

## January 20, 2018, Manager's Report

Invoices for the first half of Member and UDI Dues for 2018 went out on December 27. Second half dues notices will go out February 27, which will be the same time the Seasonal dues notices will be going out. I will be drafting a letter to let everyone know that their dues will need to be paid in full by May 15 in order to get their wristbands for the season. We have installed the on-line deposit machine and have been using it. It is very efficient. I am working on getting the on-line bill pay. All seasonal sites are now taken. The new reservation system has been working, and we continue to learn new things daily. Kristen is working on documenting the procedures for the Store Associates. We have been working on the banners, table cloth, new brochures, and ordering for the store. We will have window cling parking passes for the Condo, UDI and Seasonal. We will also have packets made up for each Condo, UDI and Seasonal, so when we start seeing the members in April, we will be prepared.

**Financials:** below is a snapshot of the main income/ expense sources for 2017. Current Dues also include seasonal and UDI seasonal.

2017 YTD income dues: \$814,572

2016 Fiscal income dues: \$776,816

2017 YTD reservations: \$643,259

2016 Fiscal reservations: \$508,464

2017 YTD Total expense: \$1,039,975

2016 Fiscal expense: \$1,130,006

Operating account YTD 2017 \$160,038

Operating account YTD 2016 \$80,915

**Store hours are Monday - Friday 9:00 A.M – 4:00 P.M. Saturday and Sunday by appointment**

**Staff:** (employees with an \* by their name have been retained from last season)

**Green**=currently on payroll      **Yellow**=hired pending start date      **Red**=need to fill

Office/Store Name/position	Salary/Hourly Part time/Full	Maintenance Name/position	Salary/Hourly PT/Full	Aquatics Name/position	Salary/Hour PT/Full
<b>General Manager/ Judy/David</b>	Hourly/FT				FT/hourly
<b>Store Manager/ Kristen</b>	Hourly/FT				FT/hourly
	Hourly/FT				FT/Hourly
	Hourly/FT				FT/hourly

	Hourly\PT				FT/hourly
	Hourly\PT	Cory	Ft/Hourly		FT/hourly
	Hourly\PT	*Larry	Salary\FT		Hourly \PT
	Hourly/FT				Hourly\PT
Security Name/position		Housekeeping Name/position			
	Hourly\Ft		Hourly/FT		
	Hourly\PT		Hourly/FT		
	Hourly\PT		Hourly /PT		
	Hourly\PT				

**Employee: All Employees are direct deposit, and will be from now on.**

#### **Grounds & Maintenance:**

We are working on the winter list. Snow plowing and repair of the plow continues. It appears an actuator may be getting stuck at times and it kills the electrical in the truck. If you unplug the plow connector for a while and restart the truck, you can then continue on. Will look at more closely once the weather breaks. Our main focus is on central bath house. We have demolished all but 2 showers and bathroom stalls on the women's side. On the men's side, tile is complete, painting is being worked on, and countertop is back in. We still have to finish hookups on some of the electrical and plumbing. The white board installation has begun. Installation of the new partitions will begin once the painting and wall board is complete. In the laundry room, we have moved several of the dryers to give a more uniform appearance. We have removed the wall mounted folding tables and replaced them with stainless tables that are not permanently mounted. Once the men's side is complete, we will be shutting down the women's side. The men's side will be "co-ed" until the project is completed. **Any assistance by volunteers would be greatly appreciated. Call Dave at 920-246-9034, and I can tell you what talents we are in need of.**

If you have a maintenance issue, you can call maintenance at 920-559-0032 (Larry) or 920-246-9034 (Dave) or e-mail at [dave.hvr55@yahoo.com](mailto:dave.hvr55@yahoo.com) You can also contact Judy and Dave Pfister (920-559-6805) and, as always, a work request may be submitted in the store.

**Rules enforcement/Building permits:** Any new construction that is performed **must have a building permit.** A permit can be acquired from the Egg Harbor Town Hall-Pam Krauel (clerk-treasurer) 920-743-6141.

**Aquatic Tasks:** Both pools are closed for the year and both have been winterized by Splash.

**Professional Services:**

~**Accounting** is still being conducted by Asher & Wood LLC

~Coverra insurance is our **insurance provider**

~Advanced Disposal is our **waste management** company. They gave us a reduced price and new containers this spring which has helped in keeping the birds away.

~Septic Maintenance is our **septic hauling company**. They are not just a hauling company. They also provided invaluable maintenance assistance with the lift station at the activity pool as well as repairs to our pump truck)

~Carrico Aquatics is still our **pool service/chemicals** provider.

~ Camera Corner is our **IT Company**.

~ We are **members** of the Egg Harbor Business Association.

~We are **members** of WACO (Wisconsin Association of Campground Owners).

~We are **members** of the local Rotary chapter.

~We are **members** of ARVC (National Association of RV Parks and Campgrounds).

~We are still utilizing Harv's Electric for our **electrician** needs.

~We are insured through Coverra for workers **compensation**.

~We are still utilizing Pinkert Law Firm for our **legal advice**.

~We are currently not outsourcing our **collections** efforts.

~We are currently not outsourcing condominium **property management**.

~We are still using Holiday Wholesale as a primary source for our **store inventory**.

~We are using Green Bay 7-UP

~We are still **banking** with Associated Bank.

~ **Rental golf carts:** Harbour village is in a rental agreement with Jims Golf Carts. Electric carts are ordered for next year, the charges are mounted to the cart and the renters will be responsible for charging the carts at night.

~Door County Co-op is our **propane supplier**.

~We are using DIRECTV for **satellite TV** for our rental units. Service HAS been suspended till May 1st and will automatically be turned back on at that time.

~AT&T is our **telephone provider**.

~US Cellular is our **cell phone** provider.

~**Camping clubs** we are affiliated with: Coast to Coast

Reservation System is now Reserve America as of December 1<sup>st</sup>.

**Long term Contracts:**

**Kids Directory Term 2015-2021 (Advertising) (Pending)**