

Casa Blanca Vacation Rentals, Inc.  
Board of Directors Meeting  
September 12, 2019  
Minutes

The meeting was called to order by Gregg David at 7:01 PM. Present in the Rec Room were Gregg David, Paula Hostetler and Peggy Mock. Present by phone was Mike Leon-Guerrero. Dee Carlozzi, Susan Geitz and Nancy Hieber were absent. A quorum was established with 4 directors present.

Notice of Meeting: The Agenda was posted September 10, 2019.

Approval of Minutes from August 21, 2019. Peggy Mock motioned to approve the minutes as submitted. Mike Leon Guerrero seconded the motion. All voted aye. Motion passed.

Report of Officers: No officer reports.

Committee Reports: No committee reports.

General Manager's Report: Ina Savage reported on accounting procedures, marketing, booking policies, office personnel, occupancy and projects. (Copy of report attached)

Old Business: Owner 3<sup>rd</sup> Party Reservation Policy: Item tabled until next meeting.

New Business: a) Guest Requests for Refund Due to Hurricane Dorian: Peggy Mock motioned to first attempt to have guest rebook for a later date in the same unit. Refund the guest in full as second option. Mike Leon Guerrero seconded the motion. All vote aye. Motion passed.

b) HH Staffing Agreement: Ina Savage reported to the Board the progress in searching for a candidate to fill the vacant Front Desk Agent position. Ina Savage requested the board discuss using HH Staffing services as another avenue to look for potential candidates through a temp to hire program. After discussion, Mike Leon Guerrero motioned for the HH Staffing agreement to be e-mailed to all directors for review. If no objections with not sending the agreement to the attorney by end of business day Monday, September 16, 2019 the Board authorizes Gregg David to sign and execute the agreement. Paula Hostetler seconded the motion. All voted aye. Motion passed.

Comments from owners in attendance: Jan Martin requested the Board to consider Zoom or Go To Meeting for owners to be able to participate and listen in on board meetings.

Adjournment: Paula Hostetler motioned to adjourn the meeting. Peggy Mock seconded the motion. All voted aye. Motion passed. Meeting adjourned at 7:36 PM.

*Ana Savage*

Submitted by: Ina Savage, General Manager  
On Behalf of Susan Geitz, Secretary  
Casa Blanca Vacation Rentals

September 30, 2019

Date

Casa Blanca Vacation Rentals, Inc.  
General Manager Report  
Thursday, September 12, 2019

Personnel: Search for the vacant front desk agent position is in progress.

Accounting Procedures: Owners were notified with the August statements of the change in procedures starting with September end of month. Long term reservations in the winter months will be separated out by month so owners can receive the income sooner and not have to wait 2 months or more.

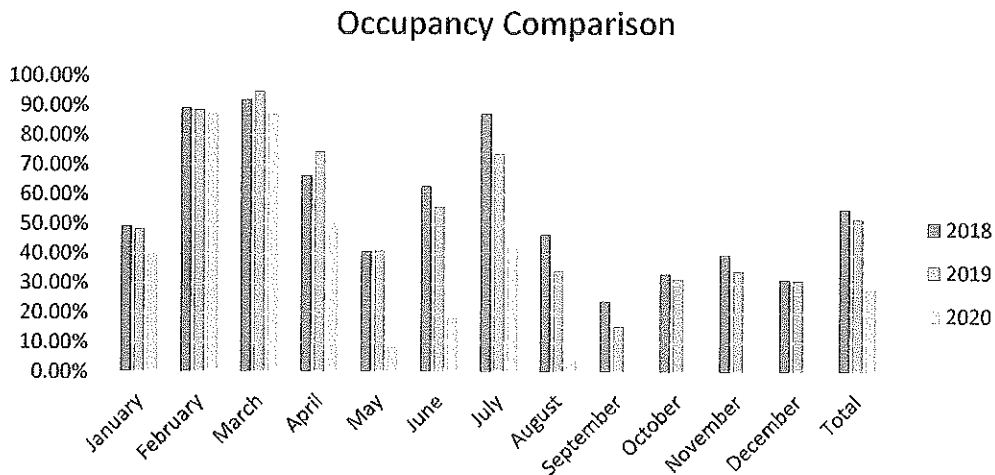
Online Visibility and Marketing: 1) 20 bookings to date processed through VRBO for 2019/2020. Visibility has improved since last report. 2) 60% of the units are participating in the fall special. 8 reservations have been booked to date. The majority are new guests to Casa Blanca.

Requesting the Board to review guest requests for a refund due to Hurricane Dorian. A report regarding these requests have been sent to the Board.

Policy regarding owner reservations from a 3<sup>rd</sup> party site - taxes update: A local Florida Department of Revenue representative informed me the state made independent agreements with VRBO and AirBnb with regards to collection and remittance of taxes without being listed as the agent for the owner. It was recommended CBVR receive a copy of the reservation from the owner to retain for the files should there be a tax audit. (Current policy: Owner pays the same as the guest 1) deposit and 2) balance 30 days prior to arrival.)

Projects: Maintenance personnel secured the property and units for potential threat from Hurricane Dorian. Projects include fence and paver repairs, painting of the benches in the apartment building, and continued property cleanup.

Occupancy Comparison (September 11, 2019)



Occupancy projections for the year have increased from 51.69% to 53.64% since last reported.