

The Ridge Condominium Owner's Association
Board of Director's Meeting
Saturday, January 18, 2020
Salem, Oregon

A. Call to Order:

1. Chairman Todd Pynch called the meeting to order at 11:05 am. Board members present were: Chairman Todd Pynch, Treasurer Aaron Egland, Director Kevin Veleke, Director Steve Yost and Secretary Carol Viydo. Also in attendance was Gary Bell, Community Alliance. In addition, Ridge owners present were Rick Bennett (R46), Sue & Larry Lindsey (R46), Elizabeth McDonough (R13), and Mount & Janet Brice (R10).
2. Introductions of Board members and owners present for the meeting followed.

B. Review of Agenda:

1. Chairman Pynch reviewed the Agenda and no changes were made.

C. Meeting Minutes:

1. Minutes from the November 21, 2019 meeting were reviewed. Director Veleke made a motion to approve the minutes and Chairman Pynch seconded the motion. Motion was passed unanimously.

D. Owner's Correspondence/Comments:

1. Rick Bennett, Unit 46, discussed the use of the Dolphin pool cleaning system. This automatic pool cleaning system runs all night and cleans the sides and bottom of the pool. The Ridge's current security guards cover the pool each night as part of their job. If the Dolphin system was used, it would be added to the security guard's duties. Per Rick Bennett, Dolphin is one of the best on the market at a cost of \$1,200 with a three year warranty. Rick feels the pool always looks clean; however, the Dolphin system would work on the walls of the pool which sometimes can get scaly. Gary Bell discussed that the security guards probably don't have the time to add extra duties as they close up other properties in Sunriver each night. Gary also felt that the pool people we currently hire are probably not interested in changing pool cleaning systems.
2. Rick Bennett, Unit 46, also brought up the extreme wet grass and drainage issue around his unit. Gary Bell explained that a new drain system has been installed by Unit 46. Underneath the asphalt was solid clay, which didn't allow for the water from rain or sprinklers to drain properly. There have been some improvements with the drainage and the Exterior Committee is still working on this.
3. Elizabeth McDunough, Unit 13, stated the outlets in her unit were very loose. She found this to be dangerous. Director Yost is also an owner in 13 and experienced the same issue and reported it to the Community Alliance staff. Chairman Pynch feels it's the owner's own responsibility to fix the problem. Chairman Pynch has replaced the outlets in his unit as had owner Mount Brice in Unit 10. Director Yost said he would take care of the outlets in Unit 13. This seems to be an issue in the Black Bear Units.

E. Old Business:

1. No old business was brought forward from the previous Board meeting.

F. Staff/Committee Reports:

1. Treasurer Report

- a) Treasurer Egland provided the Board with the 2019 Year-to-Date Variance Report along with the December 2019 Balance Sheet (see Attachment 1)
- b) Treasurer Egland also updated the Board on recent Survey Monkey results (Nov. 22, 2019 – Jan. 13, 2020):
 - 34 people completed the survey (22 owners & 12 guests)
 - 22 of the 22 owners stayed in their own condo
 - 11 of the 12 guests were RCI (5 weeks & 6 points)
 - 62% stayed more than 5 (or more) days
 - 91% had 2 (or more) adults in the condo
 - 76% had 0 children in the condo
 - Upon arrival, 88% strongly agree or agree the condo was cleaned and in working order
 - 88% strongly agree or agree the condo was furnished appropriately (no missing items).
 - 100% (Awesome!) strongly agree or agree the office staff is courteous, knowledgeable, etc.
 - 94% strongly agree or agree that Ridge amenities were clean, attractive, etc. (or did not use)
 - On a scale of 1-5 stars (5 being the best), The Ridge scored 4.68. 94% said 4 or 5 stars.
- c) Treasurer Egland reported that our books will be reviewed by our CPA by March 31. He stated that we budgeted well for 2019. Snow removal budget was low because of the heavy snow in 2019. In 2020, we have budgeted for more snow removal. Three upper decks were redone in 2019. There is \$33,000 in a reserve account to pay for the 2019 deck work to be finished and paid for in 2020.
- d) Treasurer Egland said there are 204 members on The Ridge Facebook page. Discussion ensued regarding a post from an owner advertising his car for sale. It was decided that Facebook should be for Ridge business only.

2. Exterior Committee Report

- a) Director Veleke spoke on the onset of the exterior committee. Director Veleke and Gary Bell, Community Alliance, work together on this committee. Director Veleke talked about the 2020 exterior proposed projects. Dan Peabody, The Ridge contractor, is very good and price competitive. The Ridge is a priority for him. Also, Dan Peabody has performed within budget.
- b) As soon as weather permits, Dan Peabody will start on the rest of the upper decks. Unit 46 deck is leaking. The deck will be torn down completely and rebuilt. The Ridge will not be paying for this as the Engineer will be covering the costs.

- c) The drain pans are working around Unit 46. There are caulking issues around the perimeter. Same issue is occurring in Units 2 and 4.
- d) Director Veleke passed out a picture of what the deck in Unit 46 looks like and a photo shop rendition of how it will look when rebuilt. Units 2 and 4 will just get the new rail system at no cost to The Ridge. The engineers have learned from this process.
- e) Three upper decks were repaired and completed in 2019 and four additional upper decks are to be completed in 2020.
- f) As the upper decks are getting done, the 2x2 pickets are being installed on the lower decks. Currently, the pickets are not to current code because they were grandfathered under the old code and, at that time of construction, were up-to-date per current code. Some of the lower units' decks have gates. Gates will be rebuilt at no cost to us. Lower deck storage doors will be replaced with fiberglass doors.
- g) There was discussion regarding whether to have gates or not in the lower unit decks. Not all lower units have gates. Where there are gates, it can be a big step down to the ground in some units. Recognized that units with gates are a convenience to using the lawn right outside. Chairman Pynch asked Gary Bell to find out what code is from the deck to the ground. A concrete block could be added to step down on for those units with gates.
- h) There is a leak in the interior window in Unit 37 from the deck above in Unit 38. The window has been caulked and will be taken care of when the snow clears.
- i) It was brought to the attention of the Board at the November meeting, that the walkways to Units 5 and 6 were slippery in bad weather. When the asphalt was redone last year, the beams used as steps were deteriorating and were eliminated. An action item was set into place to get the cost of installing railings. The railings are round metal pipe fabricated to look like the railings at Units 1 and 2 and by the office. They are anchored into the ground with concrete for a cost of \$6,800. We have budgeted for \$5,000. The bid of \$6,800 is for two railings; one on either side of the path. Director Yost made a motion to get the railings installed. Director Veleke seconded the motion. Motion was carried unanimously.
- j) Storage room upgrade - At the November meeting, the linen closet was being heated by portable heaters. This is an issue. The room is not insulated and being heated by portable heaters is not a safe option. Director Veleke looked into getting the storage room insulated and installing better shelving. This included adjustable shelving attached to the wall which, when attached to the wall, would give us more storage. Director Veleke spoke to Eric Wyman. Cost would be \$5,075 which is not in the budget. If we move forward on this option, the storage room might not need portable heaters. Director Veleke feels this issue needs to be taken care of. We'd save money on our insurance. Treasurer Egland said he should be able to find the \$5,075 in our budget. Chairman Pynch agreed that's he'd like to get this project completed. Gary Bell mentioned that he doesn't believe the current storage room

space is big enough for two linen carts. We currently pay \$1,400 a year for an offsite storage space. Gary suggested that south of Unit 19, where there are guest parking stalls for 3-4 cars, a storage space could be built there. It would be a bigger investment. Other option would be to revamp the lounge behind the office and make the current storage room bigger. This would entail major reconstruction and thus not be practical. Director Veleke suggested we finish off the current storage room and then look into building a new space by Unit 19. Chairman Pynch asked Director Veleke, Director Yost and Gary Bell to take this project on. Treasurer Egland motioned to work on the current storage room at a cost of \$6,000. Director Yost seconded the motion. Motion carried unanimously.

- k) Chairman Pynch increased the cleaning contract by an amount of \$15.00 per week for work being done to manage the linen closet and cleaning of the lounge. Currently this work is not being paid for. The contract is now for \$35.00 per week for these two housekeeping tasks. This increase is indicated in the contract and was already approved by the Board of Directors.
- l) Chairman Pynch thanked Director Veleke for all his work on exterior projects.

3. Staff Reports

- a) Devin Miller, Community Alliance, reported all units that had requested water heaters to be replaced have been replaced. Furnace replacements are almost done. The furnace that has been used to replace the old ones is no longer available. Contractor is looking for a comparable water heater with the same efficiency for Unit 44.
- b) The duct cleaning company came out and work will be starting soon at a cost of \$380 per unit. Work takes about 2.5 hours per unit.
- c) Unit notebooks are waiting approval. Chairman Pynch thought we had approved them already. Rhonda will send us the notebooks electronically and the Board will make edits. Plan is to approve the notebooks by February 14.
- d) The office gets the most complaints about the TV's and the fireplaces. TV's are different from unit to unit and there is apparent misuse of the remotes and consequently TV's do not work. If you call Bend Broadband for help, tech support will help you. Depending on the severity of the problem, the owner could be subject to a charge from Bend Broadband. Office staff tries to help with this issue. The Board plans to get aggressive on this issue and move forward. Suggested that the Unit Coordinator be responsible for the TV instructions, because TV's are different in each unit. Once the unit notebooks are approved, the Unit Coordinators will be assigned the TV instruction portion.
- e) Unit 21 is getting a new gas insert put in. A picture will be sent to all units to see if they want new inserts installed. This would come out of the interior budget at a cost of \$4,000.

- f) The women's bathroom was clogged and Roto-Rooter was called. Thirty years of build-up caused the clog. Need to consistently pour water down the drain to stop any clogs.
- g) Re-keying of each unit. This has never been done. The cost is \$36 per unit to re-key and would take two days to re-key all units.
- h) Snow removal - The decks are now clear. Roofs are cleared when they get to 12". Gary Bell reported that when the snow gets to 3", the snow removal company is called. The snow removal company comes in the morning and then watches the weather the rest of the day to monitor if they need to come back for more snow removal.
- i) Insurance: Our insurance company, Austin Mutual, is backing out of HOA's. The Sunriver area, because of fire hazards in the area, has a hard time finding an insurance carrier. We were able to get Liberty Mutual to insure. It's the same policy/coverage as Austin's with a \$7,000 savings.
- j) New cleaning service company - Everything is going well with new company. Rhonda walks through the units after they have been cleaned to make sure all is good. Linen company is doing great as well. Transition was smooth and better than expected. They offer better quality linens.
- k) Chairman Pynch signed the contract last night for the linen and cleaning service companies. Chairman Pynch clearly laid out some expenses. An addendum was added for the after-stay cleaning and the deep cleaning. Windows, outside and in, were added to the deep cleaning.
- l) Security Service agreement was signed. Chairman Pynch was assured that our security person is not armed and our security service questioned that it was reported that their man was armed. They get basic training from the state of Oregon (see Todd's notes).

G. New Business:

1. Pets on Ridge Property

The no pet policy hasn't been enforced. There is a \$350 fine for having a pet on the Ridge property. In Unit 9, there is a sign that says it's a \$350 fine for having a pet on the premises. Gary Bell said that this fine has never been enforced. He also said that this policy is noted in the bylaws and in the unit notebooks. It's also in the RCI literature as well. Director Veleke motioned a \$350/day fine for pets staying at the Ridge and to have a sign installed in each unit stating the Ridge policy on pets. Director Yost seconded the motion. Motion was carried. Devin Miller will make sure that the fine is made apparent in the office.

2. Service Dog Exception & Policy

Service dogs must be permitted. Chairman Pynch passed out Oregon's ADA policy. Chairman Pynch stated that you can't ask if someone is disabled or if they have a service animal. Chairman Pynch would like to see action taken on this.

3. Re-keying of Units

Re-keying of units needs to be done. It's an interior expense and five keys will be re-keyed per unit. Chairman Pynch would like to look into the key code system for each unit. You also can track who goes in and out of the unit. Director Veleke motioned that we rekey now and Secretary Viydo seconded the motion. Motion was carried.

4. Delinquent Cleaning Fee Policy

Currently, there is \$6,700 in uncollected cleaning fees. No policy in place for collecting these fees. Chairman Pynch recommended that we amend the cleaning policy in order to get owners to pay the outstanding bills. Do we need to go to our attorney to ask how to enforce? There was discussion regarding if owner doesn't pay their cleaning fees, they can't stay. Director Veleke moved to amend the payment and collection policy to include cleaning fees and to instruct the management team to inform owners that if past due fees aren't paid in full, they can't use their unit until the fees are paid. Treasurer Eglund seconded the motion. Motion was carried.

5. Unit Coordinator Job Description

This is not an immediate action, but will get done. Mount Brice will help Chairman Pynch.

6. Rental Program Information

Director Yost said the rental program hasn't been successful. How do we respond to a bad review through Mountain Resort? VRBO gave Director Yost a bad review on his unit, which then showed up on the Mountain Resort website. Gary Bell will look into this. Director Yost said that pricing for rentals was not consistent; i.e., Mountain Resort sets the rental price based on how nice the condo is, which units have better pictures, etc. The Board would like Mountain Resort to come speak to us.

7. Board Meeting/Director's Expenses

How does the Board address expenses for travel to meetings? When you stay at The Ridge for Board and Annual meeting expenses. This is for CA/Board lodging when meetings are held in other locations such as Portland or Salem. The fund is also used for food/drinks for Board meetings as well as expenses related to the Annual Meeting. Chairman Pynch would like to have his cleaning fee paid for whenever he needs to travel to the Ridge for meetings or official business. Director Veleke motioned for this to happen. Director Yost seconded the motion. Motion carried. Chairman Pynch abstained from voting. The vote that passed allowed Board members to have their cleaning fees paid for when traveling to the Ridge for meetings or other official business.

H. Other Business:

1. Other Items

No other items were brought forward by the Board or owner's present.

2. Upcoming Meeting Dates

- a) The possibility of an April 2020 meeting was discussed and tentatively agreed to with no definitive date since it's a long time between the January and June meetings.

- b) June 6th in Sunriver – starting time to be determined at a later date.

I. Adjournment:

With no other business to come before the Board, Chairman Pynch adjourned the meeting at 3:00 pm for the purpose of calling the Board into Executive Session in order to review the Community Alliance contract and to discuss past-due accounts.

J. Executive Session:

The Board was called into Executive Session at 3:08 pm.

K. Reopening of General Session:

1. Chairman Pynch called the Board back into General Session at 4:40 pm.

- a) Chairman Pynch asked to work with Community Alliance on 1119A on taking their past due account to a collection agency. Director Veleke made a motion and Director Yost seconded the motion. Motion carried.
- b) Secretary Viydo made a motion to write off 23D2 in the amount of \$8,845.50. Director Veleke seconded the motion. Motion carried.
- c) Secretary Viydo made a motion to write off 27A2 in the amount of \$8,916.64. Treasurer Egland seconded the motion. Motion carried.

L. Final Adjournment:

With no other business to come before the Board, Chairman Pynch adjourned the meeting at 5:00 pm.