

Indian Cove Resort Associations, Inc.

Board of Directors' Meeting

May 4, 2017

Draft

CALL TO ORDER: Byron Martin called the Board of Directors meeting to order at 7:12 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, Suzy Burlock, Chris Shaw, and Todd Beck. Byron announced that all 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. Todd 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.

Included in the Treasurer's Report was the suggestion by Suzy that we pay off the reserve monies borrowed for fiscal year 2016/2017. Chris made a motion to pay \$61,950.00 which included interest back to the reserve fund, and Herb seconded the motion. Motion was carried unanimously.

Discussion was held on late payment of the storage lots which Gary updated the board that it is being resolved.

Suzy reported that ICR has received \$222,946.00 in dues to date.

Discussion was held on payables, and no issues were unresolved. Gary reported that we are moving away from Staples to Amazon Prime for office supplies, and Supply Room for paper supplies.

With no other discussion, Suzy reported that she would be approving a transfer of \$46,325.31 for expenses, and 38,000.00 for payroll for a total of \$84,325.31 to the operations account.

OLD BUSINESS: Chris brought up some unresolved issues of members from last month's meeting. Asked if we resolved the smoking table at the pool, it was. Asked if we could extend the hours at the laundry facility, we can open at 6am. Security will be responsible for opening the laundry room. Asked if we were still looking in to the security cameras in storage, we are. Asked if we were going to have additional security on Holiday weekends during dances, and DJ's at the Pavilion, Gary pointed out that we will have 3 Officers instead of 2, one at the Pavilion, and the other 2 securing the property. To eliminate backups on Sandbridge Rd, he plans to bring the car line up all the way to the store, stop and collect funds there. Fee will be \$10 per car instead of individual charges. Asked if speed bumps were going to be installed, yes and it's a part of the 5 year plan which should be ready in 60 days.

Suzy complimented Wayne and his team on cleanup of ICR after the storm.

NEW BUSINESS: Byron reported that the current late fee of \$25 for storage and dues after 30 days will be reverting to the Bylaws regulation of 18% late fee after 30 days. Discussion was held, and the board members agreed. Discussion was held on bumping reservations. The rule is that members can reserve 60 days out. Members can reserve their guests 30 days out. Between the 30 days out and 15 days out, a member can bump a guest from their reservation. Discussion was held on a guest abusing the bumping rule by reserving the rental for themselves, then last minute changing to a site, and having their guest take the rental, causing another guest to lose their reserved guest rental. Certain members are phoning in at their convenience to find out who they can bump. This practice is causing issues in the office. Suzy stated the rule for the congregation and further discussion was held. Member suggested that a member should not be able to bump a rental reservation that has a deposit on it. Herb further clarified the rule to say that a member cannot bump another member or guest on a site when there are other sites available. Suzy suggested we amend the rule to state basically "no bumping with other sites available". Further discussion was held on how to amend the rule. Chris suggested that last reserved guest is the first to get bumped, but Gary pointed out that, that policy would

cause larger unexpected issues. Holiday weekends were identified as the problem. Gary explained that problem members would be kicked up to him for resolution, so that reservations would keep moving. Chris suggested a no bumping policy with a "cancelation waiting list". Gary stated that we have one, but we could inform members better of its existence. Chris suggested that members know the Holiday sell out possibility and should plan accordingly, and no bumping should be allowed on holiday weekends. Gary resolved the issue that started the problem. Herb confirmed blackout dates applying to Coast to Coasters. Chris suggested that we make a Bylaw to resolve the issue as the Cove gets more memberships. Herb suggested that the topic be further discussed as a board. Members pointed out other ways that the rules on reservations are being manipulated. Member suggested that if a member is reserving the rental, they are stuck with it. Also suggested was that rentals are firm at 30 days and not up to 15 days. It was decided that the board would discuss further before taking action.

Byron pointed out that some of the Rules and Regulations will be cleaned up for clarification. Example: the pool times and openings will follow the contract with the pool service. Herb pointed out that until we get the permits from the City the pools cannot open regardless if they were ready or not. Chris clarified that the pools will be open from Memorial Day to Labor Day with the back pool being extended until the end of September.

Discussion was held on the availability of firewood. Resolution was that firewood would be sold during store hours. Gary pointed out that theft was an issue. Gary suggested the store close on Holiday weekends when the business stops. Discussion was held on pricing. Gary will set the price at \$1 a stick.

Manager and Maintenance Report: Gary reported that due to the storm, he is working on multiple issues for the Holiday weekend coming up including the grounds, the store, new memberships, collections, etc. New memberships had slowed per rules of VA Beach filing, but Debbie Martin now has it under control. Two new reservation clerks starting on 5/8/17 to relieve the backups in reservations.

MEMBERS FORUM: Member asked if temporary storage is working as it should. Gary is still cleaning up that and the storage lot as well. An audit is in motion. Todd clarified that temporary storage was 21 days.

Member suggested the 7 day leave policy between reservations when the park is not full should be looked at. Gary explained that status would change our business identity from camp ground/resort private membership owned to sort of a hotel status. Gary also pointed out that it would open the door for new massive abuse.

Member asked about Wifi. Herb explained that Cox came out to inspect how many poles were needed now that we are interested in Wifi only. Gary pointed out that the new technology will travel to the most needed place in the park. Gary is waiting on final figures and time frame for completion since some trench digging will be required. Suzy pointed out that this project would not have upfront costs.

Member asked if we were considering being open all year round. Chris suggested that it would be cost prohibitive at the current dues rate.

A motion was made to adjourn: Herb made a motion to adjourn. Suzy seconded and the motion passed. The meeting adjourned at 8:28 pm. Next board meeting is Thursday, June 1st, 2017.

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

Approved: _____ (President)