Indian Cove Resort 1053 Sandbridge Rd

Virginia Beach, VA 23456 April 6th , 2024 Town Hall Jeff Miller - President Meeting held at Pavillion 4 Start: 11:01AM

End: 12:23PM

President Jeff Miller, Called the meeting to order:

1. Please silence phones.
2. Please hold all questions until the designated question and answer session.
3. This meeting is broadcasted on Facebook Live.

# Roll call,

Present: Jason Dipietro Suzanne Jenkins Bill Placek

Jeff Miller

Not Present: Bonnie Herring

1. **Managers’ Report** – This past season we had a lot of progress made around the Cove. Earthquakes and Hurricanes get all the attention but termites do more damage, that's a fact.

So let's take a look at what this past year has brought to you. Because we have done a lot of little things that really do add up to make a big difference. This is not all encompassing but does highlight a lot of this past year's activity.

* 1. The gazebo roofs of the front pool were in shambles and have now been completely replaced.
  2. The Front Office Awning (which had been in shreds for years) was replaced. First impressions are lasting and that was a very first impression.
  3. The rotten, degraded, and unsafe steps on the rear of the office were also replaced. Minimizing liability and injury.
  4. The front lounge, another first-impression area, was replaced with all-new and improved decking.
  5. New windows in the lounge and guard shack were replaced.
  6. Also keep in mind all the repairs from wear and tear and damage, broken mirrors in the bathhouse, doors, electrical, sidewalks, etc. that we handle on a daily basis.
  7. We implemented new preventative maintenance standards, for the rentals, buildings, golf carts and sites.
  8. We reinvigorated the park by taking down the old creepy toys (tricycle with propeller) and hub caps, painting used golf cart tires, etc., that had been previously used for years, and sprucing the place up considerably with some new decorations such as the cranes and palm trees and other large potted plants.
  9. We regraded the storage lots, overflow parking and almost all of the unpaved sites and laid a new “level” gravel base down.
  10. We replaced pedestals all over the park that were rusted completely through the base from flood waters.
  11. The entire wharf project was completed under budget.
  12. Pavillion 1 was repaired and Pavilion 3 making both pavilions usable again. Both had been unusable for quite a while.
  13. We took a failed wastewater plant that was so out of compliance that it was practically useless and REPAIRED it to a functioning state and within state and federal compliance. This was a feat all itself. Failure at this stage would have resulted in the park shutting down and we have extended the life to allow time to properly fund a replacement.
  14. We dramatically reduced the Groundwater infiltration into our plant from our sewer caps by adding the spring loaded sealed lids. This helps towards protecting the environment and controlling flow into our sewer plant.
  15. We engaged in basic preventive flooding practices, cleaning, marking the drains throughout the park while also repairing and reexamining our ground water/drainage pumps.
  16. We cleaned the exteriors of all our buildings.
  17. We backfilled many areas along all the bulkhead, helping with drainage
  18. We fixed the old tractor and now made it a valuable asset to the Cove for grading lots and pulling.
  19. We reworked the tow truck, extending its life considerably.
  20. Our store was reworked and new products introduced, introducing the bundled wood.
  21. Our water plant was reworked and mechanical filters added to our softening process. Yes, this was painful because of all the sediment that was in the lines past our wells that still at times when water pressure drops shows up. Eventually that will go away.
  22. We started full background investigations on all new employees. Example: wanted person.
  23. We hired and are maintaining a fantastic workforce in a difficult labor market and we did this while imploring a professional lawn crew and now trash receptacles. I read all the posts online as some of you send them to me on the Facebook pages that ban employees from supposedly seeing them. We have lost employees because members have yelled at them or made them feel uncomfortable. We are human and we make mistakes but treating people with basic respect should be a natural response not a requested one.
  24. We reworked trailer Storage and everyone that we were aware was provided the option of a spot. If you weren’t , see me next week and I will see what I can do.
  25. We have had one person doing all the cleaning Kim Duffy of all our buildings. We just recently were able to hire a second person. The housekeeping staff actually is supposed to consist of three people but hiring people at the wage we provide is not easy. Kim has been having to clean up blood on a regular basis from one of our bathhouses because whoever made the mess was not willing to clean up after themselves. We have received complaints in the past over a cobweb in a bathroom stall. Or a member will post something online about a piece of trash on their site. If everyone is invested in the property isn’t it everyone's job to keep the place looking nice.

We are not wasting money, we are very frugal, Jackie questions absolutely everything, down to the minute with the workforce and OT. We can’t tighten things any tighter. We have to be reasonable about what we get for what we pay.

Our Security team does the best job they can. Please understand that if they are addressing you, a rule violation or safety concern most likely placed them in front of you.

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1. **Budget Report** – Jeff reviewed the changed for the 2023-2024 Season and reports were handed out to those in attendance. Additional copies can be picked up at the store.

The budget was promulgated due to many variables:

* 1. The current budget that is for FY 22-23 showed a downward trend on usage, which is common through the campgrounds in the Hampton Roads area.
  2. Expenditures exceeded expectations due to unexpected events, the Air Conditioning issues within the many buildings at the Cove, The Sewer Treatment Plant(STP), pavilion and bulkhead repairs.
     1. ESS and engineers were brought in to prevent a stop order for our STP from the city and state departments that manage the environmental aspects of the operations.
     2. Requirements are getting stricter now for the environmental aspects of the sewer treatment plant and we need to make improvements to meet the requirements.
  3. Electricity cost has increased.
  4. Salary/wages costs are going down due to outsourcing of landscaping. Trash hours for employees were eliminated due to the implementation of the dumpsters.

Due to the mentioned variables, and the costs projected for the 24-25 season, the following adjustments have been made and are effective on 1 May, 2024.

*Dues* will increase to $1100.00 a year per deed on May 1 st .

*Daily usage* fees increase to $7.00 per day on May 1 st.

*Assessment* is being levied in the amount of $200 per deed due no later than August 1st, 2024. This money will be placed in a separate fund to be only used in the replacement of the aging Sewer Plant.

# Old Business:

* 1. Lawncare contract was renewed for the additional year.
     1. Member stated that lawncare was not doing proper cleanup and mentioned the gumball and pine needles still in the park.
        1. Management stated that the Lawn care was doing startup and has a plan to get the park cleaned and ready for season.

# New Business:

* 1. Dumpsters.
     1. There are six 8yd dumpsters throughout the park
     2. They will be emptied two times a week, on Mondays and Fridays.
     3. Additional dumps beyond the will be at a fee of $85 per dumpster.
     4. Please ensure that the doors to the dumpsters are closed when you are done placing trash.
     5. Please do not bring garbage from outside the park to dispose of.
     6. Please try to throw your trash to the back of the dumpster to allow for maximum filling.
     7. The Dumpster transition will save $6000 on trashbags a year.
     8. The Dumpsters will save 28 man hours a week that can be used for other maintenance requirements.
  2. Internet
     1. The Board reached out for estimates and with COX the cost would be high.
        1. If the cove paid for the installation and equipment.
           1. $145,000 for install
           2. $819/mo usage fee.
        2. If the Cove did not pay for the installation and equipment.
           1. $4000/mo usage fee
        3. The estimates do not look positive for Wifi upgrade in the near future for the park.
     2. Member stated that it is cheaper for members to get a T-Mobile tower or a service through verizon themselves.
  3. Power upgrades.
     1. Looking to continue to upgrade the Power through out the park at $8000/ system.

# Questions from the membership:

* 1. Q1 Can we do walk In camping even if all deeds are occupied?
     1. No, due to the rules
  2. Q2 Can we get more rentals onsite?
     1. Working on this with various options
  3. Q3 Can the lounge stay open past 11PM?
     1. Yes, now open until midnight.
  4. Q4 If the replacement of the STP will be 1.5 mil to 3 mil , are the numbers right at assessment of $200/deed?
     1. The assessment is to get a foothold in saving for this replacement.
  5. Q5 Is the budgeting for $20k for golf carts for a new one or the maintenance?
     1. We are looking at buying or maintaining what we can to keep them running.
  6. Q6 Are members that are watching can ask questions?
     1. No
  7. Q7 Have we looked at connecting to the city sewer?
     1. yes, was mentioned back in June of 2023 at a value of 5 million.
  8. Q8 When are the dues due?
     1. Dues of $1100/deed due by 1May. Assessment is owed at $200/deed owed by 1 August.
  9. Q9 When was the due increase determined?
     1. The dues were determined on 22 March, 2024.
  10. Q10 Is there a grace period for the payment of the difference of the deed increase.
      1. The By-Laws state that the Deed fees are due on May 1, 2024.
  11. Q11 Has the construction of new pads halted? And have we addressed the new pads that were cracked?
      1. Constructions have not been halted, but we will revisit the contractor.

# Election Results

An Independent Committee of members (Mark Ross, Lisa Bevins, and Sandy Mitchell) validated the results.

The 2024 Candidates for the Board were:

* 1. Suzanne Jenkins (re-election)
  2. Bill Placek (re-election)
  3. Jimmy Balkom
  4. Troy Manley
  5. Victoria Segar

Mark Ross read the results to the membership.

1. Voters:
   1. Eligible Voters: 1221
   2. Ballots cast: 339
   3. Mail in ballots: 5
   4. Ballots not cast: 882
2. Results:
   1. Victoria Segar (168)
   2. Troy Manley (149)
   3. Bill Placek (127)
   4. Suzanne Jenkins (116)
   5. Jimmy Balkom (88)

The newly elected BOD members are Victoria Segar and Troy Manley

2024 Indian Cove Resort Board of Directors are:

1. Jeff Miller
2. Jason Dipietro
3. Victoria Segar
4. Troy Manley
5. Bonnie Herring

7. Motion to adjourn by Bill Placek, seconded by Jeff Miller, all were in favor. (12:23PM)