**Indian Cove Resort**

*Wednesday, August 21st*

*Vincent Posey - President*

*Meeting was held in the Clubhouse*

1. Call to order
	1. Please silence phones
	2. Meeting is being recorded
	3. As a reminder the meeting will follow the agenda. Scheduled agenda items will be discussed first in order of the agenda. Discussion of items not on the agenda would wait until the end of the board meeting.
	4. Secretary roll call..., Vinny, Bonnie, and Jim were all present. Jon and Randal were absent.
2. Manager’s Report (Jackie)
	1. Jackie reported that we are almost completely full for Labor Day.
		1. We will collect guest fees Friday, Saturday and Sunday.
		2. We just got notice that Party Time DJ had to cancel.
			1. We have replaced them with another DJ.
	2. So far to date we have sold 26 new deeds.
		1. 51 transfers; Starting May 1
		2. We currently have 1136 deeds/memberships
			1. We still have about $52,000 outstanding for deeds
				1. Theses deeds will be sent to collection

They cannot camp or use the facilities

* 1. We have new employees working downstairs
		1. Brendon, Shantel, and Cassidy
		2. Everyone is being cross trained
			1. They will be able to run the store, reservations, and all other store needs.
		3. Please be patient with them!
	2. Reminder about the store hours for Labor Day
		1. We will stay open until 7pm; Friday, Saturday, and Sunday.
	3. Jackie opened it up for questions
		1. A member stated their concern with the prices of water and Ice.
			1. They felt like the prices were too high compared to other campgrounds.
		2. Jackie responded that our prices are not set to “gouge” anyone.
			1. She explained that our volume is not what other chain stores is...and that we do not get the same discount as other stores.
			2. She stated our “markup” was not that significant
				1. We barely make money on anything.
		3. Member asked if you could go buy water from a retail chain and sell it in our stores for that discounted price?
			1. Jackie said she would look into what we are paying for water and look into what could be done.
		4. Member asked a question about washing motorhomes
			1. Stated they thought the could wash their RV mon-thur during the week...they now were told that they cannot wash it from Memorial Day to Labor day.
				1. The board reiterated the complaints that they were receiving about overspray, noise, and time of day.

This has alway been a rule.

* + - 1. Member stated that everytime he drives his $200,000 dollar camper through storage it gets muddy. He felt like it was ridiculous that he couldn’t wash it.
				1. Another member told him he could use a carwash.
		1. A member asked if we could discuss the storage plan!?!
			1. Board member stated we would get to that under new business
1. Treasurer’s Report (Bonnie)
	1. Cash balances as of August 1st
		1. In our money market account we have $605,374.34
		2. Operations has $2,979.42
		3. Store account $27,904.56
		4. Betterments and Improvements account has $70,067.57
		5. Reserve account we have $262,749.11
		6. $1200.00+/- in various safes and registers
	2. Overall we are in a really good place. The board is wisley investing OUR money to make sure we are staying in the black.
	3. Member asked if there is any place on the financials that shows what the store makes?
		1. Board responded that the financials do not include the store budget.
			1. We are working on creating the store budget to add to the financials.
			2. The store is not covering the cost of the employees but it is holding its own.
			3. In previous years the store account had to borrow money from other budgets to break even.
				1. Last year was the first year we did not have to borrow money to cover the store and operations.
		2. Member asked if we are already collecting next years dues...would that be in this years financials?
			1. Board responded that this financials that were handed out were for this year alone and that the dues for next year were in a seperate account.
	4. Member asked about collections and how it works!?
		1. When they go to collections we go for a judgment
			1. So there would be a judgment against them on their credit report
			2. We also put a lien on the deed.
				1. If they do not pay the judgment there are additions steps that we can take to collect the money. Garnishments...etc.
			3. When we send them to collections...court coat and attorney fees are added. So about $1300.00 in total per deed,
	5. Member asked who is calling?
		1. Staff is call and sending late statements
		2. Then we send to attorneys
	6. Member asked what the collection fee is?
		1. Its 33 and a 3rd percent.

 IV. Old Business

1. We moved the meetings to the third wednesday of the month
	1. We moved the meeting so that Bonnie could have a complete financial report.
2. Board asked if everyone present had an email address on file with the cove?!
	1. A few members that did not have an email on file; where told to please give the email to the employees in the store..So that information could be sent to them.
	2. All voting from here on out will be done online...so it is important that all members have their email turned in.
3. Member asked if billing would be the same?
	1. Not yet...we are trying to get to that as well. Online invoices and so on.

V. New Business.

1. Projects that are happening
	1. Water System,
		1. We just signed a contract with Culligan for $20,700.00 dollars
			1. The previous system was not able to keep up with our demand.
			2. Because of that, it was dumping a lot of salt on our end of the lines.
			3. We got three bids to replace the system and Culligan was the best overall.
			4. We will be able to handle twice the capacity of the current system.
			5. They will also add an additional holding tank for the iron.
		2. We are currently using 700.00 a month in salt and with the new system...should be about half that with the new system ...and our water will be better.
		3. We are looking at about a 3 week turnaround
		4. We will be without water for 3 to 4 hours when they install the new system.
	2. Tennis Courts/Sports Complex
		1. There are at least 7 different activities that kids can play on the court.
	3. We added two new Gazebos to the back pool
		1. We ultimately wanted to do sunshades back there, but felt like the money was better spent elsewhere...like the water system.
			1. There will possibly be another one added next year.
	4. We had a pool repair at the back pool
		1. It seems that the new surfaced added a few years back is coming up.
			1. A diver came in and repaired
			2. We don’t think this will be the end of the issues
			3. We are looking for the documentation from whomever installed that repair
	5. We agreed that we need to spend some money on our bathhouses
		1. If you look at our bathhouses they are starting to look bad.
			1. We will start on the outside to stop the water and animals from getting in we will never be able to maintain the inside.
			2. Looking at doing a metal wrap and vinyl on the outside.
			3. We shouldn’t have to paint them again...just power wash them and be done.
		2. We want to add heating and air to them as well
			1. It is about $5000.00 a bathhouse to install a split unit. With having three to be done...we are looking at around $15000.00 for that.
	6. Another issue we are looking at is the cottage
		1. There were complaints about moisture being in it
			1. There is some moisture damage and we are going to address it immediately!
	7. We are looking into one or two conex boxes for maintenance.
		1. There are a lot of items back there could would and should be stored in them. To help keep out equipment out of the elements and protected overall.
2. Member asked if there is a plan to improve the power pedestals?
	1. Yes,after Labor day. Staff will inspect all pedestals and giving the board an update on how many need repair or replacement.
		1. We would like to update the box to one with a light...so you can see it at night and they are more sturdier.
3. A complaint was made about storage spots
	1. We are out of storage spots
	2. We wanted to open the front area up for boats and small trailers.
		1. However, the city gave us a 90 days limit on how long something can be stored up there.
			1. We plan to open 5 to 6 spots up for boat and trailer (not RV) storage.
4. A member had a suggestion for the front cottage that needs repairs.’
	1. They added a pump under their house to help with the moisture issues.
		1. Board responded that there really isn’t water under there...we feel like airflow could possibly help the issue.
5. Is the intention to convert trailer storage in the back to RV storage?
	1. Board responded no...there are multiple names on the waiting list for storage spots (boats and small trailers).
6. Member stated that they have had a membership for 32 years and wanted to discuss issues with RV storage. The concern was with the grading of the roads in storage and how water is now standing under their camper because the roads are sending the water there.
	1. Board responded that it would take about 30 to 40 grand; which is not a problem...we have it. The issue is that we cannot do it until winter time...because the entire park back there needs to be emptied. Then hire a company to come in here and GPS level it.
	2. We will address her issue ASAP
7. Can we address the boat in the riverway back there?
	1. Yes
8. A member has noticed that some of the sign in storage have been mover or floated away…
	1. We will have them replaced and put back up.
9. Member talked about voting online.
	1. We changed the declarations this year to allow online voting.
	2. Member asked if members voted on high dollar purchases
		1. No, because we would never be able to get everyone to vote ontime.
	3. Member asked why we needed a fancy golf cart?
		1. We paid 2,000.00 less for the cart
		2. We can now accommodate the entire family facing the same way.
	4. Member asked why we left the cart out in the rain?
		1. All of our golf cars are outside.
		2. We will ask Jackie to take better care of it...under the clubhouse or cover.
10. Members had a concern about loud music and noises on the weekend. Their trailer vibrates until they stop playing music. Is music appropriate playing that late?
	1. Quit time is from 11pm-7am. It's hard to control it before then.
11. Winter Camping
	1. We made $30,000 last year
	2. We are doing it again this year, under the same provisions as last year. $600.00 a month or $20.00 a day. People had to take their trash to the dumpster and only bathhouse 4 will be open.
12. Member asked a question about who would be moving the campers from storage to the park...for the renovations in the back?
	1. The owners will be called to please move.
13. Member stated he got a red tag on his door asking him to call store ASAP. He arrived after office was closed...and had no idea why the received the tag. Asked if we could put a reason on the tag.
14. Members requested that the trash collectors do something about the smell in the cans...maybe change the bag.
	1. They should change the bag when needed.
		1. Members need to do a better job putting their trash into bags.
15. Member asked what the $35.00 fee for the golf carts was for?
	1. To cover the electricity and the inspection
16. Member asked if we could add a launching fee or mooring fee for boats? To help replace the top boards...ETC.
	1. Most of the board damage comes from tidal surge vs the lines pulling them up.
17. Member stated that people are not following the no wake signs as well.
18. Member asked if people are cleaning the rentals after people use them? Because there was a mess in a rental and it seemed like no one had cleaned it.
	1. Staff is supposed to clean the bathhouses and rentals daily.
	2. The issue has been addressed and will be fixed moving forward.
19. Suggestions were made to increase staff.
20. Member commented on how well the park has improved in the last year and is very pleased with the directions.

VI. Next Meeting Date and Location - All Meetings begin at 7PM

* 1. Wednesday, September
	2. Wednesday, October
	3. Wednesday, November
	4. Wednesday, December

VII. Close. Vinny closed the meeting...Happy Camping!