

Indian Cove Resort Associations, Inc.

Board of Directors' Meeting

July 6, 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, Herb Glaser, and Suzy Burlock, Todd Beck, and Chris Shaw. Byron announced that five of five 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. Suzy made motion to accept the minutes as provided. Chris seconded the motion and the minutes were approved.

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

Member questioned if anyone is allowed to camp if their dues were not paid. Suzy said no.

OLD BUSINESS: Byron reported that we now have security camera's in both the Trailer Storage, and Boat Storage. New Storage Lot Rules include using the Rangers for entry. Collections of annual dues year to date are \$43,000 short. Protocol is first letter of notification, second letter more stern warning, and third letter will advise collection disposition. New Memberships sold since Gary took over is 48. Reservations topic on bumping was discussed. The board decided that a member can reserve 60 days out of a reservation date, and 30 days out from a reservation date for guests, with no bumping of reservations, with the guest paying a deposit. Motion was made, seconded, voted, and unanimously passed. Byron suggested better planning by the members of their site reservations going forward. Chris suggested that an overlap may cause a specific non-availability, and working with reservations can help with when the member on the site leaves. Herb pointed out that the rule change would also be a By Law change which requires unanimous vote.

Member questioned voting by the board. It was explained to the member that by electing us to the board, that gave us their voting power. Byron stated that we will be adjusting some of the Rules and Regulations to reflect how we are currently working. Discussion was held on smoking at the pool. Byron asked if smokers could bring their own chair to smoke outside the pool. Herb suggested a second sand box for cigarettes at the back gate of the front pool. The 5 year plan was not put up on the web site last month, but will go up in the next couple of days. Chris stated that no numbers will be added to this plan yet, as the rest of the board has not approved it yet.

Our storage capacity is at peak. Wifi was not researched from last meeting, and will be done this month. Our Wifi is suddenly requiring a pass code to get in. Jackie will get that straightened out with the server. Member suggested modems in the bathrooms. Member stated that they could get Wifi at home. It was explained to her that ICR is a commercial account. Herb explained the running of the wire cost could only be absorbed if we took cable TV as well.

NEW BUSINESS: Golf Cart storage is becoming available. 10 spots total at \$125 per year each. 5 spots are at the water plant, the other in Trailer storage. New security protocol is first warning, then head of security visits, then if Gary has to visit the member will be expelled from the park until such time that the member in question requests a meeting with the board in writing. Byron suggested that personal problems with security or rangers should be brought to the attention of Gary. The Adult Lounge is complete, however some furniture is still to come. Byron invited everyone by to see it. Speed bumps are being installed throughout the park beginning next week. The Cove is making them ourselves. Speed bumps will not have the opening in the center. Member asked if a speed policy is in place. Byron answered no. Discussion was held on speeding penalty options, age of golf cart drivers, and how to resolve it through Gary. Member asked for the new Patrol House number, which is 757-407-1191. Pot holes were discussed and will be repaired asap. The handicapped restroom has been modified to include the removal of the threshold, and bars were installed in the seating cubby. Chris asked if a mat can be added for non-slip. Wayne suggested anti slip strips to be added to the epoxy grit floor. Discussion was held on the plan of the new game room at the front pool where storage is currently at with an entrance not on the pool side. Repairs must be made before it can take place, but it is in the works. Discussion was also held on the lack of access to the Club House. Gary will address. Member requested more activities for the kids during the week like they were last year. A new grass cutting protocol is in place showing on the sign in front of the store which of the 3 zones in the park will be cut on a certain day. Members complained about the grass being allowed to grow too high before cutting. Excessive rain this year has impacted the grass cutting. Byron requested the grass to be cut to the tree line on the first curve entering the park. Dave said he will if he can. Discussion on different ideas for the tennis court in terms of outside activities for the kids and families. Legal discussion was held on the bounce toy, and a waiver was suggested. Discussion as held on courtesy to the ICR Staff. Reservations closes at 5pm announcement made by Byron. Chris asked if the bike racks can be returned to the front of the store and at the back pool. Gary agreed. In addition, Chris asked about the pool furniture that was budgeted for this year, and when they were going to arrive. Gary agreed to have it purchased and installed asap. Herb requested that we put a barrier in to protect the playground behind the front pool against snakes.

Manager and Maintenance Report: New Rangers program to include someone to rove the park to make sure rules are being enforced, while security is at the gate. Since their beginning, multiple violations have been discovered. The program so far is a complete success. Discussion was held on the range of their duties. Learning curves are still being realized, but overall members are happy with the program. Member suggested voluntary security. Byron suggested to stay neutral, he'd prefer that be a paid position. Courtesy throughout the park was discussed. Manager's New Bring a Member in program says that if you bring a member in and they purchase a membership, you get \$100. Not transfers, only new memberships sold. Gary stated that he is managing wrong campers on wrong sites. Tracking down the owner is difficult. Chris suggested a tire collar to disable the movement of the unit even by the owner. Propane sales that haven't been paid is up to \$800 that Gary is chasing. Gary will be installing a prepaid program for propane refills handled through the store. Herb suggested that prepaying could require an additional swipe of a potential credit card, or debit card which costs the Cove a percentage twice for that one transaction. Discussion was held, and program will move forward as planned.

Maintenance reported that a bit more work needs to be done at the new Adult Lounge including finishing the renovation of the restrooms, adding a professional dart board. The arcade guy will also be installing a couple of adult machines in the new Adult Lounge. Member asked how they

could use it. Byron asked Gary to advise on a schedule for open hours. Speed bumps are being made, and will have some ready to install as early as next week.

MEMBERS FORUM: Member said minutes are not on the web site. Also, loaner helmets need to be disinfected. Member also complained about sand flees in the sand boxes at the playground. Member suggested marks on the pavement throughout the park on site boundaries like it is on Campers row and Creepy Circle. Member suggested diagrams are available that mark the road. Byron stated that the boundaries are from electric pedestal to electrical pedestal. Member stated that picnic tables are on the pad when she is trying to put her rig on. Byron stated that she could call the Rangers to move it for her. Member asked if we could advertise the rules changes before they are installed. Byron said they are announced by Gary on our Facebook. Member asked why they cannot vote on ICR issues. Byron explained that members vote board members in to speak for them. Suzy explained that Rules changes and Bylaws changes require only board member votes. Declaration changes requires 51% of the active members vote. Member complained that the activities for the kids is lacking compared to last year. Byron asked Gary to engage Debbie in increasing activities for kids. Member asked about moving Pavilion 3. Byron stated that since some of the property is not owned by ICR, we will be moving it elsewhere. Member complained about the cones for the holiday week end up to the store. Byron explained that deterrence of unpaid guests and relieving the traffic issue on Sandbridge Rd was the objective. Member suggested that they had to wait too long to get in. More training is necessary for the new staff, and we will work on it. Member asked if the guest fee for worker camper's guests is the same as members. Byron stated yes. Member was confused about the increase in dues because of the water tank. Byron stated the increase in dues was to be fiscally responsible as a company, and to keep us away from our reserve. Member complained that the store is closing too early. Member asked for clarification on funds available to escape projects like the water tank. Byron and Suzy said the tank is budgeted for.

A motion was made to adjourn: Byron made a motion to adjourn. Todd seconded and the motion passed. The meeting adjourned at 8:59 pm. Next board meeting is Thursday, August 3, 2017.

Respectfully submitted and certified as accurate:
_____ (Secretary)

Approved: _____
(President)