appropriate ceremony.

Thank you.

Thomas J. Cavey
Major (Retired)
US Army

RESIDENT EXPERIENCE

We purchased property in Grand Haven in 1997 while I was still serving on active duty and built a home hoping to retire here. I retired from the USAF in 2000, and after leaving the Pentagon moved full time to our home in Grand Haven. I then served as President of the Developer's Advisory Board and subsequently as Vice President and President of the MHOA where I supported the addition of Tennis courts for our growing community. Early on I was asked to write the 'Rules of the Road', including disciplinary actions, for both the Amenity Center and Golf Course. As our community continued to build out, we had the normal growing pains, but were blessed with Amenity Managers of common sense, fairness and attention to detail. That included Howard and Robert.

Our current Manager, John Lucansky, has raised the performance bar even further yet John's attention to detail, consideration for the myriad needs and demands of residents and ability to run an effective and efficient ship is simply world class. Capt. Bernie Hollenbeck, Dr. Rob Carlson and myself designed, raised funds and with the approval and assistance of the CDD built the military memorial in front of the Village Center. That most successful effort was provided with an immeasurable amount of support by John and his staff to honor Grand Haven's many, many Veterans and their loved ones.

After 40 years of Military Service and many Commands, I can attest to the superb leadership and graciousness of John's stewardship of our Amenities. We are blessed to have him as our Amenity Manager.

*Maj. Gen. Wilfred Hessert, USAF (Ret.)
17 Silver Glen Drive
Palm Coast, Fl. 32137*

We have owned several properties in the crossings where we now live in one full time. We can not say enough good things about the Vesta employees. Starting with John who is not only hard working but creative, helpful, but open to making Grand Haven a better place. All that work for him are the same way.

James and Eileen Larkin

RESIDENT EXPERIENCE

Mr. King – I was a resident of Grand Haven from 2016 to 2023. I still have contact with many friends there and have heard that Barry and the CDD is planning to go out for bids on the Vesta contract.

I'm sure I will not be the only one to write in FULL SUPPORT of the entire Vesta staff. Every one of them is a hard worker, friendly to the residents and a great reflection on your company. Although they each are an important part of the overall management of the Village Center, nothing could be accomplished without the direction and support of John Lucansky. John was an absolute joy to work with on any event. He was always open to suggestions on how to add to or improve the activities there (bingo, trivia night) and worked hard to see that every event was a success. I was there, too, when Robert Ross was the manager and, as much as we hated to see him go, we were even happier with John as the replacement.

Replacing Vesta with another company and all new employees would be very disruptive to what is already a well oiled machine, in my opinion. Please let me and the other supporters of Vesta know if it would be of help to contact Barry and the board members directly in this regard.

Kindest regards,

*Pat Powell
Formerly at 200 Riverfront Dr, D203*

My husband and I have been in Grand Haven for 7 years and have spent many, many enjoyable evenings at the cafe playing trivia, dinners after Bingo and some simply delicious meals thanks to John and his friendly staff. They have been sorely missed and we can't wait to start enjoying some of those fun evenings again.

Bob and Diane Paul

RESIDENT EXPERIENCE

My husband and I have been residents of Grand Haven for almost 20 years. The leadership from Vesta amenities has been the best in these last years with John Luchansky and his team at the helm than in all previous years. We have been through several managers in those 20 years and John has been the best. He has had to listen to residents complain and suggest and he has listened to everyone. He has been responsive to requests from Woman's club, for special events such as fundraisers and he is always present during these functions.

Brian, a facilitator, has been maintaining the tennis courts faithfully for several years...he is there day, night, and weekends to make sure the courts are prepared and safe for residents. We have some of the best tennis courts in Palm Coast as a result.

Stephen has been our chef for 17 years. His food preparation has made the Village Center cafe one of the best places to eat in Palm Coast. He is always friendly and open to suggestions from the residents. We all anxiously await the opening of the cafe and miss his culinary expertise!

The wait staff at the cafe has been excellent, and we hope they will all return when the cafe opens. The cafe has been such a special gathering place for all the residents...it's our own "Cheers".

It's our hope that things will continue to go on as they have with John and his team in charge. Please don't fix what isn't broken.

Sincerely,

Gail and Bob Naworal

RESIDENT EXPERIENCE

We have been residents at Grand Haven for 9 years. We may not have moved to Grand Haven since we were looking at Sea Colony but we met Travis on our visit to the Creekside pool. After attending an open house, we wanted to see the amenities. Travis greeted us and told us how much we would enjoy living here. He said the residents were great and there were a lot of classes and activities to get involved in. He spent time talking with us. I thought that was so telling of the relationship that Vesta has with the community. To this day, I tell that story.

John Luchansky, Tiffani, Steven and all the waitstaff solidified our decision that we came to the right community. Brian is amazing with the court maintenance as well as all of the facilitators. Brittany and Heidi are always welcoming and very patient with our many inquiries.

John and his team provide support for our Woman's Club and charities supported by the residents. They also put on Holiday events like the traditional Christmas concert complete with the drink of John's predecessor, Robert.

The evening activities are always well attended - trivia, bingo, karaoke, etc. The tiki bar provides casual dining and entertainment especially with the renovation of the café.

We look forward to many more gatherings and fun with John's team.

Carol & Russ Walker

We have been extremely happy with how well Vesta Property Services have handled the cafe and amenities here in Grand Haven. The staff do a great job and we hope they are here for many years to come!

THANK YOU,
Donna and Shelby Oatts
17 Lakeside Dr., Palm Coast.

RESIDENT EXPERIENCE

Good Morning,

My name is Amy Beilman. I've lived in Grand Haven almost 20 years. My husband, Lewis, and I chose this community because of the amenities. We were very active and newly retired. It was the right choice.

By far, out of the five directors that I have known here, John Lucansky has put together the best team. He has combined very experienced employees (like Steven the cook), with many new, hard-working people. As a manager, I believe that John brings out the best that Vesta's employees have to give.

Almost 18 years ago, Lewis and I started Move to Music, an exercise/movement class in Grand Haven, and the program was--and continues to be--extremely successful. At times, Vesta had to adjust locations and class times to ensure that a large group of people could do this program. Vesta always did their best to make Move to Music happen twice a week.

Lewis and I also used to hold an annual fundraiser in Grand Haven for a nonprofit, Support for People with Oral and Head and Neck Cancer (SPOHNC), and Vesta helped to set up the entire event. It was a complicated process and it wouldn't have happened without Vesta. One year they even contributed to the fundraiser.

Lewis passed away in October 2023, and the celebration of life was held at the Village Center on a Sunday morning in December 2023. John and his staff were unbelievable in facilitating this gathering. They felt like family and have supported so many of us over the years. There were 175 people there that day. Vesta made it happen.

I'm grateful to be living here. John and his team have been instrumental in setting the tone for us all.

If I had a vote, I'd vote to continue to use Vesta--and to continue to support John, who has attracted a great team.

Thank you for your consideration.

*Amy Beilman
14 Lakeside Way
Palm Coast, Fl. 32137*

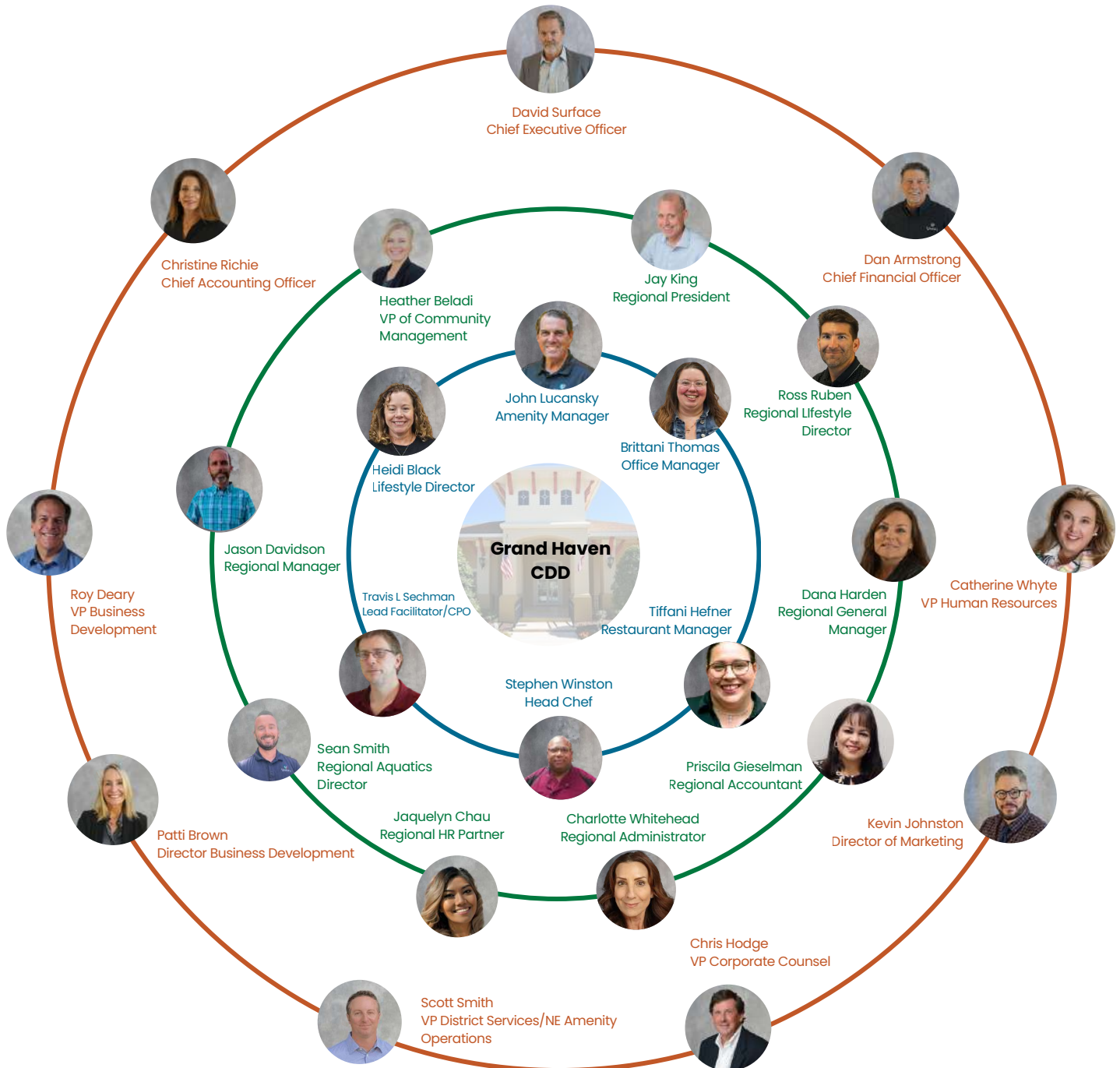


KEY PERSONNEL



ORGANIZATIONAL CHART

Corporate Support Team Regional Support Team On-Site Team



GRAND HAVEN'S TEAM

John Lucansky General Manager



John has over 16 years of experience in Amenity Management. Starting with Vesta as Sports Director in 2009 he took a small group of soccer and flag football kids and developed a sports program that increased to over 650 participants. In 2011, he was offered the position of Amenity Manager at Bartram Springs working with a family community hosting kids Summer camps, holiday parties, movies on the lawn, Friday food trucks, pool parties and so much more. Then in 2019, he was given the opportunity to oversee the amenities at Grand Haven, a choice he took head on. As General Manager at Grand Haven, he specializes in curating and overseeing premium lifestyle services that enhance resident and guest satisfaction. With a strong background in hospitality and property management, he is dedicated to creating welcoming, well-maintained, and engaging spaces that promote community, comfort, and convenience.

Becoming the Amenity Manager at Grand Haven has been one of the most challenging yet rewarding experiences of his career. Effectively managing his team, communicating with the board and working with the residents is what challenges him every day and motivates him to do the best for the Grand Haven community. Please see John's resume on page 38.

Tiffani Heffner Restaurant Manager/Manager on Duty



Tiffani is a dedicated Restaurant Manager with 17 years of experience in the restaurant industry and 12 years with Vesta. Her career began as a line cook, where she developed a deep appreciation for kitchen operations and the fast-paced world of hospitality. Through hard work, leadership, and a passion for growth, she progressed to Kitchen Manager, then Front of House Manager, and now serves as the Restaurant Manager.

Tiffani brings a well-rounded understanding of both front and back-of-house operations, allowing her to lead her team with confidence, empathy, and efficiency. She is known for her hands-on approach, strong work ethic, and commitment to delivering an exceptional dining experience for every guest.

With nearly two decades in the industry, Tiffani continues to lead by example, fostering a positive team environment and maintaining high standards of service and quality every day. Please see Tiffani's resume on page 40.

GRAND HAVEN'S TEAM



Stephen Winston
Head Chef

Chef Stephen is a dedicated culinary professional with over a decade of experience in the food and beverage industry. Beginning his career as a line cook at Joseph's Italian cuisine, he quickly developed a passion for fresh ingredients, flavor balance, and authentic culinary techniques. Since 2008, he has managed Waterside Café, overseeing daily operations, menu development, and staff leadership.



Travis L Sechman
Lead Facilitator/CPO

Travis has been a resident of Palm Coast, Florida for 23 years and started working for Vesta Property Services in 2008. He took a year off in 2012 and came back to the company in September 2013. He is a highly dedicated, detailed and organized person, and enjoys interacting with the residents on a regular basis. Travis currently does the scheduling for the facilitators, orders supplies, and maintains the all pools at both of our locations as Grand Haven's Head Certified Pool Operator. One of our hardest working employees, Travis also does the maintenance on the tennis, pickleball, and bocce courts.



Heidi Black
Lifestyle Director

Having lived in Palm Coast for almost five years, Heidi started working for Vesta Property Services at Grand Haven in late December 2022 as an administrative assistant in the Amenity Office. As a former US Army wife living in many different places, she has over 38 years of customer service, office management, client services and event planning experience with different companies. Her skills include managing schedules, handling confidential information, coordinating meetings and social events, improving administrative processes to boost efficiency and handling client support, issues and concerns.



Brittani Thomas
Office Manager

Brittani has been in the Palm Coast area for 22 years, starting with Vesta in 2023. She is a highly organized and detail-oriented Office Manager with 12 years of experience supporting executives, managing office operations, and ensuring seamless administrative workflows. Her strong skills in communication, problem solving and use of technology make her a valuable team member at Grand Haven and she is an important part of keeping our operations running smoothly.

MANAGEMENT SUPPORT



Jay King
Regional President

Jay brings over 30 years of management experience from diverse private and public sectors. Joining Vesta in 2015, he served on a CDD Board for 8 years and has been on an HOA board since 2018. A Navy Veteran and cancer survivor, Jay now oversees and supports our North Florida Region, consisting of 200+ communities. In his leisure time, Jay finds joy in family, church activities, swimming, kayaking, biking, and downhill skiing.



Scott Smith
Regional Vice President

Scott Smith brings over 17 years of experience serving special districts and communities across Florida. He joined Vesta in 2020 and was promoted to Vice President of District Services in 2022, where he leads and supports the District Services team statewide. Before joining Vesta, Scott spent 12 years with a Tampa-based District Management firm, serving in roles including District Manager, Onsite Amenity Manager, and Association Manager. His background also includes management roles in the hospitality industry with Universal Studios and The Florida Aquarium. Scott is actively involved in several industry associations and is a proud graduate of the Leadership Tampa Bay Class of 2020.



Jason Davidson
Regional General Manager

Jason brings over 15 years of experience in Amenity Operations and Facility Maintenance, with diverse roles in Community Management. With a background as the Facilities Director at Julington Creek Planation for 9 years and General Manager at RiverTown for 7 years, he is known as one of Vesta's most adaptable team members. Jason's wide-ranging skills cover overseeing community events, managing on-site restaurant operations, enhancing guest services, fitness facilities, and overall community upkeep. He has played key roles in developing communities like RiverTown and WaterSong, shaping many of Vesta's current Standard Operating Procedures, Policies, and Protocols. Jason's dedication to community management is reinforced by his family – his wife, two children, and their beloved bulldog! Jason is also currently a District Manager in training.

MANAGEMENT SUPPORT

Dana Harden

Regional General Manager



Dana Harden brings two decades of experience and a diverse background in property management. She holds certificates in accounting and office technology, previously working as a staff accountant before joining Vesta. Dana specializes in supporting Community Development Districts, with a solid understanding of chapter 190. Joining Vesta in 2019, she became a LCAM the same year and achieved her PCAM certification through the Community Associations Institute. Dana was honored as the Community Association Manager of the Year for 2023 by the Northeast Florida chapter of CAI. She is also a US Army Veteran.

Ross Ruben

Regional Lifestyle Director



Ross brings over two decades of experience in events, programming, and entertainment from reputable organizations such as MTV Networks, Universal Studios, Sea World Orlando, and various top-ranked entertainment and event companies on the East coast.

Joining Vesta in 2016 after a successful tenure as Lifestyle Director at Julington Creek Plantation for a year, Ross was later promoted to a Regional role by the end of 2017. He plays a key role in enhancing the quality of programming, events, and marketing internally, contributing significantly to the improvement of our Northeast Florida client-communities year after year.

Sean Smith

Regional Aquatics Director



Sean, the Regional Aquatics Director for the North Florida area, boasts over 17 years of experience in the Aquatics Industry. Collaborating with various Premier Communities in the region, he became part of Vesta in 2013. Sean's role involves spearheading the development and execution of Aquatics Programming across all our properties, encompassing Lifeguarding Certification, CPR/AED/First-Aid Training, and Swim Instruction. During the peak season, Sean oversees a team of over 200 lifeguards.

MANAGEMENT SUPPORT

Charlotte Whitehead

Regional Administrator



Charlotte has been part of Vesta's NE FL flagship community, Julington Creek Plantation, since 2013, taking on various roles. She began as a part-time Administrative Assistant and has progressed to her current position through dedication and hard work for her community and Vesta.

As the Regional Administrative Services Director, Charlotte leverages her wealth of experience in customer service, accounting, and human resources gained from years in the retail and hospitality industries. Being a resident of Julington Creek, she brings an unmatched level of commitment to serving the CDD, her community, and Vesta. During her free time, Charlotte enjoys working out and spending time with her family.

Jacquelyn Chau

Regional Human Resources Business Partner



Jacquelyn brings over 13 years of HR expertise, including recruitment, compliance, talent management, payroll, and workforce planning. After serving as a regional manager at Massage Envy for 8 years, overseeing 200 employees, she joined Vesta as an HR Assistant in 2017. Since May 2020, Jacquelyn has excelled in her role as an HR Business Partner. In this capacity, she collaborates closely with senior operations leaders, focusing on talent and performance management, retention, and workforce planning. Jacquelyn also ensures high standards in employee relations, policy implementation, HRIS support, and State and Federal HR compliance, while regularly visiting all managed communities in NE FL.

Priscila Gieselman

Regional Accountant



Priscila brings 12 years of property management expertise in Jacksonville and 15 years of accounting experience. She has a background in property ownership and management, liaising with board members. Priscila became part of Vesta in April 2017, where she played a crucial role in supporting the Julington Creek Plantation CDD, a key account. Additionally, she is responsible for preparing and submitting monthly sales tax reports to the Florida Department of Revenue, ensuring current licenses and certificates for the café, handling vendor applications, managing client invoices, overseeing payroll, conducting Profit & Loss analysis, and completing end-of-month reconciliations.

CORPORATE LEADERSHIP

David Surface Chief Executive Officer



David has been the CEO of Vesta since 2020, overseeing the company's executive team and day-to-day operations. During the past decade, he has been significantly responsible for Vesta's strong growth by spearheading our mergers-and-acquisitions and strategic partnerships. As a result, Vesta has tripled in size during this period and achieved widespread recognition as a leading, full-service property management company in Florida.

His career experience includes all aspects of real estate, both commercial as well as residential. Prior to joining Vesta, David was managing partner for a real estate finance, management, and brokerage company serving institutional clients

Christine Richie Chief Accounting Officer



Chrissy was appointed Corporate Controller in June 2013 to oversee the accounting functions and human resources administration for Vesta Property Services. She previously served as Chief Financial Officer for a multimillion-dollar healthcare provider operating in 14 states. With over 25 years of leadership experience in corporate finance and accounting, Chrissy has developed accounting and financial infrastructure for multiple start-up companies that include accounting systems, compliance, and risk management, as well as implementation of employee benefit plans, employee policies and procedures, and training and organizational development.

Daniel Armstrong Chief Financial Officer



Dan oversees the financial and administrative functions of Vesta's corporate entity. His career has included the performance and oversight of accounting, administrative services, and financial reporting for a range of entities, from large corporations following SEC requirements, to not-for-profit associations, clubs and trusts which serve many of our clients, and special-purpose entities that provide financing for purchasing related association facilities.

Dan started as a Florida CPA at Deloitte & Touche in 1993, specializing in the audits of publicly traded and real estate clients. He joined Vesta as Controller in 2001.

KEY PERSONNEL

List the location of the Proposer's office which would perform work for the District.

- Street Address : 245 Riverside Ave #300
- City State Zip Code Jacksonville, FL 32202
- Telephone Fax no. 813-390-6553
- 1st Contact Name: Jay King Title : President North Florida
- 2nd Contact Name: Scott Smith Title: Vice President, North Florida

Officers and Supervisory Personnel – Please complete the pages that follow at the end of this Part regarding the Proposer's Officers and Supervisory Personnel, and attach resumes for any Supervisory Personnel listed.

OFFICERS			
PROPOSER: <u>Vesta Property Services</u>		DATE: <u>7/10/2025</u>	
Provide the following information for key officers of the Proposer and parent company, if any:			
NAME	POSITION OR TITLE	RESPONSIBILITIES	INDIVIDUAL'S RESIDENCE CITY, STATE
David Surface	Chief Executive Officer	Oversees company executive and day to day operations.	Jacksonville, FL
Christine Richie	Chief Accounting Officer	Oversees company accounting.	Jacksonville, FL
Dan Armstrong	Chief Financial Officer	Oversees company financial and administrative functions.	Jacksonville, FL
Jay King	Regional President, North Florida	Oversees all NE FL Amenity Operations	Jacksonville, FL
Kyle Nelson	Regional President, South FL	Oversees all South FL Amenity Operations	Jacksonville, FL
Ginger Anzalone	Regional President, West FL	Oversees all West FL Amenity Operations	Jacksonville, FL
FOR PARENT COMPANY (if applicable)			
John J Corona	Chairman/CEO	Oversees company executive and day to day operations.	Dallas, TX
Helen Eden Carona	EVP/CCO/Director	Oversees company executive and day to day operations.	Dallas, TX
Brian Kruppa	Secretary		Dallas, TX
Jose B Maldonado	Treasurer		Dallas, TX

SUPERVISORY PERSONNEL WHO WILL BE INVOLVED WITH THE WORK **NOTE: ATTACH RESUMES OF INDIVIDUALS LISTED BELOW**						
PROPOSER: <u>Vesta Property Services</u>		DATE: <u>7/17/2025</u>				
INDIVIDUAL'S NAME	PRESENT TITLE	JOB RESPONSIBILITIES	OFFICE LOCATION	% OF TIME TO BE DEDICATED TO THIS PROJECT	YEARS OF EXPERIENCE IN PRESENT POSITION	TOTAL YEARS OF RELATED EXPERIENCE
John Lucansky	General Manager	Oversees entire operation	Village Center	100%	5 Years	32 Years
Tiffiani Heffner	Restaurant Manager	Oversees café operations	Village Center	100%	6 Years	16 Years
Travis L Sechman	Lead Facilitator / Main CPO	Oversees pool operations, schedules and trains facilitators, provides backup help	Village Center	100%	6 Years	15 Years
Brittani Thomas	Office Assistant	Administration	Village Center	100%	3 Years	3 Years
Heidi Black	Lifestyle/Programs	Events, Marketing and Programming	Village Center	100%	3 Years	20 Years
Stephen Winston	Head Chef	Oversees kitchen	Village Center	100%		

KEY PERSONNEL

John J. Lucansky

SKILLS AND QUALIFICATIONS

- Comfortable in all managerial roles. Successfully responsible for planning, organizing, staffing and Coaching during the past 15 years.
- Outgoing, friendly, high energy level, excellent written and verbal skills, outstanding customer service, quick study and willing to adjust to new situations. Very dependable and a great motivator.
- Proficient in computer ordering systems, inventory control systems, familiar with computer languages and software skills.
- Accounting, Human Resource Management, Business Management, Marketing, Advertising and Inside/Outside Sales Experience.

EMPLOYMENT

Vesta Property Services, Jacksonville FL

7/09- Present

General Manager

- Directly responsible for all facility operations, community maintenance, and sub-contractor management. Responsibilities include the greeting of residents, guests and potential residents as they enter the facility, registering patrons for activities and programs, monitoring the use and condition of the facility throughout the day, and attempting to resolve appropriate issues on behalf of the residents, as appropriate.
- Maintain professional interaction and coordination, along with contract administration, of and with other outside entities such as property management, landscape maintenance, and other service contractors. Aspects such as budgeting, policy recommendations and enforcement, safety/security recommendations, and coordination and communication with the District Board, residents and others were daily tasks. Developed strong relationships with Board Members to effectively complete many property projects. Attendance and reporting at District Board of Supervisors meetings monthly or more. Involved in contract decisions for landscaping, pool contractors, and fitness machine companies as well as numerous vendors.
- Oversaw the amenity center on a year-round basis. Responsibilities of overseeing all amenity complex staff and provided a variety of programs and activities. Worked firsthand with Amenity Athletics team to provide sports programs on a yearly basis. Communicated with residents regularly via e-blasts, website and signage in order to enhance the residents' awareness of upcoming events and activities, as well as their understanding of key facility policies and procedures. Oversee a variety of recreation programs and special events. Oversight includes design, promotion and execution of such activities and is based on the level of interest and participation within the community.

KEY PERSONNEL

YMCA Jacksonville Fl Sport's Director (Oakleaf Community)

8/04-11/10

- The **Sports Program Director** is responsible for developing, organizing, delivering and administering sports leagues, recreation programs and activities targeted toward youth and adults at assigned branch. The incumbent recruits, hires, supervises and develops their team. They are responsible for recruiting and engaging volunteers for their programs.

Essential Functions:

- Develop, organize, deliver and administer sports leagues, tournaments, recreation programs, activities and awards for assigned branch
- Plan, organize, schedule, and direct all games, facilities, officials, and scorekeepers for YMCA sports and activities for assigned branch
- Actively research new sports programs and activities targeted toward youth and adults
- Recruit, hire on-board, train, develop and supervise sport team members
- Ensure a high level of customer service for all program participants
- Prepare and manage the program budget to ensure revenue and program service goals are achieved
- Serve as a member of the branch management team performing specific duties which support the overall success of branch operations

Ashtabula Country Club. Ashtabula Ohio PGA Head Golf Professional 2000-2005

- Assures that effective orientation and training are given to each new associate. Develops ongoing training programs
- Assist in hiring, developing and supervising all key management employees of the property
- Comprehensive knowledge of expense control as it relates to payroll and the forecasting and budgeting of expenses
- Provides leadership and vision to golf staff, building people, and preparing them for career advancement
- Performs payroll tasks as scheduled and adjusts prior to submitting to payroll. Monitors hours to maximize productivity and minimize overtime
- Assists in the development and day to day tracking of the budget and business plan. Helps to control expenses in relation to revenues

EDUCATION

Ashford University

BA Degree in Operational Management

2005

Youngstown State University

9/87-9/89

KEY PERSONNEL

Tiffany Heffner

Professional Summary

Dedicated and experienced restaurant professional with over 10 years of progressive experience in culinary operations and restaurant management. Skilled in maintaining safe and efficient kitchens, leading diverse teams, and delivering excellent guest service. Strong background in food preparation, ordering, scheduling, event planning, and front- and back-of-house operations. Holds ServSafe Manager Certification.

Work Experience

Restaurant Manager

Vesta Property Services / Waterside Café – Palm Coast, FL | 2012 – Present

- Promoted from Line Cook to Restaurant Manager.
- Oversee daily operations of both front and back of house.
- Maintain a clean, safe, and organized work environment.
- Manage inventory, food ordering, and vendor relationships.
- Create schedules and supervise kitchen and service staff.
- Train and cross-train team members to work all stations in the kitchen and front of house.
- Perform bartending, serving, and catering for special events.
- Plan and coordinate private events and restaurant functions.

Chef

Portugal of the Sea – Flagler Beach, FL | Apr 2015 – Jan 2016

- Maintained food safety standards and a clean work environment.
- Prepared and cooked meals for lunch and dinner services.
- Ordered supplies and managed kitchen inventory.
- Developed daily specials and assisted with event menu planning.

Education

Flagler Palm Coast High School – Palm Coast, FL

High School Diploma, 2009

Certifications

ServSafe Manager Certificate

Skills

Kitchen & Restaurant Operations • Food Preparation & Safety • Team Leadership & Training • Scheduling & Staff Management • Customer Service & Bartending • Event Catering & Menu Planning • Inventory Management & Ordering

KEY PERSONNEL

Travis Sechman

Professional Summary

Experienced and dedicated pool maintenance professional with 16 years at Grand Haven. Certified Pool Operator (CPO) with a strong background in managing pools, spas, and recreational areas. Skilled in organizing schedules, training staff, and ensuring high-quality maintenance of facilities. Seeking a managerial role to leverage leadership, organizational, and training skills to contribute to the success of Vesta Property Services LLC.

Work Experience

Main Certified Pool Operator (CPO)

Vesta Property Services LLC, Grand Haven

2020 - Present

- Perform daily maintenance duties for pool, spa, kiddie pool, tennis courts, pickleball courts, and bocce courts.
- Manage the opening and closing duties for recreational areas, ensuring facilities meet safety and quality standards.
- Create and maintain schedules for Facilitators and handle supply ordering for pool products.
- Coordinate, set up, and break down parties and events within the facilities.
- Train and mentor new Facilitators, ensuring smooth onboarding and effective performance.
- Troubleshoot and fix minor maintenance issues to ensure continued operations.

Facilitator

Grand Haven

2009 - 2012 And 2013 - 2025

- Supported facility operations by maintaining cleanliness and ensuring safety protocols were followed.
- Assisted in event setup and coordination.
- Worked collaboratively with other staff members to provide high-quality service to residents.

KEY PERSONNEL

Education

- Selinsgrove Area High School; High School Diploma
- Certified Pool Operator (CPO) Certification; Certificate earned in April 2025

Skills

- Certified Pool Operator (CPO)
- Scheduling & Organization
- Staff Training & Development
- Facility Maintenance (Pools, Tennis, Bocce, Pickleball Courts)
- Strong Work Ethic
- Customer Communication & Resident Interaction

KEY PERSONNEL

STEPHEN WINSTON

Professional Summary

Maintains high-quality culinary standards.
Committed to continuous improvement in the kitchen.
Consistently exceeded customer expectations.
Managed special events and banquets.
Reduced wait times.
Highly skilled in menu development.

Skills

- Sanitation and cleanliness protocols in kitchens
- Health and Safety Compliance
- Food waste reduction strategies
- Food handling certification (e.g., ServSafe)
- Creative culinary presentation
- Cost control and food cost reduction
- Time management and rapid food preparation

Education

Accounting - Some college (No degree)

Daytona State College - Palm Coast, FL

Accountin 1-2, Business Laww - High School - 1989

Flagler Palm Coast High School - Palm Coast, FL

Work History

Chef - January, 2008 to Present

Vesta Property Services - Palm Coast, FL

- Secured high-quality ingredients at lower costs.
- Implemented new seasonal menus.
- Crafted daily and weekly specials.
- Enforced industry health and safety standards.
- Complemented seasonal ingredients.
- Supervised kitchen staff.

Line Cook - January, 2004 to June, 2008

LPGA International Golf Club - Daytona Beach, FL

- Cooked a variety of proteins, vegetables, and starches.
- Followed FIFO protocols rigorously.
- Prepared sauces, dressings, and garnishes.
- Executed daily mise en place.
- Followed sanitary protocols.

KEY PERSONNEL

Kitchen Manager - July, 1999 to January, 2004
Halifax Plantation Golf Club - Ormond Beach, FL

- Introduced fresh, seasonal ingredients into daily specials.
- Conducted weekly kitchen inventory audits.
- Supervised kitchen operations.
- Implemented stricter sanitation standards.
- Collaborated with executive management.
- Executed waste management initiatives.
- Created a seasonal menu.
- Expanded the range of locally-sourced ingredients.

KEY PERSONNEL

Heidi Black

Work Experience:

Administrative Assistant (Part-time)

Vesta Property Services: Grand Haven, Palm Coast FL 32137

(Dec 2022 – Present)

I currently work in the Grand Haven Amenity Office assisting residents and the Amenity team. Highly organized and detailed-oriented, I am skilled at multi-tasking, data entry, communicating at all levels of an organization, problem solving and committed to delivering exceptional support and service to our residents and my management team. Some of my tasks include creating daily sports tabs through the Sign-Up Genius website, designing event fliers for events and organizations within the community, sending eblasts to residents regarding Grand Haven, coordinating entertainment for special events, producing documents needed for staff and/or residents within the community and filling in when needed for café accounts receivable and reporting. I am proficient with most Microsoft Office applications and other office systems and websites, improving workflow efficiency and team productivity.

Office Manager (Full-Time)

Velvet Sun Builders, Inc Santa Rosa Beach, FL

(Nov 2010 - March 2021)

I was the Office Manager for a very fast pace General Contractor of custom homes and small business construction. List of duties included front line client service, scheduling subcontractors, jobsite visits, interviewing for new hires, payroll, accounts receivables/ payables, state and federal tax payments, reporting financials to owners and Contractor, ordered building supplies, conducted and attended meetings, jobsite note taking for Contractor and owners, submitted all permit documents and communicated with county throughout the building process regarding inspections and required documents for completion of occupancy. Having been organized and detailed oriented, I prepared schedules for all aspects of building process, sent out plans for bid submission by subcontractors, intake of all warranty issues and scheduling of repairs, assisted Contractor, Project Manager and Superintendent with scheduling, punch lists and

KEY PERSONNEL

communicated with subcontractors. I also have a very basic understanding and reading of job site plans. Proficient with Microsoft Office applications and Sage Construction Software.

Accounts Payable Specialist (Full-time)

City of Enterprise Enterprise, AL

(Jan 2009 to Nov 2010)

My duties as Accounts Payable Specialist for the city included accounts payable for all departments, calling on companies that provided services or products to the city, bank statement reconciliation, bank deposits, correspondence for the City Clerk, dealings with all departments within the City and reporting to the City Clerk, preparations for City Council meetings and all other office duties within a City organization.

HR Assistant and Installed Sales Coordinator (Full-time)

Lowe's Home Improvement Enterprise, AL

(Oct 2005 – Nov 2008)

My duties as the Human Resource assistant included sorting through qualified applicants and scheduling interviews for new hires, performing swab drug testing and requesting background checks for potential new hires, scheduling training for new and current employees, assisting employees with incident reporting, data entry.

My duties as Installed Sales Coordinator included scheduling all installations for customers and contractors, making multiple contact with customers during installation process, ordering materials for installs, pulling from inventory and organizing all pickups and delivery of installed materials, reporting daily sales of installs, follow-up communications after installation completion and handling of any warranty issues with the customer, installer and management.

Education:

Bachelor of Science in Public Management Austin Peay State University - Clarksville, TN (May 1994 to December 1995): **Graduated December 1995**

KEY PERSONNEL

3 years of study in Business Marketing and Psychology at the University of North Georgia - Dahlonega, GA (September 1986 to December 1989)

Skills

- Accounts Payables/Receivables
- Office Management
- Human Resources/Payroll
- Scheduling
- Microsoft Office
- Inventory/Ordering
- Event Organization/Planning
- Financial Report Writing
- QuickBooks
- Marketing/Advertising
- Customer Service
- Bank Reconciliation
- Account Reconciliation

KEY PERSONNEL

BRITTANI THOMAS

SUMMARY

Experienced and detail-oriented Office Manager with over 10 years of experience overseeing administrative operations, optimizing office workflows, and supporting cross functional teams. Proven ability to manage budgets, coordinate schedules, and implement systems that improve efficiency and productivity. Adept at problem-solving and maintain a positive, organized work environment. Known for strong leadership, communication skills, and the ability to thrive in fast paced setting.

SKILLS

Communication
Detail-oriented
Employee scheduling
Positive outlook

Cash handling accuracy
Personnel training and development
Organized
Cheerful and energetic

EXPERIENCE

01/2023 to Present

Office Manager

Vesta Property Services – Grand Haven, Palm Coast, FL

- Schedules and organizes activities for the community
- Creates weekly calendars for community activities and events
- Creates and develops visual flyers for activities and the cafe
- Organizes and prioritizes large volumes of information and calls, answers phone and takes messages or fields/answers all routine and non-routine questions.
- Responds to regularly occurring requests for information, drafts written or replies by phone or e-mail when necessary.

08/2020 to 01/2023

Assistant Manager

Lane Bryant- St Augustine, FL

- Managed all visual directives, mapping and floor set are properly planned, scheduled, and executed.
- Cultivate an inclusive and welcoming environment for associates and customers
- Drive store results by implementing Lane Bryant customers experience, inventive, and product knowledge strategies.
- Owning the execution of daily store operations, visual standards, and action plans.

KEY PERSONNEL

04/2018 to 02/2020

Assistant Manager

American Eagle- Daytona Beach, FL

- Managed all visual directives, mapping and floorset are properly planned, scheduled, and executed.
- Focus on ensuring all merchandise decision were meet to help meet sales and Customer's needs. Ensuring all new products were placed on the floor.
- Executed all daily operational procedures and supports the leadership team to ensure the store audit compliance results meet company standards.
- As leader on duty, consistently model the brand customer service stands and Customer First Selling Behaviors.

05/2014 to 04/2018

Business Operations Manager

Old Navy – Daytona Beach, FL

- Interviewing, onboarding, new hire paperwork, and ensuring all new hire training is completed
- Supply Orders
- Scheduling
- Meeting daily KPI by focusing on customers' needs and ensure all associate are focus on customers and task.
- Driving results daily through associate and myself.
- Ensure meeting all store audit compliance.

TEAM MEMBER DEVELOPMENT

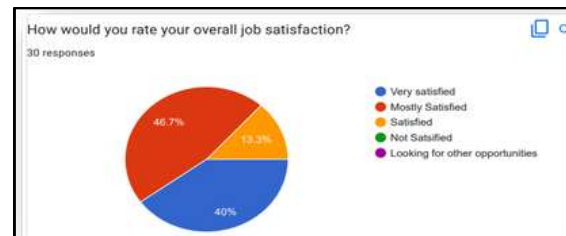
Our Team Members throughout Vesta are absolutely critical to our success in serving our customers, so it is essential that we invest in them. Our strong local presence provides our area team many opportunities for development and advancement, which helps us attract and retain the best talent.

Vesta employs customized, onsite operational training; supports our team to obtain specialized certifications; and provides Vesta-specific Customer Service Training to "set them up for success". We further build upon that with networking opportunities for managers at our pre-and-post season, all-manager meetings and through "peer walks."

- We also provide timely feedback through our **semi-annual check-ins**, which evolved from previous performance management reviews to a less formal, more frequent and empowering experience.



- We solicit manager feedback via **annual surveys** to ensure we are fully engaging, empowering and satisfying our onsite leadership teams.



- Most importantly, we actively foster our culture based upon our Vesta Core Values. One way we do this is through our annual **"Eagle Pride Day"**.



- **Vesta University** is our website-based training resource that provides third party vendor training aids as well as internally created Vesta-specific content developed by our subject matter experts. These training aids vary from videos to PowerPoint critical skill modules.



TEAM MEMBER DEVELOPMENT

We bring our General Managers, Amenity Managers and Lifestyle Directors together twice a year before and after the peak season to conduct training, prep and debrief the peak season and to network. We do the same with our Field Operations managers annually.

Some of our recent agenda topics have included the following:

- Customer Service Training
- Post Season Debriefs
- Annual Manager Survey results and action Items
- Pre-Season Operational Initiatives
- Lifestyle Initiatives
- Team Building
- Topical Breakouts
- Operational Tools
- Performance Management
- Staffing Strategies
- Financial Analysis
- Training Development
- Retention Strategies
- Payroll Management and Reporting
- Results of operational pilots
- Team Member Check-Ins
- Insurance
- Checklist Management
- OnBoarding
- Townhall with CEO



“As long-time, active residents of Bartram Springs we are writing this letter to commend two of the girls who run the clubhouse and all the activities involved. Jayne and Julie are exceptional and an asset to the community. They are always welcoming and helpful to anyone who comes to the office, whether a long-time resident or a potential resident. They have both gone above and beyond in assisting with the year long Food Drive and the Christmas Toy Drive, which has made both drives so successful. Our community is lucky to have these girls.

Marty and Mimi Kaufman, Northeast Florida CDD Residents

”



REFERENCES



REFERENCES

Has the Proposer performed work for a community development district or master planned residential community in excess of 1500 development units previously? Yes

Please provide the following information for each project that is similar to this project, and that you are currently undertaking, or have undertaken, in the past five years. Attach additional sheets if necessary.

Project Name/Location: **Julington Creek Plantation CDD**

Contact: Michael Morton Contact Phone: 856-392-2245

Project Type/Description: CDD of 5,800 homes (built-out)

Dollar Amount of Contract: \$1,650,000 (+ Cafe w/ \$185K in annual sales)

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, turnkey Café Operation, Lifeguard Staffing, and Lifestyle Programs & Events.

Dates Serviced: 2017 – Present



Project Name/Location: **Rivers Edge CDD 1, 2, 3 ("RiverTown") / Saint Johns, FL**

Contact: Mac McIntyre Contact Phone: (850) 496-5510

Project Type/Description: CDD of 4,400 homes at build-out

Dollar Amount of Contract: \$1,331,000 (+ Cafe w/ \$755K in annual sales)

Scope of Services for Project: Amenity Management, Field Operations Management, Facility Maintenance Services, turnkey Café Operation, Lifeguard Staffing, and Lifestyle Programs & Events.

Dates Serviced: 2015 – Present



Project Name/Location: **Fleming Island Platnation CDD/Clay County**

Contact: Mike Cella Contact: MCella@fipcommunity.com

Project Type/Description: CDD of 2,400 homes

Dollar Amount of Contract: \$773,743

Scope of Services for Project: Amenity Management, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: June 2024 – Present



Project Name/Location: **Marshall Creek CDD ("Palencia")/St. Johns County**

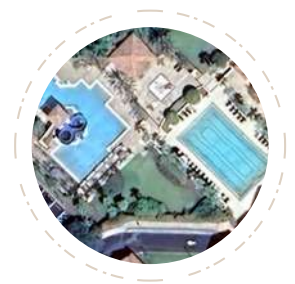
Contact: Howard Entman Contact: HentmanMD@gmail.com

Project Type/Description: CDD of 2,000 homes

Dollar Amount of Contract: \$324,000

Scope of Services for Project: Amenity Management – General Manager and Assistant General Manager

Dates Serviced: June 2023 – Present



REFERENCES

Within the last five years, has the Proposer provided a full range of amenity services for at least three community development districts with an annual general fund budget of over \$500,000?

Yes

Project Name/Location: Brandy Creek CDD ("Johns Creek")/St. Johns FL

Contact: Meredith Payne Contact: mercey1065@gmail.com

Project Type/Description: CDD of 600 homes (built-out)

Dollar Amount of Contract: \$203,825

Scope of Services for Project: Amenity Management & Staffing, Field

Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2015 - Present

Project Name/Location: Southaven CDD ("Markland")/St. Johns FL

Contact: Richard Fetter Contact Phone: Dfetter172cdd@yahoo.com

Project Type/Description: CDD of 386 homes (built-out)

Dollar Amount of Contract: \$170,679

Scope of Services for Project: Amenity Management & Staffing, Field

Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2015 - Present

Project Name/Location: Julington Creek Plantation CDD/St. Johns FL

Contact: Michael Morton Contact Phone: 856-392-2245

Project Type/Description: CDD of 5,800 homes (built-out)

Dollar Amount of Contract: \$1,650,000 (+ Cafe w/ \$185K in annual sales)

Scope of Services for Project: Amenity Management & Staffing, Field

Operations Management, Facility Maintenance Services, turnkey Café

Operation, Lifeguard Staffing, and Lifestyle Programs & Events.

Dates Serviced: 2017 - Present

Project Name/Location: Rivers Edge CDD 1, 2, 3 ("RiverTown") / Saint Johns, FL

Contact: Mac McIntyre Contact Phone: (850) 496-5510

Project Type/Description: CDD of 4,400 homes at build-out

Dollar Amount of Contract: \$1,331,000 (+ Cafe w/ \$755K in annual sales)

Scope of Services for Project: Amenity Management, Field Operations Management, Facility Maintenance Services, turnkey Café Operation, Lifeguard Staffing, and Lifestyle Programs & Events.

Dates Serviced: 2015 - Present

Project Name/Location: Fleming Island Platnation CDD/Clay County

Contact: Mike Cella Contact: MCella@fipcommunity.com

Project Type/Description: CDD of 2,400 homes

Dollar Amount of Contract: \$773,743

Scope of Services for Project: Amenity Management, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: June 2024 - Present

Project Name/Location: Marshall Creek CDD ("Palencia")/St. Johns County

Contact: Howard Entman Contact: HentmanMD@gmail.com

Project Type/Description: CDD of 2,000 homes

Dollar Amount of Contract: \$324,000

Scope of Services for Project: Amenity Management - General Manager and Assistant General Manager

Dates Serviced: June 2023 - Present

REFERENCES

Project Name/Location: Cross Creek North CDD/Clay County

Contact: Robert Porter Contact: rsporter@drhorton.com

Project Type/Description: CDD of 1112 homes (built-out)

Dollar Amount of Contract: \$378,973

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2022 – Present

Project Name/Location: Wynnfield Lakes CDD/Duval County

Contact: Dr. Kristi Sweeny Contact: Kristi.sweeney@unf.edu

Project Type/Description: CDD of 372 homes (built-out)

Dollar Amount of Contract: \$167,170

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2020 – Present

Project Name/Location: Cypress Bluff CDD (“ETown”) /Duval County

Contact: Joe Muhl Contact: joemuhl@parcgroup.net

Project Type/Description: CDD of 1400 homes

Dollar Amount of Contract: \$265,538

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2020 – Present

Project Name/Location: Tisons Landing CDD (“Yellowbluff”) /Duval County

Contact: Brandon Kirsch Contact: cddbrandonk@gmail.com

Project Type/Description: CDD of 680 homes

Dollar Amount of Contract: \$215,381

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2018 – Present

Project Name/Location: Parkland Preserve CDD /St. Johns County

Contact: Alfred Myslicki Contact: HERE

Project Type/Description: CDD of 357 homes

Dollar Amount of Contract: \$99,158

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2023 – Present

Project Name/Location: Beach CDD (“Tamaya”) /Duval County

Contact: Elena Korsakova Contact: boardmember1@beachcdd.org

Project Type/Description: CDD of 1000 homes (Built Out)

Dollar Amount of Contract: \$407,769

Scope of Services for Project: Amenity Management & Staffing, Field Operations Management, Facility Maintenance Services, and Lifestyle Programs & Events.

Dates Serviced: 2021 – Present

List the Proposer’s total annual dollar value of amenity center management and grounds maintenance management completed for each of the last FIVE (5) years starting with the latest year and ending with the most current year:

- o 2020 = \$24,555,369.76
- o 2021 = \$29,204,616.66
- o 2022 = \$30,720,024.57
- o 2023 = \$34,482,441.32
- o 2024 = \$38,563,987.84



COST



PRICING

General Management, Event Staffing, Pool Maintenance and Revenue Sharing

Who will perform these services?

- **Staff member(s) already present at the facilities fulfilling other duties. List positions; Submit Staff Information Form for each:** Please see pages, 53, 54, and 60 – 71 for descriptions, bios, and resumes.

Narrative approach to providing the General Management and Pool Maintenance services (describe how the minimum services will be provided and describe any additional services included in the above pricing):

- Please see pages 15, and 22 – 36.

Amenity Management						
General Management (Per RFP)		General Management (Per Status Quo/Alternative A)		General Management (Fixed Management Fee/Alternative B)*		
Year 1 (FY2026)	\$640,399	Year 1 (FY2026)	\$730,744		Vesta Fee	Est. CDD Cost
Year 2 (FY2027)	\$668,751	Year 2 (FY2027)	\$760,847	Year 1 (FY2026)	\$95,643	\$709,750
Year 3 (FY2028)	\$690,631	Year 3 (FY2028)	\$784,966	Year 2 (FY2027)	\$99,623	\$738,978
Year 4 (FY2029)	\$712,538	Year 4 (FY2029)	\$809,874	Year 3 (FY2028)	\$104,154	\$763,633
Year 5 (FY2030)	\$735,163	Year 5 (FY2030)	\$835,596	Year 4 (FY2029)	\$107,465	\$787,863
				Year 5 (FY2030)	\$110,885	\$812,885
				* All onsite costs (labor and supplies) are pass thru to the CDD with no mark up. Assumes proposed total employee compensation (wages, benefits and burden). Staffing levels set by CDD but assumes Status Quo. Vesta fee covers all offsite support (insurance, accounting, HR, staffing, operational management support, IT, website, safety, training, payroll, legal, etc.)		
Event Staffing Hourly						
Year 1 (FY2026)	\$28.35					
Year 2 (FY2027)	\$29.70					
Year 3 (FY2028)	\$30.59					
Year 4 (FY2029)	\$31.51					
Year 5 (FY2030)	\$32.45					
*Assumes OT Cost						
Revenue Sharing: Currently CDD receives 100% of all programming/rental revenue with the exception of the Tennis Pro and Yoga instructor with vendor receiving 90% and Vesta 10% (to provide 1099 support). Participant pricing could be increased as desired by the Board to achieve whatever revenue desired.						

PRICING

Café Management

Who will perform these services?

- **Staff member(s) already present at the facilities fulfilling other duties. List positions; Submit Staff Information Form for each:** Please see pages, 53, 54, and 60 – 71 for descriptions, bios, and resumes.

Narrative approach to providing the General Management and Pool Maintenance services (describe how the minimum services will be provided and describe any additional services included in the above pricing):

- Please see pages 6 – 14.

Café Management Revenue Forecast					
Estimated Annual Café Sales*		Est. Café Sales w/ 4.5% Price			
Year 1 (FY2026)	\$1,094,607	Year 1 (FY2026)	\$1,143,864		
Year 2 (FY2027)	\$1,127,445	Year 2 (FY2027)	\$1,178,180		
Year 3 (FY2028)	\$1,161,268	Year 3 (FY2028)	\$1,213,525		
Year 4 (FY2029)	\$1,196,106	Year 4 (FY2029)	\$1,249,931		
Year 5 (FY2030)	\$1,231,990	Year 5 (FY2030)	\$1,287,429		
*Based on historical margins before closure.					
Café Management (Estimated Proceeds to CDD)					
Cafe Management (Estimated Proceeds to CDD with 5% of Gross Per RFP)		Cafe Management (Estimated Proceeds to CDD with Status Quo per Alternative A)		Cafe Management (Estimated Proceeds to CDD with Fixed Management Fee per Alternative B)*	
Year 1 (FY2026)	\$57,193	Year 1 (FY2026)	NA	Year 1 (FY2026)	\$40,896
Year 2 (FY2027)	\$58,909	Year 2 (FY2027)	NA	Year 2 (FY2027)	\$42,123
Year 3 (FY2028)	\$60,676	Year 3 (FY2028)	NA	Year 3 (FY2028)	\$43,387
Year 4 (FY2029)	\$62,497	Year 4 (FY2029)	NA	Year 4 (FY2029)	\$44,689
Year 5 (FY2030)	\$64,371	Year 5 (FY2030)	NA	Year 5 (FY2030)	\$46,029
*Board could increase pricing to increase revenue. Less any desired incentives for achieving Board determined metrics for onsite team.					

Café Management (Estimated Proceeds to Vesta)					
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)*		Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)**		Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)***	
Year 1 (FY2026)	\$95,955	Year 1 (FY2026)	\$97,296	Year 1 (FY2026)	\$56,400
Year 2 (FY2027)	\$99,006	Year 2 (FY2027)	\$100,215	Year 2 (FY2027)	\$58,092
Year 3 (FY2028)	\$102,147	Year 3 (FY2028)	\$103,222	Year 3 (FY2028)	\$59,835
Year 4 (FY2029)	\$105,383	Year 4 (FY2029)	\$106,318	Year 4 (FY2029)	\$61,630
Year 5 (FY2030)	\$108,717	Year 5 (FY2030)	\$109,508	Year 5 (FY2030)	\$63,479
* Based on historical margins before closure, 4.5% price increase and profit/loss responsibility with Vesta		** Based on historical margins before closure and profit/loss responsibility with Vesta		***Based on a fixed fee to cover offsite support and management fee with CDD having profit/loss responsibility.	
Vesta fee/proceeds covers all offsite support (insurance, accounting, HR, staffing, operational management support, IT, website, safety, training, payroll, legal, etc.) and depending on option exposure for café losses.					

PROPOSAL SUMMARY

NAME OF PROPOSER COMPANY: Vesta Property Services
NAME OF PERSON COMPLETING THIS BID: Jay King
EMAIL: JKing@vestapropertyservices.com

In accordance with the Request for Proposals for Amenity Management Services, the person completing this proposal on behalf of Proposer agrees to provide all services as described in the detailed Scope and/or Specifications if awarded a contract hereunder. Proposer acknowledges that the contract with the successful proposer is anticipated to start October 1, 2025. All proposals shall be in accordance with the Project RFP.

Possible Total Fee Combinations (Café + General Management) FY2026			
Café Management Fee Options	General Management Fee Options (Total Cost to CDD)		
	General Management (Per RFP) with reduced staffing levels	General Management (Per Status Quo/Alternative A) with current staffing levels	General Management (Fixed Management Fee/Alternative B) with current staffing levels
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)	\$736,354	\$826,700	\$805,705
Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)	\$737,695	\$828,041	\$807,046
Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)	\$696,799	\$787,144	\$766,150
Possible Total Fee Combinations (Café + General Management) FY2027			
Café Management Fee Options	General Management Fee Options (Total Cost to CDD)		
	General Management (Per RFP) with reduced staffing levels	General Management (Per Status Quo/Alternative A) with current staffing levels	General Management (Fixed Management Fee/Alternative B) with current staffing levels
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)	\$767,757	\$859,852	\$837,984
Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)	\$768,966	\$861,062	\$839,194
Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)	\$725,151	\$818,939	\$797,070
Possible Total Fee Combinations (Café + General Management) FY2028			
Café Management Fee Options	General Management Fee Options (Total Cost to CDD)		
	General Management (Per RFP) with reduced staffing levels	General Management (Per Status Quo/Alternative A) with current staffing levels	General Management (Fixed Management Fee/Alternative B) with current staffing levels
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)	\$792,778	\$887,114	\$865,781
Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)	\$793,853	\$888,188	\$866,855
Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)	\$750,465	\$844,801	\$823,468

PROPOSAL SUMMARY

Continued from previous page.

Possible Total Fee Combinations (Café + General Management) FY2029			
Café Management Fee Options	General Management Fee Options (Total Cost to CDD)		
	General Management (Per RFP) with reduced staffing levels	General Management (Per Status Quo/Alternative A) with current staffing levels	General Management (Fixed Management Fee/Alternative B) with current staffing levels
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)	\$817,922	\$915,257	\$893,246
Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)	\$818,857	\$916,192	\$894,181
Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)	\$774,168	\$871,503	\$849,492
Possible Total Fee Combinations (Café + General Management) FY2030			
Café Management Fee Options	General Management Fee Options (Total Cost to CDD)		
	General Management (Per RFP) with reduced staffing levels	General Management (Per Status Quo/Alternative A) with current staffing levels	General Management (Fixed Management Fee/Alternative B) with current staffing levels
Cafe Management (Estimated Proceeds to Vesta with 5% of Gross to CDD Per RFP)	\$843,879	\$944,313	\$921,601
Cafe Management (Estimated Proceeds to Vesta with Status Quo per Alternative A)	\$844,671	\$945,104	\$922,393
Cafe Management (Proceeds to Vesta with Fixed Management Fee per Alternative B)	\$798,641	\$899,075	\$876,364

PRICING EXPLANATION

Pricing Explanation: “Fixed Rate” vs “Cost Plus” Comparison

A. Fixed Rate Pricing Model: With traditional Fixed Rate pricing, Vesta projects what we believe our expenses will be specific to each contract for the coming year(s). Expenses include gross wages, workers comp, benefits, associated corporate burden and more. We price our services to remain competitive, provide the highest level of service while earning some level of profit. That said, with the uncertainty of the labor market and inflation, Vesta must create additional margin to buffer against the unknown and still attain some level of profitability.

Pros:

- This is the pricing model the RFP anticipated.

Cons:

- More Expensive
- Not Flexible

B. Cost Plus Model: An alternative pricing model is considered as Cost Plus. Vesta invoices the District based on actual wages and benefits (the “Cost”). We then add a flat rate multiplier (the “Plus”) to cover non-billable expenses such as laptops, uniforms, insurances, corporate support, etc. and profit. The District pays only for what it receives.

Pros:

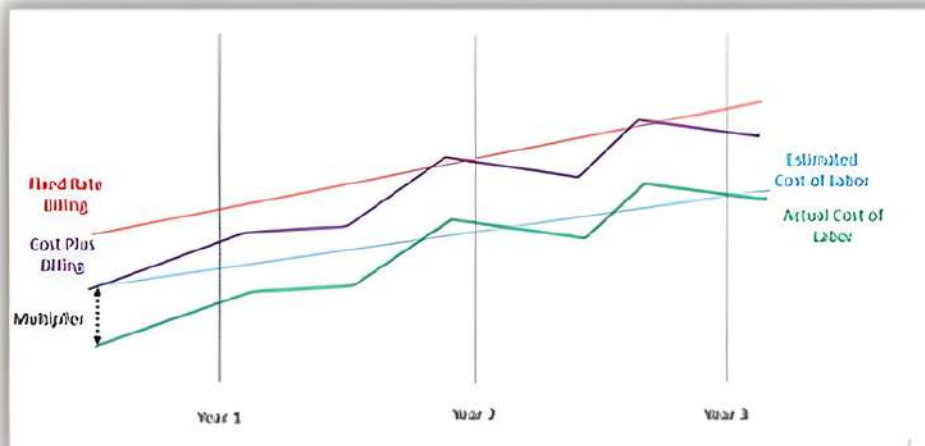
- Creates transparency. The District knows what compensation flows directly to the onsite personnel without incurring the financial or operational hardship of being an employer. Detailed payroll reports are provided with each invoice.
- The District only pays for what it actually gets. If a position is vacant or operating hours are reduced, savings is realized directly to the District. To date every CDD that has chosen the “Cost Plus” option has realized savings.
- Vesta is still accountable to keeping the District on budget and will estimate annual expenses for our services during the annual budget process.
- Hours, levels of services and scope can be easily adjusted by the Board without any need for renegotiating the contract to accommodate preferences, staffing levels or in response to economic pressures. This arrangement provides flexibility to tweak costs throughout the year to hit a desired budget target.
- Compensation rates are variable. In the case of a management vacancy, multiple candidates with differing compensation levels may be considered. Someone with less experience could save the District money whereas a more experienced candidate might cost more but provide greater overall value. There is no incentive for Vesta to choose a less expensive option.
- Less expensive than fixed rate. Since there is a shared risk Vesta does not need to charge more as a hedge against rising costs.

PRICING EXPLANATION

Fixed vs Cost Plus Pricing

With traditional Fixed Rate pricing the service provider agrees on the scope of services and provides pricing for several years. The provider starts with what they think their costs will be and then they add in additional margin as uncertainty grows with subsequent years to ensure if their estimates are off (under estimate costs) that do not lose money since the provider has to render the services regardless of their actual costs. Predicting the future can be hard, especially in an inflationary labor market. The CDD can also be overcharged for the services provided.

With Cost Plus pricing the service provider again estimates costs and the CDD budgets accordingly. However the service provider only bills for what costs are incurred. If cost are less than anticipated (under budget) then the savings goes to the CDD. If the cost are greater than budgeted then the CDD can choose to reduce services to come in on budget or provide funds from other sources to maintain or even increases services as they see fit. Cost Plus is more of a shared, flexible and transparent partnership between the CDD and the service provider as detailed in the following sections.



Thus far, every CDD that has been offered a “Cost Plus” option has chosen it and has realized savings vs. their budget (what we estimated our expenses would be).



PRICING INFORMATION

Cost-Plus Pricing Model

We are proposing to bill based on actual cost of wages and benefits (The **Cost**) using reporting from our third party payroll processor (Paycom) and then apply a multiplier (the **Plus**) to cover non-payroll expenses such as onsite non-billable items (smart phones, training, materials, uniforms, etc.), insurance, regional and corporate support and a profit. The multiplier is set at fixed 1.21. So, for every \$1.00 in employee wages and benefits incurred, Vesta charges \$1.233. 81% of every dollar paid to Vesta goes directly to onsite employee compensation and benefits.

Advantages

1. **Creates transparency.** The District knows what compensation flows directly to onsite personnel.
2. This **eliminates the inefficiencies** created by a multi-year fixed rate contract where uncertainty increases over time and vendor's need to increase their margins to offset it resulting in an inevitably winner and loser. If the vendor does not accurately project future labor costs, they can lose money and conversely if the vendor overestimates costs, then they will profit at the expense of the District. Neither scenario is necessarily good for long-term trust and partnership.
3. The **District only pays for what it actually gets.** If a position is gapped, then there are no wages to bill. There is no need to negotiate refunds or adjustments.
4. **Vesta is still accountable to keep the District's on budget** and will estimate annual expenses for our services during the annual budget process.
5. **Hours, levels of services, and/or scope can be easily adjusted** by the Board without any need for reworking the contract to accommodate preferences or in response to economic pressures. This arrangement provides flexibility to tweak costs throughout the year to hit a desired target.
6. When there is a vacancy, **multiple candidates** for a position at different compensation levels can be considered with the District only being billed for costs actually incurred. Someone with less experience could save the District money whereas a more experienced candidate might cost more but provide greater overall value. There is no incentive for the vendor to choose a less expensive option to save against a fixed reimbursement rate.

Wages

- Regular
- Onboarding
- Holiday
- Incentive
- Back Pay
- Overtime
- Vacation
- Retro Pay
- Fitness Club
- Miscellaneous
- Sick
- Floating Holiday
- Swim Class
- Holiday Work

The image is a screenshot of a Paycom Labor Allocation Detail Report (LADR). It shows a table with columns for various labor-related items. Three specific areas are highlighted with colored boxes and lines pointing to them from the surrounding text: a red box highlights the 'Wages' section, a blue box highlights the 'Benefits' section, and a green box highlights the 'Taxes & WC' section. The Paycom logo is visible in the background.

Non-Wage Benefits

- Basic ADD
- Basic Life
- Medical Me

Taxes & WC

- FUTA
- Medicare
- Social Sec.
- FL SUI
- Worker's Comp

What is the "Plus"?

The "plus" is a multiplier we use to factor in all other costs not on the Labor Allocation Detail Report (LADR) to ensure we cover all other expenses (noted below) and make a profit. The multiplier will be tailored to each account and vary from contract to contract depending on our costs, size of the account (volume discount), other sources of revenue (programming, café, etc.), etc. The plus multiplier covers everything the contract and or operations require Vesta to pay for that is not billable to the District such as:

- Smart phones
- Training materials
- Vesta logo uniforms
- Computers/tablets/IT not billable
- Offsite employee travel that is not billable
- Liability Insurance
- All costs associated with Regional Support
- All costs associated with Corporate Support
- Our Profit

PRICING INFORMATION

Process for Cost-Plus Monthly Billing

We will provide Monthly Reporting to compare our actual billing to your budget. • If our onsite, billable labor is less expensive then we estimated as part of your annual budget process, then these realized savings would go to the District (not Vesta.) • If our onsite, billable labor is trending to be more expensive then estimated, we can partner with you regarding ways to reduce staffing costs proactively, to come in on-budget (or as directed by the Board.)

Below is an example of the Monthly Reporting we provide as part of our manager's report for Heritage Landing CDD:

Heritage Landing Actual vs Forecast (Budget) Summary						
FY 2023	Estimated (Budgeted) Fee	Actual Fee	Variance MTD	Cumulative Variance YTD	Comments	% by Month
October	\$31,762	\$29,032	-\$2,730	-\$2,730	Additional maint tech hours not yet staffed. Partial FA Wednesday vacancy. No management increases until 11/1.	7.10%
November	\$31,762	\$28,784	-\$2,978	-\$5,709	Additional maint tech and FA vacancy not filled until mid November.	7.10%
December	\$31,762	\$29,645	-\$2,117	-\$7,826	Wages and Benefits were less than expected.	7.10%
January	\$31,762	\$30,608	-\$1,154	-\$8,980	Wages and Benefits were less than expected.	7.10%
February	\$31,762	\$30,418	-\$1,344	-\$10,325	Wages and Benefits were less than expected.	7.10%
March	\$37,794	\$39,755	\$1,960	-\$8,364	Onboarding 25+ Staff. Lifeguard Training. Added unbudgeted weekend maintenance hours for rest of year.	8.34%
April	\$38,013	\$42,372	\$4,359	-\$4,006	Continued Lifeguard Training. Additional Maintenance Hours added to insource work.	8.39%
May	\$39,646	\$38,491	-\$1,156	-\$5,161	Wages and Benefits were less than expected.	8.75%
June	\$50,679	\$51,065	\$386	-\$4,775	Wages and Benefits were on target. Includes 5/31.	11.22%
July	\$49,758	\$50,294	\$535	-\$4,239	Wages and Benefits were on target.	11.02%
August	\$41,732	\$46,759	\$5,027	\$788	Wages and Benefits were on target.	9.22%
September	\$34,254	\$37,048	\$2,794	\$3,582	Over budget for the FY due to Board decision to add unbudgeted weekend maintenance hours (\$3,483) and insourcing of work (\$2,746) to save money over vending.	7.55%
	\$450,689	\$454,270				100.00%

“

We are writing to express our sincere appreciation of the outstanding work of your team. Your dedication, professionalism and commitment to excellence in serving our community has enhanced our experience of living in Bartram Springs. We have been homeowners here since 2005 and our daughter Misha grew up being part of the Swim Team through the years she was in middle and high school. We have actively enjoyed using the club house for various family functions including her sweet 16th party, graduation party and her bridal shower as well this year. We have been regularly using much of the amenities through the years and more so now in our retirement years.

We have come to appreciate what you all do through the whole year in maintaining them. Be it communal spaces, organizing engaging events to different age groups, seasonal festivities, maintaining clean and safe spaces for enjoying the activities from regular Friday food trucks, monthly family movie nights, seasonal activities like Polar dips, spring garage sales, food drives and countless other activities you all organize and execute so well being proactive to needs and demands of the community. I am aware of how demanding we homeowners can be and to please everybody is not a small task. Your team's efficiency, attention to detail, and friendly demeanor makes interacting with all of them a pleasure.

The approach of going above and beyond in order to ensure residents feel heard and valued by your team enhances our harmonious living experience we enjoy very much. We want to thank you all for the hard work and dedication you all have shown while you do your jobs. You all make a difference in our lives. We whole heartedly commend your work and your team's work.

”

Madan and Uma Mohan, Northeast Florida CDD Residents



ADDITIONAL PROPOSAL FORMS, AFFIDAVITS AND INSURANCE



GENERAL PROPOSER INFORMATION

Company Information

Proposer Name Vesta Property Services, Inc.

Street Address 245 Riverside Avenue #300

P. O. Box (if any)

City State Zip Code Jacksonville, Florida 32202

Telephone (904) 355-1831 Fax no. (904) 355-1832

1st Contact Name Jay King Title Regional Vice President

2nd Contact Name Ginger Anzalone Title Regional President

Parent Company Name (if any) PMG Holdings

Street Address 5401 N. Central Expressway #290

P. O. Box (if any)

City Dallas State TX Zip Code 75205

Telephone (214) 272-4074 Fax no. (214) 751-2397

1st Contact Name Jose B. Maldonado Title Treasurer

2nd Contact Name Brian Kruppa Title Secretary

Company Standing:

Proposer's Corporate Form: Corporation

(e.g., individual, corporation, partnership, limited liability company, etc.)

In what State was the Proposer organized? Florida Date November 12, 1995

Is the Proposer in good standing with that State? Yes X No

Is the Proposer registered with the State of Florida, Division of Corporations and authorized to do business in Florida? Yes X Charter No. P95000090161

If no, please explain

What are the Proposer's current insurance limits?

- General Liability \$2,000,000
- Automobile Liability \$5,000,000
- Workers Compensation \$1,000,000
- Expiration Date 08/01/2026

Licensure

Please list all applicable state and federal licenses, and state whether such licenses are presently in good standing:

- Type of registration: Community Association Management Firm License
- License No. #CAM26311 Expiration Date: 09/30/2026
- Qualifying Individual: Lisa Ann Manzione Title: CAM / Regional President
- Vesta is licensed under the provisions of Chapter 468, Florida Statutes (#CAB3970; exp. 09/30/2025) with the Florida Department of Business and Professional Regulations, as well as the Division of Real Estate (#CQ1036045; exp. 03/31/2027).

Minimum Qualifications: The Proposer has satisfied the following minimum qualifications (initial each):

--- JH authorized to do business in Florida, and hold all required state and federal licenses,

--- JH has at least five (5) years' experience providing a full range of amenity services to at least three community development districts with an annual general fund budget of over \$500,000; and

--- JH attended the mandatory pre-bid meeting.

ADDITIONAL PROPOSAL INFORMATION

Has the Proposer, or any of its principals or supervisory personnel (e.g., owner, officer, or supervisor, etc.), been terminated for cause from any amenity center management and/or grounds maintenance management contract within the past 3 years? Yes __X__ No _____
For each such incident, please provide the following information (attach additional sheets as needed):

- Project Name/Location: Harbor Bay CDD ("MiraBay")/ Apollo Beach, FL
- Contact: Daniel Leventry Contact Phone: (813) 995-5669
- Project Type/Description: CDD of 1,300 homes (almost built-out)
- Dollar Amount of Contract: \$750,000
- Scope of Services for Project: Amenity Management, Field Operations
- Management, Facilities Maintenance Services, Cafe Operations, and
- Lifestyle Programs.
- Dates Serviced: December, 2019 – Present

- Project Name: Triple Creek CDD / Location: Riverview, Florida
- Contact: Alex Garces (Chair) Email: boardmember5@triplecreekcdd.com
- Project Type: Planned-community of 1,200+ homes
- Scope of Services: Amenity Mgt., Maintenance Services, Lifestyle Programs
- Contract Value: \$110,000+
- Dates Serviced: 2021 – Present

- Project Name: Solterra CDD/Location: Davenport, Florida
- Contact: Brian Meert (Chair) Email: seat3@solterraresortcdd.com
- Project Type: Community of 1129 homes (mostly vacation homes)
- Scope of Services: Amenity Mgt., Maintenance Services, Lifestyle Programs, District Management
- Dates Serviced: 2021 – 2025

- Project Name: Villages of Westport/Location: Jacksonville, Florida
- Contact: Yashekia Scarlett (Chair) Email: shekiaamp@yahoo.com
- Project Type: Master Planned Community of 1850 homes
- Scope of Services: Field Ops and Maintenance
- Dates Serviced: 2021 – 2025

Security Measures - Please describe any background checks, drug tests or other security measures that were taken with respect to the hiring and retention of the Proposer's personnel who will be involved with this project, and provide proof thereof to the extent permitted by law:

- Vesta runs a comprehensive state and federal background check on all new hires prior to final onboarding through our third-party provider, Screening One. Additionally, all new hires are required to successfully complete a 7-panel drug test prior to Day 1. Finally, we participate in all federal and state mandated I9 and E-Verify requirements to ensure work authorization/eligibility meets compliance standards.

Confirm Compliance with the Youth Guidelines attached to the form of agreement provided herein and provide any clarification or additional screening or training you do regarding the same by attaching a separate sheet.

- Vesta confirms the compliance with the Youth Guidelines.

Subcontractors – Does the Proposer intend to use any subcontractors in connection with the work? Yes
No X

ADDITIONAL PROPOSAL INFORMATION

Has the Proposer been cited by OSHA for any job site or company office/shop safety violations in the past five years? Yes ___ No X

Has the Proposer experienced any worker injuries resulting in a worker losing more than ten (10) working days as a result of the injury in the past five years? Yes ___ No X

Please state whether or not the Proposer or any of its affiliates are presently barred or suspended from bidding or contracting on any state, local, or federal contracts? Yes ___ No X

List any and all governmental enforcement actions (e.g., any action taken to impose fines or penalties, licensure issues, permit violations, consent orders, etc.) taken against the Proposer or its principals, or relating to the work of the Proposer or its principals, in the last five (5) years. Please describe the nature of the action, the Proposer's role in the action, and the status and/or resolution of the action. None

List any and all litigation to which the Proposer or its principals have been a party in the last five (5) years. Please describe the nature of the litigation, the Proposer's role in the litigation, and the status and/or resolution of the litigation.

- At our "Five Towns" managed community in the St. Petersburg area, a resident alleged a type of "slip-and-fall," supposedly resulting from an insect sting occurring on the club premises/facilities that we maintain. The claim was dismissed.
- A former employee at our Kings Point Sun City Center property alleged wrongful termination in lieu of receiving severance pay (contrary to our standard employment practice.) The claim was dismissed.
- A former Vesta employee alleged age-discrimination as the reason for his or her termination at our Villages of Bloomingdale contact in Riverview. The claim was settled (for a modest sum) out of court on May 21, 2021
- *The majority of litigation we are involved with are handled by Association insurance as required by our agreements since Vesta is frequently added to litigation when it is not responsible for the claims made.*

SIGNED AFFIDAVITS

6.A.

AFFIDAVIT OF ACKNOWLEDGMENTS

STATE OF FLORIDA COUNTY OF DUVAL

Before me, the undersigned authority, appeared the affiant, **Patti Brown**, and having taken an oath, affiant, based on personal knowledge, deposes and states:

1. I am over eighteen (18) years of age and competent to testify as to the matters contained herein. I serve in the capacity of **Director of Business Development for Vesta Property Services, Inc.** ("Proposer"), and am authorized to make this Affidavit of Acknowledgments on behalf of Proposer.

2. I assisted with the preparation of, and have reviewed, the Proposer's proposal ("Proposal") provided in response to the Grand Haven Community Development District proposal for amenity center management. All of the information provided therein is full and complete, and truthful and accurate. I understand that intentional inclusion of false, deceptive or fraudulent statements, or the intentional failure to include full and complete answers, may constitute fraud; and, that the District may consider such action on the part of the Proposer to constitute good cause for rejection of the proposal.

3. I do hereby certify that the Proposer has not, either directly or indirectly, participated in collusion or proposal rigging.

4. The Proposer agrees through submission of the Proposal to honor all pricing information for the term of the Agreement.

5. The Proposer acknowledges the receipt of the complete Request for Proposals as provided by the District and as described in the Table of Contents, as well as the receipt of the following Addendum Numbers:

6. The Proposer authorizes and requests any person, firm or corporation to furnish any pertinent information requested by the Grand Haven Community Development District, or its authorized agents, deemed necessary to verify the statements made in the Proposal, or regarding the ability, standing, integrity, quality of performance, efficiency, and general reputation of the Proposer.

[signature on following page]

SIGNED AFFIDAVITS

Under penalties of perjury under the laws of the State of Florida, I declare that I have read the foregoing Affidavit of Acknowledgments and that the foregoing is true and correct.

Dated this 25th day of August, 2025.

Signature: _____

By: **Patti Brown**

Title: **Director of Business Devel**

**STATE OF FLORIDA
COUNTY OF DUVAL**

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization, this 25TH day of August, 2025, by **Patti Brown** of **Vesta Property Services, Inc.**, who is personally known to me or who has produced _____ as identification, and did [] or did not ☒ take the oath.

Kimberly A. Goodwin

Notary Public, State of Florida

Print Name: **Kimberly A. Goodwin**

Commission No.: **HH673898**

My Commission Expires: **6/8/2029**



KIMBERLY A. GOODWIN

Notary Public

State of Florida

Comm# HH673898

Expires 6/8/2029

SIGNED AFFIDAVITS

6.B.

SWORN STATEMENT UNDER SECTION 287.133(3)(a), FLORIDA STATUTES, REGARDING PUBLIC ENTITY CRIMES

***THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY
PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.***

1. This sworn statement is submitted to Grand Haven Community Development District.
2. I am over eighteen (18) years of age and competent to testify as to the matters contained herein. I serve in the capacity of **Director of Business Development for Vesta Property Services, Inc.** ("Proposer"), and am authorized to make this Sworn Statement on behalf of Proposer.
3. Proposer's business address is **245 Riverside Ave., Suite 300 Jacksonville, FL 32202**

4. Proposer's Federal Employer Identification Number (FEIN) is **59-3353294**

(If the Proposer has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____.)
5. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), *Florida Statutes*, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
6. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), *Florida Statutes*, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
7. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), *Florida Statutes*, means:
 - a. A predecessor or successor of a person convicted of a public entity crime; or,
 - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders,

SIGNED AFFIDAVITS

employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

8. I understand that a "person" as defined in Paragraph 287.133(1)(c), *Florida Statutes*, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
9. Based on information and belief, the statement which I have marked below is true in relation to the Proposer submitting this sworn statement. (Please indicate which statement applies.)

☒ Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity, have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members or agents who are active in management of the entity or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (please indicate which additional statement applies):

_____ There has been a proceeding concerning the conviction before an Administrative Law Judge of the State of Florida, Division of Administrative Hearings. The final order entered by the Administrative Law Judge did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

_____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before an Administrative Law Judge of the State of Florida, Division of Administrative Hearings. The final order entered by the Administrative Law Judge determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

SIGNED AFFIDAVITS

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by or pending with the Florida Department of Management Services.)

Under penalties of perjury under the laws of the State of Florida, I declare that I have read the foregoing Sworn Statement under Section 287.133(3)(a), *Florida Statutes*, Regarding Public Entity Crimes and all of the information provided is true and correct.

Dated this 25th day of August, 2025.

Proposer: **Vesta Property Services, Inc.**

By: _____

Title: **Director of Business Development**

STATE OF Florida
COUNTY OF Duval

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization, this 25th day of August, 2025, by Patti Brown, of Vesta Property Services, Inc., who is personally known to me or who has produced _____ as identification, and did [] or did not ☒ take the oath.

Kimberly A. Goodwin
Notary Public, State of Florida

Print Name: **Kimberly A. Goodwin**

Commission No.: **HH673898**

My Commission Expires: **06-08-2025**



KIMBERLY A. GOODWIN
Notary Public
State of Florida
Comm# HH673898
Expires 6/8/2025

SIGNED AFFIDAVITS

6.C ANTI-HUMAN TRAFFICKING AFFIDAVIT

NONGOVERNMENTAL ENTITY ANTI-HUMAN TRAFFICKING AFFIDAVIT (Section 787.06(13), Florida Statutes (2024))

STATE OF FLORIDA
COUNTY Duval

BEFORE ME, the undersigned, a Notary Public in and for the County and State aforesaid, personally appeared **Patti Brown** ("Affiant") who, being first duly sworn, on oath, says:

Affiant is an officer or authorized representative **Vesta Property Services, Inc.** ("Company") and Affiant attests that Company does not use coercion for labor or services as defined in Section 787.06, Florida Statutes (2024).

UNDER PENALTY OF PERJURY, I hereby declare and affirm that the above stated facts are true and correct.

DATED as of August 25, 2025.

[Name]
[Title]
Affiant

Patti Brown
Director of Business Development
Vesta Property Services, Inc.

SWORN TO AND SUBSCRIBED before me by means of ☒ physical presence or ☐ online notarization, this 25th day of August, 2025, by Patti Brown, who is personally known to me or produced _____ as identification.

Kimberly A. Goodwin
Notary Public

(Seal)



KIMBERLY A. GOODWIN
Notary Public
State of Florida
Comm# HH673898
Expires 6/8/2029

SIGNED AFFIDAVITS

III. Receipt of Addenda: The Proposer certifies that the Proposer has received the following addenda (list below):

ADDENDA NO.	DATE

Under penalties of perjury under the laws of the State of Florida, I declare that I have read the foregoing Proposal Forms and all of the questions are fully and completely answered, and all of the information provided is true and correct.

Dated this 25 day of August, 2025.

Proposer:

By:

Title:

STATE OF

COUNTY OF

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization, this 25 day of August, 2025, by Patti Brown of Vista Property Services, Inc. who is personally known to me or who has produced _____ as identification, and did [] or did not [] take the oath.



KIMBERLY A. GOODWIN
Notary Public
State of Florida
Comm# HH673898
Expires 6/8/2029

Kimberly A. Goodwin
Notary Public, State of Florida
Print Name: Kimberly A. Goodwin
Commission No.: HH673898
My Commission Expires: 6-8-2029

CERTIFICATES OF INSURANCE

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/YY/YYY) 08/01/2025			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
If this certificate is being prepared for a party who has an insurable interest in the property, do not use this form. Use ACORD 27 or ACORD 28.							
PRODUCER Associations Insurance Agency, Inc. 2301 N Greenville Richardson, TX 75081			CONTACT NAME: Associations Insurance Agency, Inc. PHONE: (866) 384-8579 FAX: (214) 751-2390 E-MAIL ADDRESS: CertificateRequest@AssociationsInsuranceAgency.com PRODUCER CUSTOMER ID: 00003921				
INSURED Vesta Property Services, Inc. (Jacksonville) 245 Riverside Ave, Suite 300 Jacksonville, Florida 32202			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A: Steadfast Insurance Company		26387		
			INSURER B: Westchester Surplus Lines Insurance		10172		
			INSURER C: Steadfast Insurance Company		26387		
			INSURER D: Lexington Insurance Company		19437		
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LIN	TYPE OF INSURANCE	ADDL INSR	SUBR NO	POLICY NUMBER	POLICY EFF DATE (MM/DD/YYYY)	POLICY EXP DATE (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY			GLO-8673493-00	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 2,000,000
	☐ CLAIMS-MADE ☒ OCCUR						DAMAGE TO RENTED PREMISES (EA occurrence) \$ 500,000
	☒ SEVERABILITY OF INTEREST						MED EXP (Any one person) \$ Excluded
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$ 2,000,000
	☒ POLICY ☐ PROJECT ☐ LOC						GENERAL AGGREGATE \$ 2,000,000
	OTHER						PRODUCTS - COMP/OP AGG \$ 2,000,000
							\$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (EA accident) \$
	☐ ANY AUTO						BODILY INJURY (Per person) \$
	☐ ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	☐ HIRED AUTOS						PROPERTY DAMAGE (Per accident) \$
							\$
B-D	☒ UMBRELLA LIAB ☒ OCCUR			Various See Attached	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 8,000,000
	☒ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE \$ 8,000,000
	☐ DED ☐ RETENTION						\$
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY						☒ PER STATUTE ☐ OTH: \$
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?						E.L. EACH ACCIDENT \$
	(Mandatory in NJ)						E.L. DISEASE - EA EMPLOYEE \$
	If yes, describe under:						E.L. DISEASE - POLICY LIMIT \$
	DESCRIPTION OF OPERATIONS below						
SPECIAL CONDITIONS / OTHER COVERAGES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)							
Certificate Holder is an Additional Insured, with respects to the GL Policy, per written contract.							
CERTIFICATE HOLDER				CANCELLATION			
* Insurance Verification				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE Dana Hodge			

ACORD 25 (2009/09)

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CERTIFICATES OF INSURANCE

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/YY/YYY) 08/01/2025			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
If this certificate is being prepared for a party who has an insurable interest in the property, do not use this form. Use ACORD 27 or ACORD 28.							
PRODUCER Associations Insurance Agency, Inc. 2301 N Greenville Richardson, TX 75081			CONTACT NAME: Associations Insurance Agency, Inc. PHONE: (866) 384-8579 FAX: (214) 751-2390 E-MAIL ADDRESS: CertificateRequest@AssociationsInsuranceAgency.com PRODUCER CUSTOMER ID: 00003921				
INSURED Vesta Property Services, Inc. (Jacksonville) 245 Riverside Ave, Suite 300 Jacksonville, Florida 32202			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A: Steadfast Insurance Company		26387		
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COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LIX	TYPE OF INSURANCE	ADDL INSR	RUBR WVD	POLICY NUMBER	POLICY EFF DATE (MM/DD/YYYY)	POLICY EXP DATE (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY			GLO-8673493-00	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 2,000,000
	☐ CLAIMS-MADE ☒ OCCUR						DAMAGE TO RENTED \$ 500,000
	☒ SEVERABILITY OF INTEREST						MED EXP (Any one person) \$ Excluded
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$ 2,000,000
	☒ POLICY ☐ PROJECT ☐ LOC						GENERAL AGGREGATE \$ 2,000,000
	☐ OTHER						PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (EA accident) \$
	☐ ANY AUTO						BODILY INJURY (Per person) \$
	☐ ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	☐ HIRED AUTOS						PROPERTY DAMAGE (Per accident) \$
	☐ SCHEDULED AUTOS						\$
	☐ NON-OWNED AUTOS						\$
B-D	☒ UMBRELLA LIAB ☒ OCCUR			Various See Attached	8/1/2025	8/1/2026	EACH OCCURRENCE \$ 8,000,000
	☒ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE \$ 8,000,000
	☐ DED ☐ RETENTION						\$
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY						☒ PER STATUTE ☐ OTH: EE \$
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?						E.L. EACH ACCIDENT \$
	(Mandatory in NF)						E.L. DISEASE - EA EMPLOYEE \$
	If yes, describe under:						E.L. DISEASE - POLICY LIMIT \$
	DESCRIPTION OF OPERATIONS below						
SPECIAL CONDITIONS / OTHER COVERAGES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)							
Certificate Holder is an Additional Insured, with respects to the GL Policy, per written contract.							
CERTIFICATE HOLDER				CANCELLATION			
* Insurance Verification				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE Dana Hodge			

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CERTIFICATES OF INSURANCE

COMMENTS / REMARKS

- CERTIFICATE OF LIABILITY INSURANCE CONT.

B: Excess Liability
Westchester Surplus Lines Insurance Company
Policy # G48756451 001
Effective: 8/1/2025 - 8/1/2026
Each Occurrence Limit: \$2,000,000

C: Excess Liability
Steadfast Insurance Company
Policy # AEC 8659280-00
Effective: 8/1/2025 - 8/1/2026
Each Occurrence: \$3,000,000

D: Excess Liability
Lexington Insurance Company
Policy # 020744122
Effective: 8/1/2025 - 8/1/2026
Each Occurrence: \$3,000,000

CERTIFICATES OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/YYYY)
08/01/2025

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PRODUCER Associations Insurance Agency, Inc. 2301 N Greenville Richardson, TX 75081	CONTACT NAME: Associations Insurance Agency, Inc. PHONE: (866) 384-8579 FAX: (214) 751-2390 E-MAIL ADDRESS: Info@AssociationsInsuranceAgency.com PRODUCER CUSTOMER ID: 00003921														
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INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: Federal Insurance Company	20281														
INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SURR WVD	POLICY NUMBER	POLICY EFF DATE (MM/DD/YYYY)	POLICY EXP DATE (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$ COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ EACH OCCURRENCE \$ AGGREGATE \$ \$ PER STATUTE ☐ OTH-ER ☐ \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ☐ NON-OWNED AUTOS UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION						
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					
A.	EXECUTIVE RISK PACKAGE			82622087	8/1/2025	8/1/2026	See Page 2 for Policy Limits & Deductibles

SPECIAL CONDITIONS / OTHER COVERAGES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CANCELLATION

* Insurance Verification	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Dana Rudge</i> Dana Rudge
---------------------------------	--

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CERTIFICATES OF INSURANCE

COMMENTS / REMARKS

EXECUTIVE RISK PACKAGE

A. Federal Insurance Agency

Policy #: 82622087

Effective: 08/01/2025 - 08/01/2026

Management Liability and Company Reimbursement (Directors and Officers Liability)

- \$3,000,000 Aggregate Limit of Liability

- \$250,000 Retention per Loss

- 02/02/2001 Retroactive Date

Employment Practices Liability

- \$3,000,000 Aggregate Limit of Liability

- \$350,000 Retention per Loss

- 02/02/2001 Retroactive Date

Pension & Welfare Benefit Plan Fiduciary Liability

- \$3,000,000 Aggregate Limit of Liability

- \$1,000 Retention per Loss

- 02/02/2001 Retroactive Date

Subject to the terms and conditions stated in the policy.

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CERTIFICATES OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/YY/YY)
08/01/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

If this certificate is being prepared for a party who has an insurable interest in the property, do not use this form. Use ACORD 27 or ACORD 28.

PRODUCER Associations Insurance Agency, Inc. 2301 N Greenville Richardson, TX 75081	CONTACT NAME: Associations Insurance Agency, Inc. PHONE: (866) 384-8579 FAX: (214) 751-2390 E-MAIL ADDRESS: Info@AssociationsInsuranceAgency.com PRODUCER CUSTOMER ID: 00003921														
INSURED Vesta Property Services, Inc. (Jacksonville) 245 Riverside Ave, Suite 300 Jacksonville, Florida 32202	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: HID Global Specialty SE</td><td>14265</td></tr><tr><td>INSURER B: Nautilus Insurance Company</td><td>17370</td></tr><tr><td>INSURER C:</td><td></td></tr><tr><td>INSURER D:</td><td></td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: HID Global Specialty SE	14265	INSURER B: Nautilus Insurance Company	17370	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: HID Global Specialty SE	14265														
INSURER B: Nautilus Insurance Company	17370														
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL BND	SUBR WVD	POLICY NUMBER	POLICY EFF DATE (MM/DD/YYYY)	POLICY EXP DATE (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ex. commercial) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ☐ NON-OWNED AUTOS UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION						COMBINED SINGLE LIMIT (Ex. accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in FL) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE \$ OTH-ER \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	MISC PROFESSIONAL LIABILITY			FRL-R-2-PL-00003420-01	9/14/2024	9/14/2025	See Page 2 for Policy Limits & Deductibles
B	MISC EXCESS PROFESSIONAL LIABILITY			REX9083142-0924	9/14/2024	9/14/2025	

SPECIAL CONDITIONS / OTHER COVERAGES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER • Insurance Verification	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Dana Hodge
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CERTIFICATES OF INSURANCE

COMMENTS / REMARKS

MISCELLANEOUS PROFESSIONAL LIABILITY

B. HDI Global Specialty SE - \$5,000,000
Policy #: FRL-H-P-PL-00003420-01

C. Nautilus Insurance Company - \$5,000,000 Excess of \$5,000,000
Policy #: REX9083142-0924
Effective: 09/14/2024 - 09/14/2025

Limit of Liability

- \$10,000,000 Each Loss
- \$10,000,000 Aggregate
- \$1,000,000 Retention per Loss
- 01/25/2002 Retroactive Date

Description of Covered Professional Services:

Property Owner Association Management including but not limited to the following services:
Property manager, real estate agent/broker, publishing, media services, website administration, fire
watch services, crime prevention training, bookkeeping and tax preparation services other than those
for which a CPA license is required

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CERTIFICATES OF INSURANCE



CERTIFICATE OF PROPERTY INSURANCE

DATE (MM/YYYY)
08/01/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

If this certificate is being prepared for a party who has an insurable interest in the property, do not use this form. Use ACORD 27 or ACORD 28.

PRODUCER Associations Insurance Agency, Inc. 2301 N Greenville Richardson, TX 75081	CONTACT NAME: Associations Insurance Agency, Inc. PHONE: (866) 384-8579 FAX: (214) 751-2390 E-MAIL ADDRESS: CertificateRequest@AssociationsInsuranceAgency.com PRODUCER CUSTOMER ID: 00003921														
INSURED Vesta Property Services, Inc. (Jacksonville) 245 Riverside Ave, Suite 300 Jacksonville, Florida 32202	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A: Philadelphia Indemnity Insurance</td> <td>18058</td> </tr> <tr> <td>INSURER B: Beazley Insurance Company, Inc.</td> <td>37540</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Philadelphia Indemnity Insurance	18058	INSURER B: Beazley Insurance Company, Inc.	37540	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: Philadelphia Indemnity Insurance	18058														
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INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

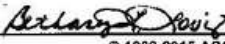
COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
LOCATION OF PREMISES / DESCRIPTION OF PROPERTY (Attach ACORD 101, Additional Remarks Schedule, if more space is required)		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		
INSR LTR	TYPE OF INSURANCE	POLICY NUMBER
A	☒ PROPERTY CAUSES OF LOSS DEDUCTIBLES BASIC BUILDING 25,000 BROAD CONTENTS ☒ SPECIAL EARTHQUAKE NAMED WIND FLOOD WATER W/H DED. BB	PPK2589388-010
		8/1/2025
		8/1/2026
		COVERED PROPERTY
		LIMITS
		BUILDING \$
		PERSONAL PROPERTY \$
		BUSINESS INCOME \$
		EXTRA EXPENSE \$
		RENTAL VALUE \$
		BLANKET BUILDING \$
		BLANKET PERS PROP \$
		☒ BLANKET BLDG & PP \$ 554440
		ICE DAMMING DED. \$
		WIND & HAIL DED. \$ 25,000
	INLAND MARINE	TYPE OF POLICY
	CAUSES OF LOSS	POLICY NUMBER
	NAMED PERILS	
B	☒ CRIME	V282C2240701
	TYPE OF POLICY	8/1/2025
		8/1/2026
		☒ LIMIT OF LIABILITY \$ 10,000,000
		☒ DEDUCTIBLE PER LOSS \$ 150,000
	BOILER & MACHINERY / EQUIPMENT BREAKDOWN	LIMIT \$
		\$
SPECIAL CONDITIONS / OTHER COVERAGES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)		

CERTIFICATE HOLDER	CANCELLATION
Insurance Verification	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Dana Hodge

ACORD 25 (2009/09)

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CERTIFICATES OF INSURANCE

Client#: 97496		ASSOCIA	
ACORD_{TM}		CERTIFICATE OF LIABILITY INSURANCE	
		DATE (MM/DD/YYYY) 8/01/2025	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).			
PRODUCER USI Southwest 9811 Katy Freeway, Suite 500 Houston, TX 77024 713 490-4600		CONTACT NAME: Luis Garcia PHONE (A/C, No, Ext): 713 490-4600 FAX (A/C, No): 713-490-4700 E-MAIL ADDRESS: luis.garcia@usi.com	
		NAIC # 24988	
INSURED Vesta Property Services, Inc. 245 Riverside Avenue, Suite 300 Jacksonville, FL 32202		INSURER(S) AFFORDING COVERAGE INSURER A: Sentry Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	
COVERAGES		CERTIFICATE NUMBER:	
REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.			
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR YWVD	POLICY NUMBER
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE ☐ OCCUR ☐ GEN'L AGGREGATE LIMIT APPLIES PER: POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:		
			LIMITS
			EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
A	AUTOMOBILE LIABILITY		9017993003 (AOS) 08/01/2025 08/01/2026 9017993005 (MA) 08/01/2025 08/01/2026
A	☒ ANY AUTO OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☒ Drive Oth Car ☐ SCHEDULED AUTOS NON-OWNED AUTOS ONLY		COMBINED SINGLE LIMIT (Ea accident) \$5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED RETENTION \$		EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in N-H) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N N / A	PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	HIRED AUTO		9017993003 (AOS) 08/01/2025 08/01/2026 9017993005 (MA) 08/01/2025 08/01/2026
A	PHYSICAL DAMAGE		\$1,000 COMP DED \$1,000 COLL DED \$50,000 MAX LIMIT
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)			
The Automobile policy includes an Automatic Blanket Additional Insured endorsement that provides additional insured status to the certificate holder only when there is a written contract between the named insured and certificate holder that requires such status.			
(See Attached Descriptions)			
CERTIFICATE HOLDER		CANCELLATION	
For Informational Purposes Only		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.	
		AUTHORIZED REPRESENTATIVE 	
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ACORD 25 (2016/03) 1 of 2 #S50334249/M50329182		The ACORD name and logo are registered marks of ACORD VACZP	

CERTIFICATES OF INSURANCE

DESCRIPTIONS (Continued from Page 1)

The Automobile Liability policy also includes an endorsement with Primary and Non-Contributory wording, as required by written contract.

The Automobile policies include Blanket Waiver of Subrogation endorsements that provide this coverage only when there is a written contract between the Named Insured and the certificate holder that requires it.

CERTIFICATES OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/9/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 501 Riverside Ave Suite 1000 Jacksonville FL 32202		CONTACT NAME: Jessica Goff PHONE (A/C No. Ext): 904-548-2301 FAX (A/C No.): 904-634-1302 E-MAIL: Jessica_Goff@ajg.com ADDRESS: Jessica_Goff@ajg.com	
INSURED Vesta Property Services, Inc. 245 Riverside Avenue Suite 300 Jacksonville FL 32202		INSURER(S) AFFORDING COVERAGE INSURER A: Accident Fund Insurance Company of America NAIC # 10166 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER: 1173730610** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJ-JECT ☐ LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPROP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS NON-OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in RI) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	100374418	1/1/2025	1/1/2026	X PER STATUTE ☐ OTN-ER ☐ E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Add'l Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

Proof Of Coverage	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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CERTIFICATES OF INSURANCE

COMMENTS / REMARKS

Policy Aggregate Limit of Liability: \$2,000,000

A. Information Privacy

- A.1. Information Privacy Liability: Limit \$2,000,000 Retention \$15,000
- A.2. Regulatory Liability: Limit \$2,000,000 Retention \$15,000
- A.3. Event Response and Management: Limit \$2,000,000 Retention \$15,000
- A.4. PCI-DSS Liability: Limit \$2,000,000 Retention \$15,000

B. Network Security

- B.1. Network Security Liability: Limit \$2,000,000 Retention \$15,000
- B.2. Event Response and Recovery: Limit \$2,000,000 Retention \$15,000

C. Business Interruption

- C.1. Direct Business Interruption: Limit \$2,000,000 Retention \$15,000
- C.2. Contingent Business Interruption: Limit \$2,000,000 Retention \$15,000

D. Cyber Extortion

- D.1. Cyber Extortion: Limit \$2,000,000 Retention \$15,000

E. Financial Fraud

- E.1. Social Engineering: Limit \$100,000 Retention \$15,000
- E.2. Computer Fraud: Limit \$100,000 Retention \$15,000

F. Media Content

- F.1. Media Liability: Limit \$2,000,000 Retention \$15,000
- F.2. Media Event Response: Limit \$2,000,000 Retention \$15,000

G. Reputational Harm

- G.1. Reputational Harm: Limit \$2,000,000 Retention \$15,000

System Failure Coverage Details:

- Direct System Failure Limit: \$2,000,000
- Contingent System Failure Limit: \$2,000,000
- System Failure Waiting Period: 8 hours
- Contingent Non-IT Provider Business Interruption Limit: \$1,000,000
- Contingent Non-IT Provider System Failure Limit: \$1,000,000

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Vesta™

Contact Us

245 Riverside Ave. #300
Jacksonville, FL 32202

Phone: 877-988-3782
Contact@VestaPropertyServices.com

EXHIBIT 12

EXHIBIT 13

Palm Coast City Council Adopts Ordinance Regulating E-Bike Use to Enhance Public Safety

Tuesday, October 21, 2025

On October 7, 2025, the Palm Coast City Council approved Ordinance 2025-18, amending Chapter 42, Article I of the City's Code of Ordinances by creating Section 42-7, "*Use and Operation of Electric Bicycles*." The new section establishes clear, consistent rules for how bicycles and electric-powered cycles can be used and operated within the city.

Share 7

Post

Menu 

On October 7, 2025, the Palm Coast City Council approved Ordinance 2025-18, amending Chapter 42, Article I of the City's Code of Ordinances by creating Section 42-7, "*Use and Operation of Electric Bicycles*." The new section establishes clear, consistent rules for how electric-powered bicycles can be used and operated within the city.

City Council first reviewed the proposed ordinance during a workshop on September 9, 2025. Revisions were made to clarify definitions, strengthen enforcement provisions, and refine age restrictions. A second review took place during the September 16 business meeting, after which additional edits were incorporated. The final version was brought forward and adopted by a 4-1 vote at the October 7, 2025, business meeting



after multiple workshops, revisions, and opportunities for public input.

The ordinance sets clear rules for e-bike use in Palm Coast to address growing safety concerns on roads, sidewalks, and shared paths. It follows Florida law by referencing the state's definition of an electric bicycle, which includes pedal-assisted bicycles equipped with an electric motor and categorized by speed capability. The ordinance prohibits the operation of modified e-bikes that exceed state-defined limits on city streets, sidewalks, or paths.

To enhance safety, the ordinance establishes a minimum age requirement—no person under the age of 11 may operate an electric bicycle on any city street, sidewalk, or path. Riders of all ages must comply with traffic regulations, yield to pedestrians, and provide an audible signal when overtaking.

All e-bike riders are required to carry a government-issued photo identification and present it to law enforcement upon request. Examples of acceptable identification include a driver's license, passport, military ID, or school ID.

Violations of the ordinance may result in penalties as provided under Section 1-11 of the City Code, which allows fines of up to \$100 per offense. Law enforcement officers are authorized to impound e-bikes operated in violation of the ordinance.

This measure is designed to improve safety for all users of city streets and pathways by setting clear expectations for e-bike operation while maintaining consistency with state law. Ordinance 2025-18 takes effect immediately, and residents are encouraged to review the new regulations in full to ensure compliance. [View the full ordinance by clicking here.](#)

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EXHIBIT 14

EXHIBIT 15



CDD PROPERTY

This is an aerial photograph of a residential development. A red line traces a boundary around a central area. To the left of this boundary is a large parking lot with several cars. To the right is a large, multi-story house with a dark roof. The house has a white sign with the number '570'. Below the house is a large green lawn. The red line also encloses a smaller area in the center, which contains a small landscaped area with palm trees. A road with a white crosswalk is visible at the top left. A small black sign with the number '500' is located near the center of the red boundary. The text 'CDD PROPERTY' is written in red in two locations: one in the central area and one in the large green lawn area. The text 'ESCALANTE PROPERTY' is written in light blue near the house. The text 'TRACT K' is written in white in the large green lawn area.

570

500

ESCALANTE PROPERTY

CDD PROPERTY

TRACT K