



Advanced Meeting Package

Regular Meeting

***Thursday
September 17, 2026
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, September 17, 2026, 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 Howard@cddmanagers.com. We look forward to seeing you at the meeting.

Sincerely,

Howard McGaffney

Howard McGaffney
District Manager



Community Development District

Meeting Date: Thursday, September 17, 2026

Time: 9:00 AM

Location: Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137

Agenda

I. Call to Order/ Roll Call

II. Pledge of Allegiance

III. Audience Comments – *The Audience Comment portion of the agenda is where individuals who are present may make remarks on matters that concern the District. Please note:*

- *Participation shall be in accordance with Section 286.0114, Florida Statutes;*
- *Each speaker is limited to three (3) minutes for remarks;*
- *It is proper meeting etiquette to silence all electronic devices, including cell phones, during a Board meeting or workshop;*
- *Speakers are expected to refrain from personal attacks on the Board of Supervisors or Staff;*
- *The Board of Supervisors or Staff are not obligated to provide an immediate response as some issues require research, discussion and deliberation;*
- *Other matters of concern may be discussed during a meeting or workshop as determined by the Grand Haven Community Development District Board of Supervisor;*
- *If the comment concerns a maintenance related item, it should be first addressed with the Director of Operations outside of the context of the meeting.*
- *Residents, please note that if you are unable to attend the meeting you may send your questions to the District Manager, Howard McGaffney at howard@cddmanagers.com, up until the day before the meeting.*

- (Live streaming & previously recorded meetings can be found here -<https://www.youtube.com/@GrandHavenCDD>)

IV. Presentation of Proof of Publication(s)	<u>Exhibit 1</u> <u>Pgs. 7-9</u>
V. Presentation of Landscape Proposals – Under Separate Cover	
A. Consideration of Ranking the Landscape Maintenance RFP Proposals	<u>Exhibit 2</u> <u>Pg. 11</u>
VI. Public Hearing – Proposed Recall Procedure	
A. Open the Public Hearing	
B. Presentation of Proposed Recall Procedure	<u>Exhibit 3</u> <u>Pgs. 13-20</u>
C. Open the Public Comments	
D. Close the Public Hearing	
E. Consideration & Adoption of Resolution 2026-15 , Adopting Proposed Recall Procedure	<u>Exhibit 4</u> <u>Pgs. 22-33</u>
VII. Staff Reports	
A. District Engineer: David Sowell	
B. Amenity Manager: John Lucansky	<u>Exhibit 5</u> <u>Pgs. 35-38</u>
1. Tennis Court Counts – August 2026	<u>Exhibit 6</u> <u>Pgs. 40-44</u>
C. Director of Operations: Vanessa Stepniak	
1. Monthly Operations & Administration Report	<u>Exhibit 7</u> <u>Pgs. 46-48</u>
2. Consideration of Communications App Proposal Options	<u>Exhibit 8</u>
a. GOGov	<u>Exhibit 8A</u> <u>Pgs. 51-59</u>
b. App Maisters	<u>Exhibit 8B</u> <u>Pgs. 61-96</u>
c. Live Tour Network, Inc.	<u>Exhibit 8C</u> <u>Pgs. 98-106</u>
D. District Counsel: Scott Clark	<u>Exhibit 9</u> <u>Pg. 108</u>
E. District Manager: Howard McGaffney	
F. District Liaison: HOA Report	
VIII. Consent Agenda Items	
A. Consideration for Acceptance – The August 2026 Unaudited Financial Report	<u>Exhibit 10</u> <u>Pgs. 110-116</u>
B. Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting Held August 20, 2026	<u>Exhibit 11</u> <u>Pgs. 118-125</u>
C. Capital Improvement Plan – Project Tracker	<u>Exhibit 12</u> <u>Pg. 127</u>

IX. Business Items

A. Presentation of FFG Final Report – Underground Utility Threat Mitigation Group

[Exhibit 13](#)
[Pgs. 129-133](#)

B. Consideration of Survey for Certain Parcels – NTE \$8,000.00

[Exhibit 14](#)
[Pg. 135](#)

X. Discussion Topics

XI. Supervisors' Requests

XII. Next Meeting Quorum Check: October 15th at 9:00 AM

Janet Greenwood	☐ IN PERSON	☐ REMOTE	☐ NO
Dr. Merrill Stass-Isern	☐ IN PERSON	☐ REMOTE	☐ NO
Kevin Foley	☐ IN PERSON	☐ REMOTE	☐ NO
Richard Mayor	☐ IN PERSON	☐ REMOTE	☐ NO
Kathy Myers	☐ IN PERSON	☐ REMOTE	☐ NO

XIII. Adjournment

EXHIBIT 1

**NOTICE OF RULE DEVELOPMENT
BY
GRAND HAVEN COMMUNITY
DEVELOPMENT DISTRICT**

In accordance with Chapters 190 and 120, Florida Statutes, the Grand Haven Community Development District (“District”) hereby gives notice of its intention to develop a rule pertaining to Recall Petition Proceedings (the “Rule”). The purpose and effect of the Rule is to provide for efficient and effective District operations. Specific legal authority for the Rule includes Sections 190.0071, 190.011(5), 190.012(3), 120.54 and 120.81, Florida Statutes.

A copy of the proposed Rule may be obtained by contacting the District Manager, 250 International Parkway, Suite 208, Lake Mary, Fl. 32746, (321) 263-0132, howard@cddmanagers.com (“District Office”). A public hearing to consider the proposed Rule will be held on September 17, 2026, at The Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137, and will commence at approximately 9:00 a.m. or as soon thereafter as the matter can be heard.

If anyone chooses to appeal any decision of the District’s Board with respect to any matter considered at the hearing, such person is required to have a verbatim record of the proceedings including the testimony and evidence upon which such appeal is to be based and should ensure that such a record is made accordingly.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this hearing is asked to advise the District Office at

least 48 hours before the meetings. If you are hearing or speech impaired, please contact the Florida Relay Service at 1 (800) 955-8770, which can aid you in contacting the District Office.

Howard McGaffney, District Manager
Grand Haven Community Development District

7763-355735

Aug. 13, 2026

**NOTICE OF RULE MAKING BY
THE GRAND HAVEN COMMUNITY
DEVELOPMENT DISTRICT
FOR ENACTING A RULE
PERTAINING RECALL PETITION
PROCEEDINGS**

A public hearing will be conducted by the Board of Supervisors of the Grand Haven Community Development District ("District") on **September 17, 2026, at 9:00 a.m.** at The Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137.

The public hearing will provide an opportunity for the public to address a proposed rule pertaining to Recall Petition Proceedings (the "Rule"). Specific legal authority for the rule includes sections 190.0071, 190.011(5), 190.012(3), 120.54 and 120.81, Florida Statutes (2025).

Any person who wishes to provide the District with a proposal for a lower cost regulatory alternative as provided by section 120.541(1), Florida Statutes, must do so in writing within twenty-one (21) days after publication of this notice. The public hearing may be continued to a date, time and place to be specified on the record at the hearing. A Notice of Rule Development was published in this newspaper on or before August 13, 2026.

If anyone chooses to appeal any decision of the District's Board with respect to any matter considered at the hearing, such person is required to have a verbatim record of the

proceedings including the testimony and evidence upon which such appeal is to be based and should ensure that such a record is made accordingly. Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact the District Manager at the address and number below.

A copy of the proposed rule may be obtained by contacting the District Manager at 250 International Parkway, Suite 208, Lake Mary, Fl. 32746, (321) 263-0132, howard@cddmanagers.com.

Howard McGaffney, District Manager
Grand Haven Community Development District

7763-356501

Aug. 20, 2026

**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, September 17, 2026, 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
7763-359041
Sep. 10, 2026

EXHIBIT 2

SECTION 6: EVALUATION CRITERIA

COMPANY NAME:	POINTS AWARDED
LANDSCAPE AND IRRIGATION MAINTENANCE RFP EVALUATION CRITERIA	
Adherence to RFP Instructions (Maximum Points=15)	
This criteria evaluates the extent to which the proposer has followed all instructions outlined in the RFP, including submission format, required documentation, deadlines, and response structure. Proposals will be scored based on completeness, clarity, and organization. Full points will be awarded to proposals that fully comply with all RFP guidelines without omissions or deviations, demonstrating attention to detail and professionalism. Partial points may be given for minor inconsistencies, while significant non-compliance (e.g., missing required forms or exceeding page limits) may result in lower scores.	
Company Qualifications (Maximum Points=15)	
This category assesses the overall qualifications of the company, including organizational structure, personnel expertise, certifications, licenses, and resources dedicated to landscape and irrigation maintenance services. Scoring will consider factors such as the qualifications of key staff (e.g., certified arborists, irrigation specialists, or landscape architects), company history in the industry, and evidence of ongoing training or professional development. Higher scores will be awarded to companies providing detailed resumes, proof of relevant certifications (e.g., ISA Certified Arborist, Certified Irrigation Technicians), and a clear demonstration of capacity to handle the scope of work. Geographical location to the District will also be considered. Proposals lacking substantiation or showing limited qualifications will receive lower scores.	
Financial Capability (Maximum Points=15)	
This category addresses whether the proposing company has demonstrated that it has the financial resources and stability as a business entity necessary to implement and execute the work. The proposing company should include proof of ability to provide insurance coverage as required by the District as well as audited financial statements for the past 3 years, or similar financial information representing the revenue and financial health of the company. Higher scores will be awarded to companies demonstrating strong financial health, no history of defaults or bankruptcies, and adequate financial resources to cover potential project contingencies. Weak financial documentation or indications of instability will lead to lower scores.	
Experience (Maximum Points=30)	
The proposing company's understanding of the District's needs, scope of work, method of approach to managing landscape maintenance and irrigation maintenance and demonstrated the capacity and capability to fulfill the requirements of an annual contract with the District. The proposing company has significant experience in successfully providing the same scope of services in other Districts of similar size. Higher scores will be awarded to proposing companies with extensive, verifiable experience in areas such as turf management, plant health care, irrigation system installation/repair, and attention to detail. Limited or unrelated experience will result in reduced scores.	
Price - Total Bid (Maximum Points=25)	
A full twenty-five (25) points will be awarded to the Proposer submitting the lowest bid for Parts 1 - 4 (the Contract Amount). AN AVERAGE OF ALL THREE YEARS PRICING IS TO BE CONSIDERED WHEN AWARDED POINTS FOR PRICING - THE INITIAL TERM AND THE FIRST AND SECOND ANNUAL RENEWALS. All other proposers will receive a percentage of this amount based upon a formula which divides the low bid by the proposer's bid and is then multiplied by the number of points possible in this part of the Price evaluation.	
POINTS TOTAL	
SIGNATURES:	
DATE:	

EXHIBIT 3

**GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT
RULE OF PROCEDURE 4.0
RECALL PETITION PROCEEDINGS**

Adopted pursuant to Section 190.0071, Florida Statutes

SECTION 1 PURPOSE AND SCOPE

1.1 Purpose. This Rule establishes uniform procedures for processing recall petitions filed against members of the Board of Supervisors of the Grand Haven Community Development District ("District") who are elected by the qualified electors of the District. These procedures are adopted pursuant to the authority granted under Section 190.0071, Florida Statutes, and shall govern all recall proceedings initiated on or after the effective date of this Rule.

1.2 Scope of Application. This Rule applies exclusively to recall proceedings against Board members who are elected by qualified electors of the District and who have served at least one-fourth of their term of office at the time a recall petition is filed. Board members who are not elected by qualified electors or who have not served the requisite portion of their term are not subject to recall under this Rule.

SECTION 2 DEFINITIONS

For purposes of this Rule, the following definitions shall apply:

2.1 "Board" means the Board of Supervisors of the District.

2.2 "Clerk," as the context requires, means the Clerk of the City of Palm Coast, Florida.

2.3 "Qualified Elector" means a person who is registered to vote with the Supervisor of Elections and who resides within the boundaries of the District.

2.4 "Recall Committee" means the qualified electors of the District making charges contained in the statement of grounds for recall, as well as those signing the recall petition, as designated pursuant to Section 190.0071(4)(c), Florida Statutes.

2.5 "Recall Petition" means the initial petition containing the name of the Board member sought to be recalled, the statement of grounds for recall, and the requisite number of verified signatures, as prescribed by Section 190.0071(4), Florida Statutes.

2.6 "Recall Referendum Petition" means the petition circulated after preparation of the Record of Recall Proceedings seeking authorization to hold a referendum on whether the Board member should be recalled, as prescribed by Section 190.0071(6), Florida Statutes.

2.7 "Record of Recall Proceedings" means the document prepared by the Clerk that includes the recall petition, the determination of the Supervisor of Elections regarding verified and valid signatures, and the rebuttal statement (if any) of the Board member subject to recall.

2.8 "Supervisor of Elections" means the Supervisor of Elections for Flagler County, Florida.

SECTION 3 GROUNDS FOR RECALL

3.1 Exclusive Statutory Grounds. The grounds for removal of elected Board members are limited exclusively to the following reasons and must be contained in the recall petition:

- (a) Malfeasance;
- (b) Misfeasance;
- (c) Neglect of duty;
- (d) Drunkenness;
- (e) Incompetence;
- (f) Permanent inability to perform official duties; or
- (g) Conviction of a felony involving moral turpitude.

3.2 Legal Sufficiency Standard. A recall petition must allege conduct constituting a valid ground for removal. The mere recital of a statutory ground, without supporting factual allegations describing conduct that fulfills that ground, is legally insufficient to require a recall election.

SECTION 4 RECALL PETITION REQUIREMENTS

4.1 Petition Content. A recall petition must contain:

- (a) The name of the Board member sought to be recalled;
- (b) A factual statement of grounds for recall, limited solely to those specified in Section 3.1.
- (c) Designation of the recall committee;
- (d) Designation of a specific person as chair of the recall committee, who shall act on behalf of the committee; and
- (e) If more than one Board member is sought to be recalled, a separate recall petition must be prepared for each Board member.

4.2 Requisite Number of Signatures. The recall petition must be signed by at least ten percent (10%) of the total number of qualified electors of the District.

4.3 Signature Requirements. Each qualified elector signing the recall petition must provide:

- (a) Original signature in ink or indelible pencil;
- (b) Printed name;
- (c) Street address;
- (d) City;

- (e) County;
- (f) Voter registration number or date of birth;
- (g) Florida driver license number, Florida identification card number issued pursuant to Section 322.051, Florida Statutes, or the last four digits of the elector's social security number; and
- (h) Date signed.

4.4 Eligibility to Sign. Only qualified electors of the District are eligible to sign the recall petition.

4.5 Time Limit for Collecting Signatures. All signatures must be obtained and the signed petition must be filed with the Clerk no later than thirty-five (35) days after the date on which the first signature is obtained on the recall petition.

4.6 Prohibition on Amendment. The recall petition may not be amended after it is filed with the Clerk, except as provided in Section 5.7.

SECTION 5 FILING AND PROCESSING OF RECALL PETITION

5.1 Filing with Clerk. The recall petition and its accompanying signature pages must be filed by the chair of the recall committee with the Clerk within the time period specified in Section 4.5.

5.2 Clerk's Initial Notification. Within seven (7) days of receipt of the recall petition, the Clerk shall provide written notice, by certified mail, to both the District's registered agent and the Board member subject to recall that a recall petition has been filed, and shall provide a copy of such petition to each.

5.3 Submission to Supervisor of Elections. No more than sixty (60) days after the date on which the recall petition is filed, the Clerk shall submit the recall petition to the Supervisor of Elections, who shall promptly verify the signatures in accordance with Section 99.097, Florida Statutes, and determine whether the requisite number of valid signatures has been obtained.

5.4 Payment of Verification Costs. The recall committee must pay in advance to the Supervisor of Elections the actual cost of signature verification.

5.5 Supervisor's Determination—Insufficient Signatures. If the Supervisor of Elections determines that the recall petition does not contain the requisite number of verified and valid signatures, the recall proceedings are terminated and the Clerk must provide written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action. Any recall petition deemed insufficient may not be used in any other proceeding.

5.6 Supervisor's Determination—Sufficient Signatures. If the Supervisor of Elections determines that the petition has the requisite number of verified and valid signatures, the Clerk must provide written notice, by certified mail, to the District's registered agent and the recall committee of the recall petition sufficiency determination, and shall serve upon the Board member sought to be recalled, by certified mail, notice of such certification and a request that the Board member submit a rebuttal statement to the Clerk within thirty (30) days after receipt of the request.

5.7 Removal of Name from Petition. A qualified elector may have his or her name removed from the recall petition by submitting a signed written request to the Clerk stating such intention. Such request must be made no later than thirty (30) days after the date the elector signed the petition. Within seven (7) days after a qualified elector notifies the Clerk to remove his or her name from the recall petition, the Clerk shall recalculate the current percentage of verified and valid signatures. If the Clerk determines that the number of current verified and valid signatures falls below the threshold required by Section 4.2, the Clerk must send written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action.

SECTION 6 RECORD OF RECALL PROCEEDINGS

6.1 Preparation of Record. If the Supervisor of Elections determines that a recall petition has the requisite number of verified and valid signatures, and within thirty (30) days after the date of receipt of the rebuttal statement or after the last date a rebuttal statement could have been filed, the Clerk must prepare a document entitled "Record of Recall Proceedings."

6.2 Contents of Record. The Record of Recall Proceedings must include:

- (a) The recall petition;
- (b) The determination of the Supervisor of Elections regarding the number of verified and valid signatures; and
- (c) The rebuttal statement, if provided, or, if no rebuttal statement was received, an indication that none was received.

6.3 Distribution of Record. The Record of Recall Proceedings must be sent by certified mail to the District's registered agent, the Board member subject to recall, and the chair of the recall committee.

6.4 Public Posting. The District shall post the Record of Recall Proceedings on its website within fourteen (14) days after receipt. The District shall redact from such posting any personal information which is exempt under Fla. Stat. §119.071, including, without limitation, information which depicts an individual's social security number, driver's license number or Florida identification number.

SECTION 7 RECALL REFERENDUM PETITION

7.1 Authorization to Circulate. Upon receipt of the Record of Recall Proceedings, the recall committee may circulate a petition on whether a referendum to recall the Board member should be held.

7.2 Petition Content. A recall referendum petition must contain:

- (a) The name of the person sought to be recalled; and
- (b) A copy of the Record of Recall Proceedings.

7.3 Requisite Number of Signatures. The signed recall referendum petition must be signed by at least fifteen percent (15%) of the qualified electors of the District or subdistrict, as applicable.

7.4 Signature Requirements. Each qualified elector signing the recall referendum petition must provide:

- (a) Original signature in ink or indelible pencil;
- (b) Printed name;
- (c) Street address;
- (d) City;
- (e) County;
- (f) Voter registration number or date of birth;
- (g) Florida driver license number, Florida identification card number issued pursuant to Section 322.051, Florida Statutes, or the last four digits of the qualified elector's social security number; and
- (h) Date signed.

7.5 Eligibility to Sign. All qualified electors of the District are eligible to sign the recall referendum petition.

7.6 Filing Deadline. The signed recall referendum petition and its accompanying signature pages must be filed with the Clerk no later than sixty (60) days after the chair of the recall committee's receipt of the Record of Recall Proceedings.

7.7 Clerk's Notification. The Clerk shall provide written notice, by certified mail, to both the District's registered agent and the Board member subject to recall that a recall referendum petition has been filed, and provide a copy of such petition, within seven (7) days after receipt of the recall referendum petition.

7.8 Verification of Signatures. No more than thirty (30) days after the date on which the recall referendum petition is filed, the Clerk shall submit the recall referendum petition to the Supervisor of Elections, who shall promptly verify the signatures in accordance with Section 99.097, Florida Statutes, and determine whether the requisite number of valid signatures has been obtained. The recall committee must pay in advance to the Supervisor of Elections the actual cost of such signature verification.

7.9 Supervisor's Determination—Insufficient Signatures. If the Supervisor of Elections determines that the recall referendum petition does not contain the requisite number of verified and valid signatures, the recall vote proceedings are terminated and the Clerk must provide written notice of such insufficiency determination and termination of recall vote proceedings to the registered agent of the District, the Board member subject to recall, and the recall committee without taking further action. Any recall referendum petition deemed insufficient may not be used in any other proceeding.

7.10 Supervisor's Determination—Sufficient Signatures. If the Supervisor of Elections determines that the recall referendum petition has the requisite number of verified and valid signatures, the Clerk must provide written notice, by certified mail, to the District's registered agent, the Board member sought to be recalled, and the recall committee of the recall referendum petition sufficiency determination and the date, time, and location of the recall referendum.

7.11 Removal of Name from Recall Referendum Petition. A qualified elector may have his or her name removed from the recall referendum petition by submitting a signed written request to the Clerk stating such intention. Such request must be made no later than thirty (30) days after the date the elector signed the petition. Within seven (7) days after a qualified elector notifies the Clerk to remove his or her name from the recall referendum petition, the Clerk shall recalculate the current percentage of verified and valid signatures. If the number of current verified and valid signatures falls below the threshold required by Section 7.3, the Clerk must send written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action.

SECTION 8 RECALL REFERENDUM PROCEDURES

8.1 Fixing Date of Referendum. Upon confirmation that the recall referendum petition has the requisite number of verified and valid signatures, the Supervisor of Elections shall fix a day for holding the recall referendum. The Supervisor of Elections shall administer such referendum in accordance with Section 190.006(3)(d), Florida Statutes.

8.2 Timing of Referendum. Any recall election must be held not less than thirty (30) days or more than ninety (90) days after the certification, and at the same time as any other general or special election held within such period; but if no such election is to be held within that period, the referendum must be conducted at a special election to be held within the period aforesaid.

8.3 Payment of Referendum Costs. The recall committee must pay in advance to the Supervisor of Elections the actual cost of holding the recall referendum.

8.4 Notice by Publication. Notice of the recall referendum shall be published by the District in a newspaper of general circulation in the area of the District at least fourteen (14) days in advance of such referendum.

8.5 Notice by Mail. Notice of the recall referendum shall also be mailed to each qualified elector at his or her last known address at least fourteen (14) days in advance of such referendum. The Board shall use and rely upon the official records maintained by the Supervisor of Elections and property appraiser or tax collector in each county in determining such addresses.

8.6 Content of Notices. The notices required by Sections 8.4 and 8.5 shall contain:

- (a) The date, time, and location of the referendum; and
- (b) A statement that the Record of Recall Proceedings is available for review on the District's website.

8.7 Payment of Notice Costs. The recall committee must pay in advance to the District the actual cost of the recall referendum notices, including the publication and mailing thereof and the staff costs incurred by the District during the notification process.

8.8 Ballot Format. The ballots at the recall referendum must conform to the following:

With respect to each person whose removal is sought, the question must be submitted:

"Shall [NAME OF PERSON] be removed as a member of the board of supervisors of the GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT by recall?"

Immediately following each question there must be printed on the ballots the two propositions in the following order:

"[NAME OF PERSON] should be removed from office."

"[NAME OF PERSON] should not be removed from office."

8.9 Cancellation of Referendum for Resignation. A recall referendum authorized by this Rule must be canceled by the Supervisor of Elections if the Board member subject to the recall submits his or her resignation, which is irrevocable, within twenty (20) days after notice is sent via certified mail pursuant to Section 7.7. The District shall promptly provide the Clerk and the Supervisor of Elections with a copy of any such resignation, but no more than seven (7) days after receipt of such resignation. Such resignation shall become immediately effective without further action from the District's Board of Supervisors.

SECTION 9 RESULTS AND FILLING OF VACANCIES

9.1 Recall Approved. If a majority of the qualified electors of the District voting in the recall referendum approves the recall of the Board member in the recall referendum, as determined by the Supervisor of Elections, the Board member subject to the recall immediately ceases to hold office.

9.2 Filling Vacancy After Recall. The vacancy created by the recall must be filled by the Board of Supervisors pursuant to Section 190.006(4), Florida Statutes, except that, if three or more Board members are recalled at the same referendum, the Governor must fill the vacancy pursuant to Section 114.04, Florida Statutes.

9.3 Recall Not Approved. If a majority of the qualified electors of the District or subdistrict voting in the recall referendum do not approve the recall, the recall proceedings are terminated.

SECTION 10 RESTRICTIONS AND PROHIBITIONS

10.1 Restriction on Board Appointment. A person who is removed by a recall pursuant to this Rule, or who resigns after a petition has been filed against him or her, is not eligible to be appointed to the District's Board of Supervisors within a period of two (2) years after the date of such recall or resignation.

10.2 District Neutrality. The Board of Supervisors of the District shall not advocate for or against the recall of a Supervisor whose recall is sought under this Rule. Without limitation, the Board may not make or publish official statements regarding the merit of a recall petition or rebuttal statement and shall not provide funds for any of the activities which are part of the recall petition process, other than the required costs of notice which are reimbursed in advance pursuant to Section 8.7 and the cost, if any, of posting to the District's website. Nothing in this Section 10.2 shall prohibit an individual Supervisor of the District, acting in his/her individual capacity, from executing petitions or voting as described in this Rule; however, such Supervisor shall not utilize District funds to advocate a particular position, shall not communicate such position by official District email or other District communication methods and shall not utilize or reference that Supervisor's title or position while making any statement regarding the recall process.

SECTION 11.0 EFFECTIVE DATE

11.1 Effective Date. This Rule shall be effective on this date of its adoption by the Board of Supervisors and shall apply to all recall petitions filed on or after such date.

EXHIBIT 4

RESOLUTION 2026-15

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT ADOPTING RULES PERTAINING TO RECALL OF ELECTED SUPERVISORS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Grand Haven Community Development District (“District”) is a local unit of special purpose government established and existing pursuant to the Uniform Community Development District Act of 1980, Ch. 190, Fla. Stat., and Ordinance No. 97-03, adopted by the Flagler County Board of County Commissioners on March 24, 1997;

WHEREAS, the State of Florida enacted Chapter 2026-164, Laws of Florida, having an effective date of July 1, 2026, creating Fla. Stat. §190.0071, which provides a process whereby elected members of community development districts boards of supervisors might be removed from office in a recall election;

WHEREAS, the District desires to provide certain guidelines and procedures to implement recall processes under Fla. Stat. §190.0071 and to govern payment of costs and other aspects of such processes;

WHEREAS, in accordance with Chapters 120 and 190, Fla. Stat., the District is authorized to adopt rules, rates, charges and fees to govern the administration of the District and defray costs of operation, and to adopt resolutions as may be necessary for the conduct of District business;

WHEREAS, the Board finds that the adoption of rules pertaining to recall elections is necessary to the efficient and effective operation of the District, and is in the best interests of the District and its residents; and

WHEREAS, the Board on this date conducted a public hearing as required to consider the proposed rules pertaining to recall elections and has otherwise complied with applicable Florida law concerning rule development and adoption of the User Fees.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. The recitals stated above are true and correct and are incorporated herein by this reference.
2. The District hereby adopts CHAPTER II RECALL ELECTION PROCEEDINGS attached hereto as Attachment A, as part of the **RULES OF THE GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT**
3. If any provision of this Resolution is held to be illegal or invalid, the other provisions shall remain in full force and effect.

4. This Resolution shall become effective upon its adoption.

PASSED AND ADOPTED this 17th day of September, 2026.

Secretary/Assistant Secretary

Chair/Vice Chair

ATTACHMENT A

GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT RULE OF PROCEDURE CHAPTER II RECALL PETITION PROCEEDINGS

Adopted pursuant to Section 190.0071, Florida Statutes

SECTION 1 PURPOSE AND SCOPE

1.1 Purpose. This Rule establishes uniform procedures for processing recall petitions filed against members of the Board of Supervisors of the Grand Haven Community Development District ("District") who are elected by the qualified electors of the District. These procedures are adopted pursuant to the authority granted under Section 190.0071, Florida Statutes, and shall govern all recall proceedings initiated on or after the effective date of this Rule.

1.2 Scope of Application. This Rule applies exclusively to recall proceedings against Board members who are elected by qualified electors of the District and who have served at least one-fourth of their term of office at the time a recall petition is filed. Board members who are not elected by qualified electors or who have not served the requisite portion of their term are not subject to recall under this Rule.

SECTION 2 DEFINITIONS

For purposes of this Rule, the following definitions shall apply:

2.1 "Board" means the Board of Supervisors of the District.

2.2 "Clerk," as the context requires, means the Clerk of the City of Palm Coast, Florida.

2.3 "Qualified Elector" means a person who is registered to vote with the Supervisor of Elections and who resides within the boundaries of the District.

2.4 "Recall Committee" means the qualified electors of the District making charges contained in the statement of grounds for recall, as well as those signing the recall petition, as designated pursuant to Section 190.0071(4)(c), Florida Statutes.

2.5 "Recall Petition" means the initial petition containing the name of the Board member sought to be recalled, the statement of grounds for recall, and the requisite number of verified signatures, as prescribed by Section 190.0071(4), Florida Statutes.

2.6 "Recall Referendum Petition" means the petition circulated after preparation of the Record of Recall Proceedings seeking authorization to hold a referendum on whether the Board member should be recalled, as prescribed by Section 190.0071(6), Florida Statutes.

2.7 "Record of Recall Proceedings" means the document prepared by the Clerk that includes the recall petition, the determination of the Supervisor of Elections regarding verified and valid signatures, and the rebuttal statement (if any) of the Board member subject to recall.

2.8 "Supervisor of Elections" means the Supervisor of Elections for Flagler County, Florida.

SECTION 3 GROUNDS FOR RECALL

3.1 Exclusive Statutory Grounds. The grounds for removal of elected Board members are limited exclusively to the following reasons and must be contained in the recall petition:

- (a) Malfeasance;
- (b) Misfeasance;
- (c) Neglect of duty;
- (d) Drunkenness;
- (e) Incompetence;
- (f) Permanent inability to perform official duties; or
- (g) Conviction of a felony involving moral turpitude.

3.2 Legal Sufficiency Standard. A recall petition must allege conduct constituting a valid ground for removal. The mere recital of a statutory ground, without supporting factual allegations describing conduct that fulfills that ground, is legally insufficient to require a recall election.

SECTION 4 RECALL PETITION REQUIREMENTS

4.1 Petition Content. A recall petition must contain:

- (a) The name of the Board member sought to be recalled;
- (b) A factual statement of grounds for recall, limited solely to those specified in Section 3.1.
- (c) Designation of the recall committee;
- (d) Designation of a specific person as chair of the recall committee, who shall act on behalf of the committee; and
- (e) If more than one Board member is sought to be recalled, a separate recall petition must be prepared for each Board member.

4.2 Requisite Number of Signatures. The recall petition must be signed by at least ten percent (10%) of the total number of qualified electors of the District.

4.3 Signature Requirements. Each qualified elector signing the recall petition must provide:

- (a) Original signature in ink or indelible pencil;
- (b) Printed name;
- (c) Street address;
- (d) City;
- (e) County;
- (f) Voter registration number or date of birth;
- (g) Florida driver license number, Florida identification card number issued pursuant to Section 322.051, Florida Statutes, or the last four digits of the elector's social security number; and
- (h) Date signed.

4.4 Eligibility to Sign. Only qualified electors of the District are eligible to sign the recall petition.

4.5 Time Limit for Collecting Signatures. All signatures must be obtained and the signed petition must be filed with the Clerk no later than thirty-five (35) days after the date on which the first signature is obtained on the recall petition.

4.6 Prohibition on Amendment. The recall petition may not be amended after it is filed with the Clerk, except as provided in Section 5.7.

SECTION 5 FILING AND PROCESSING OF RECALL PETITION

5.1 Filing with Clerk. The recall petition and its accompanying signature pages must be filed by the chair of the recall committee with the Clerk within the time period specified in Section 4.5.

5.2 Clerk's Initial Notification. Within seven (7) days of receipt of the recall petition, the Clerk shall provide written notice, by certified mail, to both the District's registered agent and the Board member subject to recall that a recall petition has been filed, and shall provide a copy of such petition to each.

5.3 Submission to Supervisor of Elections. No more than sixty (60) days after the date on which the recall petition is filed, the Clerk shall submit the recall petition to the Supervisor of Elections, who shall promptly verify the signatures in accordance with Section 99.097, Florida Statutes, and determine whether the requisite number of valid signatures has been obtained.

5.4 Payment of Verification Costs. The recall committee must pay in advance to the Supervisor of Elections the actual cost of signature verification.

5.5 Supervisor's Determination—Insufficient Signatures. If the Supervisor of Elections determines that the recall petition does not contain the requisite number of verified and valid signatures, the recall proceedings are terminated and the Clerk must provide written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action. Any recall petition deemed insufficient may not be used in any other proceeding.

5.6 Supervisor's Determination—Sufficient Signatures. If the Supervisor of Elections determines that the petition has the requisite number of verified and valid signatures, the Clerk must provide written notice, by certified mail, to the District's registered agent and the recall committee of the recall petition sufficiency determination, and shall serve upon the Board member sought to be recalled, by certified mail, notice of such certification and a request that the Board member submit a rebuttal statement to the Clerk within thirty (30) days after receipt of the request.

5.7 Removal of Name from Petition. A qualified elector may have his or her name removed from the recall petition by submitting a signed written request to the Clerk stating such intention. Such request must be made no later than thirty (30) days after the date the elector signed the petition. Within seven (7) days after a qualified elector notifies the Clerk to remove his or her name from the recall petition, the Clerk shall recalculate the current percentage of verified and valid signatures. If the Clerk determines that the number of current verified and valid signatures falls below the threshold required by Section 4.2, the Clerk must send written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action.

SECTION 6 RECORD OF RECALL PROCEEDINGS

6.1 Preparation of Record. If the Supervisor of Elections determines that a recall petition has the requisite number of verified and valid signatures, and within thirty (30) days after the date of receipt of the rebuttal statement or after the last date a rebuttal statement could have been filed, the Clerk must prepare a document entitled "Record of Recall Proceedings."

6.2 Contents of Record. The Record of Recall Proceedings must include:

- (a) The recall petition;
- (b) The determination of the Supervisor of Elections regarding the number of verified and valid signatures; and
- (c) The rebuttal statement, if provided, or, if no rebuttal statement was received, an indication that none was received.

6.3 Distribution of Record. The Record of Recall Proceedings must be sent by certified mail to the District's registered agent, the Board member subject to recall, and the chair of the recall committee.

6.4 Public Posting. The District shall post the Record of Recall Proceedings on its website within fourteen (14) days after receipt. The District shall redact from such posting any personal information which is exempt under Fla. Stat. §119.071, including, without limitation, information which depicts an individual's social security number, driver's license number or Florida identification number.

SECTION 7 RECALL REFERENDUM PETITION

7.1 Authorization to Circulate. Upon receipt of the Record of Recall Proceedings, the recall committee may circulate a petition on whether a referendum to recall the Board member should be held.

7.2 Petition Content. A recall referendum petition must contain:

- (a) The name of the person sought to be recalled; and
- (b) A copy of the Record of Recall Proceedings.

7.3 Requisite Number of Signatures. The signed recall referendum petition must be signed by at least fifteen percent (15%) of the qualified electors of the District or subdistrict, as applicable.

7.4 Signature Requirements. Each qualified elector signing the recall referendum petition must provide:

- (a) Original signature in ink or indelible pencil;
- (b) Printed name;
- (c) Street address;
- (d) City;
- (e) County;
- (f) Voter registration number or date of birth;
- (g) Florida driver license number, Florida identification card number issued pursuant to Section 322.051, Florida Statutes, or the last four digits of the qualified elector's social security number; and
- (h) Date signed.

7.5 Eligibility to Sign. All qualified electors of the District are eligible to sign the recall referendum petition.

7.6 Filing Deadline. The signed recall referendum petition and its accompanying signature pages must be filed with the Clerk no later than sixty (60) days after the chair of the recall committee's receipt of the Record of Recall Proceedings.

7.7 Clerk's Notification. The Clerk shall provide written notice, by certified mail, to both the District's registered agent and the Board member subject to recall that a recall referendum petition has been filed, and provide a copy of such petition, within seven (7) days after receipt of the recall referendum petition.

7.8 Verification of Signatures. No more than thirty (30) days after the date on which the recall referendum petition is filed, the Clerk shall submit the recall referendum petition to the Supervisor of Elections, who shall promptly verify the signatures in accordance with Section 99.097, Florida Statutes, and determine whether the requisite number of valid signatures has been obtained. The recall committee must pay in advance to the Supervisor of Elections the actual cost of such signature verification.

7.9 Supervisor's Determination—Insufficient Signatures. If the Supervisor of Elections determines that the recall referendum petition does not contain the requisite number of verified and valid signatures, the recall vote proceedings are terminated and the Clerk must provide written notice of such insufficiency determination and termination of recall vote proceedings to the

registered agent of the District, the Board member subject to recall, and the recall committee without taking further action. Any recall referendum petition deemed insufficient may not be used in any other proceeding.

7.10 Supervisor's Determination—Sufficient Signatures. If the Supervisor of Elections determines that the recall referendum petition has the requisite number of verified and valid signatures, the Clerk must provide written notice, by certified mail, to the District's registered agent, the Board member sought to be recalled, and the recall committee of the recall referendum petition sufficiency determination and the date, time, and location of the recall referendum.

7.11 Removal of Name from Recall Referendum Petition. A qualified elector may have his or her name removed from the recall referendum petition by submitting a signed written request to the Clerk stating such intention. Such request must be made no later than thirty (30) days after the date the elector signed the petition. Within seven (7) days after a qualified elector notifies the Clerk to remove his or her name from the recall referendum petition, the Clerk shall recalculate the current percentage of verified and valid signatures. If the number of current verified and valid signatures falls below the threshold required by Section 7.3, the Clerk must send written notice of such insufficiency determination and termination of recall proceedings to the District's registered agent, the Board member subject to recall, and the recall committee without taking further action.

SECTION 8 RECALL REFERENDUM PROCEDURES

8.1 Fixing Date of Referendum. Upon confirmation that the recall referendum petition has the requisite number of verified and valid signatures, the Supervisor of Elections shall fix a day for holding the recall referendum. The Supervisor of Elections shall administer such referendum in accordance with Section 190.006(3)(d), Florida Statutes.

8.2 Timing of Referendum. Any recall election must be held not less than thirty (30) days or more than ninety (90) days after the certification, and at the same time as any other general or special election held within such period; but if no such election is to be held within that period, the referendum must be conducted at a special election to be held within the period aforesaid.

8.3 Payment of Referendum Costs. The recall committee must pay in advance to the Supervisor of Elections the actual cost of holding the recall referendum.

8.4 Notice by Publication. Notice of the recall referendum shall be published by the District in a newspaper of general circulation in the area of the District at least fourteen (14) days in advance of such referendum.

8.5 Notice by Mail. Notice of the recall referendum shall also be mailed to each qualified elector at his or her last known address at least fourteen (14) days in advance of such referendum. The Board shall use and rely upon the official records maintained by the Supervisor of Elections and property appraiser or tax collector in each county in determining such addresses.

8.6 Content of Notices. The notices required by Sections 8.4 and 8.5 shall contain:

(a) The date, time, and location of the referendum; and

(b) A statement that the Record of Recall Proceedings is available for review on the District's website.

8.7 Payment of Notice Costs. The recall committee must pay in advance to the District the actual cost of the recall referendum notices, including the publication and mailing thereof and the staff costs incurred by the District during the notification process.

8.8 Ballot Format. The ballots at the recall referendum must conform to the following:

With respect to each person whose removal is sought, the question must be submitted:

"Shall [NAME OF PERSON] be removed as a member of the board of supervisors of the GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT by recall?"

Immediately following each question there must be printed on the ballots the two propositions in the following order:

"[NAME OF PERSON] should be removed from office."

"[NAME OF PERSON] should not be removed from office."

8.9 Cancellation of Referendum for Resignation. A recall referendum authorized by this Rule must be canceled by the Supervisor of Elections if the Board member subject to the recall submits his or her resignation, which is irrevocable, within twenty (20) days after notice is sent via certified mail pursuant to Section 7.7. The District shall promptly provide the Clerk and the Supervisor of Elections with a copy of any such resignation, but no more than seven (7) days after receipt of such resignation. Such resignation shall become immediately effective without further action from the District's Board of Supervisors.

SECTION 9 RESULTS AND FILLING OF VACANCIES

9.1 Recall Approved. If a majority of the qualified electors of the District voting in the recall referendum approves the recall of the Board member in the recall referendum, as determined by the Supervisor of Elections, the Board member subject to the recall immediately ceases to hold office.

9.2 Filling Vacancy After Recall. The vacancy created by the recall must be filled by the Board of Supervisors pursuant to Section 190.006(4), Florida Statutes, except that, if three or more Board members are recalled at the same referendum, the Governor must fill the vacancy pursuant to Section 114.04, Florida Statutes.

9.3 Recall Not Approved. If a majority of the qualified electors of the District or subdistrict voting in the recall referendum do not approve the recall, the recall proceedings are terminated.

SECTION 10 RESTRICTIONS AND PROHIBITIONS

10.1 Restriction on Board Appointment. A person who is removed by a recall pursuant to this Rule, or who resigns after a petition has been filed against him or her, is not eligible to be appointed to the District's Board of Supervisors within a period of two (2) years after the date of such recall or resignation.

10.2 District Neutrality. The Board of Supervisors of the District shall not advocate for or against the recall of a Supervisor whose recall is sought under this Rule. Without limitation, the Board may not make or publish official statements regarding the merit of a recall petition or rebuttal statement and shall not provide funds for any of the activities which are part of the recall petition process, other than the required costs of notice which are reimbursed in advance pursuant to Section 8.7 and the cost, if any, of posting to the District's website. Nothing in this Section 10.2 shall prohibit an individual Supervisor of the District, acting in his/her individual capacity, from executing petitions or voting as described in this Rule; however, such Supervisor shall not utilize District funds to advocate a particular position, shall not communicate such position by official District email or other District communication methods and shall not utilize or reference that Supervisor's title or position while making any statement regarding the recall process.

SECTION 11.0 EFFECTIVE DATE

11.1 Effective Date. This Rule shall be effective on this date of its adoption by the Board of Supervisors and shall apply to all recall petitions filed on or after such date.

11.2 Conflict with Statute. In the event this Rule conflicts with Fla. Stat. §190.0071 (“Statute”), the Statute shall control. In the event of a change in the Statute or the ruling of a court having jurisdiction over the District that a portion of this Rule is not controlling, such change in the Statute or the ruling of such court shall control.

EXHIBIT 5



Monthly Amenity Update

Date of report 9/8/2026

Submitted by: John Lucansky

CDD Meeting Action Items:

- Supervisor's request:
 - o Cones get set up around the bend by the trees on River Front Drive during all events
- We continue the hourly amenity checks as directed by the Board
 - Monthly totals will be included in monthly report.
 - Hourly usage counts began on Monday March 27th for all amenities.
 - Pools, spas, bocce, pickleball, tennis, croquet courts 1-(2&3 combined), Grand Haven room and Creekside Room.
 - Please see attached hourly usage information

Café

- We are happy to announce a trial period for **Early Bird Dinner Specials**
 - o These dinners specials will be offered from 3-5pm and are dine in only. Dinners will be at a lower cost with adjusted portion sizes. We hope to increase sales during this time for residents that do like to eat earlier. Updates to follow.
 - o *This was well received in the first week we sold 12 specials and will continue offering these specials.*

Tiki Hut

- Starting after Labor Day, the Tiki Hut hours will be Saturdays, drink service 12-8pm, food service 3-8pm, and Sundays drink and food service from 12-8pm. We will keep this schedule as long as it shows viable from a cost-covering standpoint.
 - o It has generally shown a slight profit, but what is not captured is cannibalization from the café when both are open at the same time as well as challenges in staffing it, due to low tip volume for servers and the loss of a cook from the café rotation.
- We will keep monitoring the usage for both Saturday and Sundays, and I will include weekly P/L's for each weekend in my weekly reports

Tennis Courts:

- We had a lot of rain this past month. Clay will have to be applied to all courts. We will schedule this accordingly not interfere with regular play.

Pickleball:

- Nothing new to new report

Bocce:

- **Bocce league to started on Wednesday September 2nd**
 - o Fall season has 152 people signed up
 - o We will continue to put the cones up on River Front Drive when we have other events on bocce nights
- Fall season started September 2nd and will end November 27th. Playoffs will be held Dec. 2nd and 3rd
- Game nights are Wednesdays and Thursdays 3pm-8pm
- We still have steady groups that play on different days
 - o Monday, Tuesday, and Saturday are big non-Bocce league play days

August Events:

We continue to offer as many events as possible. We strive to reach all demographics with a variety of special events including Trivia Nights, Name That Tune, Karaoke, singers, and more.

- Thursday 6th Trivia Night 102 people attended
- Tuesday 11th Name That Tune was held
- Wednesday 12th Croquet Club Dinner was held in Grand Haven room
- Wednesday the 19th Original Trivia Night was held with 120 people attending
- Karaoke was held on Saturday the 8th and 22nd, both held at the Café 5-8pm
- Photography Club met on Monday the 24th
- Bingo was held on Tuesday the 25th
- Prime Rib Dinner special was held on Wednesday the 26th
- Line Dancing was held on Monday 31st

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.
- ***Brittani Thomas checks the observation reports daily and forwards any to CDD office staff. This ensures no delays in reporting and expedite repairs.***

EXHIBIT 6

August 2026 Location Overview

Participation comparison across Village Center and Creekside

Location	Total Participation	Share of Total	Average per Day	Top Activity	Peak Hour	Peak Count
Village Center	8770	64.6%	282.9	GH Room	10 AM	1551
Creekside	4803	35.4%	154.9	Pool	3 PM	510
Combined Total	13573	100.0%	437.8387097			

Combined Daily Participation Trend

Date	Village Center	Creekside	Combined
Aug 1	185	140	325
Aug 2	139	158	297
Aug 3	458	293	751
Aug 4	210	97	307
Aug 5	255	128	383
Aug 6	299	158	457
Aug 7	347	215	562
Aug 8	180	108	288
Aug 9	190	260	450
Aug 10	436	171	607
Aug 11	254	151	405
Aug 12	292	150	442
Aug 13	473	148	621
Aug 14	308	0	308
Aug 15	213	350	563
Aug 16	142	134	276
Aug 17	228	144	372
Aug 18	190	104	294
Aug 19	251	154	405
Aug 20	215	100	315
Aug 21	449	113	562
Aug 22	226	172	398
Aug 23	128	197	325
Aug 24	345	159	504
Aug 25	447	121	568
Aug 26	200	109	309
Aug 27	396	115	511
Aug 28	362	199	561
Aug 29	328	159	487
Aug 30	167	130	297
Aug 31	457	166	623

Village Center Participation Summary

August 2026 | Monthly participation, activity mix, and daily trend

Total Participation	Average per Day	Top Activity	Overall Peak Hour	Peak Hour Count
8770	282.9	GH Room	10 AM	1551

Monthly Participation by Activity

Activity	Monthly Total	Peak Hour	Peak Count
Total	0		
GH Room	2294	9 AM	293
Pool	1812	10 AM	472
Pickleball	1475	9 AM	297
Tennis	1417	10 AM	411
Gym	1294	10 AM	156
Bocce	345	3 PM	60
Spa	127	11 AM	21
Basketball	6	5 PM	3

Daily Participation Trend

Date	Participation
Aug 1	185
Aug 2	139
Aug 3	458
Aug 4	210
Aug 5	255
Aug 6	299
Aug 7	347
Aug 8	180
Aug 9	190
Aug 10	436
Aug 11	254
Aug 12	292
Aug 13	473
Aug 14	308
Aug 15	213
Aug 16	142
Aug 17	228
Aug 18	190
Aug 19	251
Aug 20	215
Aug 21	449
Aug 22	226
Aug 23	128
Aug 24	345
Aug 25	447
Aug 26	200
Aug 27	396
Aug 28	362
Aug 29	328
Aug 30	167
Aug 31	457

Village Center Peak Activity Hours

August 2026 | Monthly hourly totals by activity; highest values are highlighted

How to read

Each cell totals all August observations for the activity and hour. Text codes in the source are treated as zero, consistent with Excel SUM behavior.

Activity	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	Peak Hour	Peak Count
GH Room	0	0	173	293	172	115	107	175	229	269	158	234	224	142	3	9 AM	293
Pool	0	46	101	98	472	207	156	183	134	111	126	77	54	47	0	10 AM	472
Spa	0	2	5	7	8	21	13	10	9	9	12	7	11	13	0	11 AM	21
Gym	126	99	50	111	156	102	91	88	86	91	88	61	71	52	22	10 AM	156
Bocce	0	0	5	15	39	43	12	4	43	60	39	17	36	24	8	3 PM	60
Pickleball	0	0	166	297	293	127	58	4	28	68	118	166	116	34	0	9 AM	297
Tennis	0	0	321	307	411	43	30	16	15	16	28	32	99	87	12	10 AM	411
Basketball	0	0	0	0	0	2	1	0	0	0	0	3	0	0	0	5 PM	3
All Activities	126	147	821	1128	1551	660	468	480	544	624	569	597	611	399	45	10 AM	1551

Creekside Participation Summary

August 2026 | Monthly participation, activity mix, and daily trend

Total Participation

4803

Average per Day

154.9

Top Activity

Pool

Overall Peak Hour

3 PM

Peak Hour Count

510

Monthly Participation by Activity

Activity	Monthly Total	Peak Hour	Peak Count
Total	0		
Pool	1941	3 PM	220
Creekside RM	1069	2 PM	196
Gym	679	9 AM	75
Croquet Ct 2-3	483	9 AM	131
Croquet Ct 1	405	9 AM	73
Spa	132	3 PM	25
Basketball	69	11 AM	11
Kiddie Pool	25	1 PM	6

Daily Participation Trend

Date	Participation
Aug 1	140
Aug 2	158
Aug 3	293
Aug 4	97
Aug 5	128
Aug 6	158
Aug 7	215
Aug 8	108
Aug 9	260
Aug 10	171
Aug 11	151
Aug 12	150
Aug 13	148
Aug 14	0
Aug 15	350
Aug 16	134
Aug 17	144
Aug 18	104
Aug 19	154
Aug 20	100
Aug 21	113
Aug 22	172
Aug 23	197
Aug 24	159
Aug 25	121
Aug 26	109
Aug 27	115
Aug 28	199
Aug 29	159
Aug 30	130
Aug 31	166

Creekside Peak Activity Hours

August 2026 | Monthly hourly totals by activity; highest values are highlighted

How to read

Each cell totals all August observations for the activity and hour. Text codes in the source are treated as zero, consistent with Excel SUM behavior.

Activity	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	Peak Hour	Peak Count
Creekside RM	0	30	90	54	102	93	39	183	196	184	51	44	1	1	1	2 PM	196
Pool	29	5	63	126	145	134	124	130	201	220	192	217	191	154	10	3 PM	220
Kiddie Pool	0	0	2	0	0	0	3	6	3	4	2	3	2	0	0	1 PM	6
Spa	0	4	7	15	9	12	5	3	10	25	8	9	14	11	0	3 PM	25
Croquet Ct 1	0	16	40	73	65	25	0	32	35	19	8	18	36	38	0	9 AM	73
Croquet Ct 2-3	0	33	71	131	99	55	12	6	7	19	16	12	12	10	0	9 AM	131
Gym	55	38	54	75	68	72	59	41	37	32	37	27	38	31	15	9 AM	75
Basketball	0	0	1	1	4	11	9	8	7	7	5	6	5	5	0	11 AM	11
All Activities	84	126	328	475	492	402	251	409	496	510	319	336	299	250	26	3 PM	510

EXHIBIT 7

Monthly Operations Report

Prepared by: Vanessa Stepniak, Director of Operations

Submitted: September 9th, 2026

MAINTENANCE & OPERATIONAL HIGHLIGHTS:

- Playground mulch was refreshed/installed in the tot lots at Creekside, the Village Center, and Wild Oaks on 08/31/2026.
- CDD field staff began maintenance in the Village Center bathrooms on 09/08/2026. Work includes trim painting, tile replacement, and adjusting the shower tile to help prevent water from flowing into other areas of the bathrooms.
- CDD field staff have been performing maintenance in the golf course parking lot, including replacing signs, pressure washing, and painting streetlights and sign poles.
- CDD field staff are working diligently to complete concrete curb and gutter repairs throughout the community before the end of the fiscal year on September 30.
- Seadox treatment was added to Pond 28 on 08/26/2026. The lake management company is monitoring the pond for results from the treatment.
- Staff are obtaining proposals for the electrical work needed for the approved surface aerator at Pond 6. The aerator will be installed in a corner of the pond to help reduce algae accumulation.
- As part of the recent Waterside Parkway paving project, the contractor completed line painting at the South Gate. It was brought to our attention that a directional arrow was not added to indicate that drivers can use one of the lanes to continue straight across Colbert Lane into the Crossings. CDD field staff will add the directional arrow on 09/10/2026.

PROJECT UPDATES:

Road Resurfacing – Waterside Parkway

PROJECT STATUS REPORT – Road Resurfacing, Waterside Parkway

Cap/ O&M	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
Cap	\$248,385	4/8/26	6/1/26	6/2/26	6/6/26	100%	\$199,188	6/5/26	\$225,804	TBD upon final payment	Final invoice submitted for \$26,616; project closeout pending final payment

Status: Complete – Final Closeout

Budget: \$225,804.56 + 10% Contingency

Contractor: CWR Contracting, Inc.

Board Approval Date: April 16, 2026

Project Scope:

Resurfacing of Waterside Parkway from the Main Gate to Birdie Lane and from the Village Center to Egret Drive.

Progress to Date:

The project began on 06/02/2026, with milling and resurfacing completed on 06/05/2026. The District Engineer completed the final walkthrough, and the contractor has completed all identified punch list items.

The contractor power washed the decorative pavers multiple times but was unable to fully remove the remaining asphalt staining. CDD staff subsequently used a stain and paint application to cover the remaining stains on the decorative pavers.

The remaining pavement striping work has also been completed. The contractor has submitted the final invoice in the amount of \$26,616.96 for payment.

Next Steps:

- Process the final invoice for payment.
- Complete final project closeout.

Wild Oaks Dog Park Renovation

Status: Complete

Budget: \$35,000

Project Start Date: August 3, 2026

Project Completion Date: September 3, 2026

Expenditures to Date: \$45,744

Project Scope:

Renovation of the Wild Oaks Dog Park to improve drainage and overall site conditions. The project includes removal of the existing fence, grading the area, installation of drainage improvements, installation of a new fence, and installation of new ground cover. The new ground cover will consist of approximately 50% dog park-friendly mulch and 50% crushed coquina.

Progress to Date:

The project began on 08/03/2026. The existing fence was removed, and grading of the area was completed on 08/12/2026. Drainage improvements, new fencing, and the new ground cover were subsequently installed. Changes to the ground cover and fence installation were made during the project to improve the overall functionality and ADA accessibility of the park. The project was completed on 09/03/2026, and the dog park was reopened for resident use.

Final Cost:

The final project cost of \$45,744 exceeded the original \$35,000 budget by \$10,744. The additional costs were primarily related to changes in the type of ground cover selected and fence installation change orders made to improve ADA accessibility.

Project Outcome:

The renovation was completed as planned, and the dog park has been reopened for resident use. The updated layout provides separate areas with dog park-friendly mulch and crushed coquina, along with improvements to drainage and accessibility.

EXHIBIT 8

EXHIBIT 8A

Grand Haven Community Development District, FL

Citizen Request Management (CRM), Citizen Notifications & Alerts, Voice Calls & SMS Text

June 17, 2026

Prepared By:

Kevin Strauss

(631) 861-5812

Kevin@gogovapps.com

Prepared For:

Vanessa Stepniak

Operations Supervisor

vstepniak@ghcdd.com

Subscriptions & Services

Description	Amount
GOREquest Citizen Request Management (CRM) - Unlimited Subscription	\$7,500 /year
GONotify Citizen Notifications & Alerts (Notify) - Unlimited Subscription	\$4,260 /year
Voice & Text Sending of SMS & Voice Messages - 25,000 Credits Per Year	\$1,000 /year
Discount	-\$2,352 /year
Services: \$0 Annually: \$10,408	

Order Details

Primary Contact			
Contact Name:		Phone:	
Title:		Email:	

Billing Information			
Contact Name:		Phone:	
PO #: (Optional)		Email:	

Contract Term Information	
Initial Subscription Period:	12 months starting:

Terms & Conditions

The following terms are the latest version of the GOGov Master Terms & Conditions that is maintained and updated. No part of these terms may be modified other than the "Special Terms & Exceptions" section.

1. **Ownership & License:** GOGov, LLC. (dba "GOGov") owns all intellectual property in the software products listed in the Subscription and Services section (collectively "Software" or "Subscription Services") in the Order Form. Customer shall not modify, adapt, translate, rent, lease or otherwise attempt to discover the Software source code. The following terms and conditions (this "Agreement") will be effective as of the date of last signature of the Order Form ("Effective Date") and will be governed by the laws in force in the State of New York.
2. **Software License.** The Software subscription and the accompanying files, software updates, lists and documentation are licensed, not sold, to you. You may use the Software if you maintain your annual subscription.
3. **Continued Services**
 - 3.1 *Hosting.* GOGov agrees to maintain Customer data in a secure datacenter and is committed to providing 99.5% uptime and availability. GOGov will perform nightly backups of your hosted data to an alternate physical location.
 - 3.2 *Ownership of Data.* All hosted data specific to Customer is owned by the Customer. Within thirty (30) calendar days following termination of this Agreement, the Customer can request and GOGov will provide a complete copy of Customer's data without additional charge through a downloadable zip file provided the customer is current on payments.
4. **Payment Terms & Fees**
 - 4.1 *Subscription Term and Termination.* The initial Subscription Term of this Agreement begins on Effective Date (last signature) and will continue to the end of the Initial Subscription Period listed in the Order Form. At the end of the initial Subscription Term, Customer's subscription and this Agreement will renew for an additional twelve (12) month term and for subsequent twelve (12) month periods thereafter. Quotes for budgeting purposes will be sent 6 months prior to subscription renewal. Invoices are sent approximately 60 days prior to subscription renewal. To cancel this agreement, Customer should submit written notice to GOGov at Billing@GOGovApps.com not less than sixty (60) calendar days prior to the end of the then-current Term. GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term.
 - 4.2 *Payment Terms.* Initial payment is due at the beginning of the subscription term. Each subsequent annual billing will be due on the anniversary date of the initial term. Payment Terms are **NET 30** Days from the invoice date.
 - 4.3 *Taxes & Obligations.* Customer agrees to pay the amounts specified in the Order, which are non-cancelable and non-refundable, based on services purchased, not usage. Fees do not include any applicable taxes (e.g. sales, VAT, or withholding). For non-tax-exempt customers, Customer is responsible for paying all Taxes associated with its purchases hereunder and may be invoiced separately by GOGov.
 - 4.4 *Convenience Fees.* For GOGov products that manage credit card processing, GOGov will add a Convenience Fee of \$3.00 plus 3% per transaction to offset the costs of online processing.
 - 4.5 *Voice & SMS.* For customers using Voice and SMS services only. Customer must purchase a minimum of 10,000 credits per year to keep the Voice & SMS subscription active. Credits are non-refundable but will carry forward as long as the subscription remains active. Each SMS message uses 1-credit for each segment (160 characters) sent or received. Voice services use 1-credit per minute of outbound or inbound calls, except for calls to Alaska (907 area code) which cost 7-credits per minute (credit costs are subject to change). Upon cancellation of the Voice & SMS subscription any unused credits are forfeit and the leased Phone Number will be released and no longer available. Customer must abide by all federal and state laws and regulations for SMS & Voice calling usage including following a proper opt-in process (gogovapps.com/terms#sms).
5. **Limitation of Liability.** GOGov will, at all times during the Agreement, maintain appropriate insurance coverage. In no event will GOGov's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed 50% of the annual contract value at the point in time when the circumstances came about to such claim(s) of liability, even if GOGov or its agents have been advised of the possibility of such damages.

6. **Updating of Terms.** Upon each renewal of this Agreement, the latest Master Terms & Conditions that GOGov has published within the software ninety (90) days prior to the renewal date shall replace these terms. Any Special Terms & Exceptions listed in the original document shall carryover to the renewal terms. We reserve the right to change our Master Terms & Conditions at any time. If the changes are material, GOGov will advise the Customer by email or posting a notice on the site before changes go into effect. If the Customer does not agree to the new terms, Customer may contact Support@GOGovApps.com to have objections considered.

7. **Other Provisions**

7.1 *Other Public Agency Orders.* Other public agencies may utilize the terms and conditions established by this Agreement if agreeable to all parties. Customer does not accept any responsibility or involvement in the purchase orders or contracts issues by other public agencies.

7.2 *Alternate Terms Disclaimed.* The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

8. **Special Terms & Exceptions.** None.

This Order Form is entered into between Customer and GOGov. Customer accepts and agrees to adhere to the Terms and Conditions with this order form, will be referenced as the "Agreement." This Agreement between Customer and GOGov, which Customer hereby acknowledges and accepts, constitutes the entire agreement between GOGov and Customer governing the Services referenced above. Customer represents that its signatory below has the authority to bind Customer to the terms of this Agreement.

GOGov, LLC

**Grand Haven Community Development
District, FL**

Sign:

Name: Daryl Blowes

Title: CEO

Date:

Sign:

Name:

Title:

Date:

Additional Customer Signatures (Optional)

Sign:

Name:

Title:

Date:

Sign:

Name:

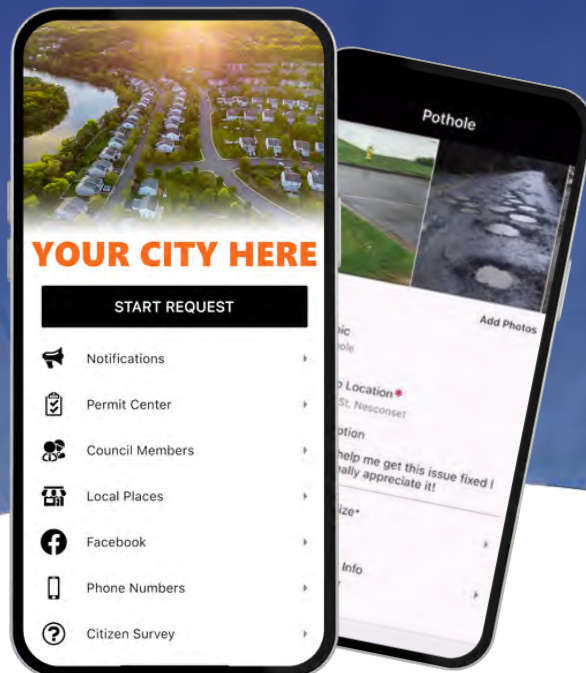
Title:

Date:



Citizen Requests Management

600+ customers
3m+ citizens engaged
m+ issues resolved



Benefits for Citizen Requests Management



Service Request Tracking

Centralize & organize citizen requests.



Branded Mobile App

Provide your citizens with a mobile front door.



Reporting & Analytics

Make intelligent data-driven decisions.

All of Your Service Requests In One Spot

- ✓ Pot Hole
- ✓ Graffiti
- ✓ Tall Grass
- ✓ Garbage
- ✓ Sidewalk Repair
- ✓ Broken Street Light
- ✓ Open Records
- ✓ Facilities Management
- ✓ And More...



Get Started Today!



www.GOGovApps.com | Sales@GOGovApps.com | (888) 464-6811

Citizen Benefits

Branded Mobile App

One place to access all notifications and important information directly from your local municipality.

Service Portal

Allow for easy request submission & 24/7 access to services and information.

Progress Updates

Citizens can check the status of their issues at their convenience. Real-time push notifications & alerts proactively keep them up to date.

Staff Benefits

Manage & Route Requests

Requests are automatically routed to the correct department & staff for resolution. Visualize all issues on a map for day planning and trends.

Assign & Track Work

Work crews can access their assignments in the field, update their progress, track labor & material costs.

GIS & Work Order Integration

Pull parcel and map information into tickets. Two-way sync with various work order systems.

Manager Benefits

Escalations & SLAs

Define SLAs to ensure that your staff is meeting standards. If they are not, escalations can alert management, allowing their attention to be focused where it is needed most.

Enhanced Reporting

Measure a single department or agency-wide; elected officials will be stunned by the amount of detail you can provide about their district.

Customer Satisfaction

Collect valuable feedback that citizens give about their experience.

Support & Training

All-Inclusive Training & Support

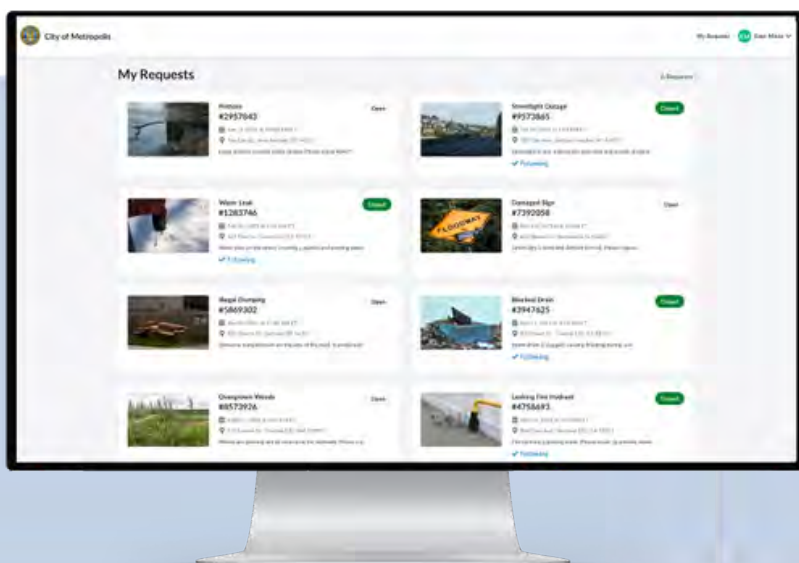
We provide unlimited access to a dedicated trainer as well as unlimited access to our support team via phone, web and email.

Ongoing Training & Support

Continuous assistance to adapt to changes, train new staff, and maintain performance.

Performance & Reliability

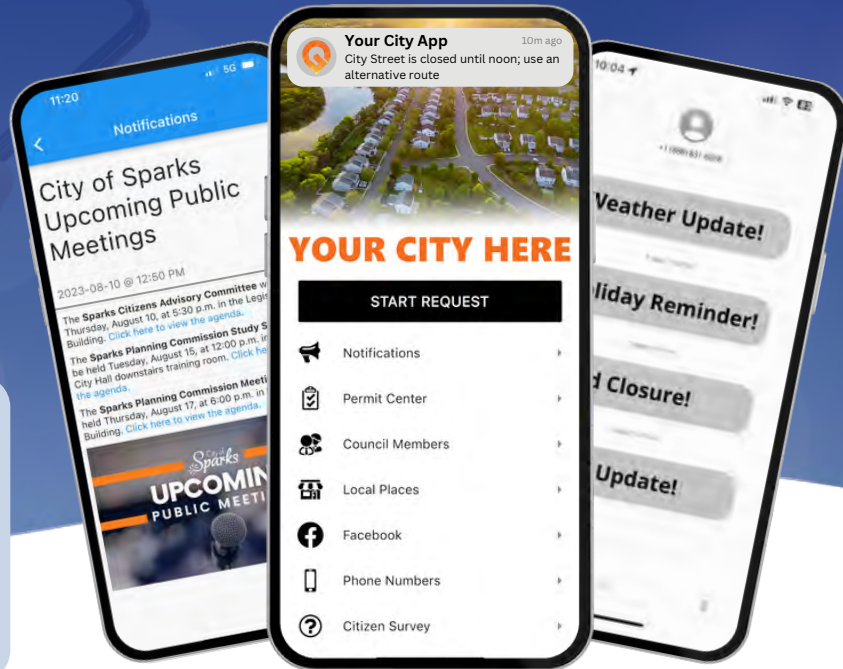
Dependable products with world-class infrastructure for uninterrupted service availability.





Citizen Notifications

600+ customers
3m+ citizens engaged
8m+ issues resolved



Benefits for Citizen Notifications



Send Targeted Content

Setup subscription groups, geo-target alerts, or create private groups for staff, business owners and specialized audiences.



Branded Mobile App

Provide citizens 24/7 access to notifications, services, and information directly from their local government.



Multi-Channel Communication

Mobile app, email, SMS, voice, social media, and embeddable web feeds to reach citizens wherever they are.

All of Your Communication In One Spot

- ✓ Event Updates
- ✓ Election Information
- ✓ Weather Updates
- ✓ Road Closures
- ✓ Holiday Reminders
- ✓ Meeting Information
- ✓ Staff Only Alerts
- ✓ Facility Closures
- ✓ And More...



Get Started
Today!



www.GOGovApps.com | Sales@GOGovApps.com | (888) 464-6811

Citizen Benefits

Branded Mobile App & Portal

One place to access all notifications and important information directly from your local municipality. New portal features enhanced search, filtering, and preference management.

Direct Communication

Important updates delivered directly to your phone. Reply to notifications to ask questions and get answers from agency staff.

Enhanced Resident Control

Residents now manage their own contact methods and subscription preferences.

Staff Benefits

Message Editor & Workflow

Create detailed and stylish communications with our user-friendly editor. Route drafts to publishers for review and approval before sending—ensuring accuracy and consistency.

Multi-Channel Publishing

Push content to all important channels such as email, mobile push notifications, SMS/texting, voice, and social media with just a few clicks.

Smart Management Tools

Use templates for consistent messaging, schedule notifications in advance, and set up subscription groups or geo-target alerts. Create staff-only channels and manage subscribers with bulk invitations and assignments from mobile or desktop.

Manager Benefits

Efficient Communication

Quickly share important updates to residents for improved responsiveness across multiple communication channels.

Enhanced Citizen Engagement

Engage residents more effectively by providing timely and relevant information.

Streamlined Operations

Foster community involvement with timely notifications and updates. New approval workflows ensure accuracy and consistency before messages go live.

Support & Training

All-Inclusive Training & Support

We provide unlimited access to a dedicated trainer as well as unlimited access to our support team via phone, web and email.

Ongoing Training & Support

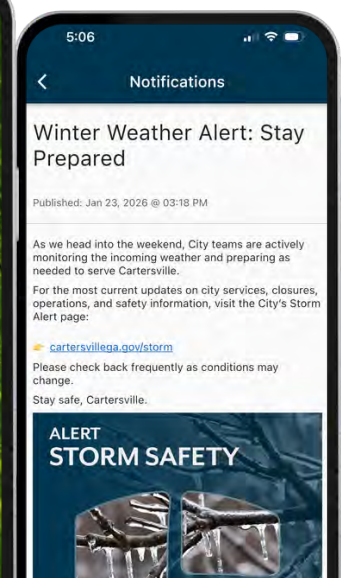
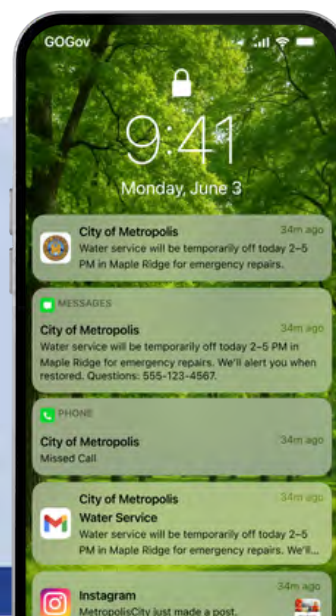
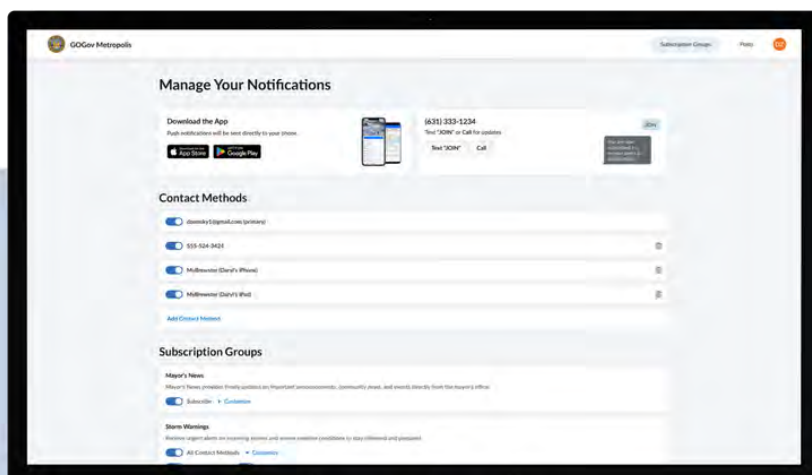
Continuous assistance to adapt to changes, train new staff, and maintain performance.

Performance & Reliability

Dependable products with world-class infrastructure for uninterrupted service availability.

Marketing Support Included

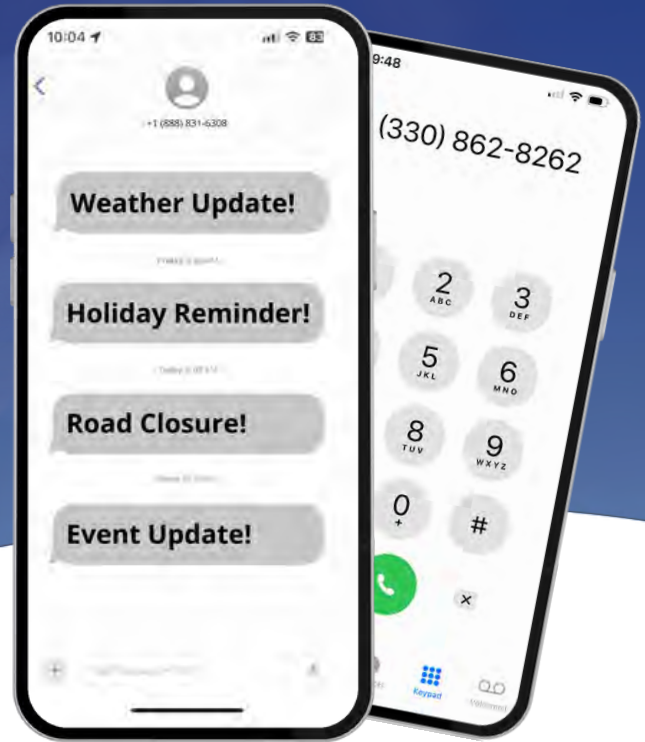
Benefit from GOGov's continuous marketing support to keep your community engaged with the app.





SMS/Texting & Voice

SMS & Voice messages are now available to be added to your subscription! Easily reach your residents across multiple communication channels with GOGov.



Reach Your Residents



SMS Texting

Easily send text messages directly to your residents phone.



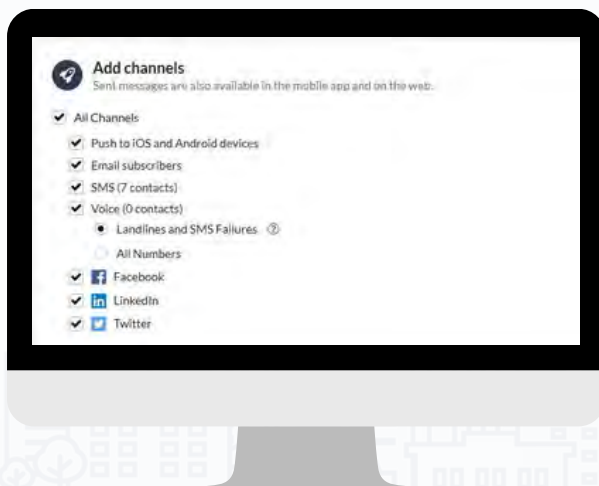
Voice Messaging

Create detailed voice transcriptions to send to your residents.



Multi-Channel Communication

Easily push content to all important channels with a few clicks.



All of Your Communication In One Spot

- ✓ Event Updates
- ✓ Road Closures
- ✓ Water Boil Notices
- ✓ Meeting Information
- ✓ And more...
- ✓ Facility Closings
- ✓ Holiday Reminders
- ✓ Election Information
- ✓ Job Openings



EXHIBIT 8B



Trusted Digital Transformation Partner

For Startups, Growing, Enterprise
Companies & Government Agencies.

**Grand Haven CDD
Web App Platform**

**Presented to: Vanessa Stepniak,
April 22nd, 2026**





Our Background & Qualifications



About App Maisters



Headquarters based in Houston, TX

A Global Enterprise Application Development Partner specializing in digital transformation solutions to help companies achieve a sustainable competitive advantage.



400+ Projects executed

The breadth of experience has given us a strong understanding of any business's core drivers, making us a great partner for your digital transformation.



Leading Domain Experts

Through specialization in both Technology & Domain expertise, we foster a technology expert culture that maintains a deep passion for staying at the forefront of our industry.



50+ Maisters

With access to over 50+ Resources in almost all majors, from designers and developers to security and compliance. We stand out.



Digital Transformation Hub

With a Management team having decades of experience, knowledge, and investment in people, we position our clients for success and offer a range of innovative solutions that minimize overhead & drive productivity.



Offices and Partnerships in 4 Different Continents

Global Offices and Partnership Network in the US, UK, and UAE.



Verticals We Cater





Why Choose Us

With a speedy and efficient delivery, we reduce risk and provide fast time-to-value to step-out to the rapidly evolving market

When you hire us, you will gain a wealth of knowledge from 10 years of experience building complex custom applications.

By employing the latest methodologies and knowledge in technologies, we avoid issues and are adaptable to client needs.



Through specialization, we foster a technology expert culture that maintains a deep passion to stay at the forefront of our industry.

Avoid costly resource onboarding & multi-vendor inefficiencies. Our team is complete to provide end-to-end solutions for your needs.

With time-tested refined development capability & vast code repository, we provide cost efficient option to build premium custom applications



Awards & Recognition





Our Clients

Provided Consulting And Solutions For Over 400+ Apps





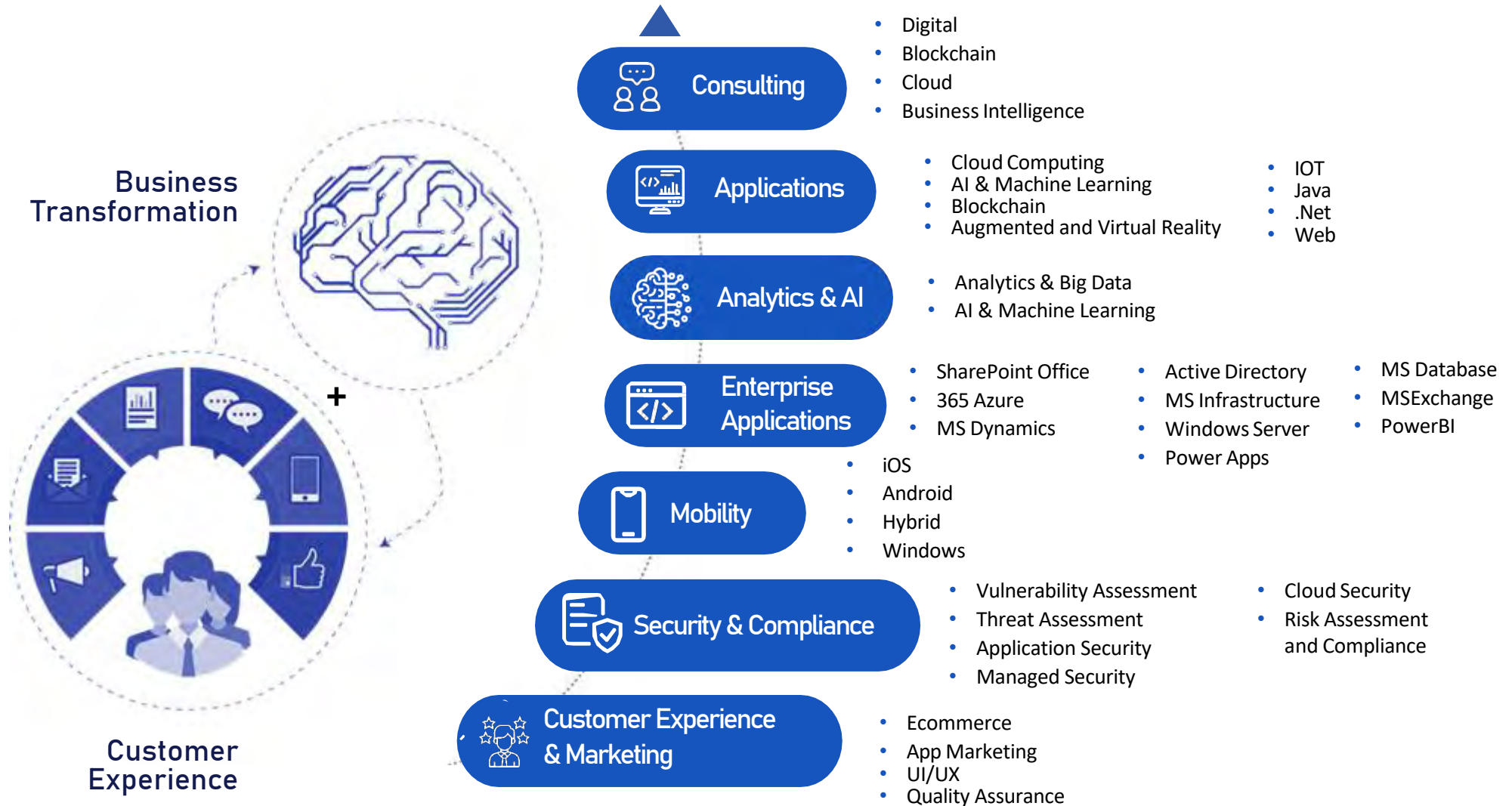








Digital Practices





Statement of Work (SOW)



What Grand Haven Gets — Phase 1

A fully branded, all-inclusive resident platform — configured, deployed, and supported by App Maisters.

Purpose-Built for Grand Haven CDD

Grand Haven is a Community Development District — a Florida government entity. This platform is built and priced for exactly that context: transparent all-inclusive fees, Florida Chapter 190 compliance at launch, and design optimised for your 5,000-resident community.

What the platform replaces:

Constant Contact — fully replaced at go-live. Push Notifications, and email all in one platform.
Manual service request workflows — residents report, staff manages, all in real time.

Service Requests

Report & track issues from any device. GPS, photos, priority. No app download.

Communications

Emergency alerts, announcements, push/email. Replaces Constant Contact.

Staff Operations

Queue management, assignment, analytics, user control, full audit log.

Messaging

Two-way resident messaging & website linkage.

1,591 Homes

~5,000 residents served

~2,500 Users

Expected active residents

10 Staff / Admin

CDD office, amenities & field

8-12 Weeks

From contract to go-live

What Residents Can Do



Designed for Grand Haven's community — including older residents who need simplicity, clarity and reliability.

Report an Issue

Submit maintenance or safety requests with category, description, GPS location, up to 10 photos and priority level. No app download required — works on any browser or mobile device.

Track My Request

Live status updates from submission through resolution: Queued → Assigned → Escalated → Completed → Closed. Full transparency — residents always know where their request stands.

Stay Informed

Push notifications and email for emergency alerts, routine announcements, board meeting reminders, and personal request updates. Fully replaces Constant Contact at go-live.

Message Staff Directly

Two-way direct messages between residents and designated CDD staff. Reference a service request number in the conversation. Full audit log. Staff can share documents in-thread.

Optional – AI Assistant — 24/7

Chatbot powered by your AI API of choice (OpenAI, Claude, or Grok). Answers community questions, service request status, document queries, and general CDD information instantly.

Works Everywhere

Mobile app and web browser — no installation required. Light and dark mode. Optimised for accessibility and older residents. Grand Haven's branding on every screen.

Staff & Admin Control Centre



Everything the CDD office, amenities team, and field supervisors need to manage the community — in one place.

Service Request Queue

Full lifecycle view: Queued → Approved → Assigned → Escalated → Completed → Closed. Filter by status, category, or assignee. Nothing falls through the cracks.

Assignment & Escalation

Manually assign or reassign requests to the Field Maintenance Supervisor, Assistant Supervisor, or individual technicians. One-tap escalation for urgent issues.

Emergency Alert Publishing

Create alerts with severity levels (Warning / Urgent / Critical). Geographic area targeting. Quick templates for road closures, utility outages, and severe weather. Auto-expiry.

Unified Analytics Dashboard

Real-time metrics: open service requests, resolution times, assignment distribution, resident engagement. Single dashboard view — not department-by-department. Exactly what Vanessa asked for.

Department & User Management

Create departments (CDD Office, Amenities, Field Maintenance), assign roles, and manage all staff and resident accounts without any IT support. Bulk assignment supported.

Full Audit Log — Chapter 190

Every platform action timestamped: who did what, when. Required for Florida Chapter 190 compliance and Board accountability. Active from Day 1, no setup required. (dependency on document repo)



Always Informed. Always Compliant.

COMMUNICATIONS

Replaces Constant Contact — Fully

All resident communications managed from one platform at go-live. No overlap, no transition cost. All history and lists migrate in.

Emergency Alerts

Severity levels: Warning, Urgent, Critical. Geographic area targeting. Quick templates for road closures, utility outages, weather, public safety. Auto-expiry.

Routine Announcements

Board meeting reminders, park closures, maintenance schedules, general community updates — all in one place with delivery confirmation.

SMS Notifications - OPTIONAL

Opt-in SMS delivery via Twilio (or equivalent). Priced separately as a usage-based add-on at \$900–\$1,800/year depending on volume.

COMPLIANCE & SECURITY

HIPAA Compliant — Confirmed

HIPAA compliance is a confirmed requirement and is included in the platform at no additional cost.

Florida Chapter 190 Compliant

Full audit log, role-based access control, and record-keeping meet statutory CDD requirements from Day 1.

Document Access via ghcdd.com

Platform links directly to your existing CDD document repository. No duplicate upload work for staff.

Compliance Note: Audit Trail

External link means no in-platform audit trail for document access. In-platform repository available as an optional add-on if Chapter 190 mandates it.



Connected, Intelligent, Seamless

AI Chatbot — Resident & Staff Self-Service

Answers community questions, service request status, document queries and general CDD information — instantly, 24/7. Powered by OpenAI, Claude, or Grok.

API cost borne by Grand Haven directly. Estimated: ~\$30–\$60/month at 2,500 active users.

Grand Haven selects and manages their own subscription.

OpenAI / Claude / Grok

Your choice of AI provider

Grand Haven owns the API key

Gatehouse Solutions

Resident visitor management — link from platform.
API availability under investigation for Phase 2 integration.

Sign Up Genius

Current amenity reservations tool. Phase 1: link from platform. Phase 2: evaluate native replacement.

ghcdd.com — CDD Website

Grand Haven CDD document repository linked from platform. Residents find documents without staff intervention.

grandhavenamenity.com

Amenities info, booking instructions, and event details linked directly from the resident portal.

grandhavenmhoa.com

HOA website linked from platform for easy resident access to HOA information and resources.

Grand Haven Branding

Full white-label: your logo, golden tree graphic, black & gold palette, 16 colour themes, light/dark mode.



What Comes Next — Phase 2 &

Phase 1 is your foundation. Phase 2 activates on your timeline — no pressure, no extra cost until you choose to proceed. Each feature below is scoped and quoted separately.

Phase 1: GO-LIVE (8–12 weeks)

4-6+ months of data →

Phase 2: EXPANSION

Online Assessment Payments

Residents pay CDD assessments online via the platform. Square integration. PCI-compliant. PDF receipts. Recurring payment setup. Grand Haven currently has no online payment option — Phase 2 adds it.

When ready — quoted separately

In-Platform Amenity Reservations

Replace Sign Up Genius with native in-platform bookings for pools, tennis, pickleball, classes, and the cafe. Amenity Manager + 2 Admin Assistants manage it all from one dashboard.

After Phase 1 go-live

Predictive Maintenance AI

After 6+ months of platform data, AI identifies recurring issue patterns — roads, irrigation, lighting, stormwater. Reduce field costs by addressing problems before they escalate.

Requires 6+ months of data

Automated Board Reporting

AI-generated, Board-ready reports on platform activity, resident engagement, service request trends, and operational metrics. Reduces staff time preparing monthly board packages.

Requires 6+ months of data



SOW Features



Resident Role Features

- **Resident Dashboard:**
 - Summarized view of all resident-related notifications, service requests, and functions.
- **Service Request Submission Form**
 - Residents submit maintenance or safety issues via mobile or web. Fields: service type (CDD-configurable), title, description, location. Works on any device — no app download required.
- **Photo & Video Attachment on Service Requests**
 - Residents attach photos or videos directly to a service request at submission. Bundled into the service request workflow — not a separate cost line item.
- **Location Data on Service Requests**
 - Resident enters address manually, drops a map pin, or uses automatic GPS location on mobile. Reduces dispatch ambiguity for field team.
- **Priority Level Setting**
 - Resident or admin sets priority: Low, Normal, High, Urgent. Drives escalation logic and assignment weighting.
- **Real-Time Request Status Tracking**
 - Resident views live status of every submitted request: Submitted → Assigned → In Progress → Resolved / Closed. No phone call required.
- **Automatic Status Change Notifications**
 - Every status change on a request triggers an automatic notification to the resident. Push (mobile), email, and SMS channels available.
- **Real-Time Duplicate Detection**
 - Before submission, system scans open requests for location proximity and text similarity. Warns resident if a likely duplicate exists. Helps admin spot recurring issues in the same area.
- **Intelligent Auto-Assignment**
 - When a request is submitted, system automatically assigns it to the best-available staff member based on current workload and category experience. Eliminates manual dispatching.
- **Confirmation Number & Tracking ID**
 - Every submitted request receives a unique confirmation number and tracking ID. Resident can reference this in messages or follow-up queries.



Staff & Technician Role Features

- **Service Request Queue — Admin View**
 - Admin sees all requests in a tabbed queue: Open, Assigned, Escalated, Completed, Closed. Full lifecycle visibility from one panel.
- **Manual Request Assignment & Reassignment**
 - Admin overrides auto-assignment and manually assigns or reassigns a request to a specific staff member, technician, or department.
- **Request Escalation**
 - Admin manually escalates a request. Dedicated escalated tab in admin queue. Time-based auto-escalation also runs hourly via background scheduler.
- **Priority Setting & Override**
 - Admin can set or change priority level on any request: Low, Normal, High, Urgent.
- **Internal Notes & Full Request History**
 - Staff add internal notes to any request. Full timestamped timeline of every status change, assignment, escalation, and note is preserved. Audit-ready.
- **Service Type Management**
 - Admin creates, edits, and activates/deactivates service request categories. Each category can have required fields, expected response times, associated departments, and custom icons. Grand Haven categories to configure: roads, irrigation, stormwater, lighting, parks, safety.
- **Time-Based Auto-Escalation**
 - Background scheduler runs hourly. Monitors how long each request has been in its current status. Triggers escalation if SLA thresholds are breached. Escalation logged in request history.



Communication Features

- **Emergency Alerts Management**
 - Admin creates urgent community-wide alerts. Severity levels: Warning, Urgent, Critical. Geographic targeting by area. Expiry date control — alerts auto-expire. Quick templates for common scenarios (road closure, utility outage, severe weather, public safety).
- **Routine Community Announcements**
 - Non-urgent notices to all residents or targeted groups: board meeting reminders, park closures, maintenance schedules, infrastructure project updates. Same delivery infrastructure as emergency alerts.
- **Push Notifications**
 - Push notifications delivered to mobile app users for all alerts, service request updates, and announcements.
- **Email Notifications**
 - Email delivery for all notifications: alerts, service request status updates, announcements, and scheduled reminders. Platform replaces Constant Contact entirely at go-live. No transition overlap. (Limit: 50,000 emails per month. Once the limit is exceeded, CDD will be willing separately).
- **Notification Broadcast — Admin Panel**
 - Admin sends targeted notifications to specific roles, departments, or individual users. Priority levels: Info, Warning, Urgent. Schedule future notifications. Protected by admin-only access controls.
- **Notification Management — Personal**
 - All users see their own notifications. Two tabs: Current (unread/recent) and Past (older/read). Unread count displayed in sidebar. Users can create personal reminder notifications.
- **Emergency Alert Banner**
 - Active emergency alerts displayed prominently at the top of all pages for all authenticated users. Severity-coded colour indicators. Auto-dismissed when expired.



Messaging Features

- **Direct Messaging — Resident to Staff**
 - Two-way direct message thread between resident and designated staff member. Resident can reference a specific service request number. Full conversation documented. Staff can share documents in thread.
 - **Message Inbox**
 - All users see inbox with all messages (sent and received). Unread messages highlighted. Auto-marks as read when opened. Sorted by most recent. Starred message functionality.
 - **Reply Threading**
 - Reply button on any message. Pre-fills subject. Stores parent message ID for threaded conversations.
-

Documents, Forms & Compliance Features

- **Website Document Link (pointer to ghcdd.com)**
 - Platform links to existing document repository on ghcdd.com. Residents are directed to documents without staff intervention.
- **Florida Chapter 190 Compliance**
 - Platform must be fully compliant with Florida Chapter 190 statutory requirements at go-live for all core platform components. No pre-launch compliance deadline — compliance required from day one of operation.

User Management & Access Control Features



- **User Management Panel**
 - Admin creates, edits, activates, and deactivates user accounts — staff and resident — from a central panel. No IT support required. Bulk role assignment supported.
- **Resident Account Management**
 - Admin manages resident accounts: deactivate former residents, control access.
- **Role-Based Access Control (RBAC)**
 - Platform supports user roles with granular feature-level permissions. For Grand Haven: Administrator (Vanessa), Operations Supervisor, Field Maintenance Supervisor, Assistant Field Maintenance Supervisor, Amenities Manager, Amenities Staff, Field Technician, Resident.
- **Department Management**
 - Admin creates and manages departments. Activates/deactivates departments. Designates roles per department. For Grand Haven: CDD Office, Amenities, Field Maintenance.
- **HIPAA Compliance**
 - Platform must maintain HIPAA-compliant data handling. Confirmed by Vanessa when Michael asked directly..



Analytics, Reporting & Audit Features

- **Admin Analytics Dashboard**
 - Real-time key metrics: open service requests, resolution times, assignment distribution, resident engagement. Vanessa confirmed preference for a single unified dashboard rather than department-by-department views.
- **Service Request Analytics**
 - Request volume by category, average resolution times, assignment distribution across staff. Feeds into operational planning.
- **Usage Statistics & Active User Metrics**
 - Platform-wide usage statistics: active users, most-used services, session data, performance monitoring.
- **Full Audit Log**
 - Complete timestamped log of all significant platform actions: request status changes, user account changes, admin configuration changes, login/logout activity, failed login attempts. Florida Chapter 190 compliant.

Design, UX & Mobile



- **Grand Haven Branding & White-Labeling**
 - Full platform rebranding to Grand Haven CDD identity. Colors: black, gold, neutrals (browns, tans). Logo and golden tree graphic incorporated. Moving away from heavy green. Modern, clean aesthetic — nothing like the current ‘outdated’ website.
- **Per-User Theme System**
 - 16 color themes (8 light, 8 dark) and 8 sidebar color variants per user. Preferences stored per user. Grand Haven’s default theme is set at implementation.
- **Adaptive Light / Dark Mode**
 - System-adaptive background switching between light mode (daytime) and dark mode (nighttime) automatically. Vanessa confirmed this is desirable.
- **Older-Resident Optimized UX**
 - App designed for intuitive use by older adults. Informed by App Maisters' UX research with the University of Florida gerontology programme. Larger touch targets, clear typography, simplified navigation. Grand Haven has a predominantly older resident demographic.
- **Mobile App — iOS & Android**
 - Native React Native mobile app. iOS 12.0+ and Android 5.0+. Push notifications, offline caching, GPS location services, and camera integration for photo upload. Bottom tab navigation: Home, Services, Notifications, Profile. Please note that for the mobile app, the Grand Haven will need to bear the financial responsibility of Apple & Google Play Store Developer Account Set-up and Ongoing fees; i.e. Apple = \$99 per annum for an individual account, Google Play Store = one-time, non-refundable fee of \$25.
- **Responsive Web App**
 - Full web application accessible on any device and browser. Mobile-first design. No app download required for full functionality.
- **WCAG AA Accessibility Compliance**
 - Colour contrast and UI patterns meet WCAG AA accessibility standards throughout the platform.



Integrations, External Systems

to be discovered during implementation & quoted separately

- **Gatehouse Solutions — Visitor Management – (*this integration to be quoted separately after discovery*)**
 - Grand Haven residents use Gatehouse Solutions to manage visitor pre-approvals and guest passes. Platform to link to or integrate with Gatehouse. App Maisters to investigate API availability.
- **Sign Up Genius — Amenity Reservations – (*this integration to be quoted separately after discovery*)**
 - Amenities team uses Sign Up Genius for cafe, tennis, pickleball, pools, and class bookings.: link from platform to Sign Up Genius.
 - Phase 2: evaluate full integration or in-platform replacement.
- **grandhavenamenity.com**
 - Link to amenities website from within the platform for facility information, booking instructions, and reservation guidance.
- **grandhavenmhoa.com (HOA Website)**
 - Link to HOA website from within the platform.
- **ghcdd.com (CDD Website)**
 - Link to CDD website from within the platform. Primary location of the document repository.
- **Constant Contact — Decommission**
 - Grand Haven currently uses Constant Contact for email notifications. Platform replaces Constant Contact entirely at go-live.
- **SMS Gateway — Twilio – (*this integration to be quoted separately after discovery*)**
 - Third-party SMS gateway (Twilio or equivalent) for SMS notification delivery. Bundle pricing per outbound SMS volume. Monthly cost line item for Grand Haven.
- **AI API — OpenAI / Claude / Grok – (*this integration to be quoted separately after discovery*)**
 - Third-party AI API required to power chatbot. Grand Haven purchases the API subscription directly. App Maisters implements and configures. Cost scales with query volume.
- **OpenStreetMap — Parks & Facilities – (*this integration to be quoted separately after discovery*)**
 - Interactive map integration for park locator, GPS coordinates, nearby offices and facilities. Available for Grand Haven's parks and community facilities.

Phase 2 Features – Add-ons (Quoted Separately)

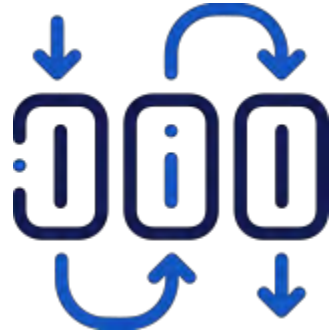


- **AI Chatbot — Resident & Staff Self-Service**
 - Residents and staff query the platform about, community information, meeting notes, documents (via website access), and general community questions. Powered by third-party AI API (OpenAI/Claude/Grok). IMPORTANT: API subscription cost borne by Grand Haven directly — scales with usage volume.
 - AI Chatbot can be added to any Grand Haven CDD website, as needed.
- **Forms Repository**
 - Searchable library of forms and applications. Category filters. Estimated completion times. Auto-save every 30 seconds. Resume capability. Configurable by admin.
- **Dynamic Form Builder**
 - Admin creates custom forms with field types: text, number, email, date, select, text area, checkbox, radio, file upload. Conditional logic. Validation rules. Form submission workflow with status tracking.
- **Form Draft Auto-Save**
 - Form progress saved automatically every 30 seconds. Works for authenticated and guest users. Real-time completion percentage. Residents can return to incomplete forms.
- **In-Platform Amenity Reservations**
 - Full amenity booking inside the platform: cafe, tennis courts, pickleball courts, pools, lap swimming classes. Currently managed via Sign Up Genius. links to Sign Up Genius. Phase 2 evaluates replacing it.
- **Custom Roles & Permissions**
 - Admin creates custom role names and configures specific permission sets. Adjust individual user permissions without changing base role. Vanessa said 'possibly' — not confirmed as Day 1 requirement.
- **Predictive Maintenance AI**
 - AI identifies recurring issue patterns in specific areas and flags infrastructure needing proactive maintenance. Requires 6+ months of platform data before deployment. Example: streetlight reported 3 times → flagged for routine maintenance before full failure.

Phase 2 Features – Add-ons (Quoted Separately)



- **Payment Portal — Stripe Integration**
 - Stripe-powered secure payment processing. Supports 15+ payment types (configurable). PCI-compliant. Credit/debit card support. PDF receipt generation with confirmation number. Transaction history. Admin refund capability. Grand Haven currently does not process payments online.
- **Assessment Payment Processing**
 - Residents pay CDD assessments online via app or web. Recurring payment setup, payment history, automated reminders before due dates.
- **Square Payment Integration**
 - Grand Haven uses Square for in-person gate device sales. Platform can integrate with Square for future online payment capability when the need arises.
- **Automated Board Reporting**
 - AI-generated Board-ready reports pulling directly from platform data. Eliminates manual preparation before meetings. Also requires 6+ months of platform data.



Your Investment

From Contract to Go-Live: 8–12 Weeks

A proven, configurable platform — not built from scratch. No feasibility phase. No proof-of-concept delays. Grand Haven goes live in under three months.

Weeks 1–2

Discovery & Setup

Platform access provisioned. Grand Haven brand assets collected. Configuration environment set up. Project kick-off call with all stakeholders.

Weeks 3–4

Branding & UX Design

Grand Haven colour theme applied. Logo, golden tree graphic incorporated. Mobile and web customisation. Design review and sign-off.

Weeks 5–7

Configuration & Integrations

All Phase 1 features configured. Gatehouse link, website links, AI chatbot setup, SMS gateway, department & user setup.

Weeks 8–10

Testing & Staff Training

Full QA testing. Staff walkthroughs. Resident portal test group. Feedback incorporated. Final sign-off.

Weeks 11–12

Go-Live & Launch Support

Platform live for all Grand Haven residents and staff. Ongoing support begins Day 1 — included in your annual fee.

Note: Timeline runs from contract signing and assumes timely client feedback on deliverables. Scoping & design not included in development timeline.



A Simple, All-Inclusive Investment

One annual fee. Every feature. No module charges. No surprise add-ons. Support included.

ANNUAL PRICING – COVERED ALL PHASE 1 FEATURES INCLUDING HOSTING & MAINTENANCE EACH YEAR

\$9,000 / year

All-Inclusive (Phase 1) Annual SaaS Fee

One-time implementation fee – **Waived off**

Total Year 3: \$27,000

Payment Terms

Annual – for budgeting ease on GHCCD

\$9,000: Upfront payment

\$9,000: Annual fee

Separate line items: SMS notifications \$900–\$1,800/yr (Twilio, usage-based) | AI API ~\$30–\$60/month (Grand Haven purchases direct — OpenAI / Claude / Grok)



Our Case Studies

Johnson County - Resident Portal Solution



Background:

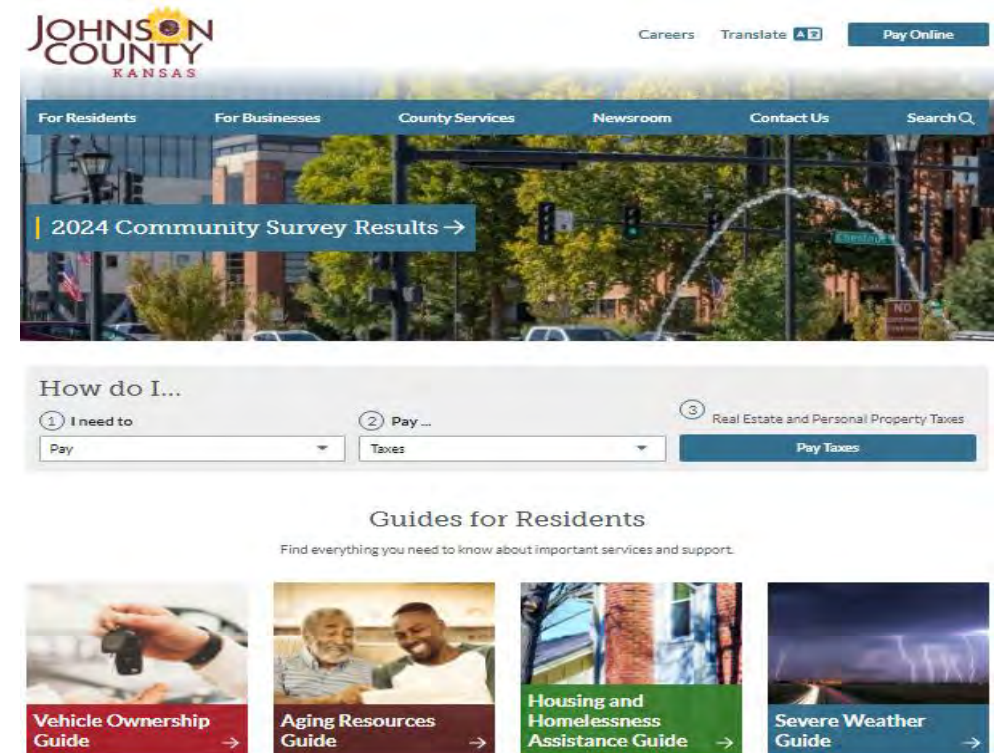
The Johnson County Service System represents a pioneering initiative aimed at revolutionizing service delivery and enhancing the lives of 600k+ residents in Johnson County, Kansas City. This innovative platform integrates mobile and web applications alongside a robust Content Management System (CMS) to facilitate seamless access to a wide range of services while optimizing operational efficiency for county staff.

Objective:

The primary objective of the Johnson County Service System is to empower residents by providing them with convenient access to essential county services through user-friendly mobile and web applications. Additionally, the system aims to streamline internal operations for county staff through the implementation of a comprehensive CMS. By leveraging cutting-edge technology and intuitive design, the objective is to enhance the quality of life for residents while improving service delivery efficiency.

Solution:

The Johnson County Service System offers a suite of features tailored to meet the diverse needs of residents and streamline county operations. Key components include intuitive mobile and web applications, a robust CMS for staff, GIS integration for location-based services, secure data management, online payments, analytics and reporting, multichannel customer support, community engagement tools, and accessibility features. This comprehensive solution ensures residents can easily access services, report issues, and engage with the community while providing county staff with the necessary tools to manage and update information effectively.

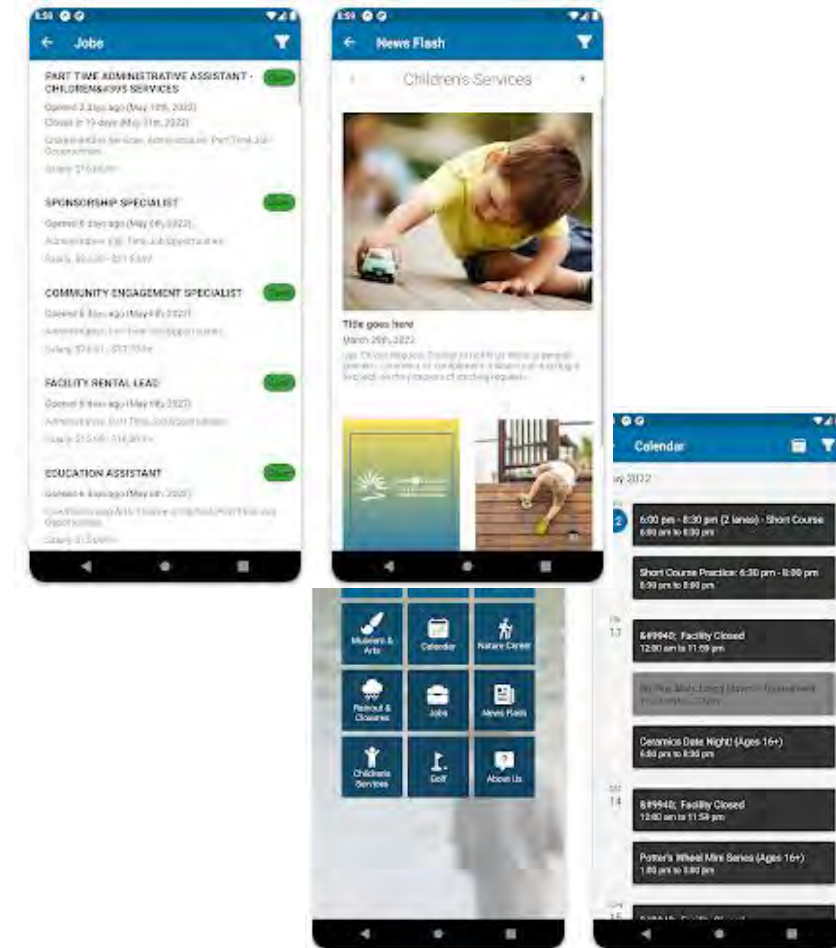


Johnson County - Resident Portal Solution



Results :

- **Enhanced Accessibility:** Residents access a wide array of county services conveniently via intuitive mobile and web applications.
- **Real-time Tracking:** Residents track their service requests' status in real-time, fostering transparency and accountability.
- **Personalized User Profiles:** Residents profiles to track service requests, optimizing user experience and interaction efficiency.
- **Secure Data Management:** Robust security measures safeguard residents' data, ensuring compliance with regulations.
- **Online Payment Options:** Integration with payment gateways enables residents to make online payments.
- **Multichannel Customer Support:** Integration with support channels ensures swift issue resolution, bolstering overall customer satisfaction.
- **Operational Efficiency:** County staff benefit from streamlined workflows and comprehensive analytics.
- **Community Engagement:** Tools like forums and social media integration foster community collaboration and interaction.
- **Accessibility Features:** Compliance with accessibility standards ensures equal access for all residents, promoting inclusivity and usability.



Texas A&M University



About University:

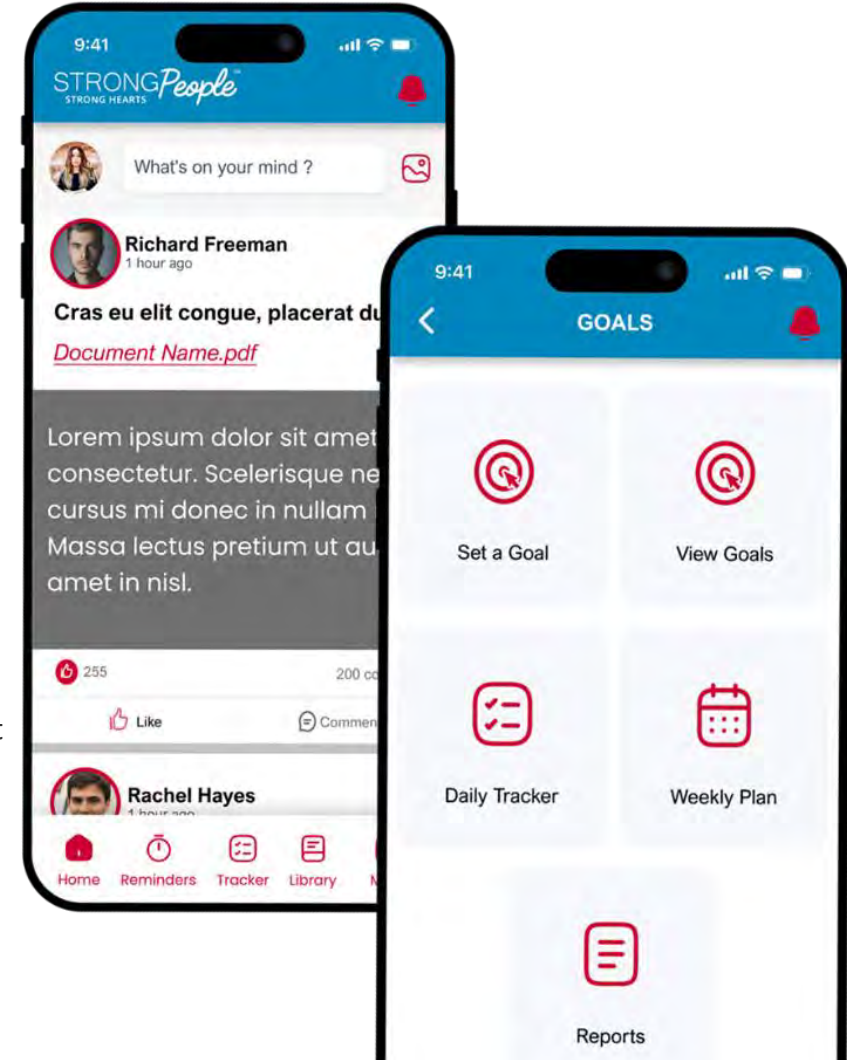
Texas A&M University approached App Maisters to develop a digital therapeutic platform to enhance the reach and impact of one of their studies and digitize them into a powerful mobile and web app. This initiative focuses on reducing cardiovascular disease risk in middle-aged and older adults by promoting healthier eating and physical activity habits. It also assesses local resources related to nutrition and physical environments while working to change societal attitudes towards active living and healthy eating.

Project Objective:

The partnership with App Maisters sought to create an innovative health and education app. This app included interactive content, social networking, goal monitoring, and instructor-led assistance, all designed to empower users in enhancing their well-being through education, collaboration, and personalized guidance.

Project Solution:

App Maisters offered a comprehensive project solution for the user mobile app and staff web app. It prioritized a seamless user experience, data security, and HIPAA-PHI compliance. The user mobile app included splash screens, secure sign-in, profile management, community interactions, goal tracking, resources, and notifications. The staff web app provided secure sign-in, dashboards, user management, analytics, and content moderation. The solution ensured a seamless and secure experience while adhering to HIPAA-PHI regulations.





Main Features of the App:

- **Educational content:** Interactive videos and quizzes.
- **Goal tracking:** Set and monitor health goals.
- **Social networking:** Engage with the community and share content.
- **Instructor/coach support:** Receive personalized feedback and guidance.
- **User profiles:** Manage settings and track progress.
- **Reminders:** Stay on track with health-related activities.
- **Comprehensive library:** Access educational resources.
- **Notifications:** Receive updates and reminders.





Tools and Technologies:

Front End: React Native

Backend:

- **Programming Language:** .NET
- **Frameworks:** MVC
- **Data Base:** My SQL
- **Notification:** Google Firebase
- **Hosting:** MS Azure Cloud Web
- **Server:** IIS
- **Web Application Server:** Dot Net Framework
- **API:** Swagger
- **Admin:** HTML/CSS (Bootstrap)
- **Analytics:** Google Analytics

Results:

- **Educates:** Interactive content raises awareness of cardiovascular health.
- **Motivates:** Goal tracking enhances goal achievement.
- **Connects:** Social networking fosters a supportive community.
- **Guides:** Instructors/coaches provide personalized support.
- **Tracks:** User profiles monitor individual progress.
- **Reminds:** App prompts adherence to health activities.
- **Accesses:** Comprehensive library provides resources.
- **Engages:** Notifications keep users informed and engaged.
- **Improves:** App contributes to better cardiovascular health.



Thank You

Contact us for a consultation



Talk to our Solution Specialist
Toll-Free : **1-888-391-8184**



Consult with us now
sales@appmaisters.com



Houston: 1111 Katy Fwy, Suite 910, Houston, TX 77079.



Sugarland: 2245 Texas Drive, Suite 300, Sugar Land, TX 77479.



Dallas: 3010 LBJ Freeway Suite 1200, Dallas, TX 75234-7770.



Austin: 108 Wild Basin Rd South, Suite 250 Austin, TX 78746.



San-Antonio: 401 East Sonterra Boulevard, Suite 375, SA, TX 78258.



Chicago: 111 W. Jackson, Suite 1700, Chicago, IL 60604.



Los-Angeles: 360 N. Pacific Coast Highway, Suite 2000, El Segundo, LA 90245.

EXHIBIT 8C



Exclusively For :

Grand Haven CDD

Direct Contact

386.445.7069

Live Tour Network, Inc Proposal/Contract

Mobile App Proposal/Contract

Prepared for : Vanessa Stepniak Operations Supervisor

Prepared by : Eric Vardakis, President/CEO

Date : April , 20th 2026

Dear Vanessa,

On Behalf of Live Tour Network, Inc. I am happy to provide the following proposal for Grand Haven CDD.

Live Tour Network, Inc. is a full service media & marketing agency specializing in providing innovative, engaging, traffic driven, data driven and cost-effective mobile and web communications.

From iPhone to Android applications, Live Tour Network, Inc. delivers Mobile Apps that provide an easy way for residents to access information about your residential community.

Live Tour Network, Inc. has marketing experts standing by to help you along the way without ever feeling like you're in it alone.

Thank you for considering Live Tour Network, Inc. for your next project. We are excited to work with you and excited to bring some of our creative, innovative and strategic plans to your front door.

Sincerely,

Eric Vardakis

President/CEO

Live Tour Network, Inc

Live Tour Network, Inc. is pleased to submit a proposal for the development of a mobile app to you. The terms of this proposal are valid for up to Sixty days after being presented.

Client

Live Tour Network, Inc. will design and develop a distinct mobile friendly App with state of the art mobile features designed to increase mobile traffic and community awareness.

PROJECT OVERVIEW & OBJECTIVES

Live Tour Network, Inc. allows you to simultaneously edit and manage native iPhone, & Android mobile apps. Our easy to use content management system allows for stunning design updates, customization and functionality across a broad range of mobile devices.

Objectives: Live Tour Network, Inc.'s mobile strategy for your residential community. Here are the following objectives:

- *Increase community awareness
- *Warn and educate the residents of potential hazards
- *Direct and inform the community during emergency situations
- *Information on upcoming community events and social or membership meetings.
- *Showcase Community Amenities
- *General HOA Information
- *Residential Information
- *Individual Villages within community

MOBILE APPLICATION DEVELOPMENT STRATEGY

Live Tour Network, Inc. will develop a distinct mobile application for the Community of Grand Haven CDD Palm Coast Florida, including technical development, setup and design.

Scope of development will include the following:

- **DESIGN** - Full Design of 12-15 tabs using existing brand and colors.
- **PHOTOGRAPHY** - Live Tour Network, Inc. will provide custom images for those who need professional photography. This may include stock photography. Or we can set up a simple photo shoot at your requested community location. Project requiring complex imaging, lighting, staging and or providing models, etc., will incur additional fees. The client is responsible for supplying additional professional quality images for use within the app. Images must be high quality and at least 300dpi. The client will supply us photographs in digital format.
- **ADMINISTRATION PANEL** - You will be provided with your own administration panel giving you control over your app's content.
- **TRAINING** - Live Tour Network, Inc. will train you or your staff on how to use and access the admin control panel for your mobile app.
- **APP FEATURES** - We will create your app with features designed for the Community of Grand Haven, as allowed by the guidelines set by Apple and Google.
- **MARKETING STARTER KIT** - We will design and prepare for you a digital starter kit to begin promoting your new app. *Printing not included*

ANALYTICS

Live Tour Network, Inc. will be able to see actionable app insights and track the following data from your mobile app.

- Verify how many users download your app
- Verify which mobile platform is most used
- Track Views on sections within your app.
- Track Views on push notification activity
- Track Event views
- Understand your apps ROI

Based on the mobile marketing objectives of the client, various other activities can be tracked and analyzed as well.

SECURE HOSTING

Live Tour Network, Inc. will offer full mobile and database hosting as part of this proposal.

- Hosting of your app on our mobile cloud hosting server will include continuous software updates to ensure mobile compatibility.

MAINTENANCE

Live Tour Network, Inc. will perform maintenance as necessary to maintain original app, However adding additional components, 3rd party features that are not within the LTN Market place could occur an additional fee. The client has the ability to update information within the app through their admin control panel at any time.

CLIENT TASKS

Live Tour Network, Inc. will require the following from the client:

- Any available brand or style guides prior to design.
- Any and all available content
- All existing assets file's as PSD/EPS/JPG (logos, photos, videos etc.)

APP FEES

Cost & Timeline- Based on the scope in this document, project costs are as follows:

Mobile App Development One Time Fee : **Premium level #1 \$1,850.00 Includes**

12-15 app tabs.

Monthly Hosting Service Fee Per Month : **\$499.00**

- Mobile App design and development
- Analytics setup and profile creation
- Maps & Directions
- Click-to-Call
- Update Your App Online
- Dynamic Content & Multimedia
- Premium Appearance
- Unlimited App Usage
- Robust Analytics
- 3rd Party Integrations-Available
- Push Notifications

ADDITIONAL FEES

OPERATING SYSTEM UPDATES - As part of our agreement as developers with Apple and Google we are required to continually upgrade the app to keep the source code complaint with current advances in technology and the newest mobile devices. We will let you know what the upgraded feature or functionality entails and when an changes will be necessary.

DESIGN UPDATES -Your app can be re-designed at any time. Any requested updates to the design, App icon or splash loading screen require an additional design service fee. Design updates usually range from \$300-\$500. However, if you are on our Premium app package. The Design fee will be waved.

ADDITIONAL SERVICES

Live Tour Network Inc. is a complete marketing and media service company. We are happy to provide additional services to help you reach your customer base. Below are some of the services we are able to provide, please talk to your representative for further information and pricing.

CONTENT MANAGEMENT - If you find you need help managing your content in the app, we are happy to help. We will assign an account manager to provide these tasks.

PROFESSIONAL PHOTOGRAPHY - We are able to provide our clients with complete photography packages. Ask you account manager for details and pricing.

VIDEO - We have full video production and editing capabilities while also provide hosting for dedicated video channels on the app. Ask you account manager for details and pricing.

Social Media Management and Advertising Services - If you need social media services to help promote your app. Ask you account manager for details and pricing.

WEBSITE DESIGN - Websites designed especially for your needs, including Search Engine Optimization, Ai chatbot, that defines clear call to action for quick conversion and interactive requests. Ask you account manager for details and pricing.

BILLING SCHEDULE OPTIONS

One time app development fee of \$1,850.00 will be billed when contract is fully executed. We can provide a scheduled deposit of \$925.00 to start the project and submit the final project balance of \$925.00 when the app is ready to be published.

Monthly hosting service fee of \$499.00 will begin once the Grand Haven CDD mobile app goes Live. Options are also available to pre-pay the entire fiscal year. Or, we can schedule to have the app hosting fee's billed month to month

Week 1 :Research and initial mobile app design layout and concept

Week 2 : Finalizing the graphics, images and content
(Content Deadline)

Week 3-4: Wire-frame and full design layout and CMS development configuration

Week 5-6 : Final testing for the Grand Haven CDD mobile App. Review and final approval before submitting app into Apple & Android publishing

*Upon approval of this agreement Live Tour Network, Inc. expects that the project will be completed in approximately 4-6 weeks from the date of the content submission. This depends greatly on the efficiency of receiving all the needed content.

TERMS AND CONDITIONS

Once project fee is paid in full to Live Tour Network, Inc. any elements of text, graphics, photos, content, trademarks, or other artwork furnished by the Grand Haven CDD' for inclusion in the mobile app are owned by you.

Live Tour Network, Inc. assumes you have permission from the rightful owner to use any images or design elements that are provided by Grand Haven CDD for inclusion in the mobile app, and will hold harmless, protect, and defend Live Tour Network, Inc. from any claim or suit arising from the use of such elements.

Live Tour Network, Inc. retains the right to display graphics and other app content elements as examples of their work in their portfolio and as content features in other projects. Live Tour Network, Inc. also retains the right to place a discreet text link at the bottom of any signage promoting the development of the app.

The agreement contained in this contract constitutes the sole agreement between Grand Haven CDD and Live Tour Network, Inc. regarding all items included in this agreement.

Upon approval of this agreement Live Tour Network, Inc. expects that the project will be completed in approximately 4-6 weeks or sooner from the date of the content submission. This depends greatly on the efficiency of receiving all the needed content and how fast a mobile app strategy is approved. We can't guarantee that the functions contained in the mobile app will always be error-free and so we can't be liable to you or any third party for damages, including lost profit's, lost savings or other incidental, consequential or special damages arising out of the operation of or inability to operate the mobile app and any app pages even if you have advised us of the possibilities of such damages.

This agreement is entered between the two parties Live Tour Network, Inc. and Grand Haven CDD

Grand Haven CDD agrees to the terms of this contract agreement.

By signing this proposal you are agreeing that any communal information is confidential and will not be shared with any third parties without Live Tour Network, Inc. permission.

All content developed for the purpose of the app is property of Grand Haven CDD and it may be used by Grand Haven CDD for any reason, in any manner and at any time.

All coding software and additional components used to build the app and the apps administration panel, is intellectual property of Live Tour Network.

Approvals:

Vanessa Stepniak Operations Supervisor Grand Haven CDD

Eric A. Vardakis President/CEO

Live Tour Network, Inc.

Date : April 20th, 2026

EXHIBIT 9

GRAND HAVEN MEETING ATTORNEY REPORT LIST (9/17/26)

1. Tasks Accomplished

Since the last report:

- reviewed landscape RFP responses and prepared board memo
- prepared approved agreements (aerator, croquet court maintenance)
- prepared documents regarding contract award results for insurance and croquet court maintenance
- prepared resolution for the rule hearing set for September 17 (Recall Procedure).
- reviewed factual and legal issues regarding Wild Oaks path
- reviewed legal issues and options regarding merit based bonuses
- assisted DM and staff with records request responses
- provided followup to resident suspension

2. Landscape Bids

I provided a memorandum to the Board regarding certain issues that arose on the landscape bidding. I will comment further as needed at the meeting.

3. Attorney Fee Tracker

August 2026 fees: \$10,855.00

Over/Under Budget: \$ 7,909.60 (year to date)

EXHIBIT 10

*Grand Haven
Community Development District*

*Financial Statements
(Unaudited)*

August 31, 2026



Grand Haven CDD
Balance Sheet
August 31, 2026

	General Fund	Special Revenue Fund	Total
1 Assets:			
2 Valley National Bank - Operating	5,179,267	-	5,179,267
3 Truist - Operating	19,416	-	19,416
4 SBA 161601A	8,475	-	8,475
5 Interest Receivable	-	-	-
6 Accounts Receivable	44,123	-	44,123
7 Assessments Receivable	-	-	-
8 Due From Other Funds	-	1,453,196	1,453,196
9 Deposits	110	-	110
10 Prepaid Items	5,000	-	5,000
11 Total Assets	\$ 5,256,391	\$ 1,453,196	\$ 6,709,587
12 Liabilities:			
13 Accounts Payable	\$ 86,681	\$ (119)	86,562
14 Deferred Revenue	-	-	-
15 Due to Other Funds	1,453,196	-	1,453,196
16 Total Liabilities	1,539,877	(119)	1,539,759
17 Fund Balance:			
18 Non-Spendable:			
19 Prepaid & Deposits	5,110	-	5,110
20 Assigned:			
21 Operating Capital	805,714	-	805,714
22 Disaster *	803,419	-	803,419
23 Unassigned	2,102,271	1,453,315	3,555,586
24 Total Fund Balance	3,716,513	1,453,315	5,169,829
25 Total Liabilities & Fund Balance	\$ 5,256,391	\$ 1,453,196	\$ 6,709,587

* \$158,810 (Hurricane Ian) and \$223,884 (Hurricane Milton)

Grand Haven CDD
General Fund
Statement of Revenues, Expenditures and Changes in Fund Balance
For the period from October 1, 2025 to August 31, 2026

	FY 2026 Adopted Budget	FY 2026 Month of August	FY 2026 Actual Year-to-Date	Over (Under) Amt to FY Annual Budget	% of Budget
1 REVENUES					
2 Assessments Levied					
3 Assessment Levy - General Fund	4,642,810	\$ -	\$ 4,685,029	\$ 42,219	101%
4 Assessment Levy - Lavista Landscape	4,000	-	4,036	36	101%
5 Assessment Levy - Escalante	2,973	-	3,000	27	101%
6 Additional Revenues					
7 Reuse Water	23,000	4,163	29,107	6,107	127%
8 Gate & Amenity Guest	9,000	3,778	25,844	16,844	287%
9 Tennis	500	134	1,541	1,041	308%
10 Room Rental & Rec Center Fee	2,000	50	2,269	269	113%
11 Interest - Investments	150,000	13,667	169,465	19,465	113%
12 Insurance Proceeds	-	-	18,030	18,030	-
13 Miscellaneous	-	74	13,811	13,811	-
14 TOTAL REVENUES	4,834,283	21,867	4,952,131	117,849	102%
15 EXPENDITURES					
16 ADMINISTRATIVE					
17 Supervisors - Regular Meetings	12,000	800	11,800	(200)	98%
18 Supervisors - Workshops	9,000	-	-	(9,000)	0%
19 District Management	46,634	5,000	83,589	36,955	179%
20 Administrative	12,396	1,450	12,613	217	102%
21 Accounting	25,597	3,050	26,214	617	102%
22 Assessment Roll Preparation	11,264	1,355	11,575	312	103%
23 Office Supplies	1,180	1,134	1,134	(46)	96%
24 Postage	4,104	1,161	2,425	(1,679)	59%
25 Audit	4,500	-	4,500	-	100%
26 Legal - General Counsel	170,000	10,475	137,169	(32,831)	81%
27 Engineering	45,796	4,000	37,790	(8,006)	83%
28 Engineering - Stormwater Analysis	5,000	-	-	(5,000)	0%
29 Legal Advertising	5,000	67	969	(4,031)	19%
30 Bank Fees	1,858	-	(98)	(1,956)	-5%
31 Dues & Licenses	175	-	175	-	100%
32 Property Taxes	2,973	-	2,553	(420)	86%
33 Contingency	96,160	1,300	10,925	(85,235)	11%
34 TOTAL ADMINISTRATIVE	453,636	29,791	343,335	(110,302)	76%
35 INFORMATION & TECHNOLOGY					
36 IT Support	31,500	2,611	31,085	(415)	99%
37 Village Center & Creekside Telephone/Fax	8,459	814	8,921	462	105%
38 Village Center & Creekside Cable/Internet	17,200	1,737	18,486	1,286	107%
39 Wi-Fi for Gates/Hot Spots	32,897	481	10,440	(22,457)	32%
40 Cell Phones	8,977	452	4,876	(4,101)	54%
41 Website Hosting & Development	1,912	350	700	(1,212)	37%
42 ADA Website Compliance	1,500	-	1,515	15	101%
43 Communications: E-Blast	631	-	638	7	101%
44 TOTAL INFORMATION & TECHNOLOGY	103,077	6,445	76,662	(26,415)	74%
45 INSURANCE					
46 Insurance	142,000	-	140,975	(1,025)	99%
47 TOTAL INSURANCE	142,000	-	140,975	(1,025)	99%
48 UTILITIES					
49 Electric:					
50 Electric Services - #12316, 85596, 65378	9,564	1,063	10,561	997	110%

Grand Haven CDD
General Fund
Statement of Revenues, Expenditures and Changes in Fund Balance
For the period from October 1, 2025 to August 31, 2026

		FY 2026 Adopted Budget	FY 2026 Month of August	FY 2026 Actual Year-to-Date	Over (Under) Amt to FY Annual Budget	% of Budget
51	Electric - Village Center #18308	44,638	3,729	35,735	(8,902)	80%
52	Electric - Creekside #87064, 70333	32,019	2,527	20,525	(11,494)	64%
53	Streetlights	32,429	2,794	27,000	(5,428)	83%
54	Propane - Spas/Café	60,000	-	45,988	(14,012)	77%
55	Garbage - Amenity Facilities	19,186	71	16,388	(2,798)	85%
56	Water/Sewer:					
57	Water Services	180,000	-	170,584	(9,416)	95%
58	Water - Village Center #324043-44997	25,000	-	19,100	(5,900)	76%
59	Water - Creekside #324043-45080	14,000	17,127	27,479	13,479	196%
60	Pump House Shared Facility	10,000	-	(10,718)	(20,718)	-107%
61	TOTAL UTILITIES	426,836	27,311	362,643	(64,193)	85%
62	FIELD OPERATIONS					
63	Stormwater System:					
64	Aquatic Contract	68,052	4,926	54,183	(13,869)	80%
65	Aquatic Contract - Lake Watch	7,663	-	-	(7,663)	0%
66	Aquatic Contract - Aeration Maintenance	5,049		1,289	(3,760)	26%
67	Stormwater system repairs & maintenance	18,403	-	9,243	(9,160)	50%
68	Property Maintenance:					
69	Horticultural Consultant	12,118	900	14,310	2,192	118%
70	Landscape Repairs & Replacement	50,444	5,742	28,502	(21,942)	57%
71	Landscape Maintenance - Contracted Services - VerdeGo	718,070	59,839	651,360	(66,710)	91%
72	Landscape Maintenance - Yellowstone	79,695	5,923	65,148	(14,548)	82%
73	Tree Maintenance - Oak Tree Pruning	52,730	-	60,800	8,070	115%
74	Lavista Landscape Restoration	4,000	-	3,200	(800)	80%
75	Optional Flower Rotation	26,750	-	-	(26,750)	0%
76	Irrigation Repairs & Replacement	42,800	3,463	24,675	(18,125)	58%
77	Streetlight Maintenance	10,795	234	7,128	(3,667)	66%
78	Vehicle Repairs & Maintenance	18,249	170	20,902	2,653	115%
79	Office Supplies - Field Operations	17,672	322	9,801	(7,871)	55%
80	Holiday Lights	6,000	-	2,714	(3,286)	45%
81	CERT Operations	535	-	616	81	115%
82	Community Maintenance	150,000	16,515	92,970	(57,030)	62%
83	Storm Clean-Up	32,819	-	13,595	(19,224)	41%
84	TOTAL FIELD OPERATIONS	1,321,843	98,033	1,060,436	(261,407)	80%
85	STAFF SUPPORT					
86	Payroll Expense	785,000	46,691	573,984	(211,016)	73%
87	Merit Pay/Bonus	45,000	-	20,353	(24,647)	45%
88	Payroll Taxes	63,100	7,951	99,343	36,243	157%
89	Employee Insurance	111,000	9,026	93,634	(17,366)	84%
90	Insurance - Workers' Compensation	30,000	-	11,499	(18,501)	38%
91	Payroll & PEO Services	34,000	2,025	19,835	(14,165)	58%
92	Mileage Reimbursement	8,000	332	3,392	(4,608)	42%
93	TOTAL STAFF SUPPORT	1,076,100	66,024	822,040	(254,060)	76%
94	AMENITY OPERATIONS					
95	Amenity Management	735,000	60,890	669,790	(65,210)	91%
96	A/C Maintenance & Service	23,521	-	8,889	(14,632)	38%
97	Fitness Equipment Service	3,400	-	1,670	(1,730)	49%
98	Music Licensing	4,580	-	4,374	(206)	96%
99	Pool/Spa Permits	1,104	-	896	(208)	81%
100	Pool Chemicals	28,446	6,213	46,739	18,293	164%
101	Pest Control	2,850	175	2,330	(519)	82%

Grand Haven CDD
General Fund
Statement of Revenues, Expenditures and Changes in Fund Balance
For the period from October 1, 2025 to August 31, 2026

		FY 2026 Adopted Budget	FY 2026 Month of August	FY 2026 Actual Year-to-Date	Over (Under) Amt to FY Annual Budget	% of Budget
102	Amenity Maintenance	168,525	11,322	161,346	(7,179)	96%
103	Special Events	17,418	1,537	12,938	(4,480)	74%
104	TOTAL AMENITY OPERATIONS	984,843	80,138	908,971	(75,872)	92%
105	SECURITY					
106	Gate Access Control Staffing	239,556	16,060	185,764	(53,792)	78%
107	Additional Guards	7,490	-	786	(6,704)	11%
108	Guardhouse Facility Maintenance	28,088	817	19,459	(8,629)	69%
109	Gate Communication Devices	11,814	-	7,391	(4,423)	63%
110	Gate Operating Supplies	31,500	-	5,167	(26,333)	16%
111	Fire & Security System	7,500	112	5,628	(1,872)	75%
112	TOTAL SECURITY	325,947	16,990	224,195	(101,752)	69%
113	TOTAL EXPENDITURES	\$ 4,834,283	\$ 324,732	\$ 3,939,256	\$ (895,027)	81%
114	REVENUES OVER (UNDER) EXPENDITURES	-	(302,865)	1,012,875	1,012,875	
115	OTHER FINANCING SOURCES (USES)					
116	Transfer In	-	-	-	-	
117	Transfer Out	-	-	-	-	
118	TOTAL OTHER FINANCING SOURCES (USES)	-	-	-	-	
119	NET CHANGE IN FUND BALANCE	-	(302,865)	1,012,875	1,012,875	
120	Fund Balance - Beginning			2,703,638	2,703,638	
121	Fund Balance Forward			-	-	
122	FUND BALANCE - ENDING - PROJECTED	\$ -		\$ 3,716,513	\$ 3,716,513	

Grand Haven CDD

Capital Reserve Fund

Statement of Revenues, Expenditures, and Changes in Fund Balance

For the period from October 1, 2025 to August 31, 2026

	FY 2026 Adopted Budget	FY 2026 Month of August	FY 2026 Actual Year-to-Date	Over (Under) Amt to FY Annual Budget	% of Budget
1 REVENUES					
2 Assessments Levied (Net)	\$ 1,019,867	\$ -	\$ 1,029,141	\$ 9,274	101%
3 Interest	-	-	-	-	
4 Insurance Proceeds	-	-	-	-	
5 Fund Balance Forward	15,159	-	-	(15,159)	
6 TOTAL REVENUES	1,035,026	-	1,029,141	(5,885)	99%
7 EXPENDITURES					
8 Capital Improvement Plan (CIP)	1,035,027	35,547	904,898	(130,129)	87%
9 TOTAL EXPENDITURES	\$ 1,035,027	\$ 35,547	\$ 904,898	\$ (130,129)	87%
10 REVENUES OVER (UNDER) EXPENDITURES	(1)	(35,547)	124,243	124,244	
11 OTHER FINANCING SOURCES (USES)					
12 Transfer In	-	-	-	-	
13 Transfer Out	-	-	-	-	
14 TOTAL OTHER FINANCING SOURCES (USES)	-	-	-	-	
15 NET CHANGE IN FUND BALANCE	(1)	(35,547)	124,243	124,244	
16 Fund Balance - Beginning			1,329,072	1,329,072	
17 Fund Balance Forward			-	-	
18 FUND BALANCE - ENDING - PROJECTED	\$ (1)		\$ 1,453,315	\$ 1,453,316	

Grand Haven CDD
Monthly Cash Positions
FY 2026

Institution	Type	October Balance	Rate	November Balance	Rate	December Balance	Rate	January Balance	Rate	February Balance	Rate	March Balance	Rate
BankUnited	DDA*	\$ 241,641	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	ICS**	2,452,990	3.39%	5,528	3.39%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Valley National	DDA*	870,123	4.05%	4,355,535	3.80%	7,715,435	3.82%	7,370,408	3.08%	7,205,892	3.04%	6,838,001	3.04%
Florida Prime	Investment***	8,205	4.29%	8,233	4.15%	8,262	3.99%	8,289	3.88%	8,313	3.84%	8,340	3.83%
Truist	DDA*	8,598	0.01%	9,119	0.01%	9,837	0.01%	14,027	0.01%	14,536	0.01%	16,368	0.01%
Total Cash		\$ 3,581,557		\$ 4,378,416		\$ 7,733,534		\$ 7,392,724		\$ 7,228,740		\$ 6,862,709	

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Institution	Type	April Balance	Rate	May Balance	Rate	June Balance	Rate	July Balance	Rate	August Balance	Rate	September Balance	Rate
Valley National	DDA*	6,473,932	3.04%	6,340,347	3.04%	6,113,647	3.04%	5,561,419	3.04%	5,223,782	3.04%		
Florida Prime	Investment***	8,366	3.84%	8,393	3.81%	8,420	3.83%	8,447	3.84%	8,475	3.85%		
Truist	DDA*	17,489	0.01%	17,489	0.01%	18,499	0.01%	19,066	0.01%	19,416	0.01%		
Total Cash		\$ 6,499,787.52		\$ 6,366,229.67		\$ 6,140,565.54		\$ 5,588,932.07		\$ 5,251,673.22			

* DDA's are covered by traditional FDIC up to \$250,000

** The ICS program balance is 100% covered by FDIC insurance

*** This cash is invested in high grade AAA short term paper

EXHIBIT 11

1 **MINUTES OF MEETING**

2 **GRAND HAVEN**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Regular Meeting of the Board of Supervisors of the Grand Haven Community Development
5 District was held on August 20, 2026, at 3:01 p.m. at the Grand Haven Room, located at the Grand Haven
6 Village Center, 2001 Waterside Parkway, Palm Coast, Florida, 32137.

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

8 Mr. McGaffney 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 Richard Mayor	Board Supervisor, Vice Chairman
12 Kevin Foley	Board Supervisor, Assistant Secretary
13 Kathy Myers	Board Supervisor, Assistant Secretary

14 Also present were:

15 Howard McGaffney	District Manager
16 Scott Clark	District Counsel
17 Vanessa Stepniak	Director of Operations
18 John Lucansky	Amenity Manager
19 Louise Leister	District Horticulturist
20 Brooke Brendell	Executive Administrative Assistant
21 Adam Clark	Solitude Lake Management
22 Kyle Stoekel	Brown & Brown
23 Brent Grimmell	Egis Insurance
24 Andy Jiménez	Egis Insurance
25 Jeff Pilcher	St. Johns Turf Care
26 Chip Howden	Resident
27 Tom Cavey	Resident
28 Tom Hart	Resident
29 Angela Fitzgerald	Resident
30 Jeff Davis	Resident
31 Ray Krov	Resident
32 Tom Byrne	Resident
33 Brian Paluch	Resident
34 Jenny Scott	Resident

35 *The following is a summary of the discussions and actions taken at the August 20, 2026 Grand Haven CDD*
36 *Board of Supervisors Regular Meeting. Audio for this meeting is available upon public records request.*

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

38 The Pledge of Allegiance was led by Dr. Merrill.

39 **THIRD ORDER OF BUSINESS – Audience Comments – (limited to 3 minutes per individual for agenda**
40 **and non-agenda items)**

41 Before opening the floor to audience comments, Dr. Merrill on behalf of the Board of Supervisors
42 presented Ms. Stepniak with a commemorative plaque in recognition of her work for Grand Haven
43 and her promotion to Director of Operations.

44 Mr. Howden discussed usage statistics that had been provided by the Amenity Manager, noting
45 what appeared to be a consistent lack of usage for the basketball courts across June and July. Mr.

Howden additionally discussed what the relative need for further investment on exercise equipment in the fitness center was, highlighting diminished usage of the Creekside gym compared to the Village Center gym.

Mr. Cavey asked for an update on discussions surrounding installing lighting in the pool. Mr. McGaffney noted that the survey with the electrical engineer had been completed, with scope and specifications provided. Mr. McGaffney stated that the current stage was for getting pricing on compliance for a night swimming permit, which he anticipated making progress within the next 30 to 60 days. Mr. Cavey also noted that the 7:00 a.m. time block for morning swimming was being shortened, and Mr. Lucansky stated that he would look into the time slot structure.

An audience member provided a handout regarding the dog park, noting that accessing the location required an extensive walk through a long gravel path, and the park itself had minimal facilities with no appropriate place for wheelchair users adjacent to the one bench. The audience member expressed concerns about the park facility being inaccessible once the Colbert Lane widening project began, and requested a documented ADA evaluation of parking, access routes, surfaces, and seating.

Mr. Hart asked whether the CDD would have the landscape contractor assume responsibilities and maintenance for Tract D and if homeowners contiguous to the land would be advised of the change if so. Mr. Hart also suggested setting up a reserve area contingent to the homes' rear property lines.

Ms. Fitzgerald expressed concerns with the conditions on Pond 28 and surface algae.

Mr. Davis gave a summary of his efforts in building a website for the Grand Haven community under the domain name mygrandhaven.com for residents to register and form groups with common interests.

Mr. Krov inquired about a decrease in fund balance across fiscal years that was displayed in the audited financial statements. Mr. McGaffney stated that he would look into this fiscal year for specifics, but fund balance could be planned for use with certain capital projects.

Mr. Byrne discussed the Meet the Candidates event with the Board and the requested changes to the structure of the event. Mr. McGaffney explained that the information about the event had been sent to District Counsel for review, and that he had advised for sitting Board members that were not candidates to not be made the point of attention of the event, as well as an accommodation for them not to speak. Mr. McGaffney stated that the requirement for public notice would be met.

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

FIFTH ORDER OF BUSINESS – Presentation(s)

A. Operations – FY 2026 Year in Review Video

A video was screened that presented an overview of the operational changes and improvements in Grand Haven throughout the Fiscal Year on both staffing organization and facilities, as well as planned upgrades and modernization to information technology for FY 2027. Following the video, Mr. McGaffney asked all Grand Haven staff members present to stand and be recognized for their efforts throughout the year.

B. Update on Ponds – Solitude Lake Management

Mr. Clark provided an update on pond conditions, noting various treatment methods and recent focus on conditions on Pond 28. Mr. Clark fielded questions from the Board and audience members, confirming that new treatments on Pond 28 were being provided at no additional cost to the District. The Board discussed costs associated with installing a surface aerator at the corner of Pond 6 by Players Circle and connecting electricity in the total amount of \$3,000, as well as recommendations

for adding in MetaFloc biological clarifiers in the additional amount of \$6,000. The Board expressed support for moving forward with the aerator first, then making a decision on chemical treatment at a later date depending on progress with Pond 28. Mr. McGaffney stated that this would be within the Director of Operations' spending authority.

C. 2027 Landscape Enhancement Projects

Ms. Leister gave a presentation on planned landscape enhancement projects for Fiscal Year 2027, including the main entrance, Riverfront, and Grandview, with renderings provided by VerdeGo. Ms. Leister noted the overall intent to refresh old landscaping, with emphasis on plants that would not require extensive chemicals and fertilizers and add to a more sustainable community landscape. In response to comments about kudzu on trees along Waterside Parkway and heading towards South Lake, Ms. Leister stated that a major spray treatment would be done on the hanging vines which she noted were actually a native overgrown vine species, and that this was planned for the winter to focus the killing on this species. Ms. Leister provided reassurance that this chemical treatment would not kill the trees. Ms. Leister also confirmed that anything installed by VerdeGo as part of the landscape enhancement would be under warranty.

SIXTH ORDER OF BUSINESS – Staff Reports

A. Exhibit 2: Amenity Manager: John Lucansky

1. Exhibit 3: Tennis Court Counts – July 2026

B. Director of Operations: Vanessa Stepniak

1. Exhibit 4: Monthly Operations & Administration Report

C. Exhibit 5: District Counsel: Scott Clark

Mr. Clark stated that he had nothing to add to his written report.

D. District Manager: Howard McGaffney

1. Resident Suspension(s) – *Under Separate Cover*

Mr. McGaffney provided an overview of the resident suspensions, neither of which were in attendance at the meeting.

For Mr. Buettner's suspension, Mr. McGaffney recommended letting his suspension duration be time served, and that should there be any additional incident this would be brought back before the Board for further review.

On a MOTION by Mr. Foley, SECONDED by Dr. Merrill, WITH ALL IN FAVOR, the Board accepted the Staff's actions and affirmed the 30-day suspension as time served for Mr. Buettner, for the Grand Haven Community Development District.

Following the motion, for Ms. Walker's suspension, Mr. Clark recommended extending the suspension from the 30-day duration to a 90-day suspension.

On a MOTION by Mr. Foley, SECONDED by Ms. Myers, WITH ALL IN FAVOR, the Board accepted the Staff's actions and extended the 30-day suspension to a 90-day suspension for Ms. Walker, for the Grand Haven Community Development District.

Following the motion, District Counsel's assistance was requested in drafting the letter for this suspension.

2. Update on New Supervisor Orientation Manual

Ms. Myers noted that new Board Supervisors like herself were not permitted to ask other Supervisors their questions about the Board and community outside of meetings, and though staff had been very helpful, she suggested that putting together a New Supervisor Orientation Manual would have great utility as a consolidated resource. Ms. Myers stated that the District Manager had agreed to work with her to assemble a manual with community-specific information available to reference.

3. Updated on Wild Oaks Dog Park Project

Mr. McGaffney gave a timeline of concepts and respective pros and cons for addressing the standing issues with the Wild Oaks Dog Park. Mr. McGaffney stated that the path would be poured out with a concrete incline buried into the surface and filled in with crushed coquina at the entrance, and clarified that mulch going in was child-safe mulch rather than treated mulch. Mr. McGaffney requested for residents to give the configuration a chance and that feedback would be taken seriously.

SEVENTH ORDER OF BUSINESS – Consent Agenda Items

- A. Exhibit 6: Consideration for Acceptance – The July 2026 Unaudited Financial Report
- B. Exhibit 7: Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting Held July 16, 2026
- C. Exhibit 8: Capital Improvement Plan – Project Tracker
- D. Exhibit 9: Ratification of Celera Agreement

On a MOTION by Dr. Merrill, SECONDED by Ms. Myers, WITH ALL IN FAVOR, the Board approved all items of the Consent Agenda for the Grand Haven Community Development District.

EIGHTH ORDER OF BUSINESS – Business Items

- A. Exhibit 10: Consideration & Adoption of **Resolution 2026-12**, Approving FY 2026-2027 Schedule

Mr. McGaffney noted that workshop dates had been set for February 4, 2027, May 7, 2027, and September 2, 2027, and that a fourth workshop date was being left open for use as needed. Mr. McGaffney also noted that a meeting was scheduled for December 3, 2026 to allow for elected Supervisors to be sworn in, as there was no meeting scheduled for November. The Board discussed the time of day for the budget adoption meeting on August 19, 2027, opting to move forward with a 9:00 a.m. meeting start time.

On a MOTION by Dr. Merrill, SECONDED by Mr. Mayor, WITH ALL IN FAVOR, the Board adopted **Resolution 2026-12**, Approving the FY 2026-2027 Schedule, as presented, for the Grand Haven Community Development District.

- B. Consideration of Croquet Courts Annual Maintenance Agreement Proposal Options – *Under Separate Cover*

1. St. Johns Turf Care

Mr. Pilcher presented on behalf of St. Johns Turf Care.

2. Yellowstone

No representative from Yellowstone was present.

Mr. McGaffney noted that the proposal options from St. Johns Turf Care came at considerably lower prices, and that the proposal had been broken out to a price of \$75,700 for Courts 2 & 3, which increased to \$88,000 if Court 1 near the Creekside office was also included.

Dr. Merrill noted that Mr. Pilcher's work had come highly recommended by the Grand Haven Golf superintendent. Ms. Leister stressed the need to move forward with maintaining all three courts, as opting to maintain two courts then waiting for a separate proposal/company to maintain Court 1 could lead to significant and costly damage. Ms. Leister additionally highlighted the specialty care needed to maintain croquet courts for playable conditions, which a standard landscape contractor may not be able to adequately provide.

On a MOTION by Dr. Merrill, SECONDED by Mr. Foley, WITH ALL IN FAVOR, the Board approved the St. Johns Turf Care proposal for maintaining all three croquet courts, for the Grand Haven Community Development District.

C. Exhibit 11: Presentation & Consideration of Insurance Proposals

1. Exhibit 11A: Brown & Brown

Mr. Stoekel presented on behalf of Brown & Brown, noting that the program would be with the company Preferred Governmental Insurance Trust (PGIT), additionally commenting on risk management resources available with their firm. Mr. Stoekel commented on a grant for cost control resources that Grand Haven had qualified for, and Ms. Stepniak highlighted Ms. Brendell's work to compile and submit the documentation to the insurance agent to successfully win the \$4,977 reimbursement for the District. Mr. Stoekel noted that the proposed revised agreement would lock in rates for the next two years.

In response to questions from the Board regarding any changes in coverage, Mr. Stoekel stated that the premiums had been lowered but coverage was largely the same, with some increases in coverage for certain property and cyber insurance. Mr. Stoekel additionally explained the two deductibles for normal loss and hurricane loss.

2. Exhibit 11B: EGIS

Mr. Grimm and Mr. Jiménez presented on behalf of Florida Insurance Alliance/Egis Insurance & Risk Advisors, noting past history and experience with coverage for Grand Haven from 2010 to 2025. Mr. Grimm noted that when the switch had been made over to Brown & Brown for FY 2026, Egis had not been given notice to provide a renewal proposal at the time. Discussion ensued regarding coverage areas, as well as normal and named storm deductibles. In response to a question regarding the competing proposal offering a 2-year rate, Mr. Jiménez acknowledged the appeal of locking in a favorable rate but suggested that the property market in the state was softening and rates may be more competitive in 2027.

Ms. Myers asked whether it was standard practice to present and discuss competing proposals for insurance coverage every year. Dr. Merrill clarified that this did not typically happen each year, and Mr. McGaffney noted that both companies had been asked to provide proposals following final clarification on where sovereign immunity limits were being set in the state. Discussion ensued regarding the quality of coverage and accessibility, with Mr. McGaffney commenting that the scopes of the proposals were apples-to-apples, and that both were reliable companies in his experience.

On a MOTION by Mr. Mayor, SECONDED by Mr. Foley, WITH ALL IN FAVOR, the Board approved the Egis Insurance & Risk Advisors proposal, for the Grand Haven Community Development District.

NINTH ORDER OF BUSINESS – Discussion Topics

A. Update on Supervisor Myers Liaison to Master Association

Mr. McGaffney outlined a proposed format for a town hall meeting and communicating issues and initiatives with the community, including a State of the District address and an informal roundtable

TENTH ORDER OF BUSINESS – Public Hearings – 5PM

On a MOTION by Dr. Merrill, SECONDED by Mr. Foley, WITH ALL IN FAVOR, the Board approved opening the FY 2026-2027 Budget Public Hearing and the FY 2026-2027 O&M Assessments Public Hearing, at 5:19 p.m., for the Grand Haven Community Development District.

A. FY 2026-2027 Budget Public Hearing

1. Open the Public Hearing

2. Exhibit 12: Presentation of FY 2026-2027 Budget

Mr. McGaffney presented and discussed revisions from the FY 2026-2027 Budget that had been approved at the May meeting, noting that the overall increase looked to be going down from 4.79% to 3.9% following additional due diligence with various line items. Mr. McGaffney stated that the FY 2027 proposed O&M General Fund budget was set at \$4,826,149, and provided overviews of the following line-item expenditure adjustments therein:

- Administrative Expenditures was set to decrease by \$74,400, largely due to management restructuring and a proposed meeting schedule of 11 regular meetings and 4 workshops (1 per quarter)
- Information & Technology was set to increase by \$25,625, with expansions to communications, anticipated costs for the implementation of the Grand Haven app, and incorporation of live meeting video streaming
- Insurance Expenditures would be brought down from the proposed \$160,000 to better align with the confirmed rate of the approved proposal from Egis Insurance, which was in the amount of \$105,593.
- Utilities Expenditures were set to increase by \$35,676, driven by actuals that had been monitored on a weekly and monthly basis
- Field Operations Expenditures were set to increase by \$253,291 with the new planned infrastructure lines for Firewise, the stormwater system maintenance, oak trees, sidewalk repairs, dog park maintenance, and roads/bridges, as well as landscaping contract increases, offset to a degree by the removal of an optional flower rotation line item
- Staff Support was set to have a net decrease of \$45,438, largely due to payroll reductions, though they had been notified of a planned increase for the cost of providing employee health insurance
- Amenity & Security Operations were set to have a net increase of \$13,760, stemming from a contractual increase for Amenity Management and fuel charge

254 increases for the Pool Chemicals/Poolsure line, offset by reductions in A/C
255 Maintenance and Gate Operating Supplies

256 Mr. McGaffney noted that the capital reserve assessment levy was remaining flat for the
257 next Fiscal Year, and that the Fiscal Year in general would be a year to build on increasing
258 fund balance reserves.

259 3. Exhibit 12A: Executive Summary

260 4. Exhibit 12B: FY 2026-2027 Approved Proposed Budget

261 5. Public Comments

262 Mr. Paluch noted that the listed variance on the O&M Assessment Levy was \$261,288,
263 which did not line up with the actual difference between the FY 26 adopted and FY 27
264 proposed figures. Mr. McGaffney noted that the correct variance should be \$183,339 and
265 had not been updated on the Word format copy. Mr. McGaffney assured that expenditures
266 matched revenues.

267 Ms. Scott inquired about how invoices and bills for stormwater related items were
268 processed and allocated, noting related lines in both the capital fund expenditures and
269 general operating expenditures. Mr. McGaffney stated that he would consider major repair
270 expenses beyond a threshold of \$5,000 as a capital expenditure, adding that the funds in
271 the general operating expenditures were a placeholder for a planned preventative
272 maintenance program and any minor expenses below that threshold.

273 Following the public comments, Mr. McGaffney outlined the assessment variances based
274 on the lot sizes. Single lots and occupied condos would have an annual increase of \$102.08,
275 which also applied to La Vista condos. Double lots had a variance of \$204.16. Unfinished
276 condos had an increase of \$2,449.89, and Escalante's increase was \$1,887.97.

277 6. Close the Public Hearing

278 On a MOTION by Dr. Merrill, SECONDED by Ms. Myers, WITH ALL IN FAVOR, the Board approved
279 closing the FY 2026-2027 Budget Public Hearing and the FY 2026-2027 O&M Assessments Public
280 Hearing, at 5:47 p.m., for the Grand Haven Community Development District.

281 7. Exhibit 13: Consideration & Adoption of **Resolution 2026-13**, Adopting FY 2026-2027
282 Budget

283 On a MOTION by Ms. Myers, SECONDED by Dr. Merrill, WITH ALL IN FAVOR, the Board adopted
284 **Resolution 2026-13**, Adopting the FY 2026-2027 Budget, inclusive of the changes recommended by the
285 District Manager, for the Grand Haven Community Development District.

286 B. FY 2026-2027 O&M Assessments Public Hearing

287 1. Open the Public Hearing

288 2. Public Comments

289 3. Close the Public Hearing

290 4. Exhibit 14: Consideration & Adoption of **Resolution 2026-14**, Levying Assessments

291 On a MOTION by Dr. Merrill, SECONDED by Ms. Myers, WITH ALL IN FAVOR, the Board adopted
292 **Resolution 2026-14**, Levying Assessments, reflective of the budgetary changes recommended by the
293 District Manager, for the Grand Haven Community Development District.

ELEVENTH ORDER OF BUSINESS – Supervisors’ Requests

Ms. Myers provided an update on Association activities as the Board-appointed liaison ,noting that a replacement was being trained over the next couple of months for the individual who had been handling MADC applications, and that the Master Association currently had concerns about the liability of overgrown trees as service trucks had been striking them at particularly untrimmed areas. Ms. Myers also noted that chimneys had not been installed properly at River Club and these were in the process of being removed.

Mr. Foley noted that he had been informed that the Master Association’s legal counsel would not be offering an opinion that would allow for the transfer of funds collected via home sale capital contribution fees to the CDD, and Mr. Foley suggested that operations with the Fact Finding Group on Capital Contributions would be placed on hold indefinitely. Mr. Clark advised that a short final report would need to be provided at a future meeting for the record.

Dr. Merrill asked for clarification on the meeting schedule for September 2026. Mr. McGaffney stated that the September 3 workshop, scheduled for 9:00 a.m., would include an in-depth discussion on HR-sensitive topics including job descriptions and incentive pay. Mr. McGaffney stated that the Board members could individually submit any other topics for consideration at the workshop and these would be covered time-permitting.

Mr. Mayor noted that he planned on writing an additional article for *The Oak Tree* newsletter, but asked for the Board to appoint a new Supervisor for writing the regular articles once this had been completed. Mr. McGaffney stated that this item could be added to the next workshop meeting for discussion.

TWELFTH ORDER OF BUSINESS – Next Workshop Reminder: September 3 at 9:00 AM

THIRTEENTH ORDER OF BUSINESS – Adjournment

On a MOTION by Dr. Merrill, SECONDED by Mr. Mayor, WITH ALL IN FAVOR, the Board, at 6:50 p.m., adjourned the meeting 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 September 17, 2026.

Signature

Signature

Printed Name

Printed Name

Title: ☐ Secretary ☐ Assistant Secretary

Title: ☐ Chairman ☐ Vice Chairman

EXHIBIT 12

GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
FY2025/2026 CAPITAL IMPROVEMENT PLAN PROJECT TRACKER
09/09/2026

Line	Description	Adopted Budget	Revised Budget	Variance (+/-)	Invoiced Amount	Comments/Notes	Completed
1	Gate & Gate Operator - Replacement	\$13,401	\$9,160	-\$4,241	\$9,160	Completed 03/31/2026	x
2	Concrete Curb and Gutter Replacement	\$60,000	\$40,000	-\$20,000	\$36,282	In progress by CDD staff, revised Budget downward to \$40,000	
3	Concrete Replacement	\$20,000	\$20,000	\$0	\$15,881	In progress by CDD staff	
4	Repairs Prior to Road Work	\$75,000	\$45,753	-\$29,247	\$45,753	Completed work 11/10/2025	x
5	Firewise Projects	\$57,758	\$55,600	-\$2,158	\$55,600	Completed for FY26	x
6	Road Repairs	\$33,502	\$10,000	-\$23,502	\$1,688	One location repaired inside North gate, revised budget downward to \$10,000	
7	Camera and DVR Replacement	\$12,061	\$13,550	\$1,489	\$13,550	Completed 03/13/2026	x
8	Stormwater Pipe Repairs & Replacements	\$200,000	\$0	-\$200,000	\$0	Reduced this to zero for this year to pay for the Pergola Project	-
9	Pond Bank Erosion Issues	\$39,344	\$29,600	-\$9,744	\$29,600	Completed 02/17/2026	x
10	Tiki Hut Furniture	\$5,500	\$7,989	\$2,489	\$7,989	Delivered on 05/28/2026	x
11	Drinking Fountain, Outdoor - Clubhouse ((CAC))	\$1,801	\$1,782	-\$18	\$1,782	Completed 12/22/2025	x
12	Irrigation Pump/Motor, 50 Hp	\$56,861	\$33,750	-\$23,111	\$33,750	Completed 06/04/2026	x
13	Lake Aerator (Annual)	\$40,228	\$24,673	-\$15,555	\$24,673	Completed 04/22/2026	x
14	Landscape Enhancements-Annual Reinvestment	\$59,703	\$68,327	\$8,624	\$67,988	Complete for FY26	x
15	Monument and Mailbox Replacements	\$25,000	\$20,955	-\$4,045	\$20,955	Completed 05/21/2026	x
16	Trellis, PT Wood - Clubhouse (CAC)	\$10,775	\$8,700	-\$2,075	\$8,700	Completed 4/20/2026	x
17	Street Signs and Poles, Replacement	\$10,000	\$6,095	-\$3,905	\$6,095	Completed 4/28/2026	x
18	Shelter Fabric, Recover - (VC) Tennis Court	\$1,493	\$1,400	-\$93	\$1,400	Completed 06/10/2026	x
19	2026 Road Resurfacing Project	\$145,600	\$248,385	\$102,785	\$225,805	Completed 08/12/2026	x
20	Pavers, Interlocking - Front St Esplanade Entrances (3	\$60,001	\$17,380	-\$42,621	\$17,380	Completed 05/29/2026	x
21	Meter/Breaker Box Repair & Replacement	\$23,000	\$7,379	-\$15,621	\$7,379	Completed 04/06/2026	x
22	Tree Removal	\$84,000	\$18,730	-\$65,270	\$18,730	Completed 04/25/2026	x
23							
24	Wild Oaks Dog Park Improvement Project	\$0	\$45,744	\$45,744	\$45,744	Not included in Adopted CIP: Completed 9/03/26	x
25	Pergola Reconstruction	\$0	\$171,592	\$171,592	\$179,023	Not included in Adopted CIP: Completed 4/02/26	x
26	Callboxes	\$0	\$49,364	\$49,364	\$49,364	Not included in Adopted CIP: Completed 11/04/25	x
27	Main Guardhouse A/C Unit Replacement	\$0	\$6,300	\$6,300	\$6,300	Not included in Adopted CIP: Completed 6/24/26	x
28	Sidewalk Removal/Replacement:Golf Clubhouse	\$0	\$10,441	\$10,441	\$10,441	Not included in Adopted CIP: Completed 5/19/26	x
29	South Guardhouse A/C Unit Replacement	\$0	\$2,524	\$2,524	\$2,524	Not included in Adopted CIP: Completed 7/17/26	x
30	Totals:	\$1,035,027	\$975,171	(\$62,380)	\$943,534	Projecting under budget \$62,000	

EXHIBIT 13

To: Grand Haven CDD Board of Supervisors

From: Grand Haven Underground Utilities Threat Mitigation Fact Finding Group (GHUUTMFFG)

Re: Final Report on the Pilot Program

Date: 9/9/26

Executive Messages

- All work authorized by the BOS was completed including the Pilot Program removal of 14 trees in the Front Street Village.
- Total cost was \$18,730 vs. a budget of \$20,000
- Utility incidents were limited to two irrigation line breaks that were immediately fixed.
- No other significant issues are noted, and all affected residents were satisfied as evidenced by their oral comments to management. No negative feedback has been received.
- Information gathered from the Pilot and efforts by the FFG with the City produced information that will support a district wide reasonable tree removal and ongoing observation/maintenance program to be presented by management to the BOS for consideration in setting a policy.

Background:

- The GHUUTMFFG was originally formed to investigate a stormwater drain failure on Jasmine Drive caused by live oak trees and roots in late 2024 and to report the facts back to the BOS along with system protection alternatives. Along the way, there were two other events that heightened concern. One was a stormwater pipe failure on Riverfront Drive in 2025, and the other was a potable water pipe failure on Waterside Parkway in early 2026 caused by tree weight and root damage. The total cost to GH for the repairs of Jasmine and Riverfront was approximately \$140 thousand or \$70 thousand per incident. Other than inconvenience, there was no cost to GH associated with the potable water pipe failure on Waterside Parkway.
- Based on these events and a report (see page 7 of binder) by our expert arborist, Chuck Lippi, it has become clear that the live oak trees and their roots are threatening our stormwater system after up to 30 years of growth. The threat of imminent stormwater system asset failure is not always visually apparent.

However, we believe based on the Lippi report and our experience it is reasonable to conclude that trees growing within 10 feet of stormwater drains, for example, are more threatening than ones farther away. Note that Mr. Lippi's report recommends the removal of all live oaks within 20 feet of storm drains.

- We also need to keep in mind that other underground systems are threatened too but we do not own the potable water system, sewer system or utility lines such as electric. Failures of these systems can cause significant inconvenience to our community. As a result of the potable water failure on Waterside Parkway, several townhouse residents had no water service for a short period of time and were on "boil water" only for a couple of days.

Before going ahead with an aggressive tree removal program, on October 16, 2025, the BOS approved a pilot program aimed at the removal of 14 trees in the Front St. village that were growing well within 10 feet of storm drains. The CDD determined that the Pilot Program would be helpful in its development of a stormwater system preventative maintenance program throughout the community. The program was completed and this report speaks to the group's activities and findings. Please refer to the 10/16/25 presentation to the BOS labeled Underground Utilities Threat Mitigation and Tree Relocation Plan (Binder) that is located on the GHCCDD website by clicking on the hyperlink here: [Underground Utilities Threat Mitigation and Tree Relocation Plan](#)(Lippi Report Face Page Only - Full Report Previously Sent to GHCCDD BOS)

Total Pilot cost was \$18,730 or \$1337.86 per drain site inclusive of tree and root removal and remediation of the site (stump grinding, sod replacement, any local repairs.). The reader should contrast this cost of proactive action to the \$70,000 approximate cost to repair a drain or pipe after failure. Also consider that a similar or greater cost would have been incurred by the CDD had the potable water pipe on Waterside been for our account.

The FFG learned much in the Pilot, creating many quality control and safety steps along the way. Please refer to the Pilot Program Binders regarding the Resources and Expertise consulted. The Pilot Program Binders can be accessed on the GHCCDD Website using this Hyperlink: [Underground Utilities Threat Mitigation and Tree Relocation Plan](#)(Lippi Report Full Pages)

The GHUUTMFFG feels strongly that the growing risk that mature Live Oaks pose to our stormwater management assets must be addressed in the Long-Term Plan. The economics drive the serious need to establish a policy. There are well over 100 drains in Grand Haven connected in various ways by underground pipes and other concrete structures. Keeping these 30+ year old assets structurally sound and avoiding the high cost of repair only makes sense.

The GHUUTMFFG wishes to thank the many departments and staff members of the City of Palm Coast who aided in the location, and creation of safety measures re the work sites involved.

The GHUUTMFFG especially wishes to thank the City of Palm Coast (CPC) GIS Department for providing the District with comprehensive As-Built Drawings of the District's Sanitary Sewer and Potable Water Systems. This information was long sought after and thought no longer available to the District.

We also want to recognize the efforts of our staff arborist and horticulturalist along with the tree contractor and landscaping contractor that have served us well for many years.

The GHUUTMFFG also wishes to thank the CPC Stormwater & Engineering Department Staff for providing much useful information regarding the City's Stormwater Preventative Maintenance Program. Please refer to the City of Palm Coast Stormwater Maintenance Coordination Meeting Summary dated March 27, 2026, which can be accessed on the GHCDD Website by clicking on this Hyperlink: [Meeting Summary – CPC Stormwater Department 03.27.26.](#)

Lastly, the group recognizes the efforts of Dr. Davidson (former BOS chair) whose tireless efforts, especially his work with the city, showed his continued dedication to Grand Haven's best interest.

A final note is that while the CDD is taking a very measured and reasonable approach to mitigation, it reserves the right to change that strategy should circumstances arise that cause the BOS to act differently in its obligation to protect the stormwater system.

Section 2: Pilot Project Chronology and FFG Members

Our fact-finding group included Dr. Steve Davidson (former BOS chair), Louise Leister District Horticulturist, Vanessa Stepniak, Director of Operations, Howard McGaffney, District Manager, Scott Clark, District Counsel and Kevin Foley, BOS member.

Chronology:

Copies of emails and letters, referred to below, are made part of the appendices.

On October 16, 2025, the FFG and staff received approval from the BOS to proceed with the program referenced in The Binder.

On January 5, 2026, we mailed notices to affected homeowners. It was intended to inform them of the town hall date, tree work dates and their responsibilities to keep cars out of the way and to be sure other contractors would not be there at the same times.

On January 8, counsel sent a letter to each affected homeowner describing the program and some of the legalities.

All affected homeowners were contacted to see if they would like to meet individually with us to answer any questions. On January 12, we met with three homeowners. All other affected homeowners were contacted and declined or did not respond to us.

[Letter/Email to Affected Homeowners](#)

On January 28, we held two town hall sessions in the Grand Haven Room. The first was intended for affected residents and the other was for all residents. These were good post presentation Q&A sessions that lasted approximately one hour each. A PDF of the Town Hall Presentations uploaded to the CDD Website can be accessed by clicking on his Hyperlink: [Townhall Main Presentation](#)

On February 18, an email message went to affected residents reminding them of the work that was to start on March 23.

On March 17, an email to all in Front St. Village was sent to remind them that work would begin on March 23.

On March 18, VerdeGo removed impediments such as stone mulch and they called 811 to notify utilities of our planned work. Each tree was marked and flagged.

On March 23, removal work was started on Lagare St. then moved to Chinier St. and finally to Front St. All removal work and stump grinding was completed on March 27. Two irrigation lines were damaged and fixed. One cable TV line was damaged and fixed by the provider. There was no other utility damage caused by the work.

After the areas were treated to stop further root growth, new sod was installed between April 22 and 25.

Our assessment is that all affected homeowners were satisfied with the work done. There are no remarkable or significant unanticipated occurrences to report because of the tree removals.

Closing and Next Step:

Using the City of Palm Coast's Stormwater Utility Preventative Maintenance Program as a guide, and incorporating the lessons learned from the Pilot Program, GH Management has a wealth of information to provide many options in developing a District Wide Comprehensive Stormwater Preventative Maintenance Program (SPMP) for presentation and consideration by the GH CDD BOS. The SPMP will include reasonable tree removal and ongoing observation/maintenance components for BOS consideration. Note we felt that it would be more expeditious for this FFG to skip providing a set of alternatives for consideration by the BOS. A set of management recommendations is considered a better use of BOS time.

APPENDICES AND WORK PRODUCT

1. Pilot Program Binder, PDFs: Accessed via Hyperlink to CDD Website: [Pilot Program Binder](#) (With Lippi Full Report)
2. Email 12/29/25 & 1/5/26 Announcing Town Halls and Describing the Pilot Program in Detail: Accessed via Hyperlink to CDD Website: [Eblast – Townhall Pilot Program](#)
3. 01/12/2026 Letter to Affected Homeowners: Accessed via Hyperlink to CDD Website: [Letter to Affected Homeowners](#)
4. Town Hall Meeting PPP: Accessed via Hyperlink to CDD Website: [Townhall Main Presentation](#)
5. Meeting Notes 03/27/26 regarding City of Palm Coast's Stormwater Preventative Maintenance Program: Accessed via Hyperlink to CDD Website: Meeting Summary – [CPC Stormwater Department 03/27/26](#)
6. The Hidden Risks of Neglecting Storm Drain Systems: Accessed via Hyperlink to CDD Website: [Hidden Risks of Neglecting Storm Drain Systems](#)
7. Photographs of the Tree Removal Process at Multiple Sites, before & after: Accessed via Hyperlink to CDD Website: [Pilot Program Before & After Photos](#)

EXHIBIT 14



SHOW PROPERTY
LINES, EASEMENT
LINES, AND
SURFACE
IMPROVEMENTS.
GRAND HAVEN WILL
SUPPLY EASEMENT
DOCS.

TOPO, TREES,
BELOW GROUND
UTILITES NOT
NEEDED.

PURPOSE OF
SURVEY WILL BE TO
NEGOTIATE A LAND
TRANSACTION. A
SKETCH AND LEGAL
WILL BE PREPARED
UNDER A FUTURE
SCOPE