

Quarterly Newsletter September 2016

Dear Members,

It has been awhile since the President has sent out a newsletter. I have been asked to fill many different positions over the last few years and could not keep up with all the tasks I wanted to do. Now with the hire of Jim Anderson as General Manager and my period as interim manager has come to an end I will be focusing on the job of President. I feel the quarterly newsletters are important to keep communication open between the Board, the President and management of Cuttys staff. I will now continue to do quarterly newsletters with the help of staff to keep you up to date.

I want to thank all the Members for a great season and the employees for accepting all the changes with the new management with smiles and helpful suggestions. I also thank all the volunteers for their help with activities and other duties. Without their help we would not be the Cuttys experience that we continue to strive for in our campground. The gatehouse has come through the summer from hell with power outages and computer shut downs as they persevered and completed their work as best they could. The office has had its troubles too affected by some of the same computer problems. Without the tireless effort of Jim Anderson, we would have had many more difficult times and expenses to the park. We all owe Jim a thanks of gratitude for his efforts!

A few policy changes were put into place for the coming season. First if you must leave the park before your check out day that is fine but if you want a refund you need to go to the gatehouse the day you leave to get the refund. Our system cannot hold refunds for your next visit. This means if you don't go in and get your refund that day you lose the refund.

We seem to have had more violations for fireworks in the park. Fireworks are not only against Cutty's rules but are against Iowa law. These fireworks pose a safety hazard to everyone in the park. A wayward bottle rocket or roman candle that lands on an awning can cause a fire. Members sleeping in their camper could be hurt or even lose their lives to this hazard. This has happened in other campgrounds and we do not want it to happen here. A fireworks violation from security is grounds for immediate suspension from the park. If you are caught lighting off fireworks you will need to pack up and leave immediately.

As always there are many rumors going around the campground. If you hear something that upset, you or just doesn't seem right feel free to call me or Jim Anderson for clarification.

Example 1: A member came to the office wanting to know why we were getting rid of all seasonal sites over the next two years and turning them into open camping. We assured the individual that what they heard was not true. We also explained that any member can go to the Members Only web site, read the minutes from this year and see that the Board never even discussed this proposal.

Example #2: A member reading the minutes sees that the Board voted to hire an interim manager for 18 months and gave him many duties to perform. The member then asks in August why we still have two managers. The simple answer is if that member would have taken the time to get

Quarterly Newsletter September 2016

clarification they would understand the Board voted to hire me in November but the start date was not until March 1st 2015. A simple answer without accusing the Board of neglect.

On a positive note the Board has approved new lights for Main Street, shelter house, mini golf, playground area, and behind the store. Many have noticed that these lights were not adequate and some were not working. With rebates from the energy company we were able to replace these power hungry lights with new LED light. They will be installed this fall, weather permitting or first thing this spring. I hope everyone has seen our new front sign. The old wood sign was rotting and no amount of paint could hide the tired look. The new sign is beautiful and represents the improvements being made all around the campground. The new sign will have new lights and landscaping around it and will be completed before the coming season. I will be keeping you up to date with other campground improvements. We are committed to making Cutty's the five-star campground we can all be proud of.

Sincerely,

Ron Haynes
President