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BOARD of DIRECTORS MEETING
5/14/2022
Lake Expo – Gentry Hall, Monroe Room

Owner’s Meeting with Board of Directors

Call to Order:

Board President called the meeting to order at 10:01

Pledge of Allegiance

Roll call:

Board Members Present:

President - Doug Allen, Vice President - Aaron Zaner, Secretary - Laura Schneider, Sergeant at Arms - Jason Adams, Dave Edler, Leanna Dalton

Board Members Absent: Sherri Durbin

Chief Operation Manager: Paul Adams

Number of Owners Present: 27

Prior Meeting Minutes Approval: Minutes approved electronically and posted online and at Reservations.

Chief Operations Manager Report: Outdoor pool is opening May 28th. We are understaffed. We are working to accommodate the hours of operations we have had in the past. However, we may need to adjust based on staffing restrictions. The Guard house and Reservation roofs have been replaced. The Condo Road and the hilltop between Riata Entrance and the gazebo will be chip and sealed when the weather cooperates. The shelter for the wood pile is in progress. Owners and guests will see new hayfields on the resort. We don’t have enough people to cut grass, and we don’t have enough hay for

the horses so we are addressing two challenges with this solution. The Owner Guidebooks are in and at reservations. We have upgraded camera systems around the resort to provide for higher quality images and additional surveillance around the resort. We have added rock to the dam on the main lake to address areas of erosion.

Asst Operations Manager's Report: We are continuing to offer self-guided tours for those interested in purchasing ownerships. One member on staff is calling and scheduling tours. The self-guided options allow for no-pressure sales and it doesn't tie up staff. A letter was posted regarding an increase from our electric provider. Electric cost is up about 18%. We estimate this to be about \$57,000 that will need to come out of a tight budget. We need everyone to pitch in and do what you can to conserve electricity. When you are on the resort, please turn the lights and appliances off when you aren't in the units. Turn the lights off outside the campers and turn off appliances you aren't using when you are there. When people check out of rentals, security is going around to turn lights off and turn AC off, but it takes security away from other duties. If owners and guests can help with that, it would be appreciated. Every rental unit has a list of what you can do to help housekeeping get through the units quicker so we can try to keep all the units available while operating with a reduced staff. Another area that owners can help with is when they need access to RV storage. Security is required to accompany owners into storage, which helps protect units and the resort. But there are times when the Security staff is spending 45 minutes to an hour waiting for the owner to access their unit. Please be mindful of how much time you are spending at your RV when in storage. If you need to access your unit for a longer period of time, please let us know ahead of time so we can possibly have the unit pulled out of storage ahead of time. We only have one guard on duty and they need to be on rounds. Even though we are short-staffed, we are doing our best to get everything done.

Ways and Means Update: We have two raffles going right now. One is for a hand-made quilt; the other is for a cooler and additional items. Both will be drawn 4th of July weekend. You do not need to be present to win.

Open Discussion

- Owner asked if we are short staffed because we are going into summer and no one wants to work here or hourly pay.
 - Problem is not exclusive to LVL. Our starting pay is not competitive. Hours are nights, weekends, holidays. There are a lot of people that don't want to work with the public. Other businesses are struggling as well. We are doing our best to get through it like everyone else.
- Owner asked if it is possible that people could do a day set-up and then put the camper back in storage so that security isn't tied up.
 - If someone knows they are going to take a long time, we do that. We need them to let us know ahead of time.
- Owner asked for an update on the Water treatment plant.
 - We are in flow study which goes into next year. Results of that study will determine size of plant we need to build. The smoke test helped identify issues. Those are corrected. We are now able to keep rain water out of the system. This will ensure we are building an appropriately sized plant.
- Owner asked if we are on track with the government

- We are on the State's schedule. DNR
- Board President advised that Lost Valley Resort Engineer sent Missouri Department of Natural Resources an updated schedule that was approved by the Missouri Department of Natural Resources.
- Owner asked about status of the Wi-fi. They stated that nothing has changed since they were here last year. Owner heard that it is being tested and has glitches. They asked if there is only one person working on it. Owner stated they are in the 600's and don't have good coverage.
 - There is still another line that has to be ran in that area. There is more work that has to be done throughout the rest of the resort.
- The Owner asked if Wi-fi will go to other areas of the resort and if the whole resort will get covered.
 - We are increasing incrementally. There is a lot of trenching across difficult terrain that needs to be done.
- No other questions or comments from owners.
- COM reminded everyone that Park TLC begins @ 1:00
- Open meeting adjourned at 10:15

Board Of Directors Meeting (Closed Session)

Called to order 11:20

Old Business:

- Associates being a guest when the Owner is present – Since this rule and associate guest limits are being enforced, several owners have expressed frustration that they have more than two associates who purchase the annual card, but they can't all be on property at the same time. Staff provided several suggestions that would allow some opportunities for families to gather at the resort while maintain appropriate guest limits.
 - Discussed several proposals from staff that would allow for exceptions to the rule. Board agreed to support the proposals submitted that will go into effect next year.
- Dry Hydrant – The pipe and fittings have been delivered. We are waiting on the proper strainer to arrive. We are also waiting for the Gerald Rosebud Fire Protection District to come to the property and identify the proper site location.
- Welcoming Committee Update – Aaron Zaner gets a list every month. Aaron reaches out and leaves a message. He has also been sending out the welcome letter.
- Camera System Update – Multiple cameras have been upgraded around the property including several buildings. The monitors at guard house have been rearranged for easier points of view.
- Wi-Fi Update – Board President passed along concerns regarding the number/amount of open trench on the property. COM indicated the need to train additional equipment operator to get the backfill completed. A new line is yet to be ran across the field between 600's and 700's before that area sees the improvements fully.
- Gutters to be added to Guard Shack.
- Wastewater Treatment Plant Update - Covered in open meeting. New engineer with same firm is working on the project.

- New Owners recruitment – covered in open meeting.
- RV Storage – Charter lot had nine admissions, currently zero on wait list. The Executive lot had 16 new admissions, currently 32 on the waiting list.
- Update on Supervisor of Security- search continues for applicants
- Associate Card Percentages per level of ownership - Tabled to future meeting regarding maintenance fees.
- Financial Report for the Owners - Reviewed
- Employee update on the resort – Staffing continues to be a challenge. We currently have 52 employees on the payroll, many of which are part-time. Pre-COVID we averaged 70-75 during summer season. We may have to close some buildings a day or two each week or leave them unattended as a result.

New Business:

- Budget and Expense Report Review - Expenses and costs continue to rise with inflation. The current budget did not allow for the overall increases that are sustaining. The increases in gas and electric alone are projected to add \$57,000 in combined costs this year compared to budget. We need to find additional revenue to operate.
- Projects completed on the resort:
 - Roof at Guard House and Reservations came in \$600 under budget.
 - Agreement in place for road work. Condo road and Riata entrance to Gazebo will be resealed at a cost of \$32,000 with the remainder of the budget for roads to be spent on rock for sites and to rebuild boathouse road so it can be resealed in 2023.
 - Outside company retained to do mowing at condos and at the gathering place.
 - Hayfields have been fertilized.
 - TV service at Expo, Lodge, Fort Wild has been replaced with streaming service. Savings of \$200 per month.
 - Wood pile project is underway but not complete.
- Discussion regarding abusive behavior and offensive behavior towards staff. Board is going to support staff when enforcing rules.
- Checking ID's upon entry – you can be checked whether or not you have a tag. Owners and guests should be prepared to show ID each time they enter.
- Board member said there were two questions brought up in the Facebook group to address.
 - Why the free week in condos don't run with Fiscal year, but with calendar year?
 - Bylaws indicate free week rental per calendar year.
 - Could we save money eliminating one of the fireworks shows this year?
 - Contract for 4th of July show built in discounts for 2nd show. We can look at changes going forward, but are under a contract this year.
- Talk about items emailed out by Board member prior to meeting. Several ideas have been brought up in the past. Several new ideas on generating revenue and finding a way to offset the increasing electric costs. Discussions will continue as we cannot continue to operate as we have in the past or place all burden on primary owners through dues.

- Motion to adjourn received and 2nd. Meeting adjourned at 1:03

Minutes electronically Approved: 07/31/22

Minutes submitted by: Laura Schneider, Secretary