

Birch Bay Leisure Park

2025 ANNUAL GENERAL MEETING MINUTES

Date: AUGUST 31, 2025
Time: 10:00 am
Location: Blaine Performing Arts Center
Called to order by: Frank Costanzo - President

BOARD IN ATTENDANCE

Frank Costanzo – President
Roger Cochrane – Director
Cory Johansen – Director
James Walker – Director
Nathan Gurvich – Vice President
Ron Vandenberg – Director
REGRETS: Brad Shannon - Director

ALSO IN ATTENDANCE

Brittany Record – General Manager
Audley Adrian – Recording Secretary
Jen Tindale – Circle Rep Committee Chair

CALLED TO ORDER 10AM – PRESIDENT FRANK COSTANZO

107 MEMBERS REPRESENTED – QUORUM REQUIREMENT SATISFIED.

Parliamentarian to run meeting – no objections
Roberts Rules of Order to govern the meeting, where not covered by Park Bylaws
Goes over rules for question period
To be referred to as “the chair”
Director’s reports limited to 3 minutes
Questions limited to one per member
No objections – rules in effect

APPROVAL OF MINUTES – SEPT 1, 2024

- Minutes approved – unanimous.

ADOPTION OF THE AGENDA

- Agenda adopted – unanimous, with additions to be summarized below.

PRESIDENT'S COMMENTS

- President's comments posted in AGM notification email prior to this meeting
- A few comments:
- The park is a business.
- Looking for the Board to become more governance, with oversight.
- Strong GM in place for day-to-day operations.
- Allows the Board to delve into rules and regulations, bylaws and strategic plans
- Board will continue to meet monthly
- Park can only function with strong Board and GM
- Members are the stakeholders
- Members can help by getting involved with committees.
- Park needs volunteers – they make events successful.
- Have had a great year – vibe in park is 'awesome'
- Board to identify issues and come up with solutions
- President Costanzo thanks the membership and receives applause.

MINUTES FROM LAST YEAR'S AGM:

- Susan Stuart steps forward: 39-10
 - Page 3 section 8. James walker incorrect site.
 - Page 4 – discussed appeals committee separate from Board
 - Should read Rules and Regulations
 - Finance committee was put together in the spring
 - Page 5 – five questions submitted prior to meeting.
 - President responds – questions were dealt with at the first Board meeting following that AGM.
 - Parliamentarian states the minutes will be corrected/amended

ELECTION OF DIRECTORS

Steve Donnelly – MR51 – Chairperson of Nominations

- There are four Board positions up for election/re-election.
- All four nominees are Members in good standing

Each Candidate gave a 2 minute introduction:

- Brenda Bartleman MR-38
- Roger Cochrane. 53-7
- Frank Costanzo FR-1
- Ron Vandenberg 2-4

Park Bylaws require that nominations be submitted before 10 days prior to the AGM/Election. If nothing overruled the Roberts Rules, there would need to be nominations from the floor, and potential election. But BBLP Bylaws require nomination forms be submitted before 10 days prior to AGM. Therefore, there are no requirements to hold an election if 4 nominees for 4 positions. Nothing requires a vote if not needed.
Chair declares the 4 candidates elected.

- **GENERAL MANAGER REPORT – Brittany Record**
 - Thanks Board and Membership for support
 - Bathhouse updates
 - Thanks Park Staff for amazing job – applause from membership.
 - Garbage update – working to find a solution
 - Working on roll-out for next season
 - Please don't put things in a bin that don't belong
 - Park paying high contamination fees
 - 89% of membership active on the APP
 - More info will be put onto the app soon
 - Calendar will be updated often
 - Thanks everyone for the opportunity to lead the team.

- **TREASURER'S REPORT – Scott McCarthy 9-3**
 - Joined finance committee 4-5 months ago
 - Director of finance for Conair in Abbotsford
 - Provided 2 sets of financials with package sent out. Full year, and 'up to end of May'
 - December ended up right online with budget.
 - Looking forward – building a budget with many assumptions
 - Building a policies and procedures manual – transferable to new Boards and Committees.
 - As of May, expenses 6% under budget, but coming close to budget now
 - Unexpected expenses like Brier pump station have had effects on budget.
 - Thanks for listening!

- **DIRECTOR'S REPORTS:**
 - **Nathan Gurvich - Vice President and Compliance & Long-Range Planning Committees**
 - Laura Lane
 - Delayed to summer of 2026
 - Delay in order to work side by side with County on their portion of project.
 - Still tracking well to begin Summer 2026
 - There will be a restriction to get new trailers into park for a period next summer
 - Will provide exact dates as time nears, with plenty of warning

- Long Range Planning committee met yesterday (Aug 30th) at front of park
 - Other things that need doing in the front of the park, will be combined with the Lora Lane project
 - Will share more when details are available.
- Grounds and Compliance
 - Updating procedures
 - Will keep members up to date.
- **Roger Cochrane - Board Secretary and Human Resources Director**
 - Secretary responsibility
 - Nothing of note to report
 - HR Update – new GM
 - Moving in right direction, and changing quickly
- **Cory Johansen – Public Relations and Communications**
 - Redesign of website
 - So far, it's been very positive
 - Will need time to get polished
 - Going to be doing a Park rebranding – have established a committee
 - Looking forward to sharing more as progresses
 - Please forward suggestions and comments through GM
 - Looking forward to progressing as a membership.
- **James Walker – Entertainment Committee**
 - Thanks volunteers for all the work they do
 - Encourages more volunteers
 - Could not do it himself without Volunteers
- **Ron Vandenberg**
 - Letting membership know that rules and regulations have been reviewed
 - Currently getting a committee in place to review and streamline the rules and regulations 'package'
 - Will be concise, easily readable and simply accessed
 - Hasn't been done well over past years. Being addressed now.
 - PLEASE talk to your kids about speed in park – electric scooters and e-bikes speeding
 - Someone will get hurt
 - We really don't want to start fining people for speeding – but please talk to kids and guests.
 - Does not want to see anyone injured in the park.
 - Admits he's sounding 'alarmist' for a reason.
 - "Don't make park staff be educators and enforcers"

- **Report by the Chair of the Circle Rep Committee** – Jennifer Tindale
 - Have packed a lot in since last AGM
 - Thanks Co-chair Rob Kipps and Recording secretary Denise Gunn
 - Monthly meetings year-round – with 28-30 attendees each meeting
 - Purpose of circle reps is vital bridge between membership and Board and GM
 - Not a venue for personal issues – rather park issues and concerns
 - With Board's permission, Rob and Jen work directly with GM Brittany Record on operational questions and concerns.
 - Recent issues such as drone policy, shrouds for lights, landscape updates, pickleball, etc have been accomplished.
 - Next meeting October 11th.
 - Thanks membership for giving her the confidence to represent them.

- **Chair turns meeting over to President to accept questions from the floor**
 - **Syd Hughes 07-05**
 - stands to request his previously submitted questions are answered

 - **Muriel Warrick CW7**
 - Welcoming Brittany on board
 - Attitude in park has completely changed – more vibrant and happier!
 - “Brittany is the best thing since sliced bread!”

 - **Bob Alexander CW26**
 - Positivity in park is awesome
 - Please explain Ecco wireless change – timeline
 - Has paid up to end of April next year
 - Question regarding resources and equipment in park
 - Seems vehicles are sustaining more and more damage
 - Why? Staff should be proud to drive those vehicles

 - GM Brittany Record responds to Park Vehicle observations and Wireless
 - Agreed that vehicles have sustained damage
 - Has been working on this, which has involved staffing changes
 - Implementing checks procedures – before and after shifts
 - Internet
 - Ziplify fiber is now at the office
 - 8 times faster at the office
 - Timeline for remainder of park looking at mid-October start date
 - At least 6 months before services rolled out to all members
 - Recommending members only renew with Ecco in 3-month segments
 - Little unclear what equipment members might need
 - Almost 500 members currently use Ecco services.

- Director Cory Johansen speaks to wireless topic:
 - More info will be forthcoming
 - Current system is all connected to Ecco
 - Ecco's hardware is failing – getting old.
 - Ecco subleases their internet feed from Ziplly
 - Current equipment in park is ~10 years outdated
 - New system with Ziplly will allow members to use Wi-Fi anywhere in the park
 - Once signed in, member will have access throughout park.
 - Through cost saving, including the Park's security cameras – the Board doesn't foresee any cost being passed on to members. Will NOT be looking to increase member dues
 - Emergency phone (with ECCO) at pool doesn't currently comply with Whatcom Safety
 - Needed to find a solution for that alone – the current system wouldn't support it.
 - Hopefully in the next month there should be a more detailed, solid update

- **Susan Stuart 39-10**
 - What happened to the credit card payment option?
 - Was set up so the Park always received the full fee amount (not less fees)
 - App charges a \$9.99 credit card fee
 - Concerned about Board moving from Operating to Governance?
 - Financial statements do not have a comparative
 - Doesn't include notes – lack of transparency?
 - What Board meeting did the Board approve financial statements?
 - President Costanza responds – Board decided to keep the financials 'simple'.
 - 4-5 pages financials are not required.
 - Keeping them simple so everyone can understand
 - Can confirm at a later date which Board meeting the Financials were reported?

- **Brian Tate – 50-03**
 - Asks for prior year comparables in financials

- **Syd Hughes – 07-05**
 - Ron said rules and regulations changes have been made – but not been noted in minutes
 - Clarification made – many of these were quite old updates, and were listed as updates at the bottom of the Rules & Regulations page, but not incorporated into the actual Rules & Regulations pages. This will be undertaken by newly formed committee.
 - President thanks Syd for being registrar
 - Introduces Diane Rogers who will be taking over from Syd

- **Deb McDonald 45-12**
 - Dog park – dog area
 - GM looked into it, but liability insurance would be \$75,000/year

- **Norm – Timberline 16**
 - Thanks Board members for giving up their time.
 - Asks for Standing ovation for Board!
 - Room stands
 - “No one comes to the mic to ‘complain’ anymore”
 - Speaks about members going into office and NOT being polite to staff
 - Staff need to be treated like human beings

Frank Costanzo closes out meeting thanking members for attending

MEETING ADJOURNED AT 11:09AM

BRIEF BOARD MEETING HELD IMMEDIATELY FOLLOWING AGM:

- Frank Costanzo re-appointed as President
- Nathan Gurvich re-appointed Vice-President
- Roger Cochrane re-appointed Secretary
- Audley Adrian re-appointed Recording Secretary

ADJOURNED WITHIN 10 MINUTES OF CONVENING.

ADDENDUM – Questions Submitted Prior to this meeting, via office:

Submitted By Syd Hughes – Site 07-05

- Why are there no notes included with the financial package? Traditionally (normally) they detail ongoing issues and from memory there are about 9 or 10 of them each year dealing with a summary of significant policies, Federal income taxes, Cash flow, related party transactions, etc.
- I would also like more information on the internet changes in the Park including costs both to the Park and to the members regarding costs to individual sites for secure access.
- *Both these questions were addressed in the process of the AGM, and are recorded in the minutes contained here.*

Submitted by Vivienne Gildenstern – Site 32-11

- Can we have yard waste picked up by the grounds staff? This would help members with mobility and physical issues. The site could call the office to let them know there is yard waste ready for pick up on the property curbside.
- *This question will be discussed and dealt with at the first regular Board Meeting on October 21st.*