

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

General Open Meeting
July 19, 2014

1. Attendance.

Present: David Stover, President, Safety; Gary Bryan, Vice President, Buildings and Grounds; Beth Cruz, Treasurer; John Gaines, Secretary, Rules and Regulations, Assistant By-Laws; Tommy Walker, Activities, Equipment, Owner Relations, Ricky Carter, By-Laws, and Assistant Buildings; and Marvin Hill.

2. David Stover, President, called the meeting to order at 9:00 A.M. in the Activity Building. Pledge and prayer was conducted and all were welcomed to the meeting.

3. Motions follows:

- 1) To approve the agenda with additions to New Business of: one week sale and insurance update information. Made by Tommy and seconded by Marvin. The motion was approved. Votes were 5 Yea (Tommy, Marvin, Gary, Beth, Ricky) and 1 Nay (John) with President not voting.
- 2) To approve the minutes from June 21, 2014 as written. Made by John and seconded by Ricky. The motion was approved by votes of 5 Yea (John, Ricky, Gary, Tommy, Marvin) and 1 abstain (Beth) with the President not voting.
- 3) To approve putting the Amenities Feasibility Study Survey in the August mailing. Made by Beth and seconded by Gary. The motion was approved by votes of 6 Yea (Beth, Gary, John, Ricky, Tommy, Marvin) with the President not voting.
- 4) To declare Surplus Property the following items: One 2003 Professional Power Chipper, Model #C184CAP-18HP; one 1999 Woods Backhoe Attachment Model #6500; one 1988 Chevrolet Panel Truck with 6.2 Liter, V8 Diesel engine; and two 1999 Golf Carts Model Club Car. Made by Ricky and seconded by Marvin. The motion was approved by votes of 6 Yea (Ricky, Marvin, Beth, Gary, John, Tommy) with the President not voting.
- 5) To approve a one week sale of ownerships September 22 – 28, 2014 (to be advertised in next newsletter and other marketing locations). Price of \$1600.00 will include the current year Maintenance Fees. Made by Ricky and seconded by Marvin. The motion was approved by votes of 7 Yea (Ricky, Marvin, Gary, David, Beth, John, Tommy).
- 6) To adjourn the meeting at 2:30 P.M. Motion by Gary and seconded by Tommy. The motion was approved by votes of 7 Yea (Gary, Tommy, David, Beth, Ricky, John, Marvin).

4. Business Managers Report

Business Managers Report
Joyce Tallman
July 19, 2014

Maintenance Fees collected as of June 30, 2013	\$769,844.09
Maintenance Fees collected as of June 30, 2014	\$812,304.96

There are 61 accounts that owe the full 2014 maintenance fees and there are 24 accounts that owe the 2nd portion of the maintenance fees.

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

Currently there are 17 owners waiting for RV storage
and 3 golf cart spots available

Storage fees collected for the month of June 2014

RV Storage	\$6764.00
Golf Cart storage	\$1104.00
<u>Utility Trailer</u>	<u>\$ 222.00</u>
TOTAL	\$8090.00

Please review the newsletter and advise Christine or myself of any changes or corrections by 12:00 pm
Monday July 21, 2014 as it will be going to the printers that afternoon.

I would like to suggest that we have an employee luncheon on August 15th so show appreciation to all of
our employees.

Discussion:

- 1) Newsletter final review – we need more than a day to review and make input. It needs to
be sent out by email at least a week in advance as in the past.
- 2) Why do we stop reservations at noon on holiday weekends? It is because the front office is
very busy schedule during that time.

5. Maintenance Manager Report:

July 14, 2014

Unicoi Springs Owners Association

2444 Hwy 356 North

Helen, Ga. 30545

To: Board Members

Work completed by maintenance personnel from 6/10/2014 thru 7/14/2014.

Park improvement work

- Cut trees and limbs around park.
- Replaced bad siding and painted clubhouse.
- Remarked roadways.
- Reworked drainage in area 6 to address water problems.
- Reworked dumpster area. Cut trees and moved dumpsters back to help with odors.
- Worked on deck and railing repairs sites 237,48,43,136.
- Built 7 new picnic tables.
- Worked on repair list for outside lights
- Installed new lid at pump station by dam.
- Mulched area at lower pool and flower beds.

Administration:

- Moved 568 campers.
- Daily well readings
- Monthly enzymes
- Sent in monthly well reports to state

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

Discussions:

- 1) Sewer pumps that were replaced are working great but the distribution boxes ("D" boxes) will need to continue to be pumped out every year or two.
- 2) An employee walked away from job and the vacancy has been advertised.
- 3) Windstream cable TV repairs -- awaiting the sub-contractors to bury the cables and other repairs. The old cables are breaking down and the response from Windstream is not timely after the trouble has been reported to them. What is the history of repairs and response time? **John has the lead to gather the data from front office of cable TV problems.**
- 4) Gary reported to Steve that water was standing on site 306.
- 5) Pond silt accumulation -- years past discussions were to get estimates to dig out the slit or build a settlement pond which could be maintained by our maintenance department. Cost for this needs to be looked into. John Mooney provided some background from about 1993 which had two options. Options were: A. dig out pond or B. establish a small settlement/silt pond which could be maintained by maintenance personnel. **The President asked Steve Tallman, Gary Bryan, and John Mooney to look into this issue and report back to the board.**

6. Treasurer's report was presented by Beth. The next Finance Committee meetings are scheduled for July 22, 2014 and August 5, 2014 at 10:30 A.M. in the club house. Beth presented an amenities survey that she wanted to send out to owners which was approved (motion # 3). Beth provided the cost of Area 6, a mid-year budget, and detail report.

Discussions:

- 1) Mid-year review - the line item and footnotes left off the mid-year review budget will be added.
- 2) Detail report -- item # 15593 seems to be wrong. Beth will check to ensure correction. What defines breakout of grounds? Beth will check on this.
- 3) When do we look at insurance timeline? September or October is when it is scheduled this year.
- 4) What account was the transfer of the \$50,000.00? It was into operations.

7. Committee Reports:

- 1) By-laws -- next meeting is July 23, 2014.
- 2) Personnel Handbook -- draft was handed out last month for review. Ricky started reading from his notes and was stopped by questions. John stated that he wanted to review others members comments and concerns prior to the meeting in order to be prepared to discuss. David stated that the committee needs to review and make a recommendation to the board. **The board scheduled a committee meeting for August 1, 2014 at 6:30 P.M.**

8. Activities report -- Tommy. Thanked all the volunteers for the past celebration and on-going events. We have scheduled a singer for August 2, 2014 (7 - 10 P.M.) and singers for August 30, 2014 (7 - 10 P.M.).

9. Grounds report -- Gary. Reminder for all owners to turn in work orders and/or suggestions for any and all repairs or improvements.

Discussion: Area 6. Ricky asked the following:

- 1) Why did we go over budget without board approval?
- 2) Who prepared the cost reports for May and June? Answer - Beth, Bob, Steve, and Joyce.
- 3) Are these figures accurate? Yes.
- 4) Who is responsible to keep up with the cost overrun?

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

- 5) Why did we go over budget without board approval?
- 6) Who is directly responsible for resort finances? No one is being responsible with finances.

Break 10:35 – 10:40

In general discussion statements made they were 4 additional sites would be done if time and weather allowed. A decision was made to do them but after that decision issues arose that caused overrun of time and budget. Beth stated that she knew of cost overrun. In the March meeting the overrun was reported and in June the overrun was reported but had grown from \$19K to \$22K. Steve stated that it got out of hand when extra concrete was needed to pour some slabs that were not initially to be done.

Gary stated that he was not kept informed and was concerned that the original estimate was \$50K and overruns grew to \$69K and finally to \$72K. Steve again stated that it was reported at board meetings in March and June. Gary stated that we must do a better job of tracking such as Grounds Director to receive weekly reports. Beth stated that we can go back and review invoices from February till now to verify the costs and maybe determine the overrun cost.

Ricky challenged the costs being accurate. The work should have only been done if the board approved.

David stated that we have determined we/board have a problem with communication among the board, Tracking costs, enforcing approved standards or policies, and we don't show appreciation to employees. Gary disagreed with not showing appreciation to employees in that we do tell them. His concerns were the figures do not tell us the real costs. We need to review the process and establish a procedure that works. Evaluate the current process and improve it.

John agreed. We are not prepared to discuss concerns when long issues/concerns are presented at the meeting. Communicate them prior to the meeting. We have identified a problem with lack of tracking procedures/process – let's fix it.

Ricky stated that he knew that when coming on the board the lack of policy and procedures and has written some that have been approved. We should stop going over budget every year. The board is responsible to create fiscal policies. Where will this overrun come from? Will it be cash reserves or where?

John Mooney spoke that the owners should be provided a copy of the cost breakout of Area 6. Board needs to create policy which allows for director some leeway to stay within budget.

10. Buildings report – Gary.

- 1) Camper #22 (rental) the sofa is broken. Steve stated that maintenance was aware and the braces must be repaired.
- 2) Kitchen dedication plaque is on the wall for all to see.
- 3) Kitchen costs sheet was handed out to the board. Gary stated that some refinement of the breakout is ongoing.

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

11. Equipment report – Tommy.

- 1) Received a list with 3 items to be declared surplus from Steve Tallman. Two golf carts were added to the list. Motion to declare surplus was approved (Motion # 4). Discussion about information needed before advertising the sale of these items.
- 2) Tommy reported that the current bid process for buying used golf carts is not working based on the quick turn over of the carts. By the time we get the bids and wait for board meeting to approve the bids, the carts are already sold.

12. Lunch break 12:15 – 1:15 P.M.

13. Owner relations– Tommy.

- 1) David reported that he received a request to use the activity building on August 23rd from an owner. Current policy requires a 7 day advance request only. David has the lead to answer the owner's request that policy only allows for a request 7 days in advance.
- 2) Letter about rental #22 stated the furniture was unacceptable due to broken sofa. Board needs to look into this issue. Steve stated the braces are broken. Gary will look into this.
- 3) Owner reported that they cannot get SAT TV reception on a site and when moved to another site and used the cable TV service, it was unacceptable. Statement was made that the cable system is outdated and being improperly repaired. As we are a Coast to Coast Five Star resort, why don't we have Five Star services? John asked what actions are taken by management on reported troubles. **John was assigned the lead to gather data on cable TV complaints.**
- 4) Incident report started but was stopped to be discussed in Executive meeting.
- 5) Letter was read about a safety issue. A 'near miss' incident. A child on a bicycle (about 5 year old) was riding near where a camper was being moved. Child did not watch the road and the quick reaction by the two maintenance men that were moving the camper avoided hitting the child. Thanks to the employees - Tim and Chris – for avoiding the child. David will pass to the employees. **Owners, parents, and grandparents MUST be responsible for their children and their safety.**

14. Rules and Regulations – John. No report.

15. Old Business.

- 1) None

16. New Business

- 1) Memorial monument – Gary provided a handout with picture of a monument. He suggested that our resort study the possibility of one similar. Estimate 3 ½ feet high made from granite or stone and maybe mounted on a base. This is not for action but just for study.
- 2) One week sale – Marvin. The last two years we have sold ownerships. Need to approve a sale in order to get it in the newsletter. Motion # 5 approved a sale in September.
- 3) Insurance information – Gary contacted our Insurance representative about maintenance personnel certifications. The insurance company will provide a 'download' for the employees to watch and be certified. This will help with insurance rates. The vehicle drivers should be listed on the insurance roster. Current policy requires the list. Question was asked who enforces this and the answer was the managers.

**UNICOI SPRINGS CAMP RESORT
BOARD OF DIRECTORS MINUTES**

17. Owner Comments:

- 1) Discussion about prices of ownership: some said that lowering the prices may bring in lower income personnel. Donna Gaines stated that was profiling which is wrong. We need to bring in some younger folks but we should not profile people. Others stated they did not see it as profiling. Beth comments that the lawyer has said that we cannot refuse to sale to anyone. We try to keep the price of deeds for the value which does not devalue anyone.
- 2) John Mooney said that over the year's lots of suits against the resort which is owners have been paid out. If we paid off suits, the owners need to know. Resorts insurance went up this year due to the amount of claims. Owners need to know. Beth stated that any owner can request in writing to get data from the office. The information should be provided within a certain timeframe. Ricky has a claim list available. Currently we only have an EEOC complaint/claim. Where are the cost shown on budget? The answer given was under legal fees.

18. Directives to the managers: none.

19. Meeting adjourned 2:45 P.M. (motion # 6).


John Gaines

Secretary

Approved: