

CARAVANS WEST OWNERS ASSOCIATION

BOARD MEETING

Friday July 5, 2019

9:00 AM ACTIVITY CENTER

Present: Krista Barker, Kim Pfau, Joanne Brown, Jackie Marin, Renette Benning,
Mel Sedgwick, Dave Marston, Margaret Bonneau.

Absent: Ward Stewart, Shirlee Johnson

The meeting was called to order at 9:01am

1. Approval of Agenda as amended
MOVED/SECOND: SEDGWICK/MARIN **CARRIED**
2. Approval of minutes of June 7, 2019
MOVED/SECOND: BROWN/SEDGWICK **CARRIED**
3. President's Report
As attached
4. Treasurer's Report
As attached
5. Park Manager Report
As attached

MOTION: To receive all reports as presented.

MOVED/SECOND: BROWN/MARIN **CARRIED**

BUSINESS ARISING FROM PREVIOUS MINUTES:

1. 2019 Ballots will be tallied over the weekend and results will be sent out next week.
2. Treasurer's recommendation regarding the expenditure of money to pay for paving.
Director Brown was asked to bring forth a recommendation on how to fund this expense in 2019. The Budget for 2019 included \$25,000 for Road Repair. Director Brown recommended that the Board hold off in 2019 and budget the work for 2020.
Discussion ensued around funding the balance of the quote in 2019 and it was determined that revenue from the storage compound could be used. These funds were to be placed in the reserve fund to be used for items such as road repair.

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 **CARRIED**

BROWN requested that her opposed vote be recorded.

3. Rodent issues/concerns/solutions - Management will call the pest control company and have them assess the park and help identify areas of concern.
4. Hot Tub temperature - the Family hot tub is set at 100 degrees and the Adult is set to 104 degrees as per the BC Pools and Hot Tubs Guidelines. Please note that this may be out by a degree depending on what stage the heaters are at in their cycle. Also please note that the recommendation from the guidelines indicates that you should not remain in a hot tub for more than 10 minutes at a time.
5. Storage compound - this policy is still being worked on to ensure that it is consistent with the practice.

OTHER:

Beach gate - A Co-Owner would like access to the beach for swimming earlier than 7:30 am. In the past we had onsite staff who would go and open the gate, this is no longer the case and our staff are not in until 7:30. Solution was to provide the Co-Owner with a key for the lock and they will take the chain off.

Weeds in the playground is an annual issue. Over the years volunteers have assisted in this area. A suggestion to rototill the area was discussed as was a call for volunteers to have a "Sip & Pull" event.

Adjournment: 11:30

Next meeting date: August 9, 2019

President's Report for July 5, 2019 Board Meeting

Well first of all a huge thank you to all that helped to make for a wonderful, event packed, Canada Day weekend. It was sure a nice thing to walk around the park on Saturday and see every part of the resort being utilized. I even saw a family playing softball in the field.

I have spoken with a couple of owners who were not in the park, however, they had families using the sites and they expressed what a wonderful time they had.

A big thank you to all of those that offered their services late at night to help keep an eye and ear on the gates. It was a rather uneventful weekend, which I am confident your presence attributed to this.

I believe the biggest issue was unidentified vehicles within the park. Please ensure you have your stickers on or your passes hanging.

I have remained in contact with the CSRD regarding the Government grant allocations and I was informed on Tuesday that they have not yet been announced. They are now hoping that the successful projects will be announced by mid-July. (I am hoping he means 2019)

A friendly reminder of what can and can't be flushed down the toilets. Please note that we have a Waste Water Treatment Plant and this plant is a picky eater. Please only flush items that have gone through you and do not dump grease and fat etc. down your sinks. Please do not flush wipes or feminine hygiene products as they make for a horrible mess in the lift stations.

Anyone who wishes to take a tour of the plant is welcome to do so, just let the office know and we can advise you when we have a tour planned.

With Summer, comes summer vacationers and some are more transient than others. Please watch when you are coming through the gates that you are not allowing outsiders in. I know this is easier said than done but if we all try a little harder, we can ensure our community is a little bit safer.

We have had a couple power outages over the past couple of weeks and just so everyone is aware, the buildings are all locked once power goes out as we have no water. The gates are manually opened as the battery back-up only provides about 6 uses. Nicole did a great job on Thursday night securing everything and waiting until 1:30 for the power to return.

Respectfully,

Krista Barker

CARAVANS WEST OWNERS ASSOCIATION

TREASURER'S REPORT FOR July 5, 2019

Account balances as of July 3, 2019

General Operating Account	\$ 176,610.27
Savings Account	\$ 131,480.86
Patronage in Operating Account	\$ 829.27

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
Unrestricted Term Deposit (3)	\$136,830.00

This term deposit is the Unrestricted Net Asset amount stated in the Caravans West yearend 2018 Financial report.

Co-Owners who have not paid their dues have had interest applied. Past Due notices have been sent out to those that have not paid their dues in full. Gate cards will be deactivated and hydro will be shut off until full payment is received.

Hydro bills will have interest applied to outstanding balances.

Property Tax adjustments have been sent out. Any credits will stay with your account and be applied against any outstanding fees, or applied against the next invoice. If you wish to have the credit reimbursed, please drop a note to the cwaccounting@shaw.ca and Ellen will issue a cheque to you. If a balance is owing, prompt payment is appreciated as interest will be applied after 30 days.

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 – July 5, 2019

It is great to be back at Caravans! Thanks to the directors and staff who ‘carried the load’ during my recent absence, and thanks to everyone for your patience while I was away, and while I catch up some of the workload.

Staffing Update

Re-connecting with staff and their responsibilities has been my highest priority this period, with particular focus on the water and waste water department. Ken Morley, our summer Maintenance Technician, reporting to the Operations Supervisor is now a full-time employee, and is training in the water/sewer department along with his many other duties.

The Grounds keeping positions have again been difficult to recruit this season, however we are grateful to the two employees working hard to catch up in this role: Morgan Wickham and Nathan Aitken. Courtney has been assisting as well since Ty left our employ.

Nicole Hill is now full time for July and August for our night security weekdays, and Tim Anderson covers the weekends.

Courtney Pilling and Shawn Johnston are the housekeeping staff that keep our buildings shining on a daily basis, including the clubhouses, gym, activity centre, office, rental suites, and 3 satellite laundry & washroom facilities.

Last, but not least, the regular staff following are the backbone of keeping the resort operating:

Phil Lebrun, Operations Supervisor & Water Operator, who is in charge of field operations.

Larry Nielsen, Chief Water Operator, holds the park’s Water Certification Ticket and is responsible with Phil to ensure water delivery and waste water system efficiency.

Greg Sherwood, Mechanical Technician, repairs appliances, equipment and facilities.

Fiona Smyth, Office Administrator, meticulously manages paperwork, including sales & rentals.

Ellen Hammer, Accounting Bookkeeper, manages the Park financial business & records, weekly.

The staff keep the resort operating and deserve appreciation for their dedication. In addition to their individual roles, all the non-office staff work from 7:30-8:30 daily to clean, sanitize and prepare the pool facilities for the park Co-Owners' confidence and enjoyment.

Park Models, Site Improvement Approvals, Site Improvement Inspections

The trucks that transport Park Models to this resort should arrive in the spring or the fall, due to the extra people and busyness during the summer months. This spring there were three new Park Models, which is much fewer than last year at this time. However, there have many Site Improvement requests approved, many improvements completed and inspected, and many more requests arriving daily. The site Permit process announced earlier this year is currently 'on hold' but this Registry will come into effect later.

Site Cleanup Compliance

May long weekend is the annual expectation for Co-Owners to have their sites cleaned of winter debris, weeds, etc. At the end of June over 60 non-compliance letters were issued, mostly for hedges too tall, weeds in the driveway, or lawns needing attention. However, with the expected deadline for compliance, there is opportunity to discuss individual cases for extensions or alternative resolutions.

Facilities Update

The park finally had the weeds sprayed last week in the compounds and roadways. We too, were in non-compliance, as it was very difficult to secure a certified contractor this year.

There are still continuous issues with unacceptable items being placed in sinks and toilets! The Waste Water Treatment Plant cannot handle band-aids, baby wipes, kitchen wipes, and feminine products. These items do not break down as organic waste and also damage the pumps.

The three firepits have new signage and finally all the locations have the same wording. "Last Log 10:30pm" "Fire Out 11:30pm" and Quiet time still begins at 11:00pm as per park bylaws, and children under 14 must be supervised by an adult at the firepits.

The Gym recently had its annual inspection and servicing through our contract with Red Tag Fitness Equipment. A volunteer committee is being established to monitor the facility, maintain the equipment in working order, and make recommendations for equipment that is in need of repair or replacement to management. The Social Committee have assisted in the past with equipment purchases placed in the Gym.

Security coverage this year is utilizing staffing positions as opposed to hiring a contractor. This continues to work better and is less costly. In addition, the RCMP will have random surveillance throughout the park during the summer months. However, besides the possibility of 'people disorder', there have been several reports of theft recently. Please be cautious protecting your sites and be more aware of unauthorized persons/vehicles entering through the gates.

The Storage Compound registers are being checked for proper documentation of what is stored on the Lot and insurance coverage. Non-compliance notices are currently in process for missing information. Thank you to Kim Pfau who has been diligently assisting me to update the records. In addition, there has been significant movement in reducing the Compound Waiting List. Since last year when there was usually 30-35 on the list, today it is 10-15. Sharing spaces is a new option that is being utilized. Please use the form on the Caravan's website to apply for sharing lots.

The Golf Carts must have Insurance. This Registry indicates that many carts are not insured, but perhaps they are, and Co-Owners have not provided the office with proof of the Insurance. The non-compliance notices will be issued next week and carts will need to be parked until compliance is reached.

Concerns

Besides staffing, facilities, site improvements and meeting Board expectations, my high priority is you, the Co-Owner. I am spending considerable time responding to emails, talking to those who visit the office, and phone or text me. 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.

Respectfully submitted,
Margaret Bonneau