

## **Pending: Personal Agenda List for BOT Meeting Jan 27<sup>th</sup>, 2024**

GM: General Manager

AGM: Assistant General Manager

OS: Office Staff

### **Core Agenda Items**

1. Review of minutes of previous monthly board meeting.
2. Review of summer of previous monthly board meeting.
3. New Business
4. Old Business
5. General Managers Report
6. Report of Officers: Begins Below

### **New Agenda Items**

#### **1. Social Media**

- a. Staff have and will continue taking online workshops.
- b. Staff are encouraged to use all channels for marketing of events or providing information to members, guest and our neighbors. We have a lot of great things going on at the Riviera and we want to share it with as many members as possible.
- c. GM is establishing a standard practice that reinforces SM as a valuable tool for communicating with membership. Clear, and effective communication without bias or interference of inappropriate behavior is paramount.
- d. The lack of attendance numbers and lower than expected membership participation means all channels should remain open for communication. Example the main page of the Riviera gets less than 100 views.
- e. Volunteers do not give up their right to communicate online. There is a common logic between personal accounts and accounts or comments tied to volunteer positions.
- f. We encourage that if you see something online that concerns you to bring it to the GM or Boards attention.

#### **2. Member Opportunity: Financial Reports Webinar**

- a. Member suggested we sign up for a webinar that provided education on understanding financial reports to membership. We declined to use this suggested organization
- b. January 18<sup>th</sup> too soon
- c. However we are working towards adding vetted educational materials online in a new upcoming section that will be on the website in the future.

#### **3. Campground History of 2023**

Events for members at the next BOT meeting. Pending Lawsuit and timetable of how long it takes to deal with an issue.

- a. Example: Member Guest showed up in June 2023 without reservation, and had an RV dropped off at the campground with no way of moving it and refused to leave until he finished his build.
- b. Employees tried to work with the guest, but in the end he was evicted from the campground.
- c. Currently that guest has expressed his intention to sue the Board because of the inconvenience and financial burdens we put on that guest.
- d. Another event that gained attention was actual members who set up several tents alongside their airstream trailer just as you enter the campsite. This member also, overstayed their allowed time, made things very difficult for the staff and GM, and had to be evicted.
- e. Currently the board and GM are reviewing the existing policy regarding the campground and the use by members vs. member-guests. Any necessary updates will be made.
- f. The misconception that the campground is full of builders abusing our amenity is false. The only time the campground was at max capacity this year was during the 4<sup>th</sup> of July which is normal. That said, we will continue our efforts to make the campground the best amenity for all members.

**4. 2024 Schedule**

- a. BOT Meetings
  - i. January 27, 2024
  - ii. February 24, 2024 TH
  - iii. March 30, 2024
  - iv. April 27, 2024 TH
  - v. May 25, 2024
  - vi. June 29, 2024 TH
  - vii. July 27, 2024
  - viii. August 31, 2024 TH
  - ix. September 28, 2024
  - x. October 26, 2024
  - xi. November 23, 2024 Moved up one week
  - xii. December 28, 2024 No BOT per FD
- b. Town Halls

**5. Reader Board Updates**

- a. Reader boards are being updated monthly and the GM is working to improve member awareness via social media and newsletters or email blast.

6. **Town Hall Review**
  - a. A summary of topics discussed will be posted online.
  - b. Town Halls are meant to be informal and relaxing channels for memberships to discuss various topics that are on their radar.
  - c. Town Halls will be scheduled throughout the remainder of the year and topics for each one will be outlined the month of or previous.
7. **Member Letter: Phyllis**
  - a. Article XV-Miscellaneous Page 13 Cole Point Water
  - b. We are just trying to ensure members have a full picture and not just looking at the gain.
  - c. Ensure that there are no costs to Riviera or its members.
  - d. Ensure that Cole Point equipment is completely new.
  - e. Ensure 100% of Cole Point members are behind the project.
8. **Member Opportunity: Does Riviera have partial lot and can lots be split.**
  - a. Billing is confirmed to be correct.
  - b. Any lot that has been combined or divided is being billed correctly.
  - c. Can the Riviera do this? Yes
  - d. Page 22 section 17.12
  - e. *To acquire, own, maintain, encumber, construct, repair, dispose of and manage buildings, properties and facilities for the use and enjoyment of its membership with such real property or rights therein as may be necessary convenient for such purposes.*
  - f. *SECTION 7.12. Division of Lots. No Lot shall be divided except that, with the permission of the Trustees and with proper governmental approval, the boundary between Lots may be adjusted or vacated. Provided, however, that no boundary adjustment may leave any Lot in such a state as to prohibit construction of a dwelling in conformance with the requirements of this Declaration.*
  - g. covers this and it is allowed as long as both sections have been vacated and combined.
    - i. Lot 1: Was it vacated Yes
    - ii. Lot 2: Was it vacated Yes
9. **Goals and Mission Statement**
  - a. Page 11 Item 15
  - b. The Board is still working on an official statement, however as stated before we as a board are working towards improving communication and transparency of the activities that happen within our HOA.
10. **Member Opportunity: Tarps and Temporary Car Ports**
  - a. Page 21 Section 7.07
  - b. *SECTION 7.07. Temporary Residence. No motor home, vehicle, trailer, tent, shack, garage, barn, structure of a temporary character, or any other outbuilding shall be used on any Lot at any time as a residence. A temporary structure may be used for the*

*storage of materials during construction with the prior written consent of the Board of Trustees or the ACC.*

- c. Tents: Misconception that tents were all over the HOA. These are actually tarps that cover vehicles or wood piles.
- d. Car Ports are permitted.
- e. Note: Things have been this way for over thirty years and people should be able to protect their vehicles from trees and storms.
- f. Offer to add it to the member survey for phase 3 to see if members want to keep them or remove them. However, I would clarify it is not enforceable at this time.

**11. Compliance Initiative**

- a. We have always thought that we should do more to highlight what is truly a compliance issue vs assumption. This week a member complained about the docks in the lake that they should be removed. There is no rule against this within our bylaws.
- b. However, let's pick a target that is a rule and focus our attention on that for eight weeks. Then pick a new target.
- c. Recommend Tanks for first target of opportunity.
- d. *SECTION 7.11. Fuel Tanks. No fuel tank shall be located above ground on any Lot, except in accordance with Pierce County Regulations, and unless screened from view.*
- e. No Judgement but instead offer to help members understand what they need to do to come within compliance.

**12. Website Update**

- a. Adjusting Navigation
- b. Improve Information
- c. Post PDF Program that is safe
- d. Post Files for meetings before meeting
- e. New Navigation Sub Sections
  - iii. ACC/Forestry
  - iv. Agenda
  - v. Budget
  - vi. Bylaws/CCR
  - vii. Election
  - viii. Membership Meeting
  - ix. Minutes and Summaries
  - x. Policies
  - xi. Newsletter

**13. Member Question: Why do dues always go up?**

- a. Some things will always affect the membership dues and result in consideration of the dues being increased. This can be offset sometimes however membership should be aware of two key points.
  - i. Fixed Requirements: insurance, employee medical, minimum wage increase.

**14. Certified Mail Issue: Previous Topic**

- a. The Board and GM have reviewed this, and we are confident that this precaution is not needed.
- b. Our insurance covers the fraud.

**15. Deposits on Projects**

Deposits were added (by the board previous to me) because people were not finishing their projects and getting final ACC approval. The deposit program was successful in getting projects closed out as members were incentivized to get their money back. However, as Dan has become proficient in his role and communicates regularly with members going through the ACC process, at this point the administrative burden likely outweighs the results, and it is no longer essential to have deposits. However, the deposit process will be reviewed periodically and reinstated if we find it's needed.

- a. Deposits are no longer required for smaller projects such as:
  - i. Painting
  - ii. Fences
  - iii. Ramps
  - iv. Roofs
- b. Deposits will still be collected for Garages (\$600) and Site Development (\$1500).

**16. Committees:**

ACC and Election Nomination are the only two required committees. Committee charters are being reviewed for areas of improvement.

- a. Example Forestry
  - i. In the previous year, members have committed to replanting over 100 new trees.
  - ii. Working with other island agencies and the state departments to inform membership of how to have a healthy lot of trees on both vacant and non-vacant lots.

**17. Golf Course full member access:**

Walking is not permitted at this time on the Golf Course, and we are working on a plan to add another park in the future that will be designed for members and guests to walk that is also dog friendly.

**18. Chickens:**

Covenants Page 21 Section 7.05 Previous boards have said that Chickens are not fowl and members can follow them within the grounds already set aside by the county. I'd suggest we make a motion that states the support of county rules and that the Phase 2 survey will put the rewording to a vote for future updates. We have dozens of neighbors who have chickens and I think it needs an official clarification so people understand.

## 19. Membership and Communicating with Volunteers

- a. Previous Feedback from volunteers highlights the unnecessary stress that some members put on the volunteers who contribute their time and energy on the board.
- b. The Board is an elected position, and some members feel that those in that position give us their rights as members and are subject to verbal abuse. This has even extended to members being abusive to employees.
- c. This is not acceptable on any level. And we are going to share some examples with members and hope that members can hold members accountable.
- d. But first let's clarify the events that led to the town hall. Posted on both reader boards, email blast went out 11/2, and posted to RCC Facebook page. The meeting was a response to a request for a town hall at the 10/28 BOT meeting from multiple members and was communicated out to all membership the week directly following that bot meeting.
- e. Example: In November we announced a Town Hall. It took some people off guard and others felt strongly enough to email the board. All emails were within a few minutes of each other and organized. Although no one minds communication, we do have concern about the words used. At no point has any board member given cause to suggest that we are being sneaky or disingenuous.
- f. Here are some comments from those emails that raised a few eyebrows with the board.
  - i. *Several members have raised the issue of the apparent sneaky, devious, sly, tricky, disingenuous timing and with the town hall.*
  - ii. The appearance is extremely sneaky and manipulative.
  - iii. Something is not okay here. It doesn't smell right.
  - iv. We hope the board takes this email seriously and acts accordingly so we don't need to take more aggressive action.

***End Report***