

**RCC BOT MINUTES 05-21-2022 MEMBER COMMENTS**

Member Name	Lot/Sec#	Comment	Response
Phyllis Zander Brown	11/071, 22/016	States that she is upset. The BOT just stated that they are not creating anything, that they are going by the Covenants - following the Covenants and that the people that work for them are following the Covenants. States that that includes the GM - that the manager is doing a good job because she ticked off a few people and as a result of that she's resigning. States that she understands 'independent contractor' because she was one. But this is a community that has been around a long time. She thinks that anybody who is hired in as the manager better understand that 'they are on their own.' Because if the BOT cannot back the manager up with things that happen to them as a result of them working - that is a really scary place to be. That is her conversation on that topic. The second topic is Rentals - the only mention of rentals in the Covenants - even the capacity for rentals would be the remarks regarding Cottage Industries. There is only one designation for Cottage Industry that is #1 which basically says that you can have a house and you can have someone do a business in your house, and you can probably have someone come stay in your house to make money, but the owner has to do the work. You may not hire someone in to do the cleaning, to do the cooking or do anything else. That is the only thing that is mentioned in our Covenants for anything to relate to Rentals. Now, she knows there is conversation about how many Rentals should be allowed - okay if she had a house with two extra bedrooms, she would never rent them out, but what happens if she's not one of the 30 or 40 already allowed, all of a sudden she needs money and wants to have a rental in her house - oh boy, you can't - you're not one of the 30 or 40 - that is the lawsuit from hell. With all the people who now decide {the Riv} is a good place to make money. In addition to polluting our environment, in addition to polluting our Covenants in relationship to members, it is also degrading what it means to be a member in the Riviera - in her mind. So give long thought in your committee (Ad hoc STR), there may be 1,2, or 3 that have Rentals and want to see it continue, before you jump in there remember what it can turn into. She is with you {BOT} on some things but there are some things that if you do, you're going to regret it, she'll be dead anyway, it won't matter to her but it will be there for somebody else to deal with. She applauds the BOT for some things they are doing, be careful of the things you are planning on doing. Thank you.	
Will Tobin	19/052	First, would like to recommend hiring Rick Dee back for the Marina Host position - was host last year and did a superb job. Understands that the position is still open. Secondly, is sorry he missed the dissertation on the Boat Ramp replacement, because he needed that information - he always wanted to see the plans for the new boat ramp, he hasn't gotten to see them. But to review the history of the ramp replacement - go back about five years or so, to one member who was complaining he couldn't line up his rig to get down the ramp, that he wanted it bigger so he had more room to work his trailer down the ramp. So we got together down there and we decided to put two parallel white lines in line with the ramp so that you could line up your rig prior to even seeing the ramp and know you are in the right direction. That part has worked to super well. It eliminated the first complaint about the boat ramp. The second complaint was that it didn't go deep enough in the water so they wanted it longer and his understanding is if the Dept of Natural Resources proves it, they're going to make us cut it off and make it shorter than it already is. So there are two items that came up - for the Riviera reasons to replace the boat ramp. He has no reason to replace the boat ramp because he has no problem with it. It's stable, part of the beach, the beach is actually becoming part of it. We don't need to replace the boat ramp. We just opened a huge can of worms with the Dept of Natural Resources and these other entities. If we would have just left it alone it would still be good. It is good now, we don't need to replace it. Honestly the money expenditure is not worth it. If we are going to replace it, we should pay attention to the parking lot because it collects a lot of rain water, and the rain water on that huge parking lot comes down to the boat ramp, spills off the side of the boat ramp and washes the beach away.	Pete - If we don't do it now, we may lose the lease from Dept of Nat Resources. It is our responsibility as the BOT and as a community to maintain our assets. This is about the only opportunity we are going to have to do that. Dana - Would like to have a copy of the Boat Ramp Replacement history for Will in the office.
Darrel Beck	08/046	A number of times ago, we {the members} were going to get a report from the Compliance Committee - a very specific report without talking about anyone individually, such as we have 37 compliance in, 27 being done, 2 of them over six months that we are having a problem with. Every time I come back and I hear 'well we're getting something done here' but we're not getting into specifics. There has to be, in his opinion, a spreadsheet showing closed compliance issues, so on and so forth. If that is available, he'd like to see it. He just wants to see how much progress we are really making because he can't tell from one week to the next.	Nicola - We do have a spreadsheet and everything is tracked through Dan in the office. Every complaint and concern that comes in, whether it comes from the Compliance Committee or a member - anything that comes into the office, Dan checks on it and it is put on the spreadsheet and tracked for follow up. This process was lacking in the past, so he is not only doing what is coming in now but trying catch up on old stuff - it didn't go away - it just has taken some time for him to get back and go on with it. She states that she believes at the last BOT meeting, JoAnne had a few more details - we need to be very cautious when we talk about compliance issues. It's totally fine for Dan or Joanne to say how many items are open, how many have closed, that we can do. Sometimes what they are exactly. This is something Dan has been working with all of the committee chairs to provide a more detailed report an information for them to be able to give at the meeting. She expects to hear more at the next meeting.

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<p>Susie Cunningham</p>	<p>11/092</p>	<p>Good morning. My name is Susie Cunningham – Section 11/Lot 92. My husband, John Buehler, and I moved into our newly constructed home on Salmon Place last September. We also lived in the Riviera RV Park for two and a half months last summer which gave us a unique opportunity to experience many of our HOA benefits up close and personal. As former Oregonians, we are still getting used to paying sales tax and pumping our own gas, but we truly love living on Anderson Island and being part of the Riviera Community Club.</p> <p>Between building our home in the Riviera during the rise of the pandemic, eating at the Lakeshore, and staying in the Park Model and RV park during construction, we got to know a lot of the Riviera staff and shared many interactions with them over the past couple of years. Without exception, and including contact with the General Manager, Nichola McDonald, staff response has been courteous, helpful, professional, and welcoming. The RCC employees are in fact a direct extension of Nichola’s management expertise, and reflects her commitment to them, to members, and to you, our Board of Trustees.</p> <p>Today we are faced with Nichola’s resignation which I feel is a tremendous loss for the Riviera community. For the many Riviera members like me, who do not wallow on social media or get involved in disgruntled members’ rants, Nichola McDonald’s resignation came as a surprise and a huge disappointment.</p> <p>Matching the breadth of Nichola’s experience and management expertise will not be an easy feat. Our community is the real loser. Of course, I wish Nichola would reconsider and stay as the General Manager! A longshot at best, I know, but remember the last Kentucky Derby?</p> <p>Now I turn my attention to you, our Board of Trustees. Last October, as newly elected members, you dove into the snarly, divisive snake pit the last Board left behind. You have done some really fine work rebuilding members’ trust and tackling Short Term Rental and lot clearing challenges, to name a few. Thank you! I was so relieved and excited about our new Board and felt each of you brought years of incredible professional experience and a collective wisdom to the Board.</p> <p>But after many months of public harassment, accusations, and bullying by a manipulative, disgruntled member, Nichola McDonald resigned from being the Riviera General Manger. Do I blame her? HELL NO! Sadly, during the past 8 months, there was absolutely no public statement or proclamation of support for Nichola, that I am aware of, from you, the Riviera Board of Trustees. Nothing stated about your confidence in her abilities to manage, or to counter accusations discrediting her credentials and hiring as the General Manager. In my opinion, to not publicly support the General Manager to all members and defend YOUR direct report, Nichola McDonald, was a huge failure on the Board’s part. As a woman, the fact that these attacks were directed towards another woman, a smart and very capable woman, by another HOA member makes it even more appalling and unacceptable. In hindsight, perhaps having a woman in the top RCC management position is the root cause of this member’s continued wrath.</p> <p>So, the bully won on this one. Nichola resigned. Who is this bully going to go after next with self-serving attack lies, exaggerations and misinformation? Other Riviera employees? The next General Manager? You? Me? This bully has no boundaries nor scruples. Rules are for everyone but him. Nichola’s resignation only fueled his ego’s need to continue hijacking the management of our HOA.</p> <p>Today, I challenge each of you to take this threat seriously and use every means possible to articulate and enforce a policy that protects your employees, and our assets, as members of the Riviera Community Club.</p> <p>Nichola, I want to personally thank you for all you have done for us, and for our community the past year and a half. You guided this organization in some pretty dark days, and during the Pandemic too. Among many other things, your lasting legacy will be instituting the BOT meetings on Zoom! This has allowed many more members not physically on the island to be an active and educated part of our HOA. And in turn, I hope they stay informed, get involved and take the time to investigate the facts outside of social media. ****Due to time constraints, this paragraph was skipped – but I feel it is important.</p> <p>My thanks to the Board for the opportunity to share my views. Let’s do better.</p>	
<p>Jan Bolton</p>	<p>08/087</p>	<p>Agrees with Susie Cunningham on lack of BOT support for our General Manager. Would like to see a policy put into place to address members conduct toward staff and BOT, etc. Direct question to the BOT: You’ve updated a Marina and Campground policy but hasn’t seen an announcement to those two policies and what they entail. Didn’t feel like she got the information on what has changed. Someone had previously make changes but they didn’t follow what was approved by membership. Specifically where are those polies available? Are you aware that the 2019 policy was done by Riviera Staff and does not follow the last approved by membership policies that date back to (thinks) 2013 or 2014 - something like that. Those were made up by previous staff. Membership never approved those policies. Sonja - you are resigning and that is sad for the BOT, was really hoping to see the Action Item List that you promised when you were running for election about how important it was for members to have that list. Asks Sonja - where is that Action Item List available for members that you were going to create when you came onto the BOT. Is that available somewhere? *That does not answer my question, but appreciates your support of your fellow BOT members, acting as one is important and completely understands the trust with BOT members but that doesn’t give the members that same visibility. Is disappointed that Sonja is dropping off the BOT, was really hoping all of Sonja’s Boeing background would bring that organization to the BOT so that the future BOTs would have something - documents to work by because they are not always going to have someone with the same qualifications to be in that spot. That’s what we’ve struggled with as a BOT. Thinks every BOT has had these issues. Agrees with Darryl and Phyllis on their comments.</p>	<p>Dana - Copies are available in the room and will be posted online next week. We reviewed the policies that were last revised 01/2019 - we didn’t change any of the rules - there is still the 14-Free Member Days and how they are applied, however, the issues that we were seeing heading into this summer is for an example of the Campground Policy - there is a line talking about a punch card for free days - that is now tracked in our reservation system. We updated the processes that matches what the office staff is doing. We didn’t change any of the perks or how it works. When it comes to operations, those policies can be put in place by either the BOT or designated to the GM, so thinks the ones in were place were seen as valid and are not making any huge changes until we have further thought and data. With the new reservation system we are collecting information so when decisions are made in the future it can be done so methodically.</p> <p>*Sonja - States that she most concerned about visibility, accountability (thinks that is what Jan is referring to), her experience with this BOT is that they are all about visibility, accountability and responsibility - the things that have happened up until this point have been evidence of that. The list includes meeting minutes, updated processes, etc. Was so completely impressed with Dana going through a 1000 pages of past policies, just to understand where the duplications were - the confusion, so that we can have more visibility - what you’re seeing with the ACC Committee, Compliance Committee. It is all about accountability.</p>

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Jerry Bergman	02/004	<p>Wanted to read some notes that has to do with HOA conduct policy. Would like the BOT to think about - a policy that we need: Improper conduct, obscenities, verbal or physical threats by owners, tenants, family and guests will not be tolerated. Actions by any person of this nature, particularly in a common area, which may be dangerous, create a health or safety hazard, create a hostile environment, disturb others are not permitted. This includes noise, intoxication, use of illegal substance, threatening, fighting, or offensive, abusive language or behavior. Owners are responsible for the conduct of their residents, guests, family and/or renters and all service personnel, vendors or contractors, tenants and any other invitees. Owners and those listed above are presumed to conduct themselves as ladies and gentlemen with due consideration for each other and towards any members of the association, their BOT, committee members, employees of the associations and managers, management company, staff. The BOT has the power to discipline any person for any conduct which in its opinion tends to endanger the welfare, interest or the character of the association as well as any violations of the any association's rules, regulations, CC&amp;Rs and Covenants. Should persons causing or participating in inappropriate behavior, refuse to cease their activities and leave the premise promptly when so directed by the person in charge of the facility at the time, i.e.; BOT member, authorized representative, community patrol shall seek assistance from local law enforcement agency to maintain order. A official copy of the law enforcement report should be obtained and delivered to the association A.S.A.P. No person shall damage or destroy the association's common area property. The owner of each residential lot shall be liable to the association for any damages caused by the owner, tenants, family, guests or other invitees. After due process the BOT may levy a fine assessment against the owner of the residential lot to reimburse the association for any damage to the common areas for which the owner is found responsible. Said fine assessment should be collected in the same manner as regular assessment , special assessments that may be liened or foreclosed. The association considers a violation of any other the foregone rules a serious violation and may lead to disciplinary action. Reaction shall include possible imposition of a monetary penalty, suspension of the owner's voting rights and/or suspension of the owner's privileges for use in the common area and recreational facilities and amenities. Would like thank Susie Cunningham for her comments that he could not have said better and hopes Nicola will reconsider her resignation - we need her.</p>	<p>Dana - If this is something you recorded down, please feel free to send it in to us via email or bring it into office. The BOT has been working with legal team throughout this process in creating an anti-harassment policy. Often times these are included in Covenants. Our Covenants do not have anti-harassment language in them. We are looking into our authority to create a policy outside of the Covenants themselves.</p>
Sherrie Eiszele	07/107, 108, 104	<p>Seconds Darryl Beck's comments - the ability for more information in where our compliance issues are and to know how many issues are being addressed. As she has spoken before.</p>	