



**Paradise Lakes Country Club (PLCC)
Minutes of the Annual General Meeting
Held at the PLCC Main Hall On
Saturday, October 19, 2019 – 10:00am
(9:00AM Registration)**

In Attendance:

Absent:

Brad Smith, Acting President
Corey Thomas, Vice President
Darryl Stushnoff, Secretary
Ross Kennedy, Trustee
Kim Harden, Trustee

AGENDA

Registration

Registration began at 9:00am. All proxies were declared certified and voting cards and ballots were distributed accordingly.

Call to Order / Quorum Call

There being a quorum present, the meeting was officially called to order at 10:00 AM.

Approve Agenda

After reviewing the agenda, it was **MOVED** by Brad Smith (Lot #2080), **SECONDED** by Corey Thomas (Lot #3034), **VOTED** and **CARRIED** to accept the agenda with the power to amend.

Approve Minutes – October 20, 2018 Annual General Membership Meeting

The Board Members reviewed the AGM Minutes of October 20, 2018.

There being no errors or omissions, it was **MOVED** by Brad Smith (Lot #2080), **SECONDED** by Darryl Stushnoff (Lot #1019), **VOTED** and **CARRIED** to approve the AGM Minutes as presented.

President's Report

Submitted and read by Brad Smith, PLCC Acting-President

Good morning everybody and welcome to the 2019 Paradise Lakes Country Club Annual General Meeting.

Thank you for taking the time to come and take part in the meeting.

For those who haven't heard, Sandy and Steve Wade have sold their lot and therefore Sandy has stepped down as President of the Board of Trustees.

I would like to acknowledge Sandy Wade's huge contribution to PLCC. She has been an active Trustee, Secretary, and finally President since her election in 2010 and has been a big part of a lot of changes. She has been a super committed member of our Board and leaves some pretty large shoes to fill. I know she will be missed. Thank you, Sandy.

I have not chaired an AGM before, but I am sure we can work through it. If anyone should notice procedural errors, I would appreciate your help to ensure our meeting is legal and valid. With less than a week to prepare, I hope to cover all the bases.

I would like to introduce our current Board of Trustees;

I am Brad Smith, acting President, Corey Thomas is our acting Vice President, Darryl Stushnoff is our recording Secretary, and Trustees Ross Kennedy and Kim Harden who was kind enough to step up as a trustee when Lisa Thompson stepped down in early September. We really appreciate you doing that Kim.

This past year has seen many new families join us in Paradise and I want to welcome you and invite you to get involved in our little community away from home. Our PLCC staff and Board are happy to answer any questions you may have. Please ensure that your family and friends are aware of the PLCC rules and by-laws that we all follow here.

Under Sandy's portfolio, the office has continued to use our contracted bookkeeper, Denise Easton as a back-up to ensure that all checks and balances are in place from an outside perspective. Our online accounts payable and accounts receivable systems continue to serve us well as we work to minimize our office paperwork. I would like to thank Jackie for all her great work to prepare everything for our AGM today and for her very professional day to day management of the Club. Thank you very much Jackie.

The Maintenance Department, under the portfolio of Corey Thomas and myself with the management and oversight of Jackie has continued to look for efficiencies in dealing with our operations, grounds, and tree issues by contracting out to qualified companies with the resources needed to get the jobs done. This approach allows Don and Jay more time to focus on service work and maintenance. This past year has been a very collaborative process with good solid effort from everyone. Corey will present a more in-depth Maintenance report shortly.

You will notice that we have some examples of playground layouts that we want your input on right over here on the wall. Our plan is to replace our existing playground with a new model which we can add to as we can

afford to. Please have a look and give your input later but also realize that these playgrounds are very expensive, and we are not about to just go out and order the fanciest or most expensive design without careful consideration. We expect to be able to communicate further updates through the newsletter.

I want to thank the volunteers who are helping us with the AGM today. Your time and effort is very appreciated.

After discussion, it was **MOVED** by Brad Smith (Lot #2080), **SECONDED** by Ross Kennedy (Lot #3030), **VOTED** and **CARRIED** to approve the President's Report.

Treasurer's Report

Submitted and read by Kim Harden, PLCC Acting-Treasurer

PLCC's accounts continue to be in very good shape.

As of October 16th, 2019, our balances are;

- Chequing - \$26,601.23
- Reserve – \$301,596.09
- Savings - \$153,142.41

The 2018 financial review has been completed by Larson Gross and the "Accountant's Conclusion" is;

"Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statement in order for them to be in accordance with accounting principles generally accepted in the United States."

If you would like a copy, we have some available here

Thank you

After discussion, it was **MOVED** by Brad Smith (Lot #2080), **SECONDED** by Darryl Stushnoff (Lot #1019) **VOTED** and **CARRIED** to approve the Treasurer's Financial Report

Committee Reports

No active committees exist. No report received.

Maintenance Department Report

Submitted and read by Corey Thomas, PLCC Vice-President

It's been a year of re-invention, re-structuring and revitalization of operations and maintenance at PLCC.

I'm sure many of you will agree that for some time the park was in a steady decline in regard to general maintenance and aesthetics. The board recognized the status quo simply wasn't working and something big was needed to be done to get things back on track. Simply throwing member money at the issues in hopes that things would get better was no longer an option, we wanted a plan that would fix things, and would allow them to stay fixed.

After a lot of review, the board distilled PLCC's operations and maintenance challenges under two main headers.

The 1st being: Staff, management structure and operational efficiencies and,

The 2nd being: A means to track improvement (or failures) moving forward

The 1st point required getting the right people in the right positions, with the right reporting structure. We had an office manager and a grounds supervisor. Leadership duplication aside, there were just too many examples of those bodies being in conflict which lead to accountability issues and ultimately excessive staff churn. The cleanest solution was to strip the "supervisor" title from the grounds team and have them report up to the office manager, creating one point of contact for the board.

The board also recognized efficiencies could be found through the use of 3rd party contractors. Tasks such as washroom cleaning, tree falling and basic, seasonal grounds maintenance can be done faster, cheaper and in some cases safer than what our staff could do. They're specialists; they have the skills, equipment, bonding, insurance and best of all, are used only on demand.

With regular contracting out there is also the added benefit that we are building a pool of vendors we can call on when our staff are overwhelmed due to extensive snow events and tree fall...and being able to get vendors out here in the holler', that's a big deal.

The 2nd point was also a significant challenge. We didn't have the right tools to plan, dispatch, execute or track our work processes. Member requests would go un-acknowledged, major infrastructure maintenance history was sketchy, when was the last time the oil in the backhoe was changed? Didn't we fix that same low-voltage line 2 years ago? and on and on...

The board needed:

- An easy, efficient, documented way to communicate with staff
- Track preventative maintenance on all equipment
- Scheduled, prioritized jobs for grounds crew or contractors documented

- Track member requests
- Track billing for member requests
- Create a living “rolodex” of vendor information
- Schedule appointments of vendors
- Track tools, supply inventory and consumables
- Track all inspections and the preventative maintenance of all major systems.
- Ability to pull reports of historical and YTD work,
- Archive photo documentation, comments, invoices from members, staff and vendors
- Track vacant lot status, county taxes, legal
- And...
- Ability for trustees to log in and follow the progress of all these processes

It’s humbling once you start peeling back the layers...there’s a lot of moving parts to PLCC and a lot of historical disjointed systems

Brad and I are in the business of property and facility management and are versed in the use of Computer Maintenance Management Systems which is designed to handle what I just listed. Unfortunately, good CMMS software is expensive; it requires a lot of work to populate the back end and can have a steep learning curve. But from a chance conversation with my finance person at my day job we were put onto a product called Smartsheet.

Smartsheet is essentially a web based, multi-user, live spreadsheet that knows the time and date. With its catalog of templates, it’s proving very versatile. Jackie has been quite adept at tweaking existing templates affording us the flexibility to manage not just the maintenance but many of PLCC’s operations.

It's taking some time and a lot of much appreciated hard work and input from staff but we're starting to see the fruits of our labour. The guys in the field are buying in and the gaps with work requests and infrastructure maintenance such as septic tank inspections are now being closed. Work is being tracked and scheduled (complete with auto “ticklers” to prompt future inspections and/or completion dates).

Another benefit of capturing all of this information is budgeting. It will become much more accurate and comprehensive as we are collecting real costs at real run-rates. But mostly, its achieving our main critical path...it’s creating a system of constantly backed-up process and information that future boards can pick up and run with (should they chose)

But...that’s just some of the “black box” stuff that’s been running in the background. Some of the more visual accomplishments have been:

- New firewood area built
- Cul-de-sacs are being properly tilled (rest of division 1 starts next week)
- All the septic tanks have been inspected and pumped and repaired where needed
- Continuing efforts in managing our forests, big firs to be milled for projects the rest into the firewood area

- Red mulch highlighting ground areas
- Purchase of a “shunt” to cover an inopportune low-voltage line fail to name a few

Some higher value capital projects on deck are:

- Replacement of the playground equipment
- Systematic replacement of the low voltage runs
- Covered BBQ area by the horseshoe pits (made from our own timber)

It’s been difficult paraphrasing a year’s worth of work into a couple minute report. The board has worked through some challenging debate and even harder decisions. Each member brought their talents, background and opinions to the table and they should be recognized.

I’d also like to recognize the staff. Change is never easy. PLCC is our fun, peace and relaxation, but it’s their livelihood. They are part of our family and we shouldn’t lose sight of that.

I’d like to think a balance was found, a functional system established, and a legacy created allowing PLCC to only get better.

After discussion, it was **MOVED** by Brad Smith (Lot #2080) , **SECONDED** by Billing (Lot #2061), **VOTED** and **CARRIED** to approve the Maintenance Report.

Election of Officers

Brad Smith and Corey Thomas will continue on the Board to complete the 2nd year of their two- year elected terms. Five Trustee positions are available for election: 3 two-year terms, and 2 one-year terms. The following individuals were elected by the members:

- Karl Koslowsky (Lot #1155) – 81 votes
- Kim Harden (Lot #2001 – 65 votes
- Erica Scholten (Lot #1085) – 53 votes
- Mike Stewart (Lot #1076) – 45 votes
- Dave Riley (Lot #2041) – 32 votes

Board positions will be determined and voted on at the next Board Meeting.

Vote on Notice of Motions

MOTION: Change any reference to Office Staff in the Bylaw/Rules document to “General Manager” and to change any reference to Maintenance Supervisor to “Maintenance Staff”.

MOVED BY: Sandra Wade (2005)

SECONDED BY: Corey Thomas (3032)

Analysis: As the office duties and maintenance duties have been re-assigned for better efficiencies, there is no longer a need for the title of Office Staff or Maintenance Supervisor, the titles should be General Manager and Maintenance Staff. (Housekeeping)

YES 85 NO 6

Majority in favor, MOTION carried.

MOTION: To add a provision to Bylaw 5.09(e): *(Provision: if there are no interested or qualified candidates for officer, the Board has the provision of appointing another term to the same individual upon vote of seven (7) Trustees).

5.09 (e) No Board member (Trustee) can sit in the same position as Officer (President, Vice-President, Secretary or Treasurer) for more than 4 consecutive years (or more than 4 years in a 6 year period), at which time he/she must step down for a minimum of 2 years before accepting the same position of Officer again*.

*(Provision: if there are no interested or qualified candidates for officer, the Board has the provision of appointing another term (2/1 year) to the same individual upon vote of seven (7) Trustees).

Analysis: Should there be no interested or qualified parties to run the executive officers, the Board should have the provision to appoint individuals for another term if agreed upon by vote.

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MOVED BY: Brad Smith (2080)

SECONDED BY: Corey Thomas (3032)

YES ___ NO ___

MOTION withdrawn due to By-Law and MOTION wording inconsistencies.

ARTICLE XI - REVIEW

There will be an annual financial Review of the accounts and financial statements of the Club by a Certified Public Accountant appointed at the annual meeting of the members. When the requirement for an audit is deemed necessary, or is a requirement for nonprofit organizations, an audit of Club accounts shall be undertaken by a Certified Public Accountant appointed at the annual meeting of the members.

MOTION: To hold a Review for the 2019 fiscal year.

MOVED BY: Sandra Wade Lot (2005)

SECONDED BY: Lisa Thompson (1017)

Analysis: The Board feels that a review should be sufficient for the 2019 fiscal year, once complete, by Larson Gross, Bellingham Accountants & CPAs. Voting yes will approve a review at the cost of approximately \$5,000, voting no will entail an audit valued at \$15,000 +.

YES 98 NO 1

Majority in favor, MOTION carried.

DRAFT

Budget

- Repair of the existing roadways
- Secondary power – electrical
- Work on the front entrance
- Further tree work (removal)
- Upgraded Playground Equipment (copies of proposed plans attached – note, the chosen plan would go in phases over a two, or three, year period)
- Pool work
- Other (as arise)
- Considerations as per outcomes of owner requests

MOTION: To pass the budget for 2020 as presented on page 6 exhibit a

MOVED BY: Sandra Wade Lot (2005)

SECONDED BY: Lisa Thompson (1017)

YES 94 NO 4

Majority in favor, MOTION carried.

Question for Owners (Non-Binding)

- A Store in the Hall
- Pop machine
- Vending Machine
- Ice Machine
- Freezes/Ice Cream in Office fridge

Argument in Favor of the Motion: None provided.

Analysis: The Board feels that operating any type of sales of goods (other than PLCC branded merchandise) should not fall under the duties of staff. Should owners wish to pursue a PLCC “store” it should be run by a volunteer committee with a proposed plan outlined with a study on projections of sales and revenue to the club, with a proposed budget outlining the cost of vending equipment vs. revenue of sales. The Board recommends a no vote until further information is provided.

MOVED BY: Jimmy Mitchell (1154)

SECONDED BY: Ryan Jensen (1118)

Yes 3 No 95

The majority of Members are not in favor of supporting a PLCC store or vending machines.

DRAFT

New Business – Floor Motions

Lot #1183 and #2064 raised interest and suggestions in investigating options of installing a sauna

Lot # 2070 suggested investigating insurance options for PLCC staff working on member properties

Lot #1009 and #2059 raised an interest and suggestions for an off-leash dog park within PLCC

Lot # 1019 and 1085 raised an interest and suggestions for altering pool hours and adult swim times

Adjourn Members' Meeting

There being no further business to discuss, it was **MOVED** by Darryl Stushnoff (Lot #1019), **SECONDED** by Corey Thomas (Lot #3034), **VOTED** and **CARRIED** to terminate the meeting at 1:04pm

Respectfully Submitted and Signed in October 19, 2020



BRAD SMITH



DARRYL STUSHNOFF

President

Secretary

Owners are encouraged to write to the Board Members on any PLCC related matter (suggestions, concerns, etc.). Correspondence can be left at the the Main Office or emailed to the Board at plccboard@comcast.net