

Indian Cove Resort Associations, Inc.

Board of Directors' Meeting

November 3, 2016

Approved

CALL TO ORDER: Herb Glaser called the Board of Directors meeting to order at 7:00 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, Chris Shaw, Herb Glaser, and Suzy Burlock. Sandy Knowles was absent. Herb announced that four of five 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. Chris seconded the motion and the minutes were approved.

TREASURER'S REPORT: Gary Martin read the Treasurer's Report. The report is available in the Reservations Office for members to view.

OLD BUSINESS:

Halloween at the Cove: Robin said the Halloween holiday was three days of pure fun with no major incidents. Collected \$2,000 in guest fees and \$400 for hayride. The store sold \$4,000 of merchandise. Everybody had a great time. There were two hayrides this year as the farmer across the street was kind enough to loan us a second hayride. The tractor blew a tire near the end of the night, which will need to be replaced. At the end, we allowed people to walk through the haunted area. She said it was so popular, the Cove could have had three hayrides going through. Delorean's packed the house on Friday night. Trick or Treat was huge with lines out the gate. This was the most attended Halloween ever, there were only two spots left. It was a wonderful week.

Well/Water Update: The head has been replaced so the water is doing fine. The bladders should be added in a couple of weeks. No issues with the full park. They went around today and checked the water around the park.

Grass in the middle and banks: Chris said it needs to be cut. They need to get weed whackers out. Robin said this week has been very busy with Halloween and fewer people. He is requesting that the next year that they need to get the weed whacker out in the middle. Suzy suggested that some of the stuffed animals look a bit sad in Winston's forest and could we clean that up a bit.

Concrete speed bumps: Chris asked about the speed bumps and it will be tabled to the budget meeting and asked Robin to have it ready for that meeting.

Back Storage leveling: Chris asked if we are doing the other side of the storage area this winter. Robin said it is planned for January if there is enough in the budget to do it. If not, it will need to be in the budget.

Moving Storage trailers: Chris asked again about moving the temporary trailers to where the basketball court is currently and put in a portable basketball hoop in the tennis court area. Chris said he checked and of the 39 trailers in temporary storage only 14 had tags. Discussion was held regarding tags and insurance of trailers in the temporary storage. Robin said some of the issues are people leave the park but leave their carts and/or trailers with other members. If we had a place where you had to go get a key from the guard, the Cove would have more control over who is parking trailers temporarily. The front area would need to be prepared first and may require a plan to get it ready for parking trailers.

Rental Trailers: Chris asked when the rental trailers are vacated and cleaned that they make sure the a/c units are turned off. Robin said she would make sure the cleaning crew knows to turn them off.

Clubhouse Cable: Robin said she doesn't have the budget for it at this time.

Bridge: Chris asked about the Trex decking for the footbridge. Robin said the cost would be 15K to do that kind of decking. Chris asked about the stuff on the railing could be put on the decking. Suzy said that the railing stuff is sharp and could scrap bare feet and that could be worse. Chris suggested that we power wash the deck and sand it as a maintenance every year.

NEW BUSINESS:

Schedule of 2nd Quarter Budget Review: Scheduled for Saturday, December 3rd at 9 AM.

Manager and Maintenance Report: See Manager's Report attached below.

Member's Forum:

Member said the handicap bathroom just isn't function for someone in a wheel chair. The new showerhead doesn't go down far enough and doesn't fit in the slots. Can't reach the water controls if sitting on the chair. Herb said it needs to be redesigned. Robin said she would do a walk through with the member to see what the issues are and how to make it fully accessible. Robin also invited the member to visit North Landing Beach Resort together as it just had new redesigned bathrooms. Robin said it needs to be ADA compliant and if we do it we want it to be compliant. Health Department does inspect the pools and baths for compliance but Robin was told that because we are a private campground, we do not have the same level of compliance. Member said doing the basics gets a person in a wheelchair independence in the showers.

Member asked about the store making money. Robin said absolutely.

Member asked about the collection agency and who was better. Robin said they do different things. The lawyer can do the liens. The agency is doing a fantastic job but he can't litigate and we only pay if he collects.

Member had a tree fall on his camper during Hurricane Matthew. He wants to personally thank the staff and the tremendous job they did in removing the tree without further damaging the trailer. He would like to thank and have them recognized in the minutes: Wayne, David, Bobby, Chap, Debbie and Diane for their hard work. He is very appreciative and so is his insurance company.

Member asked if the budget review is open to the membership. Herb said it is closed to the membership.

Member asked about the emails and the follow-ups of the previous meetings and asked about from the two hour session two months ago and where that stands and when will they find out the answers to the questions. Herb said he dropped the ball and will discuss it in the December 3rd budget review and get back to the members.

Member asked that now we have a bookkeeper what is the former bookkeeper doing now. Robin said she has moved her to reservations and will be the reservations manager and still does collections.

Member asked about the winter work help. Robin said there will be a couple of guys to work on projects and staffing next year. Robin said Suzy had a good idea to advertise in Work camping magazine and get true work campers from May to October. Member asked if there is a criminal background check and drug testing done for workers. Discussion was held on how to drug test, the costs and where to do the testing. Herb said that is a good idea and would have to talk with the attorney about it. The board will have to discuss this and if it is to be a part of the hiring process and what the cost would be.

Member asked about the speed bumps in the front of the office and if they will be removed. She mentioned about plastic speed bumps are used at the hospital and if we could do that type. Herb said there was a discussion when the board talked about the last assessment and removing those bumps and unfortunately it did not make it into the assessment letter so it could not be done. Chris said that we should remove those but we need more in the park to slow people down.

Member asked if we will have another assessment. The board said we are trying to avoid that and why we are working on the budget and 5 year plan very seriously. Herb said our first goal was to not use the line of credit and this year we may be able to stand before the member and say we did not go into the red. The 5 year plan will keep us from using it in the future as well as not to have to do assessments.

Member asked about the bathhouses roofs. Herb said when we meet in February we assess repairs that need to be done and budget for. Bathhouse #3 roof, the pedestrian bridge and small pool repairs were budgeted in this year without doing an assessment. Capital improvement fund should make a difference in the future.

Member asked how the board knows if the money spent on bathhouse #3 roof wasn't as wasted. He questioned the rental of the scaffolding as he saw it sitting for two weeks. Herb said we asked at the budget meeting in February how much it would cost and allotted the amount to budget it. Robin said this project was on budget if not under budget and the Cove is pretty thrifty. Robin said it was a 30 day rental and it was used for bathhouse #3 but also for two other projects as well. She suggested the member be part of a committee to help.

Member said he would like to run for the board. Herb said as a candidate, you will be invited to the February budget meeting but can't vote on the budget. The only part of the meeting candidates can't be part of is salaries of employees. The resume is 150 words about you that gets published as part of the ballot. Chris said we are going to come armed with a 5-year plan and get it approved as well as continued every year after implementation.

Member asked if there can be more than five board members. Herb said that would require a change the Declaration and that would require 51% of the membership to approve that change. Every year there is two or three board members depending on the year is up for election. Herb said the bylaws outline the terms and responsibilities of the Board. The only thing that happens internal to the Board is the election of the President and the Secretary.

Member asked about bands at the Cove. Robin said the Deloreans cost 3K and brought in 10K. The member said that is crazy and said they should have other bands that are less expensive. Robin said someone needs to listen to them and bring them in but bands like the Deloreans do bring in the people. The membership wants them and asks for them to be here.

Member asked about committees and volunteering to help the park out. Robin said the Cove used to have volunteers but as time went on volunteers didn't show up. She stated the Cove is a business and things like the water treatment, sewer and other workings of the park. Robin would love to have committees as long as she doesn't have to be in charge of the committees and budget concerns keep what paid staff can work on. She would love to have help. Herb said the Bylaws allows for committees and the Board can appoint committees but you've have to have volunteers as well.

Member asked if anyone knows how to tie a trash bag and asked if people would please tie their trash bags before they put them in the trash. Member also said please use trash bags and not just dump into the cans directly.

A motion was made to adjourn: Chris made a motion to adjourn. Suzy seconded and the motion passed. The meeting adjourned at 8:59 pm. Next board meeting is Thursday, December 1, 2016.

Respectfully submitted, _____

Certified as accurate: _____ (Secretary)

Approved: _____ (President)