

December 1, 2018 - Manager's Report

This past month we have been learning everything we can about what Reserve America has to offer us in terms of accessing reports (there are over 30 reports we can use) and we have learned that we can add a gift certificate option for payments online, and that we have the option to use reloadable gift cards with this system. (We would purchase our own cards from our vendor of choice.) We also found a simpler way to take group reservations and we are currently adding inventory items to the POS. Gesika is creating cashier user guides for POS system, as well as an updated staff training binder and a gift certificate sales binder. We have updated the Seasonal Agreement with our current logo and contact info and created a Seasonal Action Form like the OAF. All seasonal sites have been filled and we have created packets for seasonal (and one for condos) for building permits and policies. The down-payment for Canterbury has been paid and we set up Wire Transfer capabilities for future payments. We have been drafting a letter to go out with the invoicing for condos that includes condo sale packets and instructions. Larry and Griffen worked on draining the pond in order to fix the liner. They worked on transmission for the dump truck, taking down trees, cleaned up leaves and fixed pumps that we used on pond. Larry is cleaning top shop and has installed cameras and a monitor at top shop and has ordered the materials for the new wood shed and the human foosball. The brush pit has been cleared and Larry is working on an alternative site for leaves and other debris.

Financials:

2018 YTD income dues:	\$515,692	2017 Fiscal income dues:	\$ 992,341
2018 YTD reservations/seas.sites:	\$598,924	2017 Fiscal reservations:	\$ 466,469
2018 YTD Total expense:	\$1,012,144	2017 Fiscal expense:	\$ 1,039,978
Operating Acct. Balance YTD 2018	\$165,062	2017 Operating Acct YTD:	\$ 269,529

Professional Services:

- ~**Accounting** - Asher & Wood LLC
- ~Coverra insurance is our **insurance provider- includes workers comp.**
- ~Carrico Aquatics - **pool service/chemicals** provider.
- ~ Camera Corner is our **IT Company.**
- ~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 still utilizing Pinkert Law Firm for our **legal advice.**
- ~We are currently not outsourcing our **collections** efforts.
- ~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.
- ~Door County Co-op is our **propane supplier.**
- ~Septic Maintenance - **septic hauling company.**
- ~We are using DIRECTV for **satellite TV** for our rental units.

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

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

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

Contracts:

~Advanced Disposal - **waste management** company. Contract ends January of 2022

~Cintas – **cleaning supplies** - blue cleaning towels. Contract ends April 2020

~Schopf dba S & B Farms – Contract ends 2020

~Reserve America – renews yearly

Long term Contracts:

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