

The Ridge Board of Directors Meeting

Friday, September 29th, 2023

Meeting Minutes

Friday 9-29-2023

-Randy, the Board Chairperson called the meeting to order at 4:02 pm on 09/29/2023.

-The meeting was in person at the Ridge with zoom for members unable to be in person and guests to participate with questions, concerns, & comments.

-In attendance in person, and introduced were Randy Hargens-Board Chairperson, John Hawley-Board Member, Jim Cline-Treasurer, Richard O'Hearn-Secretary, Gary Bell-Community Alliance, Devin Miller-Community Alliance. We had on zoom Will Delplato-Board Member.

Owners in person we had Mary Jane Hargens unit#14, Greg Seifert, unit 37 Rick & Michelle Moyer unit # 13 were in person. Refer to sign up sheet if we missed someone here.

Owners on zoom we had Duncan Sanderson, unit 30; Gayle Hunt, unit 20, Mark and Violet Granlund, unit 20, Mount Brice, unit 10, Sandy Coila, unit 1; Toby Vial, unit 4; Joel Passke, unit 9

Mary Jane Hargens, Unit 14 and Rick and Michele Moir, Unit 33.

Randy started the meeting with his comments about his style of leading the board and guiding the Ridge condominium association. He encouraged everyone to attend meetings and participate in the feedback to guide the board to assure we are acting in their best interest. He wants to have a process of checks and balances on fiscal issues and help make sound decisions for the Ridge owners. Randy plans on having frequent zoom meetings for the owners to voice their comments, questions, and concerns. He has been working with Traci O'Hearn, a unit coordinator and owner in #11 who has held a couple zoom meetings with owners and has had significant owner participation as well as uncovering concerns that Randy plans to address. He suggests owners engage more on the Ridge Facebook page, refresh themselves with the owner's website, and watch for the monthly newsletter to keep updated on changes, events, and new ideas. One of the changes is to update the in-unit book for guests and a rough draft is in being worked on. Randy is encouraging unit coordinators to communicate with their co-owners more and to talk about the unit condition and consider if maintenance has been deferred and is needed. To consider updates on aging furniture and fixtures. To reach out and talk with other units about changes and updates they have made.

Jim motioned to approve the May meeting minutes, John 2nd and all were in favor. No changes were needed or recommended.

Jim gave his treasurers report and detailed the financials as well as the outlook financially for the Ridge with a positive perspective. He is diligently keeping an eye on capital and reserves necessary to manage things for years to come. Jim, Richard & Devin informed us that a money market account has been set up for earning more interest on our reserves. Jim recommended that anything above \$60,000 in our checking account be transferred to the money market account. Motion was moved by Jim and seconded by (Richard?) to do this and all were in favor.

Will motioned to approve Jim's treasures report, John was a 2nd, and all were in favor.

Randy opened it up to owner comments and correspondence and went over an email and pictures that were sent in from unit #36 regarding the deck boards. Gary and John spoke about how they had gone to inspect it recently and it may have not been obvious at the time of inspection. Gary shared that he would get one of the maintenance folks to do the repair and that it should be remedied easily. We also heard about #13 and how their new railing was bowed and that it too, will be remedied. We also heard about a unit with safety concerns about the doors into the bathroom in the main bedrooms. They spoke about the scenario if someone falls or needs help and emergency help can't get the door open. Gary will review the building codes and report back if they can be switched to swing out vs. in. We had inquiries about electric vehicle charging stations. Gary knew that any outside improvements or amenities will need SROA approval first and this would fall into that guideline and C.A. will report back on this. It was also reported that the lodge has some chargers to accommodate E.V. drivers that visit Sunriver. Unit #2 asked the board to see if there are any provisions to allow laminate type flooring in upper units and how they are willing and able to consider all options to make it happen. Randy stated that the upper deck floor was added to reduce noise for lower units and that the policy is on the website to review. The board asked the unit # 2 owners to bring back a proposal from the retailer of a non-noise emitting guarantee to be reviewed before any reconsiderations are made on the upper flooring policy. We heard from unit owners about adding trees and shrubs as a barrier to help reduce road noise since so many trees had to be removed because of wind and storm issue. C.A. will contact SROA for guidance on the issue.

We had Mandy from A-1 housekeeping come and speak to us about their process and their struggles with getting and keeping staff to clean and turn over the units on time. Mandy also talked about how there a few late check outs, and it puts them in a bind to complete things on time. The current 10:00am is on the checkout day. We also heard that there is an issue with guests not removing garbage and starting and loading the dishwasher which is also part of your check out procedure in the Ridge units. A-1 have assessed fees to those unit owners based on those issues. 10:00am is the latest check out time on your check out day, 4:00pm is check in is the earliest on your check in day. \$35 was the amount charged to those units and the owners are responsible to recoup it from their guest. A-1 reported that if a guest is renting from Mountain view, they get an 11:00am check out and they are keeping track of that and accommodating their schedule for them. Devin confirmed this and said they have tried to change the times to 10:00am check out for them but have not had success in doing so.

A-1 talked about if something is obvious as far as damage in a unit, they will make note of it and submit a note to management, but they are short staff and may not see things as often as we would like so we can have the guest cover the costs of repairs or damage and C.A. knows this is an issue and don't currently have a bullet proof process for this. Devin stated she will let owners know if there are late fees and will report to the owners involved within 1 day.

John gave his last outside projects report as a board member for now. Randy asked John to consider he stay connected to the board as an advisory role with his institutional knowledge of the outside projects, repairs, and capital needs for the future. He is considering the role. John detailed the recent repairs to the tennis courts, pool & spa, upper decks, and rafter tails. He indicated a timeline for the next set of upper decks to be repaired this year and then the next set next year. Gary added the painting will be completed early spring next year on the unpainted wood after the repairs this year. John recommends we build into the budget for 2024 a line item for a new fence around the pool and spa area. He stated it's the original since the Ridge was built. Safety and curb appeal are the basis for the recommendation.

Gary & Devin gave us the management report, see attached. **Please insert report.**

The internet provider is going to be SROA and will be changing in the next 3 years. The owners have the option to remove the phones as they are not required, and it may save some money as they will no longer be bundled at a discount. As C.A. get new information on this and the transition from TDS formerly Bend Broadband, they will share with everyone.

We talked about the upcoming snow and subsequent removal process, and we voted to use KP Landscaping based on bids that were submitted. KP is the current landscaping company contracted to maintain the grounds and they area handle all the weather issues we may have. John made a motion and Randy was a 2nd, all were in favor.

We talked about potential damage to the tennis courts area from nontraditional tennis/pickle ball activities that have been allowed in the tennis courts. These include hitting the ground with the rackets, leaving it a mess, riding bikes and skateboards or scooters in that area. There is a sign currently forbidding the extra activities and we voted to update the sign and the policy to include 14 and under must be supervised while in the tennis courts. Motioned by Jim and it was 2nd by Richard.

Randy motioned to move to executive session and Will was a 2nd at 7:00pm.

7:05 we opened exec session and discussed several sensitive subjects.

Randy motioned to go back to open session and John was the 2nd

8:05 we re-entered open session and invited the owners back and continued the meeting.

Jim motioned to amend the current pet policy to clearly define pets, emotional support animals and service animals. Richard was the 2nd. Pets are not allowed at Ridge condos. Emotional support animals are not permitted at the Ridge condos. If animals are reported or detected,

they will be reported to community alliance and if the certified service animal is not of file with a current year verification, a \$350 fee per day will be charged to the guest. The Policy requires a written verification of the status of the certified service animal per federal state and local laws. Emotional support animals will not be permitted or allowed without charging the \$350 per day fee! If the certified service animal does make a mess or cause extra cleaning, there will be extra costs as allowed by law to protect the other owners in the unit.

John motioned and Jim was the 2nd to regulate the use of firewood at the Ridge. The new firewood policy restricts all use and storage of firewood at the Ridge condos. This firewood policy eliminates the use of firewood in the Ridge units. We will not permit the use, or storage of firewood anywhere at the Ridge. We will allow a Presto or Dura-flame type manufactured product to be used at the Ridge if the fireplace is used. The Presto or Dura-flame logs must be removed when the guest leaves and can't be stored in the unit in between guests. A cleaning fee of up to \$35 will be charged if Presto or Dura-flame logs are left behind and will be removed and disposed of.

Randy motioned to adjourn the meeting at 8:29 pm John was a 2nd, and all were in favor.