



Long Cove Club

Annual Meeting | November 6, 2023

Today's Agenda

Call to Order & Opening Statements

In Remembrance

Our Accomplishments 2023

Long Cove Fund - 20 Years

Acknowledgements

Operations Update

Financial Review 2023

Financial Plan and Operation Update 2024

Operating Budget & Capital Increase Referendum

Notice of Quorum / Election Results

Q&A and Closing Comments

Ray DiMuzio, President

Ray DiMuzio, President

Video Presentation

Sandy West, Long Cove Fund

Ray DiMuzio, President

Mario Campuzano, GM/COO

Doug Wetmore, Treasurer

Doug Wetmore, Treasurer

Doug Wetmore, Treasurer

Vic Feigenbaum, Secretary

Ray DiMuzio, President

RAY DIMUZIO, PRESIDENT

Opening Statements

The Long Cove Club Vision and Mission

What guides all that we do...

- Maintaining natural community environment
- Unwavering commitment to excellence
- Improving respect for golf course
- Encourage Member participation
- Sound financial planning
- Employ capable and dedicated professional staff
- Create demand for Member's property

IN REMEMBRANCE



*A moment to reflect upon the loss of
fellow Members and friends.*

Steve Bragg, Member Since 2019

Martha Brumfield, Member Since 1981

Bob Buck, Member Since 1996

Jim DePiero, Member Since 1984

Dick Dillard, Member Since 1987

Jim Ferree, Member Since 1987

Grayson Harralson, Member since 2020

Lila Keating, Member from 1988-2010

Jim Kokinda, Member from 1995-2022

Susan Knapke, Member Since 1989

Bob Lowensten, Member since 1994

Buddy McArthur, Member Since 2009

Kyle Patton, Member Since 2013

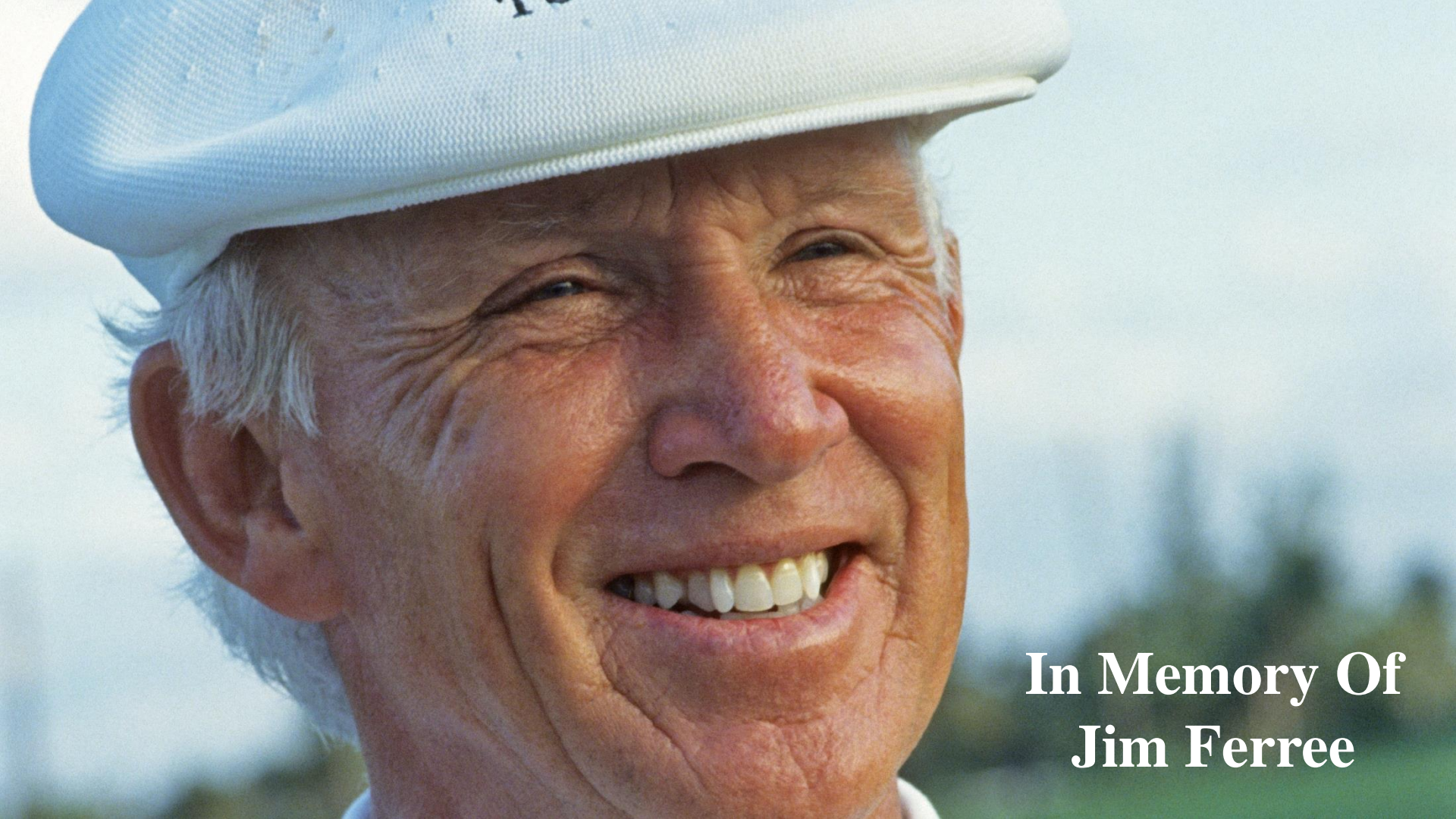
John Piech, Member Since 2021

Rick Schorr, Member Since 1995

Chuck Sieber, Member from 2000-2019

Sheldon Soss, Member from 1997-2019

Lesa Wilke, Member Since 2019



**In Memory Of
Jim Ferree**

VIDEO PRESENTATION

Our Accomplishments 2023

SANDY WEST

*Long Cove Fund Advisory
Committee Chair*



HealthHousingHungerEducation

20 Years and \$2M of Giving!

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed it is the only thing that ever has.”

-Margaret Meade

Why is it better to give as a community than as individuals?

- We will model a new variety of philanthropy that will be a point of pride for all Long Cove families.
- We will be strategic in evaluating and addressing community needs.
- We will inspire other private communities to develop similar programs.
- We will be objective in measuring outcomes and judging whether our gifts have been well spent.
- We will target specific projects and avoid having our dollars absorbed into administrative overhead.
- We will ensure total anonymity when desired.
- **Together, we can and will do more to help our community than we can do as individuals!**

Long Cove Endowment Fund

Year	2003	2004	2005	2006	2007	2008
\$ Distributed	\$5,000	\$22,500	\$25,000	\$26,500	\$46,468	\$56,625
Nonprofits who received funding	1	3	6	6	15	18

Year	2009	2010	2011	2012	2013
\$ Distributed	\$44,533	\$45,568	\$46,000	\$65,377	\$47,000
Nonprofits who received funding	17	14	23	27	23

Long Cove Charitable Fund

Year	2014	2015	2016	2017	2018
\$ Distributed	\$60,547	\$95,658	\$130,058	\$127,444	\$173,722
Nonprofits who received funding	31	26	36	32	38

Year	2019	2020	2021	2022	2023
\$ Distributed	\$180,600	\$151,500	\$210,600	\$290,300	\$266,300
Nonprofits who received funding	40	39	44	45	40

Long Cove Fund Volunteer Leaders



- Court Babcock
- Janet Babcock
- Vickie Baumann
- Gloria Bogartz
- Roy Bowen
- Tina Brooks
- Judy Brown
- Mary Cale
- Don Calhoon
- Chris Carroll
- Carole Cassidy
- Jill Clark
- Jim Collins
- Cindy Coyle
- Anne DeGaetano
- Val Dowbiggin
- Dennis Draeger
- Fred Eberting
- Karen Ehrhardt
- Madonna Gawronski
- Carol Gibbons
- Mickey Graham
- Wendell Gray
- Kathy Gray
- Bob Heden
- Judith Henderson
- Ed Hutton
- Les Janka
- Chuck Katzfey
- Ned Kight
- Sam Kim
- Bob Koppel
- Marianne Krall
- George Krall
- Margie Kriney
- Pat Leader
- Elaine Lesnak
- Carol Magruder
- Dennis Mahoney
- Cindy Maloy
- Eloise Mason
- Biff Mautz
- Terry McGuire
- Orysia Meyers
- Paul Moeri
- Bob Navarre
- Carol Nelson
- Patty Niermeyer
- Allan Pinne
- Susan Plousis
- Joe Sabbatino
- Elaine Shayne
- Bill Sheridan
- Cecilia Shuck
- Paulette Stefanik
- Bill Stevens
- Ray Stickel
- Gene Stroner
- Eric Thompson
- Joe Warner
- John Wellner
- Sandy West
- Patty Wetmore
- Karen Williams



RAY DIMUZIO, PRESIDENT

Acknowledgements

THANK YOU!

*To all our current and
retiring Board Members.*

2023 Board of Directors

- **Ray DiMuzio**, *President*
- **Fred Del Gaudio**, *Vice-President*
- **Doug Wetmore**, *Treasurer*
- **Vic Feigenbaum**, *Secretary*
- **Randy Brooks**
- **Roy Bowen**
- **Sharon Essler**
- **Randy Rose**
- **Steve Schuckenbrock**



Randy Brooks



2023 • Chair, Waterfront Committee

2022 • Chair, Waterfront Committee

2021 • Chair, Waterfront Committee
• Finance Committee
• Organized and donated services for the 2021 Community Survey

Vic Feigenbaum



2023

- Secretary
- Chair, House Committee
- Chair, Governance Committee
- Developed Member Standards Conduct Policy

2022

- Secretary
- Chair, Long Range Planning
- HR Committee

2021

- Secretary
- Co-Chair, Long Range Planning
- Updated LCC Policy Manual
- HR Committee

**2018-
2020**

- Member of the Long Range Planning Committee

Fred Del Gaudio



2023

- Vice-President
- Chair, Golf & Greens
- ARB, Golf & Greens Liaison
- Finance Committee

2022

- Vice-President
- Chair, Golf and Greens
- ARB, Golf & Greens Liaison
- Finance Committee
- General Manager Search Committee

2021

- Chair, Golf and Greens
- ARB, Golf & Greens Liaison
- Finance Committee



Long Cove Club

Past Presidents

1987-1988: Robert Wieringa

1988-1989: William Stevens

1990-1991: Greg Wheatley

1992-1993: Robert Purcell

1994-1995: Robert Bucher

1996-1997: Kenneth Walker

1998-2000: Harry Shutt

2001-2002: William Clarke

2003: James Hopkins

2004: William Whitmer

2005: Mildred Wood

2006: Harold Kelly

2007: Albert Prillaman

2008-2009: Donald Calhoon

2010: Timothy Stehly

2011-2013: David Wetmore

2014: Geoffrey Lyon

2015: Fred Eberting

2016: Marajeane Zodtner

2017: Jim Davis

2018: Paul Moeri

2019-2020: Bill McGlocklin

2021-2022: Bob Navarre



FRED STEELE

Distinguished Commodore

Accomplished Captain

Long-time Waterfront
Committee Member

Ever-present to lend a hand,
catch a line and share his expertise
to enhance boating safety and
enjoyment for LCC boaters

With deepest appreciation
Long Cove Board of Directors
Presented November 2023

MARIO CAMPUZANO

General Manager/COO

“NEW BEGINNINGS & THE NEW NORM”



“...today I consider myself the luckiest man on the face of the earth.” ~ Lou Gehrig

“NEW BEGINNINGS & THE NEW NORM”



*“...this is also
how I’ve felt for
the better part of
this year!”*

We said Goodbye to Johnny in 2023...

Long Cove Club's longest tenured Team Member
Retired on October 1st!



2023 ~ A Year in Review...

It's been Rewarding, Challenging, Exciting
and Club Activity is on the Rise!



Amenity	2023 vs. 2022
Product Rev.	↑
F&B Sales	↑
Cart Fees	↑
Merchandise	↑
Greens Fees	↑
Tennis Fees	↑

2023 ~ A Year in Review by the Numbers...



Golf Rounds

Year	Number of Rounds
2023	36,826 (<i>estimated</i>)
2022	35,073
2021	38,355 <i>**All-time Record High**</i>
2020	34,773
2019	32,060

2023 ~ A Year in Review by the Numbers...

Tennis

Year	Number of Players
2023	13,132 (<i>estimated</i>)
2022	12,272
2021	11,705
2020	9,960
2019	10,951

Pickleball

Year	Number of Players
2023	7,500 (<i>estimated</i>)
2022	6,260
2021	5,364
2020	4,488
2019	3,340

Number of Current Members Actively Enjoying our Amenities:

Amenity	2023	2022
Golf	715	700
Tennis	220	251
Pickleball	393	288
Bocce	218	104
<i>“The Cove”</i>	Lessons: 1500 Putting: 500	N/A



Food & Beverage ala Carte Dinners Served:

Year	Covers
2023	14,500*
2022	12,356
2021	13,903
2020	8,686
2019	12,285
2018	11,118

**Currently
12,464 through
October,
and estimating
1,000 covers in
November &
December.*



Number of Current Members who are Active Users of the Clubhouse F&B Program:

2023: 412

2022: 320



2023 ~ A Year in Review from the inside...

A Year to focus on:

- Finding the “YES” for our Members
- Transparency to our Members and our Team
- Building Relationships
- Developing Trust
- Cultural shift Internally towards Core Values
- Consistency in Service
- Pride in Belonging
- Addressing Challenges with Recruitment & Retention
- Creating Better Systems & Standards

2023 Accomplishments



2023 Improvements to the Member Experience

- Sunday Brunch capacity issues are non-existent.
- Pub 44 concept was introduced, and we now serve three different menus in two different locations on Sundays.
- Snack Bar hours adjusted to remain open until 5pm.
- Dinner Menu available for ordering until 8pm.
- Bar is open until 10pm or until last Member leaves.
- Utilizing outdoor areas more often.
- You can order desserts in the JFB.

2023 Improvements to the Member Experience

- Increased social activities and events on the calendar.
- JFB open until the last golfer is off the golf course on Tuesdays & Wednesdays.
- Full Menu offerings in Grill Room AND the JFB.
- Wednesday night buffets.
- Expansion of the Admin Office to provide a better Member experience when meeting with our Team and providing better workspace for our Team.
- The move of Mallory to the Clubhouse for direct interaction with our Members and more “Concierge” service to come.
- New Protocols implemented for Safety (Roadway, Alligator, and Fishing).

2023 Efficiency Improvements

- Streamlining internal practices with P&L reports, After Action Reports, Performance Trackers, battleplans for event management.
- Housekeeping was brought back inside for better cleaning, better oversight, and more personal member interactions.
- Cost saving efficiencies (Cintas rugs, indoor plants, paperless statements, job posting management, etc.).
- New technology implementation (Sox, Mobile POS, online billing, directory assistance, and in-house videography).
- New internal synergies between the Club and the ARB, including updated systems and document management.

Improvements to the Team Experience

- Core Values established for the Team.
- New performance evaluation for all Team Members.
- New Recruiting & Retention Specialist selected.
- New selection process for Team candidates.
- New leadership added to the Team: Justin, Mike, Kerri, and Kaitlyn
- Team Member promotions from within: Helen, Mallory, Jamaul, Meggan, Todd, and more in the future!
- Establishment of TAP (Team-Member Appreciation Program).
- Filled the Security Administrator position.

On the Horizon for 2024

Provide the highest level of Hospitality for our Members with the lowest level of stress to the Team.

and

Being recognized as the greatest Club and Community to belong to and to work at in the Lowcountry!

SERVICE MILESTONES

*Acknowledging our dedicated
Team Members*

5 Years of Service!

Chris McCance

Travis Briggs

Robert Stocke

Donna Norris

Michael McClendon



10 Years of Service!



Susie Lester

15 Years of Service!

Kerrie Brien

Dina Pabon

Tomas Ceballos-Ramos



20 Years of Service!



Ashley Davis

30 Years of Service!



Harold Sauls

2022 Team Member Of the Year!



John "Smitty" Smith

2023 Team Member of the Quarters



1st Quarter

Christy Cohen
Membership Director



2nd Quarter

Thomas Richter
Head Tennis Professional



3rd Quarter

Mallory Kuykendall
Member Services &
Communications Coordinator

DOUG WETMORE

Treasurer

Finance Committee



Matt Ramsey, CFO

Mario Campuzano, GM/COO

Tom Beaver

Bill Coombs

Fred Del Gaudio

Scott Malaney

Alan Maloy

Pat O'Meally

Frank Russo

Beau Steady

Doug Wetmore, Chair

Financial Review

2023

Operating Results
Capital

2024

Operating Budget
Capital

Operating and Capital Funds

- Operating Fund

- ~Funds day to day operating costs

- Payroll, utilities, insurance & taxes

- Capital Fund

- ~Funds capital asset purchases and major maintenance items

- Golf carts, golf maintenance equipment, roads, lagoons, facility upgrades, etc.

2023 FINANCIAL REVIEW

Overview

- Going into 2023, inflation was a significant factor
 - Current pace of inflation has slowed, **BUT**
 - Costs have **NOT** declined
- For 2023, we expect an operating surplus driven by:
 - Increased golf course and retail revenue
 - Continued cost discipline
 - Unbudgeted “Door Fee” from Spectrum of \$113K

2023 Operating Forecast

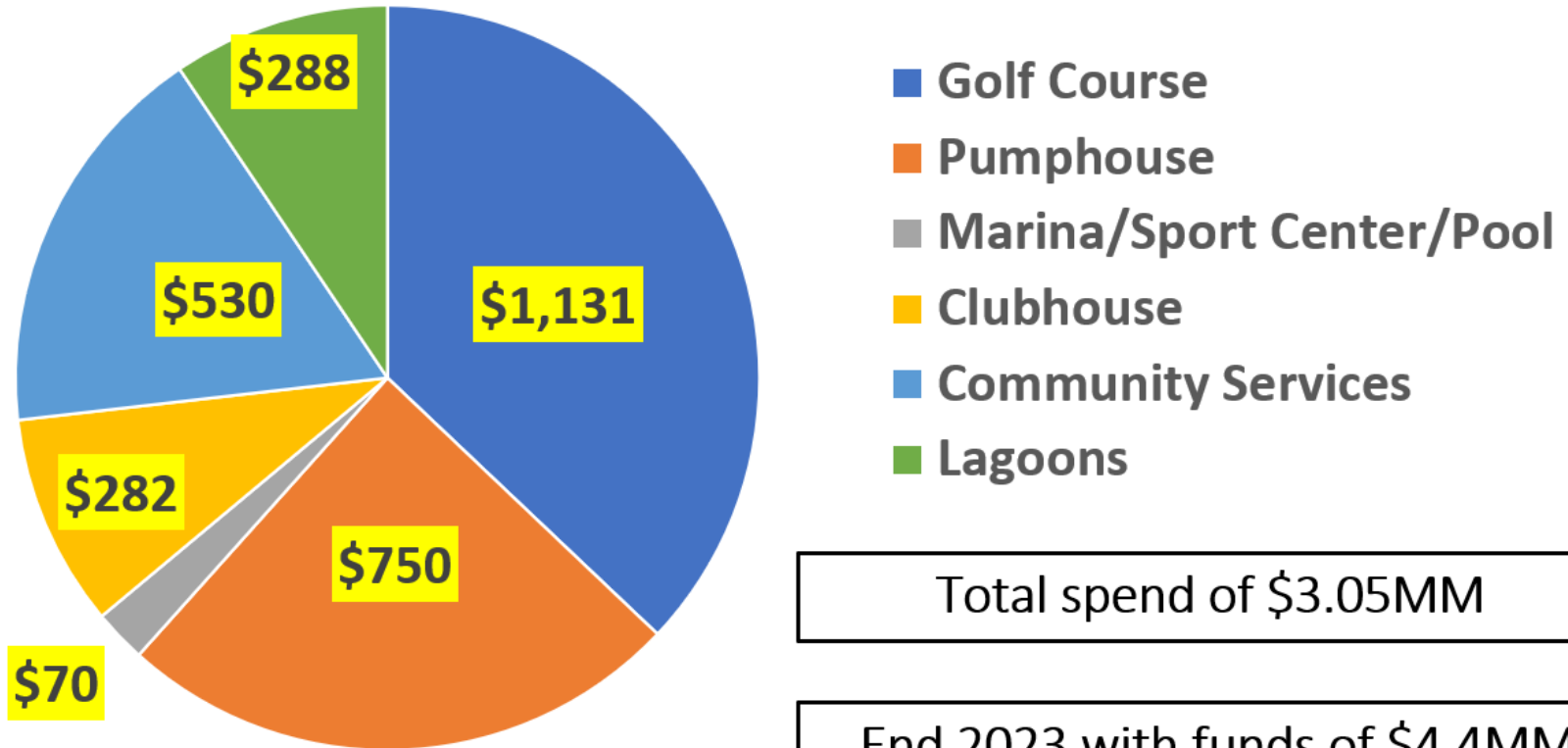
	Budget	Forecast	Fav/Unfav
Operating Revenue	\$ 2,266,098	\$ 2,337,428	3% • Golf shop product revenue up \$97K
Cost of Goods Sold	1,111,896	1,165,537	5% • Primarily golf shop merchandise; margins held steady
Operating Revenue less COGS	1,154,202	1,171,891	2%
Fee Revenue	1,591,370	1,686,071	6% • Increase driven by Golf fees up \$92K
Operating Revenue, Less COGS,	2,745,572	2,857,962	4%
Dues/Net Other Support	7,683,101	7,749,979	1% • Spectrum one-time “door fee” of \$113K
	10,428,673	10,607,941	
Total Operating Expenses	10,428,640	10,436,795	0% • Operating expense increase reflects increased club activities
Net income	\$ 33	\$ 171,146	

Audited Surplus

- Covenants prescribe how we handle
- Options to allocate to:
 - Working capital
 - General capital fund
 - Special reserve capital fund (SRCF)
- Expect to recommend transfer to SRCF

2023 CAPITAL SPENDING

2023 Capital Spending *(dollars in 000's)*

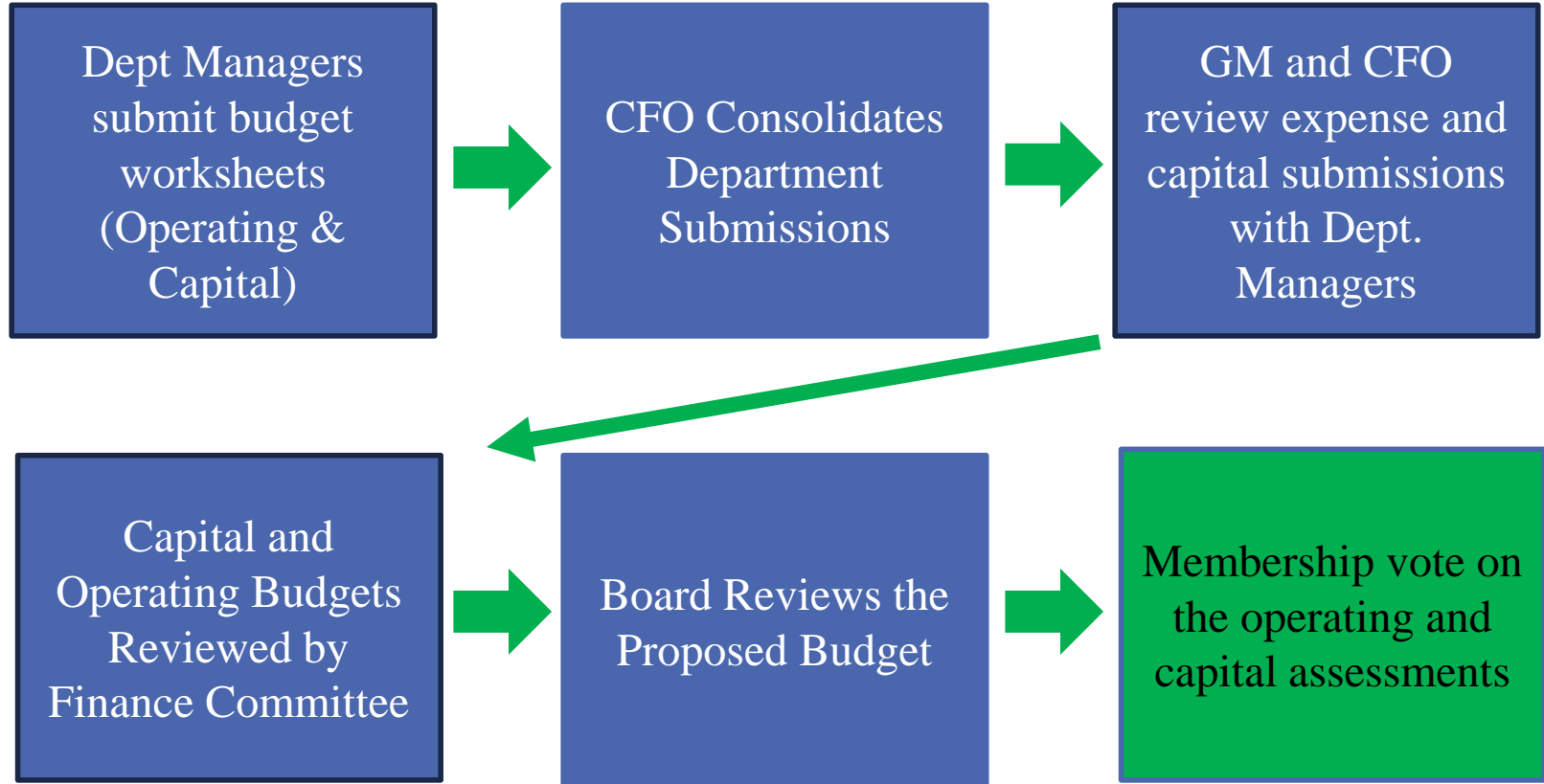


Total spend of \$3.05MM

End 2023 with funds of \$4.4MM

FINANCIAL PLAN 2024

LCC Budget – The Process



2024 OPERATING BUDGET

LCC Budget – Major Cost Drivers

- **Inflation**: Continues to impact in multiple ways
- **Compensation**: Highly competitive labor market
- **Insurance**: Challenging environment due to:
 - Storm history
 - Insurers leaving Low Country
 - Weak reinsurance market
 - Surge in replacement value of assets
- **Fuel/Chemicals**: Significant costs for course/club property
- **Taxes**: Town just completed property value assessment
- **Utilities**: Service costs increasing
- **Expanded Club Services**: e.g., Wednesday dining

Budget 2024 Operations

	2023 FCST	2024 BGT	Fav/Unfav	
Operating Revenue	\$ 2,337,428	\$ 2,429,693	4%	<ul style="list-style-type: none"> F&B accounts for increase, reflecting volume and additional day open
Cost of Goods Sold	1,165,537	1,217,937	4%	<ul style="list-style-type: none"> Primarily F&B related; margins held steady with 2023 forecast
Operating Revenue less COGS	1,171,891	1,211,756	3%	
Fee Revenue	1,686,071	1,799,620	7%	<ul style="list-style-type: none"> Gate fees and annual permits account for majority of the increase
Operating Revenue, Less COGS, plus fees	2,857,962	3,011,376	5%	
Dues/Net Other Support	7,749,979	8,102,975	5%	
	10,607,941	11,114,351		
Total Operating Expenses	10,436,795	11,114,340	6%	<ul style="list-style-type: none"> Operating expense increase reflects increased club activities, budgeted 5% comp increase and 24% insurance increase
Net income	\$ 171,146	\$ 11		

Operating Assessment per Member

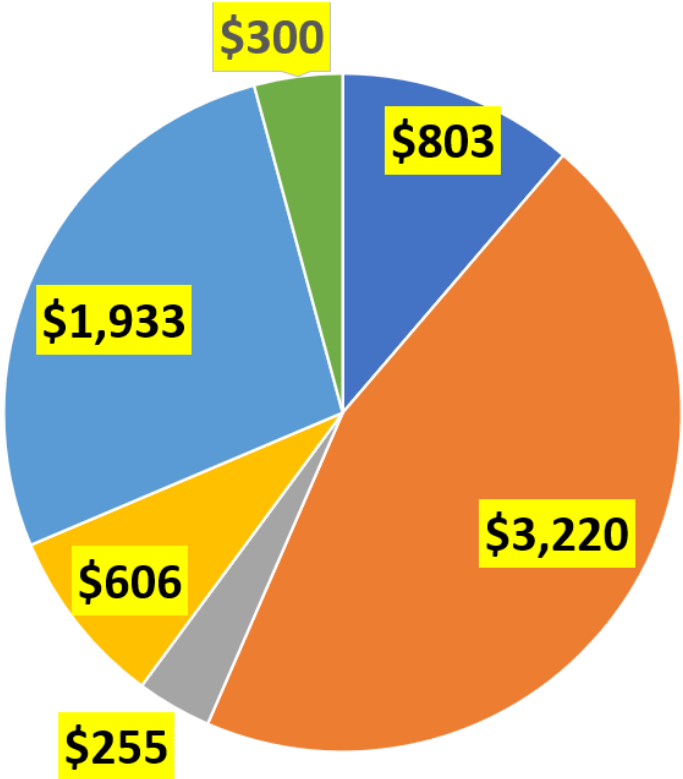
	2023	2024	\$ Change	% Change
Operating	\$14,058	\$15,034	\$976	6.94%

CAPITAL

Capital – Major Considerations

- 2023 Capital Reserve Study adjusted for:
 - Lagoons (not contemplated by Study)
 - Roadwork/drainage based on Mgt. & Community Services input
- Initiation fees no longer used for maintenance capital
 - \$500,000 per year (\$877/member)
 - To be allocated to SRCF
 - To be used for:
 1. Aspirational capital
 2. Risk management/insurance reserves

2024 Capital Spending *(dollars in 000's)*



- Golf
- Irrigation
- Marina/Sport Center/Pool
- Clubhouse
- Community Services
- Lagoons

Total spend of \$7.1MM

End 2024 with **DEFICIT** of \$400K

Capital – Status Sept Town Hall

	<u>Sep-23</u>
Club Benchmarking Report	\$ 13,556,000
Lagoons	800,000
Roads	
	<u>14,356,000</u>
Less: Forecast capital cash 12/31/23	(3,251,000)
	<u>\$ 11,105,000</u>
Annual Funding Required 2024-28	\$ 2,221,000
Per member (rounded)	\$ 3,900

Capital – Status November Annual Meeting

	Sep-23	Nov-23
Club Benchmarking Report	\$ 13,556,000	\$ 13,556,000
Lagoons	800,000	1,500,000
Roads		1,761,000
	14,356,000	17,116,000
Less: Forecast capital cash 12/31/23	(3,251,000)	(4,377,000)
	\$ 11,105,000	\$ 12,739,000
Annual Funding Required 2024-28	\$ 2,221,000	\$ 2,547,800
Per member (rounded)	\$ 3,900	\$ 4,470

Capital Assessment per Member

	2023	2024	\$ Change	% Change
Capital	\$2,400	\$3,900	\$1,500	62.5%

OUR COST OF MEMBERSHIP

Total Assessment per Member

	2023	2024	\$ Change	% Change
Operating	\$14,058	\$15,034	\$976	6.94%
Capital	\$2,400	\$3,900	\$1,500	62.5%
Total	\$16,458	\$18,934	\$2,476	15.04%

Upcoming Budget Referendum

- To establish the 2024 Operating Assessment at **\$15,034**.
- To establish the Capital Assessment at **\$3,900**
- **On approval, the 2024 dues will be \$18,934/member.**
\$15,034 – Operating, \$3,900 - Capital
- The referendum with two ballot items will be emailed to you this week.
- We ask for your support and affirmative vote.

VIC FEIGENBAUM

Secretary

RAY DIMUZIO

President

2024 Focus

- Complete and Present Clubhouse Renovation Project
- Financial Reporting and Communication
- Governance
 - Improve select Articles within Covenants
 - Improve process, structure, and staffing of committees
- Improve Capital Productivity

Q&A

Ray DiMuzio, President

feedback@longcoveclub.com

