

Kihei Akahi Timeshare Owners Association

Meeting Minutes: Jan 22, 2019



Call to Order - Susan Eisenberger-President (1304 CT)

Roll Call - Bill Feld-Secretary

Board Members in Attendance: Paul Showstead, Mary Hyodo-Polk, Susan Eisenberger, Ed Norcutt, Bill Feld, Mary Tsang, Rose Soo-Hoo.

Management: Rod Quam

Approval of Meeting Agenda

Motion to Approve: Ed

Second: Bill

Approved

Discussion & Approval of Meeting Minutes - Dec 18, 2018

(Suggestion to correct date of next meeting)

Motion to Approve: Paul

Second: Mary T.

Approved

Management Report - Rod Quam

- All bedding has been replaced
- Would like to replace all mattress pads next
- All living room TVs have been replaced (42" smart technology @ \$279 each)
- Bedroom TVs are all working (either cable or ROKU @ \$50 each)

- Janice has been replacing items (silverware/glasses, etc...) in units
- There have been problems keeping up with and replacing missing items
- Maybe require policy for owners/guests to complete an inventory checklist at the beginning and end of each stay???
- List for remodel inventory has been received from Paul
- Greg & Rod will begin to line up contractors and inventory materials in Feb

Treasurer Report - Paul Showstead

- A/R is at approx. \$50K (about the same as 2018)
- We will continue to tighten up dues payment policy and hold owners accountable
- Some adjustments need to be made due to 2019 revenue listed in 2018 and other minor items with management changeover
- Should end up \$10K to \$30K in the black for 2018
- Very positive considering expenses associated with management change

Old Business

1. Renting Weeks

- o 23 weeks already rented out for 2019
- o Very positive considering it is only January
- o Will continue with 2 weeks for \$1000 promotion for 2019
- o Some units may be assigned for renting per day vs. weekly
- o More discussion on this will be necessary once we determine how many weeks belong to KTOA (both owned and RTU)
- o **(ACTION ITEM-SUSAN)** Compile ideas on how/when to establish reservations and send to BOD for thoughts/comment/approval

2. Year-end reservation update

- o Some unusual workings with booking and scrolling
- o Not sure whether it was due to system or operator error
- o Website design/IT has been contacted and will work to uncover and fix any glitches
- o Policy for when to open up weeks for rentals (?June-September?)
- o Many owners will be forced to learn and use system (previously had Kayc book for them)
- o This assistance will not continue after 2019.

New Business

1. On-site Owners' Meeting

- o Solar heating will be installed by both pools
- o Recycling bins will be placed behind D building
- o Two boilers will be installed at D building
- o ROKU is working well (one complaint about picture)
- o Condiments left in units will be removed (due to fear of contamination)
- o 2 washers may need to be replaced (hard to find propane units that fit)

- Light bulbs in units will be replaced with LED as they burn out
 - 20-25 owners attended the meeting
2. Development of FAQ page for website (Mary H & Mary T)
- Came up with 14 questions & working on answers to each
 - Once completed, will send out to BOD for feedback
3. Reducing Doubtful Debt
- Relating to owners who are delinquent with paying dues
 - Susan will meet with attorneys to ensure/verify process
 - Group/blanket foreclosures are thought to be more affordable than individual
4. Carry-over weeks
- Discussion over history of limiting carryover to one year
 - Must use current year weeks first and then the carry-over weeks
 - Industry standard is to NOT allow carryover of weeks (use or lose)
 - **ACTION ITEM:** Email will be sent out among BOD members for further opinion
5. Governance Review
- Discussion of article explaining roles in Governance vs. Operations
 - Discussion of Strategic Plan document. **ACTION ITEM:** Paul, Ed and Bill will work in subcommittee to further develop and bring back to BOD.
 - **ACTION ITEM:** Each board member is asked to read through the Board Self-Assessment, fill out and return to Bill by Friday Feb 8th.

Director Comments: Great idea to list Action Items in the minutes. (**ACTION-BILL**): Contact List updates will be made and distributed.

Next Meeting: Tues Mar 19th, 2019 @ 1300 CT (1100 PT)

Adjournment (1424 CT)

Motion to Adjourn: Mary H

Second: Ed

Meeting Adjourned