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**Board of Directors Meeting
March 14, 2020
Gentry Hall**

Board Members Present:

President Sallie Halverson, Vice President Aaron Zaner, Secretary Doug Allen, Sergeant of Arms Cathy Bess, Kevin Hawk, Sherri Durbin and Leanna Dalton

Chief Operation Manager:

Paul Adams

The Board President opened the meeting at 10:00 a.m. with the Pledge of Allegiance to the flag.

The past Board meeting minutes were approved by the Board members electronically and posted online and at reservations.

The floor was opened for owners' questions.

1. The owner would like to see more activities for the adults.

A Board member asked what kind of activities the owners would like to see? It was also announced that Lost Valley now has a pickle ball court in the large gym. If an owner has any recommendations for activities, please send them to Kara.

2. A discussion has held regarding Bingo. The owner asked if they could do more Bingo games at a setting.

A Board member asked if the owners were looking for a time frame or a number of games. The President asked if they played 9 games and 1 cover all if that would help. The owners liked that ideal. The Chief Operation Manager (COM) did remind everyone that the prizes that are given away are free and the money paying for the prizes is coming out of the owner's maintenance fees. A discussion was held on other prize options when playing Bingo. One possibility may be that the owners could bring prizes for the Bingo games.

The COM did remind the owners that Lost Valley does have a 40 and over week, two weeks a year, one in May and one in September with different types of activities.

3. An owner asked several questions regarding reservation bookings and the number of family members who can use the resort.

The Board advised the owner to look into a party request and to check with reservations.

4. A question was asked if the time to call in for extra bookings could be moved up to Monday or Tuesday instead of Wednesdays? It would give the owners more time to get things arranged.

The CMO responded that a lot of people wait to hear the weather forecast before making reservations to come out and therefore makes it difficult to operationalize this process. Lost Valley will continue to accommodate as many owners as possible.

5. A question was asked about the advertisement signs around the campground for the different RV dealerships and if these “sponsored” sites have an impact on site availability for the owners wishing to reserve a site

The Board advised the RV dealerships are just sponsoring the site. These “sponsorships” do not prevent an owner from using the site and have no impact on the overall site vacancies throughout the year. If an individual would buy an RV unit from a dealership and come out to Lost Valley Resort, the dealership pays Lost Valley Resort and Mid America for the use of the site. The signs are also used to market the resort and try to bring in new owners.

6. An owner asked if there has been any progress on identifying additional RV storage areas on LVL’s property. A question was asked if the resort is considering the primitive tent camping area above the boat house and whether this area could be used as a camper storage area? The parking area at Riata Lake was also discussed as a potential option for “extra” camper storage space.

The Board members advised that the roads to these areas (above the boat house and Riata Lake) frequently wash out to where even a four-wheel drive truck would have difficulties pulling campers up these hills. Furthermore, based upon the property lines in these areas, there is not enough space to build a sustainable solution for camper storage. Mr. Gentry is very much aware of the situation. There has been progress with this discussion and the discussions will continue and remain a priority. Sara is dedicated to managing the current RV storage areas and has been working on a plan to try and solve these space limitations. Sara has also been working on removing the derelict RV units so more space would be available for the owner’s RV units.

7. A question was asked about the recently-proposed policy regarding the RV storage areas. The way the current policy is written, if an owner would pull her/his camper out for more than 30 days, the owner would be placed onto a waiting list before being allowed to return her/his camper back into LVL storage. The executive owners are entitled to free storage (when space was available) according to their contract.

The Board president advised that the policy is a topic that is going to be brought up in the closed meeting. The Board is aware there is an RV storage problem and as a team are working to identify and implement a solution. If an owner takes her/his RV unit out for repair this does not apply to the 30-day removal policy.

8. An owner asked if Mid America is still selling Executive ownerships with free storage?

The Board advised the Sales Department is no longer including free storage in their sales pitch on Executive ownerships.

9. Owners had a discussion regarding damage that had been done to their campers and that security did not notify the owner of any issues. This would pertain to a break-in or damage when a unit is hit by another unit.

The COM advised that security has been instructed to drive through the lots and if any issues are found with an RV unit, they are instructed to contact the RV unit's owner. If issues are found and you were not contacted, please contact the COM directly about the problem.

There has also been a policy change that when an owner goes into to a storage area to take her/his unit in or out of storage, (s)he is required to contact security to help in the process.

10. A question was asked, when will Lost Valley start putting rock on the 600 and 700 area campsites. A lot of the sites are not level and full of mud.

The COM advised they have been working in the 500's and will start working in the 600's and 700's next.

11. Another question was asked about the rental trailers in the 600's area and why were these trailers being moved to the back of the 600 and 700's area.

The COM advised they are opening the more desirable sites to owners with campers because some of the owners have requested to put their own RV units on those sites. Many of these rental spots are popular and have a better view of the lake.

12. An owner asked about the culvert that is washing out on the main road by Riata Ranch drive.

The COM advised the culvert pipe on the main road and the main entrance completion is on the project list to be addressed this year.

The Board President asked the COM to update the owners on what has been done so far and the future plans for the resort.

Most of the winter was spent updating and making repairs in the Condos, Villas and the rental RV units. The roof on condo building #1 has been replaced. The new calendars are here and available in reservations. There is also going to be a Kentucky Derby weekend this year. Some of the condo buildings have been changed to non-smoking condos but there are still some smoking condos available.

13. A discussion was held on the sewer treatment plant.

The COM advised the sewer treatment plant is on schedule to start this fall and be completed in April 2021 (weather permitting).

14. A question about COVID-19 was asked and what is being done to prevent the spread of this virus.

The Board advised the staff is doing extra cleaning including light switches and door knobs. Extra supplies have been ordered as well.

A Board member advised that everyone in the room had been exposed (over our lifetime) to four different types of corona viruses already. There are seven disease-causing corona viruses with COVID-19 being one of them. The virus is going to spread but the numbers the media is talking about is not correct and likely underestimated. The numbers we're seeing are from people who were exposed over two weeks ago. The spread of COVID-19 will likely get worse before it gets better. Just use your head and distance yourself, wash your hands, and do not touch your face. If you think you have been exposed, please call your health department.

15. A question was asked about what was being done about the geese problem? Also, the sidewalks need to be cleaned more often. A question was also asked if the resort was still using a dog to run off the geese.

The COM advised they are still working on a dog to help with the geese issue. He advised this is the mating season for the geese.

The resort has recently learned that swans are not an effective method in controlling the geese. The swans' cost about a thousand dollars each.

Lost Valley does have a brush attachment for the Bobcat, and is using this attachment to keep the sidewalks clean along with cleaning the beaches on a daily basis during the summer months.

An owner did want to thank the Board members for their time and effort for being on the Board and trying to address the issues that come up.

The owners meeting was closed at 10:52 a.m.

At 11:10 a.m., the Board President opened the closed Board meeting

Old Business:

1. What is the status on the hot tubs?

The COM advised they were going to fill in the old hot tub holes in the aquatic center and bring the hot tubs from the outdoor pool to the aquatic center. He also advised they could use the existing lines to supply the replacement hot tubs.

2. Has a sign been installed for the basement of the lodge to show if it is open?

A new sign has been ordered that will show open or closed.

3. What is the status of the emergency phone at the outdoor pool?

IT has found a location in the pool area that is out of the weather to install the new emergency phone. It should be operational by the time the pool opens.

4. Status on the WIFI?

No changes at this time but research is being done.

5. Status on the outdoor pool shaded area?

The COM has been talking to a company that builds professional canvas shade covers. He believes the LVL construction team can build the framework with the direction of the manufacturer and then have the canvas installed. The canvas that is being quoted comes with a six-year warranty. The company advised on most projects the canvas has been

lasting ten years with the canvas being left outside all year round. The problem we have is wind. This product is rated for 90 mph.

6. The pickleball court is in and operational. The supplies and directions for the game are in the office and the staff has been trained to raise and lower the net.
7. Capital improvement budget.

There has been 3% of the income placed in the capital improvement budget.

New Business:

1. An owner asked if Lost Valley Resort could install better steps on the rental RV units for handicap owners?

The COM advised he had researched the issue and found that by installing different steps (other than what the manufacturer recommends) would increase the liability if someone would fall or get hurt. A discussion was held on possible different options.

2. The status of the speed limit policy.

A copy of the proposed speed limit policy was given out to Board members for review. After a discussion on the presented policy, it was decided at this time to table the policy and continue issuing warnings tickets and start putting up better speed signage on the resort. Once the warning numbers are collected this year the policy will be revisited for next year.

3. There has been an issue with owners receiving their newsletters three weeks later than when the activates are being done.

A discussion was held and a Board member advised she will look into the issue.

4. Questions regarding the new RV storage policy that was sent out on the web site.

There was a discussion on the RV storage policy.

Doug A. made a motion that if an Executive owner removes their RV unit from the RV storage area for more than four months, then the owner will be required to be placed on a waiting list. If the Executive owner is taking the RV unit out for repairs, then it will not be counted as part of the four months. The motion was seconded, and the entire Board approved the motion. Any special circumstances will be presented to the Board of Directors.

(Note: This is the same policy that has been in effect for years.)

5. A question was asked about checking on pet vaccinations on the resort.

Reservations does have the information on the owner's pets on file. If security needs to check on a pet, the information is available.

6. Talked about a special area for owners to park their own RV's instead of the lot that with the rest of the RV's.

There was a discussion but there is not enough space on the resort to attempt to have a special area for these owners. The solution is to be sure security is with an owner when they pull their RV's in or out of the lot.

7. A few questions were asked about the budget.

The COM went through some of the line items and explained the different items.

8. A Board member did update the Board on the progress of the waste water treatment plant. Everything is still moving forward and hoping to have the plant up and running by April 2021.

9. There was a conversation dealing with "special food" for kids at different events that are catered by Lost Valley Resort.

After a discussion it was decided that Lost Valley Resort will continue with the catered meals the way they have been doing them. If an owner has a child who requires special food, then the owner can bring food for that child.

10. Update on the bylaw changes.

The proposed bylaw changes have been sent to the attorney. They are still waiting for the attorney's response.

11. The status of the repairs of the bocce ball court.

The COM advised he got a bid of \$540.00 for the materials to repair and upgrade the court.

Aaron Z. made a motion to replace and upgrade the current bocce ball court with money from the Ways and Means funds. The motion was seconded and the entire Board and approved the motion.

12. A question was asked about having a tip jar for the Ways and Means committee fund at the beach parties.

It was suggested to have Racheal Springmeyer be present to help with the collections with the tips and answer any questions.

13. A question was asked about trying to Face Time or live streaming the Board of Directors meeting.

After a discussion about trying to live stream the Board meetings it was decided it would require special equipment and the data would be very patchy with the Wi-Fi in the area. The Board did not feel it would be beneficial at this time.

Kevin H. made a motion not to live stream the Board meetings. The motion was second and the Board members approved the motion.

Cathy B. made a motion to adjourn the meeting. The motion was seconded and all Board members approved the motion.

Meeting adjourned at 1:06 p.m.

Minutes Approved Electronically by all Board members: 03-31-2020

Minutes Submitted By: *Doug Allen*

