

Approved via email

**Harbour Village Resort Board of Directors
Meeting Minutes
Egg Harbor Town Hall
December 7, 2019**

Call to Order:

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

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

Absent: President Derek Bell

Opening Comments: Jason H.

- This meeting will be recorded for transcribing purposes.
- During the meeting, please do not interrupt the Board's discussion by making comments without being recognized.
- Are there any items on the agenda that any Board member feels they should be removed from the discussion based on a conflict of interest?

Pledge of Allegiance

Open Session: No comments

Consent Agenda:

- Announce approval of November 2, 2019, Board meeting minutes via email.
- Manager's Report: November 2019 and December 2019
 - Pool work to be completed for spring:
 - Really nothing new right now.
 - We were planning to do the slide repairs ourselves.
 - Involves some patching, caulking and some gel coating.
 - Thought if we could get someone to do this for us we would.
 - Anne got one bid for \$119,000.
 - We don't need everything done on the slides which this bid implies.
 - Activity pool tile work:
 - Tile on the divider between the plunge pool and the big pool and the steps.
 - Splash said they could do the work.
 - No cost for this project from them yet.
 - It has been hard to get in contact with people at Splash.
 - Have not been able to get any other bids for tile work.
 - The grout is hard to work with
 - Would want to see Splash's warranty on their work

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- John N. found the tile.
 - Caulk and Gel Coat Slides:
 - Maintenance could not get this done in the fall because of the weather.
 - Slide Specialists could do this work.
 - *Anne will follow up on them possibly doing the work.*
 - A Seasonal camper (Joe) might also be able to do this work.
 - Pool Pumps:
 - Nothing done yet.
 - Work could be done over the winter.
 - May need to do a Request for Proposal (RFP) to get contract offers.
 - RFP spells out exactly what we need.
- Financial Report: October 2019 and November 2019
 - Question on Cost of Goods Sold (COGS) and Seasonal site amounts.
 - COGS may be the results of an adjustment for inventory.
 - *Anne will check with Accountant Asher on these amounts.*
 - With better alignment this year and the new reservation/inventory system, there should be better tracking.
 - Question on Capital Improvements number.
 - Accountant Asher does that at the end of the year with the new park model.
 - The new plow truck will be put on a depreciation schedule.
- *Motion made by Sue V. and seconded by Barrett S. to approve the Consent Agenda. Motion carried unanimously.*

OLD BUSINESS

- **Reservation Policy Revision**
 - A clarification of the wording of the Reservation Policy was approved via email in November.
 - Revised Reservation Policy is attached.
- **Phone Service Update**
 - Anne got 2 bids for the new phones and wiring.
 - Camera Corner
 - Partisan Systems
 - ATT will not do the work.
 - They will not send a Tech unless there is something wrong.
 - If we go with either bid that we got, there would no longer be ATT phone service.
 - The cost of phone service will be about the same with either of the companies that submitted bids.
 - There would still be internet service with ATT.
 - Camera Corner is the favored option.
 - Good working relationship with Camera Corner.
 - Presently doing IT work with Camera Corner.

- Phones would be free.
 - Phones can be set up so work can be done from home.
 - Can do reservations online from home.
- Subcontract for wiring.
 - Need new wiring for phones.
 - Lose calls.
 - Calls break up.
 - Phone lines presently are running parallel with the data lines and causing interference.
- Bid for work from Camera Corner is \$6700.
 - Have paid \$2300 for a block of service with Camera Corner.
 - \$4400 would go to Quantum PC for wiring.
- Partisan Systems
 - One of Harbour Village's members works for this company.
 - Bid for this work is \$8100.
 - Phones would not be free.
- Both types of phones are "cloud" phones.
 - Phones can store information in the "cloud."
- *Board consensus that the work on the phone system should be completed before the start of the 2020 camping season.*
- **Plow Truck**
 - The new plow truck worked very well in the last snow storm.
- **Park Cleanup**
 - There is a lot to clean up in the park after the last snow storm as well as removal of other trees in the park.
 - Looking at trying to coordinate a weekend to do some of this work.
 - *Looking for volunteers to help with cleanup. Contact Larry or Anne.*
 - *Call or text Maintenance Manager, Larry at 920-559-0032.*
 - *Call or text General Manager, Anne at 920-559-6805.*
- **New Reservation System Update – StayList**
 - The new reservation system is going very well.
 - The online reservation system is very user friendly.
 - Simple, quick, easy.
 - If there were any problems with the system, they were quickly fixed by the company support people.
 - Gesika is entering the names of all owners and seasonals into the system to set up accounts.
 - If the owner or seasonal chooses, credit card information can be stored for ease when charging goods or services.
 - PCI compliance is second to none. The system is secure and encrypted.
 - Working on getting pre-paid cards through this system.
 - Owner billing will go out December 13 using the same method as last year.
 - Next year, the billing should be able to go out through the StayList system.

- **DUDI Update**

- Anne is working on cleaning up issues with holders of DUDIs.
 - There are potentially 90-120 DUDIs out there.
 - Want to be sure all information is updated.
 - When DUDIs are transferred/sold, they become “active” UDIs and are subject to dues payments.
 - DUDIs can be returned to Harbour Village and eliminate the \$26 a year DUDI fee.
 - If the DUDI has a deed, Harbour Village will pay for the transfer of the deed back to the park.
- This will be a long process to clean up the DUDI issues.
- It will take a lot of investigating to determine what needs to be done.

- **Budget 2020**

- Department of Labor has increased the salary level to \$35,568 per year to be exempt from paying overtime.
 - Any employee earning less than that amount can earn overtime.
- Will discuss this further in Executive Session.

NEW BUSINESS

- **Coverra Insurance Offers**

- The park had an insurance review:
 - **Cyber Liability**
 - The park has a basic coverage for cyber liability right now.
 - This coverage is to help with hackers.
 - New product:
 - \$1000 premium
 - A lot more than we are paying now for the basics.
 - If you don't have a cyber liability policy and you get hacked, it could cost us a lot of money.
 - Question if there is any risk with the new reservation system, StayList.
 - For credit card information, StayList has the highest PCI to keep your information safe.
 - ***Anne will check with StayList on their cyber liability.***
 - 2 options for cyber liability:
 - \$1,100 annual premium for \$1 million limit, \$100,000 supplement for cyber deception, with a \$2,500 deductible.
 - \$2,000 annual premium for \$2 million limit, \$100,000 supplement for cyber deception, with a \$5,000 deductible.
 - Discussion on the need for this type of liability insurance.
 - Everyone gets hacked.
 - Can be a big cost to get everything back.
 - The option with the \$1,100 premium seems reasonable.

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- Pool
 - New product:
 - For the pools. Anything under the cement. All the pipes.
 - Some damage caused by people may be covered. Would need to get a clarification.
 - Question on whether we are covered by Splash for damage to the pipes if they freeze.
 - Splash winterizes the pools.
 - Is Splash's work covered by their liability policy if something happens?
 - Often the company's liability insurance covers injury to their workers and not the work itself.
 - *Anne will check with Splash on their liability insurance for the work they do.*
 - *Anne will see if she can get sample policies for the new cyber liability and pool insurance proposals.*
 - These new insurance options will be discussed more at a future meeting.

Open Session –

- Nancy L.
 - Bathrooms are awesome.
 - Glad dryers work. Got wet.
 - Coyote population is growing.
 - See prints on the Nature Trail and in the park on deer camera.
 - If a child was walking a small dog, this could be very unsafe.
 - Anne has also seen tracks in the park.
 - *Anne will contact the DNR Game Warden to see what can be done.*

Motion was made by Sue V. and seconded by Mary P.S. to adjourn the Open Session. Meeting adjourned at 9:45 a.m.

Paulette Kussow, HV Board Secretary

Board moved to Executive Session

Next Meeting:

January 25, 2020 – Egg Harbor Town Hall – 9 a.m.

2020 Board Meetings (All meetings at Egg Harbor Town Hall unless noted otherwise.)

January 25	August 15 – Annual Meeting in pavilion
February – no Board meeting	September 19 – Budget Review
March 21	October 10 – Budget Feedback
April 11	November 7 – Budget Work
May 16	November 14 – Finalize Budget
June 13 – At DC Coffee (Limited seating)	(cancel if Budget completed)
July 18	December 5 – Publish Budget