

The Ridge Condominium Owners' Association
Board of Director's Meeting

November 21, 2019

A. Call to Order:

1. Chairman Todd Pynch called the meeting to order at 1:05 p.m. Board members present were Chairman Todd Pynch, Treasurer Aaron Egland, Director Kevin Veleke, and Director Steve Yost. Absent was Secretary Carol Viydo.
2. Chairman Pynch read a portion of an email from Secretary Viydo which explained why she was unable to attend the meeting due to health problems.
3. 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. Two minor corrections were made to the June 2019 Board meeting minutes and Chairman Pynch then moved for unanimous consent for approval. With no further corrections needed, the minutes were approved as corrected.
2. Chairman Pynch requested the minutes of the Annual Meeting be watermarked as a draft version and posted on Facebook.

D. Owner's Correspondence/Comments:

1. Chairman Pynch asked if any owners present would like to address the Board. With no one responding, the Chairman moved to other Owner's Correspondence.
2. Chairman Pynch read an email from Julie Byram. Ms. Byram stated she had never been charged a cleaning fee while using RCI in her travels. She further stated she had paid a "Recreation Fee" which she said was common these days. Ms. Byram requested the Board address this issue. Board conversation ensued and it was decided to continue with previous Board policy of charging cleaning fees to RCI guests.
3. Chairman Pynch then relayed the content of a conversation he had with owner Jim Adams. Mr. Adams relayed an incident in which members of his family was using the hot tub one evening. The Security Company employed by the Ridge arrived while making their designated rounds. Mr. Adams stated the security guard was armed and this was surprising to his family. Mr. Adams wondered if this was necessary. The Board discussed this issue and it was surprising to members that the Security Company was armed. It was pointed out that the contract with the Security Company required permission from the Ridge for guards to wear a weapon. Management was asked if that permission had been granted and it was relayed that this had never been asked of them. Because of the pending need to enter into a new contract with a Security Company, it was decided that the Board would investigate this matter further.

E. Old Business:

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 a current year-to-date financial report (see Attachment 1).
- b) Treasurer Egland also updated the board on recent Survey Monkey results:
 - 31 people completed the survey (19 owners & 12 guests)
 - 17 of the 19 owners stayed in their own condo
 - 11 of the 12 guests were RCI (6 weeks & 5 points)
 - 74% stayed more than 5 (or more) days
 - 97% had 2 (or more) adults in the condo
 - 94% had 0 children in the condo
 - Upon arrival, 87% strongly agree or agree the condo was cleaned & in working order
 - 87% strongly agree or agree the condo was furnished appropriately (no missing items)
 - 97% strongly agree or agree the office staff is courteous, knowledgeable, etc.
 - 97% strongly agree or agree that amenities were clean, attractive, etc. (or did not use)
 - On a scale of 1-5 stars (5 being the best), The Ridge scored 4.48.
 - 81% said 4 or 5 stars.
- c) Treasurer Egland reported the Facebook page for Ridge owners now has 203 active members.

2. Exterior Committee Report

- a) Director Veleke & Community Alliance (CA) Manager Gary Bell presented information on the following projects:
 - 1) French Drain Project – this project up by Units 45/46 has been completed and tested. It is hoped that this will alleviate the problem of standing water in the driveway near these units.
 - 2) Upper Decks on Units 2 & 4 – The deck on Unit 4 is now complete and the deck for Unit 2 will begin on November 23rd. The exterior doors on both decks will likely need to stay white until Spring when they can be painted properly.
 - 3) Walkways & Steps for Units 5 & 6 – A complaint about the walkways by units 5/6 was reported via Survey Monkey. The concern is the walkways are too steep since their reconstruction as a part of the paving project last year. Director Veleke has recommended the installation of handrails and Eric Wyman is working to get a contractor started on the project. In the meantime, Community Alliance was asked to pay careful attention to this area due to snow and ice concerns.

3. Staff Report

- a) Written copy of the Management Report is attached (see Attachment 2).
- b) Cleaning Company – CA Staff recommended to the Board that B&B Cleaning (Meader's Cleaners) be offered a contract for the 2020 calendar year cleaning services.

- c) Linen Company – CA Staff recommended to the Board that Northwest Laundry be offered a contract for the 2020 calendar year. Discussion ensued about the superior quality of Northwest Laundry linens as compared to the current provider, which is Mission Linen.
- d) Security Company – CA Staff recommended that Deschutes Patrol Services be offered a contract for the 2020 calendar year. The Board questioned whether armed security guards were required and it was decided that Chairman Pynch and CA General Manager, Devin Miller, would explore this issue further before a contract was extended.
- e) Furnace Duct Cleaning – CA Staff presented bids from two companies for the cleaning of all furnace ducts within the Ridge complex. Staff recommended that the Board agree to use Master's Touch Home Services at a price of \$350 for each cleaning.
- f) Unit Notebooks – an example of a revised unit notebook was presented by CA Staff for the Board to review. Discussion ensued about suggested additions specific to each unit about how to control TVs, etc.
- g) New Owner's Packets – CA Staff presented information they had compiled as a part of a packet that will be given to new owners of Ridge condos. This information will also be included in all Unit Notebooks.
- h) Furnace Replacements – CA Staff stated that a total of 14 furnaces needed to be replaced and, to date, a total of 13 have been replaced. Future replacements are scheduled through February 2020.
- i) Water Heater Replacements – CA Staff reported that a total of 17 units needed to replace their water heaters and, as of this date, 15 have done so.
- j) Fireplace Improvements – CA Staff presented information about research they had done regarding possible improvements that could be made to fireplace inserts in the condos in order for them to improve heat production. It was relayed that there are two possible approaches. The first is to replace parts on the existing units at an approximate cost of \$1470. A second alternative is to install new inserts at a cost of \$4006 each. The Board discussed both alternatives and requested that CA Staff relay this information to owners when the issue arises.

G. Executive Session:

At 2:17 pm, Chairman Pynch adjourned the Board meeting for the purposes of calling the Board into Executive Session in order to discuss the renewal of the Community Alliance contract and to hear a report on past due accounts. The Board meeting was called back into session at 5:35 pm.

H. New Business:

1. Motions Regarding Past Due Accounts

- a) Chairman Pynch made a motion to authorize CA to send a letter to 1119A giving them until December 31st, 2019 to accept an offer to purchase their share. If no results, the Board will reconvene to strategize a new course of action. Director Veleke seconded the motion and it was passed unanimously.
- b) Chairman Pynch made a motion to authorize CA to contact account 1119B and request action be taken by 12/31 in order to bring it current. If the account is not brought current, the owner will be asked to offer their share for sale to the other co-owners of the unit. Director Veleke seconded the motion and it was passed unanimously.
- c) Chairman Pynch moved to authorize CA to contact 1119C to place their share weeks into the rental pool with the proceeds, if any, being applied to their delinquency amount. Director Yost seconded the motion and it passed unanimously.

2. Presentation/Approval of Proposed 2020 Budget

Treasurer Eglund presented the proposed 2020 budget to the Board and a review of each line item ensued. After a thorough discussion, Treasurer Eglund moved to accept the Budget as presented and it was passed unanimously. Dues for 2020 are set at \$500 a month for a quarter share and \$250 per month for an eighth share. Treasurer Eglund was asked to prepare the annual budget report for owners as required by our bylaws.

3. Disposition of Contracts

- a) Community Alliance:
Director Veleke moved to extend the management agreement for Community Alliance to 12/31/20 but stipulated that the Board Chairman work with CA Management within the first six months of the year for the purpose of improving the contract language for future years. The motion was seconded by Treasurer Eglund. Board discussion was then held and it was agreed that all contracts, as per the terms of the Community Alliance management agreement, would exist between the Association and the vendor and would be signed by the Board Chairman. With no further discussion, the motion passed unanimously.
- b) Cleaning Service:
Chairman Pynch moved to extend a one year contract to Meader's Cleaners LLC at a rate of \$77.00 for each after-stay cleaning and \$495.00 for deep cleanings. The motion was seconded by Treasurer Eglund and passed unanimously.
- c) Furnace Duct Cleaning:
Director Yost moved to enter into an agreement with Masters Touch Home Services for the cleaning of all furnace duct systems for a sum of \$380 per unit. Director Veleke seconded the motion. Discussion was entered into to make sure the vendor provided proof of insurance prior to work being started that meets the Association's standards. With no further discussion, the motion passed unanimously.

d) Laundry Services:

Chairman Pynch moved to enter into a contract with NW Laundry Services for calendar 2020 at the rates listed in their proposal. Treasurer Egland seconded the motion and without further discussion, it passed unanimously.

e) Security Company:

Director Veleke moved to approve a contract for calendar year 2020 with Deschutes Patrol Services LLC at the rates proposed within their presented agreement. The motion was seconded by Director Yost. Discussion ensued and the Board directed Chairman Pynch to research the company's certification and policies regarding armed employees on our premises. After discussion, the motion passed unanimously.

4. Appointment of Exterior Committee

Chairman Pynch requested Director Veleke to continue in his role of leading the Exterior Committee and Director Veleke consented. Chairman Pynch then asked Director Yost to also serve on the Exterior Committee and he consented to do so.

5. Appointment of Employee Relations Committee

Chairman Pynch relayed that he had previously asked Secretary Viydo to chair an Employee Relations Committee for the purpose of refining job descriptions for all positions at the Ridge. Secretary Viydo agreed to that role. Chairman Pynch also appointed CA Reps Devin Miller and Rhonda Scherensky to serve on the committee.

6. Appointment of Interior Policies Committee

Chairman Pynch is forming an Interior Policies Committee to address the issues of what is allowed to be done within each condo of the Ridge and what authority the Board has to govern said improvements. Owner Jim Adams has agreed to serve on the committee and Chairman Pynch requested CA employee, Rhonda Scheresky, to also serve.

7. Board Meeting/Director's Expenses

This item was tabled until the January 2020 meeting.

8. Dates/Times/Locations for 2020 Meetings

January 18 th	11:00 AM	Salem, OR
June 6 th	10:00 AM	Sunriver, OR
September 18 th	4:00 PM	Sunriver, OR
September 19 th	10:00 AM (Annual Meeting)	Sunriver, OR
November (TBD)	TBD	Sunriver, OR

9. Other Business

Treasurer Egland asked for permission from the Board to explore investment opportunities for Ridge funds in order to gain better interest rates. He then made a motion to invest \$100,000 of the Association funds in higher interest yielding accounts. The motion was seconded by Director Veleke and passed unanimously.

10. Adjournment

With no further business to consider, Chairman Pynch adjourned the meeting at 7:51 pm.