

**Holiday Recreational Vehicle Park
Owners Association
Meeting
April 13, 2013**

Board Members Present:

Jon Mackenzie
Brien Carlson
Mary Halberg
Terry Redwine
Tony Damiano
Linda Toledo
Bill Couchman
John Watkins
John Souza

Meeting called to order at 9:00 a.m. by President Jon Mackenzie.

Flag Salute - Lou Garrett

Roll Call: All board members present

Motion to approve the minutes was made by Linda Toledo; seconded by Bill Couchman; Roll Call: all Board Members yes; motion carried.

Correspondence

Letters read from the following:
Mrs. Joe Mikles mail policy request
Lou Garrett office policy request

Committee Reports

Financial: Terry Redwine

Total checking/savings = \$357,966.23
Balanced if you look at year to date totals
Total March income = \$61,898 – up from last year
Very good year - converted cash into fixed assets
\$45,000 paid in property tax (increase)
1st part Pay bills = \$35,282.90 plus payroll = \$6,009.95
2nd part transfer \$3,678.79 from laundry room account to operating account
Redwine made the motion; Watkins seconded, Roll Call: all Board members yes; Motion carried.

Quinn Cap letter of approval for rental equipment application (credit)
Couchman made the motion: Toledo seconded, Roll Call: all Board members yes; Motion carried.

Management: Linda Toledo

Carry to Executive Session

Collections: Tony Damiano

Sixty-two (62) accounts are past due

Park Maintenance: Brien Carlson

Pull thru finished – fifty (50) amp circuit in use now

Transformer by restrooms used interim for conversion from 208 to 480 sold

Bathroom windows corrected

Park Manager – Gene Souza

Preparing for September

List of projects given to Brien

Redwine asked the cost of the list – ramp needs to be repaired – Redwine wants to see the list with cost

Rules and Regulations: John Watkins

In the process of reviewing rules and regulations – would appreciate input – revisions to be made

Park Use: John Souza

Park usage was up by 30 percent (%) this month vs. last year - Easter was in March vs. April this year which made the difference- HRV is making money

Public Relations: Bill Couchman

Bob and Sheila Begley did a wonderful job on the March meeting – HRV didn't go into the hole – no money was made

There was a moment of silence for Carolyn who has four (4) stage cancer

Owner's Comments

Anna Brown

- 1) Envelope was placed in outside mailbox – found the envelope back in the office mailbox– stamp part (torn off) was found laying out in the road by laundry room – the card was still inside
 - ❖ Watkins suggested calling to move the mailbox due to security issue
 - ❖ Halberg suggested requesting a lock box from the post office
- 2) Why are there still problems with the internet access when eight (8) to ten (10) people are on the internet? Called the office and the office rebooted the system one morning – if it's Charter, contact them
 - ❖ Carlson asked that the time be reported to the office
 - ❖ Matt said that if Charter goes down, our system goes down – Matt will check on it
- 3) March party was awesome

Old Business

Fifty (50) amps finished

Gene is getting things going for September – Gene said \$14,000 is budgeted - work will be under budget

New Business

Office

Toledo announced that Halberg and she sat on the interviews for the office – Souza and Toledo working on the hiring

Annual Dinner

MacKenzie announced that the annual dinner made \$15 - \$400 deposit is coming back – HRV is supposed to break even

New Software System

Matt and Curtis - Reported on the progress – ROZ is what we've used since 1999 – program not up to today's specs – technology not there – the board decided to go with RMS – RMS has over twenty-five (25) years in business in Australia (property management) – RMS – 6 week process – ROZ data on all clients and information was removed to Excel and put into RMS – training from RMS – 4 to 6 week process – part of the information has to be inputted (de-dup everything) – everything in park is set (rates, taxes, use taxes, spaces, codes parking, site locations, site dimensions, everything involved in park) - credit card updates – this is the first park in the nation to use Pin Pads (also contracts for signatures) – one device will streamline registration process, credit and doesn't get handled by staff – only machine – Tech Smith is working closely with creator in Australia – this system will improve security – all information provided will be put in writing

Toledo – Will system be up and running in a week? In a couple of weeks – Tech Smith now is working on owner information - this program will keep track of owner's time - this park has many variables (prime time, non prime time, etc.) – now everything is being done by hand – trying to build a policy into the software – Tech Smith's plan is to choose a date to completely move to RMS – all accounting/books will be kept in RMS – Tech Smith will run ROZ and RMS side by side until RMS takes over – custom making software for HRV (integrated Pin Pad, etc.) – target date TBA – Matt said up and running in two (2) weeks after employees trained and up to speed – RMS does everything now – working on finishing up credit card and employee training

Watkins - Asked for a copy of the training schedule – Pin Pad is holding Tech Smith up; however, everything runs – Australia not charging for custom extras – HRV is getting XM915 (next step up on Pin Pad)

Watkins - Asked – guys this is not Beta tested – Tech Smith said they are ready for the next big holiday (Memorial) – Matt said that in ninety (90) days ROZ will be unnecessary – MCPS program for credit card – the park will save .6%

Redwine - Asked what do we have left in software/hardware? Pin Pads cost five Hundred ninety nine dollars (\$599) a piece – HRV purchased one (1) and the board decided to purchase one (1) more – HRV will be back in PS compliance – Tech Smith will charge for twenty (20) to thirty (30) hours for operation training @ \$17 per hour - \$2,000 left in the budget then Tech Smith is done - another \$4,000 for custom integration – RMS free manual

– Katie created a wish list - Tech Smith will provide a proposal – this is a cloud based system (everything is backed up) – HRV doesn't own the servers – cost is \$398 per month for Tech Smith to maintain – back-up is done constantly – Tech Smith exported all data

Dennis Rustigian – Requested that a letter be sent to all owners announcing the new system

Tech Smith said that RMS (reservation software) has been implemented at Hilton, Hyatt, Best Western, Prisons – credit card terminal- approved by board based on Tech Smith's recommendation

Dennis Rustigian - Asked if the flaws will be covered thru software? Tech Smith's response was yes – also gives the ability to book online – priority reservation stay for owners –

Halberg - Asked if HRV continues to need Tech Smith after RMS is set up - RMS falls under Tech Smith – Tech Smith sets up the software – Katie backed out – Tech Smith will have a service contract for IT needs (server hardware problems) –server software problems handled by RMS

Halberg - Asked if there was another company other than Tech Smith in the community that can assist with RMS - Tech Smith's response was no – Tech Smith has the employees – Tech Smith does not know of anyone else in this community who can assist if they should pull out – RMS will continually update as long as HRV pays the monthly fee – most upgrades last three (3) years as long as you pay the monthly fee – HRV gets upgrade – customization will carry because it is cloud based – Smith Tech will get this in writing for us – data meets national standards – RMS has a training system so that new staff can be trained

Tech Smith – Security code – every user logs into computer and information system to keep track of who does what – RMS also has correspondence – text message, email or letter will be sent regarding the reservation – this software also has accounting built in

Carlson – Doesn't have the time to learn RMS (he comes 1 x per month) – Toledo is management – expectation of new manager

Dennis Rustigian – Suggested some board members learn this system (RMS)

Tech Smith – More customization benefits owner

Dennis Rustigian – Bookkeeping? RMS does all bookkeeping

Souza – Requested information on what we get now vs. what we could get – What will \$4,000 customize?

Toledo – Wants to see Katie's wish list

Tech Smith – HRV paid \$1,100 set-up (manually) – train in the system – extra customs will cost more

MacKenzie – HRV paid \$600 extra for a map on the computer

Gail Rustigian - How much paid to Tech Smith? Are Tech Smith members? Yes – How much are girls being paid? – Toledo said, "We don't divulge salaries".

Dave Johnson – Back in the 1980's two (2) ladies use to cover registration with no problem – park hasn't changed – he can't even get and answer when he calls

MacKenzie – Reservations (using ROZ) currently take seven (7) to eight (8) minutes – reservations (using RMS) will take 1 to 2 minutes

Tools and Maintenance for Department

Carlson - Gene has provided tools to get the guys equipped with what they need

Mackenzie – board wants to see a list

Deeds

MacKenzie – Fifty-three (53) deeds are not correct

Watkins – Clerical issue (deeds) – we want to inform you – board wants transparency - we're not hiding it - checking into it – reviewing them – report back in thirty (30) days – protect the owner as needed – deeds have different locker #'s on the deeds that are wrong – have to go back to previous owners – went to Assessor's Office for list of deeds - board made a decision to no longer type deeds in the office – owners have to go through a title company and have deed recorded – owners will be notified – still in discovery – a paralegal will be used – HRV is responsible because it was done here – HRV cannot be in the deed business any longer . Watkins made the motion; Souza seconded, Roll Call: all Board Members yes; Motion carried.

Second Owner's Comments

None.

Meeting adjourned at 10:30 a.m.

Mary Halberg
Secretary
Board of Directors