

BOARD OF DIRECTORS MEETING
THE MONARCH AT ROYAL HIGHLANDS, INC.
February 25, 2022

A meeting of the Board of Directors for The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in Mtg Rm A at the Rec Center. Those present: Vince Laverghetta, Esther Patterson, Steve Bryan, Jim Oddo, Lisa Ritchey and Therese Buono. Bill Ortballs and Steve Ryan were absent. Luis Colon, General Manager, Terry Stephenson, Course Superintendent and Lisa Ann Breed, F/B Manager, Crown & Shield, were also in attendance.

Vince Laverghetta called the meeting to order. The Minutes of the February 11, 2022, meeting were approved.

Superintendent's Report – Terry Stephenson

- The 3500 mower is down. The wheel motor gave loose, and shavings went through the pump. Cost to repair approximately \$4000-\$5000. To buy a used one would cost about \$18,000. Terry will talk to Pete to see what it would cost to add one to our lease. This mower is used around bushes and greens. In the interim, we lowered the height of the 7500 mower and are using it.
- The 7500 mower was having some issues but is fixed now.
- State pesticide inspection on Monday – everything good.
- Lost another employee (Katrina); still no applicants.
- Sprayed tees with first application for nematodes.
- Sprayed areas for weeds.
- Blower and vacuum ordered for delivery April 18th.
- Receiving a free aerifier from son's course next weekend for use in small areas. It is more maneuverable and will help in areas like end of cart paths.
- Greens groomer arrived with a broken remote switch. They are sending us a replacement switch.

Food & Beverage Manager - Lisa Ann Breed

Restaurant is keeping very busy. Added entertainment for the following months. These are special entertainment events open to members one week prior to the general eblast.

April 13 - Barry & Nancy – Name that Tune

May 25 - Lil' Topsy (a music group from The Plantation)

July 27 - Rob Nichols

Added a new hire; still looking for one more.

General Manager's Report – Luis Colon

- January's P&L and BS provided. P&L needs corrections
- Membership statistics and roster provided to BOD members. 1 member on medical leave asked about his frozen dues and the 1 January increase while on medical. I explained to the member concerned that Over 80 dues are grandfather and frozen (select individuals or family memberships) but not medical dues.
- Staff and hiring challenges – Hired 1 server from Indeed. Hired 1 Pro Shop attendant via referral (former employee). The club's current pay scale is at or above what the area businesses in the

same category are offering. There is no need to increase what we are offering currently. There is a need to change how we recruit and sell the job to potential employees and will be discussed during staff call

- Clubhouse building Test and Balance inspection to be conducted soon. Awaiting company’s input on schedule date. Per last BOD meeting notes, \$2,900.00 to complete the test.
- ForeUP online payments (ACH) completion. Activated yet cannot use until Term of Usage agreement is complete. There is a 2% fee applied to on-line payments. It is an optional method to pay one’s bill and the fee is paid to the company processing the on-line payment.
- Restaurant cooler in the cart barn- awaiting parts to complete repair by Gembecki - Repair cost – \$2081.69.
- Golf cart batteries: Last carts will be done on Thursday, March 3rd.
- FCCI insurance Group inspection/walkthrough – Received report and will discuss findings at meeting
- Golf Shop merchandise, email to all members with new merchandise arrivals went out. Sales are still low. We received invoices for merchandise purchases placed in August 2021 and expect the merchandise to arrive by next week.

Treasurer’s Report – Steve Ryan

Treasurer's Report				25-Feb-22
Account	Account Type	Bank	APY	Balance
Cash - Operating	Checking	BB&T	0.00%	102,854.10
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.05%	26,127.05
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	0.65%	221,820.64
Non Operating Investment Account	Institutional MM	Raymond James	0.03%	98,561.08
Cash Balance as of 02/25/2022				450,762.87
Change from 02/11/2022 Report				1,085.54
BB&T Loan	Monthly On 28th...\$10,101.43		4.80%	771,017.88
Personal Note	Monthly on 1st...\$2191.00		6.00%	114,961.82
Accounts Payable				10,207.83
BB&T Credit Card				1,107.70
Cash Balance 02/25/2022				450,762.87
Cash Balance 02/26/2021				376,282.37
Difference				74,480.50

Secretary – Esther Patterson (Nothing to report)

Vice President – Lisa Ritchey

- Ad Hoc Redecorating – Board approved spending \$950 for a mat for the outside front entrance.

- Monarch Club 25 Year Anniversary – Have not formed a committee yet but have reserved the Crown & Shield for September 12 and blocked out the course for September 11. More details to follow.
- 2022 Monarch Membership Survey – The survey committee met and created a draft of a customer satisfaction survey targeted to our members regarding the golf course, clubhouse/pro shop, and the restaurant. Board members are to review the draft and get back to Lisa in a week with comments.

Membership – Bill Ortals

Adds: Bob Hurley Single Limited General eff 3/1/22
 Dan Cowan Single Social Program eff 3/1/22

Golf – Jim Oddo

- Member/Guest: Currently there are 48 teams registered and paid. Registration closed on February 18th.
- Upcoming Events (March)
 - March 9th – Day 1 of Club Championship
 - March 10th – Day 2 of Club Championship
 - March 12th – Day 3 of Club Championship
 - March 16th – MMGA Stroke Play Championship
 - March 17th – MWGA Beat the Pro

Building and Grounds Report – Steve Bryan (Nothing to report)

Communications – Therese Buono (Nothing to report)

Unfinished Business – Vince Laverghetta

- Equity Membership Limit – We are currently at 249 equity members and our bylaws states that full membership is 270 Equity members. Vince reviewed this with several equity members for feedback and further background information. We have some time to work on this
- Medical Leaves of Absence –

Policy: Medical Leaves of Absence

Objective: Clarify and update the provisions of the Medical Leave of Absence as stated under Article I, Section I of the bylaws for The Monarch at Royal Highlands Inc.

Accountability: The Board of Directors retains the authority to amend the policy within the framework outlined in the bylaws.

Application: All medical leaves granted under this policy will apply only to the members who are requesting medical leaves for themselves or to care for a spouse. Amendments to the dues, fees and duration of leaves will apply to all medical leaves granted effective April 1, 2022.

Dues and Fees: Per Article I, Section I, paragraph #2 of the medical leaves provisions in the bylaws, the Board of Directors may adjust the rates and duration of leaves, at its sole discretion. Accordingly, effective April 1, 2022, the medical leave rate for family memberships when one of the members is approved for medical leave will be the current rate for a single membership plus a \$25 per month administrative fee.

Duration: The minimum leave will be 30 days. The maximum leave will be at the discretion of the Board of Directors. All leaves will be reviewed at the end of 90 days to determine if an extension of the leave is required. All medical leaves will be reviewed every 90 days, thereafter.

- Reinstatement Program –

Policy: Reinstatement policy for former memberships

Objective: Update and clarify the approved policies and conditions concerning reinstatement applications from former members.

Accountability: The Board of Directors retains the sole authority to amend this policy as it sees fit for the benefit of all members.

Background: The Board of Directors has from time-to-time approved amnesty programs in an effort to recruit former equity members and encourage them to rejoin the club. The program has been moderately successful, but in an effort to provide consistency and uniformity of application of reinstatement policy, the Board has elected to approve this policy.

Application: All previous policies and programs allowing for resigned equity memberships to be reinstated without penalty are abolished effective April 1, 2022. All equity members who elect to resign their membership after April 1, 2022, will be subject to the following conditions and financial obligations:

- 1) They may apply to the Board of Directors for reinstatement and their application will be reviewed to determine if the member resigned from the club is in good standing.
- 2) Reinstated equity members will be subject to a minimum payment of 2,500 or the value of the unpaid regular membership dues to be reinstated.

In the event a member wishes to reinstate a family member to their membership that had previously been dropped, the member will be required to pay \$25 per month for each month the family member has been inactive.

Meeting adjourned at 9:50 a.m. The next Board Meeting will be held on March 11 at 8:00 a.m. in Mtg Rm A at the Rec Center.

Respectfully submitted,
Esther Patterson, Secretary