

Mountainside Villas Owners Association
Board of Directors Meeting
June 09, 2018

Present at the Commencement of the Meeting: Ken Roko, Andy Blaher, Frank Spielman, Mary Stracener, Wayne Ford, Joanne Springer, Beth Tate, Thomas Little and Jeff Reid.

Absent: Mike Kuzma

Representing Management: Jocelyn Carl and Jeremy Grogg.

Committee Members: Bobbie Prees, Evynn Blaher, Rick Sourbeer, Lance Tate and Hal Hurka and Kimberly Leonard

Visitors: Margaret Little and Melanie Kite

The meeting was called to order by the Board President, Ken Roko. Ken Roko discussed the agenda and order of proceedings for the meeting. He then asked for a motion to approve the agenda. The motion was seconded and approved.

The meeting opened with a motion to waive the reading and approve the minutes from the March 2018 Board meeting. The motion was seconded and approved.

President's Report

Ken Roko, Board President reported that the boards' key initiatives for 2018 are well underway. The property insurance evaluation for a rebid on Property Insurance, the New Management Software and the RFP for a Legal Service Contract. In 2019 D+O/Employee Liability Insurance review and rebid. In 2020 the property management contract with Goodmanagement will be due.

Mr. Roko also reported that the biannual meeting with Great Eastern was attended May 25, 2018 in Charlottesville. The current agreement continues to serve both organizations well. Great Eastern informed MVOA Management that there will be a small increase in the resort recreation fee for 2019 and that Great Eastern @ Massanutten will start a pilot program to a resort fee versus a recreation fee. We will monitor their progress and implications to MVOA – at this moment in time, and regardless of whether the Great Eastern pilot is successful, there are no mandatory changes required on the part of MVOA.

The board received a letter from an owner expressing his concerns about a cleaning fee. A respectful and detailed response was sent with clarification regarding the owner's issues..

Executive Committee

No report

Treasurer's Report

Frank Spielman, Budget Committee Chairperson, presented slides on the MVOA budget which is used by the Board and Management to prepare and execute the budget process, providing a first draft for 2019 currently showing a slight CEC increase this fall. The Statement of Operations currently shows a net gain of \$29,000 with the revenue a bit low and the operations budget about \$10,000 above which is pretty typical for this time of the year on the profit & loss summary. The association had 69 foreclosure units sell at auction in May with a new batch of 93 being prepared to go to the attorney for processing.

The collected monthly CEC's through April was at 81.14%, almost 1% (actually .96%) below last year 2017. This is due to the diligence of Good Management and collaboration with Great Eastern to move delinquencies through the system efficiently.

A motion was made to accept the Treasurer's report. The motion was seconded and approved.

Joint O&M and Membership Committee

Mary Stracener, Membership Committee Chairperson, reported that Andy Blaher would offer the Membership Committee report. Mr. Blaher reported that our staffing needs show that Maintenance is in need of two maintenance technicians. The housekeeping department is needing two full-time housekeepers, eight part-time housekeepers and four part-time inspectors. The previous HVAC technician retired in April, his replacement Mark Beahm has continued his legacy and hasn't missed a beat providing a seamless transition.

The sample of the new living room furniture has not yet arrived and the committee continues to review the furniture options. The bids originally received fell short of the actual realized costs. The committee recommended to the Board that five of this year's upstairs bathroom remodels be deferred to cover the price differences. A motion was made, seconded and approved to defer the bathrooms this year to accommodate the changes.

Mr. Blaher reported that the RFA's put out for bid on the mold eradication and moisture barriers did not produce a reasonable response with outside bids. The mold eradication & insulation installation will be taken care of by MVOA employees with an experienced installer recruited and hired.

RCI scores on guest comment cards have been good this year with Maintenance at 4.3, the Front Desk at 4.6 and Housekeeping at 4.5.

A motion was made to accept the Membership Committee report. The motion was seconded and approved.

Manager Report

Jocelyn Carl, General Manager reported that the Front desk staff is doing well and has new staff that is continuing to learn. The maintenance department is in transition with a new department supervisor and our newly hired HVAC technician Mark is a great team player and very happy in his new role. Housekeeping has a couple of housekeepers that look forward to the busier summer months to work hard providing clean units and earning good wages. There was a recent job fair in Harrisonburg that MVOA attended and was successful in recruiting and hiring two new employees by engaging attendees and having an attractive table set up. We are ready for the summer!

Jeremy Grogg for Goodmanagement reported that the Property Insurance Evaluation is in the process of being finalized and will hopefully be completed in July. The re-evaluation was necessary to ensure the proper amounts of insurance coverages are provided on MVOA property. The last evaluation was performed decades ago.

A new software company has been selected to provide MVOA with a much needed upgrade to the current operations. We have been utilizing a software program that is now over 10 years old and outdated. Goodmanagement has spent over two years vetting timeshare and hospitality software packages and has decided on utilizing SPI for MVOA. The upgrade to a new operating software package will meet the needs of the association offering some new bells & whistles and should be installed on site by the end of the summer, which will be good for the association. One of the benefits of the new software will be a decrease of costs on credit card fees. Two (2) Goodmanagement employees have taken training in Florida and will be training the MVOA staff on the software.

Our current employee insurance packages are set to be updated and renewed beginning November 1, 2018. A representative from the insurance brokerage office will be in attendance at the September Financial Committee meeting to provide the Board members with information on the 2018/2019 plan offerings – and proper allow the details to be included in the 2019 MVOA budget and as a part of the appropriate approval of the 2019 by the MVOA membership. In prior years, we did not have concrete budget figures but educated projections on what those charges would be.

A motion was made to accept the Manager report. The motion was seconded and approved.

Great Eastern

Jeff Reid, reporting for Great Eastern, reported that the Physical Projects currently happening on the resort are: The Laundry project which is scheduled to be completed by Mid-August of 2018 with state of the art equipment and the facility is 20,000 square feet. It was designed to increase our capacity. Regal Vistas is on track to be completed by January of 2019. The association will have 139 total buildings. We are in the early stages of planning for the Springston project. They will be similar in style to the Regal Vistas units and much consideration has been given to the viewshed of the mountain. Please feel free to contact our Director of Physical Plant Mike Shiflet with any specific question. mshiflet@massresort.com The North lobby renovation is complete. Please stop in to see it and the lower level of the Massanutten Conference Center is underway.

The International students have arrived to work in aquatics, food & beverage, and domestic services. The Resort Wide Cleanup was held on June 7, 2018 with employees from many departments participating to pitch in to keep our property beautiful. In May, Great Eastern partnered with the United Way to help our employees and guests support the many programs offered by the United Way in our local community. Great Eastern also recently gave grant money to support the Rockingham Education Foundation and the Harrisonburg Education Foundation.

A motion was made to accept the Great Eastern Report. The motion was seconded and approved.

Policy Committee

Beth Tate, Policy Committee Chairperson reported that the committee reviewed the Board & Committee member reimbursement Policy and recommends two (2) changes. One being to remove the phrase in the last sentence of – unless authorized by prior Board approval, and add that, all reimbursement requests must be turned into the Association office within seven (7) days of the occurrence. A motion was made to accept the policy change. The motion was seconded and approved.

Ms. Tate also reported that the committee discussed the ADA Policy and that there would be no changes to the policy at this time. The RFP for Legal Service would be discussed during the review of Old Business,

A motion was made to accept the Policy Committee report. The motion was seconded and approved.

Nominating Committee

Beth Tate reported for Michael Kuzma, Nominating Committee Chairperson that the committee would again like last year send out an e-mail blast to the ownership for consideration about possible interest in volunteering their talents to serve as a Board member. In 2017 we received ten applications for the open positions. This year the Committee will review and select six (6) candidates, two (2) for each of the three (3) positions.

At this year's annual meeting in November the board has requested and appointed Board member Joanne Springer as a Deputy Secretary to oversee the election process. The current Board members that are up for re-election are Thomas Little, Mary Stracener and Beth Tate.

A motion was made to accept the Nominating Committee report. The motion was seconded and approved.

MPOA Representative

Wayne Ford, MPOA representative, reported that the free concert series held at Hopkins Park are:

Gypsy Town, June 9, 2018 - 6:30 PM offering 80's music

Cooks Creek Boys, July 7, 2018 – 6:30 PM offering Blue Grass, Blue Grass Gospel

The Backroad Hitchhikers August 4, 2018 – 6:30 PM, offering 50's – 70's music

The Firewise Committee has been busy in the community helping homeowner's, five (5) residences have been completed with a waiting list of 41 asking for an assessment of their properties potential fire hazards. The committee will be reviewing an evacuation route plan during their fall meeting.

Mr. Ford also reported that MPOA has reviewed their standards of electronic policy and is able to forward a copy of the update as a Board member might chose to request one and that MPOA had an HR matter and their Accountant left MPOA employ. MPOA is now utilizing an outside accountant to complete the financials for the organization.

A motion was made to accept the MPOA report. The motion was seconded and approved.

Old Business

Ken Roko, Board President reported that the RFP for Legal Services brought a response from two legal service providers. In review of the two RFP's the reply from Sands & Anderson best met the request and needs of MVOA. The Board has requested that legal counsel be sought to protect the interests of all MVOA owners, MVOA property, MVOA Committees and MVOA Board members.. Ken Roko will contact Sands & Anderson for a clarification on their proposed rate structure and report back to the Finance Committee and Board in September. If an agreement is reached with Sands & Anderson, and if the agreement is approved by the Board to contract for the legal services identified, these services would start in t in January.

Mr. Roko reported that the Contracting Policy would have no changes at this time. The Reimbursement Policy was discussed and changes approved during the Committee report and that the Election Ballot format would remain as it has been to maintain consistency in our Board member elections.

A motion was made to accept the previous reports from Committees. The motion was seconded and approved

New Business

No additional new business was brought before the Board.

The Mountainside Villas Owners Association Board of Directors meeting adjourned at 11:27 a.m.

