

WINTERGREEN PROPERTY OWNERS ASSOCIATION INC.
BOARD OF DIRECTORS MEETING
August 14, 2020 COB 1:30 PM

MINUTES

Members Present:

Joe Ely – Vice President
Karen Asher
Jim Wright
John Coy-Treasurer
Bill Gatewood
Tom Steele - Secretary

Telecommunicating:

Mark Fischer

Absent:

Larry Luessen
Rod Kessler

WPOA Staff:

Jay Roberts- Executive Director
Theresa Harris

CALL TO ORDER – 1:35 PM

VP Joe Ely called the meeting to order and reviewed the agenda

MINUTES:

Approval of minutes -June 12, 2020

Motion to Approve – Tom Steele
Second - Jim Wright
Carried

TREASURERS REPORT - Mr. Coy gave the Treasurer’s report and presented the 2021 Budget for Board Approval based on a 2% increase in the annual assessment rates.

Most of our budget lines remain on track in booking of revenues and expense line items to date 7/31/2020. The most expensive part of the year is upon us with road and culvert maintenance. These expenses are on track. Settlement & Restoration funds will come into play for improvements to Tax Map 11 A 2.

The last phase of the Annual Assessment collections process is nearing completion with the filing of 40 MEMOS of LEIN for unpaid 2020 Assessments.

We are in sound financial shape as of today with constant review of finances related to COVID-19 issues and collections.

The 2021 WPOA Budget is being presented today with a proposed 2% increase in the annual assessment rates.

Anticipated reduction in Amenity Fees of \$100K.

Provides for a 1% merit increase for employees.

Road Maintenance reduction in Salaries, Culverts and Capital items.

Facilities maintenance reductions anticipated.

Landscaping Department was closed and in housework is handled through the Road Maintenance Department.

There are extra cleaning expenses due to COVID-19.

Full funding for three new Firefighter positions phased in during 2020.

Motion to approve 2021 Budget with 2% Increase as proposed -John Coy
Second- Jim Wright
Carried

EXECUTIVE DIRECTORS REPORT- Mr. Roberts gave the Executive Directors report.

- WPOA has moved to a VOIP phone system. The only department left to switch over is WPD. WPD should be on VOIP within the next few weeks. Moving forward, we plan to utilize 325-8500 as a main number with automated PBX. Timing on the use of 325-8500 TBD
- Except for Chestnut Springs Pool, all WPOA facilities have Firefly and Nelson Cable internet. Chestnut Springs currently has Nelson Cable, Firefly is likely months away.
- IT related improvements ongoing. These include owner database work, failover internet connections, cloud-based backup, hardware to support working remotely, website upgrades, network security, etc.
- I continue to serve on the Nelson County Chamber Board. It is important that Wintergreen participate in overall County activity. Events, improvements, debate, etc.
- The split rail fence at Founders Vision Overlook has been replaced. The parking area and regrading project is in the final design phase with hopes of completing this work before November.
- Ravens Roost Overlook is complete, hiking and biking path signs in SC are being replaced, other signs are being replaced and posts painted, additional lake and fishing related signage installed.
- Walking paths in SC and on the mountain are being evaluated and options discussed. Goal is to complete additional walkway improvements before the end of the year.
- SC Park improvements are being considered. This "park" is mostly forgotten and has more potential.
- Mountain Clubhouse concept discussions continue. Location, design, needs, etc. are being discussed in hopes of having a plan to present later this year or early 2021. Hybrid use of the TWNF for community groups still looks like the best solution, however, it requires more discussion.
- **Bears remain very active.** Homeowners are reporting multiple entries into homes and vehicles. DGIF is involved and assisting WPOA. WPOA and DGIF are working together to try and make more dumpsters bear proof and educate owners. WPOA has begun identifying VRBO properties and communicating directly with owners about ways to educate their renters.
- Fishing related complaints have decreased in recent weeks. More owners are displaying passes. Non-owner anglers are being asked to leave and educated about ponds being private.
- ARB projects – slight uptick likely because of the significant turnover in properties. 72 active projects, 45 Mountain and 27 Valley.

- 2 ARB positions are coming open soon, BOD needs to identify candidates for these positions.
- WPOA has filed liens on approximately 40 properties. We are actively foreclosing on one owner for non-payment of tree cutting violations.
- While most owners appear to be in relatively good spirits, COVID related restrictions, and political and social unrest, is taking its toll. Minor issues/concerns between neighbors and/or with the services WPOA provides can quickly escalate.
- More than 250 properties have changed hands in 2020. Disclosure related property inspections are keeping the staff very busy.
- WPD continues traffic enforcement, issuing warnings and/or tickets as needed. To help educate owners, guests, and contractors, a second electronic speed sign trailer is being purchased.

Update from Mitchell Barker-Infrastructure:

- Working daily with DWR Department of Wildlife resources. Bear issues.
- Meetings planned with waste management and all association managers to discuss upgrades to 60 plus dumpster throughout resort. 8/19
- Meetings planned with DWR biologist to discuss bear densities at Wintergreen. 9/2
- Plans to deploy un-welcome mats for owners because of nuisance bear issues.
- Road Painting complete for valley. Mountain schedule to be completed by middle of September.
- Major clean out of facilities shop and organization of tools and materials.
- Sold Kubota front deck mower and replaced with zero turn.
- New Holland tractor used for road shoulder mowing sold and replaced with John Deere.
- 90 plus property disclosures in the last two months.
- Tree and view maintenance with contractors on going as properties are placed into market rotation.

Update from Curtis Sheets – Fire & Rescue

- Preface - I have never experienced such an odd time at WFR. We are experiencing some of our largest successes and our largest challenges at precisely the same time.
- Our fire call volume is relatively flat for the year. EMS calls are up by about 10%. The increase is predominantly coming from on-property calls.
- Personnel challenge - COVID quarantines are kicking into overdrive. This week we had four staff quarantined at the same time. In total, last weekend there were seven staff out of service. We were not able to fulfill our staffing requirement for the County. This has only happened twice since 2006. Because the outage was predictable, I reached out to all of the county volunteer agencies and asked them to step up and staff an ambulance. They did.
- Hiring the three expansion EMTs early turned out to be critical in our efforts to deliver service without interruption. We are starting to see some volunteers remove themselves from the driver's list as the Nelson County COVID count escalates. We may find ourselves relying upon WPOA Maintenance employees again. We were able to secure 500 N95s from Augusta County.
- The elimination of a Chief's position and creation of a full-time trainer is working out wonderfully for both staff and volunteers. I suspect that when I retire it will be on the short list of things I feel made the most significant improvements to our service delivery. Every staff member is now expected to demonstrate skill competency on a far more frequent schedule than ever before. If they struggle, an individualized training plan is developed for them.
- Redistribution of Trey's responsibilities between Mike and myself has been a challenge because it's dropping right on top of COVID. Coordination when you're avoiding in-person contact is tough. We are struggling to get our rhythm. We will get there. Mike's doing a fantastic job as Deputy Chief.
- Between Fire & Rescue we have received an unprecedented amount of grant revenue. We will likely exceed 1M in 2020. That's more than three times our best previous year. We have a year to spend the funds, however I'm trying to get it all done by the end of this quarter. I fear that funds

could be pulled back if the economy totally tanks. This "hyper purchasing" of major capital items is creating quite a workload. We will rest in 2021.

- We received roughly 250k from FEMA towards the replacement costs of our SCBA. The new packs cost approximately \$7,500 each. They're ridiculously more capable than our existing packs. Each pack has an integrated thermal imaging camera. Currently we have only 4 cameras.
- We received roughly 70k from FEMA to replace the cascade air system at Station 2. Because we support Rockfish Fire with this system, they will be partnering with us on providing matching funds.
- We received roughly 50k from the Virginia office of EMS towards 2 power cots and 4 Panasonic Tough-Books.
- We received 64K from Nelson County COVID funds to purchase 2 cardiac monitors.
- We received 78k from Nelson County COVID funds to purchase ventilators for our ambulances. We don't currently have this capability. Extensive training is required. Dr. Just only approved this for Wintergreen.
- No other rescue squad in Nelson County received any first-round COVID funds.
- We received roughly 6k from Nelson County to purchase each staff their own SCBA mask, so they do not share masks. Currently a firefighter could wear the same mask which a different firefighter wore an hour earlier. Every firefighter in the County will be provided their own mask.
- We received 250k from Nelson County to purchase and equip a new ambulance. This ambulance is part of our County EMS fleet. Nonetheless, it is titled to us, it's under our control, and there is no lien. (New Unit 102)
- We received 125k from Virginia Office of EMS towards replacement cost of medic unit 179. This unit is assigned to Wintergreen property. I anticipate it being in service this weekend.
- We received **a much appreciated** 100k contribution from a property owner to help match the FEMA grant for air packs!
- A challenge will be to avoid having the community feel as if we have received so many grants that we no longer need private contributions. There will always be needs. For example, the primary fire engine for Stoney Creek was built in 1996. We will need to order a replacement within 24 months. Approximate cost is 600k.
- I have ended my six-year term as a grant grader for the Commonwealth of Virginia. There are only six graders. In total I graded over 3,000 grant requests. I believe the experience was beneficial to Wintergreen. I certainly learned from the process.
- We have several new volunteers, mostly on the fire side. Mike and Jeremy are doing a fantastic job getting them trained.
- All staff have completed swift-water rescue awareness. Seems timely.
- Having to keep bay doors closed at Station 2 has been unbearable due to the summer heat. We are having to pay very close attention to the temperature of our drugs. Twice the state inspector has been by to record the temps. Both times we were within 2 degrees of violation. We are getting estimates on solutions.
- Work on the exit to the Parkway is ongoing. It is in the hands of subcontractors and NPS at this time. Attempting to mitigate potential pushback from NPS when Denver leaves office and potentially if the control of White House and/or Senate changes hands. History has proven these scenarios to be devastating to our progress.
- I did obtain an opinion from the State Forester regarding management of the pipeline cut-over area.
- Somehow, we managed to find time to meet regarding our strategic plan to measure first year accomplishments and set goals.
- I have no unmet requests for assistance from WPOA, or for that matter the County of Nelson.

Update from Dennis Russell – Police Department:

- Increased reports of quality of life issues in the Valley. Improved visibility through patrols, focused area checks and traffic enforcement.

- Remote view cameras operational at two intersections. Monocan and Hwy. 151 and Rodes Farm and Rodes Valley Drives.
- RADAR trailer deployed to Laurel Springs Drive (landing zone) then Blackrock Circle in response to reported concerns called in by our customers.
- Bear issues on the Mountain. Working with Deputy Director of Infrastructure, Department of Game and Inland Fisheries and educating our homeowners to combat increased bear activity.
- New part-time Dispatcher hired and in process of filling one of two Police Officer vacancies.
- Virtual acceptance of our Agency's Reaccreditation with the Virginia Law Enforcement Accreditation Program.

Firefly Update:

- Multiple sub-contractor's splicing crews working to connect owners with service. Most of the activity is on the mountain with the goal of having all customers that have signed up, with service before Winter.

ACP Update:

- WPOA submitted a filing to FERC about the easement restoration. No news yet on the outcome.
- WPOA is consulting with TWNF, VA Dept of Forestry, Jerry B. (Geologist), and others on what is best for the property.
- Our contacts with ACP suggest ACP is willing to work with us on a solution and agree that the site warrants discussion.

BRP Exit Project:

- Survey work (plant life and topography) complete. Preliminary road design is complete. These have been shared with NPS with additional meetings/discussions expected. This is not going to be a quick process. We anticipate a lot of additional meetings. While we are optimistic, we are a long way from any sort of final approval. WPOA must reimburse all NPS/BRP expenses, even if the project is denied.

Carbon Credit Update:

- COVID 19 is slowing the process down. Per Chandler: The pandemic is having some operational and logistical impacts and ACR is backed up. Demand remains high.

COVID 19 Operational Update:

- Weekly owner updates continue. While most owners likely appreciate the information, some remain frustrated. Most of the frustration is focused on our efforts to inform owners about COVID data, remaining vigilant, wearing masks, etc.
- WPOA offices are staffed 8-5 Monday through Friday. Because of the risk, we continue to request owners call ahead in hopes that we can avoid unnecessary office visits. All persons entering the building are required to wear masks. When not working remotely, staff are working alternating shifts to limit how many are in the building at one time. When in the office, we are wearing masks when moving through common area or visiting other offices.
- Nelson County active COVID cases jumped 50% in less than one week. Protective measures put in place in April (office closure, most staff working remotely) are likely to be put back in place soon and could last through the Fall, maybe Winter.
- 911 calls for police assistance have increased in recent months. Domestic violence, neighbor disagreements, etc.
- All WPOA facilities are being cleaned more frequently.
- Pool season has been incredibly difficult on WPOA Staff.
- Playgrounds, Rodes Farm Tennis and Pickleball Courts remain open with restrictions/rules.
- Tuckahoe Clubhouse is open with only a small number of owners using the facility. (Quilters and Bridge)

- While no WPOA staff have tested positive for the virus, we have had a few instances where staff were asked to stay home and quarantine until test results came back. We are taking the concern seriously and discussing the challenge regularly. We are adjusting operationally to minimize the chances staff could infect others.
- While COVID remains an enormous challenge to all, the pressure on working families is enormous. These stresses include balancing childcare and work, work stress, lost income, threat of lost income, family health, difficulty getting time off and no place to go. And when not at work, filling the role as a teacher, while being parent and spouse. The fact that WPOA staff continue to serve/function at a very high level is incredible and shows the level of dedication to the community.

COMMITTEE AND ASSIGNMENT UPDATES:

Carbon Credits: See Executive Director report

Tuckahoe Clubhouse: Karen Asher. A decision was made to reschedule the annual flea market until Spring 2021. Bridge Group is meeting with social distancing, sanitizing, and temperature controls. Book groups are distancing on the patio. A few new welcomed handicapped parking spaces have been constructed in the back of the building. At this time the November 3, 2020 voting in person (Presidential election) is still a go at Tuckahoe.

Nature Foundation: Bill wanted to report on the WPOA Ravens Roost project being a huge success and thinks going ahead with benches would be a big asset. TWNF Ott Golf Tournament is 9/11/2020. The last meeting was a rather long budget related meeting. Work on their membership list is ongoing. Outside programs have been modified but inside programs remain a problem with COVID-19 restrictions. The endowment program is ongoing.

RESORT UPDATE- Mark Fischer

While the pandemic had a major negative impact on revenues and operations, there are some bright spots. The influx in new owners is positive and memberships are selling. Real Estate sales are double from this time last year. The resort shutdown created a sudden and huge lay off. A lack of personnel to maintain the resort, leaves it looking a little “shabby”, creating a level of frustration. The Resort is hiring again and has lots of openings as things turn around. Leisure lodging is up with bookings coming just days before the check ins. Mark is drafting a letter to be sent to all property owners here at Wintergreen. While it may not be apparent on the surface, 15 Million has been spent on the resort in 4 years. Winter COVID restrictions are a big unknown at this point. 50% of Revenue comes during ski season.

New Business: None

Old Business Items:

Karen reported on Here to Stay Wintergreen. They are diligently working on their 501 c 3 status. Thomas Jefferson planning district is helping with their start up. COVID-19 made it much harder to provide services as only non-contact services can be provided. (Interestingly enough, the Friends of Wintergreen survey showed an interest in a totally different type of service, concierge type).

Wintergreen Overlook: see Executive Directors report.

Blue Ridge Parkway Exit Update: see Executive Directors report.

Asphalt & Surface Treatment: 2020 nearing completion.

Wintergreen Drive asphalt scheduled for Spring 2021

COB – updates complete and landscaping project ongoing.

CLOSING COMMENTS:

In light of COVID-19, this will be the perfect year to do a livestream/online annual meeting on **November 7, 2020**. There is no election this year, as no board member terms expire in 2020. The budget can be presented by the Treasurer, and the Executive Directors report done by live stream with owner's questions presented beforehand and addressed live. Jay reported we will be fine tuning this in the next month and figuring out how to also have live questions and answers.

Mr. Ely adjourned the meeting at 3:08 PM

Scheduled Meeting Dates:

November 7, 2020 – Saturday - Annual Meeting – no election – Live Streaming format.

November 7, 2020 – Board Meeting COB – Officers election

Today's Web Site Update: www.wtgpoa.org