# Desert Shadows RV Resort Association Inc.
# Board of Directors
# Meeting Minutes
# March 11, 2025 • 1:00 PM (PDT)

A Regular Meeting of the Board of Directors was held on Tuesday, March 11, 2025.

**Members Present:** Steve Wiltermuth, President
Louis Rivest, Vice President
Carol Bratt, Secretary
Becky Schaub, Member at Large
Robert Wold, Member at Large

**Guests:** David Smith, Resort Manager
Arnold Bos, CFO
James Cole

1. The meeting was duly called to order at 1:00 PM.

2. Minutes: **It was moved, seconded, and passed to approve the minutes of the following meetings:**
   - February 18, 2025, Board of Directors Regular Meeting
   - February 18, 2025, Board of Directors Executive Session

3. Correspondence:
   A. Correspondence was received from an owner who requested that right and left turn arrows be painted on the pavement at the exit so people would proceed out of the gate in the appropriate lane instead of being in the middle of the road; this would cause the traffic to flow more smoothly since they would not be interfering with other people who want to exit in another direction. After discussion, it was decided that a line should also be painted down the center of the exit in addition to the right and left arrows. David has already purchased arrow stencils for this purpose. This item will be added to David's summer project list.
   B. A board member received correspondence from an owner who has concerns about the pool filter roof covering that was installed at the OG lap pool (this correspondence was also discussed at the January 14, 2025 Board meeting). The owner has four main concerns, which the Board discussed. The Board discussed running a vent up through the roof to better dissipate the gas fumes. The squealing noise from one of the pumps was resolved. At the January meeting the Board also discussed planting bougainvillea or some other plants that would block the owner's view of the pool filter roof covering and which may also provide somewhat of a sound barrier. Steve will speak in person to the owner about these issues.
   C. Concerns have been raised about raccoons in the resort. David noted that he is aware of the problem; but he also noted that a lot of wildlife lives right here in our

area, e.g. scorpions, raccoons, feral cats, coyotes, etc. Some people in the resort leave food outside for the feral cats, which also attracts the raccoons and other wildlife. David will send out a notice to the community that we are aware of the raccoon situation, and that people should not leave food outside for feral cats since it also attracts the raccoons and other wildlife.

D. A question was asked if we have considered installing a filtered water dispenser in the resort, like some other resorts have done and which is very popular; a reverse osmosis filtering machine would be a good option. It was noted that any income from the dispenser would be taxable. It was also noted that people could put a water filter on their own unit. David will research this option.

E. A question was asked about who is responsible for putting information on the DSRV website. People should contact David for now since Mike Nunan is away for several months.

F. The question has been asked by numerous people whether a new Owners Directory will be printed. A new directory was not printed this year since we did not receive a good response from the owners to the census which is where we get the directory information; therefore, much of the information would probably be erroneous.

G. A request was made to have the staff clean the restrooms at SJ and OG outside of the times there are events happening at those locations. It was noted that having the staff cleaning the restrooms while an event is happening is unsightly and it was also mentioned that restrooms have been closed for cleaning while an event was happening, which is not good. David will work with the staff to adjust the restroom cleaning schedule to ensure they are not cleaning during events.

4. Committee Reports:

A. Real Estate-Steve: Steve reported there is not a lot of sales activity right now, due in part to the political situations in both the US and Canada. The committee will be meeting with Darren to discuss what is happening with the sales from his perspective.

B. Greeters-Becky: The greeters have expressed concern that they are not being notified about new people coming into the resort. David explained that when people come into the resort, there is a check-in form for them to fill out. Attached to the check-in form, there is another form for the greeters. However, many of the people do not want to have the greeters visit them, especially if they have been here before. David will speak to the office staff about this and see if they can come up with some ideas.

C. Fitness-Robert: The new fitness machine came in and is working well. Robert will contact the Fitness Committee to be sure they contact David when they need new equipment instead of directly contacting vendors themselves.

D. Technology-Becky: Currently, Faye is the only committee member in the resort right now.

E. Events-Carol: The events are winding down for the season. The Events Committee would like a communication to be sent out to the community clarifying that proceeds and donations for events (like food and entertainment events, the Music Festival and the Festival of the Arts Show) all go into one Events fund –

there are not separate funds for each event or activity. It should also be noted that HOA dues are not used to pay for events. It was also mentioned that it has been a challenge to get leads this season for some of our events. We also discussed the challenges of the limits on our credit cards. Sometimes, due to rising prices and the times when we have a number of events happening in a short period of time, our credit cards often run very close to getting maxed out, which is frustrating when trying to shop for supplies.

5. Financials:
   A. We did not review the January-March 2025 financials today because we have not yet received the finalized 2024 Audited Financial Statements.
   B. The Board reviewed the Draft 2024 Audited Financial Statements.
   **C. It was moved, seconded and passed to accept the 2024 Audited Financial Statements.**
   D. It was suggested that we research other reserve specialist companies since our current reserve specialist gave us advice that was in error.

6. Old Business / Supplemental Information:
   A. Over-full large item waste disposal: As of now, people having been following the rules quite well. David recommended we leave it as it is for now.
   B. Passive solar heat at pools: There is no report.
   C. Review Real Estate Committee Charter: This will be done when Mike Nunan returns.
   D. The new sound system at OG & SJ, tracking Events Committee's financial reports as a KIP, and having each lot owner have their lots numbered will remain open.

7. Resort Managers Report:
   A. David will send a message to the owners within the next week or so asking them if they have filled out the census, and encouraging them to do so if they have not done it yet.
   B. The Board reviewed David's proposed DSRV 2025 Summer Hours, that lists which facilities will be open and which facilities will be closed. Last year we closed the OG facilities, but left the SJ pool, spa, restrooms and showers, and laundry facility open. This summer we will leave the OG indoor pool, spa, lap pool, restrooms and showers, laundry facilities, and fitness center open, but close the SJ facilities, except for the Billiard Room and Hospitality Room.
   **C. It was moved, seconded and passed to accept the 2025 Summer Hours as presented.**
   D. After discussion, the Board approved that the HOA office be open on the first Saturday of every month during the winter season.
   E. David reported on some of the projects to be done over the summer.
      1) Painting:
         a) The expenses for the painting projects will be taken from the reserves fund.

b) Satellites A, B and C can be painted by our staff and they will be painted the same colors as the HOA office.
c) The concrete walkway outside the HOA office / post office will be repainted the same color.
d) David obtained exterior painting estimates for SJ ($53,000) and OG ($31,000). **It was moved, seconded and passed that the four SJ buildings be painted the same colors as the HOA office for about $53,000.**

2) Additional projects are painting the inside of the SJ ballroom, painting the fence around the SJ pool, repainting street markings / signage, work in the SJ kitchen (cleaning vents, etc.), piano tuning, the post office needs more lockers for packages, clean AC vents.
2) Mark Bratt is working on plans to remodel the HOA office.
3) Carpets need to be cleaned. David is researching this.
4) There has been a request to have more electrical outlets installed on the west side of the SJ ballroom. This would be very helpful when serving food at our dinners / events.

8. Board Priorities with guest, James Cole:
   A. The Board reviewed with James the Steps for Refreshing a Strategic Plan and Key Performance Indicators documents.
   B. The Board will meet with James on Tuesday, March 18, 2025, at 1 PM to discuss refreshing the Strategic Plan and the Key Performance Indicators. Before the meeting, the Board members should review the DSRV Mission Statement, Vision, Guiding Principles, SWOT (Strengths, Weaknesses, Opportunities, Threats), and Strategic Plan.
   C. Key Performance Indicators are metrics used to measure how well our resort is performing.
      - James suggested we have an annual resident satisfaction survey with differentials between seasonal and full-time residents, and between renters and owners. The questions for the survey need to be very carefully worded to be sure we obtain the information we need. James is willing to work on this project.

9. New Business:
   A. It was suggested that a "Did You Know…" communication be sent out to the residents and owners, probably monthly, to remind and inform people about our rules, procedures, general information, etc. Good topics for this would be educating the residents that all the events and activities receipts and donations go into one fund (see 4.E., above); pet fences are not allowed on lots, etc.
   B. Resort Improvement Task Force Proposal.
      1) A proposal for the scope of the task force was read.
      2) The task force membership should include Board members, a full-time owner, and people from each of the resort's three phases. It was noted that there can only be two Board members on the task force. Some suggested task

force members are James Cole, Mark Bratt, Judy Hintermeister, Barry Spencer, and Barbara Corona.

C. **It was moved, seconded and passed to approve a shade gazebo for the pickleball waiting/staging area.**

D. We reviewed proposed graphics for the exterior walls of the HOA office. The graphics on the south wall would be made of panels that could be removed for the summer to prevent deterioration and fading from the sun and heat. These panels could possibly be stored on the SJ stage during the summer.

   1) **It was moved, seconded and passed to accept and move forward with the graphics on the HOA office south and east exterior walls.**

10. **It was moved, seconded, and passed to adjourn the meeting at 3:54 PM.**

11. Next Meetings:
    - Tuesday, March 18, 2025, Strategic Plan & KPIs
    - Tuesday, April 22, 2025, Regular Board Meeting, via zoom

Respectfully submitted,
Carol L Bratt, Secretary