

CHRISTMAS MOUNTAIN CAMPGROUND ASSOCIATION  
ANNUAL OWNERS MEETING  
October 8, 2016

I. Call to Order / Roll Call

Association President Dennis Thurow called the meeting to order at 3:07 p.m. The following persons were in attendance:

BOARD OF DIRECTORS / OFFICERS:

Dennis Thurow, Director / President  
Janet Nikolovski, Director / Secretary-Treasurer  
Constance Dodd, Director

BLUEGREEN RESORTS MANAGEMENT INC.:

Steve Prial, Resort Manager  
Karla Davis, Resort Assistant Manager  
Kelsey Draves, Evening Manager  
Gadrieal Kollaszar, Front Desk Manager  
Matthew Bushweiler, Director of Marketing  
Rosemary Larkin, I-Advance  
Ryan Rose, I-Advance  
Michele D'Alessandro, Association Governance

There were 90 ownerships represented in person and 2668 owners by proxy.

II. Meeting Notice and Quorum

- Director Thurow stated that the meeting notice was posted and sent to all members in accordance with the Wisconsin statutes and Association By-Laws.
- Director Thurow stated that a quorum had been with at least 20% of the ownership present in person or by proxy.

III. Appoint a Recording Secretary

Director Thurow appointed Michele D'Alessandro as Acting Secretary for the purpose of recording the minutes.

IV. Approval of Agenda

Motion: Ms. Rasmussen made the motion to approve the agenda as presented; which was seconded by Sue Meyer and unanimously approved.

V. Introductions

Director Thurow introduced the Board of Directors and the CMV team introduced themselves.

V. Approval of prior minutes

- The minutes from November 7, 2015 were presented and Director Thurow asked everyone to take a minute to review them. With no changes requested Director Thurow asked for a motion to approve the minutes as presented.

Motion: Maureen Quinn made the motion to approve the November 7, 2015 minutes as presented; which was seconded by Janet Nikolovski and unanimously approved.

VI. Unfinished Business

- Director Thurow stated that there was no unfinished business.

VII. Officer Reports

- Director Thurow gave a brief update on the PRV issues.

VI. Nomination of Candidates

- Director Thurow appointed Michele D'Alessandro and Ryan Rose as election inspectors. Director Thurow asked if there were any nominations from the floor, with no other nominations; the floor was closed for nominations.
- Director Thurow explained that everyone received a ballot when they checked in and when they were finished voting Michele and Ryan would collect the ballots.

VIII. New Business

Steve Prial gave an update on employee awards and achievements, reviewed the projects that have been completed and the upcoming projects. In addition, Steve reviewed the Medallia scores for Guest Service Overall Experience and explained how they have been steadily improving over the last three years and plans to continue to improve. In addition, he noted that there are no liability claims pending and the safety and accident prevention continues to be a top priority.

IX. Financial Business

Steve Prial reviewed the Treasurers Report as of July 31, 2016 explaining that year end is forecasted to show a surplus of \$0.00.

Steve presented the 2017 budget with a 0% increase in maintenance fees. There was discussion.

X. Outcome of Voting

- Michele gave Director Thurow the outcome of the voting; Dennis announced the Board of Directors as Dennis Thurow, Constance Dodd, Yogi Mueller, Janet Nikolovski and Aaron Oldenburg.

X. Open Forum

An open forum session was held for owners wishing to address the Board of Directors with specific questions or concerns. There was a question on the Wi-Fi in the Campground; Steve explained that he had asked for a bid and additionally asked about hot spots. Steve stated that the good news is with the Timbers and Villas going with Blueprint it would free up bandwidth for the campground. There was a question about the cleaning fees and if the price had increased, Steve replied that they had gone up \$1 or \$2. There was discussion on the handicap automatic doors for the registration building. Steve explained that it is mandatory for large renovations and he was considering installing them by the hot tub and the clubhouse doors. There was a comment that the road behind the RV Storage had several pot holes in it. Steve explained that currently there is PRV encroachment onto the BG road, once the PRV issues are settled then they will fill the potholes with gravel. There was discussion on the RV Storage area. Steve explained a few of the issues they were having with the storage area, one is the fact that someone had shot a fox in there and left her babies to die; this really upset him and the staff. Steve additionally explained that it had been brought to his attention that some of the people were "subletting" their space in the storage area, he went on to explain that the RV Storage is a privilege and he would be getting with the Board to start removing the people that were abusing the privilege. The resort is going to go to a calendar year with everyone's rental fees due at the same time so that it is easier to track. Steve stated that the improvements to the storage area had to come out of the money that was collected for rental of the storage area. Steve explained that they were planning on moving the one side of the storage and adding a new gate because of all the people that were using the area along there as a dump site. There were questions on where they were supposed to dump their

grass clippings and tree branches if they couldn't dump them along that road. Steve explained that they were responsible for their own disposal of grass clippings and items they no longer wanted like washers and dryers, etc. There was a question about using the construction dumpsters and Steve explained that those were paid for by the construction company and could not be used. Steve stated that it might be possible to have a dumpster brought in a couple times a year for people to use to dispose of some of their unwanted items but the members were still responsible for discarding of those items on their own any other time. There was a question about the dead trees and Steve explained that he still had \$3000 to spend on taking some of the dead trees down, this would be done before end of year. In addition there was money in the 2017 budget for removing trees and this would be done before the season starts next year.

Steve explained that ATV's were not allowed at the resort, no UTV's either, only golf carts. The golf carts need to be registered with the front desk and to show proof of insurance. Steve wanted everyone to know that the Town of Dellona said no golf carts were allowed on Christmas Mountain Road or Christmas Mountain Drive. There was a question asking if Steve would take down the railing on the stage so that people could see the Board easier; Steve explained that it was not designed to be taken down. Steve explained that he had the railing installed because of his concern with children playing on the stage and was afraid one of them would fall off the stage and hurt themselves; he thought the best answer would be to set up the table for the Board below the stage next year.

There were several questions about the RV sites, if they could level them and improve them, if they could add numbers to them, if they could add lights on the posts in the RV area. Steve explained that they could accommodate most of these issues, in addition to adding outlets to the pavilion. Some of the owners felt like they got a different answer each time they called the front desk, Steve explained that they would do more training because no one was purposely giving different information. There was a statement about the looks of the Park Models with housekeeping staying in them; Steve stated that they check the units once a month and the additional revenue that is brought in by renting those park models helps out the Campground Association. There was a statement about employees driving too fast in the resort; Steve said they were going to start issuing tickets and the third ticket would come with disciplinary action. There were several complaints on how the reservations were made, which site they would get, if groups could stay together and why BG didn't just purchase a campground program and let the staff at CMV make reservations. Steve explained that BG was not going to invest in a campground computer program, and he thought that reservations were getting easier since his trip to the call center earlier this year. In addition, companywide the staff at resorts no longer can make any reservations; they all have to go through Owner Services. Steve also explained that Fabian's team was bringing in contractors to determine the power upgrades that are needed in the campground. There was concern that the resort was renting out campsites to the public when the owners couldn't get in when they wanted. Steve said he would find out the rental policies.

With no other new questions or concerns from the members; Director Thurow stated there was no further business.

Motion: Janet Nikolovski made the motion to adjourn the meeting. Director Thurow adjourned the meeting at 5.45 p.m.

Rosie Wallace on behalf of  
Michele D'Alessandro, Acting Secretary