

Approved via email

**Harbour Village Resort Board of Directors
Meeting Minutes
Maintenance Shed North (Horse Barn)
October 16, 2021**

Call to Order:

President John Niedbalski called the meeting to order at 9:00 a.m.

Present: President John Niedbalski, Vice President Barrett Stueck, Secretary Paulette Kussow, Treasurer Chris Desterheft, Member Paul Bort, Member Jessica Wiitala, Member Selys Perry, Member Eric Schultz, Member Pete Athey, Manager Cheryl Price

Opening Comments: John N.

- 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: Questions and Comments - none

Consent Agenda:

- **Approved Meeting Minutes via email–September 18, 2021**
- **Manager's Report – October 2021**
- **Financial Report – April 2021, May 2021, June 2021, July 2021, August 2021**
- **Discussions/Motions/Information Via Email:**
 - September 18, 2021: Email to Board members from Paulette K. – The new rule about NO pavers on seasonal sites was added to the Seasonal Agreement on page 4 under Decks. ***The Board agreed unanimously on the location of this new rule.***
 - n. Decks: Each site is allowed one portable/removable deck that must be approved by Harbour Village Resort Management per Harbour Village Deck Policy.
 - Gazebo: Each site is allowed one gazebo. The gazebo may be attached to the one approved site deck or attached to the Ground.
 - No "additional deck" will be allowed under a gazebo if there is already an approved deck by the camper.
 - Yard ornaments are subject to approval by Management.
 - Pavers are NOT allowed anywhere on the seasonal site.
- ***Motion made by Selys P. and seconded by Paul B. to approve the Consent Agenda. Motion carried unanimously.***

OLD BUSINESS

- **Stop Radio and Door County Pulse advertising of Harbour Village Bands.**
 - This advertising has been stopped.
- **Coast to Coast membership reactivated.**
 - Cheryl is working on getting this membership reestablished.
- **Property Management Company (PMC) – Signup list discussion**
 - For a number of years, Harbour Village put a sheet out to sign up for Quietwoods to winterize campers.
 - Harbour Village did not do that this year.
 - *Harbour Village will no longer be involved in any signup list for winterization of campers.*
 - *Camper owners must contact Quietwoods RV or some other service directly to get your camper winterized.*
- **Road Widening Plan Update**
 - This will be an ongoing discussion as maintenance works to reestablish the roads to their original width of 25 feet.
 - Maintenance has started work on the roads by the pull through sites.
- **Area in Front of Pavilion – contact landscaper**
 - Cheryl contacted the landscape business across the highway from Harbour Village.
 - They would not be available for any design or work until late next year.
 - *There is another landscape business on the way to Egg Harbor that Cheryl will also check with.*
 - Discussion again on what should be put in front of the pavilion.
 - Put a split rail fence about 6 feet from the pavilion doors to keep golf carts from parking so close to the pavilion.
 - Discussion on whether to have grass or something else between the split rail fence and the pavilion.
 - Have talked about putting in drain tile so the pavilion doesn't get flooded. Should do that at the same time.
 - Discussion on some type of rock being best for that area.
 - ½ inch will bind together
 - There would need to be a border to keep the rocks in place.
 - Suggested to get a bid from Tebon for that area.
 - *Cindy S. and Nancy L. said they know someone who works at the landscaper across the street. They think they can get him to take a look at that area.*
- **Chart of Accounts – Update**
 - John N. talked to Accountant Asher who will come to Harbour Village in November to meet with Cheryl and Treasurer Chris.

- May ask Sue V. for her input as well.
 - Need to streamline accounts and eliminate double accounts.
- **DUDI Cleanup – Update**
 - *John N. is asking those that volunteered to work on this to meet after the November 6 meeting and try getting some closure on this issue.*
 - Eric S.
 - Chris D.
 - Paulette K.
 - John N.
 - Eric S. has gotten some information that should help this process.
 - Jason H. also did some work on the DUDIs.
- **Policy Committee**
 - **Disaster Plan Policy**
 - Jess W. and John N. have been working on drafts for this policy.
 - **Harassment/Hostile Work Environment Policy**
 - Policy Committee will be meeting after the meeting today to work on this policy and present a draft to the Board on November 6.
- **Plan for Guard Shack**
 - John N. went to visit Rivers Edge Campground because they have a guard shack which is equipped with a camera and sensors.
 - Harbour Village has a problem with having the staff to man the guard shack.
 - *Barrett S. will work with Cheryl to develop a plan for the guard shack.*
 - Suggested that it may be better to build a new one rather than trying to fix up the old shack.
 - There may be a problem with the electrical.
 - From past experience, we can't find where to turn things off.
 - May have to keep part of the shack because of the issue with the electrical.
- **Seasonal Site Pad Boundaries**
 - Looking for information on seasonal site boundaries.
 - Plat maps indicate that seasonal sites are really all “common” area because it is all owned by the park.
 - Indicating “boundaries” of seasonal sites might be a better term to use.
 - Typical site measurements are 45 ft. x 70 ft.
 - Discussion on the location of site marker stakes. They are not all in the same location on sites.
 - Jason H. suggested that a standard drawing of the sites be set up showing the dimensions and electrical pedestal to show the site boundaries.
 - This drawing could be handed out to all seasonals so they know the boundaries that they should stay within.
 - *John N., Paul B., and Eric S. will take a look at a seasonal site to get a better idea how this “drawing” can be done.*

- **UDI Transfer Discussion**

- This discussion is about what Harbour Village does when UDIs are returned to the park?
- John N. talked to Attorney Pinkert about this question.
 - Attorney Pinkert said that it is up to the park as to what they do with UDIs returned to the park.
 - Take UDI out of circulation
 - Recirculate UDIs
 - Discussion on what to do with UDIs returned to the park.
 - ***Motion made by Paulette K. and seconded by Pete A.: When UDIs are returned to the park, they are out of circulation. Motion carried unanimously.***
- Discussion of UDIs that are in the “opt out” program.
 - Consensus that this should be a UDI Seasonal contract revision that states, “When a UDI is in the Opt Out program, the UDI must be returned to the park. The UDI cannot be sold.”
 - Review of the UDI Opt Out Program.
 - Program was originally established as a buyout program so the UDI owner could get out of their obligation to the park and the UDI would be returned to the park after 3 years.
 - 2014 the program was extended so the UDI Seasonal could redo their 3 year contract and stay in the park.
 - Originally, the true UDI was nothing more than a “time share.”
 - More discussion needed on this matter.

NEW BUSINESS

- **Building Permits**

- This was addressed at the June 19, 2021, Executive Session and an addendum was put in the Open Session minutes:
 - **Building Permits must be submitted no less than 10 days prior to the anticipated start of construction.**
 - **Larry does inspections Monday and Tuesday.**
 - Need to add to Building Permit request forms the date that the request was received as well as the date the Building Permit is issued.
- Cheryl said that all building permits that have been submitted have been completed.
- Cheryl mentioned that some people pick up building permits but fail to return them.

- **Past Due Accounts**

- Cheryl has worked on collecting past due amounts.
- Still owing money to the park: 6 UDIs, 3 condo owners, 1 seasonal
- ***Cannot pay cash for fees or dues anymore. Must use check or credit card.***
 - Cheryl gives a receipt for every payment.

- **Write Offs**
 - Have a meeting with Accountant Asher in November.
 - Will be determining what the write offs will be.
- **Seasonal UDI – Keep seasonal site if they purchase a condo lot?**
 - The seasonal contract states that you (as the renter of the site) must be the occupant of the site.
 - ***You cannot keep the seasonal site if a condo lot is purchased.***
 - You cannot rent out your seasonal site.
- **Additional Information:**
 - Cheryl keeps all phone message information and return call information.
 - Check in should be one on one to be sure that all dues/fees are paid before issuing wristbands at the start of the camping season.
 - Discussion on spreading out check-ins for the new camping season. Start them earlier so there isn't such a back-up at the beginning of the season.
 - Cheryl mentioned that parents of some of the kids working in the store said that if the kids are treated the way they were this year by some customers, they will not be working at Harbour Village again.
- **2022 Budget Discussion (some of the discussion items)**
 - Total Expenses 2021 \$1.3 million === estimated for 2022 \$1.5 million
 - Large part of this increase is for staff.
 - 2021 \$436,000 - projected 2022 \$624,000
 - Have to be competitive with our pay.
 - Lost 17+ people in the store this year.
 - McDonalds – start at \$15 per hour, plus meals, education opportunities, 401K, etc.
 - Golf cart registration – enforcement must be consistent
 - ***If you don't pay registration fee, you don't drive your cart in the park.***
 - You don't pay the registration fee, it goes on your bill.
 - Public golf sticker for camping season is \$40.
 - Other campgrounds charge \$40 per weekend.
 - Public also have to show proof of insurance on the cart.
 - Cheryl has a plan: Add a Park Attendant to help monitor golf cart registration, help check in rental carts, etc.
 - Discussion on “visibility” of registration stickers.
 - ***Be sure that registration sticker is in a spot that is CLEARLY VISIBLE to anyone looking at the cart.***
 - Should be a list of things that the workers ask campers when they check in which should include if they have a golf cart.
 - Cheryl is working on a list of things to ask campers when they check in.

- Discussion on the booking of golf carts online.
 - CampSpot, the registration program, presently does not have the ability to stop booking golf carts when the maximum available is reached.
 - Golf carts are getting over booked.
 - If CampSpot cannot be adjusted to only rent the number of carts we have, the carts should be only reserved in person or on the phone.
 - Need better support from CampSpot.
 - Planning to have 24 golf carts for rent next year.
 - Maybe we should only rent out 20 so we always have spares if needed.
 - Golf cart rental fee is presently \$50 per day. Thinking of increasing the daily rate.
- Cost of propane and electricity expected to go up.
- Advertising cost down. There is so much advertising online that we don't think we need a lot in print. Kid's Directory contract finally ran out.
- Bank charges – paying more for processing.
 - Some places charge for use of credit card.
 - Could set a minimum amount before a credit card can be used.
 - If business charges a fee for use of a credit card, it can only be the percentage that the business is being charged.
 - ***Cheryl will recommend what she thinks will work best for the park.***
- 2022 Budget shows an expected increase in income.
- Projected Contingency Fund amount - \$200,000
- Pool chemicals up == 2021 \$14,000 – 2022 \$20,000
- Pond – being drained and dug out.
 - Leeches should have been taken care of. They were treated three times this year.
- Projected dues increase for condo and UDI – 5%
- Budget Committee will continue work on the 2022 Budget and it will be discussed further at the November 6 Board meeting.
- Discussion on what we need to spend to avoid higher income tax:
 - Cannot purchase large capital items because those have to be depreciated over a number of years.
 - Can write off bad debts.
 - Spend up to \$2500 per item before it is termed a capital outlay.
 - Talk about ordering gravel to have on hand when the park needs it.
 - May be able to do some improvements in the park.

Open Session:

- Sue Vandermeuse – The park is in great condition. Have to remember that we are not just a small campground. This is a \$2 million+ business. Decisions we make today will carry us far into the future.
- Scott Vogt asked when the water will be shut off for the season. *Sunday morning the water will be turned off.*

Approved via email

*Motion was made by Barrett S. and seconded by Pete A. to adjourn the Open Session.
Meeting adjourned at 10:27 a.m.*

Paulette Kussow, HV Board Secretary

Board moved to Executive Session

Next Meeting:

November 6, 2021 – Camp Store (limited seating) – Budget Work/Finalize Budget

2021 Board Meeting Dates

November 13–Finalize Budget (may be cancelled)

December 4 – Publish Budget

NOTE FROM EXECUTIVE SESSION:

Plastic “tarp” garages are NOT allowed in the park