



www.lostvalleylake.com

bod@lostvalleylake.com

2334 Hwy ZZ
Owensville, MO 65066
Phone: 800-865-2100 Fax: 573-764-2640

BOARD of DIRECTORS MEETING
3/13/21
Lake Expo – Gentry Hall

Call to Order:

Board President called the meeting to order at 10:05 am and led attendees in the Pledge of Allegiance.

Roll call:

Board Members Present:

President - Sallie Halverson, Vice President - Aaron Zaner, Secretary - Laura Schneider, Sergeant at Arms - Kevin Hawk, Doug Allen, Sherri Durbin, Leanna Dalton

Board Members Absent:

Chief Operation Manager:

Paul Adams

Number of Owners Present: 29

AGENDA

- Board President read information gathered and findings with regard to an open question from owners asking for video transmission of meetings.*
 - Additional information and advice from legal counsel:
 - LVL Wi-Fi capabilities are not able to consistently support extended live feed.
 - Questions from live feed could not be answered by BOD in a timely manner leading to animosity or misleading information given from online comments
 - Electronic meetings are not approved in LVL operating Bylaws

- Once recorded there's no way to ensure the video would only be uploaded to approved LVL Owners only sites.
 - Privacy laws state every person in attendance that could possibly be in video, either in image or by voice, must give their consent in writing by signing a ratification letter prior to the recording.
 - Based on these findings and advise of legal counsel, Owner Meetings will remain in-person only and not be made available for online viewing or broadcast live feed.
- Board President then asked for a show of hands of anyone that does not want to be recorded during the remainder of the meeting. Over 20 owners in attendance indicated they did NOT want to be recorded.
- An owner asked what a specific device in the room was. The device was located in front of another owner so the question was directed at the owner of the device, not the board. Owner with the device did not answer. A Board member advised the owner with the device that it appeared to be a recording/broadcasting device. Board President asked the owner with the device to remove the device or meeting would be closed. After repeated requests from Board members to the owner that the device be removed, the Owner with the device said he was not recording and asked that the meeting move forward.
- Owner asked about the flags at the entrance to the resort. Owner indicated he wasn't sure what the flags were at the entrance, but asked that the American flag and the State flag be flown at the entrance. Owner is a veteran and wants to see those flags represented. COM advised that the Board had considered it at the request of other owners. The American flag is flown at the Guard House on a 40' pole. In its present location, it would be hard for an unauthorized person to disturb or damage the flag. COM advised there is another group of veteran owners who have stated they prefer the flag at its present location so it can be cared for according to the rules.
- Owner asked when Ft. Wilderness is going to open. COM advised he would check on it, and that staff is in the process of de-winterizing and preparing that right now.
- Roll Call (above – this was done out of order due to addressing meeting recordings at the start of the meeting)
- Approval of minutes – Minutes of the past board meeting were approved electronically. They are posted on the website and at Reservations.
- General Manager's Report: Staff has made strides over the winter months on the grounds. Time for clean-up and event planning. The market indicates that family vacationing will pick up this Spring. Transfers are on the rise. About 30 so far this year. Reservations are coming in steady. At the January meeting, she shared that MidAmerica Resorts (MAR) was working with other developers and outside consulting firm to explore ways to deal with attrition. MAR did get some good insights. However, no decisions have been made yet. We do expect changes to the product offering. Mr. Gentry continues to meet with other developers in the industry as he makes these decisions. We're anticipating Sales opening by Memorial Day. Mr. Gentry expressed his excitement for a good year moving forward. GM also working on flag replacement for a damaged flag at entrance and sign replacement.

- Chief Operation Manager Report: The February freeze caused some frozen pipes and took a toll on the roads. We may have to adjust the scheduled road repairs to allow for repair on the roads that get used more. Trout tournament is on next Saturday. Sign up begins Thursday. The jump pillow is on order. No delivery date is available yet. As with other outdoor recreation items, there is a backorder. New installation techniques for the replacement should allow for quicker install once it arrives. New hot tub at outdoor pool should be in place when pool opens on Memorial Day. New lawnmower on order. One of the security guards is looking at loss prevention/safety hazards. He is inspecting sites, villas, and campers, no personal units. The sewer treatment update. Ensuring the storm water isn't entering the system will help ensure the new plant is properly sized. Repairs will be completed this spring which will keep us on schedule.
- Financial Services Manager Report: Nothing other than what GM and COM reported.
- Board President – reported on Online voting. Board has been working on this for some time. We believe a workable solution for online voting has been identified. There are a few key considerations:
 - Members must be in good standing a week prior to election in order to receive a pin# that will be needed for online voting.
 - Votes will be held on our server and submitted/retracted by the attorney for tally.
 - There is no option for mail-in voting.
 - Candidates from the floor, if any, won't be able to receive online votes, but will still be able to receive votes in person.
 - Should have feedback from a test by May 8 meeting.
- Owner asked if the calendars are in yet. GM advised that they are at the printer. Expecting a proof this week. Should be available in approx. 2 weeks if all goes well. We will not be mailing them again this year, but they will be available for pick up at reservations. It will look different this year. There were so many things that had to be adapted last year after the Calendars were printed, they revised the format to be more user friendly and economical.
- Board President asked for any other questions or comments from the ownership. None offered.
- Board President closed the open meeting at 10:38

The closed portion of the board meeting was called to order at 11:03 with all board members and COM present.

Old business

- Culvert repair status – road was widened, but the rain this week took its toll. As soon as it dries up again, work will continue. When completed, the road should be wide enough for two rv's to pass and for safe mowing.
- RV storage – Some of the derelict trailers have been signed over for destruction. As of now, we are on schedule to have the majority of the remaining derelict trailers destroyed and removed by fall of 2021. We have been able to keep the wait list for the Executive lot moving. However, it does continue to have new additions. At this time there are 7 people on the waitlist. We are hopeful that the current 7 will be able to get into storage in May. There is no waitlist for the Charter/General lot at this time and there are some available spaces in that lot.
- Welcome committee – next step is to gather names of new owners and transfers.
- Online voting – reviewed in open session. This is a positive step forward. No further questions or discussion at this time
- Purdy's contract has been extended through 2021. The season will likely start as last season ended with outside dining and carry out.
- Rule enforcement – staff is doing a great job enforcing the rules with backing from security and the BOD.
- Security CPR cards – former security chief was the instructor. We are in the process of looking at other options for training CPR and first aid. Also looking at storm spotter training for aquatics staff and security staff.
- Status of dry hydrant – conversations in progress, but looks to be moving forward.
- Price increases - new prices will be communicated and go into effect April 1st.

New business

- Board member asked if we had ever considered selling advertising in the calendar for owners and local businesses. LVL has two publications – calendar and map. Discussion about possibly selling sponsorships on other printed material.
- Memorial bricks – still for sale. Call reservations office for info.
- Discussed costs of printing calendars, newsletters, etc. GM reviewed steps being taken to continue cost control and reduce the per piece cost.
- GM reported that comptroller Barb retired. Christina has moved into the position after training with Barb over the past two years.
- We had 53 transfers in 2020. We completed 5 and have 21 in process so far this year. Dues are starting to come in. We anticipate \$3.1M operations budget for the year.
- Consultant update – Met with several other developers and a consulting firm. They have provided a lot of information. To date, no specific decisions have been made. Consensus is that the product sold in the past is not what new prospects are looking for. There is definitely a move towards memberships vs. owners. This has been subject of discussion with potential new owners in the past several years. We may be looking at a hybrid product. The decision is with the developers. We also learned that we have been spot on with what our target market is/should be.

- Signage – still working on replacing old wooden signs with the new, colorful, UV coated signs.
- Flag verbiage – brought up again today and we have addressed it. Board member to draft verbiage for the FAQ.
- Board of Directors to sign conflict of interest.
- Calendar updates – The calendar is going to look a lot different this year. There is more information available on website and through social media. Alignment of verbiage from various sources has been confusing in the past. All the various documents have been reviewed for consistency. An FAQ is also being reviewed. Going forward we will have more alignment and more questions will be answered using the approved documents.
- Shared Rules and Regulations – reviewed combined documents
- As of 8/1/2021 all reservations will require a Credit Card on file at the time of reservation. Card won't be charged until check-in. Required Credit Card on file for fees, damages, etc. Owner will be notified prior to charging card.
- A name change to any reservation at check-in or up to 24 hours prior to check-in will result in a \$20 fee. This is to avoid owners making reservations for associates or other guests which results in extended check-in time and additional labor.
- COM– Reviewed financials
- COM - Changing work week to Thursday – Wednesday mitigates OT
- Board member asked about sponsorship of new playground. Discussion held.
- Board member has received a letter from an owner with concerns about owning two ownerships but having to move off the resort after 21 days. Discussion about the 21-day rule applying to owner vs ownership. Rules are written as “member”, does not take multiple ownerships into consideration.
- Motion to adjourn made and 2nd.
- Meeting adjourned at 1:30 PM

*The BOD had a meeting prior to the open meeting to specifically address whether or not to allow Live stream or video broadcast of the meeting. Discussion around the findings and advice from legal counsel. Motion made and 2nd to disallow recording and/or broadcast of the meeting. Motion carried unanimously.

Minutes electronically Approved: 3/29/21

Minutes submitted by: Laura Schneider, Secretary