

**BANYAN HARBOR TIMESHARE ASSOCIATION  
BOARD MEETING  
Thursday September 16, 2004 – 9:00am  
Banyan Harbor – E54**

**1. ROLL CALL**

President Solberg called the meeting to order at 9:05am

**Board Members (Present)**

Jim Solberg, *President*                      Bob Garcia, *Treasurer*  
Ed Madamba, *Secretary*                      Stephanie Gonos, *Director*

**Board Members (Absent)**

Sharon Baker, *Vice-President*

**Note: Unanimous votes do not reflect the opinion of Vice-President Sharon Baker.**

**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**

Ray Smith, *AOAO Director*

**2. PROOF OF NOTICE**

Chris reported that notice was posted on August 11, 2004

**3. APPROVAL OF MINUTES**

- a. **Board Meeting, May 20, 2004** – Jim asked for any corrections to the minutes. Hearing none the minutes were approved as distributed.

**4. MANAGEMENT REPORTS**

- a. **President's Report** – Jim reported that he has noticed a positive change since the new activity vendor took over. There are more activities available on-site as well as off-premise activities organized by the desk staff. Jim added that he is pleased with the ADA renovations completed in unit E-54.
- b. **Manager's Report** – Chris reported that there has been a lot of activity on the property. Christie at the Front Desk had her baby, a boy; Shawn has joined us at the Front Desk, Berto (Security) was put on active military duty and has left to be deployed to Iraq; and Charlie and Peter have joined us as Security Guards. In addition to personnel changes we have completed accessibility upgrades to unit E-54; a new backup generator for the sewage treatment plant was received and is being installed; the salt water filtration system has been installed at the pool; the parking lot has been repaved; the front office access ramp is complete; and access improvements were made at buildings "B" and "E".

Chris also reported that he has instructed Maintenance to increase their efforts on exterior reserve projects including projects on the reports provided by Mokihana Pest Control and the ADA Barrier Report. Chris hired an additional part-time maintenance person (Butch) to assist with completing these projects.

**5. FINANCIAL REPORTS**

- a. **July 2004 Financial** – Rick reported that adjustments to the assessments recorded on the Financials were made. The adjustment corrects the balances apportioned to maintenance fees and late fees. After the adjustments, the Timeshare Association operating balance is a positive net earning of \$36,000. The Association finances are in good standing. Cost control, for controllable expenses, has been very good. We are running very efficiently.

Rick added that based on preliminary review, the AOA is likely to increase maintenance fees in 2005. Bob asked if there is any idea of how much the AOA is expected to increase fees. Rick reported that there are no firm numbers but preliminary forecast is that the increase should have minimal effect on the Timeshare budget.

- b. **Collection** – Chris reported that, because the last unit being worked on by Neeley and Anderson has transferred to the Association, no Neeley and Anderson report was provided. Chris expects charges for recordation, and other minor expenses related to the transfer of title and closing the file.

Chris added that the in-house collection effort and work done with Timeshare Liquidators continues to work well. A summary report of the accounts in collection is provided for each Board member and the detail of those accounts has been provided to Treasurer Bob Garcia.

- c. **Sale of Timeshare Weeks** – Tore reported that sales have been slow lately. Ben (Timeshare Developer) is holding two whole units. One is currently under contract for sale. The other is expected to be converted for timeshare use.
- d. **Reserve Study** – Rick reviewed the projects scheduled on the 20-year study. Units are currently being reviewed and replacement soft goods (bedspreads, drapes, carpet, etc.) will be ordered. There is a lot scheduled for 2005.

Bob reported that an owner asked him if there was any way to put twin beds into the timeshare units. Rick responded that thus far, the bed configuration has been favorable to the majority of people. There is no plan at this time to reconfigure the units.

**6. UNFINISHED BUSINESS**

- a. **RCI Comment Cards** – Chris reported that overall the comments are still good. He added that during a recent meeting with RCI representatives he was advised that Banyan Harbor did not make the Resort of International Distinction level of recognition. Chris expected that this would be the case due to the way RCI categorizes participating properties and presents them to potential trade-guests. Chris was advised that Banyan Harbor scores are favorable and that RCI's Hospitality Resort designation will be assigned to Banyan Harbor. Chris feels this is the best designation for the property and will better reflect the type of property that we have to offer.
- b. **Unit 54** – Chris reported that the accessibility renovations, including a roll-in shower, complete reconfiguration of the bathroom, wider doors, new door handles, and visual alarm systems is complete. The unit looks fantastic.
- c. **Other Unfinished Business** – Other unfinished business was discussed as follows.
- i. **Jacuzzi** – Tore reported that a new law allowing the AOA to request an exemption from the required approval to install the Jacuzzi is now in effect. Based on the level of support displayed by responding (interested) homeowners, the AOA can petition a judge to exempt the process for the high approval standard normally set and allow for the installation of the Jacuzzi. Whether or not the AOA will undertake the effort to obtain votes in favor of installing a Jacuzzi is not clear. In the case that it does, it is good for the Timeshare Board to be aware of this new ruling.

## 7. NEW BUSINESS

- a. **2005 Allocation** – Tore reported that, starting 2005, the Timeshare Association will no longer subsidize the operation of the Rental Program. Other items are in-line with prior years.

<b>MOTION:</b>	<i>To adopt the inter-company allocations as presented.</i>
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**MADE BY:** Stephanie Gonos, Second: Ed Madamba  
**VOTE:** Unanimous  
**RESULT:** **PASSED**

- b. **Executive Session (ADA)** – The meeting was adjourned to executive session at 10:25am and reconvened to regular session at 10:32am.

No report given

- c. **Other New Business** – Other new business was discussed as follows:
- i. **Management Conference** – Rick reported that, during the OLS Leadership Conference held over the summer, Chris was awarded the President's Award by Outrigger Lodging Services President John Fitts. Rick commended Chris for the results he and his staff achieve at Banyan Harbor.
  - ii. **November gathering** – Bob is working on another get-together for November. Jim noted that the Board should contribute to the expense of the gathering.

## 8. ADJOURNMENT

Hearing no further business, the meeting was adjourned at 10:33am.