

Approved via email

**Harbour Village Resort Board of Directors
Meeting Minutes
Egg Harbor Town Hall
May 12, 2018**

Call to Order:

President Derek Bell called the meeting to order at 9:05 a.m.

Present: President Derek Bell, Vice-President John Niedbalski, Secretary Paulette Kussow, Treasurer Sue Vandermeuse, Member Mary Pekarske-Siers, Member Barrett Stueck, Member Scott Martens, General Manager Anne Fiorello

Absent: Member Jason Haines, Member Trevor Ramseier

Opening Comments: Derek B.

- 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 – 15 minutes

- Question about posts on Facebook about Anne, GM.
 - Don't know where the posts came from.
 - Anne had been doing some work from home.
 - Working through some things during the transition.
 - Discussion on social media:
 - The Board is working through how items posted should be handled.

Consent Agenda:

- Announce approval of April 21, 2018, Board minutes via email.
- Manager's Report – (attached with these minutes)
 - Anne, General Manager, highlighted areas of the Manager's Report.
 - ATT needs to work through some issues after running into rocks while burying the fiber optic lines.
 - ***Employee Handbook has been updated and will be emailed to the Board.***
 - The Board has started discussion on updating the playground equipment and research is started on the possibilities.
 - Started updating Welcome Packets.
 - Members must have dues paid up to get wristbands.
 - Working on a vacation policy for full time, year-round employees.
 - Working on the new park models to get them ready. There have been some warranty issues. Working with the manufacturing company to resolve these issues.

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- Some new signs have been installed around the park.
 - The turtle slide from the kiddie pool was repainted by the Sevastopol High School art class.
- Question: Have the boundaries been established at Tent Village? This was discussed last year and determined that the Tent Village sites need to be clearly marked to avoid tenters infringing on other sites. It was suggested that buried PVC pipe be used so mowing would not be affected.
 - ***Anne will discuss this with Larry, Maintenance Manager.***
- Financial Reports – April (emailed to Board)
- ***Motion made by Sue V. and seconded by Scott M. to approve the Consent Agenda.***
Motion carried unanimously.

OLD BUSINESS

- **Internet/WIFI Update**
 - Delay in burying the fiber optic cable was mentioned earlier in the meeting.
 - Presently, there is no WIFI in the store for campers.
 - Federal Government regulates a businesses' ability to broadcast WIFI across private property lines. Condo owners are private property.
 - How we were doing it before:
 - DC Broadband, the current internet provider, indicated that we were violating Federal Regulations and took our WIFI down.
 - We had already been in discussion with ATT about putting in a high speed fiber optic line.
 - No extra charge for the installation of the fiber optic line.
 - There are grants to bring internet to small towns.
 - There is a 100 meg line that will go to the store.
 - When we found out we wouldn't have WIFI at all, we had to do something.
 - Approached ATT about getting WIFI back to our main areas: store, adult pool, pavilion.
 - Everyone wants to know if we will have park-wide WIFI.
 - That is very unlikely because it would require a large capital investment and a very large monthly cost to the park.
 - There is also the Federal Regulation side of it.
 - Would ATT run fiber optics throughout the park?
 - Will research the possibility once the line into the park is completed probably mid to late June.
 - There will be 3 access points: store, adult pool, pavilion.
 - Plan moving forward will be research what our options are for WIFI and what the cost would be to the park.
 - Right now, the store has a line through DC Broadband in the office for business purposes until the ATT fiber optics is completed.
 - Keeping DC Broadband in the park would not be cost effective.

- Benefits for the park because we will have Internet, DirecTV, and cell phones through ATT.

NEW BUSINESS

- **Road Improvements**

- According to the new Procurement Policy, at least 3 bids are required for this project. We have 4 bids to be evaluated.
 - Information requested on bids was a detailed breakdown of:
 - Equipment being used.
 - Labor cost.
 - How much product being used to complete the project
 - Some of the bids are more specific on equipment being used, gravel, etc.
- Discussion on the type of stone that should be used. Some examples were brought in.
- Comment from Member who is knowledgeable on road work:
 - Using a skid steer is cheaper, but a grader and roller are needed to do the job right.
 - Chip seal (gravel and tar) would not hold up on the roads in the park.
 - ¾" crushed would be recommended for the park roads.
- Comment from Member about blacktopping the park:
 - This was looked into years ago and it would be very expensive.
- Discussion on what has been done in the past on the roads and what needs to be done to get a good base before adding new gravel.

- **Seasonal Site Contracts/Improvements**

- Derek discussed some of the specific provisions of the Seasonal Admission Agreement that all seasonal campers sign.
 - Off season use of the campsite is prohibited.
 - Campsite cannot be used as a permanent residence.
 - Campsite is to remain natural except for lawn cutting which is the responsibility of the seasonal camper.
 - Landscaping improvements (gravel, trees, etc.) become the property of the campground.
 - Can be fined for non-compliance.
 - ***Any changes to the campsite needs Management's written approval.***
- Complaints about seasonals filling in common element with gravel.
 - Need a place for water to go.
- Harbour Village needs access to common element if repairs are needed to water or electrical.
- ***Extensive discussion on the need to bring seasonal sites in compliance with Seasonal Admission Agreement.***
- Discussion on previous work that was done on seasonal sites that was "orally" approved by Management at the time.

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- These improvements would probably be Grandfathered and some written verification would need to be added to the seasonal's file.
 - Any improvements going forward would need to have "written" Management approval.
 - *Seasonals need to be more diligent about knowing and understanding the Agreement they are signing.*
 - May need to highlight some areas in the Agreement for emphasis.
 - This will be an ongoing process to get this issued cleared up.
- **OAF (Owner Action Form) Discussion**
 - The OAF form is for Harbour Village Members, condo and UDI.
 - Discussion on having Management develop a separate form to be used by Public Seasonal campers for any issues/comments that they might have.
 - *Anne will develop a form for Seasonal Campers use.*
 - Need a paper trail.
- **Social Media**
 - There is a very active "Rumor Mill" in the park.
 - Need to work together for the betterment of the park.
 - Discussion on NOT putting issues on social media. This is not good for the park.
 - **Try to keep things positive in the park.**
 - **Negative comments/bad ratings cut into the park's profits and affects the park's reputation.**
 - ***Contact Anne Fiorello, GM, with any issues rather than posting on social media.***
 - ***Email: anne.hvr3@gmail.com***
 - ***Telephone: 920-743-9274 – 920-559-6805 – 920-707-3730***
 - *Follow-up at June meeting with Trevor R. who has some insight into how to address social media issues.*
- **Pool Update**
 - VGBA covers needed to be replaced this year.
 - Some work on the slides is being completed.
 - Question on when the pools will be filled since Memorial Day weekend is only two weeks away:
 - In the past, the pools were filled weeks before Memorial Day weekend so the sun has a chance to help warm up the pool water.
 - ***Anne will check with Larry, Maintenance Manager, about filling the pools early.***
 - The hot tub has worked for the past few years:
 - There was an issue with one of the valves.
 - **Waiting on the State of Wisconsin for final approval on the valve plan.**

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- Cannot turn the hot tub on until we have that approval.
- John N. was told that we will get an answer this season from the State of Wisconsin.

Open Session -

- Observed how terrible the picnic tables in the general campground area look.
 - Maintenance is working on picnic tables.
 - This is a process and does take some time.
- North bathhouse: New fans have been installed and some painting has been completed.
 - Bathhouse should be open soon.
- Road Update:
 - Emphasize that calcium chloride should not be used on the roads to keep the dust down. It is very corrosive. It is like battery acid.
 - Need to research something that is more environmentally friendly.
 - DNR has stopped counties from using calcium chloride with their salt on roads.
 - Have to consider the cost of applying something to control dust.
 - Harbour Village has a 275 gallon water tank that could be used to water the roads to keep the dust down.

Motion was made by Mary P.S. and seconded by Scott M. to adjourn the Open Session. Meeting adjourned at 10:10 a.m.

Paulette Kussow
HV Board Secretary

Board moved to Executive Session

Next Board Meeting:

June 16, 2018, at Egg Harbour Town Hall at 9:00 a.m.

Board Meeting Dates for 2018

July 21
August 18 - Annual Meeting – pavilion
September 15 – Budget Review
October 20 – Budget Feedback
November 3 – Budget Work
November 10 – Finalize Budget
December 1 – Publish Budget