

Indian Cove Resort Associations, Inc.

Board of Directors' Meeting

September 1, 2016

Approved

CALL TO ORDER: Herb Glaser called the Board of Directors meeting to order at 7:07 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 Sandy Knowles. Suzy Burlock was absent. Herb announced that 4 out of 5 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.

TREASURER'S REPORT: Gary Martin read the Treasurer's Report.

Cash Balances as of September 1, 2016	Town Bank Checking & Savings	\$338,443.11
	Bank CDs & Stocks	\$250,934.71
	Cash on Hand	\$1,100.00
Grand Total:		\$590,447.82

Breakdown of request for funds transfer:

Robin Helfant has requested a funds transfer of \$134,606.36 to the Operations account. The current outstanding balance on the line of credit is zero.

Planned Bills & Expenses	\$73,606.36	\$74,000.00
Operating Expenses	\$393.64	
Gross Wages	\$59,000.00	\$59,000.00
Gross Wages Taxes – Employer	\$4,000.00	
Total Expenses		

Account Balances	Current	Transfer From	Transfer To
Money Market	\$318,439.04	\$133,000.00	
Line of Credit	\$0		
Operations	\$1,533.75		\$133,000.00
Payroll	\$235.91		
Store	\$9,986.65		
Grand Total	\$330,195.35	\$133,000.00	\$133,000.00

OFFICER'S REPORTS:

OLD BUSINESS:

Membership Dues Collected: Robin said 7 liens that the attorney put on very past due accounts. She met with new collection agency and gave him 50 past due for last year and this year. Chris stated he has come recommended and does very well at collection. A full-time collection agency with a call center, it doesn't cost any more than the attorney. We don't pay unless they collect. Herb was concerned about the lack of communication with the rest of the board about hiring this agency.

New/Replacement Lawnmower: Robin has purchased a new mower for 9,434. It is a Bad Boy and has a 2 year guarantee. It is much quicker to do the lawn. The old mower will be repaired and be used as a backup mower and most likely will not last too much longer.

ICR Deeds: Robin has 15 ICR deeds. She has about 4 or 5 more coming back to ICR from bankrupt or deceased members.

Smoking signs and areas at the pools: Last month the board past a new rule on banning smoking in the pool area and creating a smoking area outside the pool area. The signs have been posted. Robin said she has put in smoking areas outside each gates.

NEW BUSINESS:

Pending Projects:

Small Pool: The repair people will be onsite right after Labor Day. Robin didn't think it would take very long to complete.

Bathhouse #3 roof: Weather permitting, it should start right after Labor Day. How long it will take once the singles are off to see what other damage may be needed to repaired. Two labors are being hired for this project.

Pedestrian Crossover Bridge: Robin said that we have to get a barge to lift the bridge to replace the rotted beams underneath. She is aiming for November/December to complete this project as it will be cooler and not as busy.

Halloween at the Cove: Hayride has been going on for 3 years and planning it again this year. Halloween at the Cove is always be the weekend before Halloween and this year it lands on October 29th. If anybody is interested in helping out for the hayride through the storage area, please let Robin know.

Suggestions Box:

Dance Floor incident: A small child was on the dance floor and adults while dancing knocked the child over. The problem was no one came over to get the child. At the same time, an adult took a spill trying to avoid falling on the child. Herb said adults need to take responsibility to watch their children on the dance floor. Member asked about babysitting at the clubhouse and it was nixed due to the liability to the Cove should an incident occur.

Adult Lounge 1st floor: Member asked about using this area as an exercise area with equipment. However, this area of the lounge is susceptible to flooding and water coming in. It is currently used for storage especially Halloween decoration storage. Herb suggested that we price it out and see if people have equipment they would like to donate and see if there is any interest. Member asked about changing the room. Herb said that we are not repurposing the room just adding equipment to the room as many members have suggested in the past. In the past, the lower area was an exercise area. Member asked about liability with the exercise equipment. Chris said signs that say not liable for anything that occurs in the room and posting those warnings would eliminate liability.

Manager and Maintenance Report: See Manager's Report under separate cover below.

Member's Forum:

Member said they like getting another collection agency and can we eliminate using the collection attorney. He likes the idea of working with the agency as they tend to produce better than attorney. Chris said we should keep the attorney as he can litigate whereas the agency can't.

Member asked about bathhouse #1 has a section of fascia missing and wants to know if squirrels were getting in. Wayne said nothing was getting in and the section should be in Tuesday. Herb verified with Wayne that the repairs would be done Tuesday or shortly thereafter.

Member said the meetings are on the first Thursday of the month and while he enjoyed coming, this timeframe was not good for a number of members. He was curious if there was a way to teleconference the meeting. Herb said there needs to be a service with a passcode and we would have to look into how much it would cost.

Member asked for an executive meeting without the manager. Herb said there would be a meeting directly after the board meeting.

Member said the "family" bathroom should be designated for "handicap" only. Another member said we are required to. Herb said a "handicap" accessible doesn't mean others cannot use. Robin said the family bathroom does need an upgrade. Chris asked Wayne if that bathroom can be upgraded to ADA compliance and the lock changed. Keys can be issues to disabled members and guests when they check in. Member asked if Robin could put a memo out to letting campers know if they have a problem with their disabled adult children come to the member and not yell at their son or daughter. Do not approach these children go to their parents. Herb asked the member to bring it to Robin and she will address it. Herb said people may be shouting at them to slow down and not actually yelling at them. Chris said we should put a reminder in the minutes to not discipline other people's children. Another member asked if the Cove could have yellow bands so all kids can where with their site number. This way if there was a problem or if security stopped them, they would have a band on. Robin suggested the member have signs printed saying "Caution Handicap Children" and place them on their site when they check in.

Member said he read about the Wi-Fi in previous minutes and wanted to see if we had an update. Herb said we had several updates over the year. He said we had Cox come out and do a survey and gave us a price on putting in cable. They would not charge us but expected us to sign a five year contract to make monthly payments of \$6,000. We discussed and said we could raise dues, assess the members or get a pay as you go service that members would pay. Chris said he uses his hotspot on his phone. Herb said there will still be a cost to upgrade the Wi-Fi, no matter what direction we take.

Member wanted to know if we could get internet for the smart TV. She said the kids wanted to have an Internet Café at the Clubhouse to watch YouTube videos. Herb said we would have to set up a firewall to restrict access and content. There would be a cost and we need to budget.

Herb asked if there were any other questions.

A motion was made to adjourn: Sandy made a motion to adjourn. Chris seconded and the motion passed. The meeting adjourned at 9:09 pm. Next board meeting is Thursday, October 6, 2016.

Respectfully submitted, _____

Certified as accurate: _____ (Secretary)

Approved: _____ (President)

Manager's Report

September 1, 2016 – Board Meeting

Incident Reports for the month of August

Number: 8

- Theft (2) \$1,600 in fishing gear stolen from site 192 (off back of trailer) ski jackets stolen from boat next door at 193 (looks like boat came through from possibly Lago Mar; police report filed)
- Rules Violation (2) not picking up dog waste \$50, dog off leash warning, speeding warnings
- Accident – (2) vehicle in laundry parking lot hit by another member; police report filed, someone hit a trailer in trailer storage while backing into space
- Member Conflicts (1) confronted Manager when asked to slow down (kids in bed or truck)
- Men's bathhouse 2 stall 2 someone scrapped words in the paint

Activities

- Plans for Labor Day Weekend changed due to weather – Boucy houses canceled, DJ for Friday and Saturday still watching weather
- Plans to have generator at Clubhouse for movies, games and crafts

Administration/Bookkeeping

- Collecting past dues and late fees
- Collections Attorney – have not received payments on the liens processed
- Met with new company out of Richmond – Curtis Meade; have turned over 84 files totaling \$156,345 in past dues
 - These are folks past due 1-2 years and in some cases member has two deeds
- Working to get deeds back from family members of deceased and past due (In-house has been very effective – Ashlei is making collections a priority)
- Preparing tax items for Auditor 2015

Bathhouse 3

- Roof construction to begin Tuesday after holiday weekend; estimated completion time

Deeds

- Sold 0 deeds in August
- Still have 15 people looking for deeds
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Employees

- Employee shortage due to illness, termination and back to school
 - Security and Maintenance needed

Grounds

- New lawnmower is working great; makes job easier and can mow larger areas
- 3rd zero turn has been repaired but only used for small areas or as a backup

Security

- Three guards on out due to urgent medical
- Ordered flutter flags to place throughout park

Store

- Continuing to increase store merchandise thereby increasing sales
- Sweatshirts in along with 24 oz Tervis cups

PROJECTS:

- **Trailer Storage – weed entire storage area**
- **Bathhouse 3 – roof**
- **Bridge – refurbish**
- **Onsite Storage – weed**
- **Bathhouse 2 – replace women's door**
- **Bathhouse 4 – family bathroom upgrade**
- **Bathhouse 4 – door knob replacement**