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BOARD of DIRECTORS MEETING
September 26, 2020
Gathering Place

Board Members Present:

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

Chief Operation Manager:

Paul Adams

Board Members Absent:

Kevin Hawk and Leanna Dalton

The Board President called the meeting to order at 10:04 a.m.

The May, 2020 Board meeting minutes have been approved electronically.

The Board President asked if Sherri (GM) had anything to present to the Board of Directors.

Sherri (GM) advised the following:

There is a marketing team update.

- Mid America is working out a contract with a new marketing company out of Michigan. They are hoping the new team will start up in October 2020.

The GM advised there has been a lot of ownership transfers over the last few months.

There has been a lot of work going on around the resort such as installing rock on camping sites and around the condo areas. There have been several staffing-related challenges related to the COVID-19 pandemic, which continues to exist.

There was a discussion regarding the management and optimization of the new sales group presentations. The GM did explain the process if there was a question on the issued contract to the new owners.

A Board member did recommend that Mid America staff do an audit or sit in with the new sales team at various times to assure the sales team is following the Mid America procedures.

Wastewater Treatment Plant Updates:

- The GM updated the Board on the wastewater treatment plant project.
 - The engineering firm will be doing a smoke test on the current system in the near future to check for any rain runoff water that may be getting into the wastewater lines.
 - If rainwater is getting into the wastewater system those areas will need to be corrected to prevent runoff water from getting into the system.
 - Once this is accomplished it could make a difference on the size of the updates needed for the treatment plant.
- A Board member asked if the engineering firm was still within their contract price?
 - We do not want to see any upcharges on this project.
 - The COM did advise there has been no addition charges from the engineering firm.
 - At this time, they are within the parameters of the contract. Paul Adams Chief Operations Manager (COM) also advised that The Department of Natural Resources (DNR) are aware of the issues that are going on. There are no issues with DNR as long as Lost Valley keeps moving forward on the project.

The Board President asked the COM if he had anything for the Board Members.

The COM advised the following:

- The COM handed out some information on the projects that had been completed on the resort as well as some information on the future updates on the internet service on the resort.
- The COM advised the IT Manager is hoping to be able to have the new phone and internet improvements done by September 2021.

There was a discussion on the use of owners using tents or small RV's on full hookup sites. This subject was tabled until a later date when more information can be brought back to the Board.

There was a discussion regarding individuals' use of mobility aids for people with disabilities. The COM handed out some information for the Board members to review before the next Board meeting.

The Board members did ask for the COM to try and get his information out to the Board Members in advance of the Board meetings so the Board members have time to thoroughly review the information.

The COM advised there has been a lot of turnover in the security department and the resort has been busy training the new security officers.

A Board member inquired if there are any plans for a family restroom and shower facility. The COM advised that arrangements can be made to accommodate a special-needs individual by contacting the security department or a member of the management team.

Old Business:

The COM advised that the resort will be receiving some free street fill from the City of Owensville while they are doing various street projects. The fill can be used to help correct the issues by the Riata Ranch culvert area.

A question was asked about the status of the RV storage areas. There are currently 33 owners on the RV storage waiting list.

There was a discussion held regarding the current RV storage concerns. At this time, there is not much the resort can do to resolve this capacity-related issue.

The Board President asked about the status of the Bylaw changes sent to the attorney?

- At this time the attorney has not had a chance to look at the changes.
- The Board advised the GM to go ahead and get the Bylaws back from the attorney so the Board can revisit the changes and see if there are any other changes that need to be made or proposed.
- It has been almost 2 years since the bylaws were sent to the attorney.

New Business:

The COM updated the Board related to the individual who broke into Purdy's. The individual has a warrant issued through Gasconade County and has been banned from the resort.

A Board member asked about new patrol vehicles for security.

- COM is looking into a Prius for one of the new vehicles.
- He advised there would be enough room for the emergency equipment for security needs to carry and the vehicle is front wheel drive so they should be able to get around in the snow.
 - A Board member asked if there would be a problem driving in the high water when the lake is over the roads? Could the water short out the batteries?

- The COM advised the resort maintenance man advised that should not be an issue. The COM is hoping the Prius vehicle will hold up better idling around the resort.

The Board President asked about the status of the list of projects on the resort?

- One of the projects that the COM wants to get accomplished this fiscal budget year, is to get the roads throughout the 500s area chipped and sealed. They are waiting on the contactor to have time to complete the project.

A Board member advised he had a lot of good feedback on the new shelters that were installed at the outdoor pool area.

A discussion was held regarding the budget that was presented to the Board. The COM clarified a couple issues on the budget. One of the items discussed was the required State of Missouri minimum wage increase to \$12.00 an hour by the January 2023.

A Board Member asked if there could be a welcoming committee to help new owners learn more about the resort? Maybe like a campground host kind of person.

- The Board members agreed that would be a great ideal.

The Board President asked if the resort was doing anything different this year for Halloween?

- The COM advised there were a few activity-related changes.
- For the safety of the owners, the haunted hayride was cancelled.
- Anyone handing out candy on the resort is being asked to wear a mask and gloves.

The Board President asked about the status of the sign that used to be at the entrance that stated a this is a private resort?

- The COM advised the sign will be going back up.

A discussion was held regarding Mid America promotions.

- The GM advised that the promotions, such as free night stays on a camping site, cannot be used on holidays or weekends.
 - A Board Member suggested that when promotions are being done that the Board of Directors be made aware of the promotions so we do not have to find out about the promotions on Facebook or word of mouth.

The Board President held a discussion regarding free trailer washing being offered on Labor Day. There also used to be one week during the year that you could wash your trailer that was removed from the calendar this year. The Board President advised she would like to see that back in the calendar this coming year.

The Board President asked about the status of the Dish Network Television options on the resort? The COM advised that he has changed to a different Dish representative that will give the resort a better deal on upgrading the out-of-date and aging equipment.

A discussion was held on better enforcement of the resort rules and a process for consistently enforcing the rules. Examples were given of different incidents going on. The COM advised there are several locations throughout the resort where extra (overflow) vehicles can park so they did not have to park on the grass.

The Board President advised she had an owner who came up to her campsite asking about why the 21 consecutive days was changed to 21 days total in a 30-day period on the website. The GM advised that besides the 21 consecutive days, the Bylaws also govern no more than 21 cumulative days within a 30-day period. Lost Valley Lake Resort is not allowed to be a permanent residence. A discussion was held on this issue and it will be discussed further at the next Board meeting.

A Board Member asked for clarification regarding the “No Parking” signs by the condos. The COM advised the signs are there to prevent blocking the road to the condos and potentially leading to a safety concern for the owners and guests.

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

The Board meeting was adjourned at 11:41 a.m.

Minutes Approved: 10-19-2020 Minutes Approved Electronically
Minutes Submitted by: Doug Allen