

QUARTERLY MEETING OF THE BOARD OF DIRECTORS MINUTES OF MEETING: MOUNTAIN CLUB UNIT OWNERS ASSOCIATION

January 26, 2019
DoubleTree by Hilton
Nashua, NH

Present: Ken Lowe, Bob Bleakney, Don Damon, Joey Bonang, Nancy Kaye, Jeff Owens, and Carolyn Pantazelos

Guests: Jeff McIver, Phil DeCato, Chad Dingman, Rod Pelletier, Tom O'Rourke, and Brian Fitzpatrick

Meeting called to order by President, Ken Lowe, at 9:00 a.m.

Secretary's Report Carolyn Pantazelos reported that the Minutes of the November 9, 2018 meeting were written and circulated by email to all Board members in accordance with NH Condominium Law changes. On November 29, 2018 Don Damon made the motion to accept the minutes as written. Joey Bonang seconded. All Board members present at the meeting approved the minutes and they were then posted to the Owner Website.

Treasurer's Report Don Damon reported that the Finance Committee met on January 25, 2019. He compared some of the End-of-Year figures from 2018 with their improvements over those from 2017. Although the Gross Operating Revenue for 2018 was \$6,366,400, it was only \$22K less than the budgeted target but still \$238.5K more than 2017. Some department expenses exceeded budgeted numbers. HOA distributions were also higher than the prior year.

New Website Tom O'Rourke from O'Rourke Hospitality Marketing discussed the pros and cons of our website. Branding as a "Club" is an obstacle as it conjures up a private facility rather than one open to the public. Brian Fitzpatrick is our O'Rourke website account manager and he went over the new website with us.

Motion by Jeff Owens: **Move to proceed forward with our rebranding process for a final discussion at the April Meeting.** Seconded by Ken Lowe. Motion passed unanimously.

Capital Projects Phil DeCato explained that the majority of the \$34K budget overage was due to the increase in electricity costs, repairs to frozen pipes, and fire-code requirements. Repairs in the F&B equipment and HVAC equipment for lower lobby/administrative area were \$16K. Funds were budgeted for some of these items, but did not cover everything.

Rooms Renovation Project Phil DeCato reported that all Club Rooms scheduled were renovated on schedule. There are 35 left to do. By April 1, 2019 all purchases for the next remodeling are scheduled to be on the premises. So far each project has been completed ahead of schedule and under budget.

Immediate concerns in the existing studio units will be addressed before the final design plan for the renovation is sent out for (3) bids.

General Manager's Report Jeff McIver reported that we have a new partnership with Golf & Ski Warehouse.

- Spa Vouchers - 1200 of 8000 issued were redeemed with an average spend of \$174.

- Guest Surveys – When a department that gets a score of 6 or less on the survey, a text is sent immediately to Jeff McIver’s phone.
- UNH Peter Hughes may be having another Leadership Institute at the Mt. Club in April.
- Denise is chairing the staff cultural team
- HELP is a relief fund that employees are developing to assist fellow employees in need.
- The New England Disabled Sports Program is at the Mt. Club now.
- F&B realizes that it needs to become more efficient as a team to conquer labor constraints and produce better revenue numbers.

New Business None

Old Business None

Motion by Joey Bonang: **Go into Executive Session with Jeff McIver and Rod Pelletier.**
Seconded by Nancy Kaye. All in favor.

Went into Executive Session at 1:15 p.m.

Discussion.

Motion by Ken Lowe: **Exit Executive Session.** Seconded by Nancy Kaye. All in favor.

Went out of Executive Session at 3:15 p.m.

Motion by Nancy Kaye: **Adjourn this meeting.** Seconded by Bob Bleakney. All in favor.

Meeting adjourned at 3:20 p.m.

Future Meetings
April 27, 2019 at the Mt. Club

Carolyn G. Pantazelos, Secretary