

**HHI Motorcoach Resort
Open Board Meeting Agenda
November 11, 2017 @ 1 PM**

Prior to the Meeting. Bud Weaver led in the Pledge to the Flag, Medley of Armed Service Medley, played “America the Beautiful” for those veterans who gave the ultimate sacrifice. The he led the audience in “God Bless America.”

Raffle Winners were announced. 18 winners were announced, delaying the 1pm start. Need to revisit this process for April Meeting.

CALL TO ORDER at 1:10pm Tom

Roll Call (All present in person)
Introduction of new owners:
Lot 393 – Tammy and Greg Silcox
Lot 28 – Stephen and Suzanne Duhamel
Lot 262 – Julie and Keith Coyle
Lot 390 – John Marklewicz
Lot 171 – John and Pamela Barwick
Lot 51 – Robert and Cassandra Blumer
Lot 61 - Matthew Perry
Lot 123 – Mary and Thomas Snyder
Lot 342 – Kenneth and Linda Voigt

Recognition of past presidents:
Charlie Kendrick was in attendance.

PROOF OF MEETING NOTICE Ed

Notices were posted on line in weekly POSTINGS, sent by Constant Contact, hard copies posted in HHIMR office, Clubhouse and laundry area, starting 16 days prior to the meeting.

PRESIDENT’S REPORT Tom

Thank Board Members for their effort. Thanked Committee Members for the work they do. Introduced Jim Skellett, Resort Manager, to audience. Introduced Real Estate group, Renee Duquette and David Bragg. 59 lots listed, 28 under contract, approximately \$2.4 million in sales. David talked about how gracious owners were to prospects, helps sales. Average sales was \$58,400 in July, now \$65,400 up 17% in four months. Tom noted that the Annual Owners' Week is April 2-7, 2018.

COMMITTEE REPORT

HR into Management Report

Frank, Jim

Frank introduced the team. New Front Desk Manager is Christine Burkiewicz. She was off today, moving into a new home. New workampers were introduced. See slide presentation for names. All were out working.

Management Report

Jim

Is honored to be here. Goal is to be the best Resort Manager ever. Distributed password cards. Invited owners to call him as he is here to serve. Key pad for Gate access, will be fixed by end of the year. The process is 800 new passcards and RFID stickers for vehicles. New reservation system - we will be sending out owner logins and passwords shortly. Jim cannot make everyone happy but all decisions are made in the best decision of the Resort. Jim recognized Alex for her work this Owners' Week, who received a standing ovation from the crowd.

Finance Committee

Gerry

See the slides for information. Introduced Board members and Tammy Novak from IF. Putting \$5,000 back into the resort each week. Rental payments to owners will be going soon from Quarterly to Monthly, working on direct deposit, being more owner centric. Island Financial puts processes in place that don't change from Board to Board. We are taking in more revenue and spending less in expenses due to changes in our business model. Compete financials are published for owners to see on our web page.

Marketing/Communications Committee Ed

Thanked committee members – owners Don Beck, Pam Eckart, Marianne Riddile, Resort Manager Jim Skellett and the folks from BowStern for their work on the committee. See slides for Goals and Bowstern presentation.

Bowstern Presentation

Tom Derzypolski

MOTION on 2018 RATES (from committee, no second needed)

All Rates are “plus tax of 10%” -

Peak Season (*March 1-November 30, 2018*)

Lake Front Lots \$120

All Others \$ 99

Non-Peak (*January 1-February 28, December 2018*)

Lake Front Lots \$110

All Others \$ 85

- Rates are for FOUR (4) people per site
- Additional people are **\$10 per night, per person**
- **Maximum of SIX (6) people per site**
- FMCA and Military Discounts of **10%**
- Monthly and Rally Discounts are **15%**

PASSED.

PEC Committee

Pete

Pete has a new title, PEC Chair. Regrouping, asking for owners with the proper skill sets, to join PEC. Process now is that all applications will go to Resort Manager/office. Scanning in paper info so documents are always in the office. Pete will share the load on the committee.

Welcome Center Committee

Tom

Vision for this committee is changing. Important items today include an Elevator and bathroom in current Clubhouse. First phase. Looking down the road? Entrance improvement is late phase. Master plan from beginning to end is what committee is doing.

Elections Committee

Bill

Bill introduced Marianne Riddle. See slides from Marianne. Call for candidates for the April election to fill open seats when Tom Crews and Bobby Lowman roll off (Bobby filling in due to resignation). Reviewed the process

WiFi Committee

Gerry

Dan Meier presented. See slides. Looking at three companies. Each must be able to offer internet-WiFi-Television. Two have submitted proposals, waiting on third. Dan believes managing WiFi, not owning it, will work much better for owners.

UNFINISHED BUSINESS

Tom

None.

NEW BUSINESS SEE SLIDES FOR COPY.

Motions from Frank Clabaugh, Board Member

- Motion – Cancellation and Refund Frank, second Bill, PASSED.
- Motion – Toy Model Policy Frank, second Bill, PASSED
- Motion – Tree Policy Frank, second Bill, PASSED
- Motion – Mail and Packages Frank, no second, FAILED.

ADJOURN at 2:38pm

Tom

PUBLIC COMMENTS

Tom

Lot 132, asked Pine Trees by pool be cut down. Some in crowd not receptive to idea.

184, question: why is it that his extender made all fine. No answer from Hargray.

Jax, site 96. POA was \$564, now \$600. Nay reduction

George, 115. Mail proposal. Suggestion is not to do it off site. Time standpoint doesn't make sense.

Marianne Riddle, 351. Mortgage \$142K. Why not divide it by 400 sites, kick in \$355 per site, and pay it off.

Bubba, site 67, 348. Said George's comment about time is wrong. Interest is deducted on loan so he likes Marianne's idea. Asked if Finance would consider Marianne. Also told crowd \$600 POA fee is low.

Julie 262, mail issue. Convenience to have it brought here. Why don't we have a secure box, pay the Resort, owner has a key.

FRANK: USPO will not deliver packages.

John Curtin, 83. 50% of the mail each day is guests, we should not take that from amenities.

John, 254, Owns a mail forwarding company. Can help with this problem, working with RM.

Rachel, 352, asked about the carpeting downstairs. Tom answered about the new carpet

Molly Kendrick, Site 78. Wondered what happened to questions from Direct Line? Those issues were incorporated into our presentations.

Ruth Robert, Site 292. Mail issue, a committee of owners to discuss this.