

CARAVANS WEST OWNERS ASSOCIATION

BOARD MEETING MINUTES

Friday August 9, 2019

9:00 AM ACTIVITY CENTER

Present: Krista Barker, Kim Pfau, Renette Benning, Joanne Brown, Dave Marston, Ward Stewart, Shirlee Johnson, Margaret Bonneau

The meeting was called to order at 9:00am

1. Approval of Agenda as amended

MOVED/SECOND: Brown/Johnson

CARRIED

2. Approval of minutes of July 5, 2019 and July 19, 2019

MOVED/SECOND: Johnson/Marston

CARRIED

3. President's Report – as attached
4. Treasurer's Report – as attached
5. Park Manager Report – as attached

MOTION: To accept all reports as presented.

MOVED/SECOND: JOHNSON/BROWN

CARRIED

Committee Reports:

1. Social Committee

The Walk and Shop was a huge success with a total profit of \$1762.43. There weren't too many wood sales (4 bundles). The information is still out there and we hope to sell more. We are fortunate to have so many caring volunteers.

2. Landscape Committee

There are new members and they plan to complete the work at the front entrance this year.

3. Policy Committee

Have been meeting each week and have almost completed a review of PPM Part B. There are several recommended wording changes to make this document easier to use and to read. This committee requests a date to meet with the board to present their recommendations.

4. Long-Term Planning Committee

Have held their first meeting. There is a plan to move forward with their work. They are still hoping to attract new members at the August Town Hall Meeting. They are still waiting for the Depreciation Report that will guide their work and are planning a tour of the waste water treatment plant.

5. Playground Committee

We have received quotes of between \$40 – 60K to replace our structures. Likely will be \$80,000 by completion including ground cover and prep. We would like to invite the opinion of co-owners at the Town Hall Meeting.

MOTION: To accept all committee reports as presented.

MOVED/SECOND: JOHNSON/STEWART

CARRIED

CORRESPONDENCE:

1. Beach Parking Question: Current Rule is A16.

Currently co-owners sign a waiver prior to receiving gate access that states there is no parking at the beach. It is for drop off only. At the time this rule was changed, fire and first responders were consulted and they advised that we do not increase parking due to the difficulty with getting rescue vehicles in and out. Visitor spots are for visitors of lakeside residents only. A copy of the waiver is attached to these minutes.

MOTION: That the board maintain its current policy due to safety concerns.

MOVED/SECOND: JOHNSON/BENNING

CARRIED

2. Rule A23 – Parking on RV Sites question.

A co-owner requested clarification about the ability to park on site to load and unload trailers and motorhomes. This question addresses something that has been in practice and was previously silent in our Policy documents. The other co-owner questions that seek a definition of a living unit are referred to the policy committee.

MOTION: To amend A 23 to include the following:

e) An additional RV may be parked on site for loading and unloading for a period up to 48 hours. A temporary parking permit from the office is required and must be displayed.

MOVED/SECOND: JOHNSON/MARSTON

CARRIED

This will be in effect immediately but must be brought forward to the 2020 AGM to be confirmed by a vote. Rule A23 will then read:

- a) Only one RV may be used as a living unit on any one RV Site.
- b) Campers or van conversions must be parked within the confines of the RV site as per rule D23.
- c) Except Guest's may stay in a camper or van conversion for no longer than 4 nights.
- d) Campers must remain on the truck.
- e) An additional RV may be parked on site for loading and unloading for a period up to 48 hours. A temporary parking permit from the office is required and must be displayed.

3. A request was discussed in camera.
Krista will respond to the Co-Owners in question.

BUSINESS ARISING FROM PREVIOUS MINUTES:

1. The following motion is to be re-considered as per the minutes of our July 19, 2019 Meeting: This motion was carried at the June meeting and will now be re-considered based on new information being made available.

MOTION: To move ahead with paving sections of the North part of the park and the resealing of the entire park.

MOVED/SECONDED: SEDGWICK/MARSTON

DEFEATED (2 ABSTAINED)

The quotes received were only for the re-sealing of some sections of the North Park. To reseal the entire park would involve additional expense.

MOTION: That the north section paving and resealing of the entire park be included in the 2020 Budget and that any surplus funds from 2019 Road Repair and Storage Compound fees will be allocated for this purpose.

MOVED/SECONDED: JOHNSON/STEWART

CARRIED

Discussion ensued about possibilities for funding this project which will cost in excess of \$60,000. We wish to ensure that this work will be done as quickly as possible. The monies allocated in 2019 were not sufficient to complete this work.

2. Committee Appointments for 2019

MOTION: That the Board approve the following as committee members for 2019:

- a) Long Term Planning- Jack Jeyes (chair), Matt Forsyth, Dave Marston (Board Liaison)
- b) Landscape- Elisha Zadvorny (chair), Vicky Strachan, Judy Derksen, Val Bennett, Mavis Heid, Kim Pfau (Board Liaison)
- c) Policy – Cathy Scott (chair), Gloria McNabb, Fernando Cupello, Debra Clare, Shirlee Johnson (Board Liaison)
- d) Playground Committee – Kim Pfau, Shirlee Johnson, Elisha Zadvorny, Matt Forsyth.

MOVED/SECONDED: JOHNSON/BENNING

CARRIED

3. Co-Owners Agreement

MOTION: The Board of Directors begin the process of bringing the proposed amendments to the Co-Owners Agreement back for a vote immediately following the August 24 Town Hall Meeting.

MOVED/SECONDED: JOHNSON/BROWN

CARRIED

The co-owners agreement is a contract between co-owners and the association. As such it can be amended at any time provided that 75% of the Co-Owners (287) individuals vote in favour of it. The proposed amendments will be presented in a simpler to read format prior to the Town Hall Meeting so that question can be addressed at that time. Board members have been approached by many individuals who would like to see this passed.

4. Electronic Voting Update

Test run was very successful. Margaret is able to track how many people have voted but not how they voted. The system provides the number of votes immediately upon tabulation. A test question will be sent to Co-Owners to determine that the system will work for us. To check the program, please go to www.simplyvoting.com

NEW BUSINESS

1. Scotch Creek Water Master Plan update

No word at this time. Should the CSRD not receive grant money, Interior Health will require us to move forward with the plan to chlorinate our water. Our permits and plans are in place should this grant not proceed. Krista will publish more information about these plans for co-owner consideration. Our plans will be presented to the membership for a vote before we move ahead. The Board does not wish to move forward on any plans in case we are required to become part of the Scotch Creek Water Master Plan.

2. August Long Weekend debrief

Kim Pfau is to be commended for organizing the Neighborhood Watch for the weekend. Also see Manager Report.

3. Security recommendations

- One way to improve security would be to have a manned gate. Caravans has used a number of options in the past including paid security staff, hired security staff, volunteer patrols. A number of issues still exist in the summer in particular. We are looking at ways to improve security and keep everyone safe.
- There will be consideration of adding cameras to the beach area. Cameras have been added to the storage compounds. Hinged automatic closures for the walk-in gates are being installed so that gates shut better.
- The Board would welcome co-owner suggestions from co-owners about how to improve our security.

4. Set Backs

The policy committee has recommended the following language to be voted on at the 2020 AGM as follows:

D12 – Set backs

- a) There is a 3' setback on both sides of all RV lots. There must be no permanent or non-permanent structures placed within these setbacks. This means that bay windows, RV slides, push-outs and similar structures cannot intrude into the setback area.
- b) Front setbacks of 10' from the property line, as measured from the rear boundary of the site, are required for RV and Park Model placement, and all permanent and non-permanent structures.
- c) Front setbacks of 3' from the property line, as measured from the rear boundary of the site, are required for landscaping. These road allowance easements may be used for parking.

5. Laundry and showers

Director Renette Benning is investigating the cost of operating our laundry room and showers to determine if our current charges are adequate to cover such costs.

6. Enforcement recommendations

This matter will be tabled until we have the results of the approval of the Co-Owners Agreement.

7. Beach dock

Dock size and placement is restricted by CSRD and Provincial legislation. To increase the size of our docks would require applying to the CSRD for a permit. Any change to our docks would require a significant expense. Our dock is currently in good repair, therefore, changes are not being considered at this time.

OTHER:

1. Board nomination cycle

This year we will be electing 5 new Board Members. There will be 3 three year terms, one two year term, and a one year term. This will bring us to a 3 directors per year cycle barring any resignations from the Board.

Adjournment:

The meeting was adjourned at 12:40pm

Next meeting date: September 6, 2019

Beach Parking Waiver

BEACH GATE FOB/CARD RESTRICTIONS

PARKING FOR CARTS ALONG WEST FENCE ONLY

VEHICLE TRAFFIC 5 MINUTE DROP OFF ONLY. NO PARKING

NO VEHICLE PARKING EXCEPT FOR LAKSIDE RESIDENTS AND LAKESIDE RESIDENT GUESTS

1 HANDICAP PARKING STALL IS AVAILABLE

SITE: _____ SIGN: _____ DATE: _____

Print Name: _____

2 CARDS OR FOBS ONLY:

President's Report for August 9, 2019

Well another month has passed, and we survived what is typically the busiest weekend of the year.

This past weekend would not have been a success without all of the volunteers. To those that organized events and all those behind the scenes and in front THANK YOU! Renette you did an amazing job!

Another huge shout out to Kim for scheduling the Neighborhood Watch, and to those that gave up their evenings to help keep everything under control.

To everyone young and old, your commitment to ensuring everyone had a fun and safe weekend, is what community is all about.

Now we did experience a few issues with some young adults entering the park uninvited, and the RCMP were called in to assist. Another issue was with some young adults partying at the lakeside fire pit. It's ok to have fun and have a few beverages, however, it is not ok to make others feel uncomfortable or unsafe. Please talk to your kids and guests and ensure that they are respectful to all.

We also had a few close calls with kids on bikes and cars. I personally watched one little guy cut right in front of a moving car. I almost threw up because in just a split second a life can be forever changed.

Also, for those that run on the perimeter trail, STOP, or at least proceed with caution when you near the gates. The cars have the right of way, not you.

I have read some postings on Facebook and some are good and helpful, and others have misinformation which tends to gain momentum like a snowball going down a hill. The Board tries very hard not to respond to any of these posts, however, on occasion someone will if it helps to stop debate.

I ask that you ensure any concerns you may have, are also conveyed to Margaret. Margaret is not on Facebook so some information sharing is good to keep everyone on their toes, but all the players need to know what is going on out there.

Margaret continues to field complaints from owners regarding pets, smoking, parking, noise, it's too hot, it's too cold (just kidding), sometimes it gets a little overwhelming on what owners expect her or the Board to be able to control. As I have stated before the rules belong to the membership and if you don't like a rule, take the steps to ask the membership to change it.

The All Candidates and Town Hall are fast approaching. We are asking those of you that offer a skill set that can be utilized, please step up and run for a position on the Board.

Sincerely,

Krista Barker

CARAVANS WEST OWNERS ASSOCIATION
TREASURER'S REPORT FOR August 9, 2019

Account balances as of August 8, 2019

General Operating Account	\$ 93,450.74
Savings Account	\$ 131,580.28
Patronage in Operating Account	\$ 829.33

Term Deposits with *SASCU* are as follows:

Unrestricted Term Deposit (2)	\$ 125,000.00
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This term deposit is 2019 dues placed into a cashable term deposit to gather interest until needed at yearend.

Contingency Reserve Fund	\$ 401,743.73
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Unrestricted Term Deposit (3)	\$136,830.00
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This term deposit is the Unrestricted Net Asset amount stated in the Caravans West yearend 2018 Financial report.

Co-Owners who have outstanding accounts have interest applied monthly until accounts are paid.

When sending e-transfers, please send a separate note to the bookkeeper to tell what your password is if using something other than the one suggested. A question as simple as "what site or lot is this for" can have different answers (i.e.: 000, or site 000, or lot000, or zero zero zero). Spaces and spelling make a difference. Also if you include what site the e-transfer is for helps, not necessary, just additional info to aid the bookkeeper. Some banks allow a message to be sent with the e-transfer so the site number could be added there. Just suggestions, not necessities.

Caravans West does accept e-transfers. Please make sure to send to cwaccounting@shaw.ca

Respectfully submitted by Joanne Brown, Treasurer

Park Manager Report – August 9, 2019

I closed the Manager Report for July by saying “I encourage you to continue to voice your concerns so that I am aware of the issues, and so that they can be resolved. This is your resort, so it is important that it is pristine, comfortable and enjoyable. Thanks for your assistance towards this goal.”

Please continue to send your concerns to me at the park office, however, now I have concerns and information that needs to go back to you, the Co-Owners.

Wastewater system for the park

If our sewage plant is not working, the Park has to be shut down!

Many, many messages have been sent to alert Park users, and still the system is put to the test daily. Again this week our Lift Station Pumps were seized up from wipes, etc. continuing to be flushed into our system. PLEASE honor our Rules for Septic:

The only things that should be flushed down the toilet are human waste, wastewater and toilet paper. Do not put sanitary tampons, wet wipes (even if they say disposable) band aids, grease, condoms, disposable diapers, cigarette butts, paper towels, dental floss, dental picks, incontinent products, anything plastic or similar non-biodegradables into a septic system. As well, no chemicals are to be put in RV holding tanks when being used in Caravans West.

Children and Teens

Yes, this is a gated community, but that is false security for childcare. Children still have to be watched by the parents (or parent designates). The speed limit is 10 km/hr. which applies to vehicles, golf carts, and bicycles. There are children racing their bicycles and not looking. Kids on golf carts have been racing at night with no lights. There are underage children driving the golf carts. There are children wandering in the streets. The Rules of the Road apply in the park and should be taught to children.

Teens still have to be under the control of their parents (or parent designates). In particular, not all teens are to blame, but there has been a disregard of decent behavior in the park: rudeness, being loud, being disrespectful, drinking, swearing, smoking, littering of beer cans and broken glass in the park, jumping fences, and propping open the gates. The pickle ball courts were covered in rocks one day, and gear provided at the basketball court is lying around not being returned to receptacles. Vandalism in any way is hurting all Co-Owners, as you pay extra for repairs and staff time. Why would someone plug the toilets and showers with paper towels? Why would anyone smear the walls of the bathroom stalls with feces, several times in one week? I have attached a picture of the signs off the dock that were wrecked, which I am sure you would not do if you paid for them.

Treatment of park staff

The park is not a hotel, where staff wait on every whim of the customers. Staff work for the park, not the individual Co-Owners. They take their direction from their supervisors, and if you have concerns, you can address them to Management or the Directors. The facilities, grounds and common areas are nice because of their work, and they should be complimented, not berated. How many hours a day would you spend cleaning bathrooms or the sewage plant for minimal wages?

We continually experience staffing shortages, which causes the remaining staff to work harder, for you. Here is a disappointing example at the pool:

The staff start at 7:30 am, cleaning and servicing the pools which open at 10am due to the health and legal requirements of the chemicals used. Three days a week the swim club requests an earlier opening, and staff work extra hard to accommodate this request. However, they are bullied regarding the timing of washing the showers, the timing of the opening the pool, and insist on coming in before tools and chemicals are removed from the area. Also, one user did not recognize our new employee and berated the other staff to them... What a first impression! This is unacceptable. I understand the Swim Club in previous years was so proud of how the staff helped them that they honored them with a dinner.

Security

The park switched from a Security Company at \$25000 per summer, to using hired staff for cost savings and efficiency. There is only one person each evening keeping a check on things, and closing down the buildings, pools, and beach gate. That person cannot be in all 44 acres at the same time. Co-Owners are expected to know the rules and comply with the Agreements that they signed when they bought into this resort. You should not need someone to remind you.

What does the night staff/security person do?

Duties: Completes park checks all evening, completes building checks for all buildings: clubhouses x2, pools x2, satellites x3, activity centre, gym, office, and beach gate several times, pool & hot tub chemical checks x2, cleans pool bathroom, empties garbage bins, checks & fills paper products; and at 10-11pm: close family pool, adult pool, family clubhouse, adult clubhouse, beach gate.

Here is some of the daily recordings this week:

unclogged women's toilet 1st stall N Sat; unclogged men's 1st stall lower Family Club; deodorized red bowl cleaner for family pool; main door to the gym discovered unlocked, now secured; found bottle of bowl cleaner on sink counter; new testing H2O at both pools; South Sat, someone stealing toilet paper-complaints from 3 different Co-Owners; main door to gym unlocked once again, now secured; found shirt, 2 towels at family pool; emptied garbage at playground; south Sat -garbage bin from women's w/r out on porch, replaced it; second shower in men's w/r at beach left on, now off; beach gate was wide open, now shut; handicap washroom women's side beach does not flush & gets clogged unless hold down handle; restocked supply cupboard w TP at beach; beach gate found open again, now closed; unclogged women's handicap stall at beach w/r; pedestrian gate leading to beach found pinned open, is now closed; received call at 10:40 from Lakeside resident saying a whole bunch of underage kids are drinking at beach, He warned me to be careful & I said I'll talk with them when I lock gate @ 11; someone is hanging full doggie doo bags all over the fence at the beach, removed & disposed of them; removed bottles from beach gate & 2 broken lawn chairs went to garbage; unclogged stall 1&2 men's beach w/r; unclogged handicapped w/r women's at beach again; restocked paper towels; hot water found running 2nd sink women's beach w/r, now off.

Really... we all play a part to keep the park pristine.

Garbage Bins

There is a BIG bill every month for garbage removal. A huge amount could be saved if items were placed in the proper bins!! Recycling is cardboard and paper products only as per the sign, and you need to flatten the boxes or it costs more! If anything else contaminates the recycle bin, it is labelled Garbage and you pay the higher rates.

Only 'Household garbage' is acceptable in Garbage bins. Garage sale items, furniture, electronics and construction materials are to be taken to the Transfer Station at your own cost.

The Blue Bin in the compost area is only for waste that does not compost, like pine needles, cones, branches and tree clippings. Grass, plants, leaves and flowers should be deposited in the compost area.

The Bottle recycle area is managed by volunteers, and funds go to the social committee. This is for refundable drink containers only.

Thank you to those that are diligent. Everyone, please be responsible.

Pets

Many complaints from aggressive animals towards people and other pets (happening many times), dogs off leashes, dogs running into the street after bikes, not picking up dog feces, dog feces in Green Areas and other owner's yards, dogs barking, and renters with more than one pet. One person even had the cat on a leash tied to the tree, and a dog not on a leash ran at the cat. How fair is that? I have pictures, and encourage complaints to come to me with pictures.

Again, you signed that you would abide by the rules. I think if you want to let your dog run after a ball in the Green Area, then work to get that rule changed. There cannot be two standards.

Smoking

I have pictures of people smoking on the common grounds. You may smoke on your Site. Otherwise the common ground has only 3 designated areas, namely the 3 fire pits. Please ensure your guests, renters, and contractors are aware of the park rules on this. There is also provision for a "function only" designated smoking area a few times a year as approved by management. The Ballots are finished, the updated rules have been communicated to you and posted on the Park website, and the new signage is posted, so please comply.

Noise Levels

Quiet time was determined to be 11pm to 8am for this Resort. At the Fire Pit, you do not have to go home at 11pm, just be quieter. Likewise, if you are enjoying your evening and your guests, you do not have to go to bed when the clock strikes 11pm, just be quieter, turn down the loud music, and be considerate of your neighbors and the rules. That being said, since this is a vacation spot, I think there should be weekends that could be designated for a later quiet time deadline. But you need to vote for this, agree to this, and until then, comply with the current ruling.

Site Compliance

Site Cleanup letters were issued to at least 65 Co-Owners who were unable to get this done by the May long weekend. I am pleased to report that only 7 remain incomplete and 3 plan to be here in the fall for this work, 2 have not replied, and 2 downright refused.

There is an ongoing project to remove encroachment from the Green Areas, the common areas, which is used by all. Why do some think they can use this as part of their site?

Site Improvement Requests for Co-Owners to make improvements to their Sites require their plans to be approved. Once approved, they must follow the plan or submit a new plan. Why do some think they can do what they want?

Likewise there are rules about what units can be parked on sites, and for how long. Why do some think they can do what they want?

Violations

I asked someone in violation, and was told, "Well, the neighbors told me everyone breaks the rules around here, so you don't have to comply either."

Actually, this is a great park because of the rules, and you have opportunity to ask for changes. Many tell me they moved here because they wanted/liked the rules. Rules are for a reason.

For example, we only allow certain toys in the pool due to potential for allergies, the chemical reactions, and contamination off other toys. However, this was how staff were treated recently: She said "I don't care. I am a Renter!"

Parking

Some have questioned the resort's parking arrangements, particularly at the beach area, the visitor only areas, and overflow parking in general. Again these concerns are not taken lightly, so the Board will be discussing potential changes.

Insurance

You must have liability insurance on your site, your unit, your items in the compound, your vehicles and your golf carts. Even if you are not using the truck or boat, there must be storage insurance if you want to park on this property.

In closing, I remind you that this resort is like a Strata, where you have a "shared interest" property. That means that you, along with the other owners, own the whole resort. The property ownership is divided into 382 "shared interests" and each undivided shared interest represents 1/382nd of the property ownership. You do not own any specific part of the resort, however, with your purchase, you also signed a Co-Owners Agreement which assigns you the right to exclusive use of a specific RV site. The Agreement comes with rules that you agreed to abide by.

Thank you to those who are very diligent.

Respectfully submitted,
Margaret Bonneau