

Approved via email

**Harbour Village Resort  
Annual Meeting  
August 19, 2017  
Harbour Village Resort Pavilion**

**Call to Order:**

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

**Pledge of Allegiance**

**Opening comments: Jason Haines**

- Welcome to all members.
- Question and answer time after the presentation.
- Agenda presented.

**Presidential Address: Jason Haines and Derek Bell**

- ***State of the Park - Jason***
  - The park is doing well as a whole.
  - The 31 year old park has some deferred maintenance that we will continue to work on.
  - There are a number of things over the next 5 years that we will have to pay for.
  - Working to make this a premier park in Wisconsin.
  - Cannot say that dues will go down.
    - Inflation.
    - As the park continues to grow, we will need to increase staff to keep everything operating.
  - There was a change in management at the beginning of July.
    - Member comment that this was a good move.
    - For confidentiality reasons, cannot give details about the management change.
- ***State of the Park Since the Transition – Derek***
  - Security system in the store upgraded.
    - Cameras in the store are now constantly recording.
  - Financials
    - Found uncashed dues checks.
    - Past due bills not paid.
    - Unpaid invoices.
    - Everything is now up to date.
  - Accountant Asher
    - Information to Asher so the monthly reconciliations can be done in a timely manner.
    - This will save us money.
  - Human Resource (HR) issues to resolve.
    - Had a professional HR consultant to help work out these issues.
  - Worked on writing procedures.
    - Reconciling the ATM machine.
  - State Inspector – slide/pool/hot tub
    - Slide inspector was here.
    - State pool inspector was here.
    - Got a list of maintenance issues.
    - There was some slide maintenance that had to be done immediately.

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- There are State regulations on the VGBA covers that prevent too much suction in the pool/hot tub.
- Hot tub –
  - Two regulatory bodies that control the hot tub
    - VGBA
      - Have to have certification that the covers are up to date and working properly.
      - Many of our covers are close to their expiration date.
      - Have to submit an engineer's report as a part of the certification process
      - Inspector then comes in to be sure the covers are working properly.
      - Inspector came in and found issues that had not been followed up on.
      - We did not receive our VGBA Certification.
    - State Inspector comes in and if we do not have the VGBA Certification, he will not give us the permit to operate the hot tub.
  - Working with the inspectors to get everything completed.
  - Waiting for VGBA certification so we can get the State permit to operate the hot tub.
- Cell Phones
  - Found changes that can be made to save money.
- Internet issues in store
  - Raised dish to help with issues.
- Office
  - Cleaned the office
  - Working on cleaning up filing system
- Some employee training was done.
- Halloween weekend
  - More security
  - Everything ran pretty smoothly.
- ***General Manager Search - Jason***
  - General Manager Job Description was updated.
  - Judy Pfister is Interim General Manager.
  - HR consultant helped to create the General Manager job ad.
  - This ad will be approved by the Board shortly and then posted.
    - Harbour Village Store
    - Harbour Village Website
    - Facebook
    - Indeed
- ***State of the Park Continued – Jason***
  - Revenue has had moderate growth that is shown in the financials.
  - Store operation has been significantly better this year.
  - Buildings and Grounds have seen improvements.
    - Top shop organized.
    - Thank the maintenance staff for the work they do.
  - Treatment of staff by members:
    - Issues of members not treating staff with respect.

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- If there is an issue, fill out an Owner Action Form (OAF) to let Management and the Board know what the issue is.
- Do not yell at employees.

### **Board Member Elections: Jason**

- 9 Board positions
  - 3 positions up for election every year if terms are completed.
  - Present Board members up for election this year:
    - Rick Kreutzberg – not running for re-election
    - Derek Bell
    - Jason Haines
- Nominations for the open Board positions:
  - Jason Haines
  - Derek Bell
  - Barrett Stueck
  - Cindy Euclide
- All nominees introduced themselves, described their qualifications and vision for the park.

### **Board Member Election Process Explained: Paulette K.**

- Election Process – This information was mailed to members.
  - Must be a member 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.
  - Member should have identification to be able to vote.
  - One vote per membership.
  - Print names of nominees on ballot.
  - In order to keep votes anonymous, do not write your name on the ballot.
  - Put the ballot in the small “ballot envelope.” Do not write your name on the ballot envelope.
  - Put the small ballot envelope into the larger “return envelope.” Fill out the label on the large envelope:
    - Print your name on the “return envelope.”
    - Sign your name on the “return envelope.”
    - Put your Condo lot # or UDI # on the “return envelope.”
  - Proxy: If you are unable to be at the Annual Meeting –
    - Your “Proxy” person must present the “Proxy Form” at the Annual Meeting in order to enter a vote for you.
- Nominations:
  - Nominations to the Board can be made before or during the Annual Meeting.
  - You can nominate yourself or someone else.
  - All Board members are required to sign the Harbour Village Board Code of Conduct and the Harbour Village Board Background Check: Authorization and Release.
  - Nominees must be a member in good standing with Harbour Village and have no criminal record.
  - For this election, vote for three and those receiving the highest number of votes will have the 3-year terms.

(An intermission was taken so voting could begin.)

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## **Presentation Continued: Jason**

- **Park Model Update**

- Two units were purchased in 2015 for \$35,000 each. These two units have generated a total of:
  - \$23,000 for 2015
  - \$20,000 for 2016
  - \$21,000 for 2017 year to date (YTD)
- In 2016, two more park models were ordered from the same company.
  - Required to pay half (\$35,000) at the time of the order.
  - Company filed bankruptcy in late 2016.
  - Harbour Village is on the claim for bankruptcy along with many other companies.
  - Not expecting much if any of the deposit back.
- For 2017, rented out the 2 park model spots for 1-year seasonals.
- For 2018:
  - Should have money in the bank to order 2 park models.
  - Looking for park models that are as similar as possible to the new ones we have.

- **Grounds and Maintenance**

- Site pad repairs
- Road repairs and maintenance
- Picnic table replacements
- Maintenance areas are now clean and organized
- Waterslide/pool repairs and inspection – budget item
- Regular activity equipment repairs (bikes) – budget to replace some bikes
- Water system repairs – 11 breaks this spring. Significantly fewer than other years.
- Central bath water heater replacement. 2 water heaters and 1 was replaced.
- New lawn mower purchase. Cost \$14,000. Fixed old one so we have two mowers.
- Boat freshened up. Volunteers painted boat out front.

- **Dues Data – YTD, Budget & 2016**

- 2017 information is YTD.
- 2016 and 2015 are end of year numbers.

- **Account Balances 2017 YTD (July Financial Report – different than slide)**

- Operating Cash - \$435,584
- Pool/Expansion Account - \$1,101
- Project Account- \$86,760
- Contingency Fund - \$1,101

- **Store Sales 2017 YTD**

- Camping - \$193,229
- Rental units - \$31,035
- Golf carts - \$21,000 (extra golf carts because of demand)
- Inventory - \$68,497

- **Store Inventory Sales 2017 YTD**

- Firewood - \$4,891
- Propane - \$546
- Pump-outs - \$13,412
- Transfer tanks - \$3,900
- General labor - \$200
- Storage fees - \$1,554
- Public wristbands - \$12,460
- Snack Shack - \$0 (Camp Café run by volunteers for amenities.)

- **Expenses 2017 YTD Comparison**
  - Wages - \$169,734
  - Professional fees - \$8,709 (Significantly lower this year.)
  - Advertising - \$48,941
  - Insurance - \$27,629
  - Office Expenses - \$23,639
  - Maintenance - \$67,613 (Includes cost of lawn mower.)
  - Consumables - \$27,538
  - Telephone/Internet - \$9,594 (See opportunities to save money here.)
  - Utilities - \$26,795 (Little higher. More propane used to heat pools because of cool nights.)
- **Weekend Campground Occupancy**
  - Line graph showing the camping trend for 2017, 2016, 2015.
  - For the end of June, and all of July and August, the campground is at or very close to 100% capacity.
- **Week Day Campground Occupancy**
  - Line graph showing the campground occupancy on week days.
  - Not sure how all of these numbers were determined for prior years.
- **Friends of Harbour Village**
  - Volunteer fund raising group that formed in the fall of 2016 to raise money to add amenities in the park.
  - Organizers:
    - Missy Martens
    - Melissa Bell
    - Tricia Bort
  - Money making projects:
    - Booyah bash October 2016
    - Open the Camp Café (formerly the Snack Shack)
    - Cookouts
    - Chili cook off
  - Current goals and improvements:
    - RC (Remote Control) Track – completed
    - Current goal – permanent outdoor theater
      - Working on excavation
      - Electrical is next
  - Finances:
    - Supplies cost - \$866
    - Profits - \$3,994
    - Total towards Theatre Project - \$3,128
    - Theater Project cost - \$6,000
  - Future fundraising:
    - October 7, 2017 – Booyah
    - August 19, 2017 – Pork sandwich and root beer floats
  - Thank you to volunteers who help every weekend:
    - Cindy and Mark Euclide
    - Sue and Mark Vandermeuse
  - Volunteers
    - Volunteers are always needed.

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- Thank you to everyone who has helped support our efforts in any way.
- **Activities**
  - Glow in the dark T-shirts - \$5 per shirt
  - Bingo donations - \$25 average per time
    - Donation to the Humane Society
  - Manncake - \$75 average per time (Money goes into activity account.)
  - Luau Pig Roast - \$10 per adult - \$5 per child (Broke even this year.)
  - Christmas and Halloween – successful big weekends
  - Live bands and DJs
  - Volunteers are needed to help with activities.
    - Thank you to all volunteers.
- **Member's Website**
  - <http://www.harbourvillagemembersite.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.
  - Paulette K. has been working with Jason's Mom who has updated the Harbour Village Website and Member Site.
    - Trying to get information on those signed up for the Member Website so we know that only members have access to that site.
    - ***If you receive an email about the Member Website, please respond.***
  - Directly communicate with the Management of the park.
  - ***If you are not presently receiving the Board Minutes or the weekly Activity Schedule, be sure to give your email address to Paulette Kussow and you will be put on the list to receive these items and other information.***
- **Board Committees – Jason**
  - Policy Committee
    - New policies identified and created.
  - Audit Committee
    - Focus is on areas of financial risk.
  - Strategic Planning Committee
    - Looks at what we need to be planning for over the next 5 to 10 years from a financial perspective.
    - Make sure money is in the budget for what needs to be done.
- **We Need Your Help**
  - ***Vehicle/Golf Cart Speed***
    - Please follow the 5 mph speed limit in the park with your vehicle and golf carts.
    - For everyone's safety, remind drivers of the 5 mph speed limit.
    - Rental golf carts we adjusted so they cannot go as fast as before.
    - Owners in the park should be good examples by following the speed limit.
  - ***Parents: Please be aware of where your children are and what they are doing.***
    - Kids under 18 years of age must be at their campsite by 11 pm.
    - For your kids' safety, always know where your kids are.
  - ***Pet Care***
    - Clean up after your pet.
    - Dogs must always be on a leash.
    - Do not leave your dogs unattended. No one wants to listen to a barking dog.

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- **Septic Waste Disposal**
  - We do not want the DNR in the park because people are careless when disposing of their waste water.
  - Be sure all valves shut tight.
  - Slow down when transporting waste water so it doesn't spill on the road.
  - If this becomes a problem, transfer tanks could be required.
- **Golf Carts**
  - All golf carts must be registered in the office with proof of insurance.
  - 3 inch site numbers must be clearly displayed on the back of your golf cart.
- **Garbage Pickup**
  - Please have garbage out by your site at the posted times.
  - DO NOT leave your garbage by the bath houses.
- **Member Q&A**
  - Member asked if Judy was asked to consider being the General Manager. *If Judy is interested, she will go through the hiring process. Thank Judy for all she has done as Interim General Manager.*
  - Member mentioned that he was glad to see the foosball added. He also mentioned that he presented to Jason a proposal for Pickle Ball. This requires minimal funding.
  - Question on funds for the playground. *The playground is in the long-term plan but funds are not there for it yet. The playground is in the Strategic Plan. Playground is still functional now. Other things need work first.* Member thought that something should be done with the playground before adding a theatre. *Friends of Harbour Village control the funds they raise with the support of the Board and Management. Their goal is to add amenities. The park is not funding the theatre.*
  - Comment on the bad bump coming into the park. *Will try to do a more permanent fix. All the rain does not help. It is a high traffic area.*
  - Question on rumor about a large sum of money spent on advertising. *3 ½ years ago, there was a long-term advertising proposal brought to Management. Board learned about it much later. Can't talk about it in detail because we are still trying to work with the business. There is possible litigation involved. Agreement goes until 2021. For the past 2 years, no more money has been spent on this.*
  - Question on the Presentation figures for Seasonal income. *Working to be sure all seasonal fees are paid.*
  - Question on high inventory in store in 2015. *Don't know why that number was so high. Possibly, something was posted to store sales rather than somewhere else.*
  - Question from UDI member about not being able to make a reservation. *UDI reservations can now be made starting November 1. Don't know why this happened to them.*
  - Thank you to the volunteers who cleaned up and organized the kitchen in the pavilion.
  - Thank you, Dave, for the beautiful flowers and landscaping throughout the park.
  - Thank you to all volunteers who do anything to help in the park.
  - Asked about getting in touch with the Board. *Harbour Village website contains contact information. Ask Judy in the office about getting in contact with Board members.*
  - A thank you to the Board for all they do and have done.
  - Suggestion to have a Time & Talent Survey of members to help organize volunteers. A lot of talented members in the park. *Good idea. Jason wants to have a town hall meeting on Strategic Planning.*
- **Election Results**
  - 3-Year Terms (completed in 2020)
    - Jason Haines
    - Derek Bell

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- Barrett Stueck

Annual Meeting adjourned at 10:45 a.m.

Board moved to Executive Session.

Addendum to Annual Meeting Minutes from Board Executive Session on August 19, 2017:

**In Executive Session, the positions on the Board were voted on:**

- **President – Derek Bell**
- **Vice President – John Niedbalski**
- **Secretary – Paulette Kussow**
- **Treasurer – Sue Vandermeuse**

Addendum to Annual Meeting Minutes from Executive Session on August 18, 2017:

- Present: President Jason H., Vice President Derek B., Treasurer Sue V., Member Mary P.S., Member Rick K., Member John N., Member Scott M.
- Absent: Secretary Paulette Kussow, Member Trevor Ramseier
- Discussion on seasonal rate campground comparison data compiled by Mary P.S. to determine 2018 seasonal rates.
- Decision on 2018 seasonal rates needed to be made before the September meeting because of the need to publish the 2018 rates and the signing of 2018 Seasonal Contracts.
- *Motion made by Scott M. and seconded by Rick K. to raise Public and UDI seasonal rates 4% for 2018.* Motion carried unanimously.

Paulette Kussow, Harbour Village Board Secretary

**2017 Board Meeting Dates: Meetings at Egg Harbor Town Hall starting at 9 a.m.**

September 16 – Budget Review  
October 21 – Budget Feedback  
November 4 - Budget Work  
November 11 – Finalize Budget  
December 2 – Publish Budget