

RCC BOT MINUTES 05-21-2022 MEMBER COMMENTS

RCC BOT MEETING MINUTES 07-30-2022 MEMBER COMMENTS		
Member Name+A2:D9	Lot/Sec#	Comment
Joyce McDonald	01/029	I just want to say that the fact that there was no notification for the Board meeting that went out by email at all this week and no ZOOM login, that is why you only have, other than committee members and board members on ZOOM, you only have four people on ZOOM participating. That's the lowest I've ever seen since Nicola first put it on ZOOM. So I would recommend Phil, you get the notice out with the ZOOM link so we can actually get the information you'll have much more participation online. I can tell you those staff members have actually been doing it in the past, so they do know - I just don't think they weren't directed. But that's another issue. The one thing I do want to say I was very discouraged to hear Phil talk about security issues and him being afraid to deal with them, especially since Nicola has been dealing with this the last year and a half and hostile Members and the board, once again, did not protect her or her staff. And now Phil and the board are actually fighting her for quitting so that she cannot even access an unemployment claim. I find that disgusting. I am ashamed of my board and, once again, I think people need to know, but unfortunately there are only two no four people online and Members aren't going to know unless we tell them. So please reconsider that, for someone that for a year and a half, who put up with a hostile environment, not only on the island but from our own Members. And, I just wish the best, I hope you get some people stepping up for the board. I am happy to be out of here. I just hope that you move on with the right environment and you care about your staff. Thank you.
Joanne Mettler	02/034	I just want to mention two things as I listen to conversation. When we were talking about security, I didn't hear any mention of Island Patrol and how they fit in the picture. So I'm just going to mention that. And the other thing that I've thought about for a long time and I don't know if this is a good idea or not, but as far as the Marina is concerned, just like we have a gate with a code that goes to and from the Lake Florence, maybe that is something to consider so we have a little bit more protection for our Marina.
Chris Rawlins	19/063	I bought property two years ago off 100th street court, I'm looking to build. I'm a firefighter here on the mainland, so a lot of times for these meetings, I might be late. But Zoom is a great option. Dan said the Zoom link is all on the website. So that's why I'm here today. I do have a question about building, I would like to build a home, it's near the lake. I have an issue with my front door not matching the CC&Rs and I was wondering if there could be a door variance placement so that way as you come in the driveway there'll be a garage door which is visible and then they'll be a covered porch with a main door entry in. And I have plans and everything, I sent to Dan last name Morgan. I have been in discussions with him, he advised that I come to this meeting today, to kind of bring it to the board's attention since there will be the ACC here as well.
Phyllis Zander	11/071	
Jan Bolton	08/087	I'm surprised we are not even mentioning that people are supposed to give their sec/lot - losing the way to identify people in the Riviera. It goes back to knowing what is expected in the Riviera. I'm going to make a number of comments, it's fine if you want to jump in and respond as needed. Dana, when you first got on the ACC, we talked about the fact that there should be a standardized process when we have to rely on somebody in the Riviera Office to give every single member handholding to walk through the ACC process. The fact that this guy came to this meeting tells me people don't fully understand the process. Until we get to standardized processes, where somebody can walk in - they don't have to talk to somebody from the Riviera - all the information is listed there. Any frequently asked questions are made available. Our Riviera staff's time is being taken up on individual things in which they may or may not have the full picture. It disappoints me that someone was directed to come to this meeting today. I'm not seeing anything from the community - I'd like to hear more from the board - newsletters - once a quarter, once a year, I am just saying I would still like to see more messaging of what is expected from membership. I have a friend that tells me that there are dogs in the parks all of the time, it is something she sees a lot and is bothered by and yet after calling the office, she has not gotten a response many times. Dogs are not allowed in our parks. Membership has no insight on whether this is an ongoing issue. It would be great to have something in place so Membership really knows what is going on. I still believe that Riviera is short-staffed or wrong-staffed, not due to anybody or any particular person but I know with working with Bill on Budget. There is no oversight on financial data entry that is being done except by the GM and I still think it's too big of a job for a GM to take on. The Riviera should be looking at hiring an outside financial person. I think it should be outside staff who comes in once a month a does a review to make sure we are all up on revenue. It should not be the GM's job, that's way too much. I don't know if you're addressing this in the budget this year or not, but that's my concern. last point is - again security issues. Members come first but if members or their guests are not doing right, they should be penalized through the Covenants & Bylaws that we have in place. That means fines, or whatever the process is we have in the Bylaws - they get a hearing and anything else. But if we don't go back to them, I reached out to Dan at one point on a compliance issue, nothing happens and we see nothing happening - there is just no accountability. We're not holding Members accountable. Phil that would be my advice, go to the owner and say here are our Covenants and our process - it's not the way we want it to be, in the heat of the moment I know that's not going to work but we should hold members accountable - for their guests. Marina and Campground Hosts - I didn't see any call for hosts so I'm not sure if I just missed that but I do know that we had a security issue - it's dangerous at the Marina at night sometimes.
Darrell Beck	08/046	Earlier it was mentioned, at one time when we had Lots back in the Riv's possession, they put out a notification to all Riviera Members and they would have 30 days to set a price on it to buy it first. That would clear up the problem of 'oh I didn't know' - after that 30 days it becomes public. I would love to see that policy put in place. I run Bingo for the American Legion at the restaurant, we had 129 people last Wednesday to support the auxiliary. But I did notice some people were not allowed to come in, some people who wanted to play bingo, I wouldn't let them in because we were informed by restaurant staff that the deck could only be used by people who weren't playing bingo. Which was a very good, smart move but they still ran out of - they had more tickets to fill by the time they were supposed to close. We were really busy. I know staff is short, I know part of it is budgeting. You've budgeted so much and then all of a sudden you have an influx. How do you maneuver the budget to be able to compensate for that - this is something I would like for you to think about - it runs into a problem. A person I know who happens to be very well appointed - very well-off, he was so disappointed he came in with four other people, and I said, Bingo is closed, we just can't put any more people here. He wasn't allowed the choice to sit on the deck and wait 40 minutes to be served - not 20 minutes later somebody comes in and were allowed that choice. This doesn't happen very often - they do a phenomenal job down there with the staff they have and I have no complaints on that. The food upgrades are out of this world. When I process all of this, I just want to say - it's gonna happen. Things change so dynamically down there - they do the best they can and they should be told that they are doing a great job. I talk to 85% of people who come to that restaurant and everyone that I talk to thinks you've got a jewel. I know there are some problems that need to be worked through but they do a great job.

Dana - Absolutely, Joyce, we might of, at the very beginning of the meeting I explained out communication has been difficult the past couple of weeks, however, we are training other staff members on how to utilize and access the email blasts and website as well.
Pete - Thanks, Joyce. We will miss you and Nicola.

Dana - I recommend going through the ACC, if there is a denial from the ACC, it can come to the BOT for what is called a variance. However, it does need to go through the ACC process first. Continue to work with Dan and he will help you with your submissions.

Dana - Yes, we usually have them posted. July was missed.

Pete - I think this member was in a hurry and tried to circumvent some of the standard process. He wanted to get ahead. I do want to say that the ACC has done tremendous leaps and bounds with the processing and paperwork that needs to be put forth, so there is a huge difference between that getting done.
Dana - You were under a previous board and one of your projects with the ACC take the Site-Development Packet and make it user-friendly and we carried that out and implemented it in January of this year and have gotten really good reviews on it. So I think this was an anomaly - the fact that ACC and Murry's report, we have a ton of stuff coming through. Another thing that has been great about it is for people who aren't aware that they are supposed to be going through ACC and have started a project, we are routing them back through Dan.

Dana - That is exactly the route we're going, so thank you Darrell.