

## **The Ridge Board of Directors Meeting**

**Saturday, February 17th**

### **Meeting Minutes**

**Randy called this meeting to order at 10:00am which was held via Zoom.**

**Introductions; Randy-chairperson, Will - board member, Richard – board secretary**

**Jim – Board Treasurer, Lynday – board member, Gary – Community Alliance,**

**Devin – Community Alliance**

**Owners present; Lamb's - #17, Brice's - #10, Brown's - #39, Becker's - #23,**

**Byram's - #27 – O'Hearn's – 11/29, O'Hanlon - #24, Hargens's - #14, Passke's - #9**

**Jim motioned to review the previous meeting minutes and asked for changes or**

**corrections. No changes were noted. Will was the 2<sup>nd</sup>, and all were in favor. Motion passes to approve the previous meeting minutes.**

**Devin shared pictures and letters from owners describing water leaks into their units at the sliding glass door areas. There were also several accounts from owners on the zoom describing their lower units having water come down into their lower unit patio areas from leaks from above due to poor design and construction that needs to be remedied. #17, #27-#28 # #11 were ones noted with issues that need addressing.**

**Devin went over a letter from A-1 cleaning increasing their costs to owners and guests for cleaning after a stay. A-1 based this on other units in the area and average costs that are paid for their services. The increase goes from \$105 to \$110 per time for the period of the next year. The deep cleaning will follow costs at a rate of twice the rate of normal cleanings. They also proposed to Ridge Condo owners to consider an additional \$5 per time if we want to lock in for the next two years to protect against inflation costs. Randy proposed we sign the two-year contract as proposed. Will asked to wait on signing and give us time to review their contract and talk more about the increases first before approval and signing any new contracts. Lyndsay motioned to have a second meeting to talk more about this proposal to make sure it is in the best interest of the owners and guests that will be paying for this. Will, Richard volunteered to read over the cleaning contracts and get back to Devin with a decision. Randy asked to be included in the final discussion. Jim was the second and all were in favor of the sub-group having the proxy and ability to make the decision based on research and discussions to be had.**

Currently RCI guests pay a higher rate of \$125 and the extra amount above the A-1 cost goes back into reserves at the Ridge for future needs.

Devin stated she has a maintenance person come out on Thursdays to take care of issues reported by owners at the Ridge Condo's.

Devin gave a report and update on the Pet Policy in the units to include and verify the signs are in the units and that owners & guests will be sure they are aware of the existing policy and that it will be enforced at \$350 per pet, per day.

Devin will put up notice to "please excuse the dust" as we work on upper deck, complete painting from last year's repairs and repair or work in and around the pool and spa area.

Lyndsay volunteered to help get the board members more connected with our teams account for document sharing and retention.

Gary gave a project report and detailed the remaining upper decks progress, and the painting needs and bike doors and privacy walls status. He also shared that the color of our units is called Ridge brown which was also interesting.

Will shared the results from the last round of Survey monkey results. This gives the ridge valuable information to measure several topics and to be able to correct things if they go south for some reason. Will said he will continue to send out and collect the data and feels it's important to continue to process so we have some way to measure maintaining the "RCI Gold Crown status" we strive to maintain. Lyndsay volunteered to help Devin to promote the surveys and is interested in improving the methodology of the surveys. The first mention was more Facebook shares and posts for owners to react and participate in.

Randy detailed ideas he had about a system that would enable calendaring for owners' future weeks and how it would be a better way to coordinate all the owners' weeks in the future years calendaring. One of the benefits would reduce work for Community alliance and their staff. Another benefit would be more owner communication among each other. Randy wants to implement this process this fall for the 3 years forward planning.

Devin will be implementing a better process for Community Alliance and the staff to allow for owner & guest reporting and rule enforcement. This will be a better process for everyone involved. This will be beneficial for a more positive and inclusive environment and will be good for the owner's best interest. This will also be a way to share issues without retaliation from other owners, guests, staff, or board members.

We want to look for ideas to create more involvement and participation at the board meetings. We feel like the owner needs to have a voice and be heard on issues at The Ridge Condos. We have identified that it is hard to hear board members when they are

speaking and sharing details and reports at our meetings. We also know we may need to reorganize the club house including the monitor and computer used to facilitate the meetings. We talked about adding an “owl” or remote camera speaker/microphone device for the improved meeting experience when we have a hybrid meeting.

Randy adjourned the meeting at 12:32