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Board of Directors Meeting January 05, 2019 Monroe Room

Board Members Present:

President Sallie Halverson, Vice President Aaron Zaner, Secretary Doug Allen, Cathy Bess, and Tom Fannon

Board Members Absent:

Brenda Tuck

It is with deep regret to announce that Bud Morice passed away several days before this board meeting.

Resort Manager and Assistant Manager:

Carrie Tainter and Leanna Dalton

22 Owners were present for the meeting

The board meeting was opened by Acting President Sallie Halverson at 10:00 a.m. with the Pledge of Allegiance and roll call.

The Acting President ask the resort manager for a report on the resort.

The resort manager advised not a lot to report. The crews are doing general maintenance and patching the holes in the roads around the resort.

The Acting President opened the floor for the owner's questions:

An Owner asked about the completion of the front entrance. The resort manager advised the front entrance will be completed once the weather allows. The road will be raised up and widened about 2 feet when the project is completed.

An owner asked if the bocce ball court is going to be repaired. The resort manager advised they will be making the needed repairs to the court.

A board member asked if anyone at the meeting came down for the New Years Eve celebration at Lost Valley this year? The board member advised he had a great time and that there was about 85-100 people at the party. The band was great and the decorations were very nice as well.

An owner asked about the five-year trial ownerships. A board member advised that the 5-year trial ownerships are a test. Those with trial ownerships have the option to buy an ownership when their five-year trial expires. Trial ownerships do not have voting rights and do not receive a deed. They do pay maintenance fees based on their ownership level and a monthly fee. Executive trial ownerships do get the free RV storage for the life of their trial.

An Owner asked about the executive RV storage lot and if anything is being done to eliminate derelict RVs. There was a complaint of how close the units set to each other. The resort manager advised the owner that the resort would be glad to pull the unit out so the owner could have access to his camper at no cost. The resort manager also advised there has been six trailers already removed from the storage area. A board member advised there are thirty units that have not been moved in over five plus years. There are twenty units that have not been moved in one year. There are six to eight boats that have trees growing through them. The board member advised there is a team of staff members assigned to this project. Some RVs have already been moved off property. It takes approximately 6 or so weeks to get the required titles and paperwork to completely remedy the RV Storage issue with each unit. (Note: The camper units in the storage lots belong to owners so Lost Valley cannot just start pulling these units or boats out of the lot without the owner's permission or a title.) The resort manager advised it is a full-time job to keep track of the storage lots and reservations was busy with all of the other assignments they have to complete to keep track of the lots.

An Owner asked about the progress of the new sewer treatment plant. LVL is waiting on the state final approval to begin construction which is tentatively scheduled to begin in October 2019. All funds raised for this project are preserved for the project. There is a reserve built in to the funds in case the project cost goes up. The board member advised the tanks have been changed from buried fiberglass tanks to aboveground concrete tanks. The fiberglass tanks pricing has gone up over 20% since the begin of the project.

An Owner asked about unoccupied RVs setting on the campsites. The assistant resort manager advised security does checks on each unoccupied RV each shift. The units that are found to be unoccupied for 48 hours or more then security will contact the owner and find out why their RV has been left unattended. If there is not a valid explanation, owners are being fined. There are exceptions to this rule if an emergency comes up then the owner can work arrangements with management, but it is the owner's responsibility to let reservations know the circumstances of why the unit will be sitting unoccupied over 48 hours.

An owner brought up an issue about the hot tubs and sauna not operating properly. He also ask if one of the grey hot tubs by the outside pool could be moved into the indoor pool area in the winter months. A board member advised he was not aware of any issues but look into the problem.

An Owner asked about owners who do not follow the rules around the pool or the resort. A board member advised owners are expected to treat staff members with respect at all times. LVL is working on a plan to implement enforcement of rules, and consequences for Owners who do not comply. A board member advised the group that anyone that disrespects the LVL employees will be ask to leave and be banned from the resort. A board member also brought up the LVL employees in activities should always carry a whistle they can blow if they need help.

A discussion was held on the Wi-Fi issues on the resort. A board member advised it is just not going to happen. The cost starts at \$65,000.00 and could run up to \$400,000.00 to get the equipment for the service most owners would want. The resort phone service provider does not have the fiber optic equipment in the area to improve the Wi-Fi service on the resort.

An owner asked about the coil of wire in the 700's area that has been there for years. The resort manager advised she would have maintenance look into it.

An owner asked about vehicles parking on the campsites and blocking the road. The resort manger advised that parked vehicles should not be parked on the grass our blocking the roadway. Security is watching but if an owner observes a parking issue to contact security.

There was a discussion on the parking issue at the parking lot by the restaurant. The resort manager is looking into the issue. She advised maybe trying to put up a rope are a chain to help the parking issue.

An owner asked a question about what the resort does on the non-live band weekends. The owner requested a chance to bid on DJing at some of the events. He is licensed and has his own DJing company. The resort manager advised she would look into it.

An owner asked if the water planes would be coming back. The board advised no because of the liability if the plane would crash or have a mechanical failure and hit a building or crowd.

An Owner asked about the geese. The process for removing the birds was discussed. Owners were informed that LVL staff does everything that we can legally do to keep the geese at bay. The resort manager advised it is very costly but Paul is looking into the issue.

An Owner asked about the completion of the Lodge. There is currently no funding to finish the upper Lodge, but the lower Lodge is open during normal hours. An Owner suggested putting a sign on the door to let people know that it is open. The resort manager advised the cost to white

box or drywall the upstairs would cost around \$200,000.00.

A board member advised that Mid America sales office stopped selling Lost Valley memberships in 2008. In June of 2018 Mid America found a sales manager that is a good fit for Mid America and Lost Valley. From June to December of 2018 there have been 200 new ownerships signed on. We are expecting around 400 new dues paying memberships to be put on the books in 2019 and hopefully it will keep growing. Mid America is back in the selling business.

A discussion was held on the 24-hour access cards on the resort to different areas and the chip cards. The resort manager advised that the chip card equipment is getting to expensive to replace since all of the credit card companies are using the chip cards so the resort is going back to the magnet strip cards.

An owner asked if a sign could be posted when the lower level of the lodge was open. The resort manager thought there was a sign already in place but she will check into it.

With no further questions the open meeting was closed at 10:45 a. m.

The Board President opened the closed meeting at 10:55 a.m.

The acting board president asked Tom Fannon for his report: He advised most of his report was given during the open meeting.

A question was asked if the board members will be receiving a financial before each meeting. The board had been receiving them but did not receive one for this meeting. The resort manager advised she was unable to put one together for this meeting because of time restraints but will for future meetings.

A discussion was held on how to save money on the resort. The resort manager advised we can try to save money on what is going out but we cannot control how much money that comes into the resort. By looking at the hours of operation of some the buildings in the winter time some money can be saved there. The resort manager was advised to use her own judgement on the buildings of operation.

A discussion was also held and possibly renting DVDs. This was tried once before and some of the DVDs were not returned. A question was asked if there is a DVD player at the gathering place. The DVD player has disappeared from the gathering place but it will be replaced.

A board member advised there will be approximately a \$500,000.00 short fall this year. He advised that some of the projects may not get done and some services may have to be cut.

Old Business

A discussion was held on starting to charge a over night fee to use the camping sites. Several board members were against this charge. That is what the maintenance fee covers along with the maintenance of the resort. Maybe future new owners could be charged for their stays. This issue was tabled with no further discussion.

The resort manager advised she is asking all departments on ideals on how to save money.

The board president asked if the boat house could open earlier in the morning so fisherman can get an earlier start. The resort manager agreed but we do not have the personnel to open it earlier.

The resort manager advised they are looking for help on the resort. A board member asked if the resort had gone to any high schools or technical schools in the area to see if there were programs that the students would need to work in the field that would be interested in working at the resort. The resort manager advised they have checked into those programs.

There was a discussion on maybe doing a supply drive for the owners to donate to the resort such as pool chemicals supplies and etc.

The acting board president congratulated Cathy Bess, Tom Fannon and Aaron Zaner on being reelected and elected to the board of directors.

The acting board president confirmed that all board members had received the information on Bud Morice passing. The resort manager advised that she has not received any information on the arrangements from the family at this time. It was suggested by the board to send flowers.

A discussion was held on the new kiddie swings location the ways and means had requested to be purchase. Brenda Tuck had advised to install them in lodge playground area. The resort manager will be checking into this issue.

A discussion was held on the accessible door opener on the Lake Expo front entrance. The board member advised they are still looking into the funds to install it as well as the fire department dry hydrant in the lake. He also advised a list is put together all year long so if funds would become available those type items would be completed.

A discussion was held on the absentee voting on the board members in September. One solution was to maybe setup a time on the resort at reservation or the administration office where someone could do an absentee vote but the person would be giving up their right to vote on

anyone that runs for a board position from the floor of the meeting. The ballot would also have to be notarized before the ballot could be counted. This item was tabled at this time for further discussion at the next meeting.

New Business:

The acting board president brought up voting for the new officers' positions on the board. Tom Fanon made a motion to do the voting by secret ballot and the resort manager would count the votes.

The resort manager counted the ballots with the following officers elected:

Sallie Halverson President

Aaron Zaner Vice President

Doug Allen Secretary/Treasure

Cathy Bess was appointed Sergeant at Arms

The assistant resort manager volunteered herself to help with the Ways and Means committee.

A board member started a discussion on trying to updated and restructuring of the current bylaws. It could take as long as 30 years to make any changes the way things are setup at this time. It could be very difficult to get 2/3 votes of the owners to make any bylaw changes. Tom will be checking with the legal counsel on this issue.

The assistant resort manager advised that five years ago we did not have the on-line participation like we do now. She believes this may help in getting the messages out to the owners. She also advised we have almost 3,000 owners on the website at this time.

A discussion was brought up that the board should meet one more time during the year to talk about issues on the resort.

A question was asked when someone rents a condo or trailer are, they required to put a credit card on file? The resort manager asked what if they do not have a credit card? She advised that if there are any damages that are done to the property the owner responsible is sent a bill for the repairs.

Cathy Bess made a motion to adjourn the meeting. The motion was seconded and the meeting was adjourned at 11:45.

Minutes were approved: January 31, 2019 Electronically by all attending Board Members

Minutes were prepared by: *Doug Allen*