

## **November 2019 - Manager's Report**

### **Staffing:**

In the off-season, the GM and Store Manager are scheduled M-F, with one part-time support staff working up to 20 hours per week as needed. Maintenance Manager schedule will vary depending on tasks and weather, with one part-time support staff working up to 20 hours per week. One housekeeper will work as needed, but no more than 12 hours a week.

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During the month of October:

- Continued to network with providers across the state to find companies that will give estimates for tile work at activity pool, pool pumps and slide repairs.
- Bids came in for new phone system, store siding and other small projects.
- An arborist marked several Ash trees for removal. He suggested a 3-year maintenance plan to satisfy the State's requirement for Ash removal. Much of the work can be done by our staff and volunteers.
- Continued work on collections of past-due *active* member accounts. Over \$5,000 in payments were received this month. We anticipate another \$4000 in November. Two accounts have been turned over to Pinkert Law Firm for legal action.
- End of season store inventory has been completed and planning for next season has begun.
- The 2020 Themed Weekends were decided upon and planning for entertainment and activities for next season are underway.
- 11 Seasonal sites became available for next season. We have filled 8 and continue to contact people on the waiting list to fill the other 3.
- Work continues to ensure the integrity of our filing and accounting systems and some members will receive requests from us for any documentation that may be missing from their file.
- We have been diligently cleaning up computer files to remove documents that are obsolete. We will archive documents and photos that are necessary for historical records.
- Our account with StayList was set up and training completed. We began entering inventory into the POS system and will explore all this program has to offer.
- Started clean-up of the grounds including storage of activity equipment, etc.; also, final deep cleaning of Park Models and bath houses.
- Cleaned and organized Top Shop.
- Mowers and other machinery, vehicles and equipment have been cleaned and prepped for storage.
- With the help of the board, a few owners and staff we found, and purchased, a 2015 heavy duty truck with V-Plow.

### **Financials:**

2019 YTD income dues:	\$537,812	2018 Fiscal income dues:	\$514,016
2019 YTD reservations/seas.sites:	\$604,591	2018 Fiscal reservations:	\$613,421
2019 YTD Total expense:	\$896,213	2018 Fiscal expense:	\$1,028,745
2019 Operating Acct. Balance YTD	\$238,459	2018 Operating Acct YTD:	\$103,254
(*note: 2018 Dues total included the seasonal sites)			

**Professional Services:**

- Accounting Asher & Wood
- Banking Associated Bank
- Cell Phones U.S. Cellular
- Electrician Harv's Electric
- Golf Cart Rental Jim's
- Insurance Secura – Commercial, Business Umbrella Liability and Auto  
SFM – Workers' Compensation  
West Bend – Employment Practices
- IT Connecting Point/Camera Corner
- Legal Pinkert Law Firm
- Phone/Internet AT&T
- Pool Service Carrico – Water management/chemicals
- Printers/Copiers Marco (bought out Accent Business Solutions)
- Propane Door County Co-op
- Reservations/POS StayList
- Satellite TV DirectTV
- Store Inventory Holiday Wholesale; Wilcor; Seven-Up; Triangle, Flanigan, Kay
- Waste Mgmt. Septic Maintenance and Advanced Disposal

**Contracts:**

- ❖ Advanced Disposal Contract ends January 2022
- ❖ Cintas Contract ends April 2020 – Not renewing – notice given
- ❖ Marco (Accent) Contract renews yearly in February
- ❖ Reserve America Contract ends December 2019 – Not renewing - notice given
- ❖ Schopf/S&B Farms Contract ends December 2020

**Memberships:**

- WACO (Wisconsin Association of Campground Owners)
- ARVC (National Assoc. of RV Parks and Campgrounds)
- Door County Visitor's Bureau
- Carlsville Business Association

**Long term Contracts:**

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