

# Indian Cove Resort Associations, Inc.

## Board of Directors' Meeting

August 3, 2017

**CALL TO ORDER:** Byron Martin called the Board of Directors meeting to order at 7:01 pm in the Indian Cove Resort Clubhouse.

**PRESIDING OFFICERS' COMMENTS:** Byron Martin asked that all beepers and phones be turned off so that the meeting will not be interrupted. Byron 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: Byron Martin, Chris Shaw, and Todd Beck. Byron announced that three of four board members were present and that we had a quorum.

**MINUTES:** Byron Martin waived the reading of minutes as all board members had received them by email. Minutes approved by the board. Todd made motion to accept the minutes as provided. Chris seconded the motion and the minutes were approved.

**TREASURER'S REPORT:** Byron 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:** A discussion of Collections was held. Gary reported that he would cover that in the Manager's report. Byron reported that additions and corrections to our Rules and Regulations and our Bylaws will take place when the entire BOD is present. Byron reported that Wifi search is still ongoing due to the extreme cost from Cox and others that will force ICR to include Cable TV, however Tango Net is being considered. Golf cart storage has 8 spots of 10 left to sell at \$125 per year. Pool furniture has been ordered and 20 new lounge chairs will be added to the back pool in two weeks. The Adult Lounge is virtually finished. We are awaiting a new Dart Board, Tables for the inside, Pup Tables for the outside, and a TV for sports events. Speed bumps have been added to the park with more to come, seven installed to date. Discussion was held on distance between the speed bumps, along with requests to extend them all the way across the road, or at least block the sides with something until we can get the 7 extended. Byron requested that the members police ourselves on speed. If a member is belligerent, send them to Gary. Discussion was held on the proposed Game Room where storage is currently by the front pool. Upon inspection by the Fire Marshall, it was discovered that the room is not to code and we will not be able to turn it into a video game room. Other alternatives are now being considered by the board. Byron reported that the suggestion box has revealed high praise for the uptick in activities for both adults and kids. Byron reported that the BOD is considering many options for the use of activities for that area including a bounce house, putt putt golf and others. Chris asked the membership to tell the BOD what they want to see at the tennis courts for activities.

**NEW BUSINESS:** Byron reported that the Q1 budget review would be held August 21<sup>st</sup> at 4:30pm or 1630 for military types. We are currently in the black. Chris added that the meeting is closed to members. Gary reported that our NO WAKE signs were removed per order of the Inland Game and Fisheries. Gary is working on replacing them legally, as they were not in a legal spot. An ICR member complained about the signs which provoked the visit by the IGF inspector. IGF will now be policing the canal. ICR is concerned about our Bulk Heading, and was advised by IGF to contact them for policing which will now include citations to boaters for violations including open alcohol, fishing license, etc. Todd suggested that we are probably preaching to the wrong audience here in the room, but please discuss boating issues with any of the board members, or Gary. Todd suggested to please not cast fishing lines out too far and leave them unattended. Gary reported that it is a boater safety rule recognized by the IGF and can be subject to citation. Chris suggested that members who witness violations, please video it with their cell phones, as each craft has a license number on it. Byron reported that other than the Fire Marshal for our suggested Game Room, ICR is in compliance with all others, and that before we open next season, Gary will invite the fleet of inspectors out to ICR for a volunteer inspection of the Park. Byron reported that we are still experiencing abuse of the staff by members. Byron requested that Gary and Jackie get involved and use their judgement to evict the member from the park. Profanity is out of control. Byron reported that courtesy and respect will be mandated. Byron reported that for members that are parked around the water way there is

an easement(understood), approximately 5 feet. A member asked a child to leave their area behind his unit. Byron suggested that this will be an addition to the Rules and Regulations.

**Manager and Maintenance Report:** Gary reported that store sales grossed \$10,481 for May. In June, it was \$14,082, and July it was \$21,012. Fiscal year to date is \$45,576. Estimated profit since May is \$15,476. To date, 113 deeds have been transferred, new, or swapped out. A total of 43 new deeds have been created. We now have 75 unpaid memberships down from 155 last month for a total of \$67,940. Final past due letters were sent this week. Next step for these will be collections. New deed promotion is still in place. Members who refer new people to purchase memberships will receive \$100 for each new membership purchased from that referral. We have hired a new Assistant Activities Director, and her name is Robin. Golf Cart Storage is in pond storage(5), and water plant storage(5). Incidents reported include a member running the gate at 2am in the morning. Byron suggested video surveillance. Wayne suggested a surveillance system from Sam's Club for about \$300. Byron told Gary to handle it. Gary reported 2 EMS responses, one with a brain aneurism, and one fell off Pavilion 4, and she eventually got up and was OK. Gary reported that a husband wife team came through the gate, but the husband used his card to open the gate for the wife. When confronted by security, the husband proceeded to curse out the guard. Gary will be having a conversation in his office with the member. Byron suggested that there is a VA Beach City ordinance that profanity is against the law. He suggested that Gary will have the power to evict a member for profanity. Byron asked all members to follow the rules. Gary reported that ICR is still chasing approximately \$1000 of unpaid propane, which \$500 has been collected. Gary is still working on how to charge for propane that is easy for everyone. Byron asked for membership suggestions to cure the problem. Discussion was held. Debbie reported that activity days have been extended, and the new assistant Robin is doing a great job. Robin takes a canoe out to collect drift wood for painting activities. Debbie asked the members to advise if there was something specific that they wanted for an activity.

**MEMBERS FORUM:** Member complained that security doesn't know who the members are. Member came through the guest side and security just let them in without a card. Also, guard let the same couple into the storage lot without ID. Chris suggested that there is a new procedure in place that a member will have to have a slip to give the guard to enter the storage lot. Discussion was held. Gary will address. Byron reported that there is ongoing discussion about ICR membership cards. More discussion was held. Member reported that she waited too long for a return of the fire pit and wood. Guard never received message. Store personnel forgot to message the guard. Byron suggested the 5 minute rule. If they haven't been taken care of, please re-call the office. Member wanted to have their membership card to get into the lot. Members giving their cards to others to access the storage lot is an issue for that procedure. Current process is access via the ranger. Gary explained that theft was an issue is why accompaniment is required. Further discussion was held. Member asked if the side walk across from bath house 2 will ever be replaced? Gary reported that it is on the list, but to include a narrow width to eliminate golf carts from using it. Discussion was held. Same member also asked about the playground upgrades for equipment and sand. Chris reported that the sand would be replaced with rubber rocks and that the equipment replacement is also in the 5 year plan. Concern was discussed about Round Up used on the weeds in the sand box. Byron reported that ICR would not treat for concern for the children. Same member asked why we are bringing in the food trucks. Chris explained that it is a pilot program set up by our activities director to test interest in not only the availability of food, but also what kinds of food would be most appealing to the members. If the pilot program works, we'll install it for next season. Fee not being paid because it is a test program, and does not compete with anything we sell at the store. Discussion was held. Same member asked if we could do the food ourselves. Chris explained that at the beginning of ICR we did serve hot dogs and hamburgers under what is currently the Adult lounge. It wasn't supporting itself, and ICR let the food handlers license expire. On top of that, the room is frequently flooded, which is a problem for food handling. Chris reported the 5 year plan is on the web site. Same member asked about miniature golf course and other suggestions on the tennis court surface. Discussion was held. Chris suggested that multiple things could be done at the tennis court area. Same member asked if we could police loud radios after quiet time is imposed. Byron suggested the member call security. Gary gave the new number, 24 hours a day, and on the web site. More discussion was held. Member asked if security was available in the middle of the night. Byron answered yes. Member complained about the dues increases. Byron explained that ICR is behind in repairs and upgrades, and that dues will go up to accommodate the projects that need to be done. Member asked about the aging tank. Suggested that we fix the tank before inspection. Byron explained that the tank will be repaired if it needs replacing after the inspection next month. Byron reported that the tank will be replaced and not repaired if and when it needs it. Member suggested an electronic way to attend a board meeting. Byron stated concern about non-members viewing the meeting as well. Member suggested that reading the minutes doesn't give the members the full effect of the meeting. Member asked if we

could mandate every member to sign off on the Rules & Regulations of the Cove. Byron said that we would take it under consideration. Discussion was held to explain. Member reported liking the food trucks in the park. Other members agreed. Chris suggested that the food trucks are not taking profit dollars from the store. Member complained that the food vendors are not obeying speed limit. Debbie has addressed it with the vendor. Member complained that speed bumps every 100 ft is too close. Discussion was held. Byron stated that other options have not been successful. Member asked if the BOD can authorize funds to be spent. Byron explained that the budget is the determinant of the funds being spent. Member suggested that he will run for the board. Chris stated that his seat and Herbs were up for election, and that anyone interested should run for the board. Member suggested that they cannot get water sites. Chris explained to the members that they should not take for granted that the site they want may be available if they could adjust their stay a day or two. Member complained that there were empty sites over a holiday. Byron advised that when a reservation is made, it belongs to the member that made the reservation whether or not they use it or not. Gary assured the members that there are fail safe's in the system to prevent people from making reservations that they are not supposed to make. Member complained that there are too many camper workers. Chris explained that camper workers are working sometimes when we can't see them. Byron stated that the work campers do a fantastic job.

**A motion was made to adjourn:** Chris made a motion to adjourn. Todd seconded and the motion passed. The meeting adjourned at 8:33 pm. Next board meeting is Thursday, September 7, 2017.

Respectfully submitted and certified as accurate: Christopher J Shaw (Secretary)

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