



**Board of Directors Meeting  
January 6, 2018**

**Board Members Present:**

President Pat Leach, Vice President Sallie Halverson, Secretary Doug Allen, Bud Morice, Tom Fanon, New Board Member Cathy Bess

**Board Members Absent:**

Brenda Tuck

**Resort Manager:**

Carrie Tainter

The President of the Board opened the meeting at 10:00 a.m. in the Monroe Room at Lake Expo with several owners present. The President ask the owners if there were any questions or concerns for the Board or Resort Manager.

One owner asked if there was going to be any gravel added to the camping lots in the 600 and 700 site areas? The Resort Manager advised that is done every year and she will add that to grounds list.

An owner had the following questions:

- a. Concern regarding being able to only have two (2) reservations on the books. The owner was having a problem because she was trying to bring in two (2) associates.

The Resort Manager advised she could use a party request form in the off-peak time and she would be able to have up to five (5) units. It would take up two weeks to get approval on the party request. This gives the department managers time to review the request and to get back with the approval or other questions.

The Resort Manager did suggest that it would be a good ideal to attend the meet the managers meeting. It is a good way for owners to ask department managers questions and hear other questions that other owners may be asking.

- b. Years ago, the resort used to have a really nice sauna. She was wondering if that was going to become available again on the resort. The owner advised that this would help attract more people.

The board advised money is always the issue. It was also brought up to maybe put a bigger sauna in the lodge. The Board President advised this becomes a problem with the amount of moisture that is generated and mold.

c. Could there be more children program channels added to the television in the rental units?

The Resort Manager advised that at this time the owners pay for approximately 100 Dish boxes on the resort. At this time the resort pays for the basic subscription and it would be very costly to go to the next package. One board member advised that Nickelodeon and the Disney channels are part of the current package also in the morning channel 9 the PBS channel has a lot of cartoons.

An owner advised that in condo unit 28 the shower head is leaking. There was also a concern of why was an old shower head used in a remodeled unit.

The Resort Manager advised she would have maintenance make the needed repairs.

An owner brought up some issues with the handicap condos. She advised that the bathroom doors did not accommodate wheel chairs accessibility. There were also some issues with trying to open the refrigerator door with the handle being on the wrong side and light switches were not accessible when using a wheel chair. The owner advised that she was going to make reservations today but did not know what units to ask for.

There was a discussion on the handicap issue. The Resort Manager advised she would have the units checked for accessibility and would put a list together for the personnel in reservation to ask to make the best accommodations as possible for the handicap individuals.

An owner advised that in condo sixty-six (66) there is a large opening around the AC unit in the living room.

The Resort Manager advised the AC unit was replaced and the unit was smaller than the older unit. She will send maintenance up to close up the hole.

An owner had a couple of issues with housekeeping. When she had went into their condo unit it had not been vacuumed and there was an issue with the large stove burner not fitting on the stove properly. Another owner advised she had been in the same unit with the same issue with the burner.

A board member advised the owner when you find those kinds of issues contact maintenance or the Resort Manager right a way so the issues can be addressed. If the Resort Manager is not aware of the issues she can not get the problem solved.

The Resort Manager advised the owners that when you fill out the comment cards the cards are copied and then passed onto the proper department manager to have the issue addressed.

An owner had a discussion with the board regarding the dues increase and the letter that was sent out. The Board President and the Resort Manager addressed the owners concerns and apologized for any confusion from the letter. A board member also advised that a lot of the information regarding the dues increase was addressed in the minutes on the Lost Valley Resort web site.

There was also a discussion on the pool and the waste water treatment plant construction contracts. The pool contact has been addressed and has been issued. The waste water plant contract has not been issued and cannot

be officially issued until the Department of Natural Resource has completed their view and if changes will need to be addressed.

One owner did advise his mother has had a time share and the cost is a lot higher and get less for their money from what he pays at Lost Valley Resort. What we have here is a lot nicer than a lot of other locations.

A board member advised the owners need to be putting more positive in put on social media about Lost Valley Resort and not be so negative. There are more good things that goes on than bad. If we keep losing people then the owners that stays dues will be going up.

An owner stated there needs to be more adult activities.

A discussion was held on trying to save on the utility bills on the resort to try and save money. One board member suggested to turn off the lights before the owners and associates go to bed around their campers.

The Board President advised that in 2017 there were 807 owners that left the resort and 117 new members. In 2018 there has been 102 owners that left the resort. So, with those owners leaving the current owners will have to take on the burden to maintain the resort.

There was also a discussion over the owners not paying their dues in full and not having full reservation benefit of the resort. The board advised that was tried and found owners would pay their dues up till after the holidays they want to come and then stop paying their dues. So, the policy was changed to where the dues would have to be paid or be current with their arrangements before they could use of the resort.

There was also a discussion on the new pool. One board member asked for the owners to just give the new pool a chance. The pictures do not give the pool justice. It is bigger than the photos show. One owner advised she had been watching all of the posting but once she seen the pool in person she was excited how the pool looked.

One board member reminded everyone to treat the staff with respect. Some are young adults and do not need to be insulted. They are just doing their jobs.

An owner asked about the lodge. The Resort Manager advised the lower level is being used as an overflow from events at Lake Expo and activities.

An owner asked if there could be bigger signs for no somersaults placed around the large jumping pillow?

The Resort Manger advised she would have bigger signs put up.

One owner asked if there was a card that could be filled out for why people are leaving? A board member did advise they were aware of some of the issues and are working on them.

There was also a complaint about security on July 4<sup>th</sup> weekend for not following up on a complaint. The Resort Manger advised she would look into the issue. A board member did advise that if an owner fills out a complaint card then security should follow up with the complainant that the issue was addressed.

There was a discussion about how to get more people into the resort. One owner stated the staff is a very important part of maintaining the owners. There was one staff member from activities that was very involved in

things that went on. He would get involved in games and help out where he could. The Resort Manager advised that is what the wow cards are for. If a member of the staff gets a wow card they are rewarded for the great job.

An owner asked if maybe a dozen rental trailer could be opened in the winter time instead of having to use the condo's.

The Resort Manager advised that the resort saved over \$14,000.00 the first year the trailers were closed and having been saving more every year.

The owner agreed with the Resort Manger that it won't be feasible to keep the trailers open.

The open meeting was adjourned at 10:59.

The Board President open the closed meeting at 11:04 a.m.

Tom Fannon introduced Joe Lawton the IT Manager for Lost Valley Lake Resort to the Board of Directors.

The last several board meetings the board has had discussions on trying to improve the internet and Wi-Fi service on the resort.

Joe explained the following:

At this time Lost Valley has 14 DSL accounts. Two for office use only and 12 for Owners and Guest on the resort. There are 41 Wi-Fi access points and repeaters. There is a maximum bandwidth of 30 Mbps per modem.

The owner internet usage as follows:

4852 Reservation for an average duration 4.5 days

1479 Day use owners

11,535 devices connected (Smart phones, Tablets, Laptops, Game System, and a few home monitoring devices.

There were 540 Devices recording online at once during Labor Day

Joe did check on several options. AT&T did not have any lines in the Resort area. Charter nearest point was Union. Charter could trench a fiber line at \$13.00 a foot for 22 miles at a cost of over \$2.5 million and the internet service was not factored into the cost. The cost would be at Lost Valley Lake expense.

Joe is considering going to a Fiber Internet and Wireless Bridge. The cost of the equipment would be around \$34,000.00. Fidelity is working with Joe to work out more details on improving the Wi-Fi service.

The board thanked Joe for this time and presentation on the needs of the internet and Wi-Fi system for the resort.

Cathy Bess was welcomed to the board. She will be filling the one-year term left by Al Evan's resignation.

Doug Allen, Sallie Halverson, and Brenda Tuck were re-elected to a two-year term.

A board member asked that all of the informational handouts that the board needs to consider at the meeting be emailed to the board members for review before the meetings. It is hard to try and read through the documents while trying to listen to the owners concerns and the board comments.

One board member asked when the calendars will be coming out. The Resort Manager advised the calendars will be available in January.

The minutes of the previous meeting had been approved electronically by the board.

There was no old business to be discussed.

The Board President ask the Resort Manager to bring the board up to speed on the projects. The Resort Manager advised their main attention has been on the pool project and parking lot.

One board member asked if the employees have name tags? The Resort Manger advised they do and it is required they wear them. The grounds and maintenance personnel have a had time keeping them on and they do get lost. The Resort Manager said she will make it mandatory for the employees to wear their name tags.

The Board President asked if there were any questions on the proposed budget.

A discussion was held regarding the budget.

One board member asked since the activates budget is less than last year will that be an issue to improve activates for the owners. The Resort Manager responded that since most activities are free, it would not impact the budgets, and that by going to a \$500.00 band or DJ instead of a \$1,200.00 band is where the difference would be made up.

A discussion was held on the presented budget and on the items, that need to be repaired. A question was asked about the 3% for capital improvements. The 3% will be put in the budget with the understanding that because of the large projects it may be used to cover the projects.

Doug Allen made a motion to accept the 2018 budget with the addition of the 3% added for capital improvements. The motion was seconded and all of the board members approved the motion.

A board member asked if the resort is getting lien wavers for the work on the pool. The Resort Manager confirmed they were. A board member also advised there is a bond in place for the project to protect the resort.

A conversation was held with issues that have come up in reservations. A board member advised they are going to address the issues and are setting up training in reservation to help make a more pleasant experience for the owners, associates and the personnel.

There was a discussion on the new sewer treatment plant on the budget and what the proposed cost will be to complete the project. There still might be a short fall into 2019 on the budget.

Tom Fannon made a motion to approve the sewer treatment plant project for \$1.7 million dollars and provide the funding to make that happen. The motion was second and all board members approved the motion. Included in the motion was a \$100,000.00 for the engineering firms contract.

A board member also suggested that there should be a book in reservations that personnel can use to help a pick the right unit for a handicap individual with the right choice.

Tom Fanon made a motion to install one handicap door at Lake Expo if money was available in the budget for 2019. There was a second. There was a discussion on getting bids before moving forward. The motion was with drawn until bids are received.

The Resort Manager was directed to have a door company come out and give us a bid on one handicap accessible door at Lake Expo building. An estimate the Resort Manager had found on the internet was \$17,000.00 per door.

The board decided to table the internet issue at this time because of the two large projects going on and bring the issue up on a later date. This item will also be considered in the 2019 budget.

The Resort Manager ask a question for an owner if the rule would ever change to where an owner could have more than to reservation on the books at a time. The board advised the rule would not be changed.

A motion was made and seconded to adjourn the meeting. All board members approved the motion.

The meeting was adjourned at 12:21

The minutes were approved: January 13,2018 By Electronic Vote

The minutes were submitted by: *Doug Allen*

