

## Board of Trustees Meeting Saturday October 28, 2023, at 10am

### Summary of Actions

Meeting called to order at 10:07am

#### **Lake Josephine Muck Abatement Plan: Rigerio Bio Pod Health System**

Preserving our healthy Lakes is paramount, and the RCC Lakes Committee has devised a plan to battle excessive “muck” at the North and South ends of Lake Josephine. After extensive research, the committee is making a proposal to the BOT to commit \$10,000 for the permitting (\$500), purchase (\$7500 for single unit) and installation of 1 Rigerio Bio Pod Health System. Once necessary permits are obtained, the system will initially be installed at the South end of Lake Josephine and closely monitored by the Lakes Committee as well as Riviera employees. After approximately 4 months of operating, results will be reported to the BOT by the committee. This is a chemical-free, non-invasive option that at this point is an exploratory first step. It’s an initial investment considered capital budget, based on the results, could lead to a bigger expenditure that goes through the budgeting process next year. Please reach out to Dan Morgan or Phil Ronning for more information. Following the presentation, the BOT voted unanimously to approve the expenditure of \$10,000 for one Rigerio Health Pod system.

#### **President’s Report, Chistopher Frye:**

Thanks to those of you who logged on, and to all of you for showing up in person today, your attendance is much appreciated. The board as a whole has had two meetings so far. The first was an ice-breaker meeting and the second was a deeper dive into the items we felt needed our attention. We will be holding a Townhall meeting in regard to changes to the founding documents, the solicitation of partnership with Verizon which we hope will vastly improve our internet situation.

There are a lot more documents available at today’s meeting, and in addition, we will be issuing membership cards and hopefully find a way to give them a bit more value. We will be providing updated KPI reports and budget reports that include information members want to see. We will be looking at all of our amenities, suggested maintenance and use as well as an ROI on any future considerations.

I want to remind members that there is a Good Neighbor brochure available through our office for members and their guests. We have good neighbors and on the other hand, we also have opportunities. Over the past several months there have been disputes between members that have unfortunately escalated to an interpersonal issue. I would like to remind everyone that we don’t know what goes on behind someone’s eyes and their feelings. A kind word and a smile go a long way with some people, and for others it’s just another wave as you drive-by. If you or a fellow member have an interpersonal issue, the office is not who should be called, 911 should be called. We want to meet remind you that you that filing a report with the Sheriff is essential and the best way to prevent future incident.

I truly hope we as a board can provide the type of transparency that members are asking for, and I hope we can all enjoy each other’s company at future events.

Thank You.

#### **Committees and GM Reports:**

Forestry: Issued 4 new permits and closed 2. 13 trees committed to replant.

ACC: Issued 4 permits, and 6 were closed.

Compliance: 18 *daily* issues resolved, and 4 letters mailed to engage members in more complex resolution. There were 2 fines issued to members.

Lakes: Very good water temperature and clarity. Working on a muck (Rigerio Health Pod) and weed abatement plan for the Spring and possibly this Fall for Lake Josephine.

\*Reminder: The RCC has made a “Good Neighbor” brochure that renters and neighbors can use to help welcome and inform guests/tenants about the RCC and our way of life. Please contact Dan Morgan or stop by the office for a copy.

I hope you got a copy of this key performance indicators report, it's something we've been producing for the past many months and as Chris mentioned we're going to be expanding that probably in November, if not the first of the year. I'd like to point out our variance to date is -\$286,518 from budget for the year. The amount is attributable to two factors: this year we lost a considerable amount at the Lakeshore, more than last year when we lost \$152,000. This is a problem that resulted in a change of management at Lakeshore. The previous manager had no idea how to fix this problem and it was getting worse and worse and that is the reason that I changed management. We are making progress to make this profitable, if not profitable to lose as little money as possible. The Board has consistently said that, like the golf course, the Lakeshore is an amenity, and it is supported through member dues. It has always been that way, and it need not necessarily continue to be that way but the nature of the market for both golf and restaurant services is such that it can only exist through member assessments.

We've been spending money on foreclosure and collection. For the past three years we've been using \_\_\_\_\_ Because of a disappointing performance, we terminated our relationship with them earlier this month and we have hired a new attorney, \_\_\_\_\_ who was recommended by our general counsel. Moving forward, the budget committee will be assisting me in preparing a framework for us to do a better job of managing the foreclosure process. For example, last year we sold six lots that netted us around \$70,000 which offsets the money we spent on the attorney. We also continue to collect assessments.

The Country Club Drive Watermain replacement project has been completed; final audit numbers are finally available. We are in the process of insurance renewal through our broker, Brown and Brown, and the Lakeshore received a very good rating from the health department.

I had a meeting at the direction of the board this week with a representative from Cole Point to discuss how we might move forward with a potential annexation. We agreed that we will establish a joint conference committee, which is an exploratory committee comprised of three members from Cole Point and three members from RCC. Again, no action will be taken and no RCC money will be spent without the approval of existing RCC members and will bear bear no cost associated with the process.

### **Member Comments/Questions:**

You're saying that you put in place a new manager who actually is now the manager of the Lakeshore, OK and you approve this it wasn't open for anybody because hasn't she been there for years? Yes over 20 years but she was not involved in management OK I have several issues with that I will address member but so you or the board selected her at the manager ID OK and what qualifications you reviewed every qualification it wasn't put in front of anybody else for disapproval? If we've had several issues with management, and she has worked there for over 20 years it has never been addressed and we're over 200+ +152+ Last two years and she has been there as pretty much the right hand to the manager?

*I know that the restaurant was breaking even under Phil Palmers management and he was the one that hired Troy and as a member I am extremely disappointed in our general manager that monthly financials have not been made available for membership at the meetings, so that membership can see, and raise their hand for it, because that's one of the benefits of having monthly finances, I also struggle to understand so I struggle to understand how as an entity and as we went along I just don't really understand why this is not in transparent with. I've asked a meeting can somebody please advise membership as to what's going on Down at the restaurant that or not to be run but there's probably problems down there as a direct question.*

What is the reason for not providing financials to membership we've been haven't seen any anytime and haulers all the things for the restaurant. The only thing I think it says on the meals sold, so there's literally had no visibility so whenever you when or when or where are you available to membership?

*We've been providing that information regularly and we are now providing detailed income, statement and balance sheet. We have distributed today fiscal year end, regular basis, in addition as we mentioned before KPI report in a covers a lot work.*