

**Board of Trustees Monthly Meeting-Miunutes  
Saturday August 28, 2021 @ 10am**

To join this meeting click <https://zoom.us/j/92357548608> or call 1-253-215-8782 Meeting ID 923 5754 8608#

*\*MEMBERS - TO SPEAK AT THE END OF THE BOARD OF TRUSTEES MEETING, PLEASE USE THE SIGN IN SHEET PRIOR TO THE START OF THE MEETING – FOR ZOOM PARTICIPANTS, PLEASE RAISE YOUR HAND AT THE END OF THE MEETING\**

**AGENDA**

Call Meeting to Order: Jan Nelson, President

In Attendance: Jan Nelson, Gil Lamb, Lincoln Mettler / George Stewart and Greg Kepner remotely by ZOOM

Approval of Minutes: July 31, 2021, BOT meeting minutes Motion by Gil Lamb, Second by Lincoln Mettler, Motion passed. Jim Cook asks are you now saying that you are posting the minutes on the website as one way to get them and you can also come into the office and get a copy? Nicola – Yes, anytime. Jan – these are the two ways you can acquire the minutes.

Changes or additions to the agenda In Attendance: Jan - Will announce as they come up throughout the meeting.

**BOT OPENING REMARKS**

1. Annual Member Picnic – TODAY Saturday August 28<sup>th</sup> 12pm – 3pm @ Lakeshore Restaurant  
Jan states it has been difficult over the last year, not being able to enjoy all that the Riviera offers and is super excited to celebrate in person with the Riviera Members today at the Lakeshore.
2. Review of upcoming Annual Membership Meeting and BOT Elections – September 25, 2021  
Jan - Reminder: The budget meeting to approve the annual budget is held @ 9:30am the morning of Sept 25, 2021. There is a 10:00am Member Meeting – some light housekeeping – then have a pause for vote counting which starts in a.m. and continues until the BOT Elections – reconvene and finish the meeting.

**COMMITTEE REPORTS:**

1. ACC Committee (Jan Nelson, Acting Chairperson) Jan - Back to meeting in person these last couple months, still trying to get through permit requests as quickly as possible and hopes that the membership sees an improvement in the process as we're being able to review these in person and to get back to people. There is a recommendation for a new ACC Committee member that we will put forth later in the meeting.  
Recommendation to BOT of new committee member – Dana Stirn  
Call for additional volunteers still needed
2. Compliance Committee (Arthur Willetts, Chair / Joanne Mettler, Co-Chair) Arthur – States that they were not able to reach a quorum for the meeting - but reports are still being submitted. States that volunteers are needed to join the Compliance Committee as we are reaching the end of the term (Sept 30, 2020) when the BOT will appoint a new committee and is looking at new candidates. If anyone is interested in joining, please submit your offer to volunteer to the BOT for review. The current committee continues to report and checking the neighborhood.  
Recommendation to BOT of new committee members

**Member asks:** when is the next ACC Meeting and where? **Jan** – As the covenants state, the ACC Meets first and third Wednesdays of every month in the MSR @ 8:30am and is an open meeting.

3. ACC-Forestry Committee (George Stewart, BOT Representative to the Committee) **George** – Nothing to report.

Call for additional volunteers still needed

4. Budget/Finance Committee Nicola – **Nicola** - The budget is done and will be sent to the BOT for approval, which will happen today. Nothing else to report.

Update on current status of 2021/22 Budget

5. Golf & Greens Committee (Brian Bolton, Committee Chair) **Jan** – Will be going over the tournament schedule for the next year for approval so when the new fiscal year starts it will be ready for the membership.

Next Meeting scheduled for: **Jan** - States that this committee meets the third week of the month.

6. Member Relations Committee (Jan Nelson, Committee Chair) **Jan** – Committee continues to work reviewing documents and information coming into them by the committee going out to the community – interviewing members. It seems things are slower in the parks this year – not as full or frenzied as last. People may have other places to go, or the inconsistent ferries may have had an impact on people not coming out. A survey has been created and approved and will accompany the Annual Member Packet that will be mailed out so that membership can return it with feedback so the committee can present it to the BOT before the end of this term. This will provide us with what the feeling is in the community with respect to our amenities and what the attitude and thoughts are in this regard. Survey will be available via SurveyMonkey (online) and as a hard copy will be available for pick-up in the office. You will be asked to fill out one for your household (not per lots owned.) **Member asks:** How do these get out to the membership – states that her son owns a lot and only has received a bill but never any of the other notices or messages. **Jan** – Good question, this is one of the reasons the Membership Committee has discussed this at length and talked with members out in the community. The BOT is looking to create a new database to streamline information and documentation – this has been part of the issue. There are 3172/3 lots and over time that may have changed hands many times – in every case the information hasn't reached us in a fully filled out fashion. There is no single form or document – so the information is collected only as it comes. Sometimes this information is not actually correct – there isn't a form or document that states that you (the member) are responsible for verifying that the Riviera has your correct contact info. Members may or may not call to update as their info changes. The BOT realizes that there are holes in the process with our database management. This was one of the reasons for sending out the Member Registration Packet and the New Membership Card Program – as a stop gap – our intention was that if a member comes in for the new membership card their contact information would be verified. Obviously, there was too much information being asked. We can't get the message out enough that members need to update any new change in information, and we really appreciate it when members take it upon themselves to do this. Also appreciates that the member (who asked the question) is letting us know that they have tried to update their info three times and. These are unintended outcomes when firm processes are not in place to begin with. One example is when a member updates their info with Lake Josephine Water Dept., it doesn't carry over to the TOPS system which is the database for the rest of the Riviera or vice versa. This has been a key issue of discussion to try to get passed this and resolving this issue. When the TOPS system is upgraded it will allow the office to collect and store the data in a much easier and more streamlined process.

**Member states:** her son's sec/lot 06/104 – **Nicola** - states she will check on this. **Jan** – states that this BOT has been working on the methodology for information going back/forth – email is being used as an informal means of communication out to members but cannot be the only method used. The covenants state that the only way membership can be officially notified of official Riviera business is through the U.S.P.S. Discussion with the attorney has been what would the wording look like if we wanted to change the covenants to switch to electronic mail? The BOT is committed to moving to put forward a covenant change in front of membership – we are not going to put in the annual membership mailing, but membership will see this before the annual meeting. There will also be a proposal to re-start the Governing Documents Committee that was dis-banded a year ago by previous president to get them started focusing on the whole electronic transmission of data, so membership will have the ability to receive official Riviera

business through electronic means. Members who prefer to continue with U.S.P.S. mail delivery of official Riviera business, may do so.

**Jim Cook – (1)** Will the annual mailing coming out contain the survey? **Jan** – No. **Nicola** – No, it will contain a flyer explaining where to go (a link) for the electronic survey or it states to come into the office and pick up the hard copy survey. Jim states that there is an RCW that allows for electronic delivery of official business at the state level. **Jan** – thank you and to also to Amy Reagan and other members for always bringing us this type of new information. Our covenants are very clear at this point that U.S.P.S. mail delivery is the Riviera’s only means of relaying official business. **(2)** Who came up with the survey questions? **Jan** – Member Relations Committee – has been meeting for the last year.

## CONSENT AGENDA:

1. MOTION 2021-08-01: Motion to approve the recommendation of the Riviera ACC Committee to use the 2007 Site Development Documents as approved by membership on 09/29/2007. Motion – George Stewart, Second – Lincoln Mettler. Passed Unanimously. **Gil** – That document brings us back to a baseline that we know was approved by the membership – not necessarily by a committee or an individual outside of the entire membership. **Jan** – right, and we spent a lot of time going back through every type of document to make sure it was known exactly what that was, the appropriate acceptance by membership, and verified all the documentation. What happened was that someone decided to turn over trees to Pierce County, they directed Riviera staff to change the Site Development Documents - this was not appropriate. The BOT and ACC-Forestry – learned a lot about what is appropriate – what works – and what should not be happening. Without the vote of membership, those documents should not have been altered. As they were changed, bits and pieces were taken out and created a lot of confusion for membership. The appropriate documents will be put back on to the website along with supplemental documents/worksheets that have been developed to support these activities. When it comes to process and what is asked of Riviera Members, they must go back to the source which are the 2007 Site Development documents. **Member asks:** Is there a timeline for members to see these documents. **Nicola** – at least a week. **Jan** – the idea is these these documents and processes are available and should be self-explanatory, so it is very clear what is expected. Somehow, we have gotten away from this, and the Riviera staff spends an exorbitant amount of time educating individual members as to what the processes are – each staff member may use different terms, or something comes out wrong and we want to get away from this so everything is process based and it is very clear. **Daryl Beck** – The office has hard copies of these documents for those who don’t use the internet? **Jan** – Would like to see a board (display) of the Site-Development processes for members to see - at all times. **Phyllis Zander Brown** – Information needs to be available to every member – every member has the right to know what is going on for both platforms; U.S.P.S. mail or electronic. It’s important for membership to know what changes have been made as well as what potential changes may happen. **Jan** – thank you – we agree. **Nicola** – The current budget has some line item changes/charges, and we will be doing a quarterly newsletter starting in this next year. **Jim Cook** – recommends notifying membership of MOTION 2021-08-01 being passed in the Member Annual Packet. **Jan** – Thank you.

## NEW BUSINESS:

1. MOTION 2021-08-02: Motion to approve the 2021-22 Riviera Community Club Annual Budget  
Motion by Gil Lamb - Second by George Stewart – Motion passed. **Jan** -This budget has been shared with membership via Town Hall Discussion and other places. The detail of the budget will be sent out this year. Dues are going up in total \$1.58 annually and this takes in account the 5% additional water capital that has been committed to be able to fund water main replacement by 2030. Operational business went down. Good job to Nicola and the committee members on this year’s budget. This will be mailed out this next week.
2. MOTION 2021-08-03: Motion to approve all Riviera Community Club Operational Policies as reviewed and updated by the Board of Trustees as of August 28, 2021.  
Motion tabled – did not get this finished but will be doing so this week and consent agenda.

3. MOTION 2021-08-04: Motion to approve appointment of the following Riviera Members to the Elections Committee for the Annual Membership Meeting held on Saturday, September 25<sup>th</sup>, 2021:  
Amy Reagan, Ingrid Steele, Michael and Judith Downing, Lara Behnert, Valerie Pierce, Kathy Gadbois  
Motion by Gil Lamb - Second by George Stewart – Motion passed. *David Wolfe (chairperson)*
4. MOTION 2021-08-05: Motion to approve lot line vacate for Sec/Lot# 03/046 & 078 (Drlik-Mead)  
Motion by Gil Lamb - Second by George Stewart – Motion passed.
5. MOTION 2021-08-06: Motion to approve Dana Stirn to the ACC Committee  
Motion by Gil Lamb - Second by George Stewart – Motion passed.

**GENERAL MANAGER’S REPORT:** Nicola McDonald, General Manager

- a. **Water Department Update** This last month we were able to locate and repair three more leaks. There were two new water hookups. There is continued system leak detection and hydrant maintenance. Backflow Assembly testing is ongoing but is time consuming. Water dept. has started the process of adding forest fire to the Emergency Response Plan to protect well houses around the Riviera. 7.3 million gallons were pumped in July 2021. It was discussed at the Budget Meeting that the permit for working in Pierce County Roads has just been raised from \$150 to \$875 per permit, so there will be an increase in the Water Operations budget.
- b. **Golf Course Update** At the Annual Membership Meeting, Department Managers will give an annual report.
- c. **Restaurant Update** At the Annual Membership Meeting, Department Managers will give an annual report. For a short period of time, there has been a reduction of menu items available due to excessive heat in the kitchen. There is currently a temporary a/c unit and there has been an a/c unit has been ordered.
- d. **New Hire Update – Community Development & Compliance Manager** This position is not a new position but will be replacing what used to be called the Assistant General Manager. Excited and looking forward to bringing on board Dan Morgan, who has been hired for this position. He will start after Labor Day. **Jan** – This position is critical for administrative support in the office. Covid and many other factors this past year have come up – having the right people in the office under the leadership of Nicola will allow the Riviera to put into place what we would call proper methods and management of the ACC, which is the permitting and compliance side of things – the intent is to provide continuity, clear and accessible information and timeliness in all of these functions. Members should come first and be treated properly. Nicola has been managing this while shorthanded and having this position will allow processes to move forward in a more organized and timely matter. **Jim Cook** – Has this position been advertised? **Nicola** - Yes, on Indeed, our website and multiple emails have gone out. **Jim Cook** – How many candidates were there? **Nicola** – About 20 but about 13 candidates with qualifications. **Jim Cook** – Does Dan Morgan have major qualifications in compliance management? **Nicola** – Yes, maybe not exactly in the HOA setting the way you are stating but his qualifications are very well suited to this position. **Member asks;** Does he live on the island? **Nicola** – No, not currently. Is he planning to? **Nicola** -He is considering to. **Member** - I would call that very important. Someone that lives here should help be the spy on what is allowed and not allowed. Someone who doesn’t live here has less of a voice in my opinion. **Nicola** – Our covenants are clear on how things run in the Riviera whether you live here or do not, but his intent is to live here, but is not a job requirement.

**OLD BUSINESS:** **Nicola** – Would like to mention that Pierce County has completed the drain replacement project at Interlachen Park. They were very respectful to our member’s access to the park.

1. Marina Ramp replacement – Update on NOAA & NMFS – **Nicola** - Waiting on final permit approval Trevor, Grounds Superintendent and I have met with the Northwest Marine Fishery Services and NOAA and we are in our final last steps in getting our very last permit. When the Army Core of Engineers evaluates our permit and project information, we get debits and credits as far as how we affect shoreline, water, endangered species – all of that and every single project comes up with a of debits. We were put into a packet of 11 projects total that are going through

this process. We have 33 debits to make up – were looking at different ways to do this. We will be submitting our final plan for our last permit in the coming months and work will not be starting until next July through September, is when we would be allowed to start. Of all the permits we already have, some will expire some will be good through 2022. There will be updates as to our progress. **Jim Cook** – Is this a budgeted line item? **Nicola** – Yes, in our Capital Reserve – Project Budget. This is the third year that the project has been accounted for. They did not know how long the permit process would take. **Jan** – Will there be additional impact on the budget for the additional work on the operational side of the project with extra planting, etc? **Nicola** – It won't be in this year's budget because depending on what we do we have anywhere from one to three years to complete those parts of the plan. **Will Tobin 19/052** – spoke against the marina ramp replacement project.

## **MEMBER COMMENTS**

Each member may identify at start of meeting as wishing to speak at end of meeting on any subject. Time limit previously established at 3 minutes each.

## **EXECUTIVE SESSION (as needed):**

*Motion to adjourn and call for Executive Session under RCW 64.38 at a time and date to be determined for the purpose of discussion personnel matters; consulting with legal counsel and consider communications with legal counsel; and discuss likely or pending litigation, matters involving possible violations of the governing documents of the association and matters involving the possible liability of an owner to the association.*

## **MOTION TO ADJOURN**