

**BANYAN HARBOR TIMESHARE ASSOCIATION  
BOARD MEETING  
Thursday May 20, 2004 – 9:00am  
Banyan Harbor – D54**

**1. ROLL CALL**

President Solberg called the meeting to order at 9:00am

**Board Members**

Jim Solberg, *President*

Sharon Baker, *Vice-President*

Bob Garcia, *Treasurer*

Ed Madamba, *Secretary*

Stephanie Gonos, *Director*

**Outrigger Lodging Services**

Rick Ball, *Vice-President, Outrigger Lodging Services*

Chris A. Gampon, *General Manager, Banyan Harbor*

Stephanie Nakamatsu, *Accounting/HR, Banyan Harbor*

Tore Wistrom, *Consultant, Outrigger Lodging Services*

**Others in Attendance**

Bonnie Solberg, *Timeshare Owner*

Gus Enderlin, *AOAO Board Vice-President*

**2. PROOF OF NOTICE**

Chris reported that notice was posted on April 15, 2004

**3. APPROVAL OF MINUTES**

- a. **Board Meeting, February 20, 2004** – Jim asked for any corrections to the minutes. Corrections were noted and the minutes accepted as amended.

**4. MANAGEMENT REPORTS**

- a. **President's Report** – Jim feels the staff deserved a big pat on the back. The paving project currently underway is a difficult situation that has been handled well. Bob also extended his mahalo to the staff for a job well done. Bob suggested that the Timeshare Association sponsor a pizza party for the hard work.

Jim expressed his gratitude to Ben for hosting the gathering the previous night.

- b. **Manager's Report** – Chris reported that the staff continues to work well together. Chris added that the asphalt project is moving along very well. Chris thanked Bob for volunteering to shuttle people around the property and to their vehicles. Chris reviewed the projects scheduled for completion in 2004.

**5. FINANCIAL REPORTS**

- a. **March 2004 Financial** – Rick reviewed the YTD results. Revenues are favorable to budget by \$19,000; payroll is down; and other operating expenses are also favorable to budget. YTD net earnings are \$29,000. Rick added that preliminary reports show that April will be another favorable month for the Timeshare Association.

- b. **Collection** – Chris reviewed the updated report submitted by Anne Anderson. Chris also reviewed the assignment summary.

Ben Bregman introduced Attorney Pat Childs. Pat is Ben's legal counsel and handles the foreclosures assigned to Timeshare Liquidators. Pat attended the meeting to answer questions the Board and management may have in regard to the foreclosure/bankruptcy process. Points made clear by Mr. Childs is that while in bankruptcy the amount owed continues but cannot be collected until the bankruptcy is cleared; and that chapter 7 bankruptcy can only last for 6-months. Mr. Childs suggested billing chapter 7 bankruptcies after the 6-month period has passed. Mr. Childs suggested a meeting with Kearns (Banyan Harbor Owner Records/Collections) to review each case with more detail.

- c. **Sale of Timeshare Weeks** – Ben reported that his sales are moving at record pace. Ben now has three sales offices (Oahu, Hawaii, Banyan Harbor). Ben is looking to expand his sales with a Maui office. Because of demand, Ben's new price strategy includes a premium for rambler interval as opposed to townhouses.
- d. **Reserve Study** – Rick reviewed the projects slated for 2004. Bob added that the tile grout in some townhouses have cracked and should be attended to. Chris reported that he and the maintenance staff have been looking at alternatives for those units.

Bonnie Solberg suggested installing cove base boards. Rick noted that a carpet cove base has been used in other locations and may be an alternative here as well.

## 6. UNFINISHED BUSINESS

- a. **RCI Comments** – Jim summarized the nature of the comments noting that they remain, for the most part, in the positive. Chris commended the staff for being quick to respond anytime there was a problem.
- b. **Timers on A/C Units** – Chris reported that as timers need replacing, a 6-hour timer is being installed in place of the 4-hour model originally used for the project. Chris added that there were a few complaints about the duration the timer would operate. He feels that the longer timer will reduce the complaints.
- c. **Converting Units to Timeshare** – Chris provided a handout to the Board outlining the standard that will be used on future renovations. The guideline reads as follows:

*Future timeshare renovations will use standards set in unit D-49 for furniture fixtures, floor covering and decorative items. Any substitutions must be approved by the General Manager.*

*In rambler units, floor night stands will be used in both bedrooms; queen beds will be placed in each bedroom; and a 6-drawer chest of drawers with mirrors will be used in each bedroom.*

*Note: where space permits, two night stands will be used in the master bedroom.*

- d. **Other Unfinished Business** – Jim asked for any other unfinished business. Hearing none, the next agenda item was discussed.

## 7. NEW BUSINESS

- a. **Activity Desk** – Chris reported that Gale Lee will no longer operate Kauai Vacation Helpers at the Lobby Activity Desk. Kilohana Concierge, a Ben Bregman Company, will take over the operation of the desk as of June 2004. Ben Bregman reviewed his plans for the activity desk. Ben plans to continue the breakfast briefing and is looking into increasing the activities offered. Possible activities include morning walks, yoga, and a weekly golf outing. A new contract for the Activity Desk was approved by the AOA Board.

- b. **Executive Session (ADA)** – Report below.

Report: Jim reported that the Board approved the upgrade of a unit that will include the installation of a roll-in shower and other features designed to aid guests/timeshare owners with disabilities.

- c. **Other New Business** – Other new business was discussed as follows:

- i. **Pizza Day** – Bob Garcia suggested that a pizza day for the employees be held as an expression of appreciation from the Board. The Board agreed. Chris will make the arrangements.

## 8. ADJOURNMENT

Meeting was adjourned at 10:26am