

Unicoi Springs Camp Resort

Owners Meeting

September 17, 2016

Call to order at 1:05

Prayer led by Frank Ward

Pledge of Allegiance led by David Stover

Welcome comments by David Stover:

David thanked everyone for attending, reminded them of the rules, and that owner comments would be heard later in the meeting.

Introduction of Auditor Mike Mixon by David Stover

Auditor's Report by Mike Mixon:

Mike gave an explanation of our financial health. We are financially in good health. We did spend more money than usual to make significant upgrade improvements but we are unusual because we have no debt and do have significant funds. He suggested that the Finance Committee and the Board of Directors join in looking at ways to improve collections.

Copies of the USCR audit are available, upon request, in the office.

No questions were asked.

Directors Reports:

Treasurer's Report by Beth Cruz:

Owners were given a copy of the budget work sheet, with the understanding that it is a work in progress and numbers can be changed as it is fine tuned.

1. Reviewed and audited check ledgers thru August.
2. Reviewed Payable invoices thru August and part of September.
3. The monthly financial report is available in the office.

4. The Finance Committee met on September 15th, 2016. The next meeting date will be October 12, 2016 at 10:00 am in the activity building. The committee is working on an "on/off spread sheet, other service fees and price increases in services provided. Short and long-term plans.

Mike Mixon met with the Executive Directors on Thursday, September 15th, 2016 to review the 2015 Annual Audit. He will then present to the entire Board on Saturday, September 17th, 2016 at 8:00am.

The Business Managers Report was given by Beth:

Maintenance Fees collected as of August 31, 2016	\$878,255.47
Maintenance Fees collected as of August 31, 2015	\$890,301.90

Owners paid as of August 31, 2016	2164
Owners paid as of August 31, 2015	2182

There are 48 owners that have not paid their 2016 Maintenance Fees for the first portion and 15 that have not paid the 2nd portion.

There are 2 RV and Golf cart spots available for rent.

There are 262 ownerships for sale (in the office).

The Treasurer's Comments:

The Resort continues to see a decline in owners paying their dues and an increase in owners deeding back to the Resort. Both of these factors directly impact the stability of the annual budget. The Resort is deteriorating faster than we can keep up with the much needed maintenance upgrades and amenities.

I'm happy to report, over the past year the Board has taken much needed amenities, ground and site upgrades, in a continued effort to keep moving forward with this mindset to make our Resort marketable. I recommend we continue with general overall preventative maintenance, decks, sites, roads, and bathhouses. In addition, our office area is sadly outdated and needs to be remodeled.

I encourage the Board to continue implementing great marketing plan. Together we can do this!

Activities by David Stover: David pointed out recent events which included smoking racks of ribs that were sold for a profit. That money will be earmarked toward a storage building for equipment used in the smoker/outdoor grill area and extra kitchen equipment. We have made a good profit from ice cream sales and would like to see another freezer bought so we could have ice cream available daily, it's so popular. He also said how important all of our volunteers are. We still have Halloween and Thanksgiving coming up.

Tommy handles bringing in outside entertainment groups and announced a popular band has offer to come play for us next Friday, August 23rd. They have offered to come at no cost to Unicoi Springs, but would accept tips.

Buildings by John Gaines: John updated information on his building report. He advised that we need to develop a schedule for roof replacement for all the buildings or any major building repairs so our budget won't be significantly affected.

Covenants Committee: David announced the Covenants Committee will restart next March.

Grounds by Bonnie Jordan: Bonnie stated she is in the process of updating her annual sites report. If you see her walking around on your site, she is just reviewing the report to check for safety issues and update sites that have been improved. In addition, we are putting concrete patios wherever possible, which lasts considerably longer. This is a beautiful Resort and we are always trying to keep our 5star rating.

Equipment by Tommy Walker: Tommy said we already knew the equipment changes like the bucket truck and the new campers are very popular.

He again reminded us about the band coming to play for USCR members next Friday evening at no cost to the Resort. Tips would be appreciated.

Owners relations by Frank Ward: Frank reminded owners to send the Board a letter. Be sure to put your U number on it and sign it. We will read them and respond.

Marketing by Frank Ward: Frank appealed to Owners, if you know a member that hasn't been camping recently, call them and let them know they are missed. If they aren't able to camp any more, then they may have relatives that may want to make use of the membership. We need to keep our memberships active and the Maintenance fee paid. Pass the word on our little bit of Paradise to friends, neighbors, relatives, etc. We always have memberships for sale in the office.

Rules and Regulations by Arlon Maddox: The Employee Handbook, which many may not know we have, was completed March 1, 2016.

Rules and Regulations have several changes and are included in the list on the back of the Activity sheet.

Arlon said he has ridden around with our Maintenance staff to see how we operate. It was a good learning experience.

Arlon also thanked our many volunteers. We can't do without them.

John Gaines and Tommy Walker's term of office has ended. David thanked John and Tommy for their work on the Board of Directors. He gave them a chance to speak.

John read a written Farewell Memo and it is attached. His observations are appreciated by the Board.

Tommy said there is still planned upgrades that have not been done. As he pointed out, "time is sometimes just not there". We will be working on the sandlot volleyball, Putt-Putt golf and playground later this fall.

David announced we have 174 in attendance. 217 is required for a quorum but we don't vote during the meeting.

The following were the Gift Certificate Door prize winners:

Maureen Acevedo	U121	\$ 50.00
Vicki Petty	U930	\$ 75.00
Vince Puleo	U1353	\$100.00

Questions covered a variety of topics including, how can we get our wifi improved. The strength is not reliable and a repeater is not helping. It is still under the 1 year service included with the contract and is frequently being tweaked. Another member said he thought it was better since July. A question was asked about making all sites 50amp. Some sites cannot be enlarged and will always only accommodate smaller campers that require only 30amps. There was also a question about the pumps that ran all last winter, causing the electric total for January and February. Beth had figures from 2015 and 2016. She stated the electric for 2015 for the same period were actually higher. Again a question was asked about Canadian Geese and we could try to capture and move or shot gun sounds scare them but we can't use guns in our Resort. Additionally, when a membership is purchased, a copy of the deed must be taken to the office to prove, accurately, who owns it. Several members expressed problems receiving calls when in various areas of the Resort and they need to discuss any problem with their carriers. Another member said he didn't think members had enough input in the By Laws. Bonnie pointed out that she held 5 or 6 open meetings, asking opinions and at times even wording from attending members. Members need to come to meetings if they want to ask questions or want to express their opinion.

David announced that the guard, and possibly Marketing members in the future, will have the packets to give interested parties when the office is closed. We must not make it difficult to give the information to interested parties just because the office is closed.

Discussions were good and questions were answered.

David thanked Forest and Kathy Rice and their team for putting the envelopes together for mailing out the election material and newsletter.

David thanked Ken Loudermilk for putting together a committee to handle the returned election ballots. Ken asked committee members to stand as he said their names, after which he announced the voting results:

877 Votes

Of the votes, 2 were voided for ByLaw reasons and some included deeds.

17 September 2016

Thanks be unto God for all things.
Thank you to my bride, Donna, for her support as always.
Also, I want to thank everyone for your support.

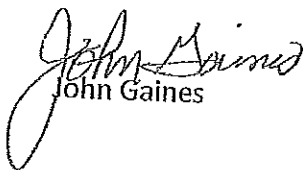
During my tenure on the board, I found it was a challenging job. I gained knowledge of the organization, as well as, skills that not only served me while on the board but will benefit me in the future.

As I leave the board today, I have concerns that I hope and trust the next board will consider. I am stating this as positive feedback and not in any way maliciously.

1. Budget over expenditures each of the last three years which I feel was due to lack of detailed planning. The board did not hold the managers or the board accountable but just went along and approved the overages.
2. Lack of detail planning, establishment of priorities, scheduling the work requirements, and estimating budgets for the short and long term plans. We discussed multiple times but never established a solid plan. Example – playground and putt-putt upgrades incomplete.
3. There have been numerous discussions among the board members of not receiving or having current information. Communication should be open and shared with every board member to improve the overall unity of the board. I understand and have stated that we all can agree to disagree. But in end the board must support the final decision, which should be within the guidelines of all our governing documents.

My wish for everyone here is that we all continue to experience success, to feel fulfilled in all we do, and to have nothing but pleasant results with each completed project. While that may be an overly optimistic wish, it is sincere.

Thank you and farewell.


John Gaines

Thurman Carpenter 798 votes
Tommy Walker 796 votes

The vote for open/close during January and February each year.

Yes 448

No 429

The Resort will stay open all year.

The Owners meeting adjourned at 2:35.

Respectfully, *Carlton Maddox*
10-21-16

Bonnie Jordan
Secretary