

Indian Cove RV Resort
1053 Sandbridge Rd.
Virginia Beach, VA. 23456

ICR Board Meeting Minutes
President: Suzanne Jenkins

Saturday,
8 July 2023
Pavilion 4

Meeting Commence: 11:01 AM

Meeting Closed: 12:32 PM

1. Call to Order.
 - a. Board of Directors Roll Call.
 - i. In Person/Present:
 1. Suzanne Jenkins
 2. Jeff Miller
 3. Bonnie Herring
 4. Bill Placek
 5. Jason DiPietro
 - b. Management in attendance:
 - i. In Person/Present:
 1. Jackie Livingston
 2. Dan Ault
 - c. Members desiring to speak before the board or having questions for the board were requested to email the Board, namely Bill Placek (Secretary). All members requesting time will be afforded time to speak to the Board, all items brought before the Board that are not addressed during this meeting, will be tabled and addressed as old business during the next Board Meeting.
 - d. Please silence all phones for the duration of this Board Meeting.
 - e. Please maintain decorum when observing the Board Meeting. Verbal outbursts during the meeting will not be acknowledged. Please show respect to all speak when they have the floor.

- f. The Board Meeting will follow the process provided from the Agenda that was provided to all members in good standing, previous to this meeting.

2. Manager's Report was provided.

- a. The Water system will have a new industrial filtration system installed 12-13 July 2023 to provide better water quality and filtration for the park. This should remove the excessive iron in the water that is provided. We also changed the softening agent in our water softeners to provide better water quality and reduce strain on our current water softener to the park.
- b. The Pool fences have been replaced and in the reinstall, members notified management of difficulty in using the locks on the fence, due to the height of the locks in reference to shorter adults. We have ordered new latch mechanisms and should have those delivered in the next day or so. They will be replaced as soon as the new equipment is delivered.
- c. The bulk head in vicinity of the Boat ramp and Pavilion 1 is scheduled to be repaired by the end of July. The contractors we have conducting the repairs already secured the support posts for Pavilion 1 in preparation of the repair work.
- d. We have a great team on staff right now. All of the staff are doing their best to get the park to look great. Joey, our Lawn Crew lead is currently working to continue the improvements with the park.
- e. Dan Ault was introduced as the Assistant General Manager. He brings a lot of experience to the team. He has 30 years of Public Service, retiring as the Police Chief in a town in Wisconsin. He then was asked to take a position as that city's Manager. During that time he dealt with the processes of addressing water processing, sewer processing, as well as several other capitol improvements within the city limits. He is well versed in the communications of Federal, State, and Local government and regulatory agencies, and has already been a vital addition to this team.
- f. The Store's Point of Sale program is being discontinued. We are transitioning to a more modern system (LightSpeed) to allow for better transaction process.
- g. Bathhouse 2 and 3 currently do not have Air Conditioning. The previous contract did not meet expectations and a new contractor is working to correct these issues. The AC units in both locations should be corrected within the next week or so.
- h. Our new cabins and the rental trailers are a big hit. To ensure we have them for extended time and to keep our investment going, all of the rental properties have a designated monthly maintenance program. Please note the upcoming maintenance.
 - i. Site 107 will have it's Deck cleaned and treated as soon as there is a open block with no renter.

- ii. Site 113 will have pressure washing conducted by the end of July. We also are adding additional propane detectors to improve the safety in the unit.
 - iii. Site 114 had a window broken during the last rental. Williams RV will be repairing that window momentarily. Also the water hook up was leaking and is being fixed as we speak.
 - iv. Site 116 will have it's Deck cleaned and treated as soon as there is a open block with no renter.
- i. Both Cabins now have WiFi via a T-Mobile Tower. It is password protected.
 - j. Both Cabins now have a TV installed.
 - k. New windows were installed in the Guard Shack and Lounge.
 - l. A new Air Conditioning Unit was installed in the Clubhouse, The contractor that did this install, will also be doing our A/C repairs and maintenance on all other units.
 - m. New Cameras have been installed and the previously installed cameras are already paying off.
 - n. We are currently looking for quotes on Janitorial services to assist in the current housekeeping staff. If you have a janitorial business and would like to provide quotes on a 4, 5, and 7 day/week contract, please contact Dan or Jackie.
 - o. At this time the Manager asked if anyone have questions or comments for management.
 - i. Member inquired about upgrading the WiFi for the who park and pressed that should be a priority for the park.
 - 1. Management stated that it is on the list for improvements, but other items, unfortunately, have to be a higher priority.
 - ii. Member inquired about allowing better parking for golf carts in the vicinity of the playgrounds, namely the front playground.
 - 1. Management stated they would look into options.
 - iii. Member inquired who/why people were permitted to park trailers in the front general parking lot, when it isn't supposed to be permitted.
 - 1. Management said they would address issues like this on a case by case basis, but the individual that parked the utility trailer in the front lot, did gain permission from management.

3. Treasurer's Report was provided.

- a. Bonnie provided the statement for all in attendance. Copies will be provided to all members in good standing, with a request to Management.
- b. We have 1393 deeds amongst 1055 members.
- c. Deeds in Collections/Delinquency: 115
 - iv. note that all that are in collections are being sought out for the cost of deed, late fee, and legal fees.
- d. We have a list of members who desire the financial statement be emailed to them. If you would like to be added to this list, please contact Management.

4. New Business.

a. Ratified Votes.

- i. Motion for Boat Ramp bulkhead funding for repair/replacement made by Suzanne Jenkins. (\$77K)
 - 1. Seconded by Bill Placek.
 - 2. Carried by unanimous vote.
- ii. Motion for new water filtration system made by Bonnie Herring. (\$27K)
 - 1. Seconded by Bill Placek.
 - 2. Carried by unanimous vote.
- iii. Motion for funding for Sewer Treatment Plant development Engineering funding made by Suzanne Jenkins.
 - 1. Seconded by Bonnie Herring.
 - 2. Carried by unanimous vote.
- iv. Motion to fund three additional security cameras made by Suzanne Jenkins. (\$4,400)
 - 3. Seconded by Bonnie Herring.
 - 2. Carried by unanimous vote.
- v. Motion for funding of an additional influent tank for Sewer Treatment Plant made by Bonnie Herring.
 - 1. Seconded by Suzanne Jenkins.
 - 2. Carried by unanimous vote.

b. President presentation on Sewer Treatment Plant

- i. Management and the Board has noted the Sewer Treatment Plant (STP) is currently approaching the end of its Service life (46 years old).
- ii. Initially the system was set up to handle 35K gallons of waste/ day
- iii. Usage is not the only variable in the processing numbers. Flood waters have a very large impact as well. We are conducting some mitigation processes (i.e. self sealing sewer caps), but everyone should be aware and replacing the sewer caps fully and correctly when disconnecting from the Sewer. During times of flooding, members may be asked also to maintain waste water (Grey and Black) on station to allow for the current plant configuration to catch up.
- iv. The growth of the park membership, usage, size of RVs have set us to this point.
- v. Current notification from the Virginia Department of Environmental Quality (DEQ) is that the plant is falling behind in the current and upcoming regulations for Sewer Treatment in Virginia and specifically in Virginia Beach. We are addressing the communication with DEQ and have met all follow-on requirements in accordance with said notification.
- vi. Management and the Board has found a seasoned Engineering Firm (Koontz, Bryant, Johnson & Williams) to assist in the path back to compliance and replacement/upgrade of current plant.
 1. The Engineering firm has assigned 4 members of their firm to handle our process and assist in our plan.
 - a. Environmental Engineer
 - b. Geologist
 - c. Industrial Engineer
 - d. Project Manager
 2. Engineering Firm has 30 years experience in this topic.
 3. Firm has great experience with VA DEQ, to include communication, processes, and compliance requirements.
- vii. New demands push us into getting a system that handles 45-75K gallons/day. That is currently being better defined through monitoring through 1 August, where the usage requirement should be better defined. This information will assist in getting to the bottom line of cost and better provide a timeline for project planning, permitting, and execution.

- viii. There are four options for the STP.
 - 1. Total replacement of the Plant. (lasts 50+ years)
 - a. cost varies based on community demand.
 - b. Annual operating cost would be approximately \$17K.
 - 2. Repair current Plant issues. (last up to 5 years)
 - a. only a temporary fix and would be difficult to maintain environmental requirement changes.
 - b. Annual operating cost would be approximately \$17K .
 - 3. Repair Plant and add additional Expansion Tank. (last up to 20 years)
 - a. larger capacity but only a temporary fix and would be difficult to maintain environmental requirement changes.
 - b. Annual operating cost after the addition would be in excess of \$177K.
 - 4. City Connection. (50+ years)
 - c. Very expensive and annual usage would be in excess of \$118K.
- ix. As a mitigation, to allow deliberate and dedicated attention to the evolution of this process, we are renting a 20K gallon additional influent tank to assist in the STP's ability to not be over run, as well as assisting the lift stations on not backing up.
- x. Cost can not be fully defined as the process in this capitol improvement is in it's beginning phases. But The Cove has absolutely no Debt to date.
- xi. Without a properly working STP, the park cannot continue to be open.
 - 1. We already are taking step to ensure that the park does not close.
 - 2. If members have any questions after this meeting, please feel free to contact the Board.
- xii. As information is available, Management and the Board will provide updates to all Members in good standing. This may be via meeting or email, to best expedite this information to you all.
- xiii. Suzanne noted that questions would be taken after the members that had requested to speak before the Board were recognized.

- c. Members Requested time before the Board.
 - i. Pat Davis presented a letter and framed picture from the Boy Scout troop that the The Cove hosted in February. Recognition for the event was provided for Victoria and Steve Segar, Brad and Cathy Lewis, as well as Bill Placek. The framed Picture was requested to be posted in Reservations so all members could see. The letter will be scanned and posted on The Cove website, as well as on Social Media.
 - ii. Additional Member that had requested to speak before the board yielded his time as the question he had was addressed earlier in the meeting.
- d. Open floor for Members questions/ comments.
 - i. Member stepped forward and introduced herself. She reported that there had been unequal treatment of her and her family by other members and that all Members should be treated equally and fair. She stated that the interaction was from fellow members, not staff or the board.
 - 1. Suzanne Jenkins stated that ill treatment that violates the rights of a fellow member would not be permitted and would find stiff response.
 - d. Seconded by Bonnie Herring and the rest of the Board and Management. Racism, and other prejudices will not find a home at The Cove. Penalties for that kind of conduct will be swift and harsh.
 - ii. Member asked if any other organizations are working with us on the STP planning and compliance. Also she inquired what the timeline looked like for the completion of the Capital Development. Lastly she asked if we have a Capital Implementation Fund.
 - 2. Dan Ault responded to the first question by stating most of the communication has been with DEQ, but other agencies are being talked through our Engineering firm. Jeff Miller answered the second portion of the question, letting her know the goal is completion within 18 to 24 mos. Bonnie Herring stated that we have been putting money aside in a fund for Capital development, as well as high ticketed items.
 - iii. Member asked about the cost of the Sewer Treatment Plant issue and what, if any assessments would be laid down. Member also stated that the assessment should not be based per deed, but by longevity of the members that have been here.
 - 3. Bonnie Herring reiterated that no cost has been determined as we don't know what financing we may be able to affect. Also she stated that until a actual price is provided with that, no true answer

may be provided. To do so would be irresponsible.

- iv. Member asked how many occupants are permitted in the Cabins. She stated that over the 4th of July, one of the Cabins had an excessive number of people visiting that site.
 - 4. Suzanne Jenkins noted that the cabins will host 6 sleepers. Jackie Livingston added that management does not do bed checks to verify 6 sleepers are in the cabins at any time. She also stated that a deposit is taken on reservation and damages are charged to that when/if damages occur.

- e. Bill Placek made a motion to adjourn.
 - i. Seconded by Suzanne Jenkins.
 - ii. Motion carried by unanimous vote.