

Desert Shadows RV Resort Owner's Association
Annual General Meeting Minutes
Our Gang Clubhouse
January 18, 2025 • 9:00 AM & 1 PM (PST)

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

Resort Manager: David Smith, Resort Manager

Resort CFO: Arnold Bos, CFO

1. The meeting was duly called to order at 9:00 AM. A quorum was present.
 - A. President Stoller welcomed the attendees and informed them of how the meeting would proceed.
 - B. President Stoller reminded the attendees that today's meetings were for Owners only.
 - C. President Stoller asked for any board nominations from the floor; none were received.
2. The meeting was recessed at 9:05 AM to allow for voting, receiving proxies and counting the ballots.
3. The meeting was reconvened at 1:00 PM.
 - A. Dennis welcomed the attendees and reminded them that this meeting was for Owners only.
 - B. Dennis introduced the current Board members, Arnold Bos, our CFO, and David Smith, our Resort Manager.
 - C. Dennis asked new Owners to stand up and introduce themselves.
4. The Inspector of Elections informed us that we had a quorum for our elections.
5. Minutes: It was moved, seconded, and passed by unanimous voice vote of the Board members to approve the Minutes of the January 20, 2024 Annual General Meeting.
6. Unaudited Financial Results for 2024:
 - A. Dennis reviewed the financial status of our resort, and he highlighted a few of the budget line items.
 - 1) We ended up being over budget for utilities. However, we were more on track budget-wise with the utilities this year than we have been in past years.
 - a) We were able to manage our electrical usage more effectively by managing which areas of the resort were kept open during the summer.
 - b) Water was another large expense. We let the grass die in the summer to avoid summer watering. Our water usage is closely monitored.
 - 2) We were over budget in administration, mostly due to rising insurance costs and legal expenses. We have no control over the insurance cost increases. Also, we make use of our legal team when needed to ensure our residents are safe and protected.
 - 3) The resort is in good shape financially.

- B. Dennis informed the Owners that the Board works with a Reserve Specialist who uses specialized software to come up with the accurate amounts of money needed to fund our Replacement Reserves so we can replace our assets when needed. The road replacement costs have risen substantially since last year due to the rise in costs for construction materials and construction-related expenses. Our Reserve Specialist refers to us as the “poster child” for the whole Coachella Valley regarding the health of our Replacement Reserve Fund.
7. Resort Manager’s Annual Report to Owners:
- A. David updated the Owners about the recent post office mailroom burglary where mail and packages were stolen. Due to the security measures that we have in place, the police were able to identify one of the burglars and there is a warrant for his arrest.
 - B. The front entry gate opened 241,615 times in 2024.
 - C. The new electronic locks have all been installed in Phase 1 except for one lock at the Satellite A men’s room which was defective; a replacement lock will be coming soon. David encouraged the Owners to have their fobs programmed to the electronic locks.
 - D. Renter (guest) registration: David reminded everyone to pre-register their renters, as required in our Rules and Regulations. This can easily be done on our website.
 - E. Oversize/Bulk Item Disposal: We are still having problems with people putting items in the bulk item disposal area that are not allowed or leaving items outside of the disposal area. David informed everyone that if we continue to have these problems, we may need to close the bulk item disposal and everyone would then be responsible for disposing of their own items.
 - F. David reminded everyone not to leave trash in front of the dumpsters, and to break down their cardboard.
 - G. Today is the anniversary of when David started his career in resort management – January 18, 1990. David expressed his appreciation to the boards he has worked with and to the members of our community for the cooperation he has received over the years.
8. Committee Reports:
- A. ACC: Ron Delcamp listed the current members of the ACC. Ron explained the procedures that are used for processing ACC applications for work to be done. In 2024 the ACC processed 220 applications for work to be done on the outside of the units. The ACC is a Liaison to Cathedral City Permit Department, helping to ensure the Cathedral City Permit Department is correctly permitting work to be done in our resort. In 2023 with passage of our resort’s new CC&Rs, the ACC identified 33 properties within the resort that we not up to our standards. After working with Owners, we are now down to seven units that are not up to our standards.
 - B. Events: Debbie Stoller listed the Events Committee members. The Events Committee works with the Activities Director to plan our resort’s activities and events. Debbie expressed her appreciation to the volunteers; volunteers are essential to making our events and activities successful.
 - C. Audio Visual-Technology: Faye Chandler reported the AVT Committee is trying to get a big screen TV set up in SJ. OG already has a TV. Faye reported that at every resort event, there needs to be someone working in the background to set up the speakers, microphones, etc.
 - D. Greeters: Joanne Nunan reported that the Greeters Committee was formed about five years ago, and she listed members of the Greeters. The purpose of the committee is to welcome new people to the resort, explain how things work around here, help people acclimate to the resort, make sure they are registered at the office, help them find out where things are located in the resort, help them discover activities in the area, explain the ticket booth, etc.

- E. Real Estate: Mike Nunan reported that the Real Estate Committee was reformulated last year and he listed the committee members. The mandate of the Real Estate Committee is to help the Owners in the resort, the on-site realtor, and people who are looking to purchase or sell in the resort. Mike reported that there are 48 units that have been for sale for two months in a row; he noted that some people are just “testing the waters” to see if their property would sell. 38 lots changed hands in 2023, and 36 lots were sold in 2024. Landsmith Real Estate has 62% of real estate transactions in our resort that are being done through a realtor. One of the goals for the Real Estate Committee is to try to make sure that both the realtors and the Owners “win” when there is a property sale. One of the most looked at pages on our Desert Shadows website is the “For Sale By Owner” (FSBO). They are considering creating a Frequently Asked Questions (FAQ) section on the Real Estate tab.
- F. Website / Online Portal: Mike Nunan reported on what pages have been viewed the most. On the Desert Shadows website, there had been 34,000 page views for over four minutes. The site has been very stable and has only been down a few times. The website is a great source of information about our CC&Rs, Rules & Regulations, Bylaws, Owners Directory, activities and events, contact information, etc.
- G. Sunshine: Carmella Leuschen reported that her email address in the Owners directory is incorrect and should be: carmella.leuschen@gmail.com. She has sent out one get well and one sympathy card this year. From 2020-to date, she has sent out 97 get well cards and 77 sympathy cards.

9. Board Report: Dennis Stoller

- A. Dennis has been on the Board for six years and since he is retiring from the Board, this was his last report to the resort community. He reflected back on his time on the Board and listed some of his observations and the accomplishments that were made during that time.
 - The involvement of everyone makes us successful as a resort and community.
 - We have an amazing sense of community within our resort. Our retired US Surgeon General stated that there is a strong sense of disconnectivity among many people, and the remedy to disconnectivity is to cultivate a strong sense of community to help themselves and others. This is being done well in our resort.
 - When he came on the Board, some of the problems we were facing were a water crisis, rapidly increasing utility costs, properties being sold as inexpensive tiny homes, and thefts in the resort. To combat these issues, the Board started the effort to create a Strategic Plan, which states what we are, who we want to be, and how we plan to make that happen. Our Strategic Plan was implemented in 2021. There was a lot of input from the Board, our community and input from our Advisory Resource Team when devising the Plan.
 - A major accomplishment was the updating of our resort’s regulatory framework -- the CC&Rs, Rules & Regulations and Bylaws -- so that these documents match our mission. Our Voter Engagement team worked hard to educate and encourage our Owners to vote and approve these updated documents.
 - Enhanced safety and security were important priorities for the Board. There had been thefts and people who did not belong in the resort. In an effort to control these situations and to protect the safety of our residents, a Security Task Force was formed. Some of the measures that were implemented were to install security cameras, change from gate cards to open the entry gates to an RFID system, electronic locks on resort buildings and fobs for the Owners to unlock these spaces, review and update our renter registration policies, and we had a medical advisor to help us get through the covid pandemic.

- We started a Real Estate Task Force, a Web Site/Portal Task Force, a Property Standards Task Force, a Board Orientation Task Force, an Organization & Engagement Task Force, and a New Resident Integration Task Force,
 - We made efforts to increase Owner engagement.
 - We upgraded our financial structure by utilizing electronic banking and upgrading the Ticket Office so we could accept credit cards in addition to cash.
 - After receiving community input, we drafted and updated our Committee Charters.
 - The LOAM (Landscaping & Outdoor Amenities) Task Force was formed to research and implement ways to make our facilities appealing and for landscape management. The two new pickleball courts and Ramon Road entry upgrades were some of the LOAM projects.
- B. Dennis noted that over 100 people were involved in our task forces.
- C. Dennis thanked our committee members, activity leads, event leaders, volunteers, staff and management teams, and Board members. We are so thankful for David, our Resort Manager, for his wealth of knowledge of resort management and hard work.

10. Open Forum:

- A. Dennis received an email from Janet Patterson that asked many questions, most of them revolving around our full-time residency rules, including: What is the current policy for full-time residency in the sections in the resort? What system is used for tracking full-time residency?
- Dennis replied that our resort is divided into three sections and each section has a 25% full-time residency cap. Phase 1 still is over the 25% full-time residency cap, but the percentage is getting closer to 25%.
 - There is a waiting list for Owners in Phase 1 who would like to have full-time ownership; currently there are 21 people on the waiting list. David, our Resort Manager, keeps track of the waiting list.
 - Our Resort Manager has a system in place to monitor full-time residency compliance.
 - Our Board and staff are consistently enforcing our full-time residency rules in accordance with our CC&Rs and Rules & Regulations.
 - Our resort's full-time residency rules can be found in our CC&Rs and Rules & Regulations. Each Owner should have their own copy of these documents. The documents can also be found on the resort's website.
- B. Carmella Leuschen: Stated she does not understand how the 25% full-time lots are established and tracked. Dennis explained that there are three phases in our resort, and each phase has a 25% full-time occupancy limit. David tracks the full-time occupancy through a number of different means.
- C. Ed Nollmeyer: Spoke about the cannabis odor in the resort. He reported on efforts that are being made by some Desert Shadows residents and some ORPS residents to stop the odor. David informed us that Cathedral City asks that we notify them of the date and time of the odor; they have a form that can be filled out quickly online. The Rogan report on TV has done a segment about this issue. The cannabis odor is part of the reason there are many lots for sale at ORPS. David will send out a list of email addresses and telephone numbers to contact. We were encouraged to complain about the odor to Cathedral City. A letter from Cathedral City was read concerning their plan for addressing this issue; David will forward a copy of this letter to all the Owners.
- D. Nancy Putzier: #1. She initially did not care for painting the HOA Office white, but she really likes it now. She wondered if there are plans to paint the rest of the resort buildings white, as well.

#2. A delivery driver was wondering if we could do something about the confusing numbering of the lots.

- E. Kerry Davison: He expressed his gratitude and appreciation for Dennis' leadership throughout the past six years.
- F. Janet Patterson: Questioned why our former resort real estate agent still is allowed in the resort and why does she still have so many listings in our resort. Dennis responded that we cannot legally prevent other real estate agents from selling in our resort. Dennis encouraged the Owners to use our resorts' real estate team.
- G. Kirk Duncalfe: Asked what would it take for our resort's New Years Eve party to last longer than 9 PM? The Events Committee will discuss this.
- H. Carmella Leuschen: Requested that the OG indoor pool be kept open during the summer because it is too hot to use the outdoor pools.

11. Elections Results: Faye Chandler, Elections Inspector

- A. Revenue Ruling 70-604 (Allows the Association to move any excess funds into the following year's budget; by approving the adoption of the Ruling, the excess funds may not be taxed by the IRS): Passed 199-2
- B. The Board member election results were as follows:
 - 1) Louis Rivest: 195 votes
 - 2) Becky Schaub: 192 votes
 - 3) Robert Wold: 161 votes
 - 4) Roger Whitecotton: 31 votes
- C. Steve Wiltermuth introduced the new HOA Board members: Louis Rivest, Becky Schaub and Robert Wold.
- D. Dennis thanked Mike Huszczo and James Cole for serving so ably on the Board and for making their decisions with the entire resort in mind. Steve thanked Dennis for being on the Board for the past six years and for his excellent leadership as Board President.

12. Steve Wiltermuth announced the Board Officer Structure for 2025:

- Steve Wiltermuth: President
- Louis Rivest: Vice President
- Carol Bratt: Secretary
- Becky Schaub: Member at Large
- Robert Wold: Member at Large

Steve thanked the previous Boards for everything they accomplished during the past number of years.

13. The meeting was adjourned at 3:00 PM.

Respectfully submitted,
Carol L Bratt, Secretary