POINTE SERVICES ASSOCIATION, INC.

BOARD MEETING

May 28, 2026, Meeting Minutes

PSA BOARD OF DIRECTORS
Present: Laura Dominski, Bay Pointe; Mark Wilkerson, Courtyard; Alison Becker, Bay View; Pammy Rogers, Eagle Bay 2; Ellen Arnholter, East Bay; Sarah Laros, Eagle Cove (via Zoom); Dakotah Rogers, Fairway Knoll; Rich Samuelson, Front Nine; Dean Sanders, Greenridge; John Menne, Harbour Pointe (via Zoom); Lora Niemeier, La Salle's Woods; Gail Miller, Pointe Cove; David Gray Pointe Retreat; Dan Dodge (via Zoom), Water's Edge 2; Don Arbogast, Water's Edge 1; Brianna Reed, Woodridge

EXECUTIVE COMMITTEE MEMBERS
Present: Wendy Mangin, President; Mike Sciscoe, Vice President; Diane Nead, Treasurer (via Zoom); Steve Pyr, Member at Large; Jack Krajnak, Property Management Liaison; Lisa Sorenson, Secretary

Absent: Kristy Radcliffe, At Large; David Tocco, Nominating Chair

CALL TO ORDER
Wendy Mangin called the meeting to order at 6:00 p.m.

FOOD/BEVERAGE REPORT
Kathleen Welsh, Director of Food & Beverage, showed the new shirts that staff will be wearing and the table tent which advertises the new summer wines and the loyalty program. She noted that April was a strong month and revenues were $25000 above budget. While operating expenses were up 2%, payroll was 10% under budget. When asked about loyalty points being on receipts, it was noted that doing so is not possible as the receipt does not interface with the Lightspeed point of sale system.

Cabana hours will be Thursday through Sunday, opening at 11:00am Friday – Sunday and 4 pm on Thursday. Music will continue Friday. Kathleen noted there were several events thus far in May, including graduation parties and Mother's Day Brunch. The past two weeks have been slower and more consistent with last May. The weather was a factor during this time. The new menu will begin on June 1.

GOLF REPORT
Jeff Schroeder reported that golf rounds in April set a record, coming in just under 3300. This resulted in revenues of $24000 above budget, with a net of $6528. Course payroll increased due to increased grass cutting needs. He further noted that the greens mower broke and will need a motor replaced. The Sandpro equipment also blew a gasket and

is under warranty. Therefore, a loaner piece of equipment will be delivered in the interim.

Jeff further noted that the clubhouse pool has a leak. A specialist is coming in early June to examine the source of the leak. He noted that pool furniture that was recently disposed of was broken and unsafe for use, despite the Facebook posting that it was still useful. The front fountain pump is being replaced. Rich Samuelson noted that $5000 was budgeted for this need.

Jeff noted that he has been unable to obtain a response from Smithville officials regarding the renewal of the easement access. He reiterated that Smithville had previously paid $30000 for 25 years of access to the property. Smithville was approached to consider an amount in today's dollars. Wendy noted that any amount will be accepted.

Gail Miller noted that the lights on the bocce ball court need attention. Jeff noted he may need assistance from the electric company. Dakotah Rogers suggested that repairing the guidewire is what is needed and should not involve electrical repair.

ACTION: Jeff will continue to follow up with Smithville on the access fee and ensure the guidewire holding lights on the bocce court is repaired.

<u>FINANCIAL REPORT</u>

Diane Nead reiterated that April was a good month financially. She shared that a consolidated tax report is being prepared and should be available in June or July. She is meeting with the accountant from Kemper CPA Group to discuss PSA and Kemper bookkeeping practices.

Kemper Sports Contract - Diane has been in discussion with Vince Juarez from Kemper regarding their current contract. She received the proposed contract immediately before the meeting and noted that Vince would like to renew the contract in June to retain current staff who are achieving successful results. It was noted that Kathleen is the only new employee since the contract began in late 2024.

Gail questioned why we would renew the contract at this time and concern was raised about considering renewal of the contract before summer operations/financial performance are realized. Dakotah Rogers noted that summer is a challenge for business. Don Arbogast agreed with this concern, noting that there have been only two months of strong performance and there was no reason to rush a decision. Diane shared that Kemper originally suggested a three-year contract but is amenable to two years. It was noted by several that only a one-year contract be considered at this time or wait until August (for May, June, and July results) to consider a two-year contract renewal.

Diane noted that there is a 10% incentive clause for improvement over budget. Gail further shared that improvement over budget is not the correct marker for incentives and instead year over year performance (net income) should be the true measure for success. For food and beverage incentives, it was suggested that comparison be between calendar 2026 and 2027 performance.

Don suggested that the PSA engage a contract negotiator for these discussions. Wendy agreed that the Board should examine the current and proposed contracts in detail and share feedback.

PMI Performance – Diane shared concerns that Eagle Pointe residents do not receive good customer service on gate/sticker and HOA payment questions. She suggested that a part-time person onsite could assume those activities with improved response times. Allison Becker noted that PMI has poor customer response with gate sticker needs. PMI is paid $2250/month for providing services.

Gail noted that the database of resident data is especially important to protect and maintain. Diane indicated that App-folio is an easy application to learn and could be owned and operated by the PSA. Diane suggested that we continue the conversation to make decisions at least 60 days before year end.

Eagle Pointe Foundation Golf Outing – Diane reported that the PSA is sponsoring a hole, as had been done in the past. The cost is $125 and several other village HOAs are also sponsoring holes.

ACTION(S): Diane sent contracts during the meeting to all board members for review. Wendy will speak with John Richardson to gain insight into a potential contract negotiator. Discussion of Kemper's proposed contract will be slated for the June Board meeting.

<u>BUILDING & GROUNDS COMMITTEE REPORT</u>

Rich Samuelson noted that all street/security lights are now working after much effort in partnering with Duke Energy. A pickleball storage facility will be placed at the courts at no cost to the PSA.

Rich and Wendy noted that a community blood drive will occur in the coming weeks and be held every 5-7 weeks. This was requested by Linda Roll, chairperson of the Welcome Committee. There was consensus that this was a sound event to support the community at large.

Rich noted that concrete work on steps leading from the upper parking lot to the Nest was completed, as was the concrete work by the grease trap and the main entrance. Asphalt work will now begin in several locations, including Gates 1 and 2. The Committee is asking for road replacement estimates to begin long range budget planning. Dan Dodge noted the asphalt work is now the top priority.

New bathroom doors will be installed at both Cabana restrooms in early June. Rich noted that the Committee has worked to allocate projects by calendar quarter and is working to get estimates for work for third quarter to bring forward.

Wendy shared that a resident, Rex Crigger, has asked about maintenance of the bulletin boards within the villages. Currently it is unclear how or if they are consistently updated as keys to the bulletin board cases are needed. Jeff has offered to provide club updates that could be posted weekly. The resident has offered to assist in establishing a process to keep the bulletin boards updated.

ACTION: Wendy will advise Rex to approach village HOAs about the bulletin boards.

SECURITY REPORT

With Dave Tocco out of town, Wendy explained that BSA has confirmed the batteries of the gate arms need replacement. There are two batteries per gate, and the lifespan of the batteries is approximately three years. BSA will charge $1700 for the batteries and labor to replace them at all gates.

Wendy also shared that BSA will continue to honor their current contract (although expired) through the end of the year.

ForthPhaze has retracted their prior offer to replace all cameras with zoom lenses. Dave and Mike Cox recommend proceeding to pay for all cameras that have been installed and that additional zoom cameras are not needed as the clarity of the new cameras is excellent.

SAHM'S MEDIATION UPDATE

A check for $25000 has been received from Sahm's and deposited.

SEWER STATION UPDATE

Steve Pyrz shared the sewer authority recognizes that there have been ongoing issues with the lift stations within Eagle Pointe. An odor control system and replacement system will be installed at the station near Gate 1 before July 4th. Steve noted that technology is new, using positively charged ions to attack the odor. This will serve as a pilot to determine if it remedies the issues. He noted the Gate 1 station feeds the station on East Pointe Road and it's possible this could help with the odors there without installing a separate system.-

The authority indicated this work should be financed with capital funds. Likely, rate increases will be levied at some point in the future. Wendy urged that affirming responsibility for the cost to install the system occur before the work begins.

ACTION: Steve will follow up with the authority after the pilot is complete, and if successful, affirm financial responsibility with the sewer authority before the project moves ahead.

WELCOME COMMITTEE REPORT
Wendy shared that Linda Roll reported that seven new residents received welcome packets in April.

MEMBER AT LARGE POSITION
Wendy shared that Kristy Radcliffe will be relocating to Chicago later this summer once her condominium sells. The Board will need to elect a replacement for her once her timeline for relocation is known.

JUNE & JULY MEETING START TIMES
There was consensus to begin meetings in June and July at 5:30pm ET.

With no further discussion, the meeting adjourned at 7:26 pm ET.

There were no questions or comments by visitors in attendance following the meeting.

Respectfully submitted by Lisa Sorenson