

Seaglass Village Rental Committee

Meeting Notes

Date: Sunday, October 21, 2018

Committee Members Present: Lorraine DeVaux (co-chair), Nancy Fields (co-chair), Joe Noonan (Board Liaison), Debbie Zywasco, Donnie Sanborn

Also present: cottage owners Diana Sheedy, Karen Cormier, John Cormier, Sherry Gordon

Phone: Bill Clarke, Brandy Ingham, Mike Hoyle

Discussion items:

- Lorraine and Nancy to co-chair committee
- Current financials reviewed. Current net \$21K profit
- Rental Committee to establish regular meetings
 - Second Sunday of each month at 10 am.
- Rental manager position job description to be made and distributed
 - All existing staff will be evaluated.
 - Hours for 2019 will be extended/shifted to include evening hours for check-ins. Staffing needed 7 days/week.

Action item:

Rental committee to provide feedback to Board of Directors regarding existing staff (pros and cons) prior to November Board meeting. Donnie and Brandy to provide their thoughts to the Board re: what the job description should entail.

- Contract updates to be made
 - Clarify maximum time window for considering <full week rentals during high season (recommend no earlier than 2 weeks prior to desired rental date)

Action items:

Donnie to send Lorraine revised rental rates. Lorraine will share with committee, and final rates will be incorporated into 2019 contract

- Renter contract updates to be made

Action items:

Donnie to send Lorraine the copy of the current contract along with notes about what should be changed.

- Rental office in need of design refresh to set a better first impression.

Action item:

Budget set for 2019 to include new furniture and flooring. Karen Cormier offered to provide design suggestions/recommendations

- Signage needs to include phone number and website

Action item:

Donnie to order a new sign.

- Rental confirmations to be sent closer to rental begin date. Day of rental, if renter has not arrived within 2 hours of office closing, rental manager to call renter personally to explain check-in procedure for after hours.
- Cleaning vendor discussed. Some owners are concerned that cottages are not being cleaned properly between rentals.

Action item:

Donnie to provide the committee with the cleaner's scope of work. Committee will decide if cleaner's task list between rentals needs to be expanded.

New checklist to be developed for Cleaner to complete for every cottage turnover. Checklist to include heat or A/C setting.

Gas grills to be cleaned by maintenance staff (not necessarily on turnover day).

Shower liners to be checked, and replaced if mildewed

- Towels – at a previous meeting it was decided to try colored towels, as white towels are getting stained and dingy too quickly. At this meeting, that decision was overturned and committee agreed to use only white towels so that they can be bleached.

Action item:

Increase budget to cover replacement of towels a few times/year

- New rental software to be researched and selected. Adoption in calendar year 2018 or 2019 TBD by expense and budget
- Program Marketing – marketing plan and budget to be developed.

Action item:

Join Wells and Ogunquit Chambers of Commerce. **The committee requests the Board consider this expense not fall completely on the Rental Program**, as participation as an overall community member is beneficial to all. We may want to consider sponsorship/advertising as well.

Wells - Base of \$250 plus \$8 per room (Total \$360 based on 20 cottages).

<http://www.wellschamber.org/pdf/membershipformsnew.pdf>

Ogunquit – base of \$275 - <https://chamber.ogunquit.org/member/newmemberapp/>

- Communication plan to be established for informing Seaglass Village about Rental Program updates and happenings. This will improve transparency about the program and hopefully encourage owners to tell friends/family about renting and/or enter their cottage into the program

Meeting adjourned 12:45 pm

Next meeting date November 11, 2018 at 10 am.