

# **The Ridge Association Board Meeting Minutes**

**March 23, 2019**

**The Ridge Lounge 9:00am**

Board members present: Pat Baker, Kevin Veleke, Mount Brice, Aaron Eglund and Heidi Wills

Community Alliance: Gary Bell, Devin Miller & Katharine Adair

Guests in attendance: Susie & Tom Joll #44, Mitch Pallota #40, Traci & Richard O'Hearn #42, Terry Kenny #5, Janet Brice #10, Valerie Camacho (Broker), Rise & John Hawley #45

## **1) Call to Order**

The meeting was called to order at 10:05am. Board introduced themselves followed by other owners in attendance.

## **2) Review Agenda**

## **3) Approve minutes of December 1<sup>st</sup> meeting.**

Minutes were approved with one correction regarding the owner cabinets. Motion was made by Heidi, seconded by Kevin.

## **4) Owner's Correspondence**

Mount Brice wondered whether we have, or can get, water faucets in front of Black Bear units. Gary Bell will check on it.

Terry Kenny recommended we upgrade the toilet paper, paper towels and Kleenex. There was a unanimous agreement among all Board members and owners in the audience. Management will order upgrades in all paper products.

Jim Becker requested that the Board look into dividing the closets in the entryway in units that have 1/8 owners if the owners requested it. The Board asked management to get a quote for this project by April 15th. Then we will include the option to have one installed if an owner wishes in the Newsletter. More discussion will take place at the Owner's meeting.

The Jolls requested that something be done about the concrete crumbling near the north entrance garbage enclosure. Gary will have Dan Peabody come out and look at the concrete, repair the problem and discuss warranty issues.

Mr. Pallota reported that Unit 40 needs roof edge flashing as it was not completed when we replaced the roof. Gary Bell will contact the roofer to complete.

## **5) Reports**

Treasurer: 2018 financials for owners should be back and sent out by March 31<sup>st</sup>. Several expenditures coming up include: a new pool gate, 2-3 upper decks, painting all upper railings etc.

2019 YTD actuals over budget on snow removal due to the 58 inches that fell within a short time span.

End of February 2019 financials are attached to the minutes.

## **5) Old Business**

Heidi Wills is going to have an update on The Ridge flyer by the owner's meeting

CD's and Bank charges: Wayne at First Interstate Bank is working to remove future bank charges related to ACH. Aaron and Devin spoke about moving some of the reserve money into a CD or something similar for 6 month period. A motion was made by Heidi, seconded by Mount, to move \$75,000 from reserves to a CD for 6 months and it was approved.

Devin will switch the office phone line from Vonage over to Bend Broad Band as that is what we are using throughout the condo complex.

Facebook/Website/Survey Monkey: Facebook has 183 members, calendars are posted and there is a lot of activity on the site. Survey Monkey results are shared with the office and Board of Directors every 2 weeks. Since the last board meeting in December we received 72 surveys, 46 being owners and 27 being guests. Results showed that 82% found units in good order, 89% said furnished properly, 96% said staff was courteous and knowledgeable and 96% agree ridge amenities are clean and attractive. Overall score is 4.63 out of 5 points. We agreed to start sending feedback on the unit to the owners. Aaron will share the feedback to owners on the website at the Annual Owner's Meeting.

## **6) New Business**

RCI Cleaning Fees: The cleaning fees for RCI guests are currently paid by owners. Devin spoke with RCI and it wasn't clear as to if that is how it is supposed to be handled. The RCI website says the guest may be responsible for a cleaning fee. The board decided to make a definite decision and have all future RCI guests pay a cleaning fee. The board will begin charging the amount shown on the RCI website of \$89 plus the amenities fee also shown on the RCI website of \$5 for a total of \$94/stay. A motion was made by Kevin, Mount seconded and the board approved. It is understood that we may need to come back and look at this if we get correspondence from RCI/Wyndham showing that there is something in our contract that states owners pay the cleaning fees. Management and Board perused the contract and could find nothing.

Katharine Adair and Devin Miller will meet with Dana Dunn, RCI rep and see if she would be willing to attend our September meeting to have her discuss the benefits of belonging to RCI

Owner/Guest Book: Pat went over the remodeling book created by Mount that is available in the office for owners to view. She said it looks good as done, but wants the listing of prices to be done as a range rather than a stated amount. Devin is going to work on this. Mount also created an instruction sheet for hooking up new TVs and making menu selections if the TV is not working correctly. This will be in the notebooks in all units. A map drawn by Mount will also be added to the unit notebooks. A sheet Mount created on hooking up TV sound to a receiver was deemed too technical and will be in the office if needed, but not in the units.

New board members: Pat asked Devin to include in the Monthly Newsletter that Pat's, Mount's and Heidi's board positions will be open for vote at the annual meeting. Pat will not be running for re-election.

Heidi made a motion to adjourn the meeting, Pat seconded and the Board voted to adjourn the meeting and go into executive session.

Submitted By Mount Brice-Secretary