

## **President's Report for April 13, 2019**

As I attempt to write my first President's Report, my mind is bouncing all over the place. Since the new board was elected in October 2018, there have been quite a few items that have needed our attention.

We as co-owners should be thankful for the dedication of a couple key players who remained here in the park over the Winter months and ensured everything ran as smoothly as possible.

2019 is going to be a pivotal year, and, I am very happy to be involved in the evolution before us.

The implementation of the Manager's role has certainly opened our eyes to the lack of systems and policies within the Resort. This is in no way a negative comment, as all that have been involved over the years, have just done what they felt was needed at the time, and quite often just looked to what had been done previously.

Margaret has identified areas that she can streamline and hopefully curb some of the street corner discussions.

Our staff continue to work hard for us and are doing everything they can to ensure that all aspects of the Resort are running smoothly and efficiently and to have all recreational facilities available on their scheduled dates.

Next week Easter will be here which means typically, it is the first weekend for many returning from the Fall.

With this, comes more traffic and kids playing so please ensure to abide by our rule of 10 km/hr. Safety is our priority and if you take 1 more minute to get somewhere is it that big of a deal?

As my newsletters have essentially been reports over the past few months, I am not really sure what to touch on. I guess it is my enthusiasm for working along side a Board of fellow co-owners, who truly want what is best for everyone, is where my head is at today.

I know that is a tall challenge as it is human nature to try and protect your own interest first. That being said, many that have a personal view of an item, usually have others in the park that hold the same view. That is why a diverse board of directors is the key to success. We were all voted in by members that trust we will ensure their voices are heard when we have discussions around the table.

We may not all agree on everything, however, as a Board we support the decisions that are made and each other.

I will end this by simply asking that everyone take a moment and look around and remember what it was that made you decide, that you wanted to be a part of Caravans West Owner's Association. I hope that whatever the reason was, that it still is why you chose to remain a part of Caravans West Owners Association.

Respectfully Submitted by Krista Barker President CWOA

CARAVANS WEST OWNERS ASSOCIATION  
TREASURER'S REPORT FOR April 13, 2019

## Account balances as of April 9, 2019

General Operating Account	\$ 234,274.07
\$38,200 will be transferred from this account to the Contingency Fund	
Savings Account	\$ 275,477.49
Patronage in Operating Account	\$ 829.06

## Term Deposits with *SASCU* are as follows:

Unrestricted Term Deposit (2)	\$ 54,989.06
Contingency Reserve Fund	\$ 362,711.98

Currently there are approximately 22 Co-Owners who have not paid their initial \$600 deposit.

Caravans West does accept e-transfers. Please make sure to send to [cwaccounting@shaw.ca](mailto:cwaccounting@shaw.ca)

Respectfully submitted by Joanne Brown, Treasurer

## **Park Manager Report – April 13, 2019**

This report covers a 5-week period since the last update at the end of February, and 2 of those weeks I was on vacation, but things are always busy regardless of the season or who is here or away!

Winter brought the seasonal extra workload of snowplowing, sanding and shovelling, but now spring has arrived, and this brings the extra clean-up of road debris and sand, landscaping debris, refurbishing the buildings and start-up of the facilities.

### **Facilities Update**

Painting is happening at the Family Clubhouse and Adult Clubhouse, and should be completed within three weeks. This is a new contractor this year so trusting for quicker results and better quality of work.

New Coin-operated Showers were ordered for all buildings with showers, both men and women: north satellite, south satellite, beach satellite, family clubhouse. The units were approx. \$3000 less than budgeted so a good deal for the park. The price remains the same for a shower, at 25 cents for 2 ½ minutes, and now one does not have to insert coins separately as the time expires.

All the units ordered have arrived, and Greg already has them installed, even when the wiring did not match the previous wiring system.

Annual flushing of the water lines was completed this week, and the Boil Water advisory is now removed.

There are still continuous issues with unacceptable items being placed in waste water. In particular, the Waste Water Treatment Plant cannot handle Band-Aids! The other items that plug the pumps and therefore the entire system, are baby wipes, kitchen wipes, and feminine products. These items do not break down as organic waste, so please be wise regarding this.

Tree removal happens in the spring and fall, and some request have been received. For consistency, a new Tree Removal Request form will be used this year, and can be obtained at the office or found on the website under "Forms".

As continuing security control, the Key cards and Key fobs are deactivated approx. every second year, which causes current holders to reactivate at the office. This month all Contractor cards, with the exception of Emergency services, will be deactivated.

### **Tax Assessment Appeal**

The Caravans West Owners Association filed an Appeal in January against the 2019 Property Tax Notice. The concern is that the taxes are 25% of our budget and continues to grow. We hired a Property Tax Consultant to represent the Association at the Appeal, however many CoOwner have received Notices that the Appeal is completed with no change. According to the Consultant, we should disregard these Notices, as our case has not been heard yet, and possibly will take as late as July to have the Hearing, since the case is complicated and has moved to the next level.

### **Storage Compounds**

There are 101 storage Lots in total in the two storage compounds, and there are potentially 382 sites that might need storage. This causes a significant number of CoOwners on the Wait List, and some have waited for over 2 years. Our rules indicate one cannot Sublet their Lot, however, there is a provision to "share" your Lot. Even though all Lots are assigned, it is noticeable that there are many vacant spots both in winter and summer. In fact, some CoOwners only need a spot for the winter, others only need a spot for the summer.

Consequently, I am promoting a “Compound Sharing System” starting immediately. The CoOwner assigned the Lot may negotiate to share the Lot with another CoOwner, or the CoOwner assigned the Lot may indicate to the office they are willing to share, and for what period to initiate sharing. A “Compound Sharing Request” form has been designed and is on the website under ‘Forms’ or may be obtained at the office. Those sharing may privately negotiate sharing costs, but the original CoOwner assigned is still responsible, and still receives the annual billing. Insurance for both the original CoOwner and the Sharing CoOwner will be required. There could also be multiple sharing of the same Lot. All sharing arrangements must be approved by management.

### **Golf Carts Registry**

The golf carts MUST have Insurance. The Registry indicates that many carts are not insured, but perhaps they are, and CoOwners have not provided the office with proof of the Insurance. There will be a serious follow-up on registry requirements and infringements this year.

### **Woodworking Shop**

The Woodworking Shop membership is looking forward to obtaining approval from the Board to ‘officially’ open this facility for all CoOwners. The proposed policy on how the shop will be managed will be presented at the April Board meeting. Then watch for announcements regarding a Grand Opening, visiting tours, and some members are even providing Lessons, such as wood carving.

### **Electronic Voting**

Currently our Bylaws indicate that we must vote by mail-out, however, electronic voting would improve costs and timing of results. It could be used for Board Elections, AGM voting, Special Levy’s, Board Meeting voting and surveys. The cost would be based on a one year Plan of \$422 per year which includes up to 10 voting sessions per year. To put the cost into perspective, currently Caravan’s voting costs a minimum of \$500 per voting session just for postage, not including paper, labour and waiting time for returning ballots. For more information see [www.simplyvoting.com](http://www.simplyvoting.com)

### **Spring Cleanup**

Spring is time for CoOwners to clean up their sites for the season. Traditionally the expectation is that sites be cleaned by the May long weekend deadline. Or what?

There are several solutions if you cannot be at the park. You can call to advise that you are late and when you would be able to complete the work. You can have friends or neighbors help you. You can request that the management hire a contractor and provide you with the billing.

Hydro meters were read by volunteer CoOwners at the end of March, and many Sites do not have adequate access to the 3’ easement assigned to Utilities. This is also a complaint of staff trying to do work with water issues. There has been allowance for cedar trees to be grown in that easement, however they MUST be trimmed back so that the original intent of access is available for staff, for Hydro personnel, for Cable personnel, etc. This access will be monitored this year.

Another problem is many sites do not have adequate signage indicating your Site Number. Sites MUST have a Site Number! In addition to your placement of your Site Number, management will be placing numbers in the Utilities access area this year.

During cleanup, please ensure garbage is handled correctly. No Commercial or Construction garbage is allowed; you are responsible to take it to the local Transfer Station. Landscaping garbage belongs in the blue bin in the compost area.

### **Park Sites**

This year we have started a Registry process, which includes issuing a Permit once your Site Improvement plans have been approved. The "Site Improvement Approval Permit" will need to be displayed prominently while your site has construction, and returned to management once final Inspection is completed. Last fall approx. 30 sites inspected were incomplete, so they will also be issued a Permit. There are 14 approvals issued since then that will get the Permit. Currently there are 13 Sites requesting approval, so this department has been busy over the winter. I am re-designing the application form for Site Improvements.

### **Park Models**

So far this year, one new Park Model in January, one in April, and one scheduled for May. I will be revising the application form for Park Model approval.

### **Staffing Update**

The park has had relatively little turnover in staff for the last 5 years, but this year 4 staff retired. We also have seasonal staff to replace, so I have been busy with posting ads, receiving resumes, interviewing candidates, completing reference checks and making staffing decisions. We still have 2 positions to confirm, however I am pleased to announce the following additions or changes:

Ken Morley, Maintenance Technician, a junior position reporting to the Operations Supervisor, who comes with great credentials and amazing references; this is a seasonal position that will be re-evaluated in the fall regarding becoming full time.

Dean Dowdle, Groundskeeper, a seasonal position reporting to the Operations Supervisor. The second landscaping person has not been selected.

Greg Sherwood, Mechanical Technician, works seasonal part-time; the duties performed by Darryl were transferred to Greg.

Courtney Pilling, Head Housekeeper, a seasonal position reporting to the Operation Supervisor; Courtney worked part-time this winter with a housekeeping role.

Shawn Johnston, Housekeeper, a seasonal position; Shawn worked in this role a few years ago at Caravans, and is returning effective May 1<sup>st</sup> to work with Courtenay.

### **Current staff**

Phil Lebrun, Operations Supervisor & Water Operator, full time

Larry Nielsen, Chief Water Operator, works approx. 4-12 hrs per month year-round

Tim Anderson, Maintenance & Water Operator, part-time, works weekends only until Sept

Fiona Smyth, Office Administrator, works full time April – Sept; one day/wk in winter

Ellen Hammer, Accounting, works every Tues

Margaret Bonneau, Park Manager, full time

### **Proud of the Staff!**

I am grateful to the staff for all the responsibilities they accomplish to keep our Resort a pristine facility. I also am proud that they really care about the Park, providing dedicated service and a caring attitude. We are blessed to have this quality of personnel.

Respectfully submitted, Margaret Bonneau

## Landscape Committee Report to the Board of Directors

The **Caravans West Landscape Committee** has been meeting since July 19<sup>th</sup> when we were formed. In this time we have held both regular meetings, and almost weekly Work Bees. Our **Long Term Plan** for the gardens of the Caravans West is to ensure we provide a 5 Star quality for our Resort.

We have divided the Park into 5 manageable parcels and are working methodically from North to South with our plan, addressing concerns and areas needing attention. Zone 1, Zone 2, and Zone 3, the Front Entrance, the North Satellite, and the Memorial Gardens are the focus for 2018. The Work Bees were implemented according to the Mandate where activities by Members who volunteered were coordinated to create and maintain gardening projects on common lands. Many of the perennial plants can be split and moved to other areas that have needs, which is a great cost savings. Flower beds were weeded, thinned, re-designed, and improved, trees were moved, trimmed or removed. There is an ongoing project on the East Entrance for a “new look” with rocks, shrubs and plants that will be complete by the Spring. New privacy slats were installed along the fencing and new ties were installed in the pathways at the North Satellite area. The Committee did not work independent of Park staff, who assisted throughout and supplied equipment, labour and costs. Len Barker was hired but also donated time, expertise and equipment at reduced rates. The Social Committee also contributed to the costs of the landscaping.

The **recommendations** of the Landscaping Committee are as follows:

i) Budget to proceed. To complete the projects, there should be funds available in the amount of \$2500 per year, and once the projects are completed, \$1500 per year to maintain.

ii) Irrigation for the Park. Over half of the Park is irrigated, but irrigation for the remainder of the green areas is essential to keep the plants alive. Once completed, this is not a re-occurring cost. The irrigation would be on timers, thus addressing how much water being used, what time the water is used, avoiding staffing costs to water by hoses, and fire prevention of dry areas. Quotes for irrigation have been given to the Long Term Planning Committee to address, and are also attached. We are recommending implementation over a two year period, and thus we requested the Quotes to list the non-irrigated areas separately to accommodate dividing the costs over the years.

ii) Tree Replacement Policy. With replacement of trees that are being removed as ‘danger trees’, the intent is not to replant in the same place as the removal, but to enhance other areas that are in need of repair and replacement.

iv) Fruit Trees Policy. Fruit trees should not be planted on common property. The trees end up neglected, and become a safety hazard to children and a mess for the staff to clean up. If a CoOwner wants a fruit tree, it is best to plant on their own site. Another option considered was an “Adopt a Tree” process where Members could volunteer to manage a fruit tree.

v) Memorial Gardens. The Committee agrees that it is not appropriate for anyone, anytime, to plant and place items in the garden, as the area becomes cluttered, and uncoordinated. We are working on a plan to offer Co-Owners a way of remembering their loved ones by providing a structure in the Memorial Garden, where they can obtain a metal engraved plaque and attach it to the Memorial Structure. This will avoid plantings of invasive species, of inappropriate plants and many statues being erected. The upkeep on the plaques will be minimal and done by staff or volunteers.

Also, if a CoOwner wishes to donate a tree for a loved one we ask that permission in writing from the Management is obtained first, so that particular tree is planted where needed and not in the middle of the memorial garden. This donation would be marked and acknowledged accordingly.

Vicky Strachan, Chair  
Landscape Committee 2018

## **LONG TERM PLANNING COMMITTEE REPORT – April 13, 2019**

Submitted by Director Mel Sedgwick.

Committee report for board meeting on April 13th 2019

It should be noted that the Long Term Planning Committee and myself did not support the decision to pay \$4k for each of the property appraisal report and Depreciation Report. A strata report will tie into an existing Depreciation Schedule. We do not Depreciate Buildings and infrastructure as these items are owned by owners not Caravans. We will end up with a Generic report and expect Robin to tie this into our financials. Robin should have input into this decision prior to proceeding. The L.T.P.C and Robin believe that we need to have unrestricted funds available for major projects. These projects have yet to be identified as reporting records have not been kept.

We have to have input on the following:

How often do we have to paint buildings?

Life span of water heaters, hot tubs, furnaces etc.

How often do we have to seal seams on the roofs of buildings.

We have been told by maintenance that we have a back-up pump and motor for everyone in operation.

How often do we have to send out items for re-conditioning?

Road repair??

Lighting in the park??

Play ground??

Irrigation??

Pool deck??

Compacting of Cardboard??

Maintenance building??

Status of Water Treatment building if water project is approved.

This is the list that the L.T.P.C is trying to get input and previous costs.

We should have plans for our existing buildings by reviewing these with our insurer and a contractor we can determine cost of building replacement.

## **Robin Bristow's Response to Long Term Planning Committee Report – April 14, 2019**

Thank you for sending this for my input.

With reference to the comments I believe are attributed to Mr. Sedgwick. I am somewhat distressed by the comments provided as I believe that I have, over the past 4 or 5 years, been consistent and extremely clear in my recommendations to the Board of Directors regarding the long term planning for the Association and the membership at Caravans West Owners' Association. Many of the comments noted below DO NOT reflect in any way my recommendations of the past number of years.

To ensure there is complete clarity or misunderstanding, here, in bullet point form, are the recommendations that I have consistently made over the past number of years to the Board of Directors of Caravans West Owners' Association:

- I recommend that the Association engage in a study of all of the major infrastructure at Caravans West for the purposes of:
  - Determining the remaining useful life of all the major infrastructure components at the park
  - Determining as best as possible what normal repairs and maintenance is required to maintain this infrastructure up to the end of its useful life
  - Determining as best as possible the cost of replacing this infrastructure when it is at the end of its useful life
- Based on the information noted in the report mentioned above, I recommend that a long term rolling budget be prepared to determine what the total costs for both the repair and maintenance and the replacement of these infrastructure items are going to be on a year to year basis
- Based on the rolling budget noted above, I recommend that this study, along with the costing and budget, be presented to the membership, along with a recommendation for an annual additional charge(s) to their members' dues to ensure the necessary funding for these items noted in the study is available when the repairs, maintenance and replacement need to occur
- I recommend that the funds raised from these additional charges be held and accounted for in a separate, **RESTRICTED**, fund so that there is absolute transparency as to how much is contributed to the fund, how much ancillary income is earned on the funds (i.e. interest on cash held in this fund), how much is spent from this fund, what the monies were spent on and how much funds are remaining at any given time.

I don't recall how long that I have been making these recommendations but I do remember that the issue of long term repair and replacement budget came up a number of times with previous boards **prior** to the issues with the electrical project became front and centre. It was something I discussed frequently with Terry Day when he was treasurer and we met. If I recall correctly, a separate committee was struck some time ago to consider and work through the issues brought up in my recommendations.

Over the past few years, as I learned that this work may not have been completed, I recommended, to assist the Board and its committee, the hiring of an independent outside firm to conduct this study. I made this recommendation as it seemed to me that not every Board member maybe fully understood the importance of this information, or the need to consider a long term funding plan. An independent perspective, I thought, would provide

a viewpoint that all board members could at least acknowledge, regardless of how the ultimate long term funding model is arrived at.

I believe this clarifies my recommendations of past years as it relates to this particular issue. Please feel free to circulate my comments to whomever of the Board, Committees or Membership that you feel is appropriate.

Best regards,

Robin

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#### **Rules Committee Report to CWOA Board of Directors – April 13, 2019**

We took on a big job and are pleased to report that we have conducted a review of the Parts and Procedures Manual Part B. We went through each 'rule' one at a time and discussed as necessary.

We recommended some rule changes to the Board of Directors along with many suggestions for rewording to make our rules both grammatical and readable.

This committee has not yet looked at PPM Part A and we recognize that there is an ongoing need to continue to review and refine our rules (PPM Part B).

Respectfully submitted,

Shirlee Johnson (Board representative)

On behalf of: Cathy Scott (chair), Fernando Cupello, Gloria McNabb, Bill Bartsch, Lynn Yake