



Camping Resort Club
23756 Arena Drive
Rapid City, SD 57702

Business Line: 605-399-2582
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www.hartranchresort.com

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RESORT NEWS

Fall 2008

Board of Directors 2008 - 2009

Dean Sankovich - President
Bob Mallow – Vice President
Jerry Swarts - Secretary
Randy Baker - Treasurer
Dale Myren– Membership Secretary

Feel free to contact the Board members through the Resort Manager via email at (sales@hartranchresort.com) Fax 605-348-4579, or via postal service Internet users, Resort website address is www.hartranchresort.com



**ANOTHER FUN
SUMMER AT
HART RANCH
FOR OUR
CHILDREN AND
GRANDCHILDREN!!**

WHAT YOU'LL FIND INSIDE!

- ♥ *Review the minutes of the 2008 Quarterly Meeting as held on August 16th!*
- ♥ *Get an update from the BOARD PRESIDENT, Dean Sankovich.....*
- ♥ *Article from Resort Manager.*
- ♥ *Departmental Updates.*
- ♥ *Direct Phone numbers to staff....*
- ♥ *Attend our Next Quarterly Membership Meeting to be held on Saturday, November 1st at 10 a.m. in the Pool Pavilion!*
- ♥ *Classified Ads !!*

A Beautiful GREEN SEASON!!!!



RE-CAP OF DEPARTMENTAL UPDATES AND HAPPENINGS @ HART RANCH

Shirley Petro, Resort Manager

First, I am pleased to announce that our Board of Directors approved my request to promote Kevin Schlechter to Assistant Resort Manager. Kevin will still manage the maintenance and pool departments. You will now have a Resort Manager, Assistant Resort Manager and supervisors for the rest of the departments.

Gary Sattler will be leaving the Business Office on Sept 12th; we want to wish Gary good luck in his new endeavors. I have hired Carol Opp as our Senior Accountant in the Business Office. I look forward to working with Carol on all of new changes in 2009. Jackie will be there to help Carol get adjusted, which will make Carol's transition much easier.

The Hart Mart and Chuck Wagon started off this season with a "rocky start" due to personnel changes. I want to personally applaud Diana Miller and Collette Sides for a "job well done". Of course, they did not succeed without the help of a great staff. Kudos' to both Hart Mart and Chuck Wagon changes.

I don't want to leave out any of the other supervisors and staff. We have had a great 2008 "peak season" and I look forward to working with everyone next year. As it looks now, the key people will return again; so expect an even greater 2009 at your Resort – HART RANCH!!



**QUARTERLY MEMBERSHIP MEETING
AUGUST 16, 2008**

President Dean Sankovich called the meeting to order at 10:00 AM on Saturday, August 16, 2008. Present were Dean Sankovich, Bob Mallow, Randy Baker, Dale Myren, Jerry Swarts, Shirley Petro, and approximately 175 Hart Ranch Resort members.

Secretary Jerry Swarts read the minutes of the Annual Meeting June 7, 2008 and Working Session meeting of August 15, 2008.

The Treasurer's report was read by Randy Baker. Short term funds total \$519,350 and long term funds total \$929,922.

Dale Myren presented the membership report with total membership of 4345.

Resort Manager Shirley Petro presented the membership report. Introduction of the supervisor staff, review of the new ATV usage policy, winter site skirting requirements, winter propane placement policy, occupancy numbers and storage lot expansion. Announced that Kevin Schlechter has been name Assistant Resort Manager.

Kevin Schlechter gave an update on the maintenance issues, repair projects, fall projects and expansion of storage lot.

President Sankovich updated the membership of current issues involving the Board of Directors and members. Announced that the next quarterly meeting will be November 1, 2008 at 10:00 PM in the Lower Lodge.

Sankovich opened the meeting to comments from the membership.

Motion by Bob Mallow, seconded by Dale Myren to adjourn. Motion carried.

NOTE: The minutes are complete in accordance with Robert's Rules of Order and are posted in a Minutes Book by the fireplace in the Lodge and on the website for every member's review.

**NEXT QUARTERLY
MEMBERSHIP MEETING
Saturday, November 1st, 2008
10 a.m.
Lower Lodge
Join us for snacks
following the meeting!**



*Letter from the
Board President...
Dean Sankovich*

The end of the resorts busy season is not far off. Many nice weeks of camping remain before the cold weather returns to the

Black Hills of South Dakota. The resort has much to offer in the Fall so make a reservation now and enjoy the fall weather and the changing of the seasons.

In the past months along with the soaring price of fuel we have seen many other items increase in cost. Our utility costs are up despite the much cooler and wetter summer. Many of the items we use in the operation of the resort have increased and continue to increase. Our suppliers have to pass their increased costs on to the customers. The resort in turn has to increase it's prices to you. The Resort staff tried to hold the line on costs and work within the approved budgets to provide the best possible product at the lowest cost to you the members. In 2008 we did not increase the maintenance fee or the utility fee. As we look forward to the November Budget Session, I am not sure we will be able to duplicate that for 2009. I hope if we do find it necessary to increase fees the size of the increase will be small. Your Board takes the responsibility for setting fees very seriously and we will do our level best to hold the line on costs where ever possible.

At the June meeting the Board voted to change the "dues year" to coincide with the calendar and fiscal year of the Resort. As a result we will save several thousand dollars on postage and labor. You will get one billing for all your fees for 2009 in November. Depending on the services you use (Storage Yard, Storage Building, Mail Forwarding) and how you feel to elect to pay (lump sum or monthly) your bill will reflect a prorated amount to adjust for the changes.

On behalf of this Board and the membership, I would like to thank all the employees, workampers and volunteers for their efforts this summer. The Park has looked great all season thanks for your dedication.

If you are coming to Hart Ranch we are looking forward to seeing you. If you are already headed to other destinations Travel Safe and come back to see us soon.



**Message from
your Resort Manager
Shirley Petro**

Where has 2008 Season gone? We have all been very busy, but the time has gone by very fast. Even though most of the season is behind us; we still have a very busy September with 8 rallies in September and then fall projects.

I would like to expand on Dean's message regarding utility costs. We have brought our water costs down considerably from 2007; however, the electric and gas bills have increased more than our savings on our water bills. As I stated in my last article, most members think the utility fee is a fair charge. The BOD will receive a complete report on our increasing expenses in all Departments at the October meeting.

Occupancy Numbers: At the August BOD Meeting I reported that we were down about 4% down for the year; I can now report we are only 1.2% down at the end of August. We had the busiest Labor Day that I have seen since I started at Hart



**WHO TO CONTACT
Clip and Save!**

Shirley Petro - Resort Manager Ext 3117
sales@hartranchresort.com
Direct line (605) 939-3117

Kevin Schlechter - Maintenance Mgr Ext 3123
maintenance@hartranchresort.com
Direct line and fax (605) 939-3123

Terry Kilpatrick - Sales Supv Ext 3112
Please call Terry for all of your sales needs.
terryk@hartranchresort.com
Direct line (605) 939-3112

Gary Sattler - Accounting Ext 3100
**Gary handles all maintenance fees,
accounts payable, payroll, and storage.**
gary@hartranchresort.com
Direct line (605) 939-3100

Jackie Maude - Adm Assistant Ext 3105
**Jackie also works in business office
with Gary. Jackie can assist you
storage and maintenance fees.**
Direct line (605)939-3105

Danette Bohn - Resrv Supvr Ext 3104
**Call Danette for reservations;
family reunions & rallies**
reservations@hartranchresort.com
Direct line (605) 939-3104

Arlene Guthmiller - Housekeeping Suprv Ext 115
**Arlene is responsible for the cleaning and
up-keep to all 71 cottages, lodge, seven
comfort stations and pool laundry.**
Direct line (605) 939-3115

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Call 605-334-2488**



**CHECK OUT YOUR WEB SITE
www.hartranchresort.com
Pay your fees, read the Board Meeting
Minutes, check out the Bylaws, read old
newsletters!
TELL YOUR ASSOCIATE MEMBERS!!
They can access the information too!**



The Lodge will be open 8:00am – 8:00pm for the month of September. After that we will go to our winter hours of 8:00am - 4:00pm.

Remember we are open all year around with sites and cottages.

Thanks to all the Reservation Staff for a great job this season.



ACTIVITIES DEPT
Kathy Payne, Supervisor

A big thanks to everyone for giving my staff and I such a great summer. We had a great time and are looking forward to seeing all you back in 2009.

A special thanks for all of you who supported the bike program. It will be back with at least 31 bikes for next year. We have had 10 bikes donated to the program. If you have a bike to donate; you can drop it off with Shirley (Resort Mgr.) in the winter or to me next summer. I would really appreciate it.

Hart Ranch Resort is planning another Christmas in July in 2009. So, bring some decorations back with you and win a gift certificate to the Hart Mart or Chuck Wagon.

If you have a good idea for a weekly activity to pass on to me, please feel free to email at activities@hartranchresort.com.

I am looking for a Jr. Camper leader for 2009. It can be a paid position or work camper position. Please email me if you are interested. Must work well with kids and have a creative mind for projects for the children.

Have a wonderful winter. Hope to see you back here next summer at your resort – Hart Ranch.



SECURITY DEPARTMENT
Bob White, Security Chief

I would like to express my appreciation to everybody here at Hart Ranch Resort for making my first season as Security Supervisor a wonderful experience.

The personnel working in the Security Department have really come through. They all have exhibited dedication, professionalism and enthusiasm. It has been my pleasure to work with each of them.

I also want to express my gratitude to Shirley and Kevin for guiding me through this first season. Their assistance and guidance was very important to me.

Every employee, workamper and volunteer from each department is to be commended for their positive attitudes and exemplary teamwork. We all worked together to provide our guests with outstanding service to ensure that they all enjoyed time here.

Last, but not least, the members and guests were so nice! The best part of my job was visiting with all the great people who stayed here throughout the season. I have made many new friends and look forward to seeing them next year.

Have a great fall and winter! I will see you all next season.



DON'T FORGET – YOU CAN PAY YOUR DUES ONLINE VIA OUR SECURE WEBSITE www.hartranchresort.com!!

MEMBER REFERRAL PROGRAM

We are offering a referral program on NEW SALES ONLY. Refer a friend to the Resort for a promotional stay (3 days/4 nights for \$39.95 for camping; member rates apply for rental units).

If your referral purchases a NEW membership with Hart Ranch, you will receive:

- 1st referral, member will receive \$50**
- 2nd referral, member will receive \$100**
- 3rd referral, member will receive next year's DUES FREE!**

If you have friends you'd like to refer, give our Sales Staff a call and we'll send you the referral brochures to hand out to your friends!!

Call us at 800-605-4278 or email terry@hartranchresort.com



Ranch in 2001. Our affiliate's numbers are low, but our members are staying longer.

The next article is a repeat of the June Newsletter, but I feel it is important to mention again: Let's review some changes in our Business Office regarding maintenance fees.

Annual Fees: We are changing the annual fees to a calendar year starting January 2009. Your maintenance fees will be from January 1st to December 31st each year. For the members that are paid until March 31, 2009; you will be billed for 9 months the first years. So, in December you will receive your maintenance fees, storage fees and mail forwarding fees in one envelope.

Monthly Fees: Some members choose to pay monthly even though they receive the annual billing. You will receive one invoice in January for the whole year. Your monthly payment will be the same each month and is always due by the end of each month. You will still receive past due notices along with a service charge if you are late.

These changes will save your resort money on postage, envelopes and paper. We may save a few trees in the process! Please do not hesitate to give me a call with concerns or questions.

Please read the back cover for more "happenings" at your resort and more changes for 2009.

MAILFORWARDING SERVICE FOR OUR MEMBERS \$100 Per year plus postage! Give Danette a call 800-605-4278

REMEMBER – If you use the Resort's address for registration of vehicles or driver's license YOU MUST register for our mail forwarding service!

DEPARTMENTAL UPDATES



MAINTENANCE
Kevin Schlechter, Maintenance Mgr.
maintenance@hartranchresort.com

I would like to thank the crew that worked in Maintenance this year. WHAT A GREAT CREW!!

With fall approaching we will start closing down most of resort at the end of September. I have listed below some of our fall

projects:

- Expand remaining sites that we can expand
- Purchase & set-up 5 Colt II's to replace the Colt's we are selling
- Replace rain gutters on cabins and buildings that have hail damage from Aug 2007.
- Install new siding on some cottage with hail damage.
- Expanding Storage Lot – 50 new storage sites.
- Replacing wood on light poles.
- Spraying entire resort for weeds
- Removal of a few trees that are diseased or dying
- Planting 35 new trees
- Install new wire to street lights on S. Buffalo

As you can see we will be busy this fall and into the winter. Don't forget we keep some sites and 30 cabins open all winter.



HOUSEKEEPING
Arlene Guthmiller, Supervisor

I would like to thank all my workampers that cleaned comfort stations this summer for all their hard work cleaning & keeping them so nice! You all did a marvelous job! I sure enjoyed our conversations and cups of coffee together! Hope to see you next summer! Have a wonderful winter!

I had very hard workers in housekeeping this summer for having such a small crew. They did an excellent job, and made me very proud! I hope to see their smiling faces back to work next year.

This winter I will be working with Nicki and we will be very busy with our winter projects getting ready for 2009. I have taken to heart the ideas from members that made suggestions on things that need attention. I want our cottages to remain with the "At Home" atmosphere.

This winter C/S #6 will be closed except for the family bathroom & exercise room. They will remain open all year. Housekeeping winter hours will Monday thru Friday 8 AM to 4 PM. REMEMBER WE HAVE 30 COTTAGES ALL WINTER!



RESERVATIONS
Danette Bohn, Reservations Supv
reservations@hartranchresort.com

Another season has passed us by...It was great to see all of our returning members as well as the new members that we acquired this year. We hope all of you that visited us had a great "experience" at Hart Ranch!

For those of you arriving in the fall there are plenty of amenities for you all to enjoy. The fall is a wonderful time of year to visit the Black Hills and to stay with us at Hart Ranch.