

**MOUNTAINSIDE RESORT AT STOWE
BOARD OF DIRECTORS MEETING MINUTES**

Friday, March 29, 2019 - 3:00 PM EST

I. CALL TO ORDER/ROLL CALL

Gene Brown called the meeting to order at 3:02 pm at Stoweflake Resort. The following persons were in attendance:

Board of Directors:

In Person:

Via Phone:

Gene Brown

Judie Waldert

Jim LaPlante

Robert Tomassetti

Phil Corrinet

Inge Brown

Stephen Edwards

William Wright

Leslie Eiser

Management and Staff:

Ashley Getty, General Manager

Rebecca Stuart, Rental Specialist

Owners:

Ann Corrinet

II. APPROVAL OF AMENDED AGENDA

MOTION: Inge Brown moved to approve the agenda. Motion was seconded by Robert Tomassetti and approved unanimously.

III. APPROVAL/ACCEPTANCE OF PREVIOUS MEETING MINUTES

A. January 15, 2019

MOTION: Inge Brown moved to approve the January 15, 2019 Board meeting minutes as written. Motion was seconded by Jim Laplante and approved unanimously.

Bill Wright requested in future minutes we indicate who is attending in person or electronically at the meetings.

B. **MOTION:** Robert Tomassetti moved to approve the February 25, 2019 Board Meeting Minutes as written. Motion was seconded by Jim Laplante and approved unanimously.

IV. PRESIDENT'S MESSAGE

No President's message was presented.

V. COMMITTEE REPORTS

A. Buildings and Grounds Committee

Steve Edwards stated we must stay on top of the asphalt driveway at the resort. It was repaired recently but we need to keep ahead of the cracking. Bill Wright also pointed out the fence at F, which will be replaced, and the dumpster behind the office with a broken fence. Both have plans to be repaired shortly.

B. Owner Engagement/Business Outreach Committee

Phil stated his plan for an owner get-together after June owner's meeting for the second year. BBQ and clean-up day with an invitation to all owners.

C. Guest Experience Committee

Inge Brown has not received many comment cards as of late. The Board showed agreement that updating our survey is needed, with ideas that shorter survey will be more likely to succeed.

D. Finance Committee

1. Year-end 2018

Gene Brown and Ashley Getty reported good year-end numbers with a note on the unexpected expense for water main break in the resort office. The Board discussed how with VRI management we were not always aware of how they were allocating costs of certain expenses, it is more clear now that the process is in-house which helps the management to understand the budget's status throughout the year.

2. Year-to-date

Ashley discussed struggles and progress with accounting/billing being worked through with our accounting team. Most of the management software costs were incurred in 2018 but there are still some that will be incurred in 2019.

E. Rental Committee (meeting March 30)

Meeting tomorrow of the rental committee and a few guest owners held at Mountainside, hosted by committee head Phil Corrinet.

VI. MANAGEMENT REPORT

A. General Business Update

1. Process changes

a. Ashley Getty explained that whole owner invoices are sent out on the 1st of the month, and are due by the end of the month. There are various payment options such as check, credit card and auto-pay.

- c. The staff goal is to send out rental payments for the prior month by the 7th of the month.
- d. The reservation system with online integration has resulted in a great deal of time saving for the staff.
- e. The housekeeping module has great functionality. Can create weekly schedules, track cleaning supply inventory and update the status of every unit.
- f. In general, the staff is much more informed regarding what is happening at the resort. They can help guests more efficiently and the software is causing the staff to have more confidence.

2. Staffing

The Board was notified about two staff changes- a new housekeeping manager as well as a new front desk associate.

B. Rental Program Management

1. Financial

Month end numbers looking promising for the year to date. January total could be inexact as the change in systems lead to rentals departing the last week of the year being processed in December.

2. OTA Integration

- a. Ashley Getty reported progress on integrating outside travel agents. VRBO and Homeaway are currently live. The staff is working on the integration of AirBnB, Expedia and Bookings.com.
- b. There was much discussion regarding how to encourage owners to join the rental program. The office will soon be able to rent directly to the OTAs for all units in the rental program. The goal is to make it easier for owners to rent by interfacing directly to the OTAs without having to deal separately with each one of them. If an owner is in the rental program then the office has the ability to directly post the unit with the OTA and handle all of the paperwork.

C. Website Upgrade

Plans to upgrade our website are in process, using a local company. Within 6 to 8 weeks the website will be directly linked with the V12 software and owners will have individual listings.

D. Unit Photos (TS, WO)

All timeshares as well as some whole owned units who opted in will be professional photographed. These pictures will be featured on all OTAs as well as the new website. We will also be hiring a professional content writer to include key search words.

VII. OLD BUSINESS

A. Capital Spending – 2019 Projects

Gene Brown presented the main projects budgeted for 2019. See copy attached.

B. Retaining Wall

APPROVED

The retaining wall was discussed briefly, touching on the general process and mentioning the opportunity to attend the designated meeting on April 4, 2019

Ashley updated the Board on the current amount of received votes.

C. Rules and Regulations

Steve Edwards agreed to revise and recirculate his draft of regulations, with the intent to receive feedback from the board.

VIII. NEW BUSINESS

A. Designated Voter

MOTION: Gene Brown made a motion to appoint Jim LaPlante as the designated voter for units F102, F201, F302 and G101 for the vote pertaining to the financing of the retaining wall repairs. Motion was seconded by Robert Tomassetti and approved unanimously.

B. Housekeeping Tips

Gene Brown and Ashley Getty reported a lack of tips being left for housekeeping staff. The matter was tabled to a future meeting.

C. Future Meeting Topics

None presented.

D. Strategy Meeting Logistics

Tabled to the next meeting

E. Motion by Bob Tomassetti to exclude the Board of Directors from Worker's Compensation insurance. Motion was seconded by Gene Brown and approved unanimously.

IX. EXECUTIVE SESSION

MOTION: Gene Brown moved to start the executive session at 5:50 pm. Motion was seconded by Jim LaPlante and approved unanimously.

MOTION: Inge Brown moved to return to the Regular Meeting at 6:05pm. Motion was seconded by Robert Tomassetti and approved unanimously.

X. ADJOURNMENT

MOTION: Inge Brown moved to adjourn the meeting at 6:05pm. Motion was seconded by Phil Corrinet and approved unanimously.

XI. NEXT MEETING

A. Special Meeting F2F & eMeeting, April 4, 2019, 6:30 pm

B. eMeeting, April 9, 2019 at 7 pm - Canceled