

10/27/19 Annual Board of Directors Meeting

Board Members Present: Ed Mayer (Strawberry Park Management), Carl Landi (GM), Bill Roberts

(Maintenance), David Reid (Owner Rep), Michael Tecci (Owner Rep)

-Welcome

-Minutes for 2018 meeting approved, no objections

-Carl Landi: Agenda for Directors/Owners meeting broken into "Facilities", "Rules and Regulations", "Life Safety"

On facilities, electric at about 20 sites near site 10 end of Berry Blvd low voltage. Overload of available outlets. 2 legs of electric used by that area. Recommend to those owners check pedestal to make sure they're only using one leg. Some owners have begun doing this. Want to avoid SPM from doing themselves and charging the association. Happens in other areas. If individuals don't attempt to lower allotted usage, any major electric changes underground may need to be paid by all individuals effected. Uses example of Mr Carlson at site 316 as paying to upgrade his available service at no cost to association as whole.

-Ralph Matias recommended calling Eversource and seeing if we can add a transformer to our system. Carl isn't sure that will be possible or cost-effective but will call them and look into it further.

-Carl regarding E. Coli event over previous winter. We plan to install a new, state-of-the art, chlorination system to put any future issues to rest. Sam Kain - hopes we're more up front when something goes wrong. Carl - we did follow the rule of law, but agrees we could do better. Goes on to describe the new system and how it works.

-Carl regarding septic system. Explains how outdated the current system is, and how that led to the issues. We plan to add a new monitoring system, that will pinpoint what valve or pipeline has an issue, which will help to prevent a guessing game when time is important. Ed Mayer - confirmed history of system and bad choices made when current system installed, which Carl went into more detail about. Joe Kain - wanted clarification on who installed old system vs who will install new system. Carl - We found someone familiar with the installation of old system who knows what needs to be done to modernize the current system without complete overhaul. When septic was installed, 400's area didn't exist. Joe Kain - why do we occasionally need Richard E. White and Sons to come in? Carl - when there's standalone tanks that need pump or if a solids issue happens in the park. Ralph M. - should we look for more estimates? Carl - if capital project, yes, but not in an emergency scenario. Association owes Elite \$100,000 or so, so all monies towards these projects were footed by Elite. Carl explains that Elite cannot keep putting that cash forward, and urges owners to please pay any past due invoices. We will have to push these to collections. Informal discussion by group was had regarding how to pay, where to send checks, etc.

- Carl moves to end Directors meeting, Mike Tecci seconds. Brief break taken before Owners' meeting begins.

10/27/19 Annual Owners' Meeting

Board Members Present: Ed Mayer (Strawberry Park Management), Carl Landi (GM), Bill Roberts

(Maintenance), David Reid (Owner Rep), Michael Tecci (Owner Rep)

Carl Landi: On Budget, salaries line increased due to ever-increasing minimum wage hikes, which is leading to increased costs when using outside vendors.

On Rules and Regulations, what we plan to have better enforcement of them, plan to have an employee seminar going over that at the beginning of the year, and add signage around pools, facilities reiterating commonly disregarded rules.

Unannounced owner - mentioned that bikes of individuals driving after dark would be chained up at night, and unlocked in morning. They wonder if we can still do that.

Carl - gives examples of us having done that, and will try to make that more of a priority going forward, but does explain it's a little different today than it was then, with regards to litigation if our chain, for example, scratches a child's bike.

Unannounced owner - are campers told the rules? Carl - yes, multiple ways and they sign that they've read them, but more signs around the park. Jeremy Klemm - described registration at gate and what rules are reiterated to them upon arrival. Unannounced owner - can we hire more adults into security positions?

Carl - describes where we look for employees, and how difficult it is to find qualified people to work a maximum of 7 months a year. Will try to find retirees looking for supplemental income.

Unannounced owner - can we have a PA system around pools clarifying rules, making announcements.

Carl and Jeremy - good idea, we'll look into that.

Chris D'Arienzo and Bill Walsh - should evict people more, take privileges away.

Susan Matias - on golf carts, site numbers aren't on all owners carts. Needs to be enforced.

Theresa Sperduto - took issue with Michelle Pedro responding to security concerns.

Carl - explained that Michelle is a manager, and generally the primary manager available at night.

Sam Kain - Owners also blatantly break rules, it's not just transients. Get the message out and come up with consequences.

Carl - explains the constant, "I'm an owner" response when staff informs an owner of rule violation.

Ralph M. - should Michelle be at the meeting?

Carl - not required but we will have her attend future meetings.

Unannounced owner - can security use bikes during quiet hours to prevent people knowing that security is on the way.

Carl - we can try that

Unannounced owner - wants us to look at and possibly revise pet policy. Dogs are everywhere, not just commons areas. Staff not doing enough to stop it.

Carl - reiterates plans for better enforcement.

Debate regarding AED is had. Placement near basketball carts taken under advisement. Plan for proper training in place with Mike Trenck site 299C, as well as CPR training being available to employees.

Discussion of the Winter Water feature of the park being used again. Town ordinance prevents that, and use of the winter water system has caused many problems with people forgetting to turn it on or off when used, so we're not likely to use that system anytime soon.

Carl - quarterly review of budget is planned by the accountant, with adjustments made based on what issues need to be addressed.

Ralph M. - wants an owner's meeting in July or August for an additional general meeting, or moving the meeting in general so more people can participate.

Jeremy - gate clickers are being programmed, done 150-200 in the past month. Bring to him/office if still needed to be programmed.

General question of what improvements are being made that are in the budget, budget discussion begins.

Carl - chlorination and septic system enhancements, salaries increase are the major expenditure changes.

Kevin Macleod site 40 - we don't know if the management company is in good financial shape, what if you're going bankrupt. How do I know if you're financially stable?

Carl - doesn't want to discuss this, not appropriate.

Sam Kain - Full park is fun park. Why do we close so early? Can we run more specials in the spring. Participate in RV shows? Wants more bands on Saturdays.

Ed Mayer - Internet advertising more important than RV shows, too little value to be gained at shows. Believes there is too much comparing Elite to Buck. Why would we run everything the same way that he did, when it led to bankruptcy? We've modernized.

Sam Kain - wants a more itemized budget. How much money is estimated on what projects.

Carl - doesn't want to run the risk of committing money to capital improvements that then can't be done because of emergency maintenance issues, a special assessment would be required which no one wants. But we can try and do better when we go forward with a project with information as to when and how much it costs the association.

Kevin M. - how do we know Elite is paying their share of electricity, especially with regards to arcade, store, and grill? Wants sub-meters on those facilities.

Carl - we pay \$78,000 to the association to run the rental business, arcade, and concessions. This more than covers the electric costs.

Kevin - wants a breakdown of the \$78,000.

Carl - will try to get you a number with regards to the electric.

Motion to approve budget: David Reid. Seconded: Mike Tecci. Budget passed by show of hands.

Joe Kain- shouldn't we have tried to make cuts to keep dues from going up.

Ed Mayer- of course we tried, since increases to the association dues effects Elite as well as each site owner.

Brief discussion of collection of dues for those who were late, as requested by an unannounced owner.

One owner addressed David Reid and Mike Tecci with regards to the owner Facebook page.

This owner doesn't believe they listen to the people. They censor things on the page, and play favorites. Wants them to sign a disclosure that they will not play favorites.

David Reid - Owners' facebook page has nothing to do with the Board.

Mike Krohn - Then you shouldn't be in charge of the page.

General bickering about the facebook page ensued. Conversation closed with understanding that that Facebook page is unofficial and this was not the appropriate forum to discuss internet battles.

Meeting ends.

Questions/Comments:

Bob Staak – 342: Ever going to fix gates? Carl Landi: Waiting on money, dues payments \$80k overdue,

have spent \$300K on repairs to gate. Bob: What about Park Models, bathrooms/toilets? Carl Landi:

Making repairs as part of scheduled winter maintenance.

Beverly Rznewicki – 246: Leaf cleanup, for 4 years they've only focused on the front of sites, without

touching the back yards, or "buffer" areas. Carl Landi: Will discuss with landscapers. Beverly: Pools need

to be cleaned more. How do we welcome new owners? Carl: Open to suggestions.

Jeremy gave personal e-mail, jklemm@eliteresorts.com and phone, 860-886-1944 extension 203.

Ed Mayer: Regarding rumors of property across street: trying to battle Town of Preston for zoning issues. Future properties have differing zoning laws. Older properties grandfathered in under old laws.

One idea is a possibility to have another RV Park. It doesn't make sense to hammer us online, in secret or publicly...it is not helping.

Bill Wash – 320: Rules issues. Units skirted with proper materials? No kids allowed on bikes at night, 5-year old playing on leech field, extreme cost to repair field. Kids going into coolers, need more security

patrolling below. Carl: Prioritizing rules concerns, recommends locks for coolers, everyone doing what

they can preemptively. According to documents, units should be skirted, are there that many without?

Will investigate. Bill Walsh: YES Network not in our system, being discontinued. Carl: Will call to see if

R/F leak, or programming change, we may not be able to fix this if this is a contract issue between

Comcast and YES.

Kathy Burch – 329C: Security gate in front, cut losses and replace gate? Carl Landi: Need to get a new

supplier than Overhead Door. They have proved unhelpful. Gathering quotes for repair and possible

replacement. Kathy: what happened to hot tubs? Carl: Leaky pip needed to be repaired/replaced. Kathy:

Contracted mowing didn't seem to have a schedule? Carl: Company re-hired from 2015, we realized

they were working under old parameters, not the new 2018 procedures we laid out. Limped through

end of year and have a better system in place for 2019.

Chris Decaprio – 214. Introduced self as new owner, but coming to camp for 18 years. Love the place,

talks everything up publicly. Small repairs needed, potholes and hot tub were disappointments this

year. Too many cars and people at each site.

Ralphy Matias - 222: Michelle's done a great job with bands and activities. Ed Mayer: Michelle's heart is

in her job. More activities than anyone, anywhere. Ever-evolving and open to new ideas. People underestimate her contribution.

Lucy Baillergeon: Staff was very good. Michelle and everyone. Some things go wrong; too many people,

dogs, tents. Some messy people. Please fix broken washing/laundry, not an expensive fix.

Carl Landi motion to close meeting passed.

Board of Directors Meeting – Ed Mayer, Carl Landi, Bill Roberts, David Reid, Michael Tecci present.

Mike Tecci welcomed as new member.

2018 minutes passed, no objections.

Proposed budget accepted and passed.

Approved budget questions:

Bill Walsh – 320: Admin/office went up? Carl Landi: Separate payrolls, reallocated. Maintenance as an

example, 3 are paid by Strawberry Park Management, 8 paid by Co-op. Trying to separate what we call

it. \$500K Coop; \$400K Management. Bill Walsh: Outside services? Carl: Now includes the previous

“Deferred Maintenance”, sanitation line now includes trash pick-up. Management pays 100% in winter.

Beverly Rzniewicki – 246: “Rec down \$60K?” Carl Landi: Finalizing line structure. Outside maintenance

going down. Beverly: Hard to see without actuals. Carl: Dues not going up, in line with prior years.

Beverly: Any surprises/major changes on the horizon? Ed Mayer: Trying to clean up line items and clarify.

Beverly: Outside services is way down and worrying. Carl: May not indicate our intentions. Ed: It's a

matter of money. Beverly: Reallocate more toward maintenance.

Ed Mayer: Reiterates the damage done by broadcasting on Facebook. Attacking staff in this manner can

only hinder our productivity. Cites Michelle as an example of someone who does more than anyone

seems to give credit for, and only focus on when things go wrong, rather than appreciate the hard work

that goes into running such a dynamic department.

Carl Landi moves to adjourn, seconded and passed.