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**BOARD of DIRECTORS MEETING
03/11/2023
Lake Expo – Monroe Room**

Owner's Meeting with Board of Directors

Call to Order:

Board President called the meeting to order at 10:00.

Pledge of Allegiance

Roll call:

Board Members Present:

President - Doug Allen, Vice President - Aaron Zaner, Secretary - Laura Schneider, Sergeant at Arms - Jason Adams, Dave Edler, Sherri Durbin, Leanna Dalton

Board Members Absent: 0

Chief Operation Manager: Paul Adams

Number of Owners Present: 17

Prior Meeting Minutes Approval: Minutes approved electronically and posted.

General Manager's Report: We are looking forward to a new year with all the activities. The new Owners Guides are in and can be picked up at Reservations. We have copies here today as well. The Activities layout has been changed to make it easier to follow. Annual Maintenance Fees are due. Late fees will be applied after March 31st. Payments have been coming in well so far. As of March 1st, we are up \$130,000 over same time last year. Total ownerships are 4826, with 3255 in good standing. In January a sales and marketing team came in to look at the resort but no decision has been made yet. There is another group coming in the week of March 20th. We have been working with developer to get sales going

again. In the meantime, we offer self-guided tours. Potential owners receive a packet with the information they need to go through the tour and purchase options available at this time. We have been successful in selling new memberships last year and have had a few so far this year. We continue to receive inquiries. Transfers are also going well. We have either completed or have in process 17 transfers so far in 2023. GM also called attention to an article in the RPI publication for March as LVL is hi-lited there.

Chief Operations Manager Report: Spring plans are moving forward regardless of weather. The trout tournament is March 25th at 8:00 am. There is a limit of 5 trout on that day. Beginning the next day, you can catch as many trout as you are able – not catch and release. As the weather warms up, the pond is not a good place for the trout so we'd like to get them out early. There is also a corn hole tournament March 25th. Ways and Means is hosting a corn hole tournament Memorial weekend and has other activities to make money for the resort. Easter weekend will have activities including a candy hunt and family dance on April 8th. There are some new rules going into effect in March. The Board of Directors and LVL management have been working together to address concerns brought forward by owners. We have an update to the Associates as guest policy. We are, and always have been, a family resort. Limits on the number of guest families permitted at one time are not always conducive to include more family members. We have expanded the opportunity for Primary Owners to gather with all of their associates for day-use. The expanded day-use opportunity applies to yearly card holding associates of owners in good standing. The expansion of this rule will allow primary owners and their card holding associates to spend time together at the resort during day-time activities, in numbers that may exceed normal, day-use guest privileges. We still have a limit of 2 guest families for overnight visits. In the past, we have allowed for additional overnight guests through the availability of parties during the off-season only. This has been expanded to include non-holiday dates in the month of June. This will provide an opportunity to have group overnight gatherings when the kids are out of school. We have some projects going on as weather permits. Roofs will be replaced on the 3 remaining condo buildings, 3, 5, and 6. The road contractor will begin to evaluate and work as weather permits as well. We are going to stretch the budget to get as much done as we can with the dollars we have. The budget will not cover all the needed road work, but we will start on the roads in most need, including the road by the Boathouse. The treatment plant remains on schedule with DNR. They are happy with progress. Our next deadline is May 31st when we need to have a plan from engineers submitted to DNR for review. If approved, plant construction will begin next year with a target completion in 2025. We need to determine size before we get an update on the cost. An Owner asked if the Trout tournament is in the smaller pond. COM indicated that it is in the smaller pond behind the boathouse.

Asst Operations Manager's Report: – We are still in the process of recruiting and hiring adequate staff. We have new people in reservations training. Housekeeping is deep cleaning and getting ready for increased rentals in the spring. We are starting to de-winterize some units for trout tournament. We are getting some new linens including some new comforters for the condos. We have also purchased some new mattresses and other furnishings for the

condos. There have been some floor upgrades as well. We have been upgrading some of the smaller tvs as well. BOD President asked Asst. Operations Manager to review speeding and vehicle violation tickets. Asst. Operations Manager advised that all staff are educated on the policy. She indicated that people may get some leeway if they are towing a heavy rv and they exceed the speed limit out of the need to tow, but if they are exceeding the speed limit, parking in the grass, or guilty of other violations, they will be ticketed. An ownership will get 3 written tickets and then will be fined. We are going to crack down because this is an issue and there have been a lot of complaints. The number of Tickets apply to the ownership, not an individual. Owners should stress to their guests and associates that they need to follow the rules. Owner asked if the signage will increase. There is more signage up. Owner asked if we have one-way roads again. We never went away from one-way roads. COM advised that those things are also moving violations. BOD President said that we have to crack down with fines because people are blowing off security. We have had Owners that would not give their ID's to security. Going forward, Owners, guests, or associates who do not give their ID to security will be escorted off property. Owner asked if 600/700 is one way – no. In 500's, 100's and 200's the one-way roads are marked. At the bottom of the hill near the dumpster, people can go the wrong way up to the dumpster only. Owner asked how security staffing is going. We still need to get more. All staffing is more difficult to get. Owner asked if security is allowed to carry pepper spray or anything. They are allowed to carry a baton with a taser and they have been trained. We had to obtain those after an owner threatened guard with a boat oar. Owner asked if staff is local. Yes, we are dependent on locals. We've historically had a good number of high school students, but that has decreased greatly over the past few years. Owner asked if we have looked into allowing owners to bring their kids down on the weekends to help. COM advised they work with local high-schools, Linn-tech, DECA at the high school. Owner stated that other resorts have places where staff can stay permanently, but LVL used to have this and closed it down. Owner asked if management has considered allowing permanent stays again. COM advised that it did not work well in the past. Owner stated that they travel to other Coast to Coast resorts and they allow retirees to live on site. COM advised the area designated for that is too small to accommodate the size of trailers people have now. Owner asked if there was high occupancy at Ft. Wilderness in the area to the right. COM advised that area is tent camping.

Ways and Means Committee - We are starting to sell raffle tickets today \$10 each or 3 for \$20. The drawing will be held on the Sunday of Memorial weekend at dance. You do not have to be present to win. Ways and Means is sponsoring a Corn hole tournament Memorial weekend as well. The fee will be \$10 per person, and the tournament will be ran by a group of owners. There will be cash prizes for 1st, 2nd, and 3rd place winners. The remainder of the money collected will be retained by the Ways and Means Committee for betterment of the resort. The Committee will also be doing some things to raise money around the 4th of July.

Open Discussion

- Owner said they are Wilderness members and asked where they can camp right now since area is closed.

- The area going up the big hill to the 100's and 500's where the tents and platforms are is available as well as the area by Ft. Wilderness.
- Owner asked if they can drop off dues at reservations.
 - Yes
- Owner asked if Ft. Wilderness is open – looking for a place to watch the Blues game
 - The Gathering Place has a different service than the other buildings and may have that game.
- Ways and Means is having a silent auction NYE – the Committee is accepting donations. They can be dropped off at Reservations
- Owner asked about sales – do the same rules apply that if they take the self-guided tour that they can't buy someone else's membership
 - Yes, the same rules are in place – we are attempting to keep that the same
- Owner asked if sales were low and that's what prompted the self-guided tours
 - Sales office closed during Covid and has remain closed until a decision is made and we bring on a new Sales and Marketing team.
- Owner asked if they had to wait until 3 to check in during the Trout tournament.
 - You can come in for day use. Just show ownership card at guard house. You can sign up the night before at Lake Expo or at the Boathouse same day
- Owner asked about getting a fire ring at Gathering Place.
 - We need to get the front porch fixed first – weather hasn't cooperated yet but it is on the agenda
- Owner wanted to compliment Leanna on a job well done at the Condos. Owner indicated that they had an Associate stay at the newly renovated condo and were very impressed.
- Owner thanked the BOD for hard work
- Owner asked when the Lodge will open
 - The lower level will open Trout tournament weekend
- Open meeting adjourned at 10:40 am

Board Of Directors Meeting (Closed Session)

Called to order 10:56

Old Business

- Status of spillway repair - Waiting for contractor availability and weather to co-operate. We should be able to complete within budget if everything goes as planned.
- Speeding Fines and warnings that have been issued report – 2 warnings have been issued.
- Sales Program Update – covered in open meeting
- Welcome Committee Update – Aaron has reached out or attempted to make contact with all new owners on the list.

- MO Chip Program status - Local Masonic Lodge is low on manpower and unable to commit to hosting an event. They are skeptical about how many people at LVL would participate.
- Dry Hydrant Project (Completed) -Signage will be ordered after fire department deems the hydrant as useable. They have not been here to test it as of yet. The FD should be out this next week or so.
- RV Storage Report – Charter lot has had 14 new arrivals with 3 on the waiting list. The Executive Storage has 21 coming in soon with 32 on the waiting list.
- WIFI Update - trenching for the continued expansion will resume when manpower, weather and equipment allow. Condo building to stables is up next. We are updating the server as well.
- Camera System Update - Under review, cameras are being repositioned or repurposed to eliminate overlaps, maximize coverage and retain footage for longer periods of time.
- Waste Water Treatment Plant Update -T he March 31 date that was previously discussed was not the DNR deadline for facility design submittal. The deadline for that is May 31. The engineer tells us to expect information from him in early May.
- Employee update on the resort - New supervisor in training for stables, all departments are looking to add staff for the upcoming peak-season.
- Additional reservations for purchase – Proposal under consideration for trial season.

New Business

- Budget and Expense Report Review
- Projects completed on the resort - Many projects are on-going. Focus on condos and RV's, flooring, mattresses, box springs and comforters, TV's, deep cleaning, painting, de-winterizing, prep for the peak-season. Reservations reports many positive comments about the RV site tool. It is serving to expedite the amount of time that it takes to set a reservation. Weather permitting, the roofer will be here the week of March 13 to begin the condo project.
- Signage – Speed limit and directional signage in progress.
- Pool rule enforcement – staffing continues to be a challenge which will limit the enforcement.
- Any other resort updates or Concerns – none at this time
- Motion to adjourn received and 2nd. Meeting adjourned at 12:09

Minutes electronically Approved: 4/25/23

Minutes submitted by: Laura Schneider, Secretary