

**McCall Area Timeshare Association**  
**Board Meeting – Post Annual Homeowners**  
**McCall, Idaho**  
**October 08, 2016**

The McCall Area Timeshare Association's Board Meeting was held at The Shore Lodge in McCall Idaho on October 08, 2016. Present were Board Members David Holland, Dick Brotherton, and Gary Turner. Others in attendance were Candice Leonard and Donna Brotherton.

Board President David Holland convened the meeting at 2:00 PM.

Minutes from the past two board meetings were to be approved via email, and hard copies will be mailed.

Dave asked for opinions on the Annual Homeowners Meeting held earlier that day. Dick stated that all the comments were positive and constructive in nature. The tenor of the meeting was "calm" and "pleasant".

Dave said that he thought the suggestion for a "Drying Rack for towels etc" was a good idea. He will address this with the Housekeeping Manager. It was agreed that we will purchase the racks to preserve the handrails from wet towels. Different options to repair the damaged handrails were discussed. After some discussion, it was decided that we will look at adding a new rail, plastic caps or refinishing the wood. There are also concerns about the bedspreads. Dave will check the budget and see where we are with these two issues.

Dick brought up our current staffing issues and the new hire of Rob Friesen. It was brought up that we are in line to have Rob inspect each unit and note things that need to be addressed. Dave stated that to inspect each of the 38 units and note everything is a horrendously large task. We are doing a better job of tracking repairs and complaints.

Dave said we need to focus on updating the one and two bedroom units, since the three bedroom units have already been painted, have electric baseboards and new furniture in the dining room and living room. One of the prime issues seems to be "First Impressions". Candice stressed that the millennial people are "review" driven. So if we get a bad review on-line, it will possibly deter or discourage repeat renters.

Apparently, during the Annual Meeting an owner showed Candice and Dave pictures of dirty towels that were on the kitchen floor right after they checked in. It was stated that we need to know immediately so we can hold our cleaners accountable and train them on what is being missed. Owners should not come into a unit and feel they need to clean it themselves. This may be an isolated incident but we need to be diligent that our cleaners are doing a thorough job. Whether it is a broken or missing item or a cleaning issue we need to practice responsiveness.

Final discussion was on the importance of good communication and information sharing that was the outcome of our 2016 Annual Homeowners Meeting and the lack of large issues brought up by our owners. Most people who attended were just looking for updates on the upgrades to the units.

Dave had one more topic to discuss with the Board. He had some ideas on health insurance as a benefit to keep workers. He stated that we need to do some research on what would be feasible. As of this year, we have increased wages, still offer, company paid, Life Flight for our employees and their families. However, in today's world, insurance would be a benefit for all of our employees

Board Meeting, October 8, 2016

Page 2

and maybe a possible thought of an IRA or some kind of retirement fund would appeal to applicants and help us in keeping employee satisfaction up. In talking with the waitress from Shore Lodge, she gets health, dental and retirement as an employee. Dave made a motion to start investigating options that are available and affordable for our business profile. Gary offered to gather information about this subject. Dave will check with Barrett Lamm to see what other companies are doing.

Motion to adjourn, made by Gary Turner.

Respectfully submitted,

A handwritten signature in cursive script that reads "Richard Brotherton". The signature is written in black ink and is positioned above the printed name and title.

Richard Brotherton  
Secretary