

Indian Cove Resort Association, Inc.

Town Hall Meeting Minutes

Wednesday, August 5, 2026

Start: 6:00 PM

End: 7:17 PM

Clubhouse & Zoom

1. Call to Order

President Jeff Miller called the Summer Town Hall Meeting to order at 6:00 PM.

2. Roll Call

Board Members Present:

- Jeff Miller, President
- Troy Manley, Vice President
- Bonnie Herring, Treasurer
- Bill Placek, Secretary / Parliamentarian

Absent:

- Jimmy Landis, Director at Large (traveling to the Resort)

A quorum was established.

3. Opening Remarks

President Miller welcomed members attending both in person and through Zoom. He recognized the progress made throughout the year and noted the continued positive direction of the Association.

President Miller highlighted:

- Increased member participation and engagement.
- Continued improvements completed by management and staff.
- The Association's ongoing focus on maintaining and improving the Resort.

The purpose of the Town Hall meeting was to provide members with updates regarding Resort operations, completed projects, future initiatives, and an opportunity for member questions and discussion following the presentations.

4. Meeting Participation Guidelines

President Miller reviewed meeting participation guidelines and encouraged respectful discussion and member engagement.

Members attending virtually were encouraged to submit questions through Zoom. Members attending in person were reminded that questions and comments would be addressed following the presentations, speakers would be recognized by the Chair, and comments would be limited to approximately three minutes to allow participation from all members.

5. Manager's Report

General Manager Jay provided an overview of completed projects, ongoing initiatives, operational improvements, and future priorities.

Completed and Ongoing Projects

Management reported progress and completion of numerous improvements throughout the Resort, including:

- Replacement of aging stop signs throughout the property.
- Expansion of Camp Store offerings, including additional retail items and locally sourced products.
- Improvements to entrance landscaping and overall Resort appearance.
- Continued successful operation of the upgraded Water Treatment Plant, resulting in improved water quality.
- Installation of new boat dock fenders to better protect members' boats.
- Electrical improvements underway in the Clubhouse and Lounge.

- Updated housekeeping procedures designed to maintain cleanliness while improving efficiency.
- Installation of a soft-serve ice cream machine and additional Camp Store improvements.
- Replacement of the Back Pool beach ball feature with a decorative mural improvement.
- Installation of radar speed display signs to encourage compliance with posted speed limits.
- Continued basketball court improvements.
- Installation of a Resort-owned beverage vending machine near the laundry facility.

Management recognized the efforts of the Resort staff in completing numerous projects while continuing daily operations.

Future Projects

Management discussed several future priorities, including:

- Clubhouse interior and exterior renovations.
- Continued wastewater treatment plant improvements.
- Repair and replacement of deteriorated campsite concrete pads.
- Playground improvements.
- Pool equipment building improvements.

Staffing Updates

Management provided updates regarding organizational changes, including:

- Kevin transitioning to full-time oversight of the Water Treatment and Wastewater Treatment Plants.
- Mike joining the team as Maintenance Manager.
- Sophie's promotion to Assistant General Manager after successfully taking on increased operational responsibilities.

Management recognized the staff for their continued dedication and ability to accomplish significant improvements while maintaining quality service.

6. Treasurer's Report

Treasurer Bonnie Herring provided an overview of the Association's financial condition.

Due to ongoing accounting software issues, detailed financial statements were limited. Members were provided available financial information for informational purposes.

Treasurer Herring reported that the Association continues to actively manage finances, maintain reserves, fund operations, and support capital improvement projects.

She highlighted:

- Continued stability in membership levels.
- Active management of delinquent accounts through the Association's collection process.
- Continued contributions to reserve accounts, including the Sewage Treatment Plant Reserve Fund.
- Ongoing efforts to maximize investment earnings while maintaining protection of Association funds.

7. Old Business

Back Pool Renovation

President Miller highlighted the improvements completed at the Back Pool, including:

- Pool deck resurfacing.
- New LED lighting improvements.
- Enhanced appearance and functionality of the pool area.

Management noted that the lighting improvements will improve efficiency and reduce future maintenance needs.

Electrical Improvements

The Board provided an update regarding electrical infrastructure improvements at the Clubhouse and Lounge.

The upgrades are intended to improve safety, reliability, and long-term maintenance.

Bulkhead Repairs

The Board discussed completed repairs near the boat ramp following structural concerns with portions of the bulkhead.

New structural components were installed to improve durability and extend the life of the waterfront infrastructure.

Water System Improvements

The Board reported continued success with the upgraded Water Treatment Plant and noted measurable improvements in Resort water quality.

8. New Business

Association Bylaws Update

President Miller reported that the Board has completed an extensive review and update of the Association Bylaws.

Secretary and Parliamentarian Bill Placek explained that the Board worked with Association legal counsel to ensure the revised Bylaws remain consistent with:

- The Declaration of Covenants.
- Applicable Virginia law.
- City requirements.
- Existing Association Rules and Regulations.

The updated Bylaws focus on modernization, improved organization, clarification of responsibilities, and increased transparency for members.

The revised Bylaws will be published on the Association website for member review.

Emergency Text Notification System

Assistant General Manager Sophie provided an update regarding a new voluntary emergency text notification system.

The system will allow members to receive text alerts regarding urgent operational issues such as:

- Power outages.
- Water interruptions.
- Sewer-related emergencies.
- Other time-sensitive Resort notifications.

The system will supplement, but not replace, existing Association communications.

Winter Camping Policy

Secretary Bill Placek presented the newly adopted Winter Camping Policy.

The policy formalizes procedures previously managed through informal practices and provides clear guidance regarding:

- Eligibility requirements.
- Site assignments.
- Reservation procedures.
- Payment requirements.
- Member expectations.

The policy has been published in the Members section of the Association website.

President Miller noted that documenting these procedures provides consistency and transparency for both members and management.

9. Member Questions and Discussion

Members were provided an opportunity to ask questions and provide feedback.

Topics discussed included:

- Future entertainment opportunities and activities.
- Potential electric vehicle charging options.
- Electrical usage and conservation.
- Laundry equipment replacement.
- Employee and future Board member background checks.
- Road and asphalt maintenance priorities.

- Member suggestion box procedures.
- Credit card processing options.
- Coast-to-Coast program revenue.
- Future budget planning.
- Winter Camping operations and future considerations.
- Winter Camp Store operations.

The Board and management addressed member questions and explained that suggestions and concerns continue to be reviewed as part of ongoing Resort planning.

Several members expressed appreciation for recent improvements throughout the Resort, including improvements to water quality, facilities, maintenance, and overall appearance.

10. Closing Remarks

President Miller thanked members for attending and participating in the Town Hall meeting.

He recognized the Board, management team, and staff for their continued efforts throughout the season and encouraged members to remain engaged through official Association communication channels, including:

- The Association website.
- Constant Contact emails.
- The emergency text notification system.

President Miller reminded members to keep their contact information current to ensure they receive important Association communications.

11. Adjournment

The Summer Town Hall Meeting concluded following member discussion and feedback.

The Board appreciates the continued participation and support of the Indian Cove Resort Association membership.