

**The Ridge Condominium Owner's Association
Minutes of Board of Director's Meeting
Friday, September 18, 2020
Sunriver, Oregon**

A. Call to Order

1. Chairman Todd Pynch called the meeting to order at 4:07 pm. Board members present were: Chairman Todd Pynch, Treasurer Aaron Egland, Director Kevin Veleke, Director John Hawley, and Secretary Carol Viydo. Also in attendance were Gary Bell and Devin Miller, from Community Alliance. Owners in attendance via Zoom were: Jan Jensen (Unit 32), Julie Cartwright (Units 19 & 30), Will Delplato (Unit 16 & 42), Ty Bettis (Unit 17), Joel Passke (Unit 9), Mount Brice (Unit 10).

B. Review of Agenda

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

C. Meeting Minutes

1. Minutes from the June 6, 2020 meeting were reviewed. Chairman Pynch moved to approve the June minutes. Director Veleke seconded the motion. Motion approved.

D. Owner's correspondence/Comments

1. Mount Brice (Unit 10), asked why item #9, Unit Coordinator Job Description under Old business on the agenda, was being tabled. Chairman Pynch explained that he needed more time to work on this item and will get back to it at a later date.

E. Old Business

1. Affirmation of John Hawley Electronic Vote: Per Gary Bell, the motion states that the board affirm the appointment of John Hawley to fill the unexpired term of Steve Yost. Director Veleke moved to approve John Hawley and Treasurer Egland seconded the motion. Motion approved.
2. Review of Pool Operation and Policy: Devin Miller reported that the new operation of the pool, per Covid regulations, went well. The only complaint given was that only two parties/families could be in the pool at the same time. Some owners would have liked to see three parties/families in the pool at the same time. The policy for having just two parties/families at a time was that so each family had access to stairs. Gary stated that when owners stay in their unit and then rent another unit, they would sign up for two slots one right after the other. When looking at the sign-up sheet, this could look like an owner was abusing the policy. This was not the case and owners/guests cannot judge the policy by looking at the sign-up sheet alone. Discussion was held about having electronic sign-ups for the pool and

determination was made that the current policy of using paper sign-up sheet worked best. Director Veleke asked that Community Alliance (CA) write up ten lessons learned on how to better manage the pool sign-ups. In closing, felt we earned a 90% positive rating for how the pool was managed. Raising the temperature was an excellent idea and 11:00 am – 7:00 pm was a good time limit.

3. Walk Way Railings for R5 & R6: Completed.
4. Rekeying of Units: Completed.
5. Posting of Pet Policy: Completed and in the notebooks. Also in the notebook, is the Service Animal Policy. Language in the policy currently said you cannot ask any questions to the owner of a service animal. Chairman Pynch stated that you can ask some questions of the owner and he and Devin will work on the language.
6. Unit Notebooks: In process and will not continue to be on the agenda.
7. Posting of Building Addresses: Completed. Needs to be consistent in where placed in units. Chairman Pynch wants the signs to be bigger type. Current signs are too small. Devin will make these bigger. The Fire Department did not recommend putting individual addresses on the outside of each unit. Address signs need to be moved to the inside of the unit door.
8. Unit Coordinator Job Description: Tabled.
9. Development of Damage Inspection Report: This would come from the Cleaning company to the office. Form has unit location, area of concern and condition/details along with additional comments. Chairman Pynch would like to see these forms recorded electronically so board can look these over and make sure items are addressed.

F. Staff/Committee Reports

1. Chairman's Report
 - a. Handling of Noise Complaints: What is the policy here? For example, kids running back and forth in the upper units. Director Hawley suggested that when someone checks in, they are reminded of the noise uncarpeted areas make for the lower units. Suggested placing a friendly reminder to be quiet and courtesy in The Ridge newsletter.
 - b. Management of Survey Disbursements: Chairman Pynch appreciated Aaron's work on Survey Monkey. Chairman Pynch's concern is that not all owners/guests are receiving the survey reminder after they have checked out. He asked Devin about this and that they tighten up the policy and make sure she emails the survey to all units. An inventory survey needs

to be done by the cleaning company and unit coordinator. Complaints heard about light bulbs out, shower doors off track, etc. Cleaning company should be able to notice these items and bring to CA's attention.

2. Treasurer's Report:

- a. Survey Monkey/Facebook: Treasurer Eglund updated the Board on recent Survey Monkey results (June 6, 2020 – September 15, 2020)
 - 95 people completed the survey (84 owners & 11 guest)
 - 84 of the 84 owners stayed in their own unit
 - 9 of the 11 guests were RCI (4 weeks & 5 points)
 - 81% stayed more than 5 (or more) days
 - 97% had 2 (or more) adults in their unit
 - 58% had 0 children in their unit
 - Upon arrival, 69% strongly agree or agree the unit was cleaned and in working order. (FYI this is down from 80% at the last board meeting)
 - 78% strongly agree or agree the unit was furnished appropriately; i.e., no missing items. (FYI this is down from 86% at the last board meeting)
 - 95% strongly agree or agree the office staff is courteous, knowledgeable, etc.
 - On a scale of 1-5 stars (5 being the best), The Ridge scored 4.46 or 88%.
 - There are 243 active members now on The Ridge owners Facebook page, which is 12% since the June 2020 Board meeting.
- b. Financial Report: We have \$191,00 in assets. If we were to take in no more money, we could run 216 days with the money in reserves. There was a recommendation from Edward Jones, Co. to reallocate our \$102,253 to diversify our investments. Recommended to put into three types of investments rather than one CD. This would be a different kind of bond fund. Not sure if the principal is guaranteed. Gary stated that other associations don't invest outside of CDs. CDs stay safe. Aaron will email Richard, from Edward Jones, Co., to ask about the risks and market temperature.

3. Exterior Committee Report:

- a. Update on Steps for Lower Deck: Gary stated that this has been deferred in order to stay within our budget. Bid was \$1,500-1,700 for the whole job.
- b. Update on Walk-Way Railings: All good. Looking to install railings for Units 19-20. This will be done next year. Landscaping of the area and asphalt will be done in the next few days.

4. Staff Status Report:

- a. Submission of Written Management Report: Chairman Pynch asked for a written report. Gary talked about the completion of the upper decks. Exterior storage doors on lower decks were replaced in some units when the upper units' decks were replaced except for units 1 and 3, which both will be done in 2021. Gary feels good about all the work that was accomplished. New risers on steps for Units 3, 4, 45 and 46 will be evaluated at budget meeting in November. New posts that supports the roof structure of the spa was installed. Units 1-4 were repainted. Our insurance company has exited out of association work due to the fact that we are in a high fire area. We are now with Liberty Mutual. Good coverage at affordable cost. We have State Farm insurance for interior coverage. Each condo unit has its own State Farm condominium owner's policy in the name of the unit owners. The liability limit per policy is \$3,000,000 and each policy now has the same limits for buildings and personal property (contents) of \$10,000 and \$30,000, respectively. Devin Miller passed out a form that showed which units have new water heaters and/or a new furnace. Furnace filters should be replaced once a year; however, with the smoke it is another issue. Question out to Airborne Heating and Cooling is should filters be replaced more than once a year and what would the charge be. This will be taken up in the budget meeting in November. There is one unit for sale at this time. Chairman Pynch passed out a YTD chart of what has sold this year and the price.

G. New Business

1. Annual Meeting Resolution: Chairman Pynch clarified that Gary spoke to our attorney and that Gary drafted the resolution. This resolution was created due to Covid and intense smoke in the Sun River area. Resolution stated the Board of Director's authorized that the 2020 Annual Meeting of Homeowners for the Ridge Condominium Owner's Association would be conducted remotely. The resolution needed to be passed at the Board Meeting so we could proceed remotely for the Annual Meeting. Director Hawley made a motion to accept the resolution and Director Veleke seconded the motion. Motion carried.
2. Immediate Hiring of Additional Cleaning Company: How can we improve the cleaning situation? Current company is spread thin and that's why we have had poor performance. Also, they having a hard time finding qualified people to work. The new company would come in as a supplement. Our current cleaning company would raise a flag that they need help and they would call the supplemental company. This would be most helpful during summer months. Our current cleaning company has no sub-contractors. Chairman Pynch wants to put the cleaning contract out for a bid. We are not getting a quality job right now. Challenge is finding a company that only works two days a week for us; Thursdays and Fridays. Gary and Devin will look at other companies; however, Gary would like to continue to work with company and strengthen our relationship.

3. Spa Operational Policy & Hours: Chairman Pynch and Devin discussed that the pool stays open until the end of September weather permitting. Pool will now be opened at Devin's discretion until the end of September. October 1, the spa will be open from 10:00 am – 10:00 pm. You still have to sign up and the spa will not be staffed after 5:00 pm. Owners/guests will clean the spa before and after use. Sign-ups will be for 25 minutes.
4. Hiring of Maintenance person: We currently don't have a maintenance person. Priority for Gary and Devin to get a person.
5. Assistance for Fire Evacuees: We had one owner lose their home to fire. They are currently staying at The Ridge and moving units for the next few weeks. We will accommodate them as best possible.
6. Renewal of Subcontractor Contracts - Linen, Security, Grounds: Contracts are coming up for renewal

H. Other Business

1. Director Hawley will not be assigned a position and will shadow/learn from Director Veleke.
2. Mount Brice asked about attaching/replacing decks next year. Per Gary, priorities are being set and they are working north to south; working newest to oldest.

I. Executive Session

1. The Board was called into Executive Session at 7:10 pm for the purpose of discussing the past due accounts, owner conflict resolution, and the contract with Community Alliance.

J. Reopening of General Session

Chairman Pynch called the Board back into General Session at 9:19 pm and recessed the meeting until 9:00 am Saturday, September 19, 2020.

Chairman Pynch called the meeting back into session at 9:33 am on Saturday, September 19, 2020.

1. We are reviewing and changing, where necessary, The Ridge Condominium Owner's Association, Inc. Payment and Collection Policy. We will add a sentence to the Section 1. Payment that states "All payments must be made in advance". Section 4. Collection of Past Due Accounts will have stricken "All

other unit co-owners will be notified of the delinquent status after 90 days.” Section 6. Loss of Occupancy Rights will add “have not right to occupy the unit or use the common area to include personal use, guest use or rental use”. Section 8. Association Administrative Fees will have stricken “notices to owners”. Treasurer Egland made a motion to change the collection policy as discussed and effective today, September 19, 2020. Director Hawley seconded the motion. Motion carried.

2. R45 State Farm insurance claim was discussed. Motion made by Director Veleke to pay Summit Restoration \$9,819.88 from Insurance Deductible account. Motion seconded by Director Egland. Motion passed with John Hawley abstaining. Motion made by Director Veleke to charge the \$1,000 R45 policy deductible to R46 since the water emanated from a R46 leaky faucet left unchecked by the R46 contractor hired by R46 to replace flooring. Motion seconded by Director Egland. Motion passed with John Hawley abstaining.
3. Director Veleke would like something from Community Alliance regarding their new contract before the November meeting. Gary reported that he would have it by November 1, 2020.

K. Final Adjournment

With no other business to come before the Board, Chairman Pynch adjourned the meeting at 9:57 am.