Desert Shadows RV Resort Association Inc.
Board of Directors
Regular Meeting Minutes
August 27, 2025 • 1:00 PM (PDT) via zoom

A Regular Meeting of the Board of Directors was held on Wednesday, August 27, 2025 via zoom.

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

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:**
   - **June 17, 2025, Board of Directors Regular Meeting**
   - **June 17, 2025, Board of Directors Executive Session**
   - **July 2, 2025, Board of Directors Executive Session**

3. Correspondence:
   A. David received a letter from a resident who usually prepays her monthly dues. However, she missed a payment and was charged late fees; she would like the late fees to be waived. The Board decided the late fees would not be waived.
   B. David received a letter about the water temperature of the hot tub at OG. The correspondent thinks the water temperature is not high enough and that it should be considered a therapeutic hot tub. We discussed this issue at an earlier Board meeting; see June 17, 2025 Board meeting minutes, Item 3.A.: "...David checked the hot tub water temperature and it was 101°. The Health Department regulations require that the water temperature in hot tubs does not exceed 104°. The Desert Shadows hot tubs are meant to be used for recreational purposes, not for therapeutic purposes." David will respond to the correspondent with this information.
   C. The Board members received a letter from an owner who presented some suggestions about how we could possibly make changes to our HOA dues schedule and / or how we could change how the dues are charged. The owner presented some good ideas, but they would be very difficult for us to implement.
   D. Steve received correspondence from a group of eleven people who would like to have a dog socializing area within our resort; they requested that the Board

survey the owners to see if they would like to have a dog socialization area. The Satisfaction Survey that the Board conducted in July 2025 (Item 9.A. of these Minutes) covered this question; only one resident requested a dog park within the resort, while seven non-residents requested a dog park. Steve will respond to the correspondents stating that the Board will not proceed with their request based on the results of the Satisfaction Survey.

E. David received correspondence requesting DS to install an electric car charging station. David has been doing some research on installing a charging station with a company called Charge Point. Currently the resort has 150-amp electrical service, but car charging stations need 220 amps. Also, HOAs are not eligible to receive rebates for installing these charging stations.

4. Committee Reports:

Real Estate: Steve reported that many people are concerned that there are so many properties for sale in the resort. Currently there are 45 properties for sale. Our average annual property turnover is 10%, which means we have a normal number of properties for sale. An interesting note is that some of the properties for sale were owned by deceased residents who owned multiple properties. Chairman Mike Nunan's message to the Board is, "Do not panic!"

5. Financial Reports:

A. The July 2025 financial reports were reviewed.
   1) Our revenues are looking pretty good right now.
   2) Our legal expenses are over budget. We are hopeful that we may be able to recoup some of these expenses through the legal system.
   3) Our utilities are under budget year to date, which is really good considering the high water bill we received earlier this year.
   4) We are in fine shape. However, our retained earnings may be taking a hit this year .

B. We discussed setting up a retained earnings budget item. We need to consider adding this to the dues when the new 2026 budget is created.

6. Board Priorities:

A. Strategic Plan: James Cole has been leading the Board as they work through updating the current Strategic Plan. Hopefully the Board will be able to present a new five-year plan at the January 2026 HOA meeting. The next meeting will be on September 18.
B. The Board reviewed the KPI (Key Performance Indicators) graph.
C. Resort Improvement Task Force: In the fall, the Task Force will be asked to come up with a recommendation for the shade coverings at the pickleball courts.

7. Old Business:

We reviewed the Supplemental Information at the end of these minutes. There is nothing that we need to act on at this time.

8. Resort Managers Report:

A. David showed photos of the new windows at the HOA office. David reported the windows have made it quieter inside the building and they should also make the buildings more energy efficient and more clean on the inside.
B. David showed us some pictures of holes that have happened in our PVC water pipes. Most of the leaks are starting at the pipe elbow joints. Most of our water pipes are quite old. Louis has been helping to research the problem and looking for solutions.
C. David discussed the resort's increasing water usage. Part of the problem is that 365 new ficus trees have been newly planted, mostly in Phase 2, and these plants need a lot of water especially when they are being established. We will need to have a discussion with the ACC about whether to continue to allow ficus trees to be planted. Also, the ficus trees will need to be trimmed. Who will be doing this? It is not part of our landscaping contractor's job to trim plants on individual owner's lots.

9. New Business:
   A. Satisfaction Survey Results: We reviewed the responses from the July 2025 Satisfaction Survey.
   B. Web Page:
      1) We have been experiencing difficulties with our web page, especially in the owners-only portion of the web page. We do not need a complete rebuild of our web page, just the Owners-only section. In February, bots intruded our web page which was the start of many of our issues. Go Daddy support does not provide the same person to handle all of our issues, which in itself has caused some problems.
      2) David discovered that we can use our reserves to cover our resort web site expenses.
      3) The Board is extremely grateful to Mike Nunan for all of the work he has done on our web page, but it has turned out to be much more work than any of us anticipated. The Board would like to take some of the workload off of Mike. It was recommended that we may need to hire someone to help DS with our IT needs. David suggested that we pool our resources with some other resorts to hire an IT person. David will continue to research IT hiring options.
   C. Welcoming Committee:
      1) Judy Hintermeister will be retiring as chairperson of the Welcoming Committee and Judy Bos has agreed to be the new committee chairperson.
      2) **It was moved, seconded and passed to approve Judy Bos as the Welcoming Committee chairperson.**

10. **It was moved, seconded, and passed to adjourn the meeting at 2:45 PM.**

11. Next Meetings:
    - September 16, 2025, 1 PM, Regular Board Meeting via zoom
    - September 18, 2025, 1 PM, Strategic Plan Work Session via zoom
    - September 23, 2025, 10 AM, HOA Open Meeting via zoom

Respectfully submitted,
Carol L Bratt, Secretary

Supplemental Information:

	Mtg Date	Action Item / Motion	Action / Person Responsible	Status
A	2024-03.12	Passive solar heat at pools	Steve: talk to Scott Frost about setting up task force	Open
B	2024-12.10	New Sound System at OG & SJ	Resort Improvement Task Force	Open
C	2025.02.18	Plan for each lot owner to have their lots numbered to be easily seen especially by emergency services	ACC	Open