

Approved via email

**Harbour Village Resort
Annual Meeting
August 15, 2020
Harbour Village Resort Pavilion**

Call to Order:

President Jason Haines called the meeting to order at 9:00 a.m.

Present: President Jason Haines, Vice President Brian Wallace, Secretary Paulette Kussow, Treasurer Sue Vandermeuse, Board Member Barrett Stueck, Board Member Mary Pekarske-Siers, Board Member John Niedbalski, Board Member Paul Bort, General Manager Anne Fiorello

Pledge of Allegiance

Opening comments: Jason

- Welcome to all members.
- Annual Meeting Agenda presented.

Presidential Address: Jason

- In light of the pandemic, we are doing pretty good.
- Commend Anne and the staff for the job they have done.

Board Member Elections: Jason and Paulette

- Nomination Process:
 - Nominations can be made at the Annual Meeting.
 - Nominees will be asked at the Annual Meeting to tell about themselves, their experience, qualifications, what you see as the future for Harbour Village, etc.
 - Nominees must be a member in good standing and have no criminal record.
 - You can nominate yourself or someone else.
- 9 Board positions
 - 3 positions up for election every year if terms are completed.
 - Present Board members up for election this year:
 - Jason Haines
 - Barrett Stueck
 - Open position
- Nominations for the 3 open Board positions:
 - Jason Haines
 - Barrett Stueck
 - Selys Perry
 - Jessica Wiitala
 - Mary Waack

Approved via email

- Paulette K. reviewed the Election Process
 - (Because of the COVID 19 pandemic, members registered with their identification as they entered the pavilion and got their ballot and blank envelope.)
 - Member must be in good standing with Harbour Village to vote. A member in good standing includes members who are on an approved payment plan and are current in their payments.
 - PRINT names of nominees on the ballot
 - Names are printed on the white board
 - In order to keep votes anonymous, DO NOT put your name on the ballot.
 - Put the completed ballot in the envelope. DO NOT put your name on the envelope.
 - Turn in your ballot envelope.
- Nominees gave some background information and their vision for the park.

Short break to hand in completed ballot in envelope.

Completed Projects - Jason

- Store Facelift – Spent \$6,000, Saved \$20,000
- Oasis Inflatables – Spent \$34,000
- Snowplow Truck – Spent \$30,000
 - Needed a dependable truck for snow plowing.
- Pool Tile – Spent \$1,500, Saved \$10,000
 - Pool tiles were falling off.
 - Some severe deterioration under the tiles
 - Got only one bid from Splash.
 - Splash was delayed in the spring because of the pandemic.
 - Splash could not do the work until August.
 - Volunteers did the work instead.
 - Hot Tub Closed
 - Had an inspection of the pool recently
 - Inspector said that we never got the paper work from the state in order to have the hot tub open.
 - Had to close the hot tub until we get the paperwork.
 - Inspector coming Friday to make sure the hot tub is OK.
 - Hopefully, it will be open next weekend.
- Central Bath Well Pump (Fall 2020) – Spent \$9,000, Saved \$3,000
 - A volunteer welded the pressure tank that was leaking, but didn't know how long it would last because there wasn't much metal left.
 - It started leaking again, so this project needed to be reevaluated.
 - Determined that it needed to be done.
- Pavilion Garage Doors - \$7,000

Future Project Planning (Strategic Planning Committee) – Jason

(Based on inspection of the park every year as to what needs to be done.)

- Water Heater Replacements - \$30,000, planned for 2020 thru 2023
 - 6 water heaters @ \$5,000 each. (3 are 35+ years old)
 - One is currently not working.
 - 2 heaters in each bath house.
- Activity Pool Pump and Filter Replacements - \$80,000, planned 2020 thru 2022

Approved via email

- Activity Pool Waterslide Repairs - \$150,000, planned 2021
 - Work done on water slides 8 years ago.
 - Slides are not in good condition.
 - This project will recondition inside and outside of the waterslides by a professional water slide company.
 - The longer we wait, the more likely they will need to be replaced.
 - Replacement cost is approximately \$2 million.
- Activity Pool Building Refresh - \$25,000, planned 2022
- Activity Pool remaining tile replacement - \$5,000, planned 2021 thru 2023
- North Bath Building Refresh - \$10,000, planned 2023
 - Building refresh refers to new siding, doors, and windows.
- Central Bath Building Refresh - \$10,000, planned 2023
- Store and Central Bath Roof Replacements - \$55,000, planned 2024-25
- Pavilion Refresh - \$15,000
- Store Expansion - \$150,000
 - The store has gotten busier but is not any larger.
 - More office space and sales area.
 - Looking at possibly 8 to 10 years.
- Food Service - \$100,000
 - May be included in store expansion in 10 years.
- Playground - \$180,000

Maintenance – Jason

(Pictures included of some of the work.)

- Store Siding and Windows
- Pool Tile
- Hot Tub Grate and Tiling
- Central Bath Water Tank
- Water Blowout/Startup Improvements
 - In the future, all blowout in the fall will be from the top shop so the central bath will be able to stay open.
- Site Pad Repairs
- Painting throughout park (picnic tables, electrical pedestals)
- Old Brush Pit Filling
- Flood of 2020
 - Took more than a week of maintenance time dealing with all the water.
- Winter tree removal and wood cutting/splitting

Financial Update – Brian

- COVID 19 summary
 - From mid-March to the end of May, it was all hands on deck between Management and Board.
 - By March 20, Anne was already consulting with and attending webinars from organizations such as ARVC for guidance and best practices.
 - Board was meeting bi-weekly or even weekly via SKYPE as new information would come out.
 - Trying to understand the situation and how it would affect the park.

Approved via email

- By mid-April, an emergency budget was created.
 - Government and health officials kept restrictions in place until the last minute but, fortunately, we did not need to enact this emergency budget.
- However, this does not mean that COVID has not impacted the park.
 - Suspension of the J1 Program (foreign worker program) contributed to a talent vacuum in Door County.
 - We had to jump on talent early even as there was uncertainty in the season.
 - For example, hiring of lifeguards before we knew if the pools would be open) and using them for other projects in the park (maintenance, etc.).
 - Intensified focus on cleaning and sanitization practices:
 - Supply was tight.
 - Prices astronomical.
 - For example, a gallon of hand sanitizer costing \$70-\$75 and not being available for weeks.
 - Year to Date, we have had nearly \$100,000 worth of identified COVID cancellations.
 - Fortunately, we have seen a renewed interest in camping from other people looking for activities outside of their home.
 - We have been able to fill these cancellations with new reservations.
 - Commend Anne and her team.
 - A lot of moving people around and many reservations were at the last minute.
 - Summer is extremely busy around the park without handling a volume of cancellations and rebookings.
- On paper, there is nothing significant that distinguishes this year's results from other year's.
- We are very fortunate that our 2020 results compare favorably to both our pre-pandemic budget and prior year.

Dues Data – YTD Budget - Brian

- **Condo**
 - Budget - \$373,568
 - YTD - \$386,794
- **UDI**
 - Budget - \$133,801
 - YTD - \$146,140.11
- **Seasonal**
 - Budget - \$219,783
 - YTD - \$208,258.01
 - There were some seasonals that converted to UDI.

Camping Revenue - Brian

- **229 Condo** - \$376,394 (38% of Camping Revenue)
- **73 UDI/UDI Seasonal** - \$132,629 (14% of Camping Revenue)
- **Public Overnight** - \$281,562 (28% of Camping Revenue)
- **Public Seasonal** - \$208,258 (20% of Camping Revenue)

Approved via email

Account Balances – YTD - Brian

- **Operations (Reservations are now paid 100% at time reservation is made.)**
 - 2020 - \$828,301
 - 2019 - \$625,276
 - 2018 - \$545,711
- **Project (Amounts fluctuate depending on the projects.)**
 - 2020 - \$64,598
 - 2019 - \$19,571
 - 2018 - \$86,872
- **Reserve**
 - 2020 - \$166,604
 - 2019 - \$156,904
 - 2018 - \$51,148

Other Revenues – June 2020 YTD – Brian

- **Non Dues Related Revenue**
 - Overnight Camping - \$281,562 (91% of 2019 full-year results of \$309,304)
 - Park Model Rental - \$74,305 (80.1% of 2019 full-year results of \$92,745)
 - Store Inventory - \$25,294 (29.9% of 2019 full-year results of \$84,612. July and August are traditionally big store sales months.)
 - Golf Cart Rentals - \$21,680 (54% of 2019 full-year results of \$40,141. July and August are big months for golf cart rentals.)
 - Others - \$23,674 (30.8 % of 2019 full-year results of \$76,861)
 - Transfer tank sales
 - Firewood sales
 - Pump-outs
 - LP tank sales
 - Wristband sales
 - Other miscellaneous
 - Solid results in an uncertain environment.

Expenses – YTD thru June - Brian

- **Wages**
 - Budget - \$422,500
 - 2020 - \$135,473
 - 2019 - \$112,478
 - 2018 - \$123,938
- **Professional Fees**
 - Budget - \$29,750
 - 2020 - \$9,770
 - 2019 - \$9,984
 - 2018 - \$8,234
- **Advertising**
 - Budget - \$42,000
 - 2020 - \$8,620
 - 2019 - \$27,465
 - 2018 - \$39,530

Approved via email

- **Insurance**
 - Budget - \$60,000
 - 2020 - \$28,987
 - 2019 - \$34,447
 - 2018 - \$28,606
- **Office Expenses**
 - Budget - \$34,000
 - 2020 - \$21,702
 - 2019 - \$15,788
 - 2018 - \$21,782
- **Maintenance**
 - Budget - \$190,800
 - 2020 - \$61,614
 - 2019 - \$35,883
 - 2018 - \$71,472
- **Consumable**
 - Budget - \$36,850
 - 2020 - \$21,357
 - 2019 - \$20,412
 - 2018 - \$11,551
- **Telephone/Internet**
 - Budget - \$16,500
 - 2020 - \$12,501
 - 2019 - \$8,208
 - 2018 - \$6,011
- **Utilities**
 - Budget - \$48,500
 - 2020 - \$17,087
 - 2019 - \$16,771
 - 2018 - \$19,078

Weekend/Weekday Campground Occupancy - Brian

- The park has been just as busy on weekends.
- Weekdays have been busier.
 - 60% or above for weekday occupancy since late June.

Policy/Rule Enforcement Updates - Anne

- **Overflow Parking Policy**
 - This is the parking area out front.
 - This space is for our guests or extra vehicles
 - Check in at the office
 - Need a parking pass or you may get a ticket.
- **Dues Payment Policy**
 - Invoices mailed in December.
 - *First half of dues – due by January 31*
 - *Second half of dues – due by April 30.*
 - Dues must be paid in full to get wristbands.

Approved via email

- Condo Sales Procedure
 - There have been about 12 sales per year.
 - There is a process to follow if you want to sell your condo lot.
 - ***Talk to Anne first before doing anything else.***
 - Will need to get a survey.
 - Harbour Village has the Right of First Refusal.
 - When you get a buyer, then you can work with a title company.
- Permit Procedure
 - ***Don't start projects in the park without approval.***
 - Whatever you want to do (remove trees, build decks, structural changes, etc.) needs a permit.
 - Structural changes also need a building permit through Egg Harbor. (\$50 fee)
- **Golf Cart Rules**
 - ***5 mph speed limit.***
 - ***Cars***
 - ***Golf carts***
 - ***Bikes***
 - ***Must be 16 years old with a valid driver's license to drive golf cart.***
 - ***No children on laps driving carts.***
 - ***Golf carts must be registered with the park.***
 - ***3 inch site numbers must be on the golf cart.***
- Guest Visitation
 - ***Only one camping unit is allowed on a site.***
 - Violators will be fined.
 - Can have one tent on site with camper.
 - Guests should check in at the office.
 - Want to know who is in the park.
 - Will be asking for guest's license number next year.
 - Be sure guests have wristbands.
 - Guests are responsible for knowing the rules of the park.
 - ***Members are responsible for their guest's behavior.***
- Bylaws/Seasonal Agreement/Meeting Minutes
 - Go to Bylaws or Seasonal Agreement to find guidelines.
 - Meeting minutes are emailed to members, are on the member's website or you can get them from Anne.

Member's Website - Anne

- <https://www.harbourvillageresort.net/>
- The best place to go for ALL information regarding your membership.
- Keep up on Board Minutes and receive email updates of what is going on in the park.
- Directly communicate with the Management of the park.
- Let Anne or Paulette know if you want to be added to the email list.

Questions/Comments:

- Question about using the security building at the park's entrance. *Anne agrees that this should be used as a control point. Using the security building involves a staffing issue which creates a Budget issue. Will be discussed during the Budget process.*

- Question on getting internet service throughout the park. *There was an internet presentation at the July Board meeting. Board has not met since then. Need to understand the total cost of this service. There would be a financial impact. We have a number of projects coming up in the park. The Board has to decide where the money should be spent.*
 - Someone mentioned that there may be some State funding to get internet in Door County. *Will have to see if such funding is available.*
 - *Some options, other than park-wide internet, were mentioned.*
 - Some campers would be willing to help pay to get the service. *There are also campers who would not care to have this service.*
- Thank you to Volunteers.
- Concern about the lack of security. People speeding (carts, cars and bikes). Too many people on a golf cart. People walking in the middle of the road. *This weekend there will be 4 security staff. Security may be handling other issues. Getting some volunteers to help with security. No more liability with volunteers than if they were cutting wood. Could have volunteers sign a Waiver. Members need to monitor themselves. Many of the people speeding are members.*
 - *Members can remind people to slow down.*
 - *Contact Security/Anne if there is a problem with people speeding or other issues.*
 - *Give the cart number/license number if you can.*
- Concern about the intersection of five streets entering the camping area. Speed bump may help there. *These types of issues should be brought to Anne. The purpose of this meeting is to discuss the finances and the status of the park.*
- Concern about the road potholes. *This is a Budget issue. Will look into doing something more than once a year.*
- Statement about monitoring wristbands. Would be easier to see the wristbands if they were wider and fluorescent.
- Statement about trees needing to be cut. *Tree cutting is on the list of projects.*
- Would like to see on the Project List the widening of the roads so two cars could pass everywhere.
- Statement about wanting to volunteer but not knowing what needs to be done. *Give your name to Anne for volunteering. Paulette has put out emails when volunteers are needed. This will continue to be done in the future.*
- Glad to see that Playground upgrade is on the Project List. *The playground was inspected and it is safe. Cannot upgrade in pieces. Warranties are invalid unless all pieces are from one company. Will maintain what we have until it can all be replaced.*
- Question whether a large assessment is coming with the number of items on the Project List. *Get to the end of August, we will have a better idea of what we can cover. It is a little too early to speculate. Don't know what will happen with the COVID issue. Will have to see where we are at the end of the season.*
- Water Slides: There used to be a rule about no rivets, snaps or buttons on swimsuits to help avoid damage to slides. That should be enforced now. *That is a good suggestion.*
- Question about the swings that are flat. *These are for special needs children.*
- Concern about the maintenance of some of the sites in the park. *Taking steps to communicate with the site owners. Owners have been fined. Work with maintenance to pinpoint trouble areas.*

Board Election Results – 3 3-year terms

- **Jason Haines**
- **Barrett Stueck**
- **Jessica Wiitala**
 - Executive Session meeting of the Board after the Annual Meeting.

Approved via email

Annual Meeting adjourned at 10:20 a.m.

Paulette Kussow, Board Secretary

Addendum from Executive Session following Annual Meeting:

Harbour Village Board Officers for 2020-21:

President – Jason Haines

Vice President – John Niedbalski

Secretary – Paulette Kussow

Treasurer – Brian Wallace

Activity Pool Slides

- Repairs need to be done now.
- John was told by slide people that to wait months could cost us years of slide use.
- Discussion on getting this work scheduled for early fall this year. (September)
- John reviewed what has been done to the slides up to this year
- Fiberglass is showing through.
- Exterior was never painted.
- Need joint resealing, gel coat the interior of the slides, and paint the exterior.
 - John will email bid information to Paulette to be forwarded to the entire Board to review.
 - Need to get this under a maintenance program.
 - Probably about \$2,000 a year.
 - This work could give us another 10 years use of the slides, approximately
- Bid from ***Safe Slide*** = \$115,000 to \$120,000. (\$123,000 on the high end.)
- Bid from ***Avalanche Water Slides*** = \$126,500.
- Bid request to ***Fisher Brothers***. No reply.
- Tower is rusting and needs to be painted.
 - Maintenance could do that.
- Discussion of finances and where the money could come from for the slide project.
 - Projects – Have done everything this year except the well pump.
 - Park will be billed next year so warranty is good for an extra year.
 - Pool pumps and filters = \$80,000
 - Plan to transfer \$110,000 to Reserves this year.
 - Reviewed the amount of money that was saved this year on projects.
 - Other projects may need to be shifted 6 to 9 months in order to get this done.
 - Anne will send out the July financials so we can see where we are now.
- Slide work in 2012 was done by Fisher Brothers.