

Waterville Estates Association and Village District Joint Meeting

Nov. 19, 2016

Attendees: Heather Chamberlin, Corey Smith, Judy Kinney, Chris Fagas, Sam Ciaston, Mike Baumann, Lloyd Willey, John Chase, Mike Herring, Art Marks, Mike Mahoney, Brent Smith, Harry Bertino, Ann Verow, Harry Learned, Bob Crawley

Meeting called to order at 8:57 am

Item 2 Club Board Professionals: Corey discuss who the consultants are and what they do, a comparison of clubs (HOA) they recommended doing a presentation at the annual meeting. Mike Mahoney asked about the fees, Lloyd went over what he received from the meeting he attended with them. Food and Bev. don't make money at any of the clubs they have done analysis of, they found that when looking at ours it was the same. Other clubs pay for their services and have a yearly minimum to spend in food. The amount of staffing at these places was discussed, they have 8 times more staff than we have. The staffing deficit at the estates was discussed and having them come to the annual meeting instead of just the BOD, discussion followed of having them at the annual meeting and the benefit of it.

Harry L asked the BOD about coming up with a 10 year plan of where they want the estates to be - discussion followed
Phase one \$3k - hands 7 out of 11 Approved - Commission was against

Phase two \$2750 - will relook based on the report from phase 1

Brent stated if they do have a presentation at annual meeting we should present it again in the summer.
Corey pointed out the analysis could be beneficial for realtors.

Item 3 Wedding Analysis) Corey presented the wedding analysis, Corey and Heather went over the weddings income and expenses, discussion followed. There is 20% net profit made from weddings. Corey pointed out the income provides us with level funding for staffing for weddings shows if we had the funding for staff services would improve. 10 out of 12 dates are taken for 2017. Heather is also booking for 2018
Home owners and military get 5% off booking price

Item 4 Budget Recommendation) Lloyd presented options for funding services (see Attached). Raising taxes or dues to fund staffing to be able to provide services was. The cost to provide adequate staffing was discussed for services - full time cook, member services manager, lefties, discussion followed. Corey pointed out the need for a reserve.
Corey went over the CIF recommendation list, funds paid out of the rec. fund and capital expenses paid by the district.
Discussion followed about the CIF.

The options A & B presented by Lloyd was voted to be tabled - Chris made motion Brent seconded - Tabling All approved

Paid by district - Backup power, ADA - about \$90K - Mike H made motion Art second to vote - unanimous approval
WEVD will give back to the rec. fund \$30K for reserve - Lloyd made a motion, Harry second All approved
Rec. Fund paid - uniforms, linens, dishes and headset total cost \$ 14,06 were approved at the last association's meeting
Corey went over the 2017 budget staffing deficiency. Cutting some services was discussed. John pointed out the figures show we can't provide the same level of services with the funds that are available, discussion followed.
Corey asked the BOD to wait on cutting until we see how the winter will be and just watch it for now.
Mike B suggested management make plans to make cuts if the winter is not good.
Corey ask for clarification of the use of the \$30 K reserve
Mike made motion to adjourn, Lloyd seconded at 11 am.

JLK

Option small
A step

recommended change		necessary increase	per home	advantages	concerns/challenges	on an up note
Increase in lower level staffing		\$30,500	\$58	Service Stability, in line with how resorts staff. Improves areas of critical concern with membership	cost	
	Option 2, hire a full time cook	\$40,000	\$75	quality, reliability	not service stability as effective as outsourcing, sickness, injury of one individual puts company at risk. Probably need to be someone with talents that can be used elsewhere in down times	
Hire a FT Member Service Manager	Option 2, full time seasonal	\$20,000	\$38	placate our unsatisfied regulars in summer months	finding someone for summer and hopefully a couple weeks in winter will prove challenging, even unlikely	would relieve pressure from other essential staff in peak seasons
Staff lifies even with no snow		\$20,900	\$39	stabilize services,	cost	trail work can progress in snowless
		\$111,400	\$210		still no redundancy for weddings lead	

Option B Bigger Step

recommended change		necessary increase	per home	advantages	concerns/challenges	on an up note
Increase in lower level staffing		\$30,500	\$58	Service Stability, in line with how resorts staff. Improves areas of critical concern with membership	cost	
	Option 3, hire a full time chef or cook with consultant oversight	\$56,000	\$106	quality, reliability	not service stability as effective as outsourcing, sickness, injury of one individual puts company at risk. Probably need to be someone with talents that can be used elsewhere in down times	
Hire a FT Member Service Manager	Option 1, Full time year round	\$90,000	\$170	address our unsatisfied regulars who want this improved service	cost,....finding the right person could be tricky	would relieve pressure from other essential staff
Staff lifies even with no snow		\$20,900	\$39	stabilize services,	cost	trail work can progress in snowless winters
Total		\$197,400	\$372		still no redundancy for weddings lead	