

**CAMPER'S HOLIDAY ASSOCIATION
BUSINESS MEETING
NOVEMBER 16, 2009**

The meeting was opened at 10 am by President Sue Flanagan with the Lord's Prayer and the Pledge of Allegiance.

ROLL CALL: Norma Champagne, Marlene Cleaves, Sue Flanagan, Jo Jones, Sallie Dunning, John Vleuten. Quorum established.

INTRODUCTION: The President welcomed everyone and introduced our guests, Harry Burnard, Owner, and Mary White, CEO, of Qualified Property Management.

She proceeded to explain that over the summer she had gathered facts regarding management firms and with 1st Vice President Marlene Cleaves, interviewed 3 companies. Due to our situation of 3 Board members and the Treasurer resigning at the same time, an Emergency Board meeting for Sat. Nov. 14th was convened (Emergency Meeting Minutes are attached). Harry Burnard was invited and attended that meeting, informing the Board members of the liabilities as an association, as well as, individuals. He explained the various services his company would provide. The cost of his services vs. what he could save the association would enable us to contract his services WITHOUT condo fees going up. The Board made a motion, voted and was passed unanimously to hire Qualified Property Management.

Mr. Burnard was presented today to the members at the Business meeting, where he made his presentation and answered questions from the floor.

President Flanagan then asked to ratify the decision made by the Board of Directors on November 14, 2009's Emergency Meeting. Motion was made by Sallie Dunning and seconded by John Vleuten. 5 Ayes - No Nays - vote was unanimous.

VACANCIES: Pres. Flanagan

3 Board of Directors and Treasurer resigned on Oct. 29, 2009.

According to 718 and our by-laws, we still have a quorum of Board Members, therefore, there is no need to fill the board vacancies until the election; nor is there any mandated timeframe to fill them. We will not fill the vacancies at this time.

Regarding our Treasurer. I would like to appoint Cathy Rosa.

Motion made by John Vleuten to appoint Cathy Rosa for the position of Treasurer. Seconded by Norma Champagne. 5 Ayes - No nays - vote was unanimous.

WORKSHOPS: President Flanagan has done research on this matter and quotes: "Our by-laws, FL Statute's & Robert's Rules do not address workshops. Robert's Rules states "*Regular meetings are just that - regularly scheduled and open for any regular business that needs to be discussed*".

It seems to me that we have two (2) almost identical meetings each month: a workshop and a business meeting. The same reports are given at each meeting, as well as, the same announcements, correspondence and discussion. I have had Board Members and condo owners state the meetings are redundant. The few differences I see are:

- That any topic can be introduced by anyone at the workshop
- That motions are made and approved or denied only at the business meetings and minutes are taken at the meeting."

Owners will have an opportunity to ask questions, voice opinions, and approach new business topics at the meeting.

Motion was made by Marlene Cleaves to eliminate the Workshop - seconded by Norma Champagne. 5 Ayes - No nays - vote was unanimous

MINUTES: The minutes of the April business meeting have been approved as mailed to the members.

MEMBERSHIP ANNOUNCEMENTS - JO JONES:

This is the first notice of the Annual Meeting to be held on Thursday, February 18, 2010. Anyone interested in running for the board must submit a signed letter of intent no later than 3:00 pm on Saturday, January 9, 2010. Upon receipt of your letter of intent, you will be provided with the required 718 certification form, which must be submitted with a resume no later than 5:00 pm on Thursday, January 14, 2010.

Sad to say we have lost some of our members: Fred Conners, Jim Hawes, Art Knight, Norma Mellyn. Former Owners: Jim Candy and Mary Soper. Long Time Campers: Noreen Risner and Lavina Sturdevant.

TREASURER REPORT: Pres. Flanagan

We do not have a report at this time since our Treasurer resigned. We will provide you with one as soon as possible.

COMMITTEE REPORTS:

BEAUTIFICATION - Mary Elmer:

Linda Gordon and Mary Elmer have weeded, trimmed and cleaned out the gardens at the entrance of the Park, Gatehouse, Pavilion, Sewer Plant, Rec Hall and Pool area. New flowers have been planted where needed and new mulch put down. Also, planters at the various locations have been done. We need new members to be on this committee. Please see me if you are interested in helping us keep the Park looking beautiful.

POOL COMMITTEE - Onalee Lakins:

Good Morning and Welcome back everyone! I want to thank Diane Filion who so graciously turned the pool over to me. I hope I can do as well as she did. Many thanks to all of you who helped with the painting of the pool deck and the cleaning of the furniture for another season. Just a little reminder - Please keep furniture from yellow lines where the safety devices are. Thank you.

LOT TRANSFERS- Tom Livecchi:

Sold: A-5 Hentschel to Dave Wright
A-17 Jim Lakins to Paul Bradbury
C-25 Dave Norris to Bruno Gilbert

TROOPS - Gail Cleaves

Mailed 49 packages for November. Need Christmas cards.

WATER COMMITTEE - Lanette Johnson

Unable to submit report.

SUMMER 2009 EVENTS as recapped by Sue Flanagan

Apr 30	Gatehouse hours – began cost savings analysis – 2 scenarios: Mon-Sat 10-3 (\$3,500 savings) vs Mon-Sat 10-2 (\$4,500 savings). Preferred 10-3, President is over GH, majority of Board members agreed with me
May 8	Tim Clayton returned to work from injury

May 24	Notice from President to all owners still in park: GH hours will change to 10-3 from June 8 to Oct 3
May 28	I left for Michigan
May 29	Skip Ketcham posted a SPECIAL MEETING Notice
June 2	Skip Ketcham held a meeting with residents, but it wasn't an official SPECIAL MEETING due to no quorum; goal was to ask for petition signatures to keep GH hours the same
June 3	Pat Ketchum distributed the MEMBERSHIP MEETING minutes via email; Pat Ketcham mailed letter & petition to me
June 4	Received Hernando Co recycle bin
June 5	I received letter & petition – LETTER & PETITION included below recap
June 7	I responded via email to Skip & Pat Ketcham – MY RESPONSE below recap
June 8	GH hours were to change; GH Operator came into work at 8 am; there were numerous folks at the GH; Marlene went up to the GH, called the Sheriff, and attempted to close the GH door. She asked Dick Vogel, who was standing arms crossed right in front of the door to move; when he didn't, she touched his arm attempting to move him from in front of the door while closing it. There was a scuffle between the two. The surveillance video recorded the incident. Copies were made and given to the Sheriff and Marlene. Someone filed battery charges against Marlene. Since there was a pending overtime lawsuit (which I will discuss later), our attorney advised us to return the hours to status quo, which I did by contacting GH Operator and Marlene at approx 10:30 am.
June 22	Newsletter from President
July 1	Letter from Cheryl Earsing to all residents of CH inviting the members to let me know their feelings about the GH incident. I received 59 letters from people who took the time to respond to me about Mrs. Earsing's letter, 25 agreed with her, 34 did not. If someone wants to see/read those letters, see Sue Flanagan
July 21	Case closed against Marlene after State's Attorney reviewed surveillance video.

July 24	<p>Overtime lawsuit <i>Approved verbiage per Attorney Christopher Eri, Clayton & McCulloh</i></p> <p>You may have heard about a threatened lawsuit for overtime. There was overtime owed to Charlie, Tim & Linnea. Ray did all the calculations back to April of 2007. We actually had paid the straight time, but we still owed them the ½ time. This was due to the way the time sheet was structured back in April of 2007. The amounts that Ray calculated were offered to our employees by the previous Board in January, 2009.</p> <p>Charlie agreed to the amount that was owed him, signed a General Release form, and received his check.</p> <p>Tim & Linnea chose to seek the counsel of Morgan & Morgan. The Association negotiated a settlement rather than facing the uncertainty and expense of going to court. The amount finally settled on was \$9,500, which includes Morgan & Morgan's attorney fees. The Claytons have signed an Agreement and General Release and received their settlement.</p> <p>Board Ratified \$9,500.00 settlement</p>
July 30	<p>Confidential Information Policy – Due to the many questions by owners as to how their addresses and email addresses were given out without authorization for mailings, I developed and received approval from SE Leasing's Human Resources Manager and William Grob, labor attorney at Ford & Harrison LLP for a confidential information policy. Our GH employees were to read, understand and sign an acknowledgement form stating they would comply.</p>
Aug 22	<p>Newsletter from President</p>

Sept 5	<p>Hired William Grob: I deemed the overtime lawsuit an emergency and solicited the Board Members about hiring Ford & Harrison, a law firm who specializes in labor and employment law representing employers. CH needed to protect the association and bring its employee documents up to date. The labor attorney assisted us with an Employee Handbook. The handbook summarizes all of the employee benefits, personnel policies, and employment rules. It also supersedes and replaces all previous personnel agreements, policies, practices and guidelines.</p> <p>Thanks to Cathy Rosa for assisting with conference calls, editing, etc. Ford & Harrison engagement letter will be placed on file.</p> <p>Board ratified hiring Ford & Harrison</p>
~Sept 15	<p><u>GH close for 30 minutes lunch:</u> While working on the Employee (ee) Handbook, I discovered that FL law does not mandate meal or rest breaks for anyone over 18. Our maintenance employees work an 8 hour day with a scheduled 30 minute lunch break. The GH ees work a 9 hour day without any scheduled lunch break. I feel that is too long, especially during the winter months. I would like to close the GH for 30 minutes every day to allow our GH ees time to recuperate and refresh themselves. I want to be fair and humane to the GH employees as well.</p> <p>If we have a camper coming in, the GH ees will let them know that the GH will be closed between such & such. This is no different than a camper coming in after hours. The ees leave an envelope on the door for the camper to take upon arrival.</p> <p>If someone has a nurse or someone else coming in, we have a gate system to care for that by letting them call the owner's telephone. If there is an emergency vehicle on the way, it also has entry into the gate with the horn.</p> <p>I recommend that we install voice mail to take calls during that period of time, thus allowing total down time during their meal break.</p> <p>Board made motion and passed unanimously to close the GH for 30 minutes to allow for an unpaid lunch break effective 12-1.</p>
Oct 1	<p>Notice on recycling</p>

Oct 9	Tim Clayton injured
Oct 15	Finalized EE Handbook – Implement 12-1-09 Reviewed handbook
Oct 21	Linnea Clayton was terminated as our employee
Oct 21	Robin Russell hired
Oct 25	Robin Russell resigned due to health reasons
Oct 28	Margaret Jones hired
Oct 29	Shirley Harris, Skip Ketcham, Dick Vogel and Ray Logue resigned

MOTIONS RATIFIED:

Marlene Cleaves motioned to ratify payment of the Overtime lawsuit of \$9,500.

Seconded by Sallie Dunning. 4 Ayes 1 Nay

Motion made by Sallie Dunning to ratify hiring Ford & Harrison, labor Law Firm. Seconded by Norma Champagne. 5 Ayes 0 Nay - unanimous

Motion to ratify roof replacement at C & F restrooms - Marlene Cleaves - seconded - Sallie Dunning. 5 Ayes 0 Nay - unanimous.

MOTIONS:

Board made the motion and passed unanimously to close the GH for 30 minutes to allow a lunch break effective 12/1/09.

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DATE: June 3, 2009

TO: PRESIDENT SUSAN FLANAGAN
CAMPER'S HOLIDAY ASSOCIATION

RE: SUMMER HOURS AT THE GATEHOUSE

As you know Skip held a meeting yesterday in regard to the summer hours for the gatehouse you initiated. There were between thirty-five and forty residents present, and many views were shared...both pro and con.

Skip felt very deeply that this matter should have been brought up at the last board meeting and discussed with the residents, and what affect this change will have on them. I, along with several others, totally agree. We are all still mystified as to why You decided not to include the board members...or should I say SOME of the board members, in this decision.

In your letter you listed the reasons for this action:

1. THE SLOWEST TIME OF THE YEAR FOR THE CAMPGROUND..

You are correct, the campground is virtually empty. But why? Have you looked into advertising or incentives to create business for the summer? There are plenty of camping groups and single family RVers in nearby counties and even right here in Hernando County that are always looking for a new place to go...especially if you advertise summer rates. Because of the economy families are taking vacations closer to home, and looking for a good bargain. Couldn't this be something that Terri and Linnea could look into??

2. THE LEAST NUMBER OF RESIDENTS IN THE CONDOMINIUM AREA:

So...does this mean that the permanent residents of Camper's Holiday are second rate citizens and don't deserve the same treatment, respect or services that are received in the winter months?

3. LITTLE WORK TO BE DONE IN THE GATEHOUSE. THE HOURS WILL BE REDUCED FROM 53 TO 30 PER 2 WEEK PERIOD, NOT "MORE THAN HALF" AS STATED IN THE PETITION.

It's gratifying to know that our petition made you rethink closing the gatehouse on Saturdays. As to "little work"...check out my response again to #1. Also, Skip was curious about what the activity logs may show for the past few days (as a board member I assume he's entitled to that information)...

5. GATE SYSTEM ENTRY CODES UPDATED ON 6-1 TO ALLOW FOR VISITORS AND VENDORS.

What? Does the gate open automatically? If Elsie is expecting a nurse, is she going to be able to

get in? You have to remember that a lot of our permanent residents are young in spirit, but not in age. They rely on Terri and Linnea for help. Most of them probably didn't even keep the notice you sent out...

At times, you may find the need to use the generic code (#2092), rather than your transponder, to enter Camper's Holiday.

For security reasons, effective June 1, the generic code for the gate system will no longer work. You must use the pound sign (#) and the last four digits of your phone number, which is your entry code. If you are expecting company, you will need to give them your entry code.

If you have changed your phone number since the gate system was installed, please notify the Gatehouse. If there are any questions as to what phone number is on file, there is a printout that can be checked at the Gatehouse.

6. REDUCTION IN HOURS RATHER THAN LAYING SOMEONE OFF OR LETTING SOMEONE GO. (Did anyone mention that employees who have a reduction in work hours can file for "partial" unemployment? Yes, I checked into that for our Employees.) And did you check to see if this also applies to part time workers??

7. GATEHOUSE HOURS CHANGED ONE SUMMER WHEN ED DAY WAS PRESIDENT; THEY HAVE NOT BEEN IN PLACE FOR THE LAST 25 YEARS.

At the April 5, 2001 board meeting, then President Ed day Made a MOTION TO THE BOARD that the gatehouse be put on summer hours from June 1 until September 30th. This was done on a TRIAL BASIS (see copy of board meeting minutes enclosed) from what I've been able to learn from residents there was so much flack about this, the hours were changed back to normal hours. After reading through the minutes from 2001 and 2002, I found out that Ed Day believed in communication. Even during the summer months he kept the residents informed as to projects going on and their progress or lack thereof. Before he left for the summer a list was posted of board members still in the park and volunteers and what their jobs were. He also designated two board members and the secretary as "Park Chief Operating Officers" in different time increments.

8. CONCURRENCE OF MAJORITY OF BOARD MEMBERS: PER BLUE BOOK ON PAGE 10, THE PRESIDENT HAS THE RESPONSIBILITY OF SUPERVISING THE GATEHOUSE PERSONNEL AND

PROCEDURES.

When it comes to a decision this serious and which affects each and every resident to some degree, we should have been the courtesy of a meeting to discuss it.

9. USPS, UPS, FED EX WILL BE CONTACTED TO ACCOMMODATE OUR HOURS.

An owner who is waiting for meds will not get called that the shipment couldn't be delivered because of our gatehouse being closed. It could delay delivery time. These companies are a "little" busy, and can't always "accommodate our hours".

You make the statement: When I make a decision, I consider 299 others". I'd be interested to know what those "299 others" are.

I don't know if you have any children—if you do you should understand that Linnea and Tim are working—and working HARD, to provide for them. On their off hours they're still working to keep a roof over their heads. If I didn't know better I would think this might be your way of forcing them to quit—and Terri... Terri has absolutely nothing to do with this vendetta...yet she's being punished. Last fall we had an RV Rally—they used the hall and kitchen and I helped them. They couldn't stop talking about Terri and Linnea— how helpful they were— how they went out of their way for the group. They are an ASSET to our BUSINESS!

These gals are the first impression our campers have of Camper's Holiday and have been a HUGE asset to us. I pray that common sense and logic will prevail— and you leave the gatehouse hours intact.

Pat Ketcham C38

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Petition to Keep Gatehouse Hours the Same

Susan Flanagan and Marlene Cleaves have decided to cut the gatehouse hours by more than in half. As of June 8 Terri & Linnea will be working 10-3 on their scheduled weekdays and nothing on the weekends. The gatehouse will be closed when they are not there. That will give them a total of 25 hours of pay for 2 weeks worth of work, instead of 53. How are they supposed to line on that? We understand that they expect them to be on call for the remainder of the closed hour and weekends (total of 143 hours in 2 weeks). This new time schedule is supposed to be until October.

The rest, or at least, not ALL of the board members were told of this, again they are taking it upon themselves to make changes. We feel that a board meeting should be called and open to the members

so this situation can be discussed. After all, the gatehouse has had these hours for at least the past 25 years. What is the big rush????

This will NOT work, not only because of loss of their income but also what about delivery people, mail on Saturday, repair people, etc. Please help us make a stand against this action before it's too late. What are we summer residents anyway...orphans????

Please sign below with your vote whether or not you would like to see the gatehouse hours stay the same as they have been (8 a.m. to 5 p.m. weekdays and 8 a.m. to 3 p.m. Saturday).

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June 7, 2009

Pat & Skip Ketcham
C-38
Campers Holiday

Pat & Skip,

I am in receipt of the package you sent me and feel there are a few things that need to be addressed.

First and foremost, it is very upsetting (but not surprising) to me that a member of the board would participate in such reprehensible behavior. I truly believe Skip is playing on the fear he is implanting in the minds of the older members of our park. Scare tactics are a poor way to make a point. As far as safety issues are concerned, it was not my understanding that our Gatehouse Operators were armed, carried badges, or that their job duties were to protect the members of the association. Planting those thoughts in the minds of older people borders on elder abuse.

Secondly, the decision to shorten the gatehouse hours for four (4) months in the summer was a business decision made by me and explained to the full time residents in the flyer I put in their mailboxes. Few, if any of them, expressed a concern to me about this decision. I can only assume that once the backyard meetings started to take place, along with the meeting held by Skip after I left for Michigan, and incorrect information was presented to them, along with the scare tactics, things changed. It is also worth mentioning that Shirley, Jo, and Marlene were informed of my intention to reduce the hours. I had two options I was choosing from: 1) Mon through Sat 10-2 or 2) Mon through Sat 10-3. I chose the longer hours. Jo and Marlene agreed with me and I did get verbal consensus from Norma, Sallie and John, as they were already at their summer homes. Shirley agreed with the decision from a financial standpoint one day and changed her mind the next. I have the responsibility of the gatehouse and just like Sallie Dunning has the responsibility for activities, I would not expect her to poll the board to see if Meatloaf would be acceptable to serve at the golf dinner. My decision never entertained the gatehouse being closed on Saturday. Whoever gave you that information had the wrong data. Your petition had nothing to do with it.

Speaking of the petition, I received it with your package. I analyzed your signatures and there were 47 Yes, to keep the gatehouse hours the same, 3 No, and 12 duplicates (where both spouses signed). According to 718, a certain percentage of the voting interests is needed for a petition to be addressed by the board. Therefore, if your purpose of the petition was to have a meeting on this item, it does not meet the requirements. As stated above, there are 5 board members who agreed with me in shortening the gatehouse hours, so a special meeting is really a moot point.

As far as looking for ways to create business for the campground, we had a campground committee established last year whose charter was to do that along with many other things. Una Grooms took it upon herself to abolish that committee, stating that its only purpose was to get quotes. If in fact, that committee was allowed to do its job, we may well be ahead of the game by now. As it stands now, we have reinstated that committee and their work will commence in the fall.

No one considers the permanent residents second class citizens. But business decisions need to be made. Just like picking up trash one day a week as opposed to two is a cut in service. It just makes sense to do it. As to your comment about Ed Day's putting the hours back to normal because of so much flack, that is not true. Jo Jones worked the gatehouse that summer, from 10-2, Monday through Saturday. Jo does not recall any insurmountable issues.

The activity log that you shared with me is just for 4 days. This is a very small sample. The log is for 8-5 and people will come to the gatehouse when it is open during regular hours. With the new summer hours, people will adjust to using the gatehouse when it is open. In addition, Jo Jones is putting together another notice for all permanent residents on the use of the gate system.

Let me simplify your work/on-call chart. There are 336 hours in a two week pay period. Let's divide that in half since the Gatehouse Operators (GO) split the time worked and on-call. So let's begin with 168 hours per GO for a two week pay period.

Current hours = 168	Summer hours = 168
Worked = 53	Worked = 30
On-call = 115	On-call = 138

So, yes, there are additional on-call hours, 23 to be exact, over a two week period.

Terri approached me about the on-call hours. She felt like she was being imprisoned while on-call, since she could not leave the park. Staying in the park was a condition of employment while on-call. When I went to speak to her, Cathy Rosa happened to be with me and I asked for her input on the situation. That is why Cathy was in the Gatehouse with me, to help. Since Linnea is not restricted to the park when she is on-call, I have granted Terri the same courtesy. Terri has agreed to forward calls to her cell phone and if she is out of the park and has an emergency, she will contact someone in the park, i.e., a board member, maintenance man, etc. In addition, while Cathy & I asked Terri about the types of calls she receives, many of them are asking for information on rates, dates of stay, etc. Terri asks them to call back in the morning or if it is on a weekend, she will ask them to call back on Monday. Terri also approached me about on-call time if she were able get another part time job. I said we will be glad to work with her if/when that happens.

I'm happy to hear the campers' comments were favorable on Linnea and Terry. I agree that they are the first impression of Campers Holiday. Let's face the fact that is what we are paying them for. And I am in hopes that they will continue to be an asset to our business when it picks up again in the fall.

This park historically used work campers (retired people) who wanted to supplement their incomes. The decision to hire employees who had young children was made I assume because they applied for a position they knew was part time and offered little in the way of the benefits that would have been offered if they chosen a different organization. Let's be perfectly clear; there is NO Vendetta here. We are talking business and business only.

There have been several ways that this board has saved money for the Association. \$3,500 for the four (4) months in this case just adds to the rest. Every little bit helps toward alleviating the need for an increase in condo fees or a special assessment.

After all this has been said, the bottom line is, the gatehouse hours will be shortened for the summer. The gatehouse will be open from 10 a.m. to 3 p.m. on Monday through Saturday, from Monday, June 8th to Saturday, October 3. If we do run into any major concerns, I will be glad to take a look at them.

Sincerely,

Sue Flanagan

President of the Board of Directors BOARD MEMBERS REPORTS

STANDARDS - John Vleuten:

A-8 - Shed on easement

Permits Issued

A-5 - carport repair

A-10 - pavers

A-24 - new roof

A- 80 - new roof

A-76 - new roof

A-77 - concrete patio

B-37 - screened in porch

C-43 - new roof

C-51 -driveway pavers

C-65 -shed

C-73 -new roof

C-37 - driveway pavers

C-38 - new roof

D-20 - deck

D-18 - patio pavers

D-73 - new power service

ACTIVITIES - Sallie Dunning

Good morning and welcome back.

Since we left in April there has been coffee and snack money collected at Bingo. Total to date is \$41.69. Cups were bought for the water cooler at \$17.12. Also, we purchased a Karaoke machine

for the amount of \$133.11 to replace the one that was sold.

There will be a Thanksgiving Dinner on Nov. 21st, at 5 pm. Tickets are available for \$6 in advance or \$8 at the door. Cut off date is Wed. Nov. 18th. Tickets being sold by: Mary Elmer, Dawn Watterman, and Linda Vleuten

Bingo dinners will start Nov. 30th, from 4:30 to 6 pm and are for everyone, not just Bingo players. Koffee Klatch will be Dec. 3rd for the ladies of the Park.

Golf Scrambles will start Dec, 18th.

Breakfasts will start in December.

If anyone has an activity to go on the calendar, PLEASE contact me before the third week of the month.

RV STORAGE, RENTALS, & TREE PERMITS - Norma Champagne:

1 tree permit to Tom Gee D-13

GENERAL MAINTENANCE - Marlene Cleaves

Good morning and welcome back. I want to go over the things we have accomplished in the last 7 months while you were gone.

- Replaced 4" shut-off valve at Mobil 1.
- Replaced all the old and broken spigots with newer or new ones.
- Concrete posts have been put around the propane tank at F bathroom. We still have B bathroom to do.
- The manhole covers in the roadway have been outlined with a 3" wide painted yellow line.
- Automatic entry gate signs were posted at the gatehouse to advise the user how the gates operate and warn them of the potential hazards.
- A handrail was installed at the stage steps in the rec. hall.
- A warning sign was posted at the fire pit stating "USE AT YOUR OWN RISK."
- A sign was posted in the exercise area to warn the user of the potential hazards in the rec. hall.
- Smoke detectors were installed in the rec. hall for the safety of all occupants.
- The picnic tables have been newly painted.

- A new spreader was purchased and all the fertilizer stored under the pole barn was spread. Without the spreader the fertilizer would have been wasted and good money poured down the drain. The fertilizer made everything much greener and helped fill in the bare areas at the playground and campground.
- Some of the pantry roofs have received new shingles.
- The Health Department visited a couple times for the campground and pool and everything passed.
- Campground sewer caps were painted yellow to make it easier for camper's to locate them.

The roof on F- section bathroom and laundry room was replaced with 26 gauge Galvalume metal roofing over existing roof. 1"x 3" wood battens were used under the metal and the metal was screwed with 1 ½" weather proof screws. A silver color was chosen since it was cheaper than colored. When it rained the roof leaked like a sieve inside and we couldn't afford to have anyone slip and fall, so it was important for safety reasons to replace the roof.

C - Section bathroom and laundry roof was also replaced with 26 gauge Galvalume the same as F-section. This roof was also leaking badly so it was another safety issue. The laundry roof was leaking over the washers and it would have ruined the counter tops that Ed put in. The cost for both roofs was \$7,710.00. We saved \$600.00 by using silver rather than a color. The funds for these roofs came from reserves.

The washers and dryers have been repaired in both C & F laundries. One set of stackable dryers in C-section laundry was replaced with a new set of stackables. The machine was 10 years old and the motor was gone. We will have a spare in case another one goes bad. The cost for the stackable was \$1,400.00. Mr. Wolf repaired 5 machines at a cost of \$125.00. It is time to start replacing them. Funds for the new machines come from reserves. The urinal in the men's room has been unusable for some time and has now been repaired with a new flushing mechanism.

The shut-off valves that turn off the water to C-bathroom and the pool bathroom were old and not working. Both valves have been replaced so we can now shut down each bathroom without shutting the park down.

New chairs were purchased for the pavilion. This also was a safety issue and couldn't be ignored any longer. The chairs had seen their last days and the last thing you want to see happen is someone falling through the chairs onto the concrete floor. The chairs were purchased with

donation money at a cost of \$1,080.00. The donations came from the campground fund and activities. We replaced the pavilion roof with 26 gauge Galvalume metal roofing over the existing roof. This was a couple of years overdue. The money also came from Reserves. The price was \$3,460.00.

The Hernando Addressing Department notified me about the addressing in the campground. The reason is that "Every second counts in Emergency Response!" That meant we had to revamp the campground as far as our numbers on the sites. New signs had to be made and posted, new numbers had to go on our sign out front, all the numbers on the pantries had to be changed and we had to put a number on the bathroom. We then checked each unit on the Condo side to make sure everyone had a letter and number on their house. All letters and numbers should be 4" and placed where the Emergency Response Team can find them without searching for it. This could mean life or death to anyone of us. We had 30 days to complete all the changes. I am happy to report when Inez Rodriguez came to inspect the changes she was very pleased with everything we had done. There were a couple of small items to change and she gave us 10 days to complete the work. I called her when the changes were finished and we are now in total compliance. We now have two address numbers, 2088 for the campground and 2092 for the condo units. We have a sign by the pond with 2092 on the left and 1-73 on the right side. The mail for everyone, including the campground, will continue to come to 2092. Remember, the new campground number is for "Emergency Responses" so when they get a call from the campground they know it's the 2088 side to go to.

Because someone in the park took it upon themselves to remove and throw away the posts that were around the campfire pit area, new posts had to be installed. Since water lines run through the area it is important that people not drive there. No one has the right to deface any property in the park and these actions are punishable by law. The posts were replaced for \$200.00 with donated time and materials. Blocks were put around the fire ring and it looks very nice. This too was donated money and time.

Volunteers cut down a dead tree in the campground and cut a big limb off a tree that was hanging over one of the sites. A tree fell on the fence along the back row from the adjoining property. The owners of the property came and cleaned up the tree and repaired the fence.

A dead tree (due to a lightning strike) was also cut down at the playground. As it turned out,

someone reported to the county that we were cutting trees ourselves. Since we have cut down trees in the past to save money, and there was no money budgeted for cutting trees, I participated in cutting the trees. Vick, the man from the county, told me that we can no longer cut trees on our own but must hire a tree company. Tree cutting is very expensive so everyone will pay when we have to cut down trees. Along with tree cutting, we need to start budgeting for tree replacement before they are all gone. We cannot continue to cut down trees without replacing them or we will have a barren property like TR (Traveler' Rest). They have no trees or very few.

We purchased eight new electric meters at a cost of \$180.00 to replace the ones not working. When campground meters are not working we get stuck with paying the electric for the camper. We plan to take weekly and monthly meter readings so that we know when a meter is not working. I'm pleased to report we had several camping groups in the park and one group has been back three times this year already. We are getting another group in the week after Thanksgiving. We are starting to get our campers in for the season and it is nice seeing an active campground again.

The leaf wagons received a makeover. They have been painted and new used tires put on them. This again was a safety issue since the tires were so worn and dry rotted they were not road worthy. We had tires for the large leaf wagon, but had to buy new ones for the small wagon. The cost for four tires with rims was \$140.00. We bought used tires for the maintenance golf carts. We got 7 tires at a yard sale for \$14.00 which will last for awhile. Some have little tread on them but it would have cost \$15 to \$20.00 each for used tires from a golf cart place. Charlie's cart had to go in for repairs. It needed a new starter generator. Cost for parts, labor and delivery was \$577.23. A new battery was put in also for \$79.00. There was no charge for pick-up and delivery back to us.

Wal-Mart area was cleaned out two or three times this year. The scrap man came in and hauled it away. There is no money in scrap metal right now so it's cheaper to have the scrap man haul it away. Three loads of construction debris were taken to the dump. The soda and beer cans were taken in and the area was cleaned up. The fence and letters were painted and new signs were put up to replace the old worn out ones.

The rec. hall had all the filters cleaned and replaced. Gulf Electric put Freon in and replaced a fan

blade. Part of the eave on the back side of the building rotted thru and fell down. It was repaired and put back together. The shutters were put up and soon it will be time for them to be taken down. Hernando Fire and Safety Equipment came in for our 6 month Ansil R-203 check on the kitchen stove and we tested OK. He did replace (2) 450degree links. In March all the fire extinguishers were tested, refilled or replaced.

Half of the pool deck received 2 coats of paint along with the whole top of the pool. It really was nasty looking. The back half didn't need it because it doesn't get as much traffic as the front half. Yellow lines were put in to define the area where the life preservers are stored.

This area cannot be blocked so there is clear access to the life preservers if needed. Chairs or other items are not to be within these lines. The water level floats were replaced with new ones. A new table was purchased to replace the old worn out one. The steps were painted twice with both blue and yellow paint. The cost was approximately \$300.00 and pool fund money was used. Two new life preservers were purchased while on sale for \$63.00. This too came from the pool fund.

The pool pump house received new wiring, electrical boxes and switches with GFI's. Now folks you talk about a safety issue—this certainly was one. There were ground wires not connected and electrical boxes without covers because everything was rusted badly. This truly was an accident ready to happen. The cost to bring it up to N.E.C. standards was \$745.07. A shower was installed in case an employee gets splashed with chemicals. The individual can pull the handle and rinse off quickly.

The well area inside where we keep the chlorine and the readings received a face lift. One wall was removed and replaced with sheets of fiberglass to help protect them from the chlorine spray. The bench where the chlorine was sitting was replaced with a block foundation and covered with fiberglass to help protect it from chlorine spills. Folks, you have no idea how lucky we have been that no one has been hurt in this area. It was a matter of time before the bench would have collapsed and someone was seriously hurt or killed if the 165 gallon drum had come down on them. This is a drum of pure chlorine. Not only that, it would have destroyed everything in the well house. Then we would have been in deep trouble. This was another really huge safety issue. Two air nozzles have been replaced outside the building that supplies air to the tank. A shut off valve was put in to shut the water tank off separately. A shower was installed for employees

here as well in case of a chemical spill. The cost of the shower heads was \$595.23.

Recycling

We had a recycle bin put in and it has been dumped twice already. I want to thank those who are recycling. Folks, this will save us money by cutting down on making two trips to the dump. That means saving gas, wear and tear on the truck. So please recycle—it benefits all us if you do.

Sewer Plant

- Weeping seams repaired with Hydro Cement.
- Old filters replaced with new.
- 8" line jetted out three or four times because of red bugs clogging the line. The brushes that fall into the clarifiers have been taken out of both clarifiers.
- Shower head put in where the readings are taken and the chlorine kept. Again, this is a safety issue. If chlorine is splashed on an employee they can pull the handle and rinse off immediately.
- Things have been going well at the plant. No problems other than seasonal red bugs.

Insurance

Snow and Bell had a loss control inspection and recommended we do the following:

- Cover the fire extinguishers. Maintenance made, painted and hung them.
- New GFI circuit breakers were put in the laundry rooms, kitchen and restrooms.
- Cover the horseshoe pits. Stakes were painted a contrasting color. They have been painted and covered with traffic cones.

Miscellaneous

Back in June we had a tree fall down at Sherill Sims place at A-76. I called the electric company and they responded pretty quickly. It took them until eleven o'clock that evening to correct the problem and it was raining the whole time they were working. It tore out the electric at Harvey

Johnson's, Richard Dawes' and Richard Quimby's homes. These people had to have an electrician fix their lines to the house before the electric company could restore power to their homes. Our maintenance men cut the tree up and hauled it to five acres.

We had 2 ½ weeks of steady rain that caused our lake to come up. Then in July we got hammered with rain that caused the lake to over flow. I took pictures so you can see for yourself how much we did get. After we got the down pour of rain, the rains we got from then on were nice steady rains which made everything green and kept all the mowing people very busy this summer.

We had a water break at D-32. I told the owner that the park would fix it and he would have to make a donation for the service. He agreed and did just that. Since our maintenance man said he would need help with the repair, I called Skip to give Tim a hand with the project. Please be informed, that in an incident such as this, the plumber is not permitted to bill the owner for his work and you do not harass the owner for money.

We are now in the process of trying to replace the shut off valves in the condo sections. These sections are A-B and C. On Thursday Nov. 12th 3 new valves were put in. There was a 4" valve put in A section behind Paul Stark's place in the storage area and two 2" valves put in B section by Jane Diget's old place. I would like to get the rest installed by the end of the year. This will eliminate us having to shut down the whole park and allow us to shut one section down at a time. This is very time consuming and we will be shutting the water off several times before it is finished so please be patient with us

We are currently shorthanded, volunteers and the maintenance man will be completing this long overdue project.

I want to thank Charlie Swansey for covering the plant and the well in Tim's absence. Someone reported us to the health department about the pool. I received a call from them and they wanted to know who we were working under. They were told that we have Larry Miller as our certified pool man. He said he knew Mr. Miller and that we were in good hands with him.

Next year we are looking into getting the second phase of the electric and sewer in the campground. The front entrance could use resurfacing.

I want to thank the maintenance men and Skip for their help in some of these projects. I cannot express enough "Thank You's" to the volunteers, who came forward to help accomplish these tasks. The donations of time and talent have saved the park a lot of money.

With the ordeal that took place this summer I want to personally "Thank Everyone" who supported me. The support was over whelming. I have been called every name in the book, screamed at, told they would not work for the Bitch, reported to the EEOC and called a dictator and through it all I still continued working for 299 residents to make this a better and a safe place to live. I don't see too many of you out there volunteering to help but you will be the first to complain. It's amazing how people listen to gossip without finding out the truth before they hang a person out to dry. The one thing I can tell you is, that it made me want to continue doing the job that I was elected to do. I said I would work for everyone and I still do. Even for those of you who don't like me. With all the unnecessary distractions we have been subjected to we still managed to get every Safety Issue in this park taken care of along with many other things.

I want to "Thank" the part of the board that supported me through all the unnecessary distractions and worked with me. Without you the things that had to get done wouldn't have been done. I mentioned the campers were coming in so it would be appreciated if you people who are feeding them a mess of bologna would stop. The campers have rules to follow and they will be enforced. So if some of them decide they want to leave you can blame yourselves not me for doing the job I was elected to do. By keeping these people all stirred up you are hurting yourselves because they will start telling other people this is not a good place to come and stay. That means we will lose business. There is not another campground around that allows the campers to tell them what they are going to do.

Wouldn't it be wonderful if everyone would set their differences aside and work together to make this a wonderful place to live.

Note: Garbage pick-up will be on Mondays only.

FINANCE - Sue Flanagan:

I have made my first deposit, figured out the Gatehouse daily and weekly reports, and completed payroll.

Our Budget Meeting is Thursday, November 19, at 10 A M. We will count the proxy votes and discuss the recommendations from the budget committee.

WATER/SEWER - Sue Flanagan:

Overall, the wells and sewer plant ran smoothly during the summer months.

June 15 2008 Annual Drinking Water Report was sent to the members, put on the CH website, distributed to the DEP, Health Dept., Eric Karl, our licensed operator and posted at the GH & Rec Hall.

Sept. 1 Letter from Mark Wilson, DEP - see attached letter -an inspection report (6 pages) that was done by Gator Water in Dec. 2008 was faxed to Mark Wilson. On 9/23, I received an email confirming that he had received the inspection report and CH was once again in compliance.

Reviewed bids for sewer plant and wells. Tabled until QPM could review bidders.

COMMENTS FROM THE PRESIDENT:

Karaoke machine - The Board would like to take a moment to apologize to George and Velma Newberry for the confusion over the Karaoke machine last winter. We acted on the information we received that the machine was not being used and was sitting there idle. We were not informed that it was sold to Activities at a price that was well below its value and in fact was being used. We have since replaced the machine and thank G & V for their generosity and understanding.

Wi-Fi is now working in the Campground. There was an additional expenditure of \$1,000 to replace the boxes and one antenna. We will get a proposal from Brandon at Velva Darnell, who installed the upgrade to the Campground.

MAILBOX COMMITTEE: Gayle Reder, Billie Meylan, Andy Hallen will look into the possibility of getting mailboxes near the front entrance or throughout the park.

CORRESPONDENCE - Jo Jones

59 letters were received in response to Cheryl Earsing's letter regarding the incident at the GH on June 8. 25 of the letters agreed and 34 disagreed with Mrs. Earsing's opinion. It was the consensus of the majority not to have them read. We have, therefore, filed them as required. However, should anyone wish to "wade" through them, they shall be available by seeing Sue Flanagan.

Due to the length of the meeting, it was agreed to attach the other letters of correspondence

rather than read them at this time. See below.

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April 24, 2009

George Newberry
Camper's Holiday
2092 Culbreath Rd, D-64
Brooksville, FL 34602

Thank you for your inquiry regarding Camper's Holiday official records. I am responding in writing, although we have discussed this via telephone and in person.

You spoke with Tallahassee (Darnell – reference # 2-53696927) about our records being maintained within the state for seven years, 718.111(12)(a)6 and 718.111(12)(b).

Our official accounting records, which consist of cash receipts (condominium fees, campground fees, donations), expenses, financial statements, tax returns, and all other documents for financial reporting are secured and archived in the office.

On 4-7, I spoke with Sara at Tallahassee (reference # 2-53659745) and she told me that there is nothing in the statutes that addresses or prohibits internet access.

Ray Logue spoke to Tallahassee on 4-21 (Brian – reference # 2-53950208) and he stated that there is nothing in 718 that prohibits work being done from a computer elsewhere. The word "internet" does not appear in 718. As long as all records are maintained at the office and the reports are sent back to be filed at the office, then everything is in line.

At this time, I see no reason why our Treasurer cannot continue as in the past.

Sincerely,

Sue Flanagan
President

David Fleischer
A-29
Campers Holiday
2092 Culbreath Road
Brooksville, Florida 34602

April 24,2009

Sue Flannigan, President Camper's
Holiday Association 2092 Culbreath Road
Brooksville, Florida 34602

Dear Sue:

As 1 will be volunteering to serve on the Budget Committee this fall I would like to request that you permit Ray Logue to send me copies of the Comparative Income Statement and the Comparative Balance Sheet via E-mail beginning with March 2009 through October 2009. This will give me an idea of the Board's spending patterns which will be a help in setting up a budget for 2010.

I would like to apologize for my outburst at the end of the Board meeting, but 1 was so frustrated by this Board's ineptness, arrogance and lack of respect for some of its members. First off, this Board scheduled an Illegal meeting because they were not up on Chapter 718 which all of you signed that you understood the provisions of Chapter 718. That moved your first meeting to the end of March. Then you decided to change the Board Meeting schedule to the third week of the month realizing that most members will have left the park. What have you accomplished? Nothing except the membership has no idea what to expect when they return. This Board has accomplished nothing concrete except turmoil.

Now the Campground issue! I'm enclosing a partial issue of the April 2003 Board minutes regarding the Campground issue. I'm glad that you have appointed a campground couple to coordinate Campground activates. Unfortunately Cherry and I was the couple that was selected to be the campground coordinators. Ed day sent a letter to the returning campers changing their rates to begin on the first day of the month that they were to arrive. This did not sit well with the campers and they requested a meeting with Ed. At the meeting a statement was made to the effect that "If they didn't like the rules they didn't have come here." As a result about 10 campers did not return the next year and we resigned our position. As a result there were no more camper coordinators. Over the past years the Activities Chairman has acted as Campground Coordinator. Last year Pat Ketcham resigned as Activities Chairman. She agreed to stay and operate the kitchen. Cherry and I took over the rest of the activities duties. Una Grooms made several attempts to stop the SOP from taking over the Pavilion to no avail. As you can see they were in violation of the rules. We cannot let this continue. Camper's Holiday's Campground is no different than Disney world, Bush Gardens and Cypress Gardens except in size. We are in the business of entertaining visitors. As you can see Marlene's attitude of "My way or the highway" will not work in this environment as you have seen. "The customer is always right—even when he is wrong" is the attitude we HAVE to adopt in this business. We have to give each camper a complete set of rules when they come through the gate. If they break a rule we politely tell them

that they are breaking a rule and explain why we have that rule. If they have a problem, we do everything we can to solve it for them. When a camper parks as we tell him on the asphalt and he tells us that he can't open his slideout we allow him to park off the asphalt, not "Well then you have a problem" and walk off. We must adopt a much better attitude than we have in the past or the "the highway" that potential campers travel will not be 581.

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May 19, 2009

David Fleischer, A-29
Campers Holiday
2092 Culbreath Rd
Brooksville, FL 34602

Dave,

Thanks for your letter dated April 24, 2009.

I will notify Shirley Harris and Ray Logue that you are volunteering to serve on the Budget Committee. I will also let them know that you have requested the Comparative Income Statements and Balance Sheets from March 2009 through October 2009, in order to provide input for the 2010 Budget. Thank you for volunteering for the committee. I believe that Shirley will conduct the meeting in October.

Your letter had comments on the Board meetings. Yes, I did schedule a Special Meeting on March 2, to announce Board member responsibilities, and I did cancel it because I had not appropriately notified everyone of the meeting, for which I apologized. Taking a look at the regular monthly Board meetings of the past, October, 2008 was on the 2nd Thursday, November & December, 2008 was on the 3rd Thursday, as well as, February & March, 2009. January, 2009 and April, 2009 were on the 4th Thursday. There seems to have been a trend for the 3rd Thursday, which I plan to continue going forward, beginning in November, 2009.

Thank you for sharing a part of Campers Holiday history from 2003. I appreciate receiving a portion of the April, 2003 minutes where a motion was made and passed by the Board allowing the Pavilion to be basically for campers' use between November 1st and May 1st. I have to tell you that I often do go to the Pavilion for coffee in the morning. I have met so many of our wonderful campers in doing this. The Pavilion is a place where our campers ask owners questions, seek owners' opinions, daily plans are made, and everyone catches up on what is going on at Campers Holiday. The campground is where our owners have family and friends. Should an owner not be allowed to have coffee with a relative or friend staying in the campground? It is a place where

many of our owners first came and now have become owners. Our volunteers, not only owners but many campers, stop by the Pavilion for a cup of coffee on trash day or leaf pick-up day.

In addition, we each own a part of the Pavilion. If we were to say owners couldn't come to the Pavilion, we might as well say that campers cannot use the pool. There are usually two full tables in the morning, one for the gals, and one for the guys. There is no separation of campers from owners. We want them to join in and be a part of Campers Holiday.

You are right. We need to give each camper a complete set of rules when they come through the gate. With the reestablishment of the Campground Committee, I hope to provide better communication not only with our long term, but also our short term campers. I believe that we are in the rental business, like a hotel. I do not liken us to Disney World, Busch or Cypress Gardens, because we do not "entertain" visitors. We provide them with a place to rest and they can participate in our activities if they choose. Some participate, some don't. If people like Campers Holiday, they return, which we hope they do.

As you know, I met with the campers in April and listened to their concerns. They have been without a voice for awhile. I want their input via the Campground Committee and at meetings I may have with them to go over rules, etc. Ultimately, however, Campers Holiday, the business, makes the rules and they are enforced via the Buildings & Grounds Director and the President.

Please, stop by the Pavilion on any given morning, have a cup of coffee, and start your day out with a smile and some great camaraderie. I do.

Sincerely,

Sue Flanagan
President of the Board of Directors

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July 19, 2009

Edgar A. Mikronis
2092 Culbreath Road, B-27
Brooksville, Florida 34602

To the Board of Camper's Holiday:

It has happened again. This time it was exceptionally low, even for the current Board of Camper's Holiday. I mean we, the residents of this park, have seen our services cut consistently over the last decade or more by past and present Boards biased toward the part-time residents who have shown no support for any services that did not benefit them, such as closing of two of the bathrooms, once a week garbage pick-up at the worst time of the year, and most recently, an attempt to cut the gatehouse hours, which of course was a brazen attempt to rid themselves of Linnea Clayton.

But this paled in comparison to the past affronts.

On July 17, a notice was given that the water would be shut off at 6:30 AM with no determined time for turning it back on in order for the maintenance men of the park to install new valves that would isolate sections of the park during future water supply failures, a long needed project. Late that afternoon an attempt to turn the water back on resulted in a broken water line, which extended the loss of water supply to the residents. By this time, most of the toilets were full, and we had gone all day and into the night without the ability to cook and clean. Later that night, the maintenance men had repaired the pipe, but rather than staying with the job and restoring water to the people of this park, the acting president of the Board chose to send the men home and have them return the next day at their regular working hour before any attempt was made to turn the water back on. When they did return, more problems ensued, and, long story short, water was not restored until late morning. We had gone well over 24 hours without water. After hearing that the men had been told to go home, I called the acting president to ask why the water was not on. Her reply was that "this was just something that happened." I became angry with this irresponsible and flippant attitude and demanded that the water be turned back on. The point of this is that this should never have happened. This was not merely something that happened, this was caused. The maintenance men of this park are not licensed plumbing contractors. And, though it may be laudable to some, pressing these men into a major plumbing project just to save money was the right thing to do, even though it caused serious consequences for us residents, many of who are very elderly.

This job should have been done by licensed, professional plumbing contractors, who would come here with the right tools and materials and have the job done in a reasonable length of time. Should they run into a problem, they would have the skills and resources to complete the job, and they would not leave until it was done.

This sort of thing has been going on for quite some time. The acting president has used the maintenance men for many projects that should never be in their job description. Primary work for these men is garbage pick-up, pool maintenance, and lawn maintenance, which has suffered the past two years. Large-scale projects should be relegated to professional contractors. God knows they need the work right now.

Once again, this should never have happened. The actions of the Board and the acting president

are not in keeping with their duties in representing all of the residents of this park. You should be dismissed. Maybe someday we will have a Board that actually does represent the needs of all of the park's residents. Yeah right, I should live so long.

Disrespectfully submitted,

Edgar A. Mikronis

Aug. 3, 2009

Dear Mr. Mikronis,

In response to your letter dated 7/19/09 I can not comment on your dissatisfaction of the boards over the past decade. I can however comment on the current boards actions. I can also assure you that there is no bias in any of our decisions.

The decision to cut the Gatehouse hours was clearly a business decision based on the level of activity in the park and the campground during the summer months. Claims of ridding ourselves of Ms. Clayton are ridiculous! Let me remind you that there is more than one Gatehouse operator here at Campers Holiday.

Notice was not given on July 17th that the water would be shut off; notice was given on July 14th that the water would be shut off on the 17th at 9:30 am. The reason for advanced notice of this nature was to facilitate whatever measures the residents needed to take to plan for the lack of water service. Most residents I talked to drew water into jugs or filled their tubs so that they would have a supply at hand for toilet flushing etc. You are correct there was no time for turning the water back on stated on the notice simply because we had no idea when that would happen.

You are also correct that this was a long overdue and needed project (one of many being tackled this summer). The age and condition of the water lines and valves make these projects very hard to predict. I agree that the maintenance men here are not licensed plumbers but they were working with Skip Ketcham who I am sure will share his experience with you should you ask.

The truth of what happened was once the repair was completed early that evening (after the second shut off late that afternoon) a number of hours were required to cure the adhesive so the maintenance men went home (they were not sent home). The plan they had was to return at 10pm to attempt to turn the water back on and were told not to and that was the right decision given what happened the next morning. I hate to think of what would have happened or how much water would have been lost in the pitch dark.

As far as attitude is concerned receiving calls at the early hours of the morning and hearing some

one screaming and demanding things over the phone would do little to invite a pleasant conversation from anyone.

I am in total agreement with you on projects that should be relegated to professional contractors. This administration has many projects currently out for bid and will be bringing these issues to the total membership this fall at the regular business meetings. This is just another thing we have taken flack for doing but we are sticking to our guns on it. Maybe someday you will support a board who is trying to support you.

Sincerely,
Marlene Cleaves

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September 13, 2009

Sue Flanagan, President
Camper's Holiday
2092 Culbreath Rd.
Brooksville, FL 34602-6121

Dear Ms. Flanagan:

My name is Nancy Begue-Niarchos. My father, Arthus Knight, passed away on May 8, 2009. His residence was D41 & D43 in Camper's Holiday. I supplied a new mailing address for this property to the gatehouse the first week of June 2009, but still mail concerning the property is still being addressed to 2092 Culbreath Rd. in my father's name. This error is not the fault of the gatehouse worker, for they are simply forwarding the mail to me. The fault lies with the persons sending the mail, the Board of Camper's Holiday. I am assuming that you realized that my father passed away. Why wasn't this matter attended to? This is a very upsetting situation to me. My father lived in Camper's Holiday for over 20 years as a permanent resident. Of all places to continue to send him mail; I would have never thought it would be from Camper's Holiday. Even his doctors realize that he should not be receiving mail. Doesn't the board realize that he is gone? My name has always been on the property deed and his death has been made public knowledge in Camper's Holiday, so this should not be an issue.

I can tell you that I am very disturbed by the mailings (though 2 weeks past the mailing date) that I have received in the last few months. Not only were they sent to the wrong address, they were not even sent to the proper person. It seems to me that if more attention was paid to the proper "business" by the officers in the park, all of this mess would not be happening. The

letters were full of personal allegations, hearsay and opinions. This is no way to run a business. As a business, Camper's Holiday Association should only be addressing issues that pertain to the business, not "he said, she said." If you really want to make a difference in the park, stick to the facts, not opinions.

My father and I have had an investment in Camper's Holiday for over 20 years. I would like to continue to maintain that investment. I hope that in the future the residents and the board can work together and record pertinent information in a timely manner.

Please address further mailing to:

Owner of D41 & D43
Nancy Begue-Niarchos
6095 Redford Rd. NW
N. Canton, OH 44720

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October 2, 2009

Ms. Nancy Begue-Niarchos
6095 Redford Road NW
N Canton, OH 44720

Dear Ms. Begue-Niarchos,

Please let me offer my deepest sympathy for the loss of your father. I knew your father primarily from his love of golf and from playing cards. I lost my father not too long ago and understand what you may be going through.

Regarding the address we have on file for you, it is the address shown above. Any official correspondence that has been sent from the Secretary of the Board of Directors has been sent to this address. There have been several mailings from unit owners and I am unsure of what source they used to compile their lists of addresses. It was definitely not from our Secretary.

Yes, there has been much freedom of speech and personal opinions bantered around lately. It seems like this happens whenever a new Board is elected.

I hope you have found my newsletters over the summer as a helpful communication tool to keep you informed as to what is actually transpiring at Camper's Holiday.

Sincerely,

Sue Flanagan
President of the Board of Directors

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UNFINISHED BUSINESS: None

NEW BUSINESS:

Storage - Dave Fleischer wanted to know if we could check with our neighbor and see if they would sell some property - to be used for RV storage. Mary Elmer asked why we would buy more property to allow more things stored. She stated we should start charging. We will bring this to the attention of QPM.

ADJOURNMENT: As there is no further business, the meeting is adjourned.

Jo Jones
Secretary

**CAMPER'S HOLIDAY ASSOCIATION
EMERGENCY BOARD MEETING**

DATE: November 14, 2009

TIME: 11 am

RE: Resignation of Ray Logue, Treasurer and 3 Board Members, Frank "Skip" Ketcham, Dick Vogel and Shirley Harris

PRESENT: Sue Flanagan, Marlene Cleaves, Jo Jones, Sallie Dunning, Norma Champagne and John Vleuten – Quorum established.

PURPOSE: To meet and confer with Mr. Harry Burnard from Qualified Property Management, to resolve the present situation.

Sallie Dunning made a motion to hire Qualified Property Management. The motion was seconded by John Vleuten. 5 Ayes - 0 Nays - Unanimous vote.

Jo Jones
Secretary