

CARAVANS WEST OWNERS ASSOCIATION

BOARD MEETING MINUTES

Friday September 6, 2019

8:00 AM ACTIVITY CENTER

Call to order 8:00 am

Present: Krista Barker, Ward Stewart, Kim Pfau, Renette Benning, Joanne Brown, Dave Marston, Shirlee Johnson, Mel Sedgwick (via Zoom), Kenton Price-Herweier (via Zoom), Margaret Bonneau, Manager

MOTION: To approve the agenda as amended.

MOVED/SECOND: Joanne Brown/Kenton Price-Herweier

CARRIED

Water Upgrade Discussions:

Matt Spooner, Contractor – questions and answers regarding proposed Water Infrastructure upgrades

Opening Question: Why do we need another well and add pumps? (Tie in of the 3rd well);

Answer: Due to demand in the summer. This well is not yet online and connected. Ministry of Health (MOH) will not permit tie in until chlorination can be done.

Also a need to comply with fire regulations to provide better protection. Need 800 gal/minute, 4 fire hydrants. Our existing pumps are old technology, 30 years old and run all the time. New system will provide pumps that do not need to run all the time.

A permit is now in place that will expire on March 1. The basic design has been done but not detailed. This permit will cover a new well pump, will bring all 3 pumps into pump house, add a flow meter, and provide a chlorine injection system.

Generator will keep water going in case of power outage. For example if forest fire, we would likely lose power. Would likely need a second generator if we wish to also keep sewer system going for a sustained power outage.

Time line to complete work will depend on start date. Would take longer after ground freezes. Estimated costs will need to be reviewed. The current estimate is over a year old and is now out of date. Matt will review and provide to our Manager.

Interior Health has indicated that the Permit will be extended once work has started. The Board would like to see this in writing.

A list of co-owner questions about detail was submitted to Matt. He suggested we request a more detailed design from Franklin Engineering. There will be a cost for this. Matt can supply shop drawings.

More detailed drawings will be required if we go to tender on this project. This will be an additional expense to Caravans West.

Our current power supply to the pump house will also be upgraded.

Matt will go through plan in more detail with Dave Marston and potentially other co-owners who have some experience.

Discussion ensued about next steps. Kenton Price-Herweier suggested a small committee to work with the contractor on this project to manage communication with co-owners.

Matt left the meeting at 9:00.

MOTION: To approve the minutes of the August 9, 2019 Board of Directors Meeting

MOVED/SECOND: JOHNSON/MARSTON

CARRIED

Reports:

1. President's Report - none given - topics have been covered in newsletters
2. Treasurer's Report – as attached
3. Park Manager Report – as attached

Committee Reports:

1. Social Committee – none given. Social Committee will meet with the Board on Sept. 20.
2. Landscape Committee – none given
3. Policy Committee – none given. Will meet with the Board on Sept. 20
4. Long-Term Planning Committee – met on Sept. 5. Report to follow.

MOTION: To receive all reports as presented

MOVED/SECOND: JOHNSON/BROWN

CARRIED

NEW BUSINESS

1. Water Infrastructure Upgrades:

MOTION: That the Board request the cost of a detailed engineering design from Franklin Engineering.

MOVED/SECOND: MARSTON/JOHNSON

CARRIED

ACTION BY:	TIMELINE:
Manager	Report to October Board Meeting

MOTION: That the board create an infrastructure committee to consist of no more than 2 board members to liaise between the contractor, the Board, the membership and staff on infrastructure projects.

MOVED/SECOND: PRICE-HERWEIER/STEWART

CARRIED

ACTION BY:	TIMELINE:
President/Manager	Recommend to October Board Meeting

2. Social Committee Request:

The following motion was voted on by means of email previous to this meeting:

MOTION: That the Board Approve the Social Committee request to purchase two ping pong tables.

MOVED/SECOND: BENNING/JOHNSON

CARRIED

3. Parking:

RECOMMENDATION: That the Board consider the allocation of additional parking spaces that could be made available, for a fee, to Co-Owners who require additional parking.

MOTION: To refer to the Manager for recommendations regarding the need and feasibility of this.

MOVED/SECOND: JOHNSON/BROWN

CARRIED

ACTION BY:	TIMELINE:
Manager/Renette Benning	Recommendations to October Board Meeting

More information is needed to make a recommendation on this topic.

4. Security:

MOTION: That the Board direct the manager to consult with security experts to provide advice to ensure the safety and security of this Resort. This may include round table discussions with membership. Recommendations to be brought to the next board meeting.

MOVED/SECOND: JOHNSON/BROWN

CARRIED

ACTION BY:	TIMELINE:
Manager	Report to October Board Meeting

5. Sewage Treatment Plant

MOTION: That the Board proceed to engage the services of an engineering firm to complete an assessment of our sewage treatment plant and to provide recommendations to ensure the continuation of efficient operations of this plant and compliance with current regulations.

MOVED/SECOND: Price-Herweier/Sedgwick

CARRIED

ACTION BY:	TIMELINE:
Manager	Report to October Board Meeting

Discussion ensued about working with Corix.

6. Hydro Charges:

RECOMMENDATION: That Co-Owners be charged the basic rate of \$.1956 per day.

Rationale: This would equate to a charge of \$71.394 per year to each owner. Which would be \$27K per year in revenue. When reviewing the Hydro rates every customer pays a similar basic charge. (Mel Sedgwick)

Currently the per day rate is charged to Caravans is 381 (not 382). This is put through as a common expense so that all co-owners share. Our common areas are not included in this. Caravans benefits from the tier one rate.

We are getting the money from Co-Owners to cover the cost of the daily rate. It just isn't allocated per site. It is built into the dues as a shared common expense.

This was brought to our Manager for a recommendation. At this time, she does not recommend any change.

This recommendation will not be brought forward.

7. Financial Reports:

RECOMMENDATION: That the Board request a weekly Expense Analysis Report from our bookkeeper. (Mel Sedgwick)

This recommendation will not be brought forward. This is operational information and not necessary. Monthly reports will suffice.

8. Communication Plan:

Suggestion that we form a Communication Committee to ensure that messaging is accurate on point.

MOTION: That the Board create a Communications Committee to liaise between the Board, Staff, and the Membership.

MOVED/SECOND: PRICE-HERWEIER/JOHNSON **CARRIED**

This committee will consist of Kenton Price-Herweier, Krista Barker and Margaret Bonneau

9. Current Site Infractions:

Fence over 4 feet – Co-owner has requested a variance.

Discussion about the process for exemptions. Typically these are requested prior to a build not after. In this case a 3 foot fence was requested and approved. Management has requested that the fence be removed or modified.

MOTION: To deny the variance request based on the timing of the request after completion of the work.

MOVED/SECOND: BROWN/MARSTON **CARRIED**

10. Co-Owner Concerns:

MOTION: That the manager will respond within 5 days to acknowledge receipt of correspondence. Answers to questions/concerns will be given within 30 days.

This motion will be referred to the Communication Committee for a recommendation by the next Board Meeting.

MOVED/SECOND: PRICE-HERWEIER/JOHNSON **CARRIED**

ACTION BY:	TIMELINE:
Communication Committee	Report to October Board Meeting

MOTION: To move into an in camera meeting:

MOVED/SECOND: JOHNSON/BARKER **CARRIED**

11. In-Camera Discussion:

The in-camera meeting began at 11:30am

The Board Moved out of in-camera at 12.44.

The following items are reported out:

1. Board Code of Ethics question

A current member of the Board has communicated inaccurate information. This will be discussed further at the next in camera meeting with the affected director present. This constitutes a breach of our Code of Ethics which was signed by all directors.

The Board recognizes the need to develop a process to deal with potential/future beaches of our Code of Ethics.

2. Staffing

The Communication Committee will discuss how to communicate staffing issues. They will work with Margaret on this.

Margaret is tasked to create a staffing plan for next year including her recommendations for work flow and a detailed budget.

Staff compensation was discussed in detail. Margaret will provide recommendations for the 2020 budget year.

3. Manager Role and Responsibilities

A review of the manager’s job description will be done along with her annual performance review.

ACTION BY:	TIMELINE:
EXECUTIVE	To be determined

OTHER:

Adjournment: MOVE TO ADJOURN: JOHNSON

The meeting was adjourned at 1:30pm

Next meeting date: September 27, 2019 to swear in the new board and elect an executive. Regular Board meeting will be Oct. 4, 2019.

CARAVANS WEST OWNERS ASSOCIATION
TREASURER'S REPORT FOR September 6, 2019

Account balances as of September 5, 2019

General Operating Account	\$ 39,375.08
Savings Account	\$ 131,675.27
Patronage in Operating Account	\$ 829.37

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.

All 2019 dues have now been collected.

Outstanding Hydro invoices from the March 31, 2019 billing total approximately \$1200 and these Co-Owners have been or will be contacted within the week. Failure to pay will result in gate cards and Hydro being shut off.

There are still sites with Tax Adjustments owing.

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

Total amounts in arrears for all outstanding items is \$3,637.11. Credits on account for Co-owners with pre-payments or for credits of tax adjustment totals \$38,361.43. This amount should reduce once the hydro is read and assessments made. Some Co-Owners are starting to pre-pay for 2020.

Hydro meters will be read September 30, 2019 and invoices will be sent out the first part of October. If you are closing down for the season and do not need any electricity, you can turn the breaker off at the pedestal and this will stop any charges over the winter. When the breaker is on, any item in your unit plugged in can draw a small (or even large) amount of power.

When you receive an invoice, keep in mind that this is for the particular item being billed at that specific time. If you have a credit, this is not reflected until you get your statement, which typically follows within a few days. Ellen is happy to explain and answer questions, but note that she is typically only in the office on Tuesdays, so if you email a question on Wednesday, it may not be answered until the following week. She may pop in briefly on other days if something is going on, but do not expect replies within a day or two.

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 – September 6, 2019

I am pleased to report that many people responded favorably to the Park Manager Report in August, and only a couple of complaints. Even though it appeared to have a ‘scolding’ tone, most people thanked me, offering their support and suggestions, and even hugs and handshakes.

Most noticeable was the comments from the staff, where one said “people have talked to me and thanked me more in one month that in all the years I have worked here!” So THANK YOU for listening to my concerns.

Voting. The introductory testing of the electronic voting system, SimplyVoting, has been very successful, and can also be useful for things like surveys and referendums. There have been a few items to work out, for example, if your email is not working or your computer quits, you can still vote by asking for a Manual Ballot. Some had a change of address that we were not aware of so did not get the Electronic Ballot. Simply call the manager to have it updated, and you can still vote.

Swimming Pools. Thanks to the staff who consistently kept up the pools and hot tubs all season. The Adult Pool and Hot Tub are closed after Labour Day. The Adult Hot Tub is being replaced and should be completed in October. The Family Pool closes approx. mid Sept, weather dependent, and the Family Hot Tub remains open for the winter. We are thankful for Lynne Kirstein who organized, administered and led the Aqua Fit program for Adults, Tues to Thurs, all summer. It was reported that a spontaneous game of Adult Water Volleyball was a hit, so this will likely be organized next summer in a more scheduled fashion. We will have the pool toys replenished and upgraded for next season.

Smoking Sign. The Fall Fling is in full swing this weekend, and the new sign for “SMOKING IN A DESIGNATED AREA – FUNCTION ONLY” will be used for the first time at the Sat night dance. This is an exception to the three designated areas for smoking on common grounds, namely the three Fire Pits, and is on a function basis only, expected to only be authorized for use 3-4 times a year.

Propane Contract. Each year at the end of August, the contract is renewed for the park buildings. I am pleased to report that we secured a discount last year of \$0.549 for the commercial tanks from CanGas Propane, which in turn gave the members a residential rate of \$0.599. This year, we negotiated a further discount of \$0.519 per litre for park facilities, and for the residents, it will be \$0.569 per litre. Yey!!

Landscaping Committee. This group has elbow grease, as they not only have planning meetings, but they go outside to plant and weed the grounds! Much work has gone into the Front Entrance project which should be finished shortly. Thank you to the volunteers that contributed and to Vicky Strachan for her horticulture wisdom. Special thanks to Len Barker, who once again donated his time, equipment, materials and expertise to all of the Work Bees (4 so far this year). He is saving the park so much in overhead costs and always gladly makes time to assist the committee!!

Storage Compounds. We will be attempting a few new processes to get better use out of this precious space. There always seems to be empty or unused spots, which is what prompted the Sharing Concept. Last week I counted over 20 spots empty, so I'm contacting users to contemplate sharing and cutting their costs. New applicants for the compound have been willing to share, as long as their name remains on the Waitlist, so please call the Manager if this interests you. Currently the Waitlist is only about 10, when last year it was always about 35. Next week a landscaping firm is contracted to clean up the areas, as we were too short of staff to focus on that section of the park.

Sealcoating. The south end of the park, including the Beach road, will have Hot Rubber Crack Sealing completed next Wednesday, weather permitting, as per the Notice recently sent out. Please, no parking in the Adult Clubhouse that day. Also note, that you can drive on this product immediately, so you should not experience much in way of delays. The contractor has a spray the he applies so the sealing product is not sticky.

Danger Trees. The Assessment has been completed, and there are very few sites needing trees removed this Fall compared to other years. Danger Tree will be here in the next couple of weeks, and you do not need to be present when they come if your site requested tree removal. As a reminder, if the owner requests a tree removed that is deemed to be healthy, the owner is responsible for paying for the service, and may keep the logs that are cut. All trees cut at park expense are placed at the firewood pile.

Firewood Sales. Why is Caravans selling the firewood? There are now over 30 cords of split firewood, not including 2 years' worth of un-split rounds. The park usually only needs around 3 cords of firewood for the Fire Pits. Therefore it was decided to sell the excess and re-invest in Reforestation of the park where many trees have been removed. The Landscape Committee is

responsible to present a plan to the Board of where the new trees should be placed, which trees are appropriate, and an analysis of costs.

Critters. This summer has had several rounds of skunks and racoons. The Pest Control person assisting the park claims that with the fall approaching, the animals have moved on, so currently there are no complaints.

Security. Our night staff have an assigned workload in addition to checking the assets, and closing the facilities, as compared to the assumed function of security personnel. This difference has prompted the Board to research and obtain assessment perspectives on how to better accomplish park security. Decisions will be implemented by next summer. Thanks to the volunteers, and the organizer Kim Pfau, who assisted with Neighborhood Watch during the long weekends this summer, and all those who provided helpful feedback regarding security issues.

Site Improvements. There were over 80 Co-Owners improving their sites this year, some working on left over projects from last year, and some just starting new projects. Thanks for ensuring the paperwork is done prior to starting, and remember to contact the Manager if you change your plan from what was approved.

Park Models. There is one left to place this October, which brings the total to 5 this year. In 2018 there were 11 Park Models added, and in 2017 there were 14 were added. So, even though there were not so many, the total in the park is now 42%...fyi.

Staff Turnover. Tim has been full time staff with the park for 8 years in the Maintenance department, and part-time this summer covering weekends. His last day was this week, so we are sad to lose another long-time experience staff person (like losing Daryl, Judy and Kelly last year, each with over 10 years seniority). We will get him back for the staff BBQ to say goodbye properly. There has been quite a bit of turnover with the seasonal staff this summer. We only have 3 left, Darlene, Sue and Courtney, and we are very grateful for their hard work and dedication. Two are finished the season in September.

Kids in the Park. It was wonderful to see all the families this year. Seemed like lots of kids. For the teens in particular, we need a committee to organize events for them, so that they look forward to fun things to do with the friends they meet here. We welcome any suggestions.

I spend a great deal of time resolving concerns that YOU are noticing. Some issues do not have easy or immediate answers, but please do not stop, whether it is questions, requests, complaints or suggestions. We all want the same outcome, a great place to live, to be safe, and to enjoy.

Respectfully submitted,
Margaret Bonneau