

**CAMPER'S HOLIDAY ASSOCIATION  
BUSINESS MEETING  
NOVEMBER 18, 2010**

The meeting was opened at 10:00 am by President Sue Flanagan with the Lord's Prayer and the Pledge of Allegiance.

ROLL CALL: Sallie Dunning, Mary Elmer, Sue Flanagan, Tom Livecchi, Hank Meylan, Ron Shaw, Norm States. Quorum established.

MINUTES: The minutes of the April Business and Special Assessment meetings have been approved as distributed.

**MEMBERSHIP ANNOUNCEMENTS - Mary Elmer**

We extend our sympathy to the families of Bill Kmera, D-67; Luke Wooten, D-63; Shirley Wirth, C-54; Doris Collins, long time renter; Fred Harris, D-71; Elsie Bingamin, C-35; Marie McClay; and Ducky Closs, C-44.

**PRESIDENT'S REPORT – Sue Flanagan**

CAMPGROUND: 50 sites in the campground have been upgraded to metered sites and the water and sewer lines have been replaced. Since we will be reading the meter of anyone staying a week or longer, we simplified the daily rate to include electricity.

MOTION: I make a motion to ratify the Board of Directors decision to change the daily campground rate from \$30 + \$3 electric to \$35, including electric. Norm made the motion, seconded by Hank. Vote was unanimous.

MOTION: I make a motion to ratify the Board of Directors decision to change the Group Rate from \$27 + \$3 electric to \$30, including electric. John made the motion, seconded by Hank. Vote was unanimous.

Camper's Holiday could not reach Mendez Mobile Home Setup, Inc and decided to hire another contractor.

MOTION: I make a motion to ratify the Board of Directors decision to hire Roberts Demolition rather than Mendez Mobile Home Setup, Inc. to demolish MH1 & MH2 in order to reuse and upgrade the current electric sources at a cost of \$3,800. Hank made the motion, seconded by Norm. Vote was unanimous.

SEWER PLANT: Provided handout listing all accomplishments in the Campground and Sewer Plant with costs, totaling \$254,333.15. See attachment. All common areas have been upgraded to lessen the load on the sewer plant, i.e., low flow toilets and showerheads, front load washers, etc. In addition, Section D's clay tile laterals were replaced and it was found that many had been invaded by roots or collapsed. Sections A, B & C had been done in past years.

MOTION: I make a motion to ratify the Board of Directors decision for replacement of clay tile laterals in Section D, for sealing of manholes and the lift station, for raising manholes where needed and replacing all manhole covers @ the cost of \$62,831.99. Ron made the motion, seconded by John. Vote was unanimous.

**MOTION:** I make a motion to ratify the Board of Directors decision to replace the toilet and urinal Sloan valves in common areas @ the cost of \$5,386.00. Ron made the motion, seconded by Hank. Vote was unanimous.

**MOTION:** I make a motion to ratify the Board of Directors decision for replacement of 15 toilets with tanks and showerheads in common areas to low flow versions @ a cost of approx. \$1,500. Hank made the motion, seconded by Ron. Vote was unanimous.

**WASTE MANAGEMENT:** On November 9, Waste Management began collecting our trash, at a savings of approximately \$2,500 annually.

**MOTION:** I make a motion to ratify the Board of Directors decision to sign a 3 year contract with Waste Management to provide twice weekly pick up during winter months at a cost of \$566 per month and once weekly pick up during summer months at \$289 per month, plus fuel and environmental costs which average approximately \$97 per month. Norm made the motion, seconded by Hank. Vote was unanimous.

**EMPLOYEES:** The return to work on an unscheduled basis should be 2 hours minimum rather than 30 minutes. A workamper couple would be a cost effective addition to our staff.

**MOTION:** I make a motion to ratify the Board of Directors decision to change the On-Call Time in the Employee Handbook from 30 minutes to 2 hours for employees returning to work on an unscheduled basis. Tom made the motion, seconded by Hank. Motion passed: 6 Yeas and 2 Nays.

**MOTION:** I make a motion to ratify the Board of Directors decision to hire a workamping couple. John made the motion, seconded by Sallie. Motion passed: 6 Yeas and 2 Nays.

**BULK CABLE TV:** we received bids from DirecTV and Dish Network; no response from Brighthouse. We need to get cable back in the campground (our business) because one camper paid for a month and left the next day due to no cable and two other campers cancelled their reservation due to no cable.

DirecTV pricing came in at \$2,290/mo + tax and included a \$5,000 equipment discount. DirecTV does not require a dish on each house or a receiver.

Dish Network pricing was \$7,337/mo + tax. Dish does require a dish on each house and a receiver. Both companies wanted a 5 year contract.

**MOTION:** I make a motion to sign a 5 year contract with Bulk Direct TV for service provided throughout the campground and park, at a cost of \$2,290 plus tax, per month. Mary made the motion, seconded by Norm. Vote was unanimous.

**PROPOSED 2011 BUDGET:** We are required by FL Statutes to send out a proposed budget with fully funded reserves. Past boards have offered to less than fully fund. This Board chose not to make that offer of less than fully funding. Had we been fully funded over the past years, we may not have needed the Special Assessment in 2010. The proposed budget includes: full funding, QPM, cable TV, mowing contract for common areas in the summer only which is the growing season. This resulted in an increase of \$14 per

quarter over 2010. A second handout listed the assistance that QPM provides Camper's Holiday. See attachment.

MOTION: I move that we approve the 2011 budget with fully funded reserves which results in condominium fees of \$880.00 per unit for 2011, or \$220.00 per quarter. Norm made the motion, seconded by Hank. Vote was unanimous.

#### PROPERTY MANAGER'S REPORT – Jim Keller

The Annual Membership Meeting is scheduled for Thursday, February 17, 2011. There will be 5 positions open on the Board of Directors.

There are approximately 25 units that are delinquent in payments totaling \$3,895. There are 4 liens in progress totaling \$6,084.

We have proposal from Barrett & Harding Insurance for a policy comparable to our current policy at a cost of \$5,000 less annually.

We are in the process of revising our brochure for the Welcome Centers and Chamber of Commerce.

#### REPORTS FROM BOARD MEMBERS

Treasurer – Norm States

#### GENERAL COMMENTS

Over the summer QPM bookkeeper and accountant helped us resolve some issues as we completed our income tax returns for 2009. Their help was greatly appreciated.

#### FINANCIAL REPORT

Current Assets- Sun Trust & BB&T		\$ 48,031.92
		\$253,880.11
Reserves- Bank of America & BB&T	Total	\$301,912.03

The Financial Balance Sheet and Income / Expense Statement will be posted on the recreation hall bulletin board and Camper's Holiday Web Site each month. The DWS Money Market accounts have been closed and the reserve money was deposited in Bank of America CD. Several liens have been placed on properties that have over due condo fees.

RV Storage, Rentals, & Tree Permits – Hank Meylan No report at this time.

General Maint/Buildings & Grounds – Marlene Cleaves

Good Morning, I would like to say welcome back to our winter residents that are here. It is nice to see a little activity going on here after a quiet summer. Hope this finds you all doing well.

## Camp Ground / Pool Bathroom:

There were handicap ramps put in and the walkways were upgraded with pavers. We took one each of the showers in the men's and women's sides and converted them into handicap stalls. We also did the toilets. We already had a handicap shower stall in the pool bathroom on the men's side so we had one done for the women's side. There are no handicap toilets in the pool bathroom.

The Walmart area was cleaned out. I want to thank Diane Filion and Dot Wolf for their time in doing this project. We took in \$195.00 for the can collection.

Hernando Fire and Safety was here for our inspection of the kitchen and we passed. As some of you may have already seen, the floor in the Rec. Hall started to lift so we had to replace some of the tiles. We are currently looking into purchasing NEW DOORS AS THE EXISTING ONES ARE NO GOOD. We are quoting this at the current time and anticipate the cost to be approximately \$3,500.00.

I want to say a special Thank You to Howard Ewert, Norm and Carol Kane, Jim Norwood, Al Tibbett and Charlie Chapman for volunteering with the garbage and brush pickup for all your help with the equipment that needed to be fixed and cleaned. I would also like to thank the others that have volunteered for various projects. As you know Charlie Swansey is no longer working with us, I wish to thank him for his service to the park and wish him well.

Activities – Sallie Dunning                      Bingo suppers will begin December 6<sup>th</sup>.

Standards – John Vleuten

Inspected 1 property-B-4; Permits Issued; A-51 pavers; B-10 windows; B-38 windows; C-8 remove trailer; C-12 pavers; C-25 pavers for car port & screen room; C-37 windows; D-8 room addition & screen room; D 43 new roof; D-59 pavers; D-73 pavers

Member-at-Large + Ins/Adv + Lot Transfers – Tom Livecchi    25 lots are for sale; A-65, B-4, C-35, C-37, C-64, D-37, D-57, D-67 (these are the new ones) SOLD D-36 & D-7

Utilities, Wells, Sewer—Ron Shaw

It has been a very busy summer for the sewer system. Pond 1 was emptied and the sludge removed was approximately 27 truck loads. A 6 inch valve was put in between ponds 1 & 2. I would like to thank Tom Livecchi for all the work he did. The wells are fine.

## COMMITTEE REPORTS

Beautification - Cathy Pribble No report. She is not here yet

Pool - Onalee Lakins - The panels are up. All the chairs are on deck. The pool is good to go. This pool has had a lot of TCL this summer and it looks beautiful. THANKS GUYS! As of today, I'm giving up the pool duties. I'm sure someone will step up to do the job. It's not a job, it's really fun. Thank you everyone.

Campground Committee - Renie Shaw MEMBERS: Norma Champagne, Linda Gordon, Gary McClay, Lenny McClay, Co-chair Renie Shaw, Cochair Hank Meylan, Bob & Linda Tanner, John Vleuten

We are so happy to share the new improvements. Right now we have 14 sites filled. Sites available Dec.2010-13 and Jan.2011-14; Committee will meet after the Holiday

TROOP REPORT- Gail Cleaves Since Jan. 2010, to this month, we have sent 17-40 boxes each month. Jean Hockenberry made a handmade quilt to be raffled off on Dec.20<sup>th</sup>. This is to raise funds for goodies for the troops. We are sending to 4 hospitals and 6 chaplains plus 23 regulars. Thank you to everyone who has contributed and those who help pack the boxes.

#### UNFINISHED BUSINESS:

Vandalism insurance – This is still on our list to investigate.

Surveillance on storage area – Still under investigation.

NEW BUSINESS: Hank Meylan – we are looking into the costs of getting WIFI throughout the park.

NEXT MEETING: Thursday, December 16 @ 10 am, if needed.

ADJOURNMENT: Meeting adjourned at 1:05 pm

Mary Elmer  
Secretary

**Camper's Holiday FLA012045**  
**Waste Water Treatment System & Campground 2010**

Date	Event	Cost
2-10	1. Hired Lockhart Engineering	\$30,518.25
2-15	2. Closed laundries	-----
2-8, 2-15 & 3-22	3. Sent water conservation info to unit owners	132.00
8-12 to 9-30	4. Replaced common area toilets (with sloan valves) with low flow versions ( <i>All Service Plumbing</i> )	5,386.00
9-9	5. Replaced common area toilets & showerheads with low volume type	1,500.00
8-2 to 8-12	6. Installed front load washers in laundries and reopened	-----
6-1	7. Jetted drain field	-----
5-4	8. FL Rural Water video of Section D	-----
6-8	9. FL Rural Water smoke test	-----
6-21 & 10-8	10. Fixed all 34 issues related to smoke test: common areas and homeowner outdoor drains where leaks were revealed	600.00
4-10	11. Re-calibrate pump meters	955.27
5-21	12. Drained and cleaned sludge from Pond 1	26,905.00
7-23	13. Relined lift station and all manholes	Included in 15
7-23 to 9-30	14. Replaced all manhole covers and raised manholes	Included in 15
8-31 to 9-30	15. Replaced all of Section D clay tile laterals ( <i>D &amp; D Grading</i> )	62,831.99
6-15 to 7-20	16. Replaced sewer and water lines in F Section (RV Park)	63,845.00
7-2	17. Population study	-----
Daily	18. Checking Lake Sparkman levels daily	-----
Daily	19. Pond levels being checked daily	-----
Daily	20. Well output being recorded	-----
Daily	21. Sewer plant intake being recorded	-----
Daily	22. Drain field diversion being recorded	-----
Daily	23. Rainfall being measured and recorded	-----
6-1	24. Overflow extensions (6 inches) removed in Pond 3	-----
5-25	25. Installed valves in crossover pipes between Pond 1 & 2	282.69
Beginning 2-8	26. Pumped out many loads of water and sludge from Ponds	Included in 12
6-1 & 6-29	27. Discussed more options with Lockhart Engineering	Included in 1
11-30	28. Scheduled FL Rural Water for homeowner water saving presentation	-----
9-14	29. Purchased low flow showerheads for sale to homeowners	90.00
4Q & 1Q11	30. Planning a house by house inspection to check for leaks and to suggest water saving tips	-----
8-24	31. Purchased a low flow toilet conversion kit as a test and installed it in a home for evaluation	24.95
8-9	32. Dirt and replant grass in campground	2,145.00
8-12	33. Flush Valves in campground	500.00
7-2 to 8-20	34. Electrical wiring for metered sites (1-19, 37-53, 55-72)	\$58,617.00
	<b>Total</b>	<b>\$254,333.15</b>

## **How has Qualified Property Management assisted Campers Holiday?**

As Board Members, we have a tremendous responsibility: to protect the property value of our community, while keeping our operating expenses at a minimum. Finding ways to reduce expenses is difficult, especially when rising labor and material costs are pushing overhead costs higher. Attempting to become familiar with all facets of Association management, from maintenance of common property to changes in the legal environment, is a full-time job in itself.

Campers Holiday (CH) signed a contract with Qualified Property Management (QPM), Inc., in November, 2009. Jim Keller, a FL Licensed Community Association Manager (LCAM), is on site 2 days a week. There are other people at QPM assigned to CH for additional responsibilities.

### **Here is how they assist us:**

#### **Financials** on a monthly basis:

- Accounts Payable - verify all invoices/bills and pay them on time
- Accounts Receivable Activity (condo fees & late payments, including liens)
- Balance Sheet
- Income/Expense Statements
- Check Register
- Trial Balance
- General Register Detail
- All Reserves
- Special Assessments

#### **Financials** on an annual basis:

- Assist with the Budget setting process
- Income Tax accounting assistance

#### **Human Resources:**

- Payroll, including taxes and workers compensation
- Personnel are employed through QPM

#### **FL Statutes and Laws:**

- FL licensed property manager knows the current FL Statutes and meets weekly with other QPM licensed managers, lawyers and accountants to keep current and share individual scenarios
- Streamlined the lengthy ballot counting process for Board Members and other voting issues

#### **Licensed and insured contractors:**

- We have a viable resource for licensed and insured contractors
- Our property manager ensures that we sign a contract between the contractor and CH, and that the contractor provides insurance for CH work

**Liability:**

- Self-managed Boards and their members are liable for not only corporate but individual lawsuits
- Several of our Board Members have volunteered to be on the Board **only** because we have a property management company

**Communication:**

- Board Members are in daily communication via telephone and/or email with Jim Keller and the staff at QPM.
- Homeowners have the opportunity to speak to Jim Keller in person twice weekly or contact him or the other QPM staff via telephone.

-----

**COST**

QPM cost per month    \$3,000 (equates to \$10 per homeowner per month)

**SAVINGS**

The savings below assists with the cost for QPM's services.

CH savings = \$6,300 for Treasurer

Another area of savings is the bi-weekly fee we were paying for payroll services.

An additional area is fees we were paying an attorney, to answer questions that are now answered by Jim Keller and other QPM personnel.

Other cost savings are realized in the form of bids from a variety of licensed and insured contractors who normally handle business for other QPM clients. Electrical & Plumbing Contractors were competent low bid contractors who work on other QPM managed properties. These clients are well satisfied with the work done by these contractors. If they were not, the contractors would not be recommended by QPM.

Jim Keller received an insurance quote for 2011 reflecting over \$5,000 in savings annually.

Jim Keller negotiated the Waste Management contract at a savings of \$2,500 annually.