

Board of Trustees Talking Points for BOT Meeting June 29th, 2024

GM: General Manager

OS: Office Staff

TH: Town Hall

STR: Short-term Rentals

Core Agenda Items

1. Review of minutes of previous monthly board meeting.
2. Review of summary of previous monthly board meeting.
3. New Business
4. Old Business

Report of Committees and Amenities

ACC: Regarding stalled site-builds - I'm here to serve, be available and amenable but my goal is not to make a member with an expired site-build situation feel good. Any site-development that starts, we want it finished as quickly as possible. If projects hit a wall and they appear to be going nowhere, we can revoke the ACC permit.

Permits: Reviewing permit purpose and what should be included on the physical permit. I'm reviewing their purpose. I can tell you that to disclose as much information as possible was more for neighbors and more for other members to be informed on the project because when we don't have those signs up we have we receive a lot of phone calls and a lot of follow up. I can tell you that an expired project is not a project that is necessarily abandoned or stopped - it's a project that's entered a new status remaining active but the time frame that the ACC gave them is expired. It doesn't mean that their chance, or their window to work, is necessarily closed. Even though we have expired projects, they're still active and we are still very much actively pursuing the completion of those projects. I'm considering to remove the expiration date from these the physical permit signs and actually making a more clear indication of its new status, essentially as active, but somewhat delayed or a project that's taking longer. One quick thing about disclosing information. From my perspective from the office - it's this isn't ideal for us because we are in a position of full service and transparency. As much as we love to satisfy the requests of the members, this is this is going to put us into a position now where we actually we need to follow state rules and use more discretion when we're releasing that sort of information. We are on a on a hold right now on release of personal information because we're reviewing the process but it should be very soon until we're back to releasing what we can report please.

ACC has actually had a great month for closing site-developments. We had five projects closed this month and three of them were site-developments and that's very encouraging. For the first time we're under 40 active site-development. We're actually at 39 active site-developments when we started to this month and have 8 new ACC permits. Two of these were site-developments. We hope that anyone with an open project or a site-development is using this this weather and this this summer to really get to work and finish.

The ACC is also reviewing the site-development packet that is given to members for projects and site developments. We're not changing the original covenants for architectural guidelines -we're refining the way that they are explained and that is something that the ACC is reviewing. Going through literally each type of project -fence, garage, roof, site-development, how we interpret these things. The ACC will make recommendations to the board and the board will present them to membership. No changes will be made without member vote. We want to make it clear that we will not be less restrictive than the county. We are allowed to be more restrictive than the county's architectural guidelines but we may not be more LAX or we may not be less restrictive than the country. One thing we're asking the ACC to recommend to membership, is adding a rule in the vote – that a board cannot change the ACC guidelines without membership vote.

Forestry: Fairly quiet month in terms of the committee meeting we had two new permits issued and we closed one but I myself have dealt with half a dozen members with concerns.

Lakes: They met this month, as they always do. The muck reduction - two pod systems are still in the southwest corner of Lake Jo. Thor Bussinger - the chairman has come up with a nifty sort of homemade way of measuring the muck. So, we we've seen that since we put them in in April, they are making a difference but we're hoping to get a more accurate measurement. It turns out that muck is not an easy thing to get an accurate measurement on. We've

even been in touch with the Rigerio company who makes the pods and together we have actually come up with a plan to stir up the muck around these spots.

Spraying is planned for some weed abatement for the lake in July and because last year Phil worked with a number of members on the lake to coordinate with the spraying company for their personal areas, we've received a handful of calls again from members asking if we're gonna do some sort of program like that and we are but I think it's going to be slightly different than the way we did it last year. We're hoping to coordinate with members again who live on the lake and have specific needs in their area - those of you who are interested, call in to get your name on the list.

The highlight of all the committees this past month that really kicked off the summer was the Kid's Fishing Derby....schools out, sports are wrapping up we recently raised the age to 17 for Pine Lake Fishing. We had a couple of teenagers that could take part. Three kids each pulled out 16 inchers, so we gave the trophy to the first person that pulled out a 16" and she was so excited and everyone was excited! we gave out some extra prizes - Jessica again made popsicle stick vouchers that all the kids basically won for the Chief's Island Ice Cream truck - Toni brought the ice cream truck over to the event and just opened the truck to all the kids. We're talking about doing that again at the end of the summer. There were over 30 kids fishing and so over 50 people showed up. This was actually a self-funded project because so many people stepped up. This is where I need to thank people - Colleen Hines, Beth People and donated kid's fishing rods for kids that didn't have rods. Cindy Hardcastle went the day before the event and did our shopping - we had hot dogs, chips and water for everyone and then other people chipped in but she went and everyone was really thrilled. We had so many people ask 'how much are the hot dogs?' and we're so grateful they were free. Brienne Stenerson helped run the event. Kenny Brautigan was on the grill again this year. Tamrea Foster was there, from the Lakes Committee helping measuring and helping kids bait their hooks. Dennis Baker and his daughter Chloe were again, the star volunteers running around measuring fish. Tanner and Andy from the Buildings Dept set it up and hauled all the stuff we needed ahead of time for us to set up and then came and picked it all up. Candy and her Grounds Crew knew it was happening and got the park looking perfect and got the water just perfect and clean. It was a great day for members and their kids, grandkids, etc. We did tag another fish this year but it wasn't caught. There was a lot of fish thrown back but a lot went home for dinner. It was so cute - a lot of kids were really proud to feed their families!

Compliance: As Chris mentioned we have multiple ACC cases that have shifted into compliance situation and a couple of that have actually turned into fine situations. It's that time of year where we're dealing with multiple lots and clean up - we have actually a couple of storage containers that I'm working with. The marina is open the and busy, the campground is busy and we're dealing with a lot of things under the category of noxious behavior.

Because some of the fines we have for certain activities are so low that members are just paying the fines and not resolving the issue. We are always looking for a positive outcome for Compliance.

Fireworks are coming up on the 4th of July - this is a reminder that fireworks of any kind are not allowed anywhere in the Riviera. But as always there will be a great show down at the at the beach on Villa Beach Road.

This lends to our point about making that connection again between owners and renters, whether it's long-term renters or short-term renters - owners are responsible for the behavior and the actions of their guests. When that comes to things like fireworks or our shared spaces, maybe even like doing Donuts in one of our parking lots - just vandalism things like that. We will track it down to an owner who is responsible for that guest and that's how that's going work. We are responding, it's just members don't see it.

On that note to talk about our shared spaces -this is the busiest time of year for our parks and our docks and our Marina. So please look out for each other, take care of each other and be safe on the roads. The roads are busier than ever and not everyone out there may have a license to drive - so be safe and protect yourself as the pedestrian as much as you can.

General Managers Report:

Golf & Grounds: Mentioning Candy and our Golf & Grounds crew getting Pine Lake together for the derby - Please remember they have over 14 spaces (parks - common areas) to maintain constantly while they are constantly being used as well as the golf course every day, so our parks look amazing and look at the golf course - amazing and they have a small crew - they get a lot done. They are regularly maintaining the docks & parks for goose poop

concentrating on Thursdays and Fridays to prepare for the weekends as much as they can. Probably the coolest thing they did recently was bringing in fresh sand for the sand traps on the golf course, a lot of them been trimmed and manicured -the sand is it's sparkly it's so fresh.

Golf Couse: Molly still doing a great job up in the Pro Shop and the positive changes keep coming - good stuff is being ordered in terms of apparel and accessories.

Buildings and Maintenance: I mentioned Tanner and Andy's hard work but Mike & John are also there keeping everything going. This is the time of year when they are rebuilding many of our mailbox stanchions, we have over 100 of them. They're being expanded to accommodate different types of mailboxes. Andy on the computer over there, right now should be in three other places because it's such a busy time of year maintaining all of our facilities - our bathrooms in the parks the park models.

Lakeshore Restaurant: Had had another great month - we're up to over 1800 meals served last month. An event every weekend this month and basically all summer. Don Gloyd has worked very hard to bring in a cool band tonight called Five Guys Named Moe 6:00 to 8:00pm. If you're down there and you notice the coffee tastes a little better it's because they have a new coffee machine and it's not insignificant - this is a major machine and it is plumbed straight into the hot water system -much cleaner more efficient. Angel did a great job working with Pepsi, who is actually our new soda provider. We had Coke for a long time and they've gotten a little and so we switched to Pepsi. Pepsi came in and has been great to work with. We're getting some major discounts - freebie umbrellas and accessories. It's great because all new lines were installed. We're looking forward to working with them.

Enjoy the 4th, stay safe. I did want to say one quick thing about that the just disclosure disclosing health information from the from my perspective from the office perspective it's this is an ideal for us because we are in a position of full service and transparency so as much as we love to satisfy the requests of the members this is this is going to put us into a position now where we actually we need to follow it's important to follow the state rules and use more discretion when we're releasing that sort of information so that is why as was mentioned we are on a on a hold right now on release of personal information because we're reviewing the process but it should be very soon until we're back to releasing what we can report please.

Golf Molly Miller: Big shout out for Candy - the course is in the best shape it has ever been - Candy and her crew have just done a fantastic job. The new scorecards are out with the correct yardage on them. We've had some questions of hot dogs and last month I called up the Liquor Board to find out what we needed to do for the selling of hot dogs and so on and so forth, they told us to call the health department to just make sure. Well, we've never had a Health Department Permit before, so we have been serving food for years without a permit. We're on a temporary permit through the summer and it only includes weekends. We will be filing for a full permit this fall - that's the best we can do right now for this year's tournaments. We've had two no show tournaments. I have presented a packet to the board to rule on implementing a \$100 deposit for the private tournaments and then they have 30 days before the tournament event to cancel. Tournaments through August have been confirmed and are playing. We have been monitoring after hour golfers who are not using the Honor Box - it's there for a reason and golfers need to pay when the Pro Shop is closed. This week alone, I have collected \$232 from golfers after hours that had not put money in the honor box.

We are having some problems with some of the Airbnb's this month -a couple weeks ago we had some kids out playing baseball with the family in the bottom number #7. That hole is a blind for golfers so if the golfer was on the tee box they wouldn't have seen the kids and the adult playing baseball on the golf course. Some are throwing balls for their dog - I had a nice awakening at 10:00 PM the other night go with kids on bikes riding on the 5th. If the Airbnb's could please just write rules in your policies on your on your rules for renting, just letting them know to stay off the golf course. It's one of our beautiful amenities and we want it to stay that way.

Chris: Good Neighbor Brochures are a focus for owners who are renting their home as a Short-Term Rental. They are available in the office and ours have more information than the county's - including contact information for the owners. The office will help you personalize yours.

Report of Trustees: Begins Below

ATM: The ATM in the Restaurant paid out over \$12,000 in May alone. That's \$124 to us and we are providing our members (others on-island outside the Riv) with a great perk by having the ATM.

No Fireworks Signs: Eight weeks ago, when the Marina host said the sign was kind of faded the office reordered signs for the marina, campground and all the major parks. They've all been replaced and updated and the reader boards have firework reminders. When we got the complaint – it was already scheduled. The Grounds crew have a schedule of dates to update this and that, etc. They are very consistent with putting signs out there and I actually like the fact that members spoke up on the Facebook post 'there's a sign on this road' 'here's a sign here.'

Talking Points: On the table back there is a full color copy of the talking points for last months, which is like 10 pages that the staff puts together. Every question from members is on these talking points from the previous month. These go on our website so there is a record. For transparency and efficiency, you will have answers for the future when somebody comes up and asks a question - you can reference that - so we don't repeat the work to answer a simple question. Some of these questions are legal questions and they get asked to every new board, this way they can say here it is - set in stone - it's on the website there's transparency and hopefully over the years these questions that come up every year we're not wasting time and money answering asking again.

New Agenda Items

1. **Member Comment:** *"For the last 10 years my wife and I have coordinated the Junior Golf tournament. I was recently informed that the Riviera is no longer going to be sponsoring that tournament, is that accurate?"*
 - a. *The board spoke in error on this. The Junior Golf Event has some funds allocated to it just like the Kids Fishing derby under the budget category:*
2. **Member Question:** What revenue sources do we pay BO taxes on? Is it just the Golf and Restaurant or do we also cover Campground and Marina?
 - a. **Answer:** We do not pay taxes on donations/member assessments. We do pay taxes on all retail sales, amenities usage sales and rental fees.
3. **Member Comment:** *"I would suggest you also make a book for all these remarks with the date that they were spoken so if anybody wants to find out what was said before they could refer to that book."*
 - a. This is partially already happening. We are already posting the talking points from each meeting online and providing a hard copy at the board meetings. A revised copy that includes member and trustee comments is also posted online the following month once the minutes are approved.
 - b. It is our hope that membership encourages this practice to continue with future boards. This, however, is labor intensive and a lot to ask of volunteers and Staff.
4. **Member Question:** *"You're going to have a policy handbook?"*
 - a. One issue with the inconsistency of yearly boards and general managers is the lack of documentation being passed on to each new person. The GM and Staff have been working towards addressing this.
 - b. The board is also committed to creating an archive of all sorts of documents that are categorized folders that cover topics.
 - c. The concern and issue are that in the past board members and staff have shredded information or adjusted it without membership knowledge. This is why we are making more of an effort to post information online. Which we hope will discourage improper behavior.
 - d. Example we have an executive file being created that contains every document of record that a board president has signed. Even those have restricted access for legal reasons. It will be in a folder that will be accessible by future GM's and Board Members. IE Fines, Hearings and such.
5. **Member Comment:** *"We asked the membership for feedback before the budget was finalized. The budget always seems to come to membership as a finished product and there's no opportunity for membership to have input which is incorrect."*
 - a. The board believes this is an incorrect assumption. In the fall each year a budget committee is made up of members. Its members who make up 100% of this committee and members who contribute

their time and experience to creating a budget. They verify the information that is provided by “member staff” and ask the same questions every year.

- b. I won’t speak about what happened in the past. However, this year in August, we will have a Town Hall to go over the budget.

6. Member Comment: “*We are not here to make money. We are literally only here to break even*” and “*Going back to the amenities –not revenue generators*”

- a. The word Business shows up 14 times in our governing documents. The concept of some people that membership is an ATM is not a solid business plan.
- b. The fact that boards ignored the Return on Investment for business decisions has set the overall Riviera back a bit. It had gotten so bad that according to Mr. Quinn and others we would have been bankrupt if we didn’t make drastic changes. We will talk more about the cause and effect at the August Town Hall.
- c. However, it is correct as a nonprofit, we are here to break even. It is also correct to say that we should not operate at a negative lose because membership/guest activity has exceeded the allocated budget.
- d. The question should be “how do we highlight over exposure?”
- e. When the Restaurant was 250k overexposed members were very concerned. Yet when Golf is 125k overexposed some members wanted to have the wording adjusted. Is this fair to overall membership? Shouldn’t a balance be found between all amenities?
- f. The Marina and Campgrounds will always have some exposure due to the fact that the majority of participants are members who use their free weeks. Tracking this and its impact on the budget is something we have begun to monitor.
- g. Also, the idea that the Restaurant might make a profit is not against the code of ethical behavior. Those funds, if they happen, should just go directly reducing the burden on membership dues as well as the repair and upgrades needed for that amenity. The answer should not be just increasing the dues every year but how to find a balance.
- h. That being said, we are working on using new terms that we hope reflect better the situations we face throughout the year. Exposure, Reduce or Lessen burden or on target are all thoughts we are considering.

7. Member Question: “I don't appreciate the fact that there's a Riviera Discussion page that's not actually run by the Riviera”

- a. This page was created in February 2016 by a Riviera Member and passed on to me at some point. The only request was to keep it open for members to discuss topics regarding the HOA.
- b. This topic has been addressed several times. Boards have spent membership money trying to address this topic. Lawyers have told boards in the past there is no rule covering this. It was recommended that the board add an anti-harassment clause to the governing documents at some point.
- c. Boards in the past have shut down official social media pages that were managed by the staff because they were not knowledgeable on how to handle topics on social media.
- d. Boards in the past have made statements without consideration of cause and effect which in turn reduced the Rivieras Social presence to zero.
- e. The Riviera is currently rebuilding the official pages, however, they are not designed to engage in conversations with members. Nor is this a place for members to discuss topics of concern. They are there to share information about specific amenities and activities and important notices.
- f. The Riviera Discussion page is a volunteer page and private. It allows members to talk about issues openly and the only way to get banned from it or restricted is to make a threat to another member or violate community standards.
- g. Yes, I, Christopher, was given administrative control over it. I was also asked to administer the new Campfire page when the community page went extreme, and I administer several other Island community pages like the Quilts of Valor. Not because I want to but because I was asked to.

- h. If a member has an issue with it, they don't have to participate.
- i. For the record this was reviewed by the boards in 2020 and 2022. The 2022 board reach out to me, and we made it clear to the participants that it was not an official page. Is it not better to have a private place for members to discuss topics than venting their concerns to the whole public?

8. Member Question: *What's the reason for that..it is because Riviera didn't maintain it for a number of years and so it's really about shifting that focus back to the Riviera because I don't think it's fair for any members to have to spend their weekends nights and whatever, middle of the night whatever it is that you do because I know you said you've been up in the middle of the night.*

- a. Yes, part of the reason is because several boards ago they decided that because they couldn't communicate clearly with membership, they didn't want any staff using it.
- b. No, it's not about shifting attention from one to the other. The reason being is the metrics behind information reviewed and provided is not going to support this.
- c. Unless you have engagement, you will not increase the metrics to increase the awareness of the pages being utilized. Campfire, for example, has over 1600 members and is on the same account as the Riviera Discussion page with 600 members which is also on the same account as one of my company pages with only a few hundred. The metrics don't cross over or encourage additional views. It takes direct member engagement, and you can only get this through daily post and comments. Engagement of members talking about topics and continued discussions.

9. Member Comment: *We should charge nonmembers a fee for using our amenities \$3 a person for a nonmember to pay for karaoke that they didn't pay anything for dues or anything.*

- a. Thank you for sharing your individual members' opinion on this. However, there is no way to track this currently and asking member's guest to pay an extra fee isn't feasible action.
- b. The idea behind events like this is that they have a low investment base but draw a large return from patrons who enjoy such activities. In turn purchasing beverages and food helps reduce the overall burden on membership with increased revenue.
- c. Although we are looking deeper into the tax code that covers us.

10. Member Comment: *Should the Golf sign go back to the way it was because somebody can go up there and say 'hey it says here no more than a foursome' so now you've got a problem - here it states nothing bigger than a foursome. It was changed without going through the procedure.*

- a. The score cards and Golf board are being updated with new verbiage.

11. Member Comment: *About the KPI's that are coming out, two suggestions, like Jan said -the loss should be member contributions. I would also like to see the campground KPI's and the Marina KPI's on here along with the parks KPI's because we spend a lot of money on the parks that aren't represented here, and nobody pays to access parks. Can we get kind of an equal balance across all our amenities? Would also suggest that we have a year over year, so going back to the last five years we could see how we did in the previous five years and how are we trending for the current year.*

- a. We are already tracking this in a larger form. The opportunity that isn't reflected is the impact on the budget and amenities when members use their free weeks vs guests who pay.
- b. The two areas, in particular, do not generate many contributions to help offset the membership burden.
- c. The Board is happy with the efforts of the Riviera to gather more information.

12. Member Comment: *I feel that there are so many people against the golfing community.*

- a. To be clear there is no focus on the golfing community. The biggest contributors to the volunteer community do seem to come from the golfers and we are sure the overall membership does appreciate that.
- b. It is also fair to say that most of the membership does not golf and is not in support of the blank check that is given to one amenity. We've tried to show members when they share their concerns that Golf does bring a high value to the overall HOA. Even if they chose not to participate in golfing.

- c. In fairness to all amenities, when we started to address the member's concern of over exposure of an amenity we did so across all amenities. As we address the restaurant, we then address the marina and campground. And are currently addressing Golf. It seems interesting that some members feel this is targeted yet we're not concerned about how the staff and other members felt months ago when the attention was on other amenities like the restaurant.
- d. We are just trying to come to a balance that doesn't expose the Riviera Membership to unnecessary or excessive financial exposure.

13. Member Question: why do we need to need to start paying extra money for tournaments?

- a. This is a proposal for non-Riviera created private events.
- b. Members pay extra for events at the Restaurant the concept of paying for extra events.
- c. For the record, Golf has already reduced the burden and exposure on overall membership by making sure the amenity is utilized correctly. The board is very happy with the changes that have happened. And listening to recommendations from the Golf committee and General Manager.

14. Member Comment: Would like to see the cart path fee be put back into a separate account.

- a. The board can see this is something that is appealing to some members and we will investigate this.
- b. There are future plans to redo the cart path and the question comes up who will pay the extra cost as the current contributions will not cover that cost if we are going to go back to listing it separately? Which was part of the reason they moved this into the general fund.

15. Member Question: Questions regarding the details of lot combination form, it refers to a water standby fee. There is no such fee listed in the fee schedule, so I don't know what a water standby fee refers to. I think that the fee schedule and the bylaws and the lot combination form need to be harmonized so that they use the same terminology. I do not know what happens if you combine two lots - do you then lose a vote?

- a. SECTION 4.07. Voting Rights. Lot Ownership shall vest its Owner (s) with one vote on all matters. No Lot shall be entitled to more than one vote. Lots owned jointly by more than one individual or entity shall be entitled to only one vote per Lot. Owners of multiple lots may cast one vote for each lot they own.
- b. Water Standby Fee: The water fee is included in all the assessments; we will review the wording in the paperwork.

16. Member Question: I know that if you combine two lots you do have to pay two HOA dues just like if they were separate.

- a. This is correct.

17. Member Comment: Are there any other implications of lot combination? Someone made a point earlier in this meeting that we should be encouraging combination of lots because it does reduce the load on everything. It seems like there's a lot of aggravations with combination like specifically I went to get the lot line combination form notarized and the notary refused to notarize it because the notary part of the form is on a different page so that there was no way to know he was notarizing I could take the notarized page and attach it to anything and so it was refused by the notary public.

- a. **Notary Form is being updated this month to be one page.**

18. Board Clarification: ROI/Profit and Loss Clarification

- a. The board is going to prepare some examples of how reviewing the return on investment of Riviera activities has improved the overall financial security of our organization.
- b. Currently we have stopped the bleeding that was happening and are starting to see improvements in our overall financial health.
- c. Expect this to be covered in August Town Hall.

19. Board Reminder: Landlords and STR and Long Term

- a. Once again, we are wanting to reiterate that landlords and members are responsible for themselves, their guest or their tenants.
- b. *Section 2. Levying of Fines and Penalties. Such fines and penalties are to be levied upon any Owner for actions of the Owner, or of family members, or any agent, contractor, licensee, lessee, or invitee*

acting on behalf of the Owner who shall have been determined by the Board, according to the procedures set forth herein, to have violated the Riviera Covenants, Bylaws, Rules or Regulations.

20. Non-Profit vs Not for Profit

- a. We will be providing membership with a clear understanding of what tax code we as an organization fall under.
- b. This is important that all members understand what the rules are so they can also understand why we do not have exclusive policies in place and do contribute to the wellbeing and betterment of the overall island community.

21. Board Action: Perc Holes

- a. The board is working with the ACC committee to change the current system to have the deposit fee used to refill the perc hole if the member fails to fill in the perc hole in a timely manner.
- b. The board will be adjusting supporting documents and procedures if deemed that they fall under board. If it is found that these require a membership vote we will include this in the 2024 vote.

22. Membership Concern: Trespassing on private property within the Homeowners Association

- a. Recently we had several complaints from members that other members were trespassing on their private property.
- b. Whether signs are posted or not, no member has a right to trespass on the private property of another member.
- c. The board is seeking legal counsel on the most recent situation and its implication with the Tort Law, state/federal law along with our governing documents.
- d. And the members are being advised to always file police reports and charges on anyone who breaks their sense of security and privacy. Whether these developed or undeveloped lots.
- e. Members will be advice of legal response
- f. Members who have failed to respect other members' privacy will be receiving notifications for violation of SECTION 7.06. Noxious and Offensive Activity.
- g. The following sections are going to reviewed by the attorney for clarification
 - i. Section 7. Enforcement Authority.
 - ii. Section 15. Right of Enforcement. Except as otherwise provided herein, any Owner of any Lot or house within the Subdivision shall have the right to enforce any or all of the provisions of the Covenants upon any property within the Subdivision and the Owners thereof.

23. Membership Concern: Building permits have expired without action from the board or staff.

- a. The board has brought this topic up to membership for several months now.
- b. The staff provides the General Manager with a monthly report who in turn provides a report to the board of trustees.
- c. The board has shown that it will stand behind the GM who directs his staff to highlight properties of concern and begin the ACC review process for revoking permits and other actions.
- d. The board is happy with the progress that has happened over the past few months.
- e. It is evident that some members are failing to respond to the staff's friendly attempt to get them to adhere to compliance requirements.
 - i. Owners have passed away
 - ii. Owners have fallen on financial difficulties and hardships
 - iii. Owners have failed to respond to certified mail
- f. To be clear the board is confident that the staff are doing all they can to address several issues with building permits.
- g. The board is also confident in the ACC committee holding building requests to the highest standard. They have proven time and time again to deny anything that is not correct.
- h. This board has also not approved any building code variance that is in violation of our governing documents or county code. And has sided with the ACC recommendations since October 2023.
- i. Fine Schedule Non-compliance of Architectural Requirements under Article VI Section 6.05 Stop Work Order Upon notice of a major violation, the General Manager, with Board consent, shall issue a

Stop Work Order for the suspension of the suspected project. This stop order will be effective upon receipt and remain in force until the Board has investigated the alleged violation. Failure of the owner or contractor to comply with the Stop Work Order will result in fines or court action to remove the project from the Riviera. Fines: Up to \$1,000.00 per month until corrective action has been taken. Failure to take corrective action may result in legal action to remove the project from the Riviera.

Old Agenda Items with Updates

1. Reminder Community (update)

1. Stars and Stripes and look at other community events
2. Time to renew your Fire Pits at the Local Fire Department
3. First round of pothole fixes has been made by the county report any unfixed issues to rccboard@rivierclub.org
4. Traffic review for Island drive and 105th happening this summer by PC

2. Internet Update

1. Verizon Engineers and Decision Makers will be visiting the island at the end of July. We will keep everyone informed of continued development.

3. Membership Update: Outside Request for Water

1. Anderson Island Parks Department submitted an official request for access to water. We are reviewing this request and will discuss this at a future Town Hall meeting.
2. *ARTICLE XV - MISCELLANEOUS Section 1. Except as to contracts entered into prior to enactment of this document, or as allowed by exception as described below, nothing in these Bylaws shall be construed as authorizing either the Corporation or its Board of Trustees to sell, convey, assign, or otherwise transfer any portion of its water rights or to sell, provide, distribute, or supply water in any manner from its water system to non-members or to any party, member or non-member, outside the boundaries of the Riviera Community Club, Inc.*
3. The above rule was added by membership in 2013. To supply water to the Parks department for the medical facility would require a membership vote to revoke that rule.

4. Member Question Update to Previous comment: Can we bring Alcohol to the restaurant?

1. **Answer:** With the exception of Wine, no outside Alcohol can be brought into the restaurant. In addition, if someone comes in who appears to have consumed alcohol beforehand, they cannot be served further alcohol.
2. *Wine: The Riviera does charge a corkage fee which is \$8.00*
3. Chapter 66.28 RCW covers wine and corkage fee and how that overrides RCW 66.44.200

5. Member Update: Bylaw/CCR/ACC/Water Access Vote September 2024

1. We will use the same format they used in 2013 to vote.
2. Each item will be listed on its own to be voted on.
3. ACC committee is reviewing the current 1999 ACC rules and coming up with a proposal for the board to recommend membership vote on in September 2024
4. Right now, ACC rules will default to the 1999 membership approved rules.
5. A Town Hall will happen in August to go over everything being voted on in September.
6. Additional Items outside Suggested Legal Changes and ACC will be discussed at this time. However, member driven changes will not be proposed until 2025 which will be based membership feedback.

6. Currently Topics for Vote will be:

1. Legal changes recommended in 2023 by our lawyers to update our governing documents in line with state and federal changes.
2. ACC update to bring the 1999 member approved rules in line with current member approved guidelines. Taking into consideration updated building codes and community experiences.

3. Water Access Vote to see if membership wants to approve changes to water access from outside the Riviera. Example the new medical center project from the Anderson Island Parks Department. Membership should have 2-3 options that will send a clear message based on voting participation. As always membership has the final vote when it comes to updates and changes to the governing documents.

ARTICLE XV – MISCELLANEOUS

Section 2. Access to the water system will be permitted on a case-by-case basis to not-for-profit organizations outside of the Riviera for the sole purpose of fire suppression. Residential dwellings outside the Riviera are excluded from this access. Such systems shall only be used in case of emergency or during required annual testing as required by the Fire Department, County, State or any other governing entity. Costs and government written approval associated with connection to or use of the water system for said fire suppression system shall be the responsibility of the organization. Access granted by this exception shall be surrendered upon written direction for the Riviera Water Distribution Manager or appropriate government agency.

MEMBER COMMENTS 6/29/24

**MEMBERS - TO SPEAK AT THE END OF THE BOARD OF TRUSTEES MEETING ON ANY TOPIC FOR A MAXIMUM OF THREE MINUTES, PLEASE USE THE SIGN IN SHEET PRIOR TO THE START OF THE MEETING. ZOOM PARTICIPANTS, PLEASE INDICATE YOUR INTENTION TO SPEAK AT THE BEGINNING OF THE MEETING AND THE NATURE OF YOUR COMMENT OR QUESTION*

George Stewart (10/075) *Is the Cole Pt Association petition for Riviera Water going to be on the ballot for September's membership meeting?*

Response: *No. Currently, we have no knowledge of a petition with enough votes to add to the ballot.*

Jory Olson (06/059) *About section 4.07 - that's the lot combination paragraph. I still don't think is very clear - it says there's one vote per lot, so if you combine two lots that's one lot meaning you lose a vote. The wording is unclear in the covenants*

Response: *Incorrect. Lock combination doesn't affect your voting process. PC will recognize your two lots as one, but with the RCC it is still two lots – two votes – two dues.*

James Cook (18/058) *First of all I want to thank you all -your board meeting are really transparent and that I really appreciate. And I appreciate all the work you guys do because you are volunteers -it it's extra time and it's something you believe in, so I wanted to thank you.*

The second item - when you get that policy book ready, I don't know if it's too many pages, but if you could put it on the website so the membership could jump on there and read it or review it - just as a recommendation. There are some folks in the Riv that don't have any kind of Internet connection and so they might need a paper copy that might be available in the office and pick one up.

The last item - if you've got folks that are making comments from the floor or asking questions, could you have the person that's the recipient of repeat the question for the zoom folks, so we'll know what the question is about.

Response: *Mr. cook just to answer your question on the policy -yes it is already in the plan and we've already started updating the navigation on the member section. They have six more tabs to add in that section and policies is one of them. And thank you for your comments. Was your granddaughter the one that caught that 16" fish at the Derby?*

James *-Well you know she went for a master fisherman, I tell you what she was so happy. Just really quickly, what I learned. I told her that when you catch a trout over 10 inches you can get keep it. I mean it's worth eating, right? I asked her what she wanted to do and she said to me "I want to release it back so other kids will be able to catch it." She's 10 -wow – there are some adults that need to understand that lesson but anyway thank you for asking and I appreciate all the good work you guys are doing.*

Steve Evans (07/032) I'm here reading this for a member that can't be here because she's selling produce at the farm. Dearborn members; with summer coming up to full swing starting with the 4th of July, I would like to suggest that those who rent their house or rooms have a small folder with information about the island and amenities, given the recent incidents of after-hours golfers feeling it was OK to play without pay - in addition to those who try to use the Marina without reservations or allowing kids to drive golf carts on the streets or other issues. It seems that perhaps a more formal information system is needed, and I think this person was unaware of your folder that here's your suggestion. When we check into a hotel, quite often there are small notebooks or pamphlets letting us know what is available in the area. In addition, there is information and are guidelines that cover use of parks, beaches, hiking trails or other amenities. When I book a rental, I've been given the rules of the road, so to speak, for the house and locale and I had to read and the rental agreement to follow said guidelines or rules. I'd like to give folks the benefit of the doubt and believe that a good percentage of the folks that create issues for Anderson Island simply don't know there seems to be a need of a more formal information system. I would like to propose that all who rent out their houses or rooms in the Riv are required to have a standard information booklet or pamphlet prepared by an ad hoc committee, representing the Riv staff members and Airbnb owners that not only gives general information about the island, but would include a map showing amenities, trails, public beaches, public beach areas, café, general store, restaurant, etcetera. It would also include information about our amenities including fees, hours, fireworks/fire/ fire pit policies, emergency information and more, directing visitors to our information on the website for the current calendar of events would be helpful as well guests will be required to sign off that they have been given the information should there be any show or question. We all love our island and we want our amenities to be maintained for us to enjoy and we also want a safe environment for our residents as well as our guests. It is my hope that having a more standardized system will help both residents and guests to enjoy the island to its fullest. Signed by Jane Evans who is my wife and we worked this up last night and I would just like to say that Jane and I would be willing to be part of an ad hoc committee if it is the board's recommendation to put this together.

Response: We have a Good Neighbor Brochure that's been out for months and we've been passing it around. The board cannot require any member to do anything - we can only do things for the amenities. We can't tell owners what they can and cannot do. We've already had a ton of STR committees and we've discussed this at Town Halls, there's really nothing we can do but what we can do officially and what Dan and the office team have been doing, along with the board and supported through Phil, is we're influencing better behavior and documentation. Dan is already updating this document and tying it with the website update. We're looking at doing an online sign in for amenity access and there are a lot of things we are doing and I'm sorry you didn't see the Good Neighbor Brochure. The office is compiling a list of STRs and they're trying to reach out there more and more. We've had some people with some violations and it's opened up some doors of opportunity. Members who have rented and are getting hearings request for their guests are now saying "how can I prevent this." Like when Dan comes in and says we'll reduce your chances of getting a fine or the attention of the board members. There are members who will feel very strongly against us promoting anything outside the HOA, they think it's a waste of resources but Dan and the team are still trying to open that communication. We're trying to educate but the first impact is just getting the attention of the owners and saying hey -here's what's happening negatively that we're trying to encourage positive behavior of your guest.

Mike Downing (02/120) I just wanted to clarify that each short-term rental owner has to get an affidavit from the county and that in that affidavit, it states they must supply a Good Neighbor Brochure to every tenant, so if that's against our rules I do believe the board has authority to create rules and fines for different activities especially to protect amenities.

Response: Just to highlight that point where you said Dan could verify this, yes the county requires that and there's a few dozen that don't have the county approval either and the county's and that's why they're coming out doing more audits to try to catch people on the weekends and these places aren't occupied during the week when you're out here so the county is aware that we have an issue and they're trying to do some legal changes themselves to affect short term rentals on the whole specifically.

Michael: Based on this gentleman's suggestion. Rules could be voluntary -you can supply them or at their request which we're doing and maybe we could keep a record. If they violate the rules the fine can be more severe.

Response: Which were limited to and find the section it says and we're trying to address this now. We're going to recognize obnoxious behaviors are really the rule we could use for a lot of things -it's a kind of a blanket wide brush -it's \$50 and it says in our rules that says this is the fine for this and this and we're like some of these fines are kind of non-impactful to change to influence a better change. We are recording and updating the documents - we're working with the county and finding information and promoting education and we're improving the documents. Sadly, the board can't make a rule and we've gone through legal advice and we cannot make a rule that tells somebody what to do on their property and we only make policy procedure for amenities and the overall health of the island.

Michael: I think it's gonna be a constant work in progress yes because we all know that this morning on our walk and there is a beer bottle broken on the street and people around here that live here don't do that mean and so we know that there's additional pressure on our community, on our on our common areas when we have short-term rentals.

Response: I had a situation this last week where somebody trespassed on my property to the wrong place and I have a new no trespassing in front of my house that I have to change because it's too aggressive but yes I'm with you all there -my job as a president is to don't make any votes right unless it's a tie but my job is to make sure we're always pushing forward and we don't forget something. That's why we have so much documentation- the board is not going to do something against the rules because the membership wants to follow the rules and but we're not ignoring all the efforts of the short-term rental committees we've had in the past and we're working with the county. Dan is on first name basis with the county -they've got people coming out there. Now we have a building code inspector who's on the ferry a couple of times trying to catch people who are building inappropriately. Right, we never had this in the past. They're coming out auditing and checking people and we're hoping that their attention is on short-term rentals. They say they have X number of short-term rentals now and Dan says, 'actually this is the list' and they say we don't have them so they don't exist. We all said we appreciate you guys and you can see the transparency not having the idea that Dan and the board are ignoring this stuff- it's this is not accurate -it's just it just takes time and we've got to get county support. The county is the only one that has the real hammer they come down and put a notice on their door - they shut somebody down that changes everything. Hopefully we can do things -communicate clearly and more transparently in the future

Michael: But you know they do have fines in place. We're going to compliance with if they don't can affidavit they're not legal and they have serious fines up to \$10,000.

Darrell Beck 08/046: I'm going start with the the Trivia I think it was great that I enjoyed it but I don't think they're taking everything into consideration. They moved it to the right when you come in which was a good idea but now a couple of people want to set at the bar and we have other people sitting in the bar that are trying to watch TV although we can't turn the volume up -we can't really hear ourselves because they blast it into the into the bar. Until it grows big enough to take up 3/4 of the space there, I would like to see if they could restrict a certain area from the front door who are they sent the people -that's just a suggestion

Response: Darrell I like you so much OK because Dan's giving the nod. -yeah we can do that. So there you go that's board action right away. Cart Path - I don't have a good enough memory to know what you think that there was a dirt cart path and they changed them to the present day paid cart path. It's hard for me to believe if they wouldn't let that fund separate and never incorporated into the general fund that we would be able to sit here and it would build up and they would fix things -we would be able to sit here and say to the non-golfing community "only golfers pay for it." And that was the big selling point to the non-golfing community. I know you said you're gonna try and get it back there -it should be its own separate fund. If we don't have enough golfers to approve it then we're gonna have to wait until we put enough money in and with that there has to be some way and I think they're trying to address it -when people bring their own golf carts they don't pay a path fee -

they don't go into the barn or a place where we can park -them they don't pay there but they go out on the course and they use it -especially these monsters that are bigger than a regular car, that gets on there they go into the place you can't get by it's almost impossible to get by them unless they get right up against the thing. So anyway just some way to look into it I'm not asking just look into it.

Response: Just so you know, Christine has an actual accounting and has tracked all the contributions for Cart Path.

Darrell: OK and the last one because I always like to end on a very comical note. I live on Larsen Rd and we have a lot of people come down there while they're waiting for the ferry, so I ran into the county guy the other day and he says he'll look into it but I want to change the name of Larson road - the 1st 308 eighty feet -the dog walk lane, because that's all you have down there are the dog walkers waiting for the ferry.

Tom McCarthy S1/011: I really appreciate all the wealth of information in the board comments but it does take a long time to get through before you can make membership comments and it I wonder if it might be an idea to have members comments and then go into the board comments. When I first came to the island just one of the crown jewels was the Riviera Lakeshore restaurant front deck on the water and you know and coronavirus and since then it's become pretty infrequent that we can use that. I think that's a disservice to membership and I guess what I'm wondering is what is the timetable to fully you know whatever need might need to be done to that deck but to open it back up to membership? I noticed the comment that you know I understand that there's been some fines levied against some property owners where there's been bad conduct by guests and that's you know I think that's good, I mean we should all be held accountable for not only our own behavior and our own guest's. But is it is it the policy of the Riviera to only go after owners of short term rentals or is that there actually incidents where members are being fined for the action and conduct of their of their guests? You know maybe kids who are weekenders -a Weekender cabin, who are having a big party or something like that or throwing beer bottles on the streets. I guess what I'm wondering is if we're going to have a policy about guests it should be enforced equally not selectively. Because that opens up membership to discriminatory lawsuits.

Response: First one on the deck really quick -the reason that deck was closed is because it was deemed a hazard from the state when they came to do an inspection for the servers to carry the tray foods down those stairs to the lower deck. So you could go there and there's a sign they put up - you could go down there and take your drinks down there and self-serve down there and enjoy it but they were not going to be carrying food down there because it's a hazard for how steep that deck is but then to be carrying trays of food everything back and forth the trip hazard so as far as there's already work on reviewing that whether we're going to raise the deck up and it's a long term budget request to get that deck raised up to a level flat towards level with everything else but the reason that's closed off for food services because of the safety of the employees. Because short-term rentals are the hot topic that's what you hear but we've already had issued notifications to tenants, one particular got banned from the restaurant - it was a long-term rental of another owner. We went through the hearing process. We are treating this across all the board we have quite a bit of hearing notifications -violation notifications to full time residents. We've done it to long term rental residents -the reason you're hearing mostly about short term is because that just means everybody's focused on them being the problem when reality they're we have members who are causing issues too. they're all being treated as long as we're being aware of the situation we address the situation right but his question was he felt that only the owners or start.

PZ 11/071 What you're doing here with the comments that are made and the answers that are made is great. Does this go online for the people that aren't here?

PZ: Thursday before the meeting and my suggestion to you would be I'm sorry it's not my nurse but listening to you go through 45 or 50 pages of notes it's not acceptable to me as a type A- it's driving me insane. So my suggestion to you would be if this is going on here for everybody that's here that can pick it up and read it -when I go home tonight I'm gonna read this and then if I have questions for the next meeting I'll be standing up there asking those questions but for you to go through every single week, every time I come, I sit here for an extra hour and a half and I love to hear you but quite frankly, if I've got a copy in my hand right now and everybody online has a copy -you don't need to read this. Town hall meetings are critical right now #1 because we've got

more people coming here #2 we've got more renters coming here #3 we've got more problems coming here. So I think your town hall meetings are critical and they could be after every meeting -short but if they have a topic more people come to the meetings to talk about that topic rather than saying we're having a meeting when we get here we're not quite sure what we're talking about. I think you have to be specific and it doesn't hurt to have 5 minutes or 10 minutes after the meeting about a subject that you have designated you're going to talk about .

Response: Because we didn't have any topics to talk yeah so we only generate topics of what members want and we don't have any to talk about then there's other talk about- I still have the meetings for open talk.