

Board of Trustees Talking Points for BOT Meeting May 25th, 2024

GM: General Manager

AGM: Assistant General Manager

OS: Office Staff TH: Town Hall

Core Agenda Items

1. Guest Speaker to talk about Public Safety before Meeting. (PCS Ian)

Here to address comments or concerns of members. PCS patrolling the island - providing a presence on the island that you guys otherwise don't have. We're not out here unless there is a call so with the increased traffic on the island. Pierce County pays for our services to make sure that there's visibility and that you have somebody to call, who can immediately show up if there's an issue for the most part, we're here Saturday-Sundays and periodically. It'll pick up more once we hit the 4th of July and then carry on through Labor Day.

We will not have a boat on the lake but can deal with calls as they arise.

If you observe something, contact the Riviera or VIP and they can pass the information to law enforcement. Another option is to call the non-emergency number and ask to have a message forwarded to me (Ian Ward). The Steilacoom Ferry has contracted the P.D. for the weekends. On Fridays they have a deputy sitting down there at the ferry terminal and again we will probably be adding some extra shifts this summer with the increased traffic. They manage the ferry line keep-cut down on the line-jumpers that type of thing – that is the purpose of that arrangement. If circumstances allow, we will provide traffic enforcement. The biggest complaint we get is the Airbnb (STR) ruckus -kind of evening party thing. We're going to try and be off the island on the last boat. Staying as long as we possibly can. It is mostly visitor activity that we can see as potential problems.

2. Review of minutes of previous monthly board meeting.

3. Review of summary of previous monthly board meeting.

4. New Business

5. Old Business

6. Committee Reports

- a. ACC: 4 new permits including 2 new site-builds. 169 projects total including 41 site-builds. Closed 3 permits, including 1 site-build. On next agenda - two more site-builds closing. Increased deposit fee for perc-permits to \$500 – \$200 is not enough incentive for the refilling of perc holes. Perc holes not filled ongoing concern. If you've finished a project, please request final inspection and get your deposit back.
- b. Forestry: 2 new permits, 2 closed. Members who are removing trees committed to replanting 5 trees. 2024 total almost 50 trees being replanted. Open Garden event at the Davidoff's home. Thanks members and the committee for this opportunity and their participation. Next Open Garden Day is already in the planning stage.
- c. Lakes: Rigerio muck reductions system – great result so far. ***Kid's Fishing Derby Sunday- June 23rd*** at Pine Lake 12pm. Pine Lake ages up to 17 now included.
- d. Golf: **Molly Miller:** Great Spring Fling Tournament. A lot of great golfers – lots of fun. Fivesomes are now allowed per the BOT. Guidelines from the USGA: pace of play is important at the golf course. I will be doing as many announcements on facebook for the golf course as well for course closures & tournaments. To join our text message group, leave your cell phone number at the pro shop. Junior camps are full for July now have wait list. New scorecards are also in the works. Alcohol on the golf course: The liquor law in Washington works like this – The Riviera carries the alcohol license to be able to have alcohol on the premises. Employees all have our MAST license to sell but the employees have the liability of overserving. We sell alcohol at the golf course so you guys cannot bring alcohol to the golf course. See code 314-17-15. The MAST permit is required by law of the person who serves or supervises the sale of alcohol from the premises' consumption and for those who deliver alcohol to the premises. The MAST permit is the property of the server, not the business
- e. Restaurant: Back to school Dance (Sept) in planning stages.
- f. Compliance: Now reviewing possible changes for Membership. 14 issues addressed. A few under the category - daily or more common. Three issues that required board involvement severe action. There are many expired & stalled site developments out there. Some have really become bad eye sores - we want you to know that they are priority that we are addressing them. We are actively working with members to get to completion as quickly as possible. It takes time to get through these processes but we are addressing them.

Dog Safety: Making dog safety and dog responsibility a priority: It's going to be all summer when we have so many different visitors, those who we know and those we don't know - they also often bring their dogs so it is important that everyone be aware and follow dog laws.

STRs: Short-term rental: Are also a priority for us, especially heading into this busy season. We're actively monitoring that situation - just short of patrolling. I personally drive around – visit certain areas during the

weekends. If you have any issues on your street or any issues with neighbors or neighboring houses, please let us know. We want to know about it and we want to help you out if possible.

***Chris:** Just a reminder on the STRs - we're asking the membership to support the board and the staff because we are going to have, in the future, some very upset members because of our stance on actions that have happened at STRs recently. We've had hearings and fines doing what we're supposed to but by doing what we're supposed to - holding people accountable - has generated upset because we're holding them accountable for the actions of these short-term renters. I'm asking members to back the board and also back the employees. One thing that we're noticing and I'll talk more in the talking points is when the employees are doing their job suddenly the employee is the problem. If you lease, lend your property or have a guest - the owners are responsible for all actions of that property. Every member with a violation is getting a hearing. Some have turned down their hearing - we are documenting everything.*

7. General Managers Report

KPI is available in person and online. \$28,000 in the red - largely due to settling liens dating back several months - money previously collected that we are now paying off. Also available, an analysis of key amenities and financial performance ytd. Golf Course ytd collected \$38,000 spent \$166,000. Restaurant \$76,000 behind - slowest months will pick up significantly during the summer.

***Brick pathway:** To restaurant has been reconstructed in brushed concrete with lights and will get a handrail shortly. Also new concrete at entrance to restaurant near the disabled parking spots. Very pleased with the result.*

Sale of 5 properties: (2) \$12,500 (2) \$10,5000 (1) \$8,000 total \$54,000.

Pine Lake & Lake Josephine stocked this month.

***Member Question / Jan Bolton:** Prefer to recognize Golf and Restaurant as amenities and not having a profit/loss verbiage. Would like to know how many meals are served to members and how many golfers are members.*

***Member Question / Darrel Beck 08/046:** When you say revenue and expenses does that encompass all cost?*

***Response:** Direct Expenses.*

Report of Officers: Begins Below

New Agenda Items

- 1. Member Comment Online:** Frustrated from the last couple meetings, not sure the board members listened to what some of us members had to say. Will be there again but input seems to be ignored when it is only for the good of the community.
 - a. The board listens to all questions and comments during board meetings and one on ones. We address each issue brought to the attention of the board. If a member feels a particular concern was not addressed, they are encouraged to highlight the concern in writing and bring it to the board's attention.
 - b. Some comments are just comments or opinions of individual members. When an individual member brings a concern we do look at the overall impact of it on membership as a whole. When an issue had the support of dozens of members it has more impact than a few. However, each issue does get reviewed.
 - c. Example: Member felt that the restaurant should be for members only. This request was not something the board felt was a widespread concern of membership. So didn't change anything.
 - d. Example: Member felt they were being watched while sitting on the deck at the Golf Course. The board understands that concern and feeling. However, seeing how there are open violations of breaking state and club rules they should feel an increased presence from Club Staff.
 - e. Example: Member felt that we shouldn't allow members to participate in Town Halls via Zoom. The board didn't agree that this restriction provided widespread member benefit so didn't move to restrict Town Hall.
- 2. Membership Update: Outside Request for Water**
 - a. Anderson Island Parks Department submitted an official request for access to water. We are looking to review this request and will discuss this at a future Town Hall meeting.
 - b. *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.*
 - c. 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.
- 3. 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:** To be provided later. More information is being gathered.

4. **Member Question:** What is considered an enterprise versus an amenity?
 - a. The Riviera has no enterprises, per se. Over the years, pressure has mounted to operate the restaurant as an enterprise. Focus has been placed on these amenities' losses. A similar focus is now being directed at the golf course. The Board has stressed that while all Members purchased their properties with the understanding that the amenities were included efforts must be made to minimize costs for these amenities and to distribute the costs of operations equally between those who utilize the amenity and all Members.
5. **Member Question:** Who has the authorization to change rules that affect the golf course?
 - a. The Golf and Grounds Superintendent, the Pro Shop Manager and the General Manager are delegated the authority to manage this amenity. The General Manager is responsible for informing the Board of Trustees of major changes that may affect Members. The Board of Trustees reserves the authority to establish major changes such as allowing non-Members to utilize the Course.
6. **Member Question:** Shouldn't these changes be voted on?
 - a. No. The Governing Documents outline powers reserved for the Membership. Day-to-day operations are delegated to the Board who in turn delegate the authority to Management.
7. **Member Question:** With the rule change what is the outcome of gain this rule is trying to achieve?
 - a. All golf courses are concerned with the "pace of play." Anyone contemplating a round of golf are entitled to expect their round to require a predictable amount of time which is why it is customary for courses to limit groups to four or fewer players. After the Board meeting many Members expressed their hope that the Board would back Management's desired to maintain an appropriate pace of play.
8. **Member Question:** What is going on with the golf fee for annual members for tournament play?
 - a. Increase attention has been paid to the impact of financial losses from golf operations on Members' assessments. Tournament play reduces course revenues in two ways: restricting pay-to-play revenues from Members and visitors and generating little revenue from Annual Members participating in the Tournament. It is customary for Annual Members in other HOA and non-HOA courses to pay greens fees while participating in private tournaments. The \$15 greens fee anticipated for tournament play next year is reasonable, customary and will contribute to decreasing losses from golf operations.
9. **Member Question:** How does Rule 7 affect larger groups?
 - a. "Rule 7" limits groups to four or fewer on busy weekends or holidays. This was posted on the Pro Shop, is listed on the Riviera Golf Course score card and is a policy from the USGA (United States Golf Association), an organization with which the course is affiliated. As always, players in large groups should allow faster groups to play through.
10. **Member Question:** Potlucks or other food events at the gazebo being banned? Who decides this?
 - a. Potlucks are allowed in the gazebo.
 - b. The original concern was the gazebo was tied to the golf course and we had restrictions in place by the county and state on what could be done within the boundaries of the golf course.
11. **Member Comment:** The last meeting got out of hand and people talked out of line. They did not speak in turn and context was lost between the various voices.
 - a. This was completely my fault. It is my responsibility to follow the standard rules for meetings. I should have recommended we continue the conversation during the town hall meeting.
 - b. It's been several months since we've had any real issue from members to address and I didn't want to shut down or come off dismissive. I personally believe it is better to address issues and hear people out when they are passionate about a topic.
 - c. Moving forward we will go back to the three-minute rule at the end of meeting. If the board has a question on the topic, we might extend that to five minutes. Members are encouraged to write down their feelings and submit them to the board as well. If a member has a concern and needs more time, they can talk to me after the meeting has concluded and I will make myself available till they feel heard and content. Then I will make sure that message is provided to the whole board and part of record.
12. **Member Question:** When did the marina host and campground host become paid with use of member amenities? Was this authorized by the GM alone? Did the board vote on the change? Or did the membership vote for this?
 - a. A previous GM introduced the paid Campground and Marina Host positions. Such a decision requires neither Board nor Member approval. The scope of duties frequently exceeds what could reasonably be expected from a volunteer. For example, the Marina host now routinely power washes the launch ramp.
 - b. Membership does not vote on day-to-day operations of amenities.

- c. SECTION 4.07. Voting Rights. Lot Ownership shall vest its Owner (s) with one vote on all matters (when a quorum is present)
13. **Member Question:** I'm little confused with the GM stating at the last meeting the issues with dumping at the campgrounds is that our drain field is on the neighboring property. How is this legal or possible?
- The turn-around at the south end of the Campground is on land leased in a May 10, 1994, lease. This is a 99-year renewable lease done in exchange for the right to purchase water from Riviera Lake Josephine Water. The failed drain field lies beyond the current fence but still on leased land. The new dump station is across the road from the old station and has been connected to an existing septic tank and drain field.
14. **Member Question:** When were the tennis courts fixed last, what were the issues and at what cost? And why would we fix something that is obviously on unstable ground just to do it again. Seems like a waste of good money. Why not move them to a stable area that the HOA already owns? What would the cost be?
- The tennis court was last repaired in 2017-2018. The Company that developed the Riviera Community Club turned nearly all developable property into residential lots to be sold, presumably to maximize their profits. The limited amount of common area remaining is largely wetlands or recovered marsh land. The South side of Interlachen Park was built on reclaimed marsh land and was the only space large enough to accommodate a tennis court and it remains the only space within the Riviera Community Club large enough to this day. Planas are being developed to repair the tennis/pickle ball court next year and to replace it in the next decade.
15. **Member Question:** The restaurant has had several repairs and remodels over the years however we still have toddler or low toilets.
- This matter is in the process of being corrected.
16. **Member Question:** Any person working within the restaurant should not be wearing crock shoes as they are not slip resistant, not closed heels, plus an overall safety hazard.
- Management and staff are aware of the importance of proper foot ware. Non-slip clogs and crocs with heel straps are available in many locations.
17. **Member Question:** Employees should not be wearing headphones while serving.
- Cooks are allowed to wear headphones but I am unaware of servers wearing them. Management will continue to monitor the use of headphones.
18. **Member Question:** no waitstaff or kitchen management has submitted a complaint in writing to the GM about any one individual or party, yet we still have patron being asked to leave who members in good standing.
- Restaurant management and staff have the authority to ban drunk or unruly guests at their discretion. Monitoring the behavior of patrons is a condition of our alcohol license. Any Riviera Club Member who is banned from the Restaurant is entitled to request a hearing with the Board of Trustees.
19. **Member Update: Bylaw/CCR/ACC Vote September 2024**
- We will use the same format they used in 2013 to vote.
 - Each item will be listed on its own to be voted on.
 - 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
 - Right now, ACC rules will default to the 1999 membership approved rules.
20. **Member Update:** Cole Point Meeting: We are aware that Cole Point HOA had a meeting with their members.
- Update they voted to pursue annexation request via a membership vote. They will need to submit a petition to the board with 10% of the membership signing it.
 - Per ARTICLE IV - MEETING OF MEMBERS
 - Section 2. Special Meetings of the Members. Special meetings shall be called upon the request of the President, a majority of the Trustees or upon a written request for the same signed by the Owners of 10% of the Lots.
21. **Member Question:** Can we bring Alcohol to the golf course?
- Answer:** No outside Alcohol can be brought onto the Golf Course.
 - Bringing alcoholic beverages to the golf course is in violation of Washington State Liquor Authority statute, and violators place themselves and the golf course at risk for fines and potential loss of liquor license. All permit holders and guests are required to abide by this Washington State law.*
22. **Member Question:** Can we bring Alcohol to the restaurant?
- Answer:** 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.

- b. *RCW 66.44.200(1) No person shall sell any liquor to any person apparently under the influence of liquor. (2)(a) No person who is apparently under the influence of liquor may purchase or consume liquor on any premises licensed by the board.*

23. Member Question: Can we bring a gun into the bar at the restaurant?

- a. **Answer:** No, it is in violation of Washington State Law. A sign is posted in front of the Bar.
- b. *RCW 9.41.300 (d) That portion of an establishment classified by the state liquor and cannabis board as off-limits to persons under 21 years of age.*

24. Member Question: Can Members leave their trailers year-round at the campground?

- a. No members do not have the entitlement to leave their campers in the campground long term.
- b. Members get 14 free days a year per lot they own. A member or guest can be gifted 14 days from another member once a year. If a member needs more time, they can then request an extension for 28 days which must be reapplied for each consecutive 28 days to the General Manager. Availability is not guaranteed throughout the year as campground and tent slots fill out with reservations of other members throughout the year.
- c. Max stay is 120 per calendar year. (this is Riviera member policy)

25. Members Question: What about Builders who are using the campground while they build.

- a. Builders being granted more time was established by a previous board without member clarity.
- b. There is no special treatment for builders, and they are not granted additional time because they are building. They still have to apply for 28 day extension like other members. In these scenarios the General Manager requires that the builder shows significant monthly improvements on their building project.
- c. Members are also not allowed to leave the camper unattended overnight for more than one night. Vehicles left unattended will be towed at owner's expense.
- d. Members whose time has expired and are not granted additional extensions will be asked to leave. If they don't leave their vehicle will be towed at owner's expense.

26. Member Question: What is the rule regarding camp host and how long they can stay?

- a. Camp Host occupancy has varied over the years. Some were builders others were hired. Generally, a Camp Host is granted additional time as they are performing day to day duties temporary employees.
- b. Recently we have tightened up the process for selecting and utilizing camp hosts.

Old Agenda Items with Updates

1. Reminder Community (update)

- a. Pancake Breakfast Fire Department tomorrow May 26th 8am-Noon
- b. Time to renew your Fire Pits at the Local Fire Department
- c. First round of pothole fixes has been made by the county report any unfixed issues to rccboard@rivierclub.org
- d. Traffic review for Island drive and 105th happening this summer by PC

2. Bylaw/CCR Vote September 2024

- a. We will use the same format they used in 2013 to vote.
- b. Each item will be listed on its own to be voted on
- c. A TH will happen this summer to go over everything being voted on in September.
- d. Additional Items outside Suggested Legal Changes and ACC will be discussed ahead of time.

3. Internet Update

- a. AICAB, Fire Department and Riviera had an excellent meeting with Verizon this month and we are waiting for a follow up after they complete their engineering review.

Member Comments:

Phyllis Zander 11/071: I like what you're doing right now but I think you are going to have a policy book handbook. 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. You're going to have a policy handbook. I have been on the budget committee for several years and it has been a frustrating, but good experience for me. I have resigned from that committee at this point -the reason is not important but I think you know I think it is something that is very important for all of you to understand and it's hard to understand it because the paperwork. For most people is too complicated, so I think that you need to ask basic questions on budget because then you could find out what you needed to know. That's the way to do it. There is a new lady that's now on the budget committee, she wanted to be on it and I suggested her as a as a person that would be good. Her name is Sue Fountain and she does have a background in finance and in bookkeeping. I have been on that budget committee for a long time and I've been the only gal with seven or eight guys because you have the manager and you have the the treasurer and then you have four or five male members. I think it would be

really good to have at least two women at all times on that committee because women think differently than men and a lot of times my comments are just kind of ignored not because the meaning to ignore me but because as far as they're concerned they're focused on what you're thinking about. I think to have a little gentle side on that even though the same numbers have to be done you have to come up with a result but I think you need both sides of an equation to make it balance and right now. I still think that you need to you need to pick people in the audience that are good at that feature, encourage them to be on committees so that you have a diversified group.

Chris Response: The Policy Book will be available in the office and online for download. The book will also have questions by members with responses so you have those answers already that are asked time and time again. This is what the summaries are for so we are doing that already.

Janice Bolton 08/087: *I reiterate what Phyllis said. I do appreciate these questions and the answers and them being physically written down. It's been very difficult over the years to get any accountability to get the office to actually transfer transcribe everything that's being said. I think it's really important to categorize and encapsulate so I appreciate you guys doing that - that's a great step forward even more so than what was done before. I mentioned to Chris in the beginning that the budget comes to membership with the exception of the couple years where we did town hall meetings - where 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. I think that there just needs to be a process.*

For that pace of play - when people show up for tee times and have more than four people, you are you are taking up more than one tee time, so that would be a twosome and a threesome, theoretically. I've talked to different people at different courses and that pace of play thing - there should be essentially be two tee times assigned to a group of five and that will help with that pace of play because it gives that extra little buffer that's part of that whole thing. I think there's sometimes misunderstanding by people of what is actually happening. There are also situations where (we do this on another golf courses) where we literally have everybody on the Men's and Ladies' club in their carts all playing one game and we're all out there together at different times this is not on this course but you can have 40 people out there at 1 hole at one time and it's just part of what is done on other golf courses just letting people know they don't really know they only know what they may see here.

I also want to go back to talking about the idea of losses from golf operations. Golfing is an amenity and every time we talk about how we want to make money for the Riviera - we are not here to make money. We are literally only here to break even. Golfers that pay annual dues - part of those annual dues is to maintain the golf course and all the parks as we do normally. We also pay to play and that should be enough. I think that people who are not members might need to pay a little bit more. And if we have members coming for tournaments that are coming to play with us or with other other people - yes they should go ahead and pay and if you want to assign them a \$15 extra fee that's fine. But I just think annual golfers are already paying enough.

Going back to the amenities –not revenue generators. Pressure has been mounting to operate the restaurant as an enterprise but we all know at the best case basically breaking even. I just think that this emphasis on placing amenities as with having losses is the wrong direction. Minimizing the cost for these amenities and distributing operation cost between those who utilize the amenity and the rest of membership is already being done - it's been done in years past. I think we just need to step back and remember we have a lot of new members and they really don't understand that concept. Chris I do appreciate your responsiveness but I think there's some statements, little small ones that sometimes get thrown out there that we're missing the point. This is a member owned -member focused -member centric group and to not differentiate between member issues and nonmember issues, is critical to me because I don't think it's numbers causing all the problems. I think there's a lot of situations that occur that are influenced by others. I appreciate everything you guys are doing, really do.

I do want to talk about that Facebook page because I would love to see you show me where it is because I'm on it. I'm just saying there are several things. I don't appreciate the fact. I don't appreciate the fact that there's a Riviera Discussion page that's not actually run by the Riviere but I understand Chris, you put a lot of time and effort into it and it is one place for people to go. We'll just have to look at that for the future and see if that really meets the needs.

Chris Response: I can actually show you this - I'll sit down with you anytime and we can talk about all the social media stuff because maybe the discussion page gets 700 views and and the Riviera page only get 50 views.

Janice: *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.*

Chris response: Questions will be recorded -answered especially. We're going to clarify at the next meeting hopefully Bill will be back. I will say this now, if we did not make the changes we had -you don't want to talk about return on investment and I understand that but we were going to be bankrupt as a Riviera by the end of this year. Let's be honest - we had to make changes and this matters because we are spending and we only get so much income coming in.

Janice: *So, charge nonmembers when they come to either use the restaurant in additional fee or make them pay for our karaoke - \$3 a person for a nonmember to pay for karaoke that they didn't pay anything for dues or anything.*

Dale Donndelinger: #9 on rule seven, it started out with a problem with foursomes. We got it back up to fivesomes on certain days. OK, I don't like to point fingers but I'm gonna point fingers here – the last time I was leaving the golf course, there was a sixsome of females on the 1st green and one of them was Molly - now we're gonna have somebody point the fingers at the men's club and put such an importance on the men's club cooperating, not being stated as having a hold over this golf course? The men's club maybe sometimes isn't the whole problem.

#20 as the next bartender there is a corking law – if you have a favorite wine, you can go into a restaurant anywhere in the state of Washington, bring your bottle of wine, give it to the manager and you will pay a corking fee. So the rule where it says “no outside liquor can be brought into the restaurant” is incorrect. This is an official law for the state. So you shouldn't say “no,” you should say we'll find you're your bottle of wine should be given to the person who takes you to your seat. There is a law in the state of Washington for wine. It's a corking law and you usually pay about 3 to a dollar three to \$5.

Jerry Hines: Molly is not here to defend herself - let me just mention that the group you saw six in, she gives lessons at least one day a week probably several days a week and that's what you were looking at.

Dale: I thought about that for a second, should I say something or not. As an observer that people judge men's club -they never come out and talk to us, ask what's going on or how come you're playing fivesome. They just make comments. Okay, so if we're gonna go on that ground that people can make comments without really knowing what's going on, I have the ability to be one of those people too. I did not interfere, did not say a word to any of those women but I did see six in one group not that they're giving lessons. But I made an observation - we've been browbeat. We played as a fivesome last week it was like a twosome behind us two holes and they never caught up to us -they never even seen us. That's a twosome compared to a fivesome and we finished in three hours and 10 minutes where we should have been given 4 hours and 15 minutes. Our pace of play is different because we play it so much we can almost run around the course but all I said was I made this a sighting of the six, so if we can be judged as Men's Club players that were a fivesome and it was an issue because rule #7 has been altered. Because of that -you go up there you can see the old words underneath that were taken down. Should this 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. The board is trying to find out all the facts -now does the sign go back to the way it was -not sure. Again no one's judging anybody, we're getting comments from both sides.

Dale: I read those emails and they were very judgmental.

Chris Response: We the board are not trying to pick side; we're trying to grab all the information and that's they said when Phil talked to Ethan - this is all public information. It was like hey “how do we get to a common ground?” Here's what happens, the board is given all the information and we only make a ruling. I don't go off -like it's like me telling somebody how to tell me how to eat my pie or something like that I don't know if I'm not there, I expect professionals and other people to figure out what they're doing and we just make sure it follows the rules for every side is heard.

Dale: One of those emails stated that a person last meeting came up here and started to talk about the golf and they talked for almost an hour- and that's incorrect talked about 8 minutes that. I would like to know that person's name.

Chris: Again, thank you I think golf is gonna move forward in a positive manner.

Gabe Sachwitz: I don't golf so I do not know anything about golfing so I value everyone's opinion that does golf and by all means talk my ear off - I would like to learn.

Peter Anderle 08/049: 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 the previous five years and how are we trending for the current year.

Chris: The Campground and Marina - all those will be part of the KPI it's just there there's not a system in place beforehand to do that -we're putting in certain rules. It needs to because I want to know why the parks don't have any revenues - that's because the Park Falls under the different thing. We're trying to get that separated. We pay expenses for that and it would be nice to see where the parks fall in relation to the rest of the expenses. We'll put that in there, then we have a better balance.

Pete: And then when we go into the budget we're more we're better prepared for this year.

Dan Heltsley 14/055: 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?

Chris Response: We're reviewing the e-mail, but right now, yes that's accurate.

Dan: If that is accurate, then I don't want to assume anything but that means that you won't be sponsoring the Junior Golf tournament that is on the calendar currently for July 28th.

Chris Response: It is against the rules of the Riviera for any member to be granted one thing that's not available to all their members. It's also not in the budget and if it was put into the budget ahead of time then that could be a lot of money there and that's what we're looking at taking money from fines and putting towards community and member driven things like that.

Dan: Last year it was \$600. The organization or the people that are involved -the volunteers and our sponsors, paid out an additional \$400-500.00 for things for the kids including golf balls, personalized photos, lunch which we purchased from the Riviera. It is my

understanding that discussion has been going on about this for some time. As far as I can tell no one ever involved in the Junior Golf tournament has been part of this discussion, so I've taken it upon myself just to jot down a few notes for you to see kind of the history of this thing. Based on what I can tell, this tournament has been in existence for over 25 years -it seems to me, I'm not an attorney, but it seems to me that when something has gone on for that long that it could be grandfathered somehow. If there is not going to be a jr golf tournament this year, if it's still up for discussion, please hurry because normally we would be advertising this weekend and having sign up signs up all over the island.

Chris: It could be a private donation type of thing.

Joyce Young: Everybody knows already how I feel about the golfing situation that has transpired recently. This is only my feeling but I'm feeling disillusioned. I feel that there are so many people against the golfing community. It bothers me because we do many things out here. We try to have a camaraderie, we help one another, we do help financially and I just I'm beginning to wonder why, again ---it's only me --why we need to start paying extra money for tournaments? I will tell you right now that if this happens -my husband and I pay our membership fees, we pay our cart fees and the cart paths are in terrible condition and I would like to see those repaired instead of spending a lot more money -like on the tennis court or whatever. But there are many of us that have already talked about it and if there is going to be an extra \$15 per person to play in these tournaments, you are going to have a loss of people taking part. We will be two that will be stepping out. I know that there are others unless they've changed their mind. I just feel that the golf community is being ganged up on . I would like you guys to think more about it. I mentioned earlier about the alcohol problem -I know that since I've been here, I have never seen any drunks out there or people throwing bottles on the course. I've seen where other people who are supposedly from off island have driven little carts and things like that on the course and have destroyed a part of it, but I think the golf community needs to be appreciated more than they are.

Chris Response: I would like to ask on the tournaments you're talking about -are they private tournaments? Not the members tournaments? If these are private event tournaments we're referring to, I do not know which ones have been designated. We will clarify -the board understands that the events that will be paid outside the annual passes are the private events, not the member driven events.

Joyce: Is this going to take place this year or next? What tournaments will be charged extra for golf.

Chris: Next, we will also clarify who decides these policies. Cart path is in the plan for maintenance.

Darrel Beck 08/046: Members questions # 21 members questions RCW incorrect.

Chris: I was in error, will correct for summary.

Darrel: Golf & Junior Golf -I think it's abominable that this board does not take the stance - you say it doesn't - it does not provide wide membership benefit.

Chris: Which was from the previous board that's been mentioned and also it's against the bylaws like we just recently said it is against the bylaws for you to have the Junior Golf tournament sponsored by the Riviera.

Darrel: You were sponsoring that one. What do you sponsor that everybody can use?

Chris: The only thing currently right now that's been given sponsorship through free use of golf is the fire department pancake (and AIHS silent auction) No other thing has been given authorization No other donations have been authorized and they haven't been authorized as part of last year either

Darrel: Why not? Because it when it doesn't involve - doesn't provide Wi-Fi to every single person.

Where does the money come from? So why do you provide anything for the people who just own lots and never come here -their money - everything you should provide them. That is ridiculous -that's not even common sense. The golf course is what got this place going and cart path- it was established and that cart path fees would be paid by all golfers who use the cart path - me everybody and we saved that money for years and years and years. It was supposed to be put into a separate fund. Every penny of that money came from golf cart path fees by golfers that were paid and then the board changes it. They say 'no we're gonna just make it part of the of the budget,' it shouldn't be part of the budget. That is something that golfers pay for because they wanted something better for their golf course. Why isn't it that way now?

Chris: Because you were on the board with Phyllis when it got moved from **John Bard** to the general fund.

Darrel: I was on the board and I was disagreeing with it -but it's been that way for since. It should just be common sense and we the golfers pay to keep that golf cart path. It doesn't come out of any general fund, nobody who doesn't ever golf. It was for golfers to pay for their own cart path fee. So ,you being a board -I challenge you to change it back to the way it was meant and the way it was done before because then a non-golfer can't go and complain. I don't play golf right now because I have some injuries but I pay my golf dues and I pay my cart path fee and my cart in the barn. All the membership should not pay for those people who should pay for it -so if you could get that changed, I would be a very happy camper.

Jory Olson 05/022: 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 combined two lots - do you then lose a vote?

Chris Response: No, you do not lose a vote.

Jory: *I don't see that anywhere in the bylaw. I know that if you combine two lots you do have to pay two HOA dues just like if they were separate.*

Chris: I'll make sure that we respond to your question we highlight the highlight the reference.

Jory: *Are there any 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 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.*

Chris: Please email us at any time with these kinds of experiences - rccboard@rivieraclub.org. Already with the six something actually it was a the the first ni I bought some men's boxes stop ringing stop dictating Delete Thank you.

Jerry Bergman 02/004: *I wrote a letter pertaining to the golf course. Will that letter be answered at your next meeting like the comment?*

Chris: We have your letter and we are already discussing it and will have that addressed Monday-Tuesday.

Jerry: *As a member of another Country Club when a member gets a seasonal or snowbird golf or yearly membership, they're not charged extra fees to pay to play in private tournament at any of the courses. It seems to me that that's something you really need to look at. the membership (annual, snowbird) that's unlimited golf as far as I know. I don't see where they should be charged an extra fee to play in private golf tournament. I've never heard of that at many other country clubs. I think you definitely need to look at that. If you're going to make a golf member pay an additional fee, you're actually limiting their use of the golf course and you're putting a private tournament ahead of him. I think you really need to think about that.*

Molly: Dale – I'll address you first and that is something that could have been brought up when I was here already. With the six something actually it was a the first night of beginner ladies night we were forced to start out with we did play in a fight with me instructing so we had a 5 some golfing that is correct I guess that's it to answer that question as far as the \$15.00 fee so if I'm a Country Club if if I'm a member of Tacoma Country Club as an example OK and dorn Becker's putting on a golf tournament hey and I'll just use them as an example alright how most tournaments work and you probably know this that other golf events dorn Becker says OK I'm gonna charge \$125.00 out of that \$125.00 for the tournament fee X amount goes to T prizes X amount goes to food X amount goes to green fees and so on carts and so on and so forth then they require so when I was asked to come up with some different things and again these were always suggestions this is nothing that I've said heart and stone of because I don't make that decision number one OK so as a golf professional of 35 years and going to these other courses and knowing what these that member at Tacoma Country Club is gonna have to pay that \$125.00 they don't get the free golf if they wanna play in the dorm Becker tournament they pay the \$125.00 geez Dan what is going on with your microphone this thing anyway so that's what they would pay alright so it is it is incorrect that other tournaments don't charge for green phase most tournaments actually do outside tournaments do that the question that came up and I'll give you an example of last week as as an example we've got other golfers now I know that the annuals and the snowbirds are quite a few of our daily golfers and whatnot we do have quite a few golfers that pay the \$20 and \$25 rate OK all these golfers annuals snowbirds men's ladies clubs these golfers over here that are the the 20 and \$25 they're all gonna be trivia equally OK so they all aren't any special because they're special group number one alright so with that being said that \$15.00 fee again this is a decision the board's gonna come up with I think it's reasonable that's just my opinion the tournaments that would not be included in it would be the championship the RC OK but this weekend was a great example we didn't we had a ton of complaints because we were closed down for six hours from other golfers that that are also members so how do we go accommodate those golfers I would be more than happy to take suggestions on that because we have to be equal to those golfers as well as members.

Chris: would highlight that too because we don't we didn't look for problems that brought to us we didn't look for everybody's recommending stuff we're hearing both sides and even after you talked last week you left people in the audience started talking differently what you said I'll e-mail you because they people don't want conflicts we're hearing all those things which is feedback like this stuff start happening till next year the plan is and they're bringing us we're like OK cool what what's what do people want to do what what's the what's the common discussion but as much as the people talk here in the meeting which we love there's also group of people that won't talk publicly because they're afraid of reprisal or aggravation and they will send emails or Pollard

Molly: We are in a different situation here in the Riv. I've never worked at an HOA golf course before so it is a different type of situation than working at a course like Columbia, Edgewater or Lewis River. I've talked to Highland Hills and is a prime example. They have an annual membership -it's \$960, we pay \$550 here. Their \$960 doesn't cover their Washington Open Par State Championship -they have to pay a green fee to play. Most golf courses charge extra for tournaments, so that is incorrect.

Janice Bolton: *Sometimes it's just a good idea to just sit back - I will be honest because I think I had a friend who introduced me to this place in the first year, I said I don't know why the restaurant isn't making money that seems ridiculous. I began to step back and see how things look differently so all I would say to you is, you come with good experience and nobody's gonna say you don't come with good experience but before you start necessarily moving forward I would encourage you to step back a little bit and listen to some of the old timers, older than me who've been here a lot longer because there are things that have added benefit. If you look in the audience today, almost all the people that are here to support this board, almost all of them are golfers and so it's a very*

interesting thing if you step back and look at it and realize we want to be involved and we really want to make this the best place for everyone. No criticism to you just I would say "okay I'll wait."

Molly: My door is completely open and has been since I got hired in March. Unfortunately I haven't had any members really come up and have a conversation with me. They come up and say this is the way it's gonna be -boom boom boom. Or they come to the board meetings and still don't have a conversation. So please have the conversation with me -pull me aside. I'm there five days a week so give me a chance to answer some of these questions.

Janice: *But you didn't have any presence in the spring last year, you were fairly quiet and the ladies club did reach out to you because you had some students that you had teaching and you had to come to a ladies club event because we want to help you get acclimated and oriented and make sure that we can continue this growth in our community.*

Molly: My objective is to get 25 new golfers this year. The five that started last week that haven't played in 30 years a couple of them and brand-new golfers this last Thursday and they are all members and they're enjoying the game.

Peter Anderle: *I just wanted to say that these tournaments are pre-approved the year before and voted upon. I know you're new so if there's any conflict with outside golfers -they should you know be asked to move to a different day or something but since these are already approved, they should kind of go through.*

Molly: *We all live on the island so some of those tournaments can be bumped to a Friday or a Sunday possibly and that opens up the Saturdays to allow those other members to play. We have a lot of members that work Monday through Friday and they don't get to the golf course during the week.*

Pete: *Some of those tournaments are specifically designed for weekenders and to have weekenders included because they can't be here during the week.*