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## **BOARD OF DIRECTORS and OWNERS ANNUAL MEETING**

**SEPTEMBER 28, 2024**

**Administration Building 9:30 and Gentry Hall 1:00**

**Called To Order 9:30 (Closed Session)**

**Board Members Present-Roll Call**

President Doug Allen, Vice President Aaron Zaner, Secretary Kristie Plantz, Sergeant of Arms Dave Edler, Sherri Durbin, and Leanna Dalton

**Board Members Absent:** Laura Schneider

**Chief Operations Manager:** Paul Adams

**Prior Meeting Minutes Approval:** Minutes approved electronically and posted.

**Meeting With An Owner:** The BOD and COM met with an owner, who was requesting usage privileges be restored for an associate on their ownership. The associate had been expelled from the resort due to several rule violations. After the conversation, the BOD voted to reinstate the associate's privileges with a probationary period of one year. During the probationary period, the said associate will be allowed to use the resort ONLY when in the presence of an Owner, not as an associate on her own or with another associate. Management also requests that the BOD consider conference calling as a future means to reinstate those that have been banned. No action was taken on this request by the board.

**General Manager's Report:** A new product is still needed to replace the current option to increase sales. We are doing internal marketing and can definitely see there is interest in the resort and camping. Our current marketing program has generated 29%

more leads this year thru August than 2023 combined. In total, we had a total of 34 stays YTD, 3 times the amount all of 2023. Surveys were sent out to all that stayed, with a lot of positive feedback, but unfortunately not a lot of interest being permanent. Seems that is not what the GenXers and GenZers want these days. On a positive note, those stays generated \$4339 in revenue for the resort over \$1119 last year, a 280% increase over 2023. No updates on a new product as of yet. The total number of owners is 4802. The total number of owners in good standing is 2639. We have a total of 7372 associates. 36 transfers have been processed with 5 still in the works. We have 3 level to level upgrades and 2 Coast to Coast membership.

**Chief Operations Manager Report:** Riata spillway received minor damage in the flooding this summer. So far, in the past 1 ½ yrs., LVL has spent over \$60,000 reconstructing spillways, fixing water damage, and controlling influx of silt. The water is getting cleaner, that is flowing into the lake, which is what we were hoping for. Work in the creek between the restaurant and the low water bridge continues as time and personnel allow. The new culverts, rock and concrete by Reservations, are helping the silt problem at the cove by Reservations. A new concrete contractor is expected to bid the spillway rebuild project on the main lake. The Waste-Water Treatment Plant is on schedule. Test holes have been dug to determine rock depth, for pouring concrete, at the new plant. The total cost is still to be determined as the project continues. We have been able to hire more employees this year, up to 40 currently, but we have had some employees leave also. Kinda of like a revolving door. We have lost 45 yrs. of experience in maintenance, in the last year unfortunately. The radio control for the weather siren has been installed. The new radio system has been tested multiple times and operating as expected. It has made a big difference for our security guards to be able to operate the siren from the guard house. Now a guard does not have to come off patrol, to go up the hill, to sound the siren while they are already out verbally warning people of an approaching storm. The road from the boathouse to the lodge is completed. The road from the lodge to the bathhouse in the 100's has also been completed.

**Asst Operations Manager's Report:** We have brought in and continue to bring in new RV units, into the storage lots. Owner's units that are not in compliance are getting notified to comply or remove their unit. Some have left. 24 RV's have been moved into storage. 2 units are ready to be moved out and apply for junk titles. 11 have been removed from storage for various reasons. 18 have been contacted to remove their RV's due to collections/no usage. 13 are approved and waiting to be moved to storage. 13 remain on the waiting list-waiting for more information from the owners. Question was asked about damages to the RVs. Specifically, if an owner takes their RV off the resort and upon returning it back to storage, does anyone look it over for damage? Answer was yes. If the staff notices anything new or odd, security is called and photos are taken and those photos are put into their account information. Spotters are also

looking for any pre existing damage before the RV is removed from the storage lot. As for the spotters, they are improving and learning as they go. They do have a checklist when spotting on and off. One of the challenges the new spotters face is all the new technology with the newer RVs. When you are working with several different manufacturers, new and older RVs, it takes time to learn the ins and outs of them all. We are definitely in transition. Another question asked..When owners come in and their RV is not on site, can we stagger the spotters to have one working after 5, especially on Fridays, so they can get their RV on site? COM said, they are already doing that, especially on the busier weekends. Once again, the new spotters are learning and doing their best to spot everyone's RVs in a timely manner. Owners are being offered other accommodations, such as a condo for the night, if this should happen. There have been several owner's trailers that have been damaged by LVL personnel. We have new people pulling trailers and will pay a hefty, still yet to be determined, amount in damages this year. We have reduced the maximum number of units allowed in RV storage in order to have better spacing between units and less chance that impacts occur in storage areas.

**New Business:** Budget and Expense Report Review: Department heads are keeping the budget on track. Projects that have been completed on the resort include: housekeeping will start deep cleaning, the road work for the year, rock is being put on sites, new signage is being put up around the resort, outdoor pool is winterized, boat house closed for the fall, and scrap metal has been sold off. The collection company recently started sending payments out bi-monthly. Owners in the arrears should gain access to the resort quicker after becoming current on their payment, if the company continues to do this. The clarification of the 18-year rule on the resort in the guide book is as follows: 18 yr old associates, with a junior associate card, are allowed on the resort w/o Owner. The Owner must make their reservation if they are staying overnight and under 21 yrs old. Issues about reservations blocking out sites and handicap trailers was addressed. A given number of sites are marked as spares in case of a maintenance issue on the reserved site. Same goes for handicap trailers. The spares are on a rotation basis. Per our agreement with Coast to Coast, 10 Coast members are allowed on the resort at a time. No specific sites are reserved for C2C members and the 10 sites are based on availability, with no guarantee, if the resort is full. The rule about music on the beach or public area will remain as is. The board voted to keep the current rule in place. A replacement for Purdy's is in the works. We have had some interest but nothing definitive. A food truck will be here on Oct 26<sup>th</sup> as a trial run.

**Motion to adjourn received 2<sup>nd</sup>.**

**Meeting was adjourned @ 12:00.**

## **Annual Owners' Meeting**

**Board President called the meeting to order @ 1:07 PM.**

### **Pledge of Allegiance**

The Board President introduced Tracey Ryan, as the developer's representative at the meeting. She spoke about new happenings around the resort. Tracey introduced herself. She is the developer's only daughter. She spoke about Lost Valley before it was developed into the resort we know now. It was one of the developer's ranches. She wanted to assure us all that the developer is doing well but is slowing down and looking forward to retirement. He is soon turning 85 and getting ready for his 2<sup>nd</sup> knee replacement. He is getting his business and home affairs in order. Tracey has been involved with Mid America Resorts and Lost Valley Lake since 2006. She will be more involved with the management and BOD. She is very happy with the teams at MAR and LVL. She knows with both these teams working together, the future of LVL is very bright. With that being said, she asked the COM, and General Manager of MAR,, to join her on stage, to help explain some new and exciting things happening at LVL. COM started by announcing, the sewer treatment is getting closer to bridging the gap between the 2017 money collected and the present, even moving into 2025 and 2026. Money collected is there and has been building over the years. Meetings with DNR have gone well and work is continuing. COM continued to speak about the number of owners declining over the years. New prospects are not interested in investing in the long term anymore. A new product is being worked on and being developed to generate more interest and more revenue for LVL. We wanted to thank Purdy's for their years of service at LVL. Unfortunately, it simply was not profitable for them to stay in business at the resort. Going forward, the restaurant will probably not open up for a while. We do have a food truck lined up for the weekend of October 26<sup>th</sup>. We will see how that works out. If we see a good response and we do not have a tenant for the restaurant by next summer, we may get a series of food trucks. Roads have been completed for the year. A new cell phone tower will be going up on the developers property. Ground will be breaking on this hopefully by the end of the year or beginning of next year.

**Call for nominees for the Board of Directors to come forward to address the owners**

**Ways and Means:** Chairperson reported the 2 corn hole tournaments they had were pretty successful. The first tournament had 66 players and the 2<sup>nd</sup> had 60 players. Planning to do those again on Memorial Day and Labor Day. She also shared what the Ways and Means committee has purchased so far this year: went in half with the Gerald FD on the dry fire hydrant on the main lake, new security cameras, put money towards

the wood shed, purchased volleyballs, basketballs, soccer balls, kick balls, shuffleboard sticks and pucks, bocce balls for activities, new washing machine and sewing machine for the service department, new chair cushions for the Gathering Place and Fort Wilderness, and new hand dryers for the Gathering Place. They are always looking for new ideas to make money. Wanted to thank all the owners.

BOD President explained 3 votes per ownership to be divided how you wish. Polls are open ½ hour.

Votes will be counted today and results will also be announced today.  
Meeting adjourned at 1:49PM

Once the voting was closed, the entire BOD, the candidates who were running for the board, the COM, and 2 members from the accounting department were present to tally the votes. The results are as follows:

**Kathleen Kessler- 165**

**Scott Maddox-45**

**Aaron Zaner-60**

**Sherri Durbin-7402**

**Tracey Ryan-7402**

**Stephen Patterson-7410**

Those receiving the three highest vote totals, Stephen Patterson, Tracey Ryan and Sherri Durbin were certified as members of the Board of Directors of Lost Valley Lake Resort.

Immediately following the certification of the vote totals and members of the Board of Directors, Dave Edler resigned from the BOD. Since Kathleen Kessler received the next highest vote total, she was then asked to fill the vacant spot on the board. She declined the position. The next highest vote total was received by Aaron Zaner. Aaron was asked if he would like to fill the vacant spot on the board. He asked for additional time to consider accepting the position, which was granted by the President of the Board of Directors with the members of the Board concurring with the President's decision.

A brief discussion was held with the new board members present.

**Meeting was adjourned @ 3:15 with one position on the Board remaining vacant.**

**\*NOTE: Aaron Zaner did accept the vacant position on the Board, the**

**week following the Annual Meeting.**

Minutes electronically approved on 12/5/2024

Minutes submitted by Kristie Plantz-Secretary