

**Continental Country Club
Homeowners Association
Regular Meeting of the Board of Directors
August 28, 2018 3:00pm
Meeting Minutes**

1. **Call to Order:** David Chambers, President, called the meeting to order at 3:02pm
2. **Roll Call:** All members of the board were present except Robert Hoadley who teleconferenced into the meeting. Others present were Chris Shields, Kim Rushing, and Tahlia Murray.
3. **President of the Board Address:** Chambers welcomed all homeowners and Board Members to the August Board Meeting. He started by announcing the two newly elected Board Members: John Keegan and Bill McGrath. Chambers proceeded to inform all in attendance the countless hours that Board Members dedicate to CCC. He specially thanked Bill McGrath for his years of service and most recently his presidency. Chambers announced that he is hoping to streamline the monthly Board Meetings and asked that the homeowners only speak in the appropriate/ allowable times.
4. **Approval of Agenda:**
 - *Schlusser made a motion to approve the agenda with the below additions. The motion was seconded by Goitia and carried unanimously. (MSCU)*
 - Annual Meeting Review
 - Budget Discussion
 - Conflicts of Interest- Specifically Short Term Rentals
 - Updated Brews & Blues Contract
 - Lake Elaine Maintenance
5. **Approval of Minutes:**
 - Regular Meeting of the Board- July 24, 2018
 - *Keegan made a motion to approve the minutes. The motion was seconded by Goitia and carried unanimously. (MSCU)*
6. **Homeowner Participation:**
 - This portion of the meeting is for items that are NOT on the agenda. **Please limit comments to three minutes.**
 - **Carl Wood- 1860 N. Rain Tree Rd.** – Congratulated David Chambers on his election for President. Expressed his frustration when he or other homeowners ask a question to the Board with no response. Asked that the Board consider answering questions instead of moving onto the next person. Expressed concern regarding one of the Board Members attire at the Annual Meeting. Thanked the Board for putting conflicts of interest on the agenda. Carl encouraged the Board to purchase a weather station in the 2018 budget and not wait until 2019. Lastly, Carl shared his concern

with people chewing tobacco in the clubhouse and restaurant. He said it concerns him when the property is a non-smoking property.

- **Don Richardson- 4701 E. Green Mountain Drive-** Asked the Board if they will be presenting financials this month. Chambers stated that Financials are covered on a quarterly basis and will be reviewed in September.
- **Mike Sargent- 6110 E. Laurel Loop-** Expressed concern regarding Continental Country Club insurance policy and the coverage.
- **Michael Chadburn- 1341 N. La Costa Lane-** Mr. Chadburn informed the Board of his findings on VRBO which has increased to 166 rentals within Continental.
- **John Nilsson- 5105 E. Mount Pleasant-** Mr. Nilsson updated the Board of a recent expense relating to Bark Beetles. He encouraged the Board to keep a close eye on the community.

7. Department Reports:

Golf Committee Report- Chris Shields: Shields stated that the Golf Committee met on August 15, 2018. Shields started by covering the FGMC update. Currently FGMC has 9 full time staff members and 2 part time staff members. He stated that FGMC is currently seeking 1 more position. FGMC is currently under budget by \$3800. FGMC has focusing on top dressing the course, removing weeds and cleaning bunkers. Lastly, Shields informed the Board that the golf revenues are currently 11% over budget, the driving range revenue is down \$10,000 and the cost of reclaimed water is over YTD \$17,000. Golf rounds are up 650 and twilight round are up 300 rounds. The pro shop merchandise sales are up \$11,000.

General Manager Report- Chris Shields: Shields announced the hiring on Linda Caniglia as the clubs new CC&R compliance person. Shields stated that the staff has completed some big projects as we move into the last week of season. Wyndham and Continental replaced two fitness bikes in the Fitness Center; maintenance installed a memorial plaque at Walnut Canyon for the Goitia Family and administration staff cross checked every homeowners address in Business Works with Coconino County Recorder’s Office. Shields proudly announced that there were no issues discovered in the verification of addresses. Lastly, at the Boards request, Shields covered the employee benefits listed below.

Continental Country Club	Wyndham Flagstaff Resort	Plated Projects
<ul style="list-style-type: none"> • Continental Employees, FGMC Employees (list of current employees will be provided); Wyndham Employees with a valid Employee ID may play the course complimentary. Employees must make tee times through Director of Golf, Chris Mandziuk, to ensure that tee times are during off peak times. • Employees may make tee times at Continental with a paying guest. The Employee Guest Rate is the Peaks Pass Twilight Rate at time of play. • PGA Members and spouses are 	<ul style="list-style-type: none"> • Employees receive a discounted rate for rooms at Wyndham Flagstaff Resort with the approval of General Manager Bobby Zweifel. • Employees are able to use amenities at Bear Paw with prior approval from General Manager at CCC or General Manager at Wyndham. • Employees receive 10% off at Bear Paw on all purchases. 	<ul style="list-style-type: none"> • All Wyndham Flagstaff Resort, Continental Country Club Employees receive 20% off food at any plated projects restaurant with proof of work ID. • General Manager of CCC, General Manager of Wyndham Flagstaff Resort and Director of Marketing at CCC receive 50% off at any Plated Projects restaurant.

<p>complimentary, they will have credentials. Please have them contact Chris Mandziuk the day before play for availability.</p> <ul style="list-style-type: none"> • GCSAA Members and spouses are complimentary, they will have credentials. Please have them contact Jeff Plattis the day before play to coordinate play. • The General Manager at Continental, Wyndham, and FGMC play Continental complimentary. FGMC has three (3) additional supervisors who also play complimentary. • Continental Board Members receive Peaks Pass Rates. • All Wyndham, CCC and Plated Projects Employees have access to amenities during off peak times with prior approval. 		
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Drive Log – No report since Carole Swain resigned.

Marketing Report- Tahlia Murray: Murray gave a brief update to the Board regarding the marketing of Golf. She stated that most of what has been occurring has been covered in the other reports. She continued to inform the Board of upcoming (7) Golf events and tournaments. Murray announced the return of the Flagstaff City Golf Championship. She continued by stating that the structure of the tournament and dates have been set and now she will begin working on sponsors.

Murray stated that she has been working on the club's Membership Policies that are mailed in the Disclosure packet at the time of sale. She has been looking at other Country Clubs in the area and saw that our packets needed some updating.

Per the request of the Board, Murray covered all recent communication to the homeowners as well as the frequency. Below you will find the statistics:

Email Server- Mail Chimp

Annual Meeting ADDITION	1,961 subscribers	49.8% opens	0.1% Clicks
August Golf Specials	5,001 subscribers	60.7 % opens	41.7 Clicks
Catholic Charities Golf Tournament	5,001 subscribers 1,961 subscribers	70.2% opens	37.1% clicks
Wilson Demo Day	5,001 subscribers 1,961 subscribers	32.4% opens	24.2% clicks
AZUCA Golf Tournament	5,001 subscribers 1,961 subscribers	42.1% opens	12.3% clicks
Northern Arizona Junior Championship Tournament	5,001 subscribers 1,961 subscribers	32.5% opens	10.1% clicks
4 th of July Schedule of Events!	1,961 subscribers 2,031 subscribers	87.4% opens	12.3% clicks
June Newsletter	1,961 subscribers	54% Opens	32.2% Clicks
Call for Board	1,961 subscribers	45.8% opens	2.1% clicks

Candidates			
You're Invited to a Sip & Chat	1,961 subscribers	70.0% opens	0% clicks
Spring Newsletter & Important STR Update	1,961 subscribers	60.6% opens	25.9% clicks

**** Industry average open rate = 15.63%**

Newsletters:

2011-2015 - The club prepared (4) newsletters per year that were outsourced for layout and printing.

2016- It was decided to begin monthly email based newsletters.

2017- date- Newsletter go out monthly via email blast only.

Newsletters on average take (2) hours of design time. On average the club earns about \$6,131 in advertising revenue if you average the last two years.

Events:

Blues & Brews = \$8,000 revenue

Bikes 4 Tykes = for community benefit

Continental Project = for community benefit

Toys 4 Tots = for community benefit

4th of July Events

- **June 30th= Killer Keyz Dueling Piano's- 500 people= \$0 cost to CCC**
- **July 1st= Cornhole Tournament= 96 Teams of 4= \$0 cost to CCC**
- **July 3rd = Laugh with the Stars Comedy Show- 300 people= \$0 cost to CCC**
- **July 4th Main Event- 3,000 people= \$0 cost to CCC**

Funny Bunny= average cost to club \$250

Mother's Day Brunch= \$0 cost to club

Member's BBQ's= \$0 cost to club

Breakfast with Santa= average cost to club \$250

8. Discussion Items

- **Monthly Board Meeting Schedule:** David Chambers- Mr. Chambers proposed that the Board consider 1-2 meetings in 2019 fall on a Saturday or later in the evening so that members who work can attend. It was decided that the Board will hold the May 2019 Meeting on the third Saturday.
- **Board Committee Assignments:** David Chambers- Mr. Chambers reviewed the (5) committees currently operating.
- **Neighborhood Safety Group:** Chris Shields- Shields reviewed Messages & More (on-call service) and Southwest Security's role and asked that the Board approve the hiring of the two companies. Lastly, he reviewed the Neighborhood Safety Program for all members in attendance.

Continental Homeowners who rent their homes on a short term or long term basis will have two options for registering their renters:

1. Continental Country Club will add a Tenant Registration Tab on the CCC Website with a link to PayPal. The Homeowner will need to fill out a simple form with all of the homeowners personal contact information and the tenant's contact information and pay a \$25 fee per rental.
 - a. Should the homeowner choose to do this option only, the tenants **will not** have access to the amenities at the clubhouse or Bear Paw.
 - b. Homeowner's would need to purchase an Amenities/Recreation Pass that would be billed annually in addition to their annual assessment. This pass would allow all tenants' access to amenities at the clubhouse and Bear Paw.

Price Structure:

- i. 1 Bedroom = \$250
- ii. 2 Bedroom = \$500
- iii. 3 Bedroom = \$750
- iv. 4+ Bedroom = \$1000

*Homeowner will still be required to do Tenant Registration form for each rental and pay \$25 fee.

2. The group also gathered quotes from Southwest Security for an on-call basis security guard. The group structured the fine schedule to ensure that if an emergency arises or a disturbance happens, security can be dispatched to remedy the situation. When a homeowner calls afterhours they will be re-routed to a company called Messages and More, which will then determine if the complaint qualifies sending a security guard. Below you will find a list of examples:
 - a. **Noise** (Qualifies a Security Guard Visit)
 - b. **Trash** (Does Not Qualify a Visit)
 - c. **Parking Violation** (Only Qualifies a Security Visit **IF** a car is blocking a hydrant or a driveway)
 - d. **Fire Protection Violation** (Qualifies a Security Visit)
- **Resort Leadership Group:** Bobby Zweifel- Zweifel informed the Board that himself, Chris Shields and Tahlia Murray. He stated that this group will meet weekly to review upcoming events, maintenance projects and Oakmont operations.
 - **Annual Meeting Review:** David Chambers- Mr. Chambers thanked the Board and staff for a successful Meeting. Chamber's reminded the Board that Homeowners vote to approve the 2017 Annual Meeting Minutes.
 - **Conflicts of Interest:** David Chambers- Mr. Chambers acknowledged that at the Annual Meeting a few homeowners had concerns about Board Members with rental homes within the community. Mr. Chambers informed the Board and Members in attendance that Board Members must announce their conflict and can choose to abstain during voting.

- **2019 Budget Discussion:** David Chambers- Mr. Chambers informed the Board that a schedule has been established for budget due dates and asked that they all do their best to assist management. Below is the due dates:
 - September 30 – receive budget from FGMC including capital expenditures request
 - October 20 – receive CGC budget from Golf Committee
 - October 20 – receive capital expenditures request from House Committee. Requests should be graded by priority (A B C)
 - October 20 – receive marketing plan/budget
 - October 20 – receive proposed employee compensation from GM
 - October 30 – first draft of CCC budget. Use September 30 financials to project 2017 numbers (9/30/17 actual plus Oct, Nov & Dec 2017 budget with any necessary modifications). The 2018 budgets should include a cash flow projection
 - November 28 – present preliminary budget to BOD
 - December 10 – final budget completed (the 2017 comparison should now include Oct actual)
 - December 12 – present final budget to BOD

- **Brews & Blues:** Chris Shields- Shields informed the Board that the Grogan's approached him asking for an additional day each year.

- **Lake Elaine Maintenance:** Bill McGrath- McGrath informed the Board that he received an email from a homeowner living on Lake Elaine asking if the Board would consider the following maintenance:
 - Water Treatment
 - Weed Removal- Street Site

9. Action Items

- Hire Southwest Security
Rhoton made a motion to hire Southwest Security. The motion was seconded by Smith and carried unanimously. (MSCU)

- Hire Messages & More (On-Call Services)
Rhoton made a motion to hire Messages & More. The motion was seconded by Smith and carried unanimously. (MSCU)

- Bank Account Updates
 - SunWest Operating
 - Remove William McGrath
 - Add Steven Schlosser
 - SunWest Capital Reserve
 - Add Dave Chambers
 - Add Steven Schlosser
 - Chase Bank- Credit Card Account
 - Remove William McGrath

- Add Steven Schlosser

Schlosser made a motion to approve the Bank Account updates. The motion was seconded by Smith and carried unanimously. (MSCU)

- **Board Committee Assignments**
 - **Golf Committee-** Bill McGrath, Gary Smith
 - **FGMC -** Bill McGrath, Gary Smith
 - **House & Grounds-** Bobby Goitia
 - **Finance Committee-** Steve Schlosser
 - **Architectural Committee-** David Evans

Rhoton made a motion to approve the Board Committee Assignments. The motion was seconded by Schlosser and carried unanimously. (MSCU)

10. Informational Items to and From Board Members and Staff

- **Add Insurance Coverage to October Meeting- Phil Geise to attend**

11. Agenda Items for Next Month

12. Next Meeting: September 25, 2018

13. Adjourn:

- *Rhoton made a motion to adjourn the meeting at 4:50pm. The motion was seconded by Chambers and carried unanimously. (MSCU)*

Respectfully Submitted By,
Tahlia Murray
Director of Marketing