

**The Ridge Condominium Owner's Association
Minutes of Board of Director's Meeting
Saturday, June 6, 2020
Sunriver, Oregon**

A. Call to Order

1. Chairman Todd Pynch called the meeting to order at 10:07 am. Board members present were: Chairman Todd Pynch, Treasurer Aaron Egland, Director Kevin Veleke, Director Steve Yost, and Secretary Carol Viydo. Also in attendance were Gary Bell and Devin Miller, from Community Alliance. Owners present at the meeting were: David Miner (R38), Rich Emery (R37), Gordon Clow (R24), and Phil Hiuer (R6). Owners attending via Zoom were: James Adams (R38), Joel Passke (R9), John Hawley (R45), Mount Brice (R10), and Larry Lindsey (R46).

B. Review of Agenda

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

C. Meeting Minutes

1. Minutes from the January 18, 2020 meeting were reviewed. Treasurer Egland, Director Veleke, Director Yost and Gary Bell noted changes to be made to the January 18, 2020 minutes. Once the changes were made, the minutes were approved.

D. Owner's Correspondence/Comments

1. Richard O'Hearn, Unit 42, appreciated that their steps were repaired. Also mentioned that their furnace does not need to be replaced. Per Chairman Pynch, the cleaning of the ducts really helped with the function of the furnaces. Also, discussed at this time, was that Four Seasons will now do maintenance on the unit bikes; however, they charge for pick up, delivery and maintenance.
2. Dave Miner, Unit 38, has concerns over not knowing the exact address of the Ridge when 911 is called. Mr. Miner's brother in-law suffered a heart attack and when 911 was called, they wanted a specific address for the unit. Devin Miller stated that the address for the Ridge is in the new notebooks placed in each unit. Devin was going to check and see if each unit had its own specific address. If that's the case, Chairman Pynch would like to see the address placed under the unit number outside each unit. Director Veleke asked Community Alliance to work on this. Community Alliance will contact the fire department for the actual addresses they need to get to the Ridge in case of emergency.
3. Rich Emery, Unit 37, expressed his concern regarding the writing off of \$9,000 (?) in dues. Chairman Pynch explained that this was something the Ridge had been carrying for a while, which included attorney fees. The owners with this debt are no longer owners and there is no one from whom to collect. Chairman Pynch said that we are doing better than ever with our collection policies and the owners did not get their money back. These specific charges were related to a foreclosure.

E. Old Business

1. Rekeying of Units: Chairman Pynch and Devin Miller met to discuss the re-keying of units that was scheduled for March. The locksmith stopped doing this kind of work during COVID and will start our job on June 11, 2020.
2. Pet Policy Signs: Signs are being placed on the mirror in the wet bar of each unit. The pet policy reads as follows: "We appreciate your support of our no pet policy. A \$350/day fee will be charged if pets are found or reported." The \$350 fee will be added on to their bill. Service animals are allowed on the Ridge property according to State and Federal laws. A service dog policy will be added to the unit notebooks. Comfort and emotional support pets are not allowed because they are not a part of ADA laws.
3. Delinquent Cleaning Fees: We are now charging interest on unpaid cleaning fees. Owners that are delinquent on dues or cleaning fees are not allowed to use their unit. Discussion took place as to how state this in the payment and collection policy.
4. Unit Coordinator Job Description: Chairman Pynch reported that he was working with Mount Brice on developing Unit Coordinator job descriptions but the task was not yet completed.
5. Unit Notebooks: Devin Miller reported that modified unit notebooks had been placed in each of the units of the Board members for their review.
6. Mountain Resort Presentation: Devin Miller reported that MRP would be making a presentation at the Annual Meeting in September. Chairman Pynch requested that she also schedule a presentation for the Board on the day before the Annual Meeting.
7. Lower Deck Steps: Gary Bell stated that the code for the distance between the lower decks and the ground is 8". Anything higher needs an additional step down to the ground. Some decks are up to 20" off the ground. Community Alliance needs to make a decision, when the new ground level decks are to be re-done, to add stairs or stones to step down on or to make a decision to get rid of the gates that are in some units. Gary and Director Veleke will work on this task and will report back at our September meeting.
8. Construction of Storage Building: A map (see attached) was handed out indicating where the proposed storage shed would go. It was discovered that there is a gas line underneath the proposed area. Consequently, we can't place a prefab building there. Currently, there is no feasible place for a storage building.

F. Committee/Staff Reports

1. Chairman's Report:
 - a) Unit Damage Inspections/Reports – Chairman Pynch discussed unit damage inspections. When damage happens after an RCI guest, there is no way to determine who did the damage. Chairman Pynch would like to come up with a form for the cleaners to report any damage done to the unit. This would give us a paper trail. One form goes to the office and another copy goes in the cleaning notebook in the unit. Damage gets done, but doesn't get reported until a few weeks later. Director Veleke stated that when damage occurs, it needs to be very timely and to act quickly with accurate accountability from the cleaning staff. Devin Miller will have a form to the board by June 15, for

approval. Treasurer Egland stated that minor damages can be paid out of the Budget's Interior reserves. Community Alliance will determine the amount of damage and how it should be paid.

- b) SHARC Agreements/Refunds – The SHARC will be offering refunds to those units that purchased passes. There needs to be clarification from the SHARC as to when it will reopen and how much the refund is for; i.e., for the whole year, a few months, etc. Chairman Pynch asked Devin Miller to let us know where the SHARC stands.

2. Treasurer Report:

- a) Financial Reports – Treasurer Egland reported that on the YTD financials, there were savings incurred from pool security and the hot tub. Overall, Treasurer Egland said the budget was in good shape.
- b) Survey Monkey – Treasurer Egland also updated the Board on recent Survey Monkey results (January 13 – June 2, 2020):
- 66 people completed the survey (50 owners & 16 guests)
 - 49 of the 50 owners stayed in their own condo
 - 14 of the 16 guests were RCI (8 weeks & 6 points)
 - 52% stayed more than 5 (or more) days
 - 92% had 2 (or more) adults in the condo
 - 86% had 0 children in the condo
 - Upon arrival, 80% strongly agree or agree the condo was cleaned and in working order
 - 86% 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.
 - 91% 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 4.71. 94% said 4 of 5 stars.
- c) Facebook Report – There are 215 active members on The Ridge's Facebook owner group/page. That is +11 since the January 2020 board meeting.

3. Exterior Committee Report:

- a) Deck Projects – Gary Bell reported that the work on three decks were completed in 2019 and paid for in 2020. Four decks have been completed in 2020.
- b) Water Damage – The condo unit below Unit 46 has complained that the newly replaced deck above is still leaking water and causing damage. This will be fixed once the work can be scheduled.
- c) Walk-Way Railings – The metal railings outside of Units 5 and 6 should be done by the first of July.
- d) Post – A post was replaced by the hot tub and new siding added by the wall.

- e) Privacy Screens & Bike Storage Doors – Privacy screens and bike storage doors have been redone. The new doors are fiberglass and should last a long time.
- f) New Siding – Unit 41 and 42 will be re-sided this fall (see attached photo).
- g) Linen Storage Closet – The linen storage closet has been remodeled and everyone is happy because it functions better than ever.

4. Staff Reports:

- a) Housekeeping – Devin Miller reported on housekeeping. Survey Monkey results regarding cleaning have been low. The cleaning company is aware of what's been going on and they have been using their most reliable staff during these past months. They have hired new employees and the cleaning company is more confident in their abilities. The cleaning company is ready for a busy summer. Devin periodically checks the units after cleaning and has seen a better job being done. Board agreed that random checks of the units is a good idea.
- b) COVID Cleaning Practices – Gary Bell has spent time on webinars from VRHP regarding cleaning practices by other property owners across the nation during the time of COVID. Many property owners wait 24 hours to allow cleaners into the unit. Discussion took place regarding taking the blankets and pillows out of the unit and replace with another set after each cleaning. (There will be two sets per unit.) Director Yost asked if we have two sets of blankets and pillows per unit or if this will increase our expenses. Our cleaning contractor will assess this once the new protocols are in place.
- c) Certification Program – VRHP has an online certification program to keep a standard of housekeeping that produces a better product and is in line with COVID protocol. Community Alliance will pay to get our cleaners certified by VRHP. This will provide a safe environment for our guests and the Ridge will be one of the first to be certified with the new cleaning methods.

G. New Business:

1. COVID Recommendations – Chairman Pynch passed out a spreadsheet comparing recommendations on how to proceed during COVID-19 using Sunriver Property comparisons, Community Alliance (CA) recommendations, and Chairman Pynch's recommendations for COVID protocol. Phases are very important and we will be in Phase 2 for a long time.
- a) The Ridge will avoid back-to-back rentals if at all possible. We're currently trying to control back-to-back rentals, but moving forward on this might become more difficult. Best practice is what we are aiming for. Only Mountain Resort can control back-to-backs.
 - b) There was discussion on cleaning tennis rackets and balls before and after each use by guests. Do we want to purchase a sleeve of tennis balls and resell to guests or just give the balls away to avoid handling cash? Also, should we place disinfectant in the bike lockers for guest to clean the bikes after each use? Devin Miller will look into what other properties are doing.

- c) Devin Miller proposed for the opening of the pool by June 15. The pool would be divided into four quadrants. You can reserve the quadrant for 50 minutes. Everyone gets out, the pool is sanitized and then the next group can come in. One family unit per quadrant. Even if you're staying in your quadrant for another 50 minute time slot, the family will still need to exit the pool and then re-enter.
- d) Discussion regarding hiring a COVID Monitor was held. The COVID Monitor would handle cleaning the pool during use by guests, bikes, and tennis rackets. Consensus was to go through a temp agency to hire the Monitor as it would be one less task for CA to do.
- e) Might be best not to open the hot tub this summer or make sure it is on the same schedule at the pool.
- f) After much discussion, the following was decided:
- Pool hours will be 11:00 am – 7:00 pm. As the office closes at 5:00 pm, that would leave the COVID Monitor on their own from 5:00 – 7:00 pm.
 - No floatation devices allowed in the pool
 - Pool will be divided in half, rather than have quadrants, with one family per side.
 - Reservations are made at the sign-up sheet outside the door of the office. Each reservation cannot be for more than 10 people and will be on a first come, first served basis and you can only reserve for the day of.
 - Hot tub will be closed and the pool temperature will be increased to 88 degrees.
 - The grass area is for sunbathing and separate reservations will be used for that. Sunbathers would enter through the gate in the grass area that is used for the lawn mowers. A taped off walkway along the fence will be placed for sunbathers to follow when going to the restroom.
 - BBQ will be removed.
 - This is all subject to change.
 - Chairman Pynch made a motion and Director Yost seconded it. Motion was carried.
- g) Treasurer Egland proposed a motion funding the hiring of the COVID Monitor. The Ridge will reimburse CA up to \$10,000. This will be from the budgeted dollars assigned for re-siding in 2020. The re-siding will now be completed in 2021. Director Yost seconded the motion. Motion was carried.
- h) The Lounge will be open to be reserved at \$150. The \$150 includes a \$50 cleaning fee and a refundable \$100 deposit, provided no damage is done. Reservation is for the lounge only, no pool usage. Reservations are subject to cleaning availability by the staff and the BBQ will not be available. Director Veleke made a motion and Director Yost seconded it. The motion was passed unanimously.

2. COVID Late Fees – Rhonda has been doing an outstanding job of collecting our late fees and we are in really good shape now. Rhonda had asked if late fees were going to be charged during COVID. Chairman Pynch made a motion to waive COVID related late fees as of June 1 through December 31, with the exception of those fees that were past due prior to June 1. Treasurer Egland seconded the motion and it was pass unanimously.
3. Plastic Valve Replacement – Gary Bell shared that in one unit, new flooring was put in which ultimately led to water damage occurring in the unit below. This was caused by the washing machine being pulled out and an old water valve leaking. Gary shared that most of the valves in the units are more than 30 years old and are subject to leaks. It was suggested that a replacement of all valves be considered at an approximate cost of \$500 per valve. This issue will be further discussed at the September meeting.
4. Annual Meeting Planning – As of now, the Annual Meeting may be subject to a Zoom meeting. We will also consider going off premises and renting a space at the SHARC, High Desert Museum or a church nearby.

H. Other Business:

1. Other Items – No other items of business were brought forth from the audience or Board members.
2. Upcoming Meeting Dates – The Board will next meet on Friday, September 18th @ 4:00 pm and the Annual Meeting will be held on Saturday, September 19th @ 10:00 am.
3. With no other business to come before the Board, Chairman Pynch adjourned the meeting at 3:20 pm for the purpose of calling the Board into Executive Session.

I. Executive Session:

The Board was called into Executive Session at 3:30 pm for the purpose of discussing the contract with Community Alliance and past due accounts.

J. Reopening of General Session:

Chairman Pynch called the Board back into General Session at 4:25 pm.

1. Director Veleke made a motion to instruct CA to pay the \$1,000 deductible for Unit 45 property loss and charge back the \$1,000 deductible to Unit 46 by December 31. The \$1,000 will come out of the reserve account. Director Yost seconded the motion. Motion was passed unanimously.
2. Treasurer Egland made a motion to instruct CA to reach out to attorneys, regarding 06-06-A, to seek legal advice on past due collections. CA will report back to the Board with an action plan/recommendation. Chairman Pynch has been authorized to take action after consulting with the Board. Director Veleke seconded the motion. The motion was unanimously passed.

K. Final Adjournment

With no other business to come before the Board, Chairman Pynch adjourned the meeting at 4:32 pm.