



The Cove of Lake Geneva Condominium Association
Board of Directors' Meeting Minutes March 22, 2026

Location: The Cove of Lake Geneva

Room: Map

Time: 1:00 pm

BOARD OF DIRECTORS

Mark Stelter	President
Donna Wallner	Vice President
Mark Mallerdino	Treasurer
Jane Finkenbine	Secretary
Janet Letto	Member, Special Projects

COVE STAFF

Sam Kelly – General Manager
Mitchell Whelan, Assistant General Manager

1. CALL TO ORDER Meeting called to order at 1:04 pm
2. ROLL CALL Present: Stelter, Wallner (virtual), Finkenbine, Letto. Absent: Mallerdino
3. APPROVAL OF MINUTES Minutes from the February Board meeting approved unanimously. Motion to approve by Janet Letto. Second by Jane Finkenbine
4. BOARD PRESIDENT REPORT:
Report deferred to New Business agenda items
5. BOARD TREASURER REPORT:
Account balance (non- FF&E) as of March 22, 2026: \$257,881.
Board is reviewing the Reserve Study and planning to prioritize repair/update items from the study. We are aware that carpet and paint in the hallways is dated and due for an upgrade
6. GENERAL MANAGER REPORT:
Mitchell Whelan, Assistant General Manager, gave the following report:
 - Front desk staff is handing out review/comment cards as guests check out. We have 133 new online reviews
 - Staff is in training on April 6 for our new POS system and Agilysys software. Updates will be sent out as the new owner portal is developed. The plan is to “go live” on April 13

- Deep cleaning of units will begin in April. Owners will pay \$250 for one bedroom units, \$350 for two-bedroom units.
- Staff attended a conference where they promoted the Cove to bus tour groups and companies. They also attended a bridal show in Delavan and continue to use online platforms to attract new business
- On March 23, the Cove will host the Lake Geneva Business Improvement District (BID) meeting
- We received the December financials from CLA. The December balance sheet and Profit/Loss statement has been reviewed but not finalized.
- Staff continues to work on the integration to QuickBooks. We anticipate a savings of \$30,000 per year, as we rely on CLA less.
- Staff is planning to update/rework the Cove website
- Maintenance staff handled all the snowplowing this winter. The repairs to entrance 6 after the sprinkler break was also done by staff

7. BOARD MEMBER REPORTS:

No reports

8. OLD BUSINESS:

- FF&E accounts: Owners in the rental program are required to have a minimum of \$1,000 in their FF&E account. Owners with balances over \$1500 will receive a refund of the overage. If an owner does not wish to receive a refund, they should contact the Board
- Owners in the rental program are reminded that they must get approval before starting any updates on their units. Paint colors must be from the approved paint color swatches that are now on the owner portal
- Agilysys update was covered in the staff report. The Board is looking forward to the full conversion from Lodgical to Agilysys
- Laundry closet sprinklers – we do not have an update to share at this time. As a reminder, we were told that units with laundry connections (whether they have a washer/dryer or not), must have sprinklers installed. We have over 100 rooms affected. Staff is getting bids for this work. We will update owners as we receive more information. To date, the City has not given us a deadline for this work to be completed

9. NEW BUSINESS

- Dates for 2026 Board meetings and newsletters – The Board will now meet every other month, with all but the May meeting occurring on Sunday afternoons. The annual meeting will be held in September. On months when there is no Board meeting, Treasure will send out a newsletter to owners' emails
- Rooms in rental program needing updates – Janet has started tracking units on the rental program that are outdated (based on guest and staff comments). These units will be notified that they must update their unit to remain in the rental program

- C. Process for approval of updated Rental Agreement – Rental agreements will go out the owners in April, using Bold Sign, an electronic document signing software. All rental agreements must be signed by May 15, 2026 to remain in the rental program
- D. Amendment to allow electronic voting: Owners will receive a paper ballot in the mail to log their vote yea/nay to allow future voting to be online (electronic). We need 165 yea votes to pass the amendment
- E. Non-rental units requests for maintenance – Unit owners who are not in the rental program have asked for permission to have Cove maintenance staff do general repairs in their units. After conferring with Sam and our legal counsel, the Board voted no. Due to potential liability issues, we do not recommend that Cove staff perform unit repairs on non-rental units
- F. Annual election for Board of Directors – Three current Board members have terms that expire June 30, 2026. Any owners interested in running for a seat on the Board should send an email, indicating their interest. Please include a paragraph summary of your qualifications and interest.
- G. Request for dumpsters for unit renovations -- If owners are planning renovations to their units, please be advised that they cannot fill the Cove dumpsters with contraction materials. Please plan to rent a dumpster. Coordinate placement of the dumpster with Sam, though

10. OWNER COMMENTS & QUESTIONS

- Why don't we have plastic cups in the unit bathrooms any more? *This is an added expense that was done away with. If owners feel strongly about this, we will ask Sam to get a cost estimate*
- Are we getting chairs or benches in the common areas (inside entrance doors, near elevators, etc.)? *All agree this is a good idea. Sam is pricing furniture.*
- Will be back to all the usual ice machines for summer season? *Yes, we will go back to 8 ice machines. We will downsize again in Fall, as we purchase our own machines and stop having these provided through a contract*
- We had a slip and fall? *Yes, we have been contacted by our insurance provider that a woman who fell just outside the main doors in July 2024 is seeking compensation. We are in contact with our insurance provider and legal counsel.*

11. ADJOURNMENT

The Board of Directors meeting adjourned at 2:40 pm

Respectfully submitted,

Jane Finkenbine

Secretary, Cove of Lake Geneva Board of Directors

In order to implement electronic voting for the Cove of Lake Geneva Owners Association, we must amend the bylaws to allow such action. The Board approved in a vote of 5-0 to send the following amendment to all owners for consideration:

**THE COVE CONDOMINIUM ASSOCIATION, INC.
RESOLUTION OF THE MEMBERS
APPROVING AN AMENDMENT TO THE BYLAWS OF THE ASSOCIATION**

WHEREAS, the Members of the Cove Condominium Association, Inc. ("Association") have been asked to consider an amendment to the Bylaws by adopting Section 4.10 whereby virtual or video meetings of the Members shall be authorized; and

WHEREAS, the Members of the Association do intend by this Resolution to approve said proposed amendment to the Bylaws.

NOW, THEREFORE, be it resolved by the Members of the Association as follows:

1. Recitals Incorporated By Reference. The recitals set forth above are incorporated herein by reference.
2. The Bylaws are hereby amended to create Section 4.10, Meetings of the Members by Other Communication Technology, to read as follows:

"Notwithstanding anything contained in these Bylaws to the contrary, any and all Members may participate in an Annual or Special Meeting of the Members by, or through the use of telephone, videoconference, or any other means of simultaneous communication for the purpose of conducting annual board member elections and/or amending governing documents so long as the meeting is noticed to all Members to include information on the selected means of communication and voting to be utilized. The board shall select in advance the means of simultaneous communication and electronic voting to be used for each noticed meeting. A Member participating in a meeting by any means utilized pursuant to this Section 4.10 is deemed to be present in-person for purposes of a quorum and electronic voting."

YES – PASS THE AMENDMENT

NO – DO NOT PASS THE AMENDMENT

PLEASE SIGN OR INITIAL: _____

DATE: _____