

# Indian Cove Resort Associations, Inc.

Board of Directors' Meeting

April 6, 2017

Approved

**CALL TO ORDER:** Herb Glaser called the Board of Directors meeting to order at 7:02 pm in the Indian Cove Resort Clubhouse.

**PRESIDING OFFICERS' COMMENTS:** Herb Glaser asked that all beepers and phones be turned off so that the meeting will not be interrupted. Herb reminded everyone that the meeting would be recorded. This meeting is held to conduct the business of Indian Cove Resort Association, Inc. As a reminder, the meeting will follow the agenda. Scheduled agenda items would be discussed first in order of the agenda. Discussion of items not on the agenda would wait until the end of the board meeting. This would allow time to discuss scheduled agenda items. At the end of the meeting, we will open it up to the member's forum.

**ROLL CALL:** The Secretary called the roll. Board members in attendance were: Gary Martin, Herb Glaser, and Suzy Burlock. Chris Shaw was absent. Herb announced that three of four board members were present and that we had a quorum.

**MINUTES:** Herb Glaser waived the reading of minutes as all board members had received them by email. Minutes approved by the board. Suzy made motion to accept the minutes as provided. Gary seconded the motion and the minutes were approved.

**TREASURER'S REPORT:** Gary Martin read the Treasurer's Report. Details of the Treasurer's report are available for members at Indian Cove Resort's reservation desk.

## **OLD BUSINESS:**

**Storage Invoice Collection:** 95K has been paid to date. 17K still due in for the storage fees. Gary said we are now in the period of late fees and calling the people who are past due.

**Sewer Treatment Plant repairs:** Geoff said the repairs are done and should be completed within a couple of week by the end of April. The major repairs are done and it is just smaller items that need to be completed.

**Pools:** The board discovered that we were not in compliance with Virginia Beach ordinance for the number of lifeguards in the past few years plus we realized the Cove was opened to liability for possible lawsuits if there ever was an issue with the chemicals used in the pools. We looked at the costs and benefits of doing it in house and outsourcing to a pool company. The Board decided outsourcing the pools was in the best interest of the Cove. A new contract was signed with AAA pools to maintain the pools and supply lifeguards for the summer season AAA Pools will also open the pools, they will do all the testing and supply the chemicals as well as clean the bathrooms for both the front and the back pools. The Company will indemnify the pools protecting the Cove from liability due a chemical exposure. Lifeguards for the front pool will be supplied by AAA Pools which Geoff said have great references and quality of service. Occasionally when the front pool is not busy, a lifeguard can move to the back pool. The cost for this service is about the same as what Indian Cove should pay on an annual basis if doing it in-house.

**By-Law change:** A new By-Law change was implemented by unanimous vote of the board. This change will allow the board to draw on the reserve with conditions and a requirement that the reserve paid back with 6% interest back into the reserve account no later than June 15. Here is the new By-Law:

**SECTION 8.5 RESERVES ACCOUNTS.** Reserve accounts held by Indian Cove Resort maybe used by majority vote of the Board of Directors to be borrowed from in lieu of a bank loan under the following conditions:

1. Amount borrowed from the Reserve account may not be more than half the balance in the reserve account.
  2. An interest rate of five percent (5%) APR will be applied during the time the loan is open until the borrowed amount is paid in full.
  3. Loan must be paid in full by no later than June 15 of the current calendar year.
- (Rev. 3/17)

**Town Hall Meeting:** The Town Hall meeting will be held at Saturday, April 15 at 10 AM. The budget for 2017-18 will be available for the members to review.

## **NEW BUSINESS:**

**Store Inventory:** Fran said that the inventory needs to be redone as they are finding errors. She asked if people want something in the store and let her know and she will order it. Herb asked how we are getting ready for the season, Fran said she has a couple orders placed and has some vendors coming in this week.

**Manager and Maintenance Report:** Geoff gave a review of what he has accomplished in the last few weeks. No real incidents to report. All staff have new uniforms and name tags. He gave a review of a new golf cart rental program that will be at the Cove. This will be run by a member who will supply the golf carts. They will start with a half a dozen carts and the Cove will get a percentage of the rental fee.

Geoff had the speed bump going out of the Cove just before the gate that was diagonal removed. The speed bump was not set up correctly and angled improperly and made it difficult for coaches and campers to go over. The part of the speed bump when entering the park was not removed.

He asked all members to give their email address on the form in the office. This way we can compile e-mail addresses to notify members of things going on as well as send receipts for Campground Master for the reservations.

Activities have been planned for the season. Member asked about DJs and if there will be only one DJ for the season. Geoff said no we are having both DJ Wayne and Party Tyme during this season. Member suggested that the board asked members for recommendations for bands and/or DJs in the future. Herb said we are not doing exclusives where only one DJ is going to have a whole season as it allows for variety.

## **MEMBERS FORUM:**

Member asked how we allowed to operate our pools in violation of City ordinance regarding lifeguards. Herb responded that we put trust into our general manager to follow codes and procedures and will stay more closely on top of this in the future. Herb said now that we are aware of it, we will ensure that we will be in compliance going forward. Regarding the pools, Herb said that doing it in house we were exposing ourselves to further risk due to the chemicals. That was one of the biggest reasons for going with an outside service. Gary wanted to reiterate that we did not receive any violation from the city. That this was an internal discovery that we were out of compliance. This was the way to rectify the situation.

Member said he has observed people bringing in glass bottles into the pool area and pavilion. He is concerned that this was not enforced as strongly as it should be and wanted better enforcement of the rules. Suzy reminded the members that this is "our Cove" and when we see something that is against the rules to report it to security. Herb said we can try to ask members to follow the rules but getting security involved can prevent arguments and documents the violation.

Member said she was upset when the no smoking policy at the pool was implemented as there was no place outside the gate to sit and smoke. Suzy said her suggestion when the policy was implemented was to put a picnic table and sand bucket can just outside the gate for smokers. Herb asked Geoff to please get it done.

Member asked if the laundry hours can be extended especially for early morning. Discussion was held about safety and security of the laundry during evening hours as well as entry into the laundry can be done using gate cards. The board will look into this further.

Member said that we need more speed bumps. She understands why the one by the gate was taken out but that we really need more speed bumps especially on the road by the laundry. Herb said that we are looking into placing more speed bumps. She was also concerned about the rules not being enforced evenly. She stated she was parked to help a friend back a camper in and I was told move her car, yet during a party at the pavilion over the weekend people were parking all over; on the concrete and on the grass, yet no one said anything. Suzy said that the rules need to be enforced consistently and evenly.

Member asked when a security camera will be brought up in the storage area since a golf cart was stolen from there recently. Geoff said they looking into getting a camera system that will be viewable in the store. Member said years ago when she used storage, she used to be escorted back by security whenever she went back into storage. Discussion was held about storage and issues related to theft and identifying members. One member suggested reinstating membership cards to all members like they used to in the past. She is requesting that more identification and escorting back to the security storage area be require. Herb said we don't have the staffing to allow for that but we do have a log and anyone going back to the storage area with the key should be in the log. Member suggested that we get capture cameras that will capture anyone who enters the storage area as well as license plates and vehicles. Herb said the board will look into gate cameras and the issue in depth.

Member asked about a camper in storage that are falling apart. Herb said that the person who owns that camper is paying their storage every year. There isn't much we can do unless the doors are falling off and it is a hazard. We will address the ones that are a hazard.

Member asked if golf carts have to have a licensed driver as she has seen children driving golf carts. Herb said all drivers of golf carts must have a driver's license or a driver's permit with an adult present. Member said he's also concerned about children on electric scooters that go way faster than even the golf carts. Herb said to please let security know when they see this happening.

Member asked about the five-year plan and have we made any traction on that. Herb said it is still in the works but because Geoff is new, he needs to learn the basics of the operations of the Cove and will get up to speed on the plan as he gets familiar with the park.

Member asked about the adult lounge. Herb said it is in the budget for this year to renovate the upstairs of the adult lounge. That includes new floors, renovation of bathrooms, and adding a bar as well as bringing cable in for a television. However, the downstairs of the adult lounge would need more evaluation before that can be addressed due to flooding as well as cost.

Member asked about the tennis courts and what could be done there as it is wasted space. Herb mentioned that one suggestion was pickle ball which has become very popular especially in RV Resorts around the country. Repurposing the tennis courts is one of the things that we would like to do as a board since that area is not being utilized as much as it could be.

Member asked about a part for small dogs. Suzy said a small dog park had been suggested coming off of the larger park in an L shape. It is a budget item and should be added to the 5 year plan.

Member said the sites along the Sunfish Circle are very small and plus was there any plan to enlarge some of the tent sites at Pelican point. Herb said we did budget to move the pavilion 3 to Pelican point as a shelter for the tent area but no plan for enlarging or changing the tent area has been planned.

Member complained about when the Deloreans were here and traffic was backed up on Sandbridge road. She wanted to know how something like that will be dealt with in the future. She felt it was a safety issue for both people coming down Sandbridge road as well as in the park itself. Suzy said we need to plan for extra security or volunteers to help get the cars parked. Discussion was held about how to handle the extra traffic and people. The board will look into this more before Memorial Day.

Member asked about the 60-day policy for reservation. Herb said it was 60 days for members, 30 days for guests. He said he was told 30 days, Herb said to get with Geoff to resolve the reservation. Herb asked for patience as we have had a turnover of personnel in the office and most are learning the systems. Member asked if we were bringing in temporary workers from an agency. Another member said that is a great way to have people to handle your business as it is cost effective especially during peak times. Herb said we are looking into that as well.

Member asked about the controversy over the flags last year and if there was any rule on flags being flown. Herb said the board has created a rule due to a lawsuit brought by the person who created the controversy last year. He gave an overview of the lawsuit and settlement of the case as well as how the rule was written. He stated that we did not want to

eliminate all flags as many people like to fly team flags, holiday and happy camper flags but because the judge in the case determined that all three flags were offensive, this rule was instituted unanimously by the board. Below is the new rule regarding flags.

**6.7 RESTRICTIONS ON DISPLAYING OF FLAGS, PENNANTS AND GARDEN FLAGS:** No flag, pinnate and/or garden flag may be flown or displayed from a camper, site or golf cart that has been deemed offensive by Local/State/Federal governments. Examples of prohibited displays are; but not limited to; e.g., Swastika, ISIS, ISIL, Confederate Battle Flag (Stars and Bars) and other flags which have been associated with hate groups. First offense, the owner/guest will be asked to remove the displayed item. Second offense, the owner/guest will be expelled from ICR property and referred to the Board of Directors for reinstatement of privileges. (Rev. 3/17)

**A motion was made to adjourn:** Suzy made a motion to adjourn. Gary seconded and the motion passed. The meeting adjourned at 8:48 pm. Next board meeting is Thursday, May 4, 2017.

Respectfully submitted, \_\_\_\_\_

Certified as accurate: \_\_\_\_\_ (Secretary)

Approved: \_\_\_\_\_ (President)