

Meeting January 13, 2021 Start Time 7:00pm

Attending: Melissa, Terri, Tim and Ed. Lynette-unavailable due to unforeseen circumstances but will join later.

Approval July 2020 Minutes

Motion: Melissa Second Ed. All approved

Approval of Running Log and Minutes and Private/ Closed Sessions meeting since July 2020.

Motion: Melissa, Second Ed. All approved.

Tim feels we should approve them after each meeting or running log. In future we will approve past meeting minutes.

Financial reports thru November 2020

Motion: Melissa Second Terri. All approved

Review Park Manager Report, ECC, Marina, and Clubhouse updates

Snow Removal

Snow Removal Policy to be 0-4" nothing. Melissa to email Billie. Billie to develop procedure and collaborate with Tim who has experience in snow removal.

Lynette joined conference.

Budget Meeting- Lynette is willing to set up zoom meeting for budget.

Annual Meeting and Election

Lynette suggests as we discussed to move to June.

Melissa wants to have a plan in place, including zoom, before we make any concrete decisions about the annual meeting/election. Terri advocates for the Town Hall Meeting, so that owners who expressed the desire to meet and hear from candidates will have that opportunity prior to the election.

Lynette agrees to take action to investigate subscription to zoom that will accommodate our community so that we can begin experimenting with the platform. Ed feels there is financial benefit to postponing until June because then back to back elections won't have to be held. Ed feels Zoom is not a done deal as costs, effective use and availability for all members is a consideration. Melissa communicates being open to any and all suggestions, but she would prefer to have a procedure in place before deciding on a date. Terri is opposed to moving the meeting because we don't have a zoom subscription in place that we can use to provide coverage in June. Once we have zoom up and running, and someone is responsible for its operation, she would be in favor.

Board agreed to appoint same persons to Election Committee, if they are willing to serve. Approved by all.

Tim wants the names and signatures removed from the ballot. Much discussion over past issues with credibility in elections and false accusations about 'fixing' the election. The board is committed to doing everything in its power to ensure that the election is conducted in an accountable fashion and with

integrity. The Board discussed coding ballots. The Board considers it a favorable idea to remove name/lot number/signature from ballot and replace with code that can be traced back to lot, for verification, by Baker&Assoc. in the event that there is a challenge or question. No one other than Baker&Assoc will have access to the corresponding barcode or number. The Board will re-visit this for a vote.

Tim also suggested that June 2021 is a different election year, so candidates should re-submit bios and nominations to the Board for consideration. It is suggested that nominations would open, again, and re-subject to proper vetting by the BOD to be sure each candidate is a member in good standing. The Board was enthusiastic about this perspective. It is worthy of more discussion.

#### Reserve Study Presentation

Ed to send out clean copy of initial report to BODs. During budget process, the Reserve Study will be presented to the community for understanding of the concrete evaluation of our Park. The study does not include costs involved with maintaining/replacing infrastructure. Recommended yearly contribution, excluding infrastructure, is 87k per year (this year we are on track to contribute 70k). BOD will work to gather more information regarding history of maintenance/upgrades of infrastructure (recommended contribution will increase as details are secured). Reserve Study is a map for effective financial planning so that we can take care of our Park without imposing large assessment fees on all owners.

#### Amendment to the Declarations

Almand to prepare packet to be mailed to each owner. WHP BOD to decide how to handle mailing.

#### Previously received Ballots

Ballots to be held, in WHP Office, for 6 months, then shredded.

Park Manager will maintain a log for members to sign receipt.

#### Lot Owner input considered

### **Motions**

Ed suggested a motion to move the annual meeting to June. Lynette second. Melissa, Terri, and Tim opposed. Topic is worthy of more discussion as zoom is explored. Board will re-visit in approximately 2 weeks. The concern is over the fact that we don't have equipment, staff, or knowledge yet to use Zoom for the meeting. During our meeting, Lynette investigated it some, and the Board agreed to purchase a Zoom subscription so that we can possibly move forward toward a June date. We may agree to this IF we are able to experiment some with the platform during instances like the presentation of the draft budget, the budget meeting, the reserve study presentation, and the Town Hall Meeting where owners will have the opportunity to 'meet' candidates and ask questions.

Meeting Adjourned 10:06

10:07- Motion to go into closed session to discuss personnel. Meeting adjourned 10:36.

## Boatyard Renovations Update- Phil Wood

The project is almost done. There are some comments I would like to make.

When Ed Webb was the chairman of the marina committee, he had the idea to make these renovations. Due to obstacles at the time, he was not able to complete the project. With his original idea, and input from fellow boaters the plan of action was formed.

First of all, I appreciate all of our boaters moving the boats from the boatyard. Without this, the project could not have been done. I am thankful for everyone's cooperation.

Thanks to the board and management for allowing the funds and time to complete this project. Billie Jo, park manager, orchestrated the delivery of the loads of gravel that were needed. She also had the idea to use the concrete blocks that we already had, to mark the space numbers on the woods side. I believe it turned out nice, and for my old eyes, easy to see.

A special thanks to Randy and Joe, our maintenance crew, for all the work they put into this project. They had to do a lot of work just to prepare the site before the job could start. They had to remove numerous items of junk left behind to prepare the workspace. Trees were trimmed back. When the gravel began arriving, Randy and Joe moved, raked and leveled the gravel to try to get the best water runoff. They also painted the blocks mentioned before. They did most of the line painting as well. I can't say enough for their work ethic and enthusiasm shown while working on this project. I noted that they were taking pride in the accomplishment.

Our fellow boaters should also be noted. John Nixon donated two cases of striping paint. Jim Misner purchased a striping machine and donated it to the park. Two others, Dave Zablocki and Jamie Remsburg afforded us the use of their line strippers if needed.

Thanks again to everyone for their efforts and support. I hope everyone finds the renovated area to be more user friendly.

## **MARINA STATEMENT FOR JAN. 13<sup>TH</sup> BOARD MEETING.** - Phil Wood

### **Boatyard Renovations**

The Boatyard renovations are about done, and I expect to be able to start moving boats back in by this weekend (January 16<sup>th</sup>). I have also attached a letter of thanks concerning the boatyard that I intend to put in the newsletter and on a group email to the boaters.

Also after conferring with Randy and Joe, we are going to do a little sprucing up in the main section of the boat yard, utilizing the things we have already in stock, This will mainly consist of painting some parking lines in areas of the main section. I have found that without some lines or spacing, boats don't quite get parked where they need to be, and I end up losing spaces. We will work on this as time permits.

I am currently working on parking assignments, as previously, the 'B' section of the boatyard had no specific assignments, as there was no number system.

The renovation is going to greatly assist in the organization of the boatyard.

### **Budget**

I have submitted a tentative budget to Ed. I do not have access to all the hard numbers, so my budget was an approximate estimate.

-I do think that we need to give adequate consideration to future possible issues at the Marina, and plan accordingly, as described in that budget. I just don't want future generations in the park to find themselves in need of repairs to the marina, and having no monies to deal with the problem.

### **Currently**

I am in communication with Billie Jo, and we are together preparing for the Spring rush for the Marina. We have been discussing and reviewing;

-Billing procedures-we will take monies for Marina payments at the office to properly allocation where payments are going.

-Paperwork-we are reviewing all paperwork concerning the Marina, (contracts for slips, kayak rack, jet ski spots, and sticker sales)

-Marina Rules and regulations-I am reviewing the rules and regulations and updating and clarifying wording, as well as inserting a fine schedule.

-Slip assignments- I am in the process of contacting current slip holders to ascertain if they intend to renew. I have contact all but eight (8) of last year's slip holders. So far, all but one (1) intend to renew. I should have this completed by the end of January. I have also made contact with each of the lot owners on the current waiting list, just to let them know we are working toward a slip for them. I expect that everyone on that list should be assigned a slip this year.

### **Marina- Billi's Update**

All forms are updated and we are ready for 2021 sales

The rear boat storage area will be open this weekend.

We will have 2 trees growing up against the fence removed to avoid further damage to the fence

We need a letter for all owners that are *not in good standing* about boat storage area use and fines (including box trailers)

### **ECC Update- Per Ric Smith, Bonnie Stevens, and Craig Small**

ECC inspections are tentatively scheduled for the first week in May. The committee will like to coordinate inspections with the presence of the big dumpster. More information will follow as the committee collaborates with Billie to come up with a game plan.

LOT NUMBERS are to be visible, on your unit, near the front door, and should be 4 inches high. They should also be visible on your electric box and on your shed. Please take care of this PRIOR to ECC Inspection to avoid a violation.

PROPERTY BOUNDARIES- Please be sure that all structures, including sheds, decks, etc., are within your property boundary lines. Structures should NOT be on common ground.

### **ECC Update- Manager Billie Jo Reynolds**

Working on updating ECC forms (work in current process)

A sale is on hold with selling because of the county revoking the easement (the park cannot comply with survey)

Lot Owner Informed owner they would have to replace the current fence with handrails or have it removed

Lot Sold (They took down the shower components) In WHP compliance

Lot Sold (new owners are aware of the permit issues with the county) Not parks issue but WHP will not be signing off to agree with survey because of permit issue.

Lot Has a shed on common ground that has an easement but the shed has been moved. (this is on the list to be reviewed)

*\* I always look through the files to assure the property is up to date and put any information in the file as it occurs.*

The ECC/management/BOD are working to enforce what is required by WHP and the county.

### **Clubhouse Committee- Per Laura Bivona**

Committee has submitted tentative calendar of events and ideas to the Board. The committee is waiting on Board Approval. The committee has many exciting ideas in the works, and the sense is that it will be a great year for our community. Laura thanks people that donated for the grab and go Christmas cookies and money will also be used for Valentine's Day.

She and Maria are trying their best to have a little something, but because of COVID, they are a bit limited right now !

### **Clubhouse Update- Manager Billie Jo Reynolds**

Wants to collaborate with BOD to develop revised rental application to rent the clubhouse with rules, cost and terms

Had maintenance replace bad bulbs, cleanout expired food and when weather permits to paint exterior doors

Playground will be cleaned up and raked before the season starts.

### **Park Management and Office Management Reports- Manager Billie Jo Reynolds-**

#### **Upcoming or ongoing projects**

Paint Speed bumps

Paint clubhouse doors

fill in all trip hazard though out the park

Work on water retention projects throughout the park

Clean up the rear area of the boat storage where debris is put

Get dumpster cameras working

Keep making up the shut off valves for each lot area

Paint guard door, put in new/used ceiling fan

Clean up around maintenance area

Clean out office storage shed (clean up files, find fines etc.)

Trying to get a new contract for lawn care.

Develop procedures for boat stickers

Develop procedures for gate card day count

Develop new procedure to check in seasonal rentals (parking passes, Gate cards etc., letters to owners)

Get quotes to rubberize/professional paint job on shower/clubhouse floors

Prepare for ECC annual inspection (fliers, checklist and fine schedule)

Get the Electric car sold

Change unused Post office boxes locks

#### **2020 Accomplishments**

Feb 1, 2020 Started with WHP as Park Manager

Cleaned up back office organized files that were strung all over the place put old files in office storage at bath house one

Got myself familiar with operating systems

Worked closely with Bakers to establish a good work rapport

Jumped in with full time residency

Did first newsletter

#### **March**

*Dealt with personnel matter*

Obtain new pool contract with Aqua saving park money

Organized a park tree trimming service

Developed day count with gate cards for residency

Started a new girl (Britney)

Re-shingled boat yard shack

3-23-2020 had to close park due to Covid shut down

Worked from home while sick from 24th till April 5th came back to office alone

I went into the park to read meters

#### April

Develop protocol for guards during pandemic

Developed easier meter reading process adding day counts and meter repairs notes

Found issues with P.O Boxes using park money for repairs but not charging yearly fees for Use

Developed a new P.O box protocol

Develop a cash receipt sheet for POS (*No process was currently in place for record keeping of cash transactions in the office*)

updated old resale packages

#### May

Reopened parts for the park

Handled personnel matter

Had a hack with the email. I recovered data and computer guy came to redo all network settings and passwords

Randy started working for WHP

Joe came back from being laid off

#### June

Updated owners files in QB (put in street names and updated addresses-*records had not been consistently updated for several years*)

Updated gate card system with current members only deactivate all others-*many gate cards inaccurately registered. This is a huge effort!*

Wen started working at WHP

Randy was working overtime to disinfect bathroom for Covid

Meter Reading

#### July

Developed a new sign in process to record members day counts

Discovered electric meter issues throughout the park

#### Aug

Obtained new security contract

#### Sept

Started Marina resurface project sent out notice to move boats

Obtained Civic Center contract for HOA meeting for Nov

New meter reading development to match Chop tank Elec billing cycle

#### Oct

HOA meeting worksheets

Sent out Ballots

#### Nov

Started Marina resurface

#### Dec

Started upcoming 2021 budget processes with Accountants

Started reviewing all park documents to members'

Meter Readings/Meter Audit

## Open Forum

Ginger Fromm  
Lot 82

Comments: HAPPY NEW YEAR

Below, please find my concerns/comments regarding the BOD phone meeting scheduled for January 13, 2021.

1. This BOD claims to be transparent. In an effort to be transparent, this information should have been emailed to the homeowners rather than posted on the FOTWH fb page (which is not affiliated with WHP per the BOD), and posted on the website which no one looks at everyday. Speaking of the website, when will it be brought up to date. The current website is a poor representation of WHP. *It was emailed out to owners the same day it was posted on the WHPCA website. Owners are free to share the website links on any page they like, whether or not they are officially affiliated with the Board.*
2. ECC Updates. The ECC committee is comprised of people that are known friends of Melissa. In my opinion this is a poor representation of our community. *Ric Smith is chairperson. He is also long standing servant of the WHP Community. He is the only newly appointed member. He agreed to serve as chairperson because no one else was interested in the position, and he is friends with many owners in the Park. Sue Waskey, Craig Small, and Bonnie Stevens have been members of the committee long before Melissa, though she would like to hope that they are her friends as well.*
3. Clubhouse. I think the COVID waiver should be posted on the website so that everyone can read it and be aware what is expected in order to rent the clubhouse. If the function is for the community, who is responsible to sign the waiver? *Once the Clubhouse is open for the season, and we are aware of the governor's guidance with COVID restrictions, we will have more information on this topic.*
4. Snow removal. The existing Kubota is all the community needs. My husband has a similar Kubota that is 21 years old that he uses to clear our 1/2 mile driveway with ease. Per the bod we have an exceptional maintenance crew, they should be able to handle any amount of snow with our current equipment. There is no need to spend money on any new equipment nor contract snow removal. *The Park is a bit over 4 miles, and in the past, WHP has hired snow removal contractors on occasion.*
5. Ballots. I believe the ballots should be held in the office and if homeowners would like to have their's back they can pick it up at the office. After six months they should be destroyed. *Thank you for your input.*
6. Annual Meeting/ Election. Yes, PLEASE. Sooner than later. *Thanks.*

7. Amendment to Declaration. Amendments to the Declarations can not be made solely by the BOD. Declaration XIV AMENDMENT States: Declaration may be amended by the affirmative vote of 2/3rds of the total number of votes held by all members of the Association entitled to vote..... If the vote for Amendments can be done, then the BOD should be able to conduct an Election of BOD. *Thank you for your input.*

I would appreciate the BOD considering the above during the scheduled meeting.

Jon Gilmore  
Lot 117

Comments: Hello,  
I wish to exercise my right to participate in the phone conference BOD Meeting scheduled for January 13th.  
Please provide instructions on how I can sit in as a silent attendee.

*At this time we, we do not have the resources and the ability to invite all owners to participate in our BOD phone conferences. We feel it would be inappropriate to give special consideration to some owners that are not afforded to all owners.*

Beverly Quimby  
Lot 83  
To the board;

I feel the appointed board should stop making decisions without community input. This past year you have provided a great disservice to this community. Let the people have their election and choose who they want to act on their behalf. *The Board is charged with the responsibility of managing the community. We are doing the best we can, in the midst of the crisis, to handle things that need to be dealt with. When decisions are made, involving the need for community input, we have done our best, with current resources, to seek community input. We have used the website, newsletters, and are using e-mail more, as a form of communication. We want to hold the election, and we will, after seeking input from the community and advice from professionals, we will try to determine the most efficient and effective use of resources while also working to keep everyone safe, and while complying with bylaws as best we can. In addition, there have been owners who have expressed an interest in postponing the Annual Meeting and election until June in order to save money and time holding back to back elections.*

How can you approve draft minutes for July 2021 when July 2021 is not here yet? *This was a typo. Should be July 2020. Our apologies. It is corrected.*

How can you approve of any minutes on closed session meetings since July, as the community was not privy to any of the decisions, and not allowed to voice any concerns or ask any questions, to their satisfaction. That's why communication is important! *Closed session decisions have involved matters in the context of personnel, contracts, and litigation, which we are allowed to discuss and decide about in closed session.*

I don't think approval of financial reports should occur, as there are way too many unanswered

questions and I am not feeling confident with the new accounting firm, who appears to be totally confused. *The financials, each month, are agreed upon by the Board, prior to posting on the website. This is more of a formality. The Board will be collaborating with our accountants, prior to responding to inquiries, in the future, in an effort to be more clear and concise with responses. Owners are welcome to contact the Board, through the website, with questions, after financials are posted on the website.*

I can't speak for the Park Manager report overview, since I don't have any details on what you plan to discuss. Again, no communication.

Snow removal has been handled for 30 years without a Kubota or an outside company, no need for any more expense. *Actually, the park has used the front loader on the Kubota, in the past. Our entire park is over 4 miles in distance. We have contacted removal companies, in the past, without a contract, and we had to wait several days to be plowed. This IS an option. We appreciate your feedback.*

Ballots should be a personal decision from each person involved, not a group decision. Those people involved should say how they want their ballot handled. DO NOT SHRED MY BALLOT. I WILL PICK UP AT OFFICE. *Thank you for this feedback.*

Any future projected dates or presentations should be open to the community, via zoom or in person. *Thank you.*

Annual meeting and election needs to happen now. It is way past due. This can be done via zoom or by mail. Everyone has the candidates information, and the meeting can be done via zoom. For those who don't have access to a computer they may enter the meeting via telephone. I suggest you put some effort into researching how zoom is done. If a subscription is required it would be well worth the money spent. *Bylaws protect an owner's right to vote in person. We still are receiving emails from owners telling us that they are just receiving their ballot packets. We got our last email like that on 12/21/20. We TRIED to hold an in person meeting, and it was shut down by COVID. Please understand, we want to conduct the meeting as much as you do.*

As far as unfinished business goes:

Any amendments require 2/3 rds vote from the community. Communication needs to be very precise as to the wording of any such change. *Thank you.*

Reserve study needs to be done, to address what? Raising our dues again? Why don't you simply stop spending money like its water. It's not your personal account to do with as you please. You have a fiduciary duty, to act in the communities best interest. That has not been practiced . *Since 1983, the park has managed to save a total of 300K This year alone, our Board is on track to contribute 70K. More information will be forthcoming regarding the results of the reserve study, which will help us to understand how much money we NEED for things that need to be dealt with. We own the electrical and plumbing infrastructures within the Park in addition to the marina, roads, buildings, etc. It is our responsibility to manage our funds and ensure that we have adequate financial resources in the reserve accounts for emergency infrastructure failure and any other unexpected expenses.*

You claim not all residents have computers, so why do you post questions and answer sessions via computer, when zoom costs 199.00 for 500 participants which includes local phone call in's?

People can not get satisfactory answers through constant emails, they need face to face communication. Will all lot owners be included in phone conference, if they don't want to communicate through emails, or just want to hear what's actually being discussed? Why can't you call Almands office and show everyone a breakdown of what he has charged to date, and how have we paid him? Saying no open invoices doesn't tell us anything. These answers are evasive. We need election. Kindly stop this election delay nonsense. Its not about what you want to do, its about what the community wants to do, and it doesn't take a rocket scientist to figure out how to do this. If you can't figure how to satisfy your fiduciary duties, than perhaps you could resign and allow those who can, do so. We need strong, competent leadership. *Received. If you would like to volunteer, in any capacity, please contact us with your areas of interest so that we can help you get connected.*

As far as the board voting at the end of this meeting, I find that without the communities ability to actively converse, or participate, this board should not vote on anything. This board has not been elected, and appointments are not in the best interest of the community. IS THE PHONE CONFERENCE OPEN TO EVERYONE? *For now, we are working hard to share this dialogue with everyone.*

Valerie Clark

Lot 372

Comments: Good Afternoon,

Happy New Year to everyone & thank you for the email with the meeting notification and invitation for owner input. *Happy New Year to you too, Val and thank you!*

Snow Removal: It's been awhile since I have dealt with snow removal contracts, but feel this would be the best option for the park. As a manager of several healthcare locations we found it more efficient & cost effective to have a contract for snow removal which included treatment of the road surface. They would come out for 2 inches or more of snow and would continue to maintain until the storm was over. Prior to the contract, we did have maintenance personnel with pickups and plows that removed snow. However, when we had a big storm and it was too much for them to handle, we would have to wait several days for a contractor because they would take care of their contracted companies first. *Thank you very much for your constructive insight.*

Ballots: I don't think we should incur the cost of mailing ballots back to owners. My suggestion would be to have them in the office for 6 months and those who want to pick them up can do so and shred the others. *Thank you!*

Annual Meeting/Election Plan: At this point I don't see any benefit to holding an election in March if we are just going to have to repeat the process in June. As for the process, I think we should handle the elections the same way as it's always been done submitting votes and counted by an election committee of volunteers. Allowing people to have participation in a process shows we are a community of "We" vs "I". *Thank you for your input!*

Thanks to those members elected and those appointed for your time and service to the park,  
*Thank you, and thank you for your willingness to serve and contribute as well!*

Bill Hamilton

Lot 196

Comments: Hello, and Happy New Year!

Thank you for the opportunity to submit agenda items for the upcoming January 13 BOD meeting. I have multiple suggestions for consideration, and I ask that you also consider the positive intent behind them. *Thank you for your constructive input!*

First suggestion: online meetings of members: It's now 2021 and we're still in the midst of a pandemic. It's been more than 15 months since we've held an in-person BOD meeting. The next meeting is planned for March, but there's no guarantee we'll be able to meet then, given the uncertainty of the pandemic.

Because of this uncertainty, I am asking the Board to consider moving us toward conducting future meetings on-line via Zoom (or any other appropriate on-line platform) by taking the following actions:

1. Along with the recently announced BOD decision to hire WHP's attorney James Almand to rewrite the residency restrictions in our Declarations, please consider also asking him to rewrite any provisions in WHP's By-Laws requiring meetings to be held in Worcester County, MD. *Thank you for this suggestion.*
2. Please investigate the cost and requirements to register for conducting online meetings via a service such as Zoom, or any other appropriate means. *Thank you.*
3. Determine the feasibility of conducting an online meeting for WHP members by conducting test, or practice meetings prior to any actual meeting of members. *Great idea. Thank you.*

Please note that Assateague Pointe's next scheduled BOD meeting is a Zoom online meeting, that recently the Shady Park Manufactured Home Community in Selbyville, DE held Zoom communications meetings for members, and many churches routinely hold their worship services online via Zoom. *Thank you. We can contact Assateague Pointe to use them as a resource. We appreciate you sharing this observation with us.*

Second suggestion: oversight/review of membership fees and communications. Recently, two e-mail communications and attached invoices were sent out from our new accountants, Bergey & Company, to WHP members. Since the accountants were new, a reasonable assumption might have been that they were unfamiliar with our practices, and even a minimal proactive review of the communications would have found that the texts of the e-mail messages were incorrectly worded (unchanged from a previous message delivering a one-time cable charge invoice), and that invoicing for the monthly homeowners' assessments, water & sewer charge, and cable charge is not a normal practice. September 2020, 3rd Qtr electric bills, which included unusually incorrectly-calculated increase in homeowner monthly water & sewer charges (incorrectly calculated monthly charge was actually a quarterly charge) was communicated to members. In

each of these examples, a review by a second set of eyes could very likely have picked up the errors before they were sent out, eliminating homeowner confusion and BOD embarrassment. *Good points. Thank you. In late 2019, Board was primarily new and assumed the manager was providing accurate information. This was a huge error and it led to a great deal of confusion, and for that we apologize. We do believe the most recent billing error was due to learning new billing systems while adjusting to the transition. We apologize for that confusion as well. And we will work toward greater efficiency in the future.*

Third suggestion: responsibility/accountability for routine tasks. Question: who is responsible for updating the WHPCA website? Bergey & Company was announced, in an October letter, as our new accountants beginning November 1. It's now January 8, and our website still lists Baker & Associates as our accountant. Office hours were listed, in the December WHP Times newsletter, as Monday thru Wednesday ? Friday & Saturday 8 AM ? 4 PM, beginning December 14. Our website lists the office hours as Monday ? Saturday 8 AM ? 4 PM. Although these seem relatively small items, the saying is, the devil's in the details. Lack of attention to details, however small, leads to errors and omissions in more important items. *Melissa is the volunteer who updates the website at this time. Any time an error is noticed, please contact the Board and we will get it taken care of. We are still working on a bit of a skeleton crew, as far as this task is concerned. These details have been corrected. Thank you for pointing them out.*

*\*\*Thank you for your willingness to help with updating and building on our current website. Your willingness to help make WHP documents and information more easily accessed by all owners is very much appreciated.*

Anyway, enough from me. Thanks, again, for the opportunity to provide input to your meeting agenda, and thanks for considering it. I believe that together we can make things better.

Name: Sanders Tim and Kelly

Lot Number: 46

Comments: I'm willing to help the board with some zoom help to hold meetings and annual meeting. I would also be willing to help with the election committee. I would be willing to discuss how to get the annual meeting and election moving forward more quickly and how the board could notify all members. Not all members will participate with or without Covid that is a fact; via zoom those people who wanted to see and hear candidates could do so at the annual meeting. As long as all members are notified from the BOD is up to each owner to manage how they are involved.

*Hi Kelly- Are you a deeded lot owner? Several owners have contacted board members over concerns regarding communication on facebook. We would like to verify. Thanks!*

Response Sanders 46- My husband is- I'm offering to help

*Thank you for your offer. Lot owners are able to serve on committees. I will share your offer, to help with zoom, with the Board. If you have any recommendations to share with us, in terms of recommended zoom subscriptions, wifi / band width needs for a hybrid meeting (in person option along with opportunity to log in for those who didn't wish to participate in person) that*

*would be great. Anything you know about zoom or any recommendations that you would be willing to make, in the meantime, would be great!*

Stewart  
Lot 101

Subject: Snow removal

About snow removal: We have been owners since 1999 and never had need for outside company snow removal. Maintenance had always taken care of this situation with the help of owners who lived there year round. Why are we looking at buying equipment (\$\$\$) when the park is suppose to be free of all full-time residents during the winter months? Looks like over 400 owners are following the rules and should not be responsible for taking care of those who don't leave! Seems like it should be their problem to dig themselves out or pay someone to do it for them!! The Stewarts, #101

*The BOD, based on financial history and past practice, attempted to provide a warning to owners regarding snow removal, in the last newsletter. However, after receiving threats from some of the full-time owners to sue the park if they had an emergency and emergency personnel couldn't get to them, we decided to be proactive in order to avoid any liability and further litigation. After some discussion among the BOD, and after contacting emergency personnel services, we've decided to follow their recommendation and work with management to develop a snow removal policy for the Park. The suggestion to purchase equipment was just an idea that was being considered since our current truck is beginning to reach a point where it is costing money to keep in service. No decision has been made to move forward. We are looking to receive thoughts from the community as to how they would like us to proceed. Thank you for sharing your thoughts and concerns with us.*

*\*\*Please note -although infrequent, in the past, there have been occasions where snow removal companies have been hired. One of the more recent times was referenced in the Feb 2018 Newsletter.*

Sylvia Devilbiss  
Lot 335

When was the last time we had a BOD meeting? Covid is no longer a valid excuse. There is absolutely no reason for not using zoom. Why do you bother using up time to type out an agenda? We have 2 valid board members and 3 appointed friends who are running our park. This fiasco must stop. HOLD AN ELECTION – NOW. The least you could do is allow any of us who want to listen to your telephone chat to be able to do so. You have made decisions for this park on your own for way too long now. You will tell us you considered our feed back – doubt it seriously. Most of us feel that you tend to ignore us. Please advise me as to how I can listen in on the chat. Meanwhile (since I don't think you have any intention of allowing anyone to listen to the friends chat:

Snow removal: should not be an issue. The uproar was caused when someone stirred the pot with a unheard of message in the newsletter. We have maintained the park through the seldom snow storms for over 30 years. We already own a kaboda which Doug and Joe had no problems using. Since the board has reminded us of what a fantastic job our new maintenance men are doing I feel confident they will have no problem keeping snow on roads to a minimum. Do not waste any more money with such a purchase.

Ballots: should be held in the office for pick up within 6 months. Therefore, eliminating any doubt they have been tampered with.

Budget draft: can be sent email or mail (although that is extremely slow as you are aware). Budget meeting can be held via zoom.

Annual meeting: can be held via zoom. Do you guys live in the 20<sup>th</sup> century? Everything is being done via zoom including teaching. The ballots need to be mailed AGAIN tomorrow. The election needs to be held. Don't expect us to wait until after the court case.

New Business:

I don't understand why you need to work on an amendment to the declarations until after court hearing. There is absolutely no rush. I am sure you have much more tedious concerns such as holding an election.

Reserve study – I for one am sick of hearing about reserve money. We have survived all these years and this certainly is not the time to consider increase in our fees when so many people have suffered financially as a result of the affects the corona has had on us.

Once again, please explain how I can listen in on the chat on January 13th.

Thank you

*Thank you for emailing the BOD. Allow us to address some of your concerns.*

*Please review the postings on the website regarding postponement. The BOD is considering the health and safety of members, efficient and effective use of financial resources, and the best way to abide by documents, and our current resources, while considering the combined annual meeting and election.*

*You state the Covid is no longer a valid excuse for not holding a BOD meeting however Governor Hogan disagrees. We are still not allowed to meet in person and there are a number of people who have expressed their disinterest in participating in a meeting and especially an election via Zoom. While this should be an option in addition to some sort of in person choice, we need to make sure that we have the personnel, equipment and knowledge to use this technology well beforehand and we are working towards that end because we don't want to add any additional frustration to the community.*

*We find it odd that you continually mention that the people appointed to this BOD are "friends" of Melissa. We would think that to do otherwise would be very counterproductive, to appoint people who dislike you. Just because we are friends does not mean that we always agree but we are always working for the betterment of WHP.*

*You want to know how you can participate in the call on 1/13. The simple answer is that at this time you cannot. Once we have a platform for all owners to participate you will be notified, but we are not able to give special treatment to some and not others. As for **snow removal**, you mention that you have serious doubt that this BOD takes feedback into consideration when making decisions. Here is a perfect example of how we do consider owner feedback. Just before the last snowfall we received an email from an owner who was concerned about the BOD wasting money on snow removal that would primarily benefit those people living in the park full time against park rules and county law. We offered the wording in the newsletter to address this concern while also giving those living in the park advance notice that snow removal wouldn't be provided. After we published this statement, we received emails from the same full-time residents and their supporters threatening the BOD that if anyone needed help and emergency personnel were delayed because the snow wasn't removed they would again sue the park. In the February of 2018 newsletter, Pat Heath who served as President of the BOD, referenced the abundance of snow and the need to hire a contractor to help maintenance men with the task. Of course, there was a group of owners living in the park at that time who complained that their efforts were not good enough. In this same article Pat Heath mentioned that there was adequate warning given to residents of the shore for everyone to stock up on necessities. She also states that emergency services are equipped with vehicles to respond to calls that may occur during these types of storms and the aftermath. As we continued to find a compromise, we had another owner reach out who does snow removal. He suggested that we consider replacing our old pickup truck with one a few years old and a plow. A truck and plow would remove snow faster and easier than using the Kubota especially since we have limited spaces to dump the snow. Another owner suggested that we hire a snow removal company as needed. This BOD is trying to weigh all options to see what would work best for our community through feedback from all owners.*

**Elections:** *Here is another issue where the community is divided. You and some others want an election now, but we have also heard from other owners who prefer to wait until June so that we are not holding back to back elections one month apart. This would save the community thousands of dollars by only holding one election.*

**Reserve Study:** *Keeping WHP financially healthy and prepared for future emergencies without having to charge special assessments amounting to thousands of dollars is why we needed the reserve study. Being unprepared is unacceptable. WHP is over 30 years old and as you've stated, we've survived all these years. We have survived to this point but for how much longer if we don't have enough money in the reserve funds? The time has come to be realistic and prepared. We can no longer hope nothing breaks down. In only one year this BOD has been able to save \$70,000 for our reserves.*

Sylvia Devilbiss  
335 (again)

Melissa,

You need to check the website. You encourage members to contact you with their thoughts etc. but are you aware there is a problem? For a while now when you hit submit nothing happens. I have received numerous calls that people have tried to contact you through website and nothing happens. That is the reason for me sending communication directly to your and other board members email. The entire website has been under construction for so long now. It is extremely difficult to navigate and now the issue with the submit button. Don't we pay a website company? They need to make major improvements.

Thank you,  
Sylvia  
Lot 335

*Response to Sylvia:*

*We have received your messages. Who called you saying they can't reach us? No response to date.*

*Update:*

**sylvia**

Thu, Jan 14, 8:18  
PM (9 hours ago)

It was xxxxxx and I know you settled her problem. Also 2 other close neighbors. You have to admit the website is a total disaster. Things are hard to find because they are not necessarily in chronological order. Then when you don't bother answering my questions, I am certain you did not receive my email. This entire situation in our park and our board not listening to anyone is beyond frustrating.

*So it sounds like the Board's response to xxxxxx was reasonable to you. Who are the other 2?*

Pat Heath

276

Comments: Some thoughts . You need to proofreadl before you send out a notice. You can't approve minutes for July 2021 and caboda is spelled Kubota. Approving financial reports that have so many questions about them should have answers first. Perhaps you should consider a less complicated and straight forward statement each month. I suggest that this Board present a plan for controlling spending since they have added many new expenses to the budget and so far have added \$78,000 to the income by raising dues (**We are on track to deposit 70k into the reserve this fiscal year**). Let the dust settle on these new expenses. A draft of the new budget should be presented as soon as possible for review by owners. Snow removal should be addressed as needed , many years we need no snow removal. There is no need to purchase more equipment. Use the help and equipment we already have and if necessary contact an outside contractor ie the lawn company to cover the rest. It may not be immediate but will be taken care of in turn. There is a procedure to be followed to amend the Declarations I would ask

that you follow that procedure. State and publish exact wording of the amendment and send to all owners at the address provided by them and ask for approval. You need 2/3 of owners to approve. This should not be a problem since it will state what the county says it requires. I would like to add that all the closed meetings of this Board, all the major decisions made without any input from owners, all this dividing the owners has created a pervasive distrust among the members, appointing Board members without any choice given to owners have created distrust for this Board and its members. We want an election if you can have a phone meeting then you should accept mail in votes and publish them at another phone meeting or Zoom or any other way available. Use an election committee of a cross section of the Park to count and certify results. We just had a National Election recognizing mail in ballots what is the problem.

*We are sorry for the typo as much as you are sorry for yours in the National Election which should be the National Election. We know you understand the importance of correcting error but "to Err is Human to Forgive is Divine".*

*On the Spending Issue we have monitored and been mindful of spending including the snow issue. Much concern and discussion by this BOD has led to the decision you mention as being considered problematic for a certain few. BUT while we are trapped by this Unwanted Visitor (COVOD-19) this BOD has shown the courage to move forward with the business of WHP. Pebbles in the road should not prohibit the continuation of the daily business of WHP. "We shall overcome" and "WHP Strong" are our mantra for a proactive management of WHP business.*

*Thank you for your inquiry and recognizing the diligence and creativity in this crisis to care for WHP Membership and Assets.*

*Thank you, also, for sharing your concerns for our increased dues going to what you call the \$78,000 of unnecessary spending. The increase wouldn't have been so dramatic if dues were incrementally increased, over the years, to cover our needs, so that we wouldn't have had to spend our savings. If our Park was professionally managed, and if our Documents were properly updated, under legal counsel, along the way, everything would not have hit us at once. Also, some of this expense would've been unnecessary had the former BOD worked with the County to immediately correct the issue of residency instead of ignoring it and hoping that it would go away. They did not. In order to protect WHP and our governing documents we were forced to employ our attorney to implement efforts to protect our park. Our Community has been fractured by the lawsuit that has been brought against the county, which in effect attempted to invalidate our seasonal residency declaration, and it has elevated the distrust by many. However, the mistrust of a WHP BOD is nothing new. Every Board has faced it and you know that as well as anyone. You are a former BOD president who resigned after the pool didn't open and after the County presented its position at the 2018 Annual Meeting. The marina debacle also brought you, and the other Board members that you served with, much admonishment, so it seems a bit disingenuous for you to be admonishing this Board for anything that we've done. You and a few of your supporters continue to want to force an election but we've heard from other owners, especially some of the newer owners, that do not share your opinion. They would like to postpone the election until June so that we only have to hold the election once.*

Judith Walizer

292

Comments: All I am asking for is a prompt and fair election. An owner has offered to set up a virtual meeting. At this point, we only have one elected officer, the acting bod president. Everyone else has been appointed/terms have expired. I do not understand how the bod can budget and fairly represent the wishes and views of the owners. How soon do you foresee our election? (COVID is no reason/excuse to delay our election because the rest of the country, businesses and schools, are functioning virtually.) *Your comment is appreciated, but the insinuation that all owners are in favor of an immediate election is untrue. We've heard from a number of owners who've expressed just the opposite. In fact, they would prefer that we wait until June 2021 so that they can have the opportunity to meet candidates and ask questions of them before they cast a vote. There have been many issues brought to light over the past months and comments made that deserve to be addressed by all candidates. We would like to offer all owners that opportunity. The people who will make decisions about overseeing our investment over the next several years is something that deserves to be taken seriously. In addition, though you suggest COVID is not a reason to put the election off, some of these owners have repeatedly expressed a different opinion. They want the opportunity to vote in person, and they don't want to trust snail mail with that right. I hope that this helps you to understand that we are hearing owners and taking community feedback very seriously.*

**Barbara Smith**

344

**Purchase of snow removal equipment:** I do not think this should be considered because in your December newsletter it was stated snow removal will no longer be done by the park. We already have a caboda and all equipment needed for snow removal. We should not make any large purchases that are not necessary. We should use the snow removal equipment we already own and let the maintenance employees clear the snow as has always been done in the past. I feel no large purchases should be made until the court case regarding the full-time residents is settled once and for all. *Thank you for your comments! This is exactly what we are looking for when we ask for feedback from owners about issues of concern to them. We are taking all comments into consideration as we move forward with a plan to provide adequate snow removal without unnecessary spending.*

**Election ballots:** The idea of holding the unopened ballots in the office for six months to be picked up by the owners, and after six months shred the ones that were not picked up is a good one, however, we need a meeting to take place ASAP on Zoom to save money renting the Convention Center or any other facility and to figure a way to have our election to the Board for 2021. The list of candidates and new ballots will need to be sent out because in the past six months some candidates may have withdrawn from running and people may have changed their minds about who they are voting for. *Your concerns are very valid. As you mention below, we can't trust snail mail anymore. We*

*have had a tough time with even owners receiving the initial ballot packet that was mailed out. Some still have not received the ballots. You make great points about people changing their minds, and people even maybe withdrawing. We have received calls from a few who have suggested holding the election in June at the 2021 annual meeting. All of your concerns could be addressed by then. Zoom could work, though there is a steep learning curve. We would need to investigate, purchase a program, and probably pilot it a few times to be sure we can handle simultaneous participation of possibly over 465 people logged in at once. We honestly didn't expect COVID to manifest itself as severely as it has on our Nation. We thought we would be able to hold our meeting in November and get everything taken care of. We worked so hard to plan all of that. We appreciate you reaching out to us. Thank you for your kind and constructive feedback!*

Sorry for not sending this sooner, but I have not been receiving emails from WHP for some time. I am advising the office to send all communications from WHP to me via email. Can't trust snail mail anymore. *Thank you for your patience as we work together through these challenging times!*

*\*\*Other points that the Board is taking into consideration concerning the election are that 2 of the positions open for 2020 are 1-year terms. That means that those election would have a term ending in June 2021. If the Board holds off until June 2021, there would be an election for 2- 2 year terms and 2-3 year terms.*

*\*\*US Mail is still a problem*

*\*\*There are owners who value the right to vote in person.*

*\*\*There are owners who value the process that has been put in place, over past years, to offer candidates the opportunity to speak. With our community in the position it is in, legally, some feel it is critical to be able to meet candidates and ask questions.*

*Respectfully Submitted as a collaborative effort by WHP BOD, Management and Committee Members*