

Desert Shadows RV Resort Association Inc.
Board of Directors
Open Meeting Minutes
September 24, 2024 • 10:00 AM (PDT)

Members Present: Dennis Stoller, President
Steve Wiltermuth, Vice President
Carol Bratt, Secretary
Mike Huszczo, Member at Large

Members Absent: James Cole, Member at Large

Guest: David Smith, Resort Manager

1. The zoom meeting was duly called to order at 10:01 AM (PDT). Dennis welcomed everyone to the meeting and gave some instructions for how to participate in the zoom meeting. Dennis introduced the Board members to the HOA.
2. Minutes: It was moved, seconded and passed to approve the Open Meeting minutes of June 25, 2024 as written.
3. Financials: Dennis reviewed our August and year-to-date financial reports.
 - A. We are in better shape than we were last year at this time.
 - B. Last year, many of our utility providers substantially raised their rates, and therefore our utilities expenses were high and over budget. The Board has worked hard to reduce our utilities costs, and the Board's efforts have been very effective so far.
 - C. The Board is very appreciative of Arnold Bos and his work in helping us to manage our finances.
4. Board Update:
 - A. Community Census: The HOA Office has had a very poor response to numerous requests for the community to fill out and return the community census. The community census must be completed annually as per the requirements of HUD and the State of California as proof of age, residency, address and contact information. If we do not complete the community census annually, we risk losing our senior status for contracts and services (i.e. internet and television) and the Resort could be at risk of incurring civil penalties if not compliant with Federal and State Codes.
 - B. Facility and Landscape Improvements: Dennis showed pictures of some of the projects that we have been working on.

- 1) Landscape And Outdoor Amenities Masterplan (LOAM) Projects for 2024: We have made upgrades to the Resort entrance to give it a fresh, more visually appealing look, the HOA Office has been painted, the electrical “dog houses” have been painted, two more entry street islands that extend towards SJ have been added, and the entry landscaping has been refreshed.
- 2) Pickleball Court Expansion & Improvements: Two new pickleball courts have been added, walls and fences have been repaired and painted, the existing west court area has been improved for pickleball courts (permanently placed nets, etc.), a waiting / staging area has been added, the storage shed has been removed and will be turned into bicycle parking.
- 3) Landscape Improvements:
 - a) The wall on Satellite A has been patched and repaired, and more landscaping has been put in, which has really improved the look.
 - b) Palm tree lights: We have had rope lights on the palm trees in the past. The rope lights look good until one of the sections of lights goes out and needs to be replaced. The rope lights constantly need to be replaced which, in addition to the cost of the new lights, incurs labor costs. We are going to try ring lights on the palm trees since the ring lights last ten years, they are LED and use much less electricity, and the colors can be changed for holidays, etc.

5. Resort Managers Report:

- A. The DaVall gate is not operational at this time; however, the new gate operators are already on order. An Inspector from the Fire Department will be approving the new operators hopefully this week.
- B. Status of summer projects:
 - 1) Pool areas: pool decks have been painted, all pool deck drains have been cleared and cleaned.
 - 2) The laundry room floors have been polished.
 - 3) The Satellite A block wall was painted and landscaping has been added.
 - 4) Landscape lights have been painted and replaced as needed.
 - 5) SJ: a water leak in the SJ showers has been repaired, the SJ showers have been re-grouted, the SJ picnic area has been power washed, the SJ A/C unit has been repaired, old and/or dying landscaping plants have been replaced around SJ and the picnic/park area (much of the landscaping is 40 years old and many of the plants are reaching the end of their life-span).
 - 6) OG: the steps at OG have been painted, the OG pool pump rooms have been covered with a roof to protect the equipment from sun damage, the OG spa has been re-plastered, a cracked truss in the OG pavilion has been replaced (the pavilion had to be closed for eight weeks), the shed by the Pickleball Courts has been removed and will be converted to bike parking.
 - 7) The electrical “dog houses” have been re-painted.
 - 8) The storage shed by the pickleball courts has been removed.

- C. Seasonal readiness:
- 1) We are planning on having all facilities open by October 15.
 - 2) Guest Registration: Everyone that rents a property must submit a guest registration to the HOA Office so the Office can prepare for the guest's arrival. The guest registration fee is \$35, the same as it was last season. The response of the community to the guest registration procedures was awesome.
 - 3) Activities: Our Activities Director, Terri, has a busy agenda in place for the up-coming season. Please refer to her activities blog for details and schedules.
 - 4) Facility Reservation Policy: We have an updated facility reservation policy for 2024 that is intended to reduce reservation conflicts. Facilities reservations will be handled through the HOA Office. The new policy applies to all reservable common area facilities. Reservations can be made up to 30 days in advance and there is a \$25 refundable reservation fee. Routine reservations that are not used will be at risk of having the reservation revoked by the Resort Manager.
- D. Facility Access Control and Registration: Select facilities have had time-controlled electronic access lock installed: all restrooms, laundry facilities, the post office, the community rooms in Satellites B and C, and select other closets and rooms. Facilities are unlocked during regular hours (6AM-10PM). After 10PM, these facilities will automatically lock; however, the fobs will be able to unlock these locks.
- E. Laundry Provider Change:
- 1) We are changing our laundry service provider to a new provider who has a local representative available to us, which will mean improved service, including equipment replacement.
 - 2) We are planning on having the new service equipment installed next week; however, the existing laundry service provider needs to have their equipment removed before then.
 - 3) Our existing laundry cards will not work with our new laundry service provider's system.
- F. Bulk Item Disposal: This has become issue with abuses by residents and contractors who dispose of too many items or items that are not allowed.
- 1) The bulk item disposal will only be unlocked during business hours.
 - 2) A roof will be installed to prevent dumping over the top and excessive "pile ups."
 - 3) A camera has been installed to observe violations. Violators are subject to possible fines by the HOA.
 - 4) If our new bulk item disposal policy proves to be ineffective, the Resort may be forced to remove the bulk items disposal area. Owners would then be responsible for the removal and cost of the removal of their bulk items, as is done at most of the other Resorts in our area.
 - 5) The community was reminded to not make their bulk items to be disposed a burden and/or expense to the rest of the community. Whenever the bulk item disposal is over-full, we end up hiring someone to dispose of it for us since our garbage disposal service only picks up four items per week.

6. New Business: There was no new business to discuss.
7. Open Forum: Questions and comments from the floor were addressed.
 - A. If Spectrum is worried about losing customers due to the popularity of streaming, is there room for us to leverage with them? Spectrum currently is giving us a great Wifi, internet and TV package for about \$34/month. The current package is on a five-year contract which is in effect for one more year, after which time we will need to renegotiate with them. Spectrum has added some additional channels and streaming to their package to be more attractive.
 - B. Are we concerned that people are not responding to the census because they are out of compliance with our CC&Rs? This is definitely a possibility.
 - C. It was reported that someone had trouble getting the census done through the website; Mike Nunan was finally able to help them get it done. The community was encouraged to let the HOA Office know ASAP if they tried doing the census at the website but were unable to do it.
 - D. It was suggested that we maybe need to have volunteers call the people who have not yet filled out the census. The Board is also considering the possibility of changing the time of year when we collect the census data to make it more convenient.
 - E. Is there a seating plan for the staging area at the pickleball courts? We are planning on putting in some temporary benches and shade umbrellas, but we will wait until people have been playing for a while before we make a final decision about seating and shading.
 - F. Kill the moles. The Resort has been baiting and trapping the moles. There is a large open area to the south of the Resort and the moles come in underground from there and are almost impossible to control their underground tunnels.
 - G. Interior wall between Phase I and Phase II by Darla Drive. David had a structural engineer look at the wall and he said it was in good shape.
 - H. Some carpets in the buildings need to be cleaned. Some of the carpets are stained and more cleaning will not remove the stains.
 - I. Do our fobs need to be programmed differently for the gates and the buildings? No. Also, the fobs do not need to be reprogrammed every year; however, they may need to be reactivated after a certain number of years.
 - J. Can an owner have two fobs? Yes; the first fob is free, the second fob may require payment.
 - K. Flowers are beautiful, but have we considered desert scaping? Yes.
 - L. If we kept the bulk item disposal area locked, could the fobs open bulk item area? The Board will look into this a little more. The lock would need to be covered and out of the weather.
 - M. Could we provide a space for things that are “up for grabs?” Utilizing Angel View and our Resort’s bulletin boards are a good way to take care of “re-homing” these items.
 - N. Kudos on new laundry system; will there be some front loader washing machines since they are much more efficient water-wise? David will check with the new provider.

- O. Could we somehow record this open meeting and put it on the website for people to see? It is too late to do that for this meeting. It is possible to do; however, it takes quite a bit of work and website memory space.
- P. David thanked John and Barb Corona for donating a bike rack to the shed area by the pickleball courts.
- Q. Is there a crime report? There have been no crimes reported to the HOA Office during the summer.
- R. A lot of great things have been happening at our Resort this year and we are continuing to make improvements following the roadmap defined by our Strategic Plan. Security was the #1 issue when the plan was developed. The Board is working hard to refresh our Resort and thereby maintaining our property and Resort values, while giving our Owners a great resort experience. Thank you to everyone who has helped to make our Resort great!

8. Adjournment: It was moved, seconded and passed to adjourn the meeting at 11:25 AM (PDT).

Respectfully submitted,
Carol L Bratt, Secretary