

GHCA BOARD MONTHLY NEWSLETTER - NOVEMBER 2023

PRESIDENT'S REPORT:

First and foremost, I would like to thank Jeff Caso for his leadership of GHCA over the past 5 years. His guidance through this period of upheaval with transition from developer to resident control, litigation, financial stress, and restoration of common assets has been remarkable. He has established the gold standard for open and straightforward communications with all the residents of Grand Harbor. We wish him well in his return to normal retirement.

We intend to continue the communication practices that Jeff created for GHCA. I hope that all residents read these newsletters because they keep everyone informed of what is happening in your community. I hope that you, as a reader, ask your neighbors and friends if they read the newsletter each month and assist them if necessary. We recognize that there are residents who are not tuned into our information sources – newsletters, our website, etc. Yet the information available is important to everyone living in the Grand Harbor community.

Also, please note that there is no Board meeting in December. Our next Board meeting is scheduled for the end of January.

TREASURER'S REPORT:

The October financial results have been posted on our website <https://ghca.online>. Our expenditure exceeded our revenues in the month by \$7K. We wrote off almost \$11K because of a bank foreclosure on a unit in bankruptcy and received no funds. We are investigating to see if any funds can be recovered. Our Accounts Receivable at the end of the month totaled a very low \$2.3K. Our Security costs continue to be somewhat higher than budgeted. As mentioned in the Security report below, we are proceeding now with the \$60K camera update project that was budgeted for 2024.

A R CHOICE MANAGEMENT REPORT:

Reclaimed Water Pond Bulkhead:

We have awarded the contract to replace the Reclaimed Water Bulkhead to Summerlin's Marine Construction, LLC. We are working with them to complete a formal contract that we hope to sign in December. Our first on site planning meeting took place to discuss detailed logistics for project execution including locating the various inlet and outlet piping, staging areas, and access for concrete trucks and pumpers. We will meet with the Golf Club to coordinate some of the logistics and set up direct lines of communication. We also met with our Engineer to discuss a suggestion from Summerlin's that could reduce the number of tiebacks saving concrete and the number of holes that would need to be dug. He is exploring that design change to determine if it is possible.

Main Fountain:

Our first test of refurbished light fixtures was successful, and we were able to get some lights to work and stay on. Our plan now is to drain the fountain and refurbish the rest of the lights that are salvageable. That work will begin the week of December 4th. We are hoping to restore most of the lights and will be able to light the fountain up at night once again.

Infrastructure Committee:

Pond 21 Pump Project:

The new pumps were installed on schedule and placed back into service on November 10th. The system uses centrifugal pumps drawing water directly from pond 21 eliminating a wet well used in the old system. Unlike the prior design the pumps work together to irrigate the 9-hole golf course, the residential communities, and the common property in the southern 3rd of Grand Harbor. In addition to the modern computer control of the pumps that monitors demand and adjusts the pump output we have added an information management system that will allow us to save water and lower our electricity bill. For instance, the system detected small system leaks causing the pumps to cycle on and off (bad for the pumps and electrical consumption) and sent out an alert that there are small leaks that need to be fixed. Additionally, we have inputted all the timer clock programs and set up windows for irrigation that bundles demand to set periods where we can maximize pump output and shut down the pumps completely outside of the defined windows. Restoration of the west end of the pond is going on now. Once completed, new sod, landscape and littoral plants will be installed, which will finish this project.

Pond and Estuary Committee:

The Committee has recommended a contractor for our demonstration pond project and is in the process of getting contracts in place. That project will be to renovate pond 18 (behind Camden and Mayfair condominiums) that will serve as the model for all our future pond renovations.

We often refer in our newsletters to a pond number in our reports. When we first identify a project affecting a pond we try to define where that pond is located. We are attaching a map of Grand Harbor that shows the pond identification numbers that readers can print and refer to.

MARINA COMMITTEE REPORT:

We have just received a letter from the Marina owners and will be meeting promptly to determine our response. We continue to try to work with them to resolve the issues we both have.

SECURITY COMMITTEE REPORT:

November marks the end of the 1st year of service from our new security provider, St Moritz Security Services. We have found St Moritz to be a marked improvement over our previous provider and have received positive feedback on their performance from the residents. We have renewed the security contract with St. Moritz again for 2024.

The new security kiosks are getting increased usage as residents get acclimated to using the system and issuing their guests passes. The system appears to be working well. Although some residents have experienced some issues learning how to use the system or with their assigned codes, the majority have found the new system easy to use and like the features it has to offer. A "Techie Training" session was sponsored by the GH Club on November 14. The session went well and provided useful tips for learning how to use the system.

A contract has been signed with Availit Business and Technology Solutions to install new cameras and a new camera router and server equipment at all the entry/exit gates for Grand Harbor and Oak Harbor. The new cameras will enhance our surveillance at the gates and be a vast improvement over the 20-year-old +/- system currently in place. A new exit gate arm at the Oak Harbor Gate House will be installed in the exit lane. The existing gate arm on the entry lane will be replaced with a new LED lighted gate arm.

Some important notes:

1. To use the new system, you need to have your community code (**GHCA**), your personal **USER NAME** and your personal **PIN #**. If you have not received your personal User ID and Pin #, or instructions on the use of the system, or if you have any other issues with the use of the system, please call security at (772)-217-3000 or email barcodes@grandharbor.com.
2. Please **DO NOT** provide your personal pin # or user information to anyone other than those within your residence. They are for your own personal use only.
3. If you rent out your residence, your tenant can receive their own username and pin # to the system to admit guests – **DO NOT GIVE YOUR TENANTS YOUR PERSONAL USER NAME OR PIN #**.
4. All residents should set up their accounts in www.gateaccess.net and make sure their personal information is correct and to make sure you provide proper contact info, names of persons in your household, update phone and email addresses, etc. You should also review your vehicle information for which you have vehicle bar codes and make sure the information is correct. If you are not able to use the website to update all your information, then contact security at 772-217-3000 and provide the needed information.
5. Please remember, if you want to **register guests by phone, please ONLY CALL 772-758-5484**. When the automated system answers, enter your 4-digit code and the # sign, and follow the prompts to register your guests. Please do not call the guard house directly. The guards have been instructed not to register guests.
6. You can register a guest via the www.gateaccess.net web site or through the Gate Access APP. If you elect not to send your guest a printable pass or scannable QR code, then your guest must stop at the main gate house and show photo ID to the guard.
7. When you or your guests are scanning a QR code at any of the kiosks using a mobile device, please make sure your screen brightness is maximum. Also, in some cases you may need to enlarge the QR code slightly. Place your mobile device about 8 inches below the bottom of the scanner.
8. Should you need to speak to a security officer directly to report an incident or for some other purpose other than guest registration, please call 772-567-3614 (Main Gate) or 772-778-1090 (Oak Harbor).
9. Please note that starting on January 1, 2024, the Oak Harbor Gate will only be manned from the hours of 7AM to 7PM daily. The exit gate will be locked and no exit available at the Oak Harbor gate after 10PM daily. Entry via vehicle bar code or scannable pass is available 24/7.
10. Please note starting January 1, 2004, for those needing a new bar code sticker for their vehicle, the new Bar Code office hours will be 8 AM to 3 PM Monday through Thursday. The office is closed Friday, Saturday, and Sunday.

One last note: With the holiday season upon us, we ask that everyone be vigilant and especially security conscious during this time. If you are expecting package deliveries, please pick them up and put them inside as soon as they are delivered. If you park your car outside, always leave it locked and do not leave personal items such as phones, wallets, computers, keys, etc. in your car. Always keep your doors and especially garage doors closed unless you are present in the garage. Keep your doors locked at night and anytime you are not at home, even if only for a short period. Consider the installation of security cameras at your front entry to monitor package deliveries, etc.

LEGAL REPORT:

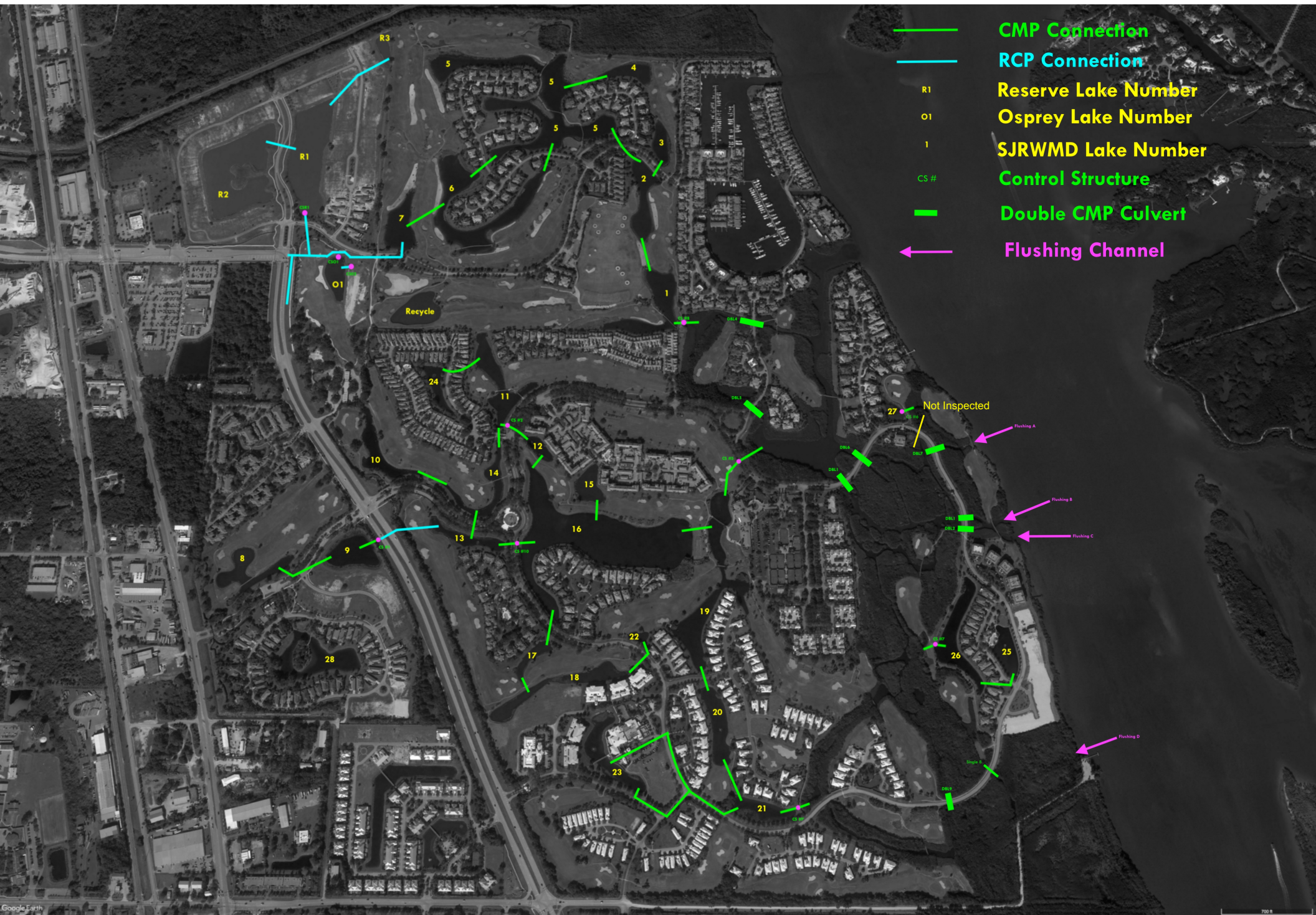
There is nothing new to report.

FINAL NOTE:

I am glad that Dave Phillips included the extensive instructions on our new guest access system above. I know that there have been some growing pains with this new system, and we are working hard to make it work easier. I recently had a guest visitor, sent him the email generated from the FastPass system, and thought that he would easily get into the community through the Marabella St. entrance. After all, he is an engineer who commissioned nuclear-powered US Navy aircraft carriers. The short story is that he could not figure out where or how to place the QR code for the scanner and had to go back to the main gate to enter! We will solve this.

As a relatively new resident of Grand Harbor, I am working hard to catch up on the complexities of this community. I am fortunate to have members on our Board with very deep knowledge of the history, the residents, and facilities of this community. I am open to all questions about our community but may take a little more time to respond to them as I continue to learn. Please bear with me as I stumble up the learning curve.

Mike Clarke
GHCA President



- CMP Connection
- RCP Connection
- R1 Reserve Lake Number
- O1 Osprey Lake Number
- 1 SJRWMD Lake Number
- CS # Control Structure
- Double CMP Culvert
- Flushing Channel

Not Inspected

Flushing A

Flushing B

Flushing C

Flushing D