

Kihei Akahi Timeshare Owners Association

Meeting Minutes: Dec 18, 2018



Call to Order - Susan Eisenberger-President (1607 CT)

Roll Call - Bill Feld-Secretary

Board Members in Attendance: Paul Showstead, Mary Hyodo-Polk, Susan Eisenberger, Bill Feld, Mary Tsang (25min Late), Rose Soo-Hoo.

Board Member Absent: Ed Norcutt

Management: Rod Quam

Approval of Meeting Agenda

Motion to Approve: Rose

Second: Paul

Approved

Discussion & Approval of Meeting Minutes - Oct 16, 2018

(Suggestion to change "...Approve" to "...Adjourn" under Adjournment)

Motion to Approve: Paul

Second: Rose

Approved

Management Report - Rod Quam

- Cable TV yet to connect in 5 bedrooms (303/304/305/403/406)
 - o Spectrum Cable claims this is not their responsibility
 - o Looking at alternative ways to run cable

- Good flow with housekeeping & supplies
- Working reservations & booking requires more time than anticipated but working to streamline and better define/understand the process
- All new bedding will be arriving soon (coverlets w/scarves & pillows)
- Rod will send photos for all to see
- It has been challenging with some owners' lack of awareness with procedures
- Most problems coming from RCI members/guests
- Susan has been a great resource for Valerie when issues arise
- Rod would like a list of remodel criteria (**ACTION ITEM-PAUL**)
- Would like to see more stringent policy for late dues payments (per Barbara)
 - o Current fine (flat \$25) is not sufficient consequence to change behavior
 - o Higher penalty is required to avoid labor with collections (e.g. \$25/week)
- Improved recording process for unit inventory may be required for tighter control with item tracking & accountability.
- Information in guest manual needs to be updated (**ACTION ITEM-???**)
- Wrapping up TV replacement in all units

Treasurer Report - Paul Showstead

- Accounting system is on accrual basis
- Revenue from prepaid bookings (2019) is listed and must be reversed out
- Item 7200 (bad debt) lists \$18K but this is not accurate as there is no listing in the budget
- Overall, KTOA is in pretty good shape
- Some unanticipated expenses due to management change
- Also unanticipated revenue from better than expected unit rentals
- Over budget on excise tax
- Utilities are higher probably due to A/C units.
- Should end up ahead by \$23K at end of year close
- Reserve will end up with \$145K

New Business

1. 2019 Policy Review
 - o Need to increase late payment fee (\$25/week/week overdue)
 - o Mention also that reservations may be cancelled
 - o Need to communicate dates and consequences to owners
 - o (**ACTION ITEM-MARY T.**) FAQ on website to reaffirm policies

2. Board Member Expectations
 - o Need more input and involvement by all board members
 - o Meeting attendance (e.g. cannot miss more than 2 meetings/year)
 - o Adopt a designated time to comment (e.g. 2 min/member/issue)
 - o Policy for when to open up weeks for rentals (?June-September?)

Old Business

1. Nominations Committee - No Activity

2. Governance Committee - No Activity
 - **(ACTION ITEM-BILL)** Distribute Strategic Plan for next meeting
 - **(ACTION ITEM-BILL)** Updated KTOA BOD contact list
 - **(ACTION ITEM-BILL)** Provide example of Board Self-Assessment
 - **(ACTION ITEM-BILL)** Article on Board vs. Management dynamics

Director Comments: It would help to increase board member involvement if there was more of a conscious effort to delegate certain responsibilities to others. Goal-setting also would help everyone to focus, align, stay engaged and improve. MERRY CHRISTMAS EVERYONE!!!

Next Meeting: Tues Jan 22, 2019 @ 1300 CT (1100 PT)

Adjournment (1730 CT)

Motion to Adjourn: Paul

Second: Bill

Meeting Adjourned