

# THE RIDGE BOARD OF DIRECTORS MEETING

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Date: 5/20/23

Time: 10:00 am

Meeting called to order by: Randy (President) Minutes taken by Richard (Secretary)

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## In attendance

Board members & Community Alliance: Randy, John, Jim, Devin, Gary

On Zoom: Will, Richard

Owners on Zoom: Doug Gordon, Joshua Richardson, Mark Grandlund, Mount Brice, Sandy Coila, Traci O'Hearn

Owners in Person: XXXXXXXX

## Approval of minutes

Randy opened the meeting by sharing his style and how he holds meetings. He will use Roberts Rules of Order and he encourages participation from owners and board members at the time of discussion. This is to encourage a more open dialog and less regimen of scripted structure. ACTION ITEMS will be in minutes, but also listed separately, so we can focus on the meeting and address ACTION ITEMS as a priority. The hope is to have meeting minutes distributed to the group within a week of the meeting.

Richard recapped the previous meeting minutes. No corrections were noted.

Randy asked for a motion to approve minutes. Jim 2<sup>nd</sup> the motion. Motion approved.

It was discussed that there are still outstanding ACTION ITEMS that have yet to be addressed at the previous meeting. Randy asked for those items to be carried over to the continuing list.

## Budget

Jim presented the financial reports. He highlighted the overages on the upper decks and snow removal as a carryover from last year's billing. Jim has no real area of concern. Jim shared how he will work on adding value to the Ridge Investments account by adding more of the working capital to the current account. A possible high-rate money market fund to complement the current CD's that are held. Jim asked to discuss the board about bringing the account back to the office of Richard O'Hearn at Edward Jones, for a more personal service. There will be communication between Community Alliance, the treasurer, the board, and Richard. He asked if anyone felt there was a conflict of interest, and everyone

agreed they were comfortable with returning the account to Richard's office. Jim asked for a motion to move the account back and to approve the financial report. Will 2<sup>nd</sup> the motion. Motion passed. Richard abstained his vote.

## Managers' report

Gary gave us the report:

The main points were that they feel like the parking lot needs crack sealant and a repair done. Tree roots are heaving up and some asphalt is stressed. Gary has worked with this company in the past and trusts they are competitive and do quality work. John motioned to approve the \$4400 estimate and Will 2<sup>nd</sup> the motion. Motion passed unanimously.

Gary highlighted the 5-year plan. He and John are working closely on several items. They underlined the importance of continual maintenance both inside and outside to prevent The Ridge Condo's from falling below the RCI Gold Crown status. We have maintained that status for a decade. This has been a guideline the board uses for best practice for all units and owners to maintain.

Devin noted that interior reviews are in progress. She had two people doing them but believes it's best if one does all reviews, so they are more consistent. The Ridge currently sits below Gold Crown status and Devin will investigate what exactly we need to do (with specifics) to improve our standing. The board believes this to be a priority for RCI members and will add value to our overall experiences as owners and guests.

Question: what criteria is being used. How do we get that information. How many units has an RCI owner in them? Is this a priority for most owners? We will put this on an ACTION ITEM to do list and see if we can gather information and owner input.

Devin discussed using Nolan Services for pool repairs. They are a good company and used by The City of Bend. The pool concrete is being repaired by the spa. The concrete is vastly better than previous repairs. Dan uses 7000 psi where previous repairs were at a much lower standard of 3500 psi. Gary stated the drain would also get an upgrade. The tennis courts will need some structural repair and maintenance. This will be an outside project that will be done in the future. Gary will be getting the bid. The pool fence is also going to be an issue shortly.

Devin reports she would like the the owners to consider a more updated lock system on their doors. She proposed digital locks from Schlage. Model B-489. The price will be \$500 per unit. Traci asked if this was an interior cost, and Devin said yes. This is not exterior, so units will pay for the lock upgrade. ACTION ITEMS: It was suggested that information be given to Unit Coordinators, and they could put this in their budget.

John gave an outside project report and highlighted areas of concern with regard with the 5-year plan to start preparing for the budget meeting. ACTION ITEM: Randy, John, and Jim will work on the list of capital projects to focus on the coming years and will bring the list to the next board meeting.

## New Business

John gave an outside project report and highlighted areas of concern with regard with the 5-year plan to start preparing for the budget meeting. ACTION ITEM: Randy, John, and Jim will work on the list of capital projects to focus on the coming years and will bring the list to the next board meeting.

Pet policy discussion: Randy welcomed comments from owners on this topic. Doug and Violet Gordon spoke about their situation. They have family members who are allergic to pets and they have found pets are being allowed in their unit, unbeknownst to them. They would need to be notified or this could become a very serious health issue. They bought into their unit thinking no pets were allowed, with the only exception being Certified Service Animals. They do not want pets in their unit and are asking the board to enforce the by-laws.

Traci O'Hearn shared her experience from March. A dog was in their unit, and there was visible dog hair left. Above and beyond an acceptable amount. Pictures were taken and an official report was made to the office by the owner using the condo that week (after the dog left) and Traci sent an email to the office requesting the previous guest be charged the full \$350 a day pet fee. She assumed that happened and the monies would be put into their units' reserves in the chance they would need to do an additional cleaning, and because there was a clear violation of the policy.

The board members stated they would discuss these issues in the Executive Board Meeting, and they would come up with clear and concise policies and procedures that will be shared with all owners. The by-laws will be enforced and there will not be pets allowed at The Ridge unless they are allowed by law. The flooring was discussed. Mark Granlund spoke about the flooring in the lower unit and how the noise affects his upper unit. He's asking for help from the board members and the office to address this. Is it possible to ask the lower units to put down rugs in his particular case, as the flooring and the children may be a combined issue? ACTION ITEM: office speaks with owners from its lower unit and addresses this issue. Mount stated that he doesn't believe you can say no hardwood type flooring upstairs vs. downstairs. The board members have spoken to their lawyers, and it is ok to not allow upper units to install hardwood type flooring after so many complaints were brought up. This is an overall best effort to help the noise level be mitigated for lower units. The lawyers agree with the policy and at this time there will be no changes.

The fractional shares: the by-laws have allowed smaller than 1/8 shares to exist. The board is going to wordsmith the by-laws to restrict this verbiage and owners will be notified and a vote will need to take place. It was a general consensus that allowing smaller shares will negatively impact the workload for the management team and decrease the overall experience for all owners.

There was a discussion about the unit binders. There needs to be an updated version. ACTION ITEM: Devin will work on this with Will and Traci. They will get input from the owners and unit coordinators. A big issue is the tv remotes and the time and effort it takes for the office to walk guests through each units' different remotes. We may need to have updated remotes from the cable company.

The regular meeting took a break, so that the Executive session could continue. Randy motioned to adjourn at 2:03 and John 2<sup>nd</sup> the motion. Motion passed.

The owners were invited back to conclude the meeting.

Randy called the return regular meeting to order at 3:00 pm. No owners were present.

No motions made.

Several action items were noted.

The next annual meeting will be in September in person.

There will be many ACTION ITEMS to be done before the annual meeting.

John motioned to adjourn the meeting at 3:10. Will 2<sup>nd</sup> the motion. Motion passed unanimously.