

Membership Town Hall Meeting

Thursday, June 6, 2019

6:00 pm

Located in the Pavilion

Present: Lisa Beck (President), Bobb Stout (Vice President), Millie McCormick (Treasurer), Elmer Pritchard (Membership Secretary), Tim Schnabel (Resort Manager).

Not Present: Nathan Miller (Secretary)

The meeting began with a welcome by Tim Schnabel, stating that the purpose of the meeting was to get comments/complaints/questions/suggestions along with solutions from members.

Member Comments/Complaints/Questions/Suggestions:

- Mel Nefzger - Wants a tent/shade cover over the hot tubs.
- Victor Tejeda – What could we do with \$380,000 in revenue. We unpacked 3,800 associate cards that almost went out with the mailer that were NOT paid for. If we charged \$100.00 for associate cards, we could collect that revenue every year. We should raise the associate age to pay that \$100.00 fee to anyone 18 years of age and over. Associates are using up valuable space that could be freed up for other members.
- Victor Tejeda - I would like to see the sick day leave policy changed for employees to personal time off. YES! We are cutting the grass.
- Mike Whitenton - I request that you mow the grass a little shorter.
- Tom Harsch - There is no opportunity for members to speak at the Saturday meeting. No opportunity to ask questions during the member meeting. It is not a Board meeting so members should have the opportunity to respond. The agenda should be altered to allow for member feedback/questions.
- Jim LaPeer - Speaking as a Hart Ranch member, having worked in reservations here for 4 years using our reservation system and having 37+ years IT background, we are not a good candidate for an online reservation system because our memberships come with complex rules and regulations. To be online would mean that we would have to have customized code written and it would be very costly and would not be user friendly.
- Roseanne Sikora - Thank you for ladies' bathroom at the pool. It is AWESOME!
- Tim Sikora - Totally agree with Jim LaPeer regarding the coding for an online reservation system. If we were to go to that specialized program we would be married to that system if implemented. Been there, done that and don't recommend we go down that road.
- Tim Sikora - What is going on down in the meadows? I have a 46K pound bus. How can we be sure of the compaction to handle that weight? Tim assured him that the majority of pads were not impacted by the trenching for the sewer project but parts of the access roads are. We might want to steer clear of those affected with heavier rigs. ½ of the sites in the meadows we have no concerns about. 3 sites are being avoided for a while but most of the pads are relatively intact. Will discuss more about the meadows at tomorrow's meeting. We've had a few natural disasters which has caused the project to

slow up, as well as poor contractor performance but we are moving forward and are getting bids to get the pumps installed.

- Tom Harsch - Have been summarizing the financial performance of Hart Ranch for 15 years and last year we broke even and maybe even made a little money. Tim commented that we are up about \$43,000 over last year as of right now.
- Connie Kelly - Concerned about children playing in the street with tricycles. We need a sidewalk all the way around center court to encourage little ones to ride and play there for their safety. Rigs cannot stop on a dime. Need to come up with a solution to help keep children safe and not playing in the street.
- Bonnie Holland - Parents are to blame for children in the street. I'm at home 24/7 and we are their babysitters. Evidently the parents don't care about child safety. We are Hart Ranch Daycare. Tim stated that Security is addressing safe behavior and rewarding children that they observe being safe with an ice cream cone coupon.
- Bev Cochrane - Concerned about children riding bikes after dark without lights/reflectors. Maybe we should implement a bike curfew or require lights/reflectors on all bikes.
- Lydia - How can we volunteer at the restaurant and can we choose what we want to do in that volunteer position. Tim directed her to sign up with Member Services and Apryl and Lloyce would absolutely welcome the help.
- Tom Harsch - There have been some mechanic liens on HR property and if not handled properly, although unlikely, we could lose the resort. \$40,000 so far in liens and he has been advised by legal counsel that we should not settle out of hand. The resort is NOT responsible for the liens. We don't want to drag it out in a legal battle as that could go on for years and cost an enormous amount of money. Just want to make the BOD aware. I believe the BOD might have been misled a bit, but not pointing fingers. We could be dealing with these liens for the upwards of 6 years. Our legal counsel will be at tomorrow's meeting at 9:30.
- Gene Graham - Urges us to negotiate the liens and get them closed out. Liens are nothing. Nobody will foreclose on the resort for \$40,000.
- Maxine Harsch - We should be pushing up Christianity - we know we have made errors - lets show our Christianity and not point fingers.
- Connie Kelly - What is this digging out here on the lawn. Tim explained that it is for added restaurant parking and that the sod is being repurposed at the Rec Center.
- Nancy Olson - Why do we have liens in the 1st place? Tim reiterated it was the result of the poor performance of the contractor who was paid by us but did not pay his suppliers.
- Robert Moe - Where are our horseshoe pits? They are under the Rec Center, but we are looking to install some on the property as soon as we find a great place for them and get the correct design.
- Esther Neadle - Can you update us on the Rec Center? The Rec Center is painted, sod is being planted, carpet (donated by Apryl and Lloyce Grebner, \$4,000) was delivered today. Goal was to have it open this weekend; however, the new goal is to have it open for "viewing". The kitchen and bathroom will not be functional this year.

- Charlene Bland - Thank you for all of the improvements each year. We've been coming here for 5 years and we will not get rid of children in the streets unless sidewalks are installed down every road. Thank you also for splitting the dog park!
- Bonnie Holland - How much did it cost to send out voting ballots. It was about \$4,000. Why did we spend that money when we voted for a person that we wanted on the board and the BOD chose to appoint someone that the members did not vote for? We need to get the By Laws changed that allow the BOD to appoint someone in a vacated position. Tim explained that it would have to be a member vote to change the By Laws.
- Alana Wilson - My question is the Internet as good as it is going to get? VAST is working closely with all of the feedback coming in and addressing issues. VAST's responsibility is to get Wi-Fi to the campers, not thru the campers so users may need to find a device to help with this issue. Tim asked to keep emailing him when issues present so that he can relay them to the techs. The techs are here on property a lot so we can address problems quickly.
- Tom Harsch - I have Wi-Fi signal monitoring programs and I can see 6 Access Points at any given time, but they do not stay visible for long. They are only up a few seconds. VAST has some interference going on with their system. We are having more problems than just going thru the walls of the campers. They are forcing 2.4 GHZ, when we used to have 5GHZ. T.V. works great.
- Esther Neadle - Thank you for whoever was responsible for decent cable television channels.
- Gene Graham - Are the issues that people are having on free Wi-Fi or paid Wi-Fi? We spent \$200,000 on this over the years and it will never be good. Better off to get own hotspot or a different paid service.
- Duane Marcus – Informed that we have street lights at HWY 16 and Reptile Gardens going up.
- Gene Graham - Do we know what is going on with Spring Creek Road? Heard on the news that there was a proposal for something. We do need improvements there for bikes or there will be accidents.
- Jim LaPeer - Need green strips down Arena Drive to give it an aesthetic look and shelter noise from the Development.
- Amy Stevenson - Is the rodeo arena and equipment down there ours or rented. It is rented.
- Charlene Bland - Are we still trying to find a sponsor so that we can purchase the arena? YES! The goal is to find a \$40,000 sponsor to purchase it. We were very close to having one this year, but we will continue to obtain a rodeo arena sponsor.
- Maxine Harsch - Are we charging rent for the arena to stay on property? No. We do have \$100,000 in sponsorships in cash right now with a hopeful net of \$25,000 - \$35,000. With the added food revenue, we should reach this goal.
- Jana Flanscha - How many permanent summer spots do we have and how much do we charge for them? We have 10 on top and 5 in the meadows. We charge \$850 (5-month rental), \$900 (4-month rental) and \$950 (3-month rental).

- Nancy Olson - Do we penalize the long-term site people that don't get to go down to the meadows? NO! we will charge them a reduced nightly rate of \$15.00 for their 9-day buy until sewer is hooked up and then we will reinstate the rate of \$25.00 per day with sewer.
- Tom Harsch - The sewer pipes are waist high. Are we going to trim them down? YES! We didn't want to trim them down and pour the concrete around them because they would get used and they are not operational yet.
- Esther Neadle - Thank you to Tim for all he does for members!
- Keith Chaffin - Are we doing anything to record video/audio for the meetings for those of us who cannot attend? We are not videoing, but we are recording the meetings. This one is being recorded as will tomorrow's meeting.

Tim invited members to attend the Annual Meeting tomorrow at 9:00 am in the Pavilion. Coffee and water will be available.

Meeting adjourned at 7:00pm.