



The Club at Twelve Oaks

PO Box 1463 | 179 Oak Valley Court | Mount Washington KY 40047

Meeting Minutes – Feb 7, 2024

Meeting started Wed 2/7/24 at 6:32pm at the Clubhouse

Attendees: Amanda Watson, Rusty Whittington, Beverly Bowman

Immediate Actions:

1. Send calendar invite for next meeting – Wed March 13, 2024 – Amanda will send calendar invite.
2. A response is needed for Section 5 member – Feotis Gilbert – who mailed a complaint letter asking to pay \$200 rather than \$350 annually. All meeting attendees recommended Nikki to help facilitate response. Amanda will reach out to Nikki with the complaint letter.
3. Lower insurance rate if appropriate and continues to provide appropriate coverage.
 - Amanda motioned, Rusty and Beverly agreed with the concept for Amanda to connect with Kasey Willett of State Farm, Bardstown, for consultation with the three quotes provided to ensure we choose the provider best suited for The Club in effort to make necessary changes before the next Feb 20th billing of \$548 by Nationwide. State Farm does not have a quote in the mix for comparison, therefore, the consultation will should be from an unbiased position.
4. Pool gate repair – Amanda, Rusty and Beverly agreed to move forward for Amanda to have Donnie Miles, Aluminum Fence Concepts, order the pool gate post, that is currently rusted out, along with new hinges, so that pool gate can be repaired before Health Department inspection in 2024. Donnie quoted \$500 for materials and labor. (reminder: Inspector notated in late 2023 that the gate must be repaired to ensure it auto-locks and auto-closes for pool to continue operation).
5. Landscape – remove all dead shrubs in two landscape beds by entrances. Add rock to all areas plus tidy up the two tiny areas by pool gate and under burning bushes by deep end of pool.
 - Amanda motioned to use Cross Country Lawn given the quote (\$2,544) was equal to Cesar's Total Lawn (\$2,680) they currently manage many yards in the neighborhood, and it broadens our vendor relationships. Rusty and Beverly agreed with direction.
6. Pool member rate increase – Given the current financial landscape of pool operational expenses over the last 5 years plus forecast for the next 3 years, Amanda, Beverly, and Rusty agreed to increase pool member rates (non-Section 5 pool members) to be the following:
 - a) Pool memberships (living in neighborhood) = \$495 annually (2023 rate: \$450 with a \$50 early bird discount if paid by specific early date)
 - b) Outside memberships = \$525 annually (limited to 15% of revenue, which is approx. 15 members) (2023 rate: \$450 with same early bird discount)
 - c) While historically, rates for members living in the neighborhood vs outside the neighborhood have been equivalent, it was agreed to separate the into two different categories moving forward.
7. Rental rates & cleaning service

- a) Beverly is moving forward to negotiate a cleaning service @ \$160 per cleaning. Beverly will also continue to only accept 1 rental per weekend until we can support a quick turn cleaning on a Saturday night or Sunday morning that allows two rentals in one weekend.
- b) Non-member rental rate for Fri-Sun is now \$395 (previous was \$375).

Meeting Dialog:

- A. A Section 5 member mailed in a check for \$200 dues with complaint letter, asking for concessions. The group nominated Nikki to help draft response to member with details on not accepting the discounted payment.
- B. Group agreed to set 2024 calendar for a monthly meeting to help improve our cadence. We will begin with 2nd Wednesday of each month, in hopes everyone on the board can attend majority of meetings using that cadence. Next meeting is scheduled for Wednesday March 13, 2024.
- C. Rental Rates – discussion occurred relative to adding a cleaning service to take over Beverly’s unpaid efforts of cleaning between renters.
 - a. Beverly is collecting \$100 cleaning fee for every rental in 2024 – both non-member and member rentals. The collection of a cleaning fee in addition to rental rates was discussed in previous board meetings in 2022 and 2023.
 - b. All attendees agree a cleaning service needs to be established to remove Beverly and sometimes her sister, Sandy, as the default cleaning crew. Adding a cleaning service for 60 events – if we mimic 2023 rentals with 60 events, including 23 weekends having both Saturday and Sunday rented – has been a tough challenge. Most cleaning services are individuals and they do not want to commit to cleaning on a Saturday night or Sunday morning, thus the quick turn needed for renting both a Saturday and Sunday will need to be put on hold. Commercial cleaning teams charge rates much higher than our rental rates, thus the budget does not allow for such services.
 - c. Beverly is reaching out to those cleaning individuals that offered estimates to further negotiate a partnership for an estimated 37 cleanings in a calendar year. The budget supports a cleaning rate of \$160 per week for 37 weeks.
 - d. Beverly is moving forward to coordinate rentals for 1 day per weekend, not both a Saturday and Sunday. Amanda and Rusty agreed to the logic for managing rentals.
 - e. The board voted to adjust pricing grid from a \$375 rate for Fri/Sat only to Fri-Sun. This \$375 rate will increase to \$395 effective for any new inquiries beginning March 8, 2024. The current weekday rate that has been for Sun-Thurs is now for Mon-Thur. Rental rates for Members have not been changed. With the additional \$20 per rental, we estimate 37 rentals x \$20 add'l = \$740 in rental income. While this isn’t a substantial increase, the slight increase will be minimal to each renter and help with costs associated with rental cleaning.
- D. Pool member rates –

- a. In 2023Q1, we communicated to all Members that members rates were not increasing and haven't increased since our current board has been in office (since 2019). However, operational expenses had continued to climb each year. Utilities and pool chemical fees alone had increased 10-25% YOY and The Club had continued to absorb the expenses without collecting more in dues.
- b. When evaluating pool-specific fees, we have seen a \$3,000 increase in operating expenses just to open and manage the pool for the members. This doesn't include fees for unexpected repairs, utility increases, chemical fee increases, etc.). Pool member dues must increase to support the continued expense increase to purely operate the pool.
- c. Operating Expenses (*excluding pool improvements and repairs*): 2021 = \$24,207 | 2022 = \$27,500 | 2023 = \$26,576 | 2024 = \$28K+ assumed

E. Property Insurance Policy

- a. We discussed that our current provider, Nationwide, Parsons Agency of Fern Creek, has increased premium for existing policy from \$311.08/month in 2023 to \$538.46 beginning Dec 2023 and into 2024 for the term of Dec 2023-Dec 2024. This is a \$2,728.56 increase annually to the clubhouse for the same protection as previous years. We currently pay monthly, therefore, there is not a commitment beyond 30 days at a time. We have attained 3 new quotes:
 - i. Erie (procured via Scott Carnes with Grant Biery of BB Insurance)
 - ii. Hartford (procured via Beverly with Michelle Lundsford)
 - iii. Auto Owners (procured via Amanda with Parsons Ins who holds existing policy with Nationwide)

F. HVAC expenses

- a. 2023 was a surprise year of HVAC expenses – totally \$6,532 (2 units – materials & labor)
 - i. 2024 – 3rd unit being replaced - \$3072 materials + estimated \$1400 in labor)
- b. Rusty reminded the group that the club facility has two furnace units – located in attic areas of the loft – one unit on each side. It is believed that these units are the original units, thus 20 years old. Based on current markets, Rusty anticipates each unit would cost \$3,000 in materials and labor to replace, so we need to budget accordingly for next 3-5 years. Hopefully the units continue to operate smoothly for longer than we anticipate.

G. March meeting items for discussion:

- a. Pool gate security – the budget for the last 3-5 years has not been supportive of making a full security program for the pool to be implemented. Quotes for a system that provides keycards or similar are \$10,000. The logistics of managing keycards also presents a challenge for bandwidth of a single member to manage.
- b. Short term solutions include a camera focused on the gate only (not the pool or pool apron). Discussion is needed at the March meeting to implement prior to pool opening.
- c. Pool sign update – outdated and needs replacing for appropriate and accurate rules.
- d. Pool season management activities – discuss 2023 operations – lessons learned and running a smooth pool season for 2024.
- e. Online payment acceptance – PaySimple solution has met the need for accepting ACH payments. There are many advantages to continuing online payments; however, PaySimple has increased its monthly fees. This increase isn't positive for our budget.
- f. 2025 Rental Management – with Beverly departing end of 2024, we need to begin active steps of planning her departure to support rentals in 2025 and beyond.

Meeting adjourned at 7:55p