

**FOUR SEASONS LAKESITES
PROPERTY OWNERS ASSOCIATION, INC.
ANNUAL OWNERS MEETING
PRELIMINARY MINUTES
October 21, 2017
10:00 a.m.**

I. CALL TO ORDER: POA Board President Mary Bustin called the meeting to order at 10:00 a.m. at the Four Seasons Lakesites POA Community Center, 36 Vintage Landing Dr. Lake Ozark, MO 65049. Board Members present were Mary Bustin, Maggie Moe, Patti Pilshaw, Christophe Torres and Terry Roets.

Representatives present from Missouri Association Management (MAM) were Della Miller, Jay Prince and Heidi Altman. Representatives from Wilson Toellner CPA were Patricia Higgins and Lindsay Kelly. There were 62 property owners in attendance.

II. PLEDGE OF ALLEGIANCE: Board Director, Patti Pilshaw, led the Pledge of Allegiance.

III. APPROVAL OF MINUTES – October 15, 2016: Mr. Roets made a motion to approve the October 15, 2016 Annual Meeting Minutes as presented. Mr. Torres seconded the motion. The October 15, 2016 minutes were approved.

IV. INTRODUCTIONS: Ms. Bustin introduced and thanked the volunteer Board of Directors. The Architectural Control Committee and Social Committee members, staff from Missouri Association Management, L.L.C. (MAM) were introduced. Ms. Bustin continued by introducing the Wilson Toellner CPA staff as well as Sgt. Jim Elkin and Sheriff Tony Helms from the Camden County Sheriff's Office. Ms. Bustin, on behalf of the entire Board and POA Members offered a special thank you to Nancy Cason for her number of years of volunteer service on the Board.

Ms. Bustin reviewed the Owner Code of Conduct at Meetings as well as the Mission Statement which was a result of the first Strategic Planning session:

"To act as an objective body while maintaining and enhancing property values, representing property owners by enforcing the "Declaration of Restrictive Covenants" and being financially responsible, all in the best interest of the community."

V. BOARD OF DIRECTOR CANDIDATES: Ms. Bustin announced the names of the Board Candidates: Steve Yoder, Mary Bustin, Karen Schenk, Debra Howard and Kurt Kuhlmann. She went on to explain the election process.

VI. AUDIT REVIEW: Ms. Bustin presented the 2016 Audit. Copies of the audit may be obtained by contacting Missouri Association Management.

Q: Dan Hoag – 613 EC1 – Why did Management fees increase approximately \$70,000?

A: Ms. Bustin – Management has taken on more responsibilities that were contracted out in years past: increased pool coverage due to vandalism, website managed in-house, etc. Management fee includes personnel and overhead as well as the warehouse to

store supplies and equipment, the office, utilities, etc. The fee also covers "profit" which in 2016 was \$14,000 + 10% of a portion of the money saved at the end of the year.

****NOTE: This year the board agreed to share a portion of the excess of revenue over expenses. Management received 10% of the audited "Excess of Revenue over Expenses" of the Association, as determined in the approved audited financial statements, less the amount anticipated and identified as "Projected Net Revenue/Loss" on the annual budget overview**

Q: William Stone – 612 EC1 – Will they get the same \$70,000 every year? How much is the 10%? Why?

A: Ms. Bustin – No. Approximately \$40,000 was due to increases in overhead and salaries resulting in additional services. The 10% is \$30,000. It is an incentive for them to help the POA save money. The Board budgeted as if MAM has to bid out most of the work if they are unable to complete the task in-house. They do not have the manpower to complete all tasks in-house even though that may be the best way to save money; it just is not feasible.

Q: Dan Hoag – 613 EC1 – What is the process of bidding out jobs?

A: Ms. Bustin – Depending on the magnitude, the Board requests three bids. Sometimes three bids are not available depending on the need such as the security system, there is only one company in the area that services the system. If it is something that MAM can do and do for a lower cost, we ask them to pick up the responsibility. The Board looks at what was spent the previous year and what is expected for expenses in the coming year to base the budget. Some things are unexpected like the vandalism at the pools; therefore, the unexpected cost increased the expenses.

Q: Dan Hoag – 613 EC1 – My concern is regarding the percentage of assessments went up about 20-30% in Porto Cima, so it's a pretty good jump.

A: Ms. Bustin – The reason for the increase in 2016 was for putting money into reserves for Porto Cima because 3-4 years ago when the Board did a reserve study they did not realize how many roads they had to maintain. The POA is responsible for 3.4 miles of roads. The reserve study came back saying that there needed to be roughly a \$60,000 reserve contribution annually for roads. What the Board has done in the past years, is a set aside a portion of any excess money at the end of the year to put into the reserve for Porto Cima roads. That way Porto Cima is not responsible for the entire \$60,000.

A: Mr. Roets – The Board asks MAM to increase services that are not budgeted when things unexpectedly happen, such as the extend mowing season this year because of the weather. Increase in services is a fine line and unpredictable.

VII. 2018 BUDGET PRESENTATION: Ms. Moe explained the budget process and reviewed the budget. Ms. Moe reported there would not be an increase in the 2018 assessments.

VIII. STATE OF THE ASSOCIATION: Ms. Bustin reported there was significant improvement on Collections in 2017 with the newly implemented policy of contacting delinquent accounts immediately prior to sending to collections. She also reviewed the Reserve Study and announced the Campground would be undergoing updates and upgrades to the infrastructure as well as refurbishment of the property. The Bank of Versailles has offered their meeting room as a space for Porto Cima residents to use for regular gatherings, such as cards as well as private events. The Developer has offered the use of land on Seabrook Drive off Horseshoe Bend Parkway for a Yard Waste Disposal area for POA residents Friday – Monday. Areas in Porto Cima are being investigated for a similar Yard Waste Disposal space. And finally, Ms. Bustin informed that the Board is moving toward making the Fitness Center, Storage Facilities and Campground self-supporting.

IX. COLLECTION OF BALLOTS: Anyone present that had not yet voted for the Board Election were given ballots to do so.

X. FACILITIES UPDATE: Mr. Roets reported on several of the updates to facilities throughout the community: Community Planning, Neighborhood Watch, Monument at Resplinder, Bittersweet Parking Expansion, Possible Future Swimming Pool Plans, Digital Signage, Fitness Center Upgrades and Membership Discounts. Mr. Roets informed the Members there would be a Planning and Zoning meeting at the Village Hall on Tuesday, October 24, at 4:30 regarding the development of the land behind the Community Center. The new owner plans to build a lake front restaurant, possible condos and retail shops.

Q: Linda Sandbothe – 47 RE1 - What are the plans for Regency Pool? I heard it was being closed or removed. Regency Pool is the reason we bought a house on Regency Cove.

A: Ms. Bustin – No plans have been made about what is happening with the pools. The Board has been researching options due to the fact that major repairs/reconstruction may be necessary at Regency Pool in the near future.

Q: Karen Schenk – 1269 KP5 – Suggested the consideration of an indoor pool which will allow for swim lessons which are drastically needed in the area as well as water aerobics year-round for the physically active seniors in the POA. Is there any way the POA could work something out with Treetop Condominiums to reciprocate with the amenities, allowing use of their indoor pool?

A: Ms. Bustin – We can follow up with Treetop Condominiums to see if anything can be worked out.

A: Mr. Roets – Rest assured, we are not going to build a new pool that cannot become a year-round facility.

Q: Dan Hoag - 613 EC1 – The POA should review all pools and maybe close some that need work or do not get as much use, then build one big new pool to draw people to.

Q: Linda Sanbothe – 47 RE1 – The POA needs to take care of what they have and what they can afford.

XI. REPORTS:

A. COMMUNICATIONS COMMITTEE: Mr. Roets shared that he would like to invite homeowners to join the Communications Committee. His goal is to get important information out to the homeowners in the quickest way possible. He asks that homeowners follow Four Seasons POA on FaceBook, visit the website and provide an email address to receive the monthly Association Press as well as periodic email blasts.

B. ARCHITECTURAL CONTROL: Mr. Ron Rule presented the ACC report. Mr. Rule discussed the changes that were made in the ACC Guidelines for Homebuilder's Handbook. He also reported an increase in construction over the last year.

C. SOCIAL COMMITTEE: Ms. Moe reported the Social Committee meets periodically and invites any homeowner who would be interested in joining the committee to contact Ms. Altman. She announced all the events that have taken place in 2017 as well as the upcoming Christmas Parties.

D. CAMDEN COUNTY SHERIFF'S OFFICE: Sheriff Tony Helms spoke to the Members about his goals he set when elected Sheriff last year. He is a 26-year veteran of the CCSO and his primary goal is to serve the people. He and his team focus on community oriented policing to involve the community in which we all live. He encourages Neighborhood Watch. He went on to discuss how animal control is a serious problem in Camden County.

S: Karen Schenk – 1269 KP5 – Residents should take advantage of the "Away from home" checks. We appreciate the comfort of know the CCSO is monitoring our property. Larry and I would also like to thank Arlene Page for coming on her day off to the fishing tournament.

S: Wayne Marlow 103B GP1 – I live on in Porto Cima and see CCSO driving through the area all the time. Thank you!

Q: Dan Hoag - 613 EC1 – What do you think about the Neighborhood Watch program? What about neighborhoods that do not have full time residents? Is burglary a concern?

A: Sheriff Helms – Burglary is the 3rd or 4th top crime in the area. The Neighborhood Watch program is very beneficial even if the residents are part-time. Criminals do not know that, and they are lazy. If they see a Neighborhood Watch sign posted they will likely go to a different area as to not to take a chance.

A: Ranita Jones – 634 PP5 – Ms. Jones suggested the part-time residents signing up for the "Away from home" checks and starting a Neighborhood Watch program to get the sign posted in the neighborhood.

A: Maureen Baker – 1139 CC5 – A sign will detour criminals even if you are there part-time.

A. Charles Baker – 1139 CC5 – There are only two houses on our street, ours and one other. Sgt. Elkin and his deputies are my Neighborhood Watch. We let them know when we are going to be out of town and they do complete checks of the perimeter.

Sheriff Helms stated that the Neighborhood Watch program is absolutely effective, but the members must get out and drive around the area during high crime times of midnight to 4:00 a.m. The sheriff ended by thanking everyone for being a good citizen.

XII. QUESTION & ANSWER: Ms. Bustin then opened the meeting to Owner questions.

Q. Nick Hamra – 1284R CC5 – I fish a lot and use the boat launches within the Four Seasons POA. The launches need to be improved and the water is shallow in the off-season months. When I go by myself, launching my boat is difficult because there are no courtesy docks to tie the boat off to while I move my truck and trailer. I propose that a launch ramp be constructed at the Swim and Tennis Boat Dock. The dock is in place and the water is deep. I've surveyed the property and it looks as though there would be room to put one in as well as parking.

A. Ms. Bustin – Thank you for your suggestions. We will take that into consideration.

Q. Nick Hansen – 334 KP1 – My home is located across the street from the Kay's Point launch ramp. I witness 30-40 dock and lift companies using this launch yearly. They are tearing up the ramp and I have replaced my mailbox three times this year alone. There needs to be some sort of monitoring system set up to keep this under control. When I see them, I call Owner Services immediately. They are extremely responsive. I am more than happy to help however I can.

A. Ms. Bustin – Point taken. We will see what we can do about increasing control.

Q. Michael Lindeman – 497 PP4 - I am concerned about the aesthetics of the POA. The HBSRD puts up adopted road signs however, there is still trash strewn all over. The Village mows the side of the walking path and will mow over the trash instead of picking it up. I walk the paths and always pick up trash: paint cans, car parts, people dumping and throwing trash, etc. Can we reinforce the trash pick-up in the adopted areas?

A. Ms. Bustin – Thank you for picking up the trash. We will talk with the Village and HBSRD regarding the situation. Maybe they can bring the adopt a road project back to the surface.

A. Karen Schenk - 1269 KP5 – I have adopted three roads and the HBSRD only asks for trash to be picked up every quarter, but I pick up monthly.

Q: Wayne Marlow 103B GP1 – You are lucky to have a trail, we do not have one in Porto Cima. What roads are maintained by the POA?

A: Ms. Bustin – We are working on developing a trail in Porto Cima.

A: Ms. Miller – The complete list of POA maintained roads are on the website.

Q: William Stone – 612 EC1 – Resplinder is a POA responsibility road and it looks great, but no one lives down there. A lot of taxes are being paid to Camden County Road District and they are not keeping up the roads as well as they should. Nancy was a friend and neighbor. She did wonderful volunteer work for the POA. Did the POA give her a plaque?

A: Ms. Bustin – She was given a nice gift certificate. There have been several Porto Cima residents that have discussed getting a committee together to develop a Porto Cima Road District.

A: Ms. Miller – Resplinder is a developer built road. The County will not take responsibility for a road with curb and guttering. We communicate with Camden County Road District about potholes and other issues with their roads.

Q: Carl Jason – 802 HI1 – Where do we go to get the sign to post on unimproved property?

A: Ms. Bustin – Instant Signs and Banners has all the information and can post for you.

Q: Ranita Jones – 634 PP5 – How often are the waste water system cleanings? When are they scheduled to be done? I'm concerned that I've never seen a waste water cleaning truck.

A: Ms. Bustin – They are scheduled for every three years. The group of properties is provided to the company and they proceed through the list throughout the year.

A: Ms. Miller – If the system needs to be pumped out prior to the scheduled time, call the office and the Waste Water Department will get it scheduled.

Q: Rex Gerald – 197 KP1 – The WIFI has poor service at the Community Center. Is there anything that can be done? It seems the POA is paying a lot of money for a service that is configured in a way that usage limited and difficult to use.

A: Ms. Bustin – We will check into it to see if any changes can be made.

XIII. ELECTION RESULTS: Ms. Pilshaw announced the final ballots had been counted and the winners of the 2017 Board Election were Steve Yoder and Mary Bustin.

XIII. ADJOURN: With all business being concluded Mr. Roets made a motion to adjourn the meeting. Mr. Torres seconded the motion. The meeting adjourned at 12:05 p.m.

Respectfully Submitted,

Heidi Altman, Recording Secretary

*Minutes are preliminary awaiting approval at the October 2018, Annual Owners Meeting.