

CARAVANS WEST OWNERS' ASSOCIATION

Event: General Board Meeting Minutes
 Date: October 3, 2020
 Time: 3:30 pm
 Place: Activity Center and via ZOOM
 Chair: Krista Barker
 Author: Shirlee Jeyes

CURRENT & PAST ATTENDANCE

		Oct 3 2020								
Krista Barker	President	X								
Dave Marston	Vice-President	X								
Joanne Brown	Treasurer	X								
Shirlee (Johnson) Jeyes	Secretary	X								
Renette Benning	Board Member	X								
Gloria McNabb	Board Member	X								
Debra Clare	Board Member	X								
Barry Chase	Board Member	X								
Kim Buchan	Board Member	Z								
Margaret Bonneau	Staff – Park Manager	X								
Ken Morley	Staff – Head of Maintenance	-								

Z = ATTENDANCE VIA ZOOM
P = PARTIAL ATTENDANCE

AGENDA

1. **Welcome & Call To Order – 3:30 p.m.**
 Welcome to new Board members: Debra Clare, Barry Chase, Kim Buchan, and returning member Dave Marston. Thanks to Ward Stewart for his many years of service on the Board of Directors.

2. **Approval of Agenda as Amended**
 Move Social Committee Report to follow approval of minutes
 Move Correspondence to follow Budget 2021
 Move Budget 2021 to follow Election of Officers.

The meeting will terminate at 5:30 p.m. Any unfinished business will be dealt with at a special board meeting to be held at a time TBD.
Tax Appeal question added under Manager's report.

MOVED/SECOND: JEYES/BARKER **CARRIED**

3. Approval of Minutes Previous Meetings

Minutes of Sept. 4, 2020 meeting

MOTION: (BY EMAIL) To approve the minutes of September 4, 2020

MOVED/SECOND: JEYES/BARKER **CARRIED**

Review of Action Log: - as attached

To date we have been unable to determine cause of power surges. It appears to be a North Shuswap issue. A possible solution for Co-owners who are experiencing this problem is the installation of a surge protector. Co-Owners who wish to install one must apply for an electrical permit prior to installation.

4. Social Committee Report: as attached

Kari Dion presented in person. The Board would like to express their appreciation to all Social Committee Members for their dedication to making Caravans a better place.

Co-Owners may express their wish list to the Social Committee for approval.

5. President's Report – as attached

6. Treasurer's Report – as attached

7. Manager's Report – as attached

BC Assessment Appeal: We are having no success with our tax assessment appeal. Does the Board wish to proceed?

MOTION: That Caravans West withdraw our 2020 Tax Assessment Appeal based on the recommendation of the company that was appealing on our behalf.

MOVED/SECOND: JEYES/BARKER **CARRIED**

Compliance Issues to date – will be moved to unfinished business

8. Head of Maintenance Report - as attached

Ken Morley was not able to attend this meeting as it was his day off.

9. Committee Reports

A. Policy Committee

Vicky Strachan, Kathy McWilliam have joined this Committee

MOTION: That Vicky Strachan and Kathy McWilliam be ratified as Policy Committee members.

MOVED/SECOND: JEYES/BARKER

CARRIED

MOTION: To receive all reports as presented.

MOVED/SECOND: JEYES/BROWN

10. Election of the Executive

Board members will elect for the following positions:

President – Krista Barker – by acclamation

Vice-President – Dave Marston – by acclamation

Treasurer – Joanne Brown – by acclamation

Secretary – Shirlee Jeyes – by acclamation

11. Budget 2021

MOTION: To raise the cost of the room rental in the Adult Clubhouse from \$45/night to \$60 per night subject to annual review.

MOVED/SECOND: JEYES/CHASE

CARRIED

The Board discussed the possible implementation of a schedule of fees that would be approved annually to ensure that our charges for services are keeping up with inflation.

The Board discussed several options for security for the coming year.

Budget line items were reviewed with the Treasurer.

Consideration is being given to replenish the Contingency Fund and to establish a long-term planning reserve fund.

The Budget will be brought back to the next Board meeting for discussion and approval.

The meeting was adjourned at 5:50 P.M.

All items below will be brought to a special Board Meeting to be held: Tuesday, October 6, 2020

12. Compliance Issues to date

13. Correspondence

Numerous Emails received regarding dog run. Also regarding Cannabis Policy and a request that the hot tub be open this winter.

14. Business Arising from previous Minutes

A. Results of Vote on By-Law and Policy Revisions

B. Waste Water Treatment Plant

C. Moveable Fence for a dog run

MOTION TO RECONSIDER:

That the Board reconsider the motion noted below from the September 4, 2020 meeting and replace with a new motion.

MOTION: That the Board approves in principle the establishment of a temporary fenced dog run that would be used by one co-owner at a time. For now this will be done at a low cost and on a temporary basis. This will be evaluated in April with a recommendation brought to the 2021 AGM.

MOVED/SECOND: JEYES/BENNING

RECOMMENDED NEW MOTION: That the board approve in principle the establishment of a dog run and that this will be brought forward to the 2021 AGM with full costs for the consideration of all Co-owners.

D. Winter openings (with COVID protocols):

Hot Tub:

Family Clubhouse:

Adult Clubhouse:

Satellite Washrooms/Laundry:

E. Cannabis Policy

RECOMMENDED MOTION: That the Cannabis Policy as discussed in the Sept. 4 minutes be referred to the Policy Committee for inclusion in Policy and Procedures Manual Part B

MOVED/SECOND: JEYES/BARKER

F. Staffing

15. New Business:

A. Portfolios for Directors

16. Other:

17. In Camera Session – None

18. Adjournment:

Next meeting date:

ACTIVE ACTION/MOTION LOG

September 2020				
No.	Action/Motion	Lead Person	Due	Status
1	Review/revise Manager Job Description	Krista/Margaret	Oct. 30	In progress
2	Obtain engineering and quotes for WWTP upgrades	Margaret/Long Term Planning Cttee	October 2020	In progress
3	Investigate the cost of carded washers and driers	Renette	Spring 2021	
4	Investigate the cost of a moveable fence system for a dog run.	Margaret	Spring 2021	
5	Review and Recommend a Human Resource Policy Manual	Policy Committee	Nov. 2020	In Progress
6	Determine the cause of uneven power (surges)	Krista/Spooner	Oct. 2020	Complete
7	Recommend and cost of speed bumps and digital speed signs	Margaret/LTP Cttee	Sept. 4 2020	Complete
9	Meet with Robin Bristow to plan reserve fund accounting.	Krista/Joanne/Ellen	Sept. 2020	Complete

President's Report for October 3, 2020 Board Meeting

Well, hasn't this last year been one for the books! Whoever would have thought as we sat in our first Board meeting in 2019, that we as a Board would have so much ahead of us.

It is always evident that there is work to do and plans to be made, but this year takes the cake. It all began at new years with Snowmageddon and the great power outage and evolved into something that no one could have ever predicted.

Snow filled streets and frozen snow banks welcomed owners back in March, as they cut their winter getaways short. No pancake breakfast, no big open house, modified ice cream socials, no big theme parties and no adult pool is how many will remember COVID and 2020. I however, will remember it for many other reasons. Staffing issues that left us with a skeleton crew and myself doing more than what I get paid to do, but, I did it because that is what was needed. And I figured what the heck the pay is so great so why not throw in a few hours a day. LOL

I will remember the sleepless nights on weekends and just hoping to get through one more, I will remember the agony of having to lock facilities and try to explain to people that they cannot flush as much as they want because the Waste Water Treatment Plant had a major issue, not once but twice.

I will remember those that offered support during some bleak and nasty times when negativity was brewing like a cancer, and for those on the Board that locked arms and became a united front.

It is really quite simple for those not involved in the day to day operations, to see fault in how things are or are not being done. The Board has had to make a lot of very difficult decisions this year and have had to meet more than ever before. The Board used to meet in April and go away in October. That is no longer a possibility as we have a 12 month park that requires a 12 month commitment and if this year has taught us anything, it is that we can always expect the unexpected.

I have been proud to serve as your President and should the opportunity arise, I will remain as such.

I look forward to working alongside our new and old board members as we progress into the next phase of planning. We as a Board along with our staff have been working on the financial plan for 2021 and it is going to sting a little bit, but I for one would prefer a little sting over the next 5 years, as opposed to a \$10,000 cash call.

As I stated quite frequently during the electrical upgrade, we need to invest in our investment because if we don't, we stand to lose it all.

Respectfully
Krista Barker

CARAVANS WEST OWNERS ASSOCIATION
TREASURER'S REPORT FOR OCTOBER 3, 2020
Account balances as of October 1, 2020

General Operating Account	\$ 50,916.34
Savings Account	\$ 81,152.57
Patronage in Operating Account	\$ 829.71

Term Deposits with SASCU are as follows:

Unrestricted Term Deposit (2)	\$ 138,682.27
Contingency Fund	\$ 249,019.04

Hydro Meters were read on September 30. Invoices will be sent out over the next week. If you had a credit (or amount owing), please wait for your statement to come as the invoice will be regarding your electrical usage only. The statement will take into account your current standing. Budget season is upon us and Management has been meeting with board members to review and assess what is needed. The Long Term Planning committee has recommendations that will be discussed as well. With an aging park, repairs and replacements become priorities.

Caravans West does accept e-transfers. Please make sure to send to cwaccounting@shaw.ca
PLEASE make sure you mention what site the funds are to be applied to. Your invoice number or the item you are paying is ok, BUT you need to add in your SITE number.

Respectfully submitted by Joanne Brown, Treasurer

Park Manager Report – October 3, 2020

This has been a difficult year from a number of perspectives, especially the worldwide virus situation, which also affects us in this Park, and individually. Many Co-Owners returned earlier than usual, and plan on staying longer than usual, due to this situation. Some Co-Owners this year decided to live here year-round, and there has been a huge increase in property sales this year. Usually the average sales yearly are around 30, but in the last 7 months, the turnover is 56 + counting, many who also have chosen to be year-round residents. Therefore there will be a larger winter population at our "Resort for all Seasons" and we will need to continue to emphasize being Covid-19 conscious.

Because of having more long-term residents, we need to realize this affects higher levels of use of the facilities, particularly the water and the wastewater systems. In addition, the Park is now 25 years old and the aging infrastructure is in need of attention on several fronts. Thank you for being pro-active in addressing the upgrade to the water system. However, it appears the Park needs to be more realistic in the 'bare bones' method of setting the Dues structure, and more diligent in continually funding the Reserves for both upgrades and emergency repairs. The Budget for 2021 will address some of these issues.

Status of issues reported in September ...

The Water Upgrade

This project is currently in progress and should be completed in November. It includes upgrading the electrical panel, upgrading the four 25-year-old pumps with current technology, installing a SCADA Control and Monitoring system, and providing a generator backup system that ensures water flow and fire hydrant coverage during power failures.

Wastewater Treatment Plant

Both with wastewater issues in August and September, it has become apparent that the aging infrastructure is needing attention. The battery backup was replaced and has the system working, but again, the 'digital' transmissions are unable to connect with 'analog' information. The proposed SCADA Control and Monitoring system is hopefully going to be installed soon.

Gates

Chubb Security provide the servicing for the gate security system and claim our problem is that the parts are no longer available, as the system is 25 years old. We have received a Quote for the Security Upgrade to all seven gates, but this will have to wait until next year to implement.

Rule Compliance

The Park Manager is tasked with monitoring compliance. I am pleased to report very quick response to all the site cleanup and access issues, by either compliance or indication of when it could be accomplished.

Adult Hot tub Replacement

The Adult hot tub was scheduled for replacement earlier this year, but the Contractor claimed the engineer and his staff were unavailable due to Covid-19. Therefore, we finally decided to hire another Contractor who should have this project completed in November.

I want to WELCOME the NEW OWNERS!!

I have attached a Mini Manual of processes and information for our 'New-Comers' to help understand what is expected. (There is more detail in the Policies and Procedures).

Thanks for your support, and for being diligent during these trying times.

Margaret Bonneau

Mini Manual for New Comers
Park Manager Report – October 2020

WELCOME to the NEW CO-OWNERS!!

The following is a Mini Manual of processes and information for Caravans' 'New-Comers' to help understand what is expected. (There is more detail in the Policies and Procedures).

Emergency Contacts

Maintenance	250.819.3003 (Ken)
Maintenance	778.220.6728 (Ric)
Park Manager	250.253.7142 (Margaret)
Park President	250.517.0974 (Krista)
Director on Site	250.955.0265 (Gloria)

Quiet hours

Year round 11:00 pm to 8:00 am. You do not have to go to bed at 11:00 pm, just be quieter. Please ensure your guests, renters and contractors are aware of this rule.

Contact Information

The office MUST have your current contact information, including your address, your email address, and phone number, preferably your cell phone number.

Smoking & Vaping

Smoking and vaping is ONLY allowed on personal property within the Resort, except for the designated areas of the north fire pit, beach fire pit, gazebo at south fire pit, and any events that management may designate on a temporary basis.

Insurance

It is a requirement in the Co-Owners Agreement that Co-Owners carry adequate liability insurance for their RV Sites and improvements to the Site, and that every Co-Owner must provide proof of adequate liability insurance to the office annually.

Vehicles without insurance cannot be stored for the off season in the Park without storage insurance; likewise storage insurance is required for the recreational units in the storage compounds year round, off season or not.

Voting

Electronic Voting is administered by the Park Manager. Each Site must designate a person to represent their Site and relay this name and email address to the office. Please ensure the office is advised of changes to email addresses. Those with no email access will need to use paper ballots.

Wastewater Treatment Plant

The Park's sewage system ONLY operates on microorganisms, a delicate "chemistry-based system" that is destroyed by items other than organic waste. Please only place human waste, toilet paper, and discharge water from kitchen and bathroom sinks & showers into the sewage system. It cannot process wipes, band-aids, dental floss, grease, medicines, and other items that need to go in the garbage.

Laundromats

The laundry facility in the Family Clubhouse is open year round. The Beach Satellite is only open May to Oct 15th. The North and South Satellites are also usually closed for the winter.

Vehicle Gates – during Power Outage

During a power outage the gates will not work, so staff will leave the Front Gate open and the Beach Gate open. During non-staff hours, the Beach residents have instructions on how to open their gate. For everyone else, if staff have not opened the gate yet, the following Directors have ability to open the Front Gate: Krista 250.517.0974, Gloria 250.955.0265, Joanne 403.519.3702, Renette 250.719.8513.

Renting Your Site

There are rules that must be followed to avoid the \$500 fine. Co-owner must have Liability Insurance and Extended Rental Insurance with copies on file with the office **prior** to lot rental. As a minimum, you **MUST** have the annual Rental Agreement filed with the Park, you **MUST** provide the Renter's Registration at least 7 days prior to arrival for each rental, and you **MUST** pay the administration fee.

Site Improvements and adding a Park Model

The rule states: *"No construction or major improvements or alterations to existing structures and improvements on any RV Site, including, but not limited to landscaping, RV's (including park models), decks, railings, trellises, storage sheds may be carried out, by or on behalf of any Co-Owner without the written approval of the Management."* Complete and submit the Site Improvement Request FORM to the Manager. The work covered in the Approval covers a one year period, but one may request an extension. Repairs to the park model or RV itself, such as painting, skirting, updating flooring, etc. does not need approval, but please advise the manager that this construction is planned.

Compound Storage

The rule states: *"The two storage compounds, one at the front entrance and one at the rear entrance, are meant for the storage of boats, RV's and other recreational "toys" owned by Co-Owners only. The compounds are not meant for general storage or for overflow parking. Priority in the assignment of spaces in the compounds is on a first-come, first-serve basis but only one space per Member."* All co-owners must provide proof that they have liability insurance for their items in the storage compounds as per D25. Complete and submit the Compound Registration FORM to the Manager to be placed on the Compound Waitlist.

Danger Tree Removal

Trees are usually taken down in the spring or fall, when there are less people in the Park, except for dangerous situations. Trees that are dead, diseased or dangerous are removed by the Park. Removal of healthy trees on individual sites are charged to the Co-Owner. If the Park pays, the wood is moved to the firewood pile. If the Co-Owner pays, the wood is theirs, but they may donate it to the Park firewood pile. The practice has been that the Felling Contractor bills the park for all work, and then the office invoices the individual residents. Complete and submit the Tree Removal Request FORM to the Manager to have your tree situation assessed.

Golf Carts

The rule states: *"The golf cart must meet the requirements for brakes and mufflers, must have reflectors, a horn, a rear-view mirror and if operated at night, must be equipped with one or two headlamps at the front and a tail lamp at the rear. The golf cart must be identified on the insurance and owner must have sufficient liability coverage. The golf cart must be registered to your site at the office, and reflective*

numbers issued corresponding to the co-owner's site number. Numbers are to be affixed to the driver's side back fender." The Liability Waiver Agreement must be signed all users of the golf cart. Please ensure this registration is completed each year.

Parking Compliance

Co-Owners are required to have sufficient parking on their own site and vehicles are not to extend over the paved road. Visitor Parking is designated for Guest parking only. Every vehicle in the park must have a Parking Pass except for Contractors. Owners have a Sticker on their windshield, Guests have a Yellow mirror hanging pass, and Renters have a Pink mirror hanging pass. Large units that need to be cleaned, loaded, or parked temporarily, may obtain a Yellow Temporary Permit for a maximum of 48 hours. Fines or towing may be imposed for infractions.

Rental Suites

Two suites, located upstairs at the Adult Clubhouse are available on first come, first booking basis and reserved by a 50% deposit when booking. They are for Co-Owner overflow guests only, and the Co-Owner provides the bedding and towels.

Clubhouses

Usually the Family Clubhouse remains open year round, open 7:30 am – 11:00 pm, and the Adult Clubhouse is closed Oct 15th for the winter. Internet is available at the Family Clubhouse.

Pools and Hot tubs

Usually the Family Hot tub is kept open year round. The Family Pool is opened by the May long weekend, and the Adult Pool and Hot tub is opened a month later, with hours posted on the signage. Pools are closed following the Labour Day weekend.

The Gym

The Gym is locked at all times, but is available 24/7. To use the facility, and obtain the access code, each user must complete the [Gym Waiver FORM](#) at the office.

Woodworking Shop

The hobby woodworkers in the Park formed a membership in order to utilize the Woodworking Shop in the basement of the Adult Clubhouse. Users are either Drop-Ins or Members, with different fees for each. Contacts are Doug Site 378 and Fernando Site 366.

Quilting

Quilters meet year round on Tuesday at the Activity Centre. Contacts are Kari Dion Site 295 and Donna Site 47.

Pickleball

There is an organized league of players with scheduled hours of 8:00 am - 12 noon daily during the summer. Contacts are Doug Johnson Site 378, Ted Silverton Site 273 or Darlene Christianson Site 203.

Reporting Repairs

Caravans Maintenance	250.819.3003	or	cwoamaintenance@shaw.ca
Caravans Manager	250.253.7142	or	cwparkmanager@shaw.ca
Caravans Office	250.955.0033	or	caravansoa@shaw.ca

HEAD OF MAINTENANCE REPORT
October 3, 2020

WWTP review of the last month

Over the last month the plant has again had some significant hiccups with hardware and software. These issues have been mitigated with the hard work of our staff and with the help of contractors and Engineers. This month we also replenished the bio filter media as it was due for replacement. Items that are NOT supposed to be flushed down toilets continues to be a major issue in lift stations and in the WWTP. PLEASE be aware of the high cost of equipment and labour that this causes damage to. Please only flush toilet paper (not wipes) and bodily waste.

WWTP PRIMARY PROJECTS:

- 1) Obtain quotes to replace failing and aging control and monitoring panels. "completed"

WATER PLANT

The water plant continues to work as designed. We look forward to the final phases of the upgrades to be completed this fall.

POOLS

As swimming season has come to an end, we are in the process of winterizing the pools and irrigation systems. The new adult hot tub is in the process of getting approval for installation by engineers and interior health and we look forward to installing it.

MAINTENANCE PROJECTS

Maintenance projects are always underway with the vehicles, gates, pools, grounds and building maintenance.

GROUNDSKEEPERS PROJECTS

Seasonal gardeners have finished for the season and I would like to thank all staff and volunteers who worked so hard to keep Caravans looking amazing.

STAFF

I would like to thank everyone for the kind words we hear from co-owners and others regarding the park and staff. I would also like to thank all staff for their dedication and hard work that they put in this season. Without you, and your hard work, we would not have such a beautiful place to work and live in.

Ken Morley,
Head of Maintenance.
250-819-3003

CW Social Committee Year End Report

October 3, 2020

We had a quiet spring and start to summer, because of Co Vid 19. There were no social activities until late July when we started a modified Ice Cream Social. This was well received, and everyone seemed happy with the modification we came up with.

We had free cake for BC day which we usually have on Canada Day, this was not as well attended as we had hoped, it was held just after lunch and the weather was really warm so I think most people were out enjoying the sunshine and/or on the lake. Will have to consider the time of day that we do this.

We had a modified version of our senior games, which was well attended with lots of laughs, the organizers said that everyone enjoyed themselves while respecting the social distancing guidelines and had a good time. Thank you to Kris Brown and LJ Slater.

There were a couple of evenings of music this year also, that were well attended and enjoyed by all. We would like to thank Ian Brown for organizing some of the music, and who knew we had so many talented musicians in our park. Also, Thanks to Jack Legebokow for his wonderful evening of music.

The social committee usually sponsors, Thurs morning Coffee and Potlucks during the fall and winter, as well as Thanksgiving and Christmas Dinner, but with Covid still active and the social distancing guideline/rules in place, this will not happen this year unless things change. Please stay posted to the Facebook pages, **CWO Our Happy Place** and **Caravan's West Co-owner Community Page** and the bulletin board in Family clubhouse for any updates.

We have seen a lot of sales in the park this past 6 months. We would like to say farewell to those that are leaving or have already left us.

We would also like to extend a big Welcome to all the new co owners in the park. We have a wonderful place here that we call home and look forward to meeting you out and about in our wonderful park. As a co-owner you will enjoy many amenities, social functions and activities when it is again safe to do so. Volunteering is a big part of how and why these functions and activities happen and why we have such a great place to live. Please help us out by volunteering when it is needed.

As mentioned above please check out our facebook pages and the bulletin board in the family clubhouse for volunteering opportunities and updates on what is happening in the park.

We would like to Thank the following individuals for their time and contribution to the Social Committee, as they have decided to step down. David Crocker, Donna Cunningham and Vicky Strachan.

For those of you who have homes elsewhere, please travel safe, and stay warm this winter and we look forward to seeing you again in the spring.

Please remember the following:

It takes a Village

&

Many hands make light work!!

Social Committee Financial Report for October 2020

Bank Balance as of Oct 1, 2020 \$8719.56

GIC \$5792.15

50/50 Funds from 2019, in the amount of 692.00 were previously committed for consideration of any future playground upgrade plans and to be added to the GIC on renewal. The \$5000 GIC plus interest of \$100.15 was previously committed for consideration, if or when the playground project takes hold.

Major Expenses in 2020

Quilters Group \$ 500.00

Ping Pong Table for Adult Clubhouse \$ 436.79

Ice Cream Social

DEPOSITS. \$1002.35

EXPENSES PAID \$ 764.07

PROFIT \$ 238.28

Bottle Recycling Deposits \$3579.18

TOTAL PROFIT 2020 \$3817.46

Note: recycling funds are a contribution from all co owners who recycle their cans and bottles in the park. We appreciate your continued efforts to recycle, as these funds are then used to help enhance the park or purchase items that can be used and enjoyed by all. Thank you also to the co-owners who have volunteered to look after the recycling as this is not a pleasant job. Judy Derksen and Barb Tompkins on the North side and Gene Kimble, Don Dion and Ian Brown on the South side. If you happen to see them working at the recycling please acknowledge them.