

Board Members

2016

Per Phone:

All Board members have received next year's budget from Goodmanagement, the associations management company.

Ok'ed the projected budget

Have reviewed the questions and minutes from the members annual meeting.
There were no additional questions so a special meeting was not called.

**Welcome to the 2016 Annual Meeting
of Sunrise Cove Members**

From past annual meetings enclosed are many of the same items and questions that have been of interest to members. Some are items that have been discussed due to the problems it created for the association.

Internet –Electricity-TV: We received a letter in 2014 from the internet provider that illegal web sites have been accessed from our IP address. They can cancel service

Electricity: The main lines to the units were junk due in part to building on the wires. So rerouted 4 units for the cost of one.

Last summer we had horrible storms again and the power went out in the entire area. The power was off for several hours, Village West does not supply the power to the units. The power is supplied by alliant energy and was repaired as soon as possible.

Our TV provider has changing over to all digital, originally I was told with the new cable box that was replace last summer, they said they could put one changer on to make all TV pick up the new digital – they now say it cannot be done.

Electrical: As I have told you about before. Due to loss of power in a unit when investigating the problem we discovered several problems when installed.

This summer another unit lost power, Power Company arrived and informed me that the main boxes that supply power to the units will all have to be replaced.

TV: for 16 years the deal has been \$6.00 bucks

\$15.00 settled at \$8.004 for cable 4 for HBO

Internet while on vacation:

Internet is provided in the lobby. Prior to having it at the resort, a survey of ALL members was taken. The majority were not willing to pay the additional cost to have it in all the units.

I want to reaffirm: 10's or thousands for equipment and a larger monthly bill

Utilities: As some of you may know we have made some changes to the natural gas to the units. As electric units fail we are in a position to switch over to gas units which will operate at a lesser cost.

Is the board of Directors or President paid:

No the Board members or President are not paid for their time. The time they give to association business is donated.

RCI – why are there units not being used and we can't get bonus time?

When a unit is deposited with RCI it is there unit to do what they want to. Many of the units not used are not put in the RCI pool for you to exchange. RCI in fact has put that unit in a rental program rather than where it should be in the exchange program.

To many people in unit: This needs to be policed by each member

Trailer parking: This has gotten much better over the past year, more signs were added. Some Members and Renters are still a problem.

Iowa Resort Holdings the owner of the Resort took approximately 3 acres out of their farm to solve the problem for members and hotel guests. The parking lot is for use during your stay, it is not a storage area for the summer.

Members checking in kids for a party and leaving: This is much better; **Abuse of Bonus Time:** It seems like every year something new comes up that hasn't been addressed.

This year we only had one experience of this trying to use a fake ID

Damage and destruction to units; It's better since we have charged people: Do you want to continue to charge for stuff has we have?

Uninformed family members and guests of rules:

Uninformed Renters: It is the responsibility of the member renting their week to inform their renters of association and resort policies.

Dead beats: those that have not paid there maintenance fees on time

The policy is in place no pay no stay.....

Have been turned over to collections

Currently liens and judgments on some

How many employees does the association have:

The association has NO employees. The association is a non-profit company that only collects dues to pay its bills. The association hires services they need.

Garbage:

After years of asking and posting of signs there are those that continue to dump raw garbage in the trash containers. Village West in 2014 informed the association there employees will no longer be collecting garbage by hand. We have a contact with a commercial garbage company that has units that can be picked up by a truck.

Apparently there are some that are confused how a commercial dumpster works. If the front is full, maybe open one of the other 4 lids. Do not set it in front of the dumpster.

Security:

In 2000 the association spent approximately \$25,000.00 per year on security. Since that time there has been no cost to the association as that money was need for unit repairs. Starting summer of 2015 the association will be responsible. The money in 2015 was used toward the changes the association was forced to make to the computer software.

Due to vandals after 10:00 pm the only public bathroom that will be open is the one by the lobby.

Who's staying in your unit: There are a couple of reason I think the association should require the names. Safety and security: In the event of a problem we need to know who is in the unit. Notification...it happens more than you think.

I bring this up again this year since there were a few members that had two weeks at the same time. The wife checked into one and the husband into the other. So there is no misunderstanding if an unregistered guest is found at night roaming around they will be considered trespassing and the police will be called.

Weather Storms:

As in the past Village West is the only vacation facility in the entire lakes area that supplies a storm shelter for guests. If the area where the resort is located is put in a tornado warning...the shelter is opened and guests informed. The shelter will not be opened for rain and wind.

Common Sense and Courtesy:

Examples: parking....noise....beach....docks

Ex: Person checks-in at 4:15 4 people and 4 friends everyone has a car and parks in front of unit. So everyone after that has to unload in the road.

So you're checking out in the morning, hook up your boat and take all the parking places in front of building

There are two units that next year I will not go to see them...AGAIN...the Police will go to see them.

The large rocks that hold the soil around the beach area from eroding. Why would parents sit and watch three or four of THEIR kids drag those big rocks on to the beach. Or better yet help them

You don't want to rent a boat hoist, that's fine, why tie your boat to the dock all day – just tears up the dock – a busted post is \$130.00 to replace

I am currently looking for laundry bags for the units to put towels in one and sheets in when the unit is stripped

Sunrise cove on going projects:

Ongoing reconstruction of units starting with outsides
Refinishing decks
New carpeting
Stripping walls of old wall paper
New texture all walls and ceilings
Indoor painting and refinishing woodwork
Furniture replacement
Replacing boilers
Replacing air conditioners
Replacing Appliances
Replacing Landscaping
Tearing out and pouring sidewalks
Replacing screens
Replacing roofs
Trimming and removing old shrubs
Tree trimming
Blowing and picking up leaves
Everyday maintenance to units as needed

Some of the Major challenges ahead of us:

Cost of labor compared to local manufacturing and factory jobs
Lack of labor willing to work weekends & holidays
Increasing costs of repair materials & parts
Stopping the destruction of units by members and their guests
Keeping a handle on taxes and insurance increases

Items of cost concern upcoming year:

1. Replace existing main electrical boxes to Units
2. Insurance
3 years of claims
3. Change in government policies AGAIN...unsure about air conditioners and refrigerators going forward.
It's up in the air over the gas that is used in these items
4. Contract labor and Labor
Common labor up to \$15.00 in the summer

Contractors: \$35.00 to \$50.00

Electricians.....Plumbers.....with extra service charge for weekends

Contract housekeepers: \$20.00 nun available on weekends

5. Replace key card locks on doors

Notice on indoor pool

The pool will not be closed: However sometime in the spring of 2017 the unit know as the deck Tron will be replaced. There will be construction just not sure how much. Back up heater in place

If you come this winter to snowmobile: If the ground is frozen before it snows there will be some piles of sand at the top of the beach.

Results of the Election

Adjourn of meeting

Drawing of gifts

Dinner

Thank You for Attending the Meeting

2016 Sunrise Cove Maintenance Fee Schedule

	Studio	1 Bed	1 Bed Spa	Townhouse	Lockout 1 Bed B	Lockout 1 Bed A	Lockout AB	Rustic	Mansion	Lockout 2 Bed	Lockout 4 Bed
Administration	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24	\$67.24
Maintenance	\$74.62	\$111.47	\$99.27	\$119.51	\$76.49	\$106.60	\$147.36	\$175.19	\$173.20	\$100.83	\$132.14
Recreation	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26	\$12.26
Recreation License	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60	\$37.60
Insurance	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38	\$13.38
Utilities	\$74.62	\$122.17	\$118.13	\$136.39	\$78.51	\$119.29	\$168.34	\$199.93	\$196.38	\$129.02	\$233.84
Front Desk	\$53.92	\$53.92	\$53.92	\$53.92	\$53.92	\$53.92	\$53.92	\$53.92	\$53.92	\$110.33	\$110.33
Housekeeping	\$49.32	\$92.76	\$89.50	\$118.28	\$70.52	\$99.23	\$145.39	\$191.06	\$177.93	\$107.31	\$239.30
Annual Audit	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33	\$2.33
Contract Labor	\$19.88	\$42.97	\$41.16	\$49.64	\$32.21	\$47.19	\$56.14	\$73.19	\$77.53	\$50.73	\$88.57
Bad Debt	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Repairs/Replacement	\$31.89	\$46.50	\$45.04	\$51.89	\$36.09	\$47.32	\$57.12	\$120.02	\$118.67	\$52.76	\$82.18
Consulting Fee	\$16.48	\$24.20	\$23.42	\$27.04	\$18.50	\$24.30	\$29.81	\$39.64	\$38.94	\$27.50	\$44.34
Security	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37	\$2.37
Real Estate Tax	\$26.95	\$53.46	\$50.80	\$63.23	\$37.71	\$59.69	\$72.74	\$106.51	\$104.09	\$64.82	\$119.91
Maintenance Fee	\$507.86	\$707.63	\$681.42	\$780.08	\$564.13	\$717.72	\$891.00	\$1119.64	\$1100.84	\$803.48	\$1210.79

**MINUTES OF THE ANNUAL MEETING
OF THE MEMBERSHIP OF SUNRISE COVE
TIME-SHARE ASSOCIATION, INC.**

The Annual Meeting of the Membership of the Sunrise Cove Time-Share Association, Inc., an Iowa non-profit corporation, was held on the 29th day of October, 2016. The meeting was called to order by Michael Hoepfner at 3:09 p.m. in the Sales Meeting Room at Village West Resort & Hotel in Spirit Lake, Iowa.

Mr. Hoepfner introduced himself as President of the Association, Presiding Officer and acting Chairperson of the Annual Meeting of the Membership.

Mr. Hoepfner delivered the quorum report.

The presence of the following members in combination with the Developer's interests constituted a quorum, as required by the Association by-laws in order to conduct further business:

1. Karren Stephens
2. Jeanette Greve
3. Robert Thompson
4. Kathy Morrissey
5. Irene Banwart
6. Marcia Bauer
7. Al Kern
8. Kenneth & JoAnn Dubois
9. Robert & Elaine Mayden
10. Donna Kekich
11. Glen & Joyce Metzger
12. Vickie Hudson
13. Nancy Furness
14. Ken & Darlene Brummond
15. Sandy & Lori Fetterman
16. Mel & Phyl Vos
17. Russ & Lisa Lode Holst
18. Roger & Deb Meyer
19. Robert & Gayle Petersen
20. John Hayne

Proof of notice of the meeting was submitted by Mr. Hoepfner. Mrs. Morrissey confirmed that the notice of meeting was distributed on or around July 15, 2016 by First Class Mail. Proof of quorum was also submitted by Mr. Hoepfner.

Mr. Hoepfner reported that the 2015 Annual Meeting minutes were submitted in the newsletter. Mr. Dubois made the motion to waive readings of the minutes from the Annual Meeting held on the 5th day of December, 2015 and approve them as written. Motion seconded. All Ayes. Everyone in favor; motion approved.

Mr. Hoepfner announced there were 2 parties (Judy Belitz and Clinton Rushing) running for one seat on the Sunrise Cove Board of Directors. Rules of the election were provided in the handout. 2 members, John Hayne and Sandy Fetterman were approved as inspectors of the election and stepped out of the meeting, momentarily, to count all the valid proxies.

New Business:

In handout

Ongoing Business:

Mr. Hoepfner explained that in a few units the power was going off for no apparent reason. When repairs were being made other problems were found. When the transformers and wires were replaced, we planned ahead and buried extra wire in anticipation of more of the same problems. Now, a new law has been passed so this won't work and ALL units will need new boxes which will be costly and time consuming. This will be done and a little at a time, starting in E-Row, over the next few years and if repairs are being made to your unit while you are here, Mr. Hoepfner said power should only have to be out for a few hours.

Mr. Hoepfner noted that 16 years ago each unit was paying \$9/TV for cable, which he got down to \$6/TV. The current cable provider wants to up the price and renegotiate the price to \$15, but the cable providers didn't abide by contracts notice policy so we got it for \$6 this year. Surely they will be around soon to renegotiate. Mr. Hoepfner raised the question of spending \$8/TV for cable plus HBO or \$4/TV for just regular cable. These were the prices discussed with the cable provider last year. A motion was made to spend just the \$4/TV and seconded. All in favor, motion carried to only spend \$4/TV for cable.

Mr. Hoepfner stated that Internet is provided in the lobby and that a survey in the past was sent out to all members about expanding the Wi-Fi. A majority did not want pay the additional cost to have it in all units so that is why it is still only available in the lobby. He explained that because of our location getting a resort-wide signal will be costly since we are so rural. A second hub will be added to boost the signal and address the overuse in the lobby. Mr. Hoepfner asked if the association still wanted to just keep it in the lobby. A motion was made to keep Wi-Fi only in lobby and not spend the tens of thousands to expand throughout the resort. One member was opposed, so Mr. Hoepfner said he would get together some bids and have them ready to look at for the next members meeting.

Mr. Hoepfner noted the 3 acres of trailer parking is still getting better. But, this area is not a summer storage place. If you plan to leave your boat and/or trailer for a week or so, please let Mr. Hoepfner or some staff member know. If they are left for a long period of time without knowledge, they may not be here when you return.

Mr. Hoepfner discussed the reoccurring problem of members checking individuals in and not registering them with the Front Desk as to who is in each unit. It only happened once this summer and was taken care of right away. Safety and security are why we need to know who is in every room. If unregistered guests are caught somewhere on property and we can't figure out where they belong, they will go to jail. We are so lucky to live and vacation here. It's still safe here and we wouldn't want to have to require wristbands to know who belongs here and who doesn't. Mr. Hoepfner also brought up the problem of too many people staying in the units. Once again, there is no feasible way to police it or prove it but many of those units are the ones getting damaged because of the overcrowding. He also wanted to remind owners that if you have others staying in your unit, please remind them of resort rules and policies.

Mr. Hoepfner explained that those who damage units have been getting charged and will pay for any destruction. He wanted it to be known that the fees for not checking out of your unit correctly are going up because he saw first hand, this summer, how ridiculous some members are leaving their units. The resort is looking for some kind of mesh bags with signs for each unit to put certain items in when members leave to alleviate some of the confusion and time spent cleaning each unit.

Mr. Hoepner then began discussing the dumpster issue. He reminded everyone that there are 4 doors to each dumpster and if one is full, please check another door. Do not set your garbage in front; put it IN a door that is NOT full.

Mr. Hoepner explained why the only public bathrooms open after 10 PM are the ones right by the front lobby. Several vandals this past summer flooded the men's restroom and hallway in front of the Main Event and almost got the restrooms in the 400 level. It couldn't be proven who actually did it, so as a safety concern and to deter these kinds of problems again only the lobby restrooms will be open after 10 PM. Mr. Hoepner also noted that the curfew has been such a great thing. Vandalism has not been happening as it used to, because everyone has to be in their unit at curfew.

Mr. Hoepner thanked the employees, owners and guests who stayed all afternoon and night cleaning up from the storm this past summer. He was so appreciate and everything was cleaned up in 2 days and power was back on by 1 AM. We have had 3 years of terrible summer storms and insurance claims. Our loss ratio is not going to be good because of this. Mr. Hoepner is hoping that the company will be good to us since in our claim 2 years ago, the insurance company allocated \$730,000.00 for repairs, but we got it done for under \$400,000.00.

Mr. Hoepner wanted to remind everyone of a few simple common sense and courtesy things. First off, if you have multiple vehicles to your unit, have a few cars parked in further lots. Do not tie your boat to the dock all day. If you break a post, you buy it and they are \$130/post. Leave the rocks on the shoreline so it doesn't erode; that's why they are there. Do not move them to the swim area or on the beach.

Mr. Hoepner asked if anyone worked for the government or EPA. In the last 2 weeks a new government rule, that is unclear to Mr. Hoepner, will change what gas is used for our A/C units and refrigerators. We have to come up with a solution to this and if it comes to it, we will have to stockpile the gas we currently use. Mr. Hoepner is hoping to not have to spend \$6,000.00 per unit to put in what the government wants.

Mr. Hoepner brought up that the reader keys for each unit are all going to have to be replaced sometime soon. The company we originally used was great to work with but, since, have been bought out a few times. Parts are now, no longer being made for our system and we only have one more reader left.

Mr. Hoepner noted that sometime this coming spring the Deck Tron unit which is the "heart" of the swimming pool is going to be replaced. There is a boiler hooked into the system that will keep the water warm while we are switching out the bad Deck Tron, but the pool will NOT be closed and the staff will try to get this done as quickly as possible.

Mr. Hoepner asked for the results of the election. Clinton Rushing received 33 votes and Judy Belitz received 127 votes. Ms. Belitz was re-elected for another term to the board.

After a question was asked about carrying bonus time credits for longer than 2 years, Mr. Hoepner explained that 2 years is a long time and it would be too difficult to keep track of for longer than that.

Mr. Hoepner reminded the members that the new beds were being put in E-Row first and a new shipment is coming in 2017. Just like all things, the worst will be replaced first.

Mr. Hoepner reminded everyone that there should be someone on staff here until 10 PM every night. On Fridays, Saturdays and Sundays there is two times the work with check outs and check ins and half the staff because it's the weekend. Are there things that get missed occasionally, yes. But, if you need something, just call and someone will be there to help. On weekends it may take a little longer if there is call that has priority over another request.

Mr. Hoepner raised the question: Should we turn off the gas to the units in summer? This will save us money and most think it's crazy to run your fireplace in the summer anyways. All present were in favor.

A motion was made to adjourn the meeting and then head up to convention center to test out mattresses and decide on which one to start replacing some of the old ones. Motion was seconded. All ayes. Everyone in favor; Motion approved.

There being no further business the 2016 Annual Meeting of the Membership was adjourned at 4:38 p.m.

Door Prize Drawing and Dinner to follow in the Queen's Room at Village West Resort & Hotel.

Submitted by Allison Waltman, Recording Secretary

Approved by Michael Hoepner, President