

Board of Trustees Talking Points for BOT Meeting August 31st, 2024

GM: General Manager

AGM: Assistant General Manager

OS: Office Staff TH: Town Hall

Core Agenda Items

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

Motion 2024-08-01: Approve July 27th Minutes

Deb moved, Jeff seconded, passed unanimously

Motion 2024-08-02: Approve membership discount: Riviera Restaurant October 1, 2024

Deb moved, Jeff seconded, passed unanimously

Chris: Yeah, I want to say one thing in support of that I was initially opposed just as a knee jerk reaction, because I thought it disfavored our other island residents. But after reflection, it's obvious that our golf course, our marina and so forth, all charge more for non-members. So, it's reasonable.

Instead that in itself benefits members who support that 10% discount for members. So currently. So this is a contract. We had a town hall meeting about this a while ago we talked about this at the end of last year. So, currently military vets get a 10% discount at the restaurant. Yes, it's been going on for decades, and that's in conflict with that's what I know. So, one of the things we deal with is, we have 'no member can have one benefit that another member doesn't have. When we talked about this at the Town Hall, too, is like, well, hey, we would get rid of the vet's discount, or we just give a discount to everybody.

Question or comment from a member (not heard on recording)

They'll have to have a membership card. I they have to bring their membership card, and they'll one of the vets show their Va. Card, but that's gone. We're not that that was replaced by the members. Discount - everybody who's a vet generally has a Va card. You don't have a Va card, or you have a proof of it. It's a broken policy that we're trying to fix with another policy. We're replacing with, now, all members have the discount.

What that also helps us do -is it allows us, gives us actually an opportunity to track how many members we're serving versus how many guests, without having to be intrusive and ask them, Are you a guest or your member? Because now, if members are using their discount or their membership card, which will also increase the number of people actually having a membership card. Because right now, I think we've only done like little under 400 membership cards

This allows us to also track things, and it gives membership something more for what they're getting, whether people decide to use it or not. I've never used my vet discount.

This has been something that was brought up several times when we went and looked at the books we're like, well, what's the discount in the books for? I was like, oh, is this vet thing? And then it wasn't Amy Reagan, I can't remember who brought it up at a meeting one time, that they get this. And it's actually a conflict with another rule.

Okay, well, we don't do a motion in September because of the membership meeting. So if we're gonna do, our last motion would be this month to do that motion. So, we'll talk more about that at the end.

Motion 2024-08-03: Approve Associate Member Request: Peggy Hall

Deb moved, Jerry seconded, passed unanimously

We can have up to 60 associate members, and we have currently 17.

Chris: We're finalizing the policies. They've come up with some new policies. We're adding sexual harassment, a couple of things. We already have a couple policies to post to the website. We're going to be adding a dog park map, and then a reminder of like signage and stuff like that that's been posted around.

And then we're going to add an index to the website of all the other policies that are available in the book reviewed because a lot of policies are employee policies – some do not necessarily need to be posted on the website.

We're going to also add an index of the policies that are in the book to the website, so that there's a policy that you want to come and get a copy of or see it. We're adding additional policies in there is because, as we come across situations like there's no policy for sexual harassment, there's no policy of discrimination. We're adding policies based on RCWs.

We have an issue here in the Rivier, with which you'll hear more about where members are inappropriately treating employees and employees are protected by, and you'll see it in the talking points at RCW. And so the Board is going to remind people of the procedures when dealing with employees so that we don't have discrimination or harassment, or they create a hostile work environment. These are things that we didn't address before in policies. And now we're making sure the policy books update it. So, it's an ongoing thing. So, somebody asked, "is the policy book done?" It's done. It's just always being modified and created.

Question or comment from a member (not heard on recording)

Answer: But that's been in the place in the restaurant for a long time. Per State law. They have a book every shift where they report any incidents and everything's filmed. So, they have. We just extended that 90 days.

I want to commend Christine upstairs for her leadership and work this week on the membership packet. That's been something they've been working on so that's on schedule on time. She's pivotal to making sure that information's there.

4. Report of Committees and Amenities:

a. ACC: Now reviewing possible changes for Membership

Five new permits issued, one for site development. One permit closed -site Development year to date 49 new acc permits versus 36 closed new site developments versus 13 closed

**Members who have finished projects with open permits please contact the office to request final approval. *Members with active projects that have gone past the expiration date of their permits need to finish and request final approval to close that permit out.*

b. Forestry: *One new emergency permit was issued and a commitment to replant one tree.*

c. Compliance: Now reviewing possible changes for Membership

Minor incidents, about 15 issues resolved mostly related to the time of year when there is nicer weather and more visitors sharing docks and parks, chairs, boats, etc. Keeping trails and roads clean of trash and litter Road safety, dog safety, quiet hours. Reminder: members are responsible for their guest and this isn't the first time that we've said this, but members are responsible for all their guests that are visiting. Please help understand where they are, the rules we have in place. Reserve the community that we have and what we all love about our community.

Chris: *We've sent 7 letters of compliance violations, two of those letters went to landlords that have long term tenants for violations. One of the processes we have now is coming from a history, where a compliance officer or a board member would sign something but the rest of the board wasn't fully aware of things. One of things we've been doing since I got here, is I make sure anything I sign that the board gets a copy of it - they're aware of it ahead of time but they also have to sign off of it and it's registered with the Christine who's also logged it in. So, say a member is a repeat offender, they will have a file with all these papers so when a new board comes on or any new management, anything comes in they have a history on that*

member and all the violations. If there is a repeat offender, especially for the rental organization or the rental companies that we have out here. Their tenants change but the property they're responsible for, all their tenants so they have every year or two a new tenant that has an issue; there has to be some sort of record so we're taking extra steps. We were able to also collect a couple of the ones that we had previously done this year with short-term rentals that came out that we talked about in the past. We had some criminal activity on properties that we had meetings about, those were actually fined and collected on and the owners have shown the board they're making corrective action. Two of the owners in particular don't even rent on the holidays anymore to avoid that. They're mostly for events and stuff like that and a lot of the owners are now installing cameras. Dan is actually working with some to put up these new packets that actually go in the front door. The good neighbor brochure, the county stuff and then it reminds that members will call if you're walking your dogs in an inappropriate park, we're posting pictures, in the packets are all the pictures that we have like the no fireworks -all that stuff that got updated this year. Dan is creating more packets that they could go in there and he's trying to be this very, I want to say, taking the Mister Roger approach like 'welcome to the neighborhood here are the rules' with the big old smile, we gave you a packet that's easy for you to pass out to all your new people. I believe also it's getting around to the landlords that we're holding them responsible for their guests. So, one of the other things that came up that's slightly addressed it here, is we talked about last meeting that we've had an individual that the parent has finally came forward and they're a rental, a kid was driving the brown truck the 14 year old, so that's something that is not something we can immediately impact but we immediately sent notices out but law enforcement need to get involved and the parents did do their part.

We're hoping to see that issue resolved but just kind of let you know the process. The biggest thing is trackability - trying to communicate that we have a process. When we have issues there was some sort of history of tracking and identifying because things start progressing once you once you bring something to attention and someone gets fined for something and if it reoccurs, it actually gives us more teeth to do more things. If we don't have any history of the first time then it doesn't escalate to the second and third time.

d. **Lakes:** Muck reduction pods are being moved, one unit will be put in Pine Lake and the committee is finalizing the location on the north end of lake Josephine for the other unit. With Phil's care, the working relationship between the Riviera and Aquatechnex has been solidified moving forward and this should mean great news for the health and maintenance of our lakes, especially lake Josephine.

e. **Golf -Molly Miller:** Some numbers from October through the 26th of August, we don't have this weekend in yet, but we've got 874 rounds non-annual golfer members that have come out and play, 1302 on the guest rounds, 4922 in annual members and that includes 67 total annual golfers - 21 of those are snowbirds. Twilight golf was kind of a success this year and the reason why is I wanted to be able to bring something that was good for all members, especially the working members. We had a lot of compliments about it. We had 77 members that came out and played golf after four and a lot of those were families that you know couldn't afford to bring the kids, parents plus the three kids, etc., that so we had a lot of kids playing after hours as well. So that was a good thing - 77 guest rounds in Twilight Golf this year. In July, I collected \$680 from people that went out on the golf course and did not pay after hours. I was out on the golf cart many hours collecting fees. In August I collected only \$36 -Two Twilights, so it's working, and the message is getting out there and people are paying that they're supposed to pay. Some cost of good numbers -the reasons for the increases. Candace gave me some basic numbers that she came up with just to kind of give you an idea:

Materials and supplies for the golf course went up \$1983, Equipment was up \$395, Irrigation supplies almost \$400. Fuel was huge this year, that was an increase of almost \$3000, to run the mowers and so on and so forth. Tree trimming went up \$500, up to \$2600 this year versus last year. Seeds and chemicals is another \$3000. The Cart Barn was a \$300.00 loss in electricity, so the Riv paid \$100 more in Cart Barn fees for electricity. Just to kind of give you a little sampling of what we buy in the golf shop:

Soda went from \$0.62 to \$.68; beer from \$1.21 to \$2.40; hot dogs from \$.71 a hot dog to \$1.12; water from \$.23 to \$.55; Gatorade \$.62 to \$1.15; candy bars from \$.52 to \$1.28. So, we do have some cost expenses. I did have to laugh, you know it's a very small island and I get people that say 'oh, you should have heard

them talking about the golf shop - they've turned it into a commercial golf shop.' OK, I've ordered gloves, balls and tees this year. We've sold 193 golf balls in which 78 of them were dozens. We didn't have golf balls -what we had were three buckets of various types of balls -kind of used that was the top of the line - your middle use that was over beaten to death and the ones over here where they're \$0.25 a ball that should have been left in the lake. The pro shop is right now about 20% under what budget. We haven't spent what the budget is. Janice, you had brought up a few times back in April about breaking even. We can't, there's just no way that the golf shop is going to break even with the types of cost of goods. Regarding break even numbers at the golf shop. It's been brought up by numerous members at different board meetings.

Question or comment from a member (not heard on recording)

f. Restaurant

6. General Managers Report: Phil Ronning

The crew is getting ready for Art in the Park, sponsored between Island Arts and the Riviera and that takes place tomorrow in Ray Park. You may have noticed that we've installed a rope fence in front of the restaurant, it looks very sharp. We are about to resurface the entryway to the restaurant - we did this last year and unfortunately, we used latex and it didn't hold up very well. So, we're going to be redoing that with an oil-based product and also the railing on the restaurant deck. The board approved the purchase of a floating dock which we replaced on 106th - the finger dock. We had moved the finger dock from 106th to Pine Lake. We did this in an effort to extend the useful life of these docks. Wooden docks do not last very long, this floating dock which Tanner found and recommended, has a much longer useful life. I'm not certain that it's a solution for the future because it is a floating dock and therefore not very stable, but Tanner will be looking at ways within working with the company for when the lake rises to a sufficient level -looking at ways to increase the stability of the dock through either cross members or additional posts along the side of the dock. If this is found to be successful and the benefit is there to the community and because we don't have to spend as much to replace the docks in the future -but this is a test case right now and we don't know if it's going to be the solution in the future.

Chris: One thing to point out that came across in the budget, is this process costs \$10,000. Replacing a wooden dock like we had, but now requires environmental permits and a bunch of other fees and it's closer to 15 to \$30,000. So, we know some people like to keep the traditional natural look but we have many docks to be replaced, that could be possibly 15 to \$30,000 per finger dock. So, this is the test - learning from this example, before we proceed.

7. Report of Trustees: Begins Below

Hot Talking Points

a. **Washington State Law Against Discrimination and Hostile Work Environment**

- i. In Washington state, a hostile work environment is a form of discrimination that occurs when an employee experiences unwelcome conduct that interferes with their ability to work. This conduct can be severe, pervasive, or based on protected characteristics such as race, sex, disability, religion, or age. Examples of hostile work environment conduct include Unprofessional conduct, Unwelcome comments, Sexual harassment, Race harassment, and Age harassment.

New Talking Points

1. **Member Concern:** New Dock on Narrows, who approved this?

- a. **Answer:** *The budget for this dock was approved in 2023 and has been talked about several times. This is a test project that has been proven successful in other places. It was in this year's capital budget (\$7500) and the BOT approved spending a bit more (\$1500) given the product's EUL (expected useful life). It was always understood that use for future docks would depend upon performance. If it is ultimately unsatisfactory, we will switch it to the Pine Lake dock which is the original Narrows dock. Because the level of Pine Lake doesn't fluctuate like Lake Jo it will be fine. Eventually all the finger docks must be replaced. With new permitting changes and regulations, using traditional wood would cost membership x2 or more. This is why the departments and committee are looking into other options.*

2. **Member Statement:** *The newsletter should have been mailed out to all members.*
- a. **Answer:** The community newsletter is not required to be mailed out to anyone. Currently we've issued 36 copies of the newsletter from the office and mailings.
 - b. **Savings:** It costs membership roughly \$5,000 per quarter when we issue the newsletter via printing, postage and labor. This time we printed 100 copies and will print more if needed. Vs printing 2800 plus copies, stuffing, postal and labor.
 - c. **Update:** Per the rules, we are looking at doing some sort of Yearly Newsletter that covers all the below materials outlined in our governing documents. We hope this is something future boards consider doing in October when they introduce the new board members.
 - d. **Reference:** SECTION 6.05. Compliance with Architectural Requirements and Rules. Each Owner shall comply with the Covenants, the Architectural Requirements adopted by the membership, and any Rules adopted by the Riviera Trustees. All Rules, and all additions, deletions and all changes to all Rules, shall be published by the Trustees in the community newsletter. (there is no record of this every being done)
3. **Member Email:** *"Laurie L Keele" Are you guys kidding a whole year and annual event and you didn't advertise for any volunteers? I heard last year was an epic fail. What is going on with the Riviera when you can't even pull off an annual membership picnic what are you doing? You got dogs in the park now everybody's just doing whatever the hell they want. So many failing to maintain their yards, Zero compliance checks zero enforcement of anything. There's not a single amenity that's not open to the public. What in the world do you think we're paying for and if you think I'm speaking for me, I got news for you. I am not. You can't even get Ben the plumber not to have Still three years later two vehicles with primer on them too with broken windows eight in total in his yard and he moves them out to the park parking lot when somebody says something.. \$150 a month so I can have a \$15 water bill is not what you expect from an HOA. Honest answers I want an honest answer. What am I paying for if I can't even get property value protection,, Car is driving through the park in the middle of the night all kinds of crap big dogs off leash all the time. This is a joke. (per members actual email)*
4. **Answer:**
- a. Annual Event: The membership picnic is not a requirement or annual event. This event has changed over the years. It used to be a community potluck and then the health department came in and shut that down. The board decided to make hotdogs and burgers. Eventually it got handed off to the Restaurant which costs membership \$3k-4K a year. You mentioned last year, which has been covered several times. The "epic fail" as you mention was not because of staffing or preparation. It was because a group of members came in while the membership meeting was being held and ate, then proceeded to load up their containers with more food before leaving. Which left no food for members who were attending the membership meeting.
 - b. Dogs in the park: There have been zero pictures or videos taken of any dogs in the parks. The two times dogs were caught in a park by Riviera Staff the situation was addressed and dealt with. In addition, a new dog policy was approved, new signage was approved and posted that includes the number to report dog concerns to the county who has the ultimate authority when dealing with these situations. Proper **reporting of dogs in the park: fill out a complaint form and send pictures to the GM.**
 - c. Maintaining Yards: The majority of our lots are non-developed lots. Per rule below and through legal rulings in court. You can't force people to water their lawns anymore and it is unclear what detrimental means when most of the neighboring lots are woods and trees. If we were an isolated gated community this rule would be more impactful.
 - i. SECTION 7.02. Maintenance of Structures and Landscape. All structures upon a Lot shall at all times be maintained in good condition and repair and be properly painted, stained or otherwise

finished. All trees, hedges, shrubs, gardens and lawns shall be neatly maintained and cultivated so that the Lot is not detrimental to the neighborhood as a whole. Slope banks upon any Lot shall be properly watered and maintained by the Owner thereof.

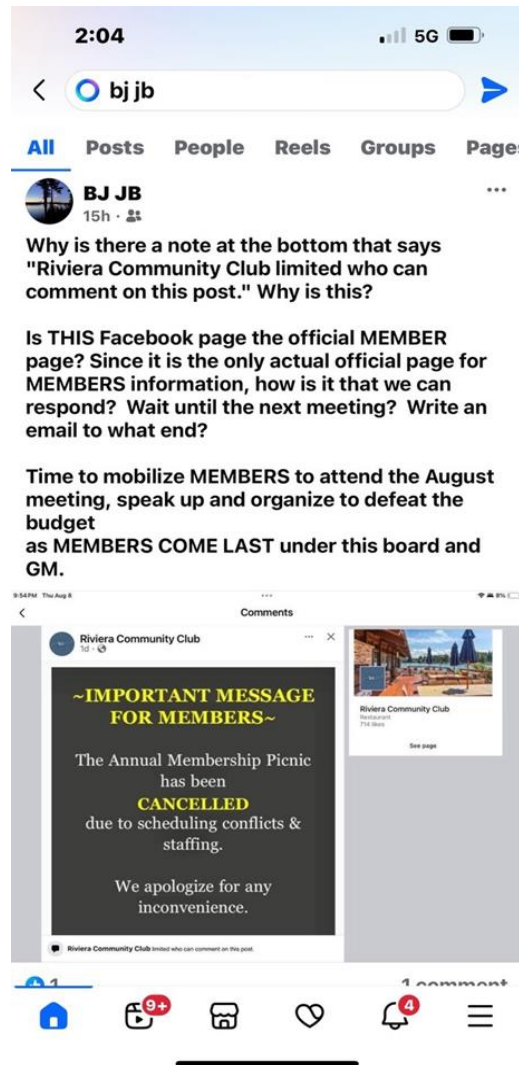
- ii. The compliance committee has been targeting certain issues throughout the HOA and more notifications of violations are going out each month. Legally enforcement has its restrictions. The 2025 rules updates will give us a stronger position legally.
- d. Amenities not open to the public: Riviera Community Club is a nonprofit business. Per filing we are not permitted to be a closed gated community. That being said.
 - i. Campground: Members and Guest only no public access
 - ii. Marina: Members and Guest only, no public access. Key Card lock on gate
 - iii. Martha Smith Room: Members only by reservation
 - iv. Tennis Court: Members and Guest Only
 - v. Pickleball Court: Members and Guest only
 - vi. Marina Gazebo: Members and Guest only
 - vii. Golf: Open to Public who pays guest rates
 - viii. Restaurant: Open to the public, yet this facility would not be viable without the support of nonmembers.
 - ix. Parks: Only open to memberships and guest. However, this is hard to maintain without a Riviera Police force.
 - 1. So the statement that there isn't one amenity open to the public is not a true statement. Most of our primary Amenities are for members and guest only.
- e. What are we paying dues for?
 - i. Member dues are broken up as follows.
- f. Members having vehicles with primer and broken windows, eight in total.
 - i. Vehicles must follow this rule.
 - ii. Member, did not have eight broken windows.
 - iii. Whether a vehicle is painted or not, is not under HOA GD.
- g. I pay \$150 for dues and \$15 for a water bill is not what you expect from an HOA.
 - i. Please see the budget which will show you where your \$95.13 and \$70.87 in 2025 will go.
- h. Car is driving through the park in the middle of the night
 - i. This issue has been reported to LEO and the owner of the full-time rental has received a violation notice for the actions of his tenant.
 - ii. This was also addressed as a HOT TALKING Point in last month's meeting.

5. Member Post: Janice Bolton

- a. *Riviera Community Club Limited who can comment on this post?*
 - i. Riviera Community Pages that are official have always been a source of information and not places for member comments. Member comments should be addressed in writing to the board or General Manager. Or at a board meeting.
 - 1. The statement that this was the only official membership page is once again false. The Riviera Lakeshore Restaurant and Riviera Golf both have official pages.
 - ii. We are unsure what page you are referring to as the Limited is not on any Riviera Page. But yes, see item 1 for how to properly respond.

iii. Members concern with the Budget from 08/17/24

1. The question the board has is what budget are you referring to seeing how the member driven budget committee hadn't submitted a final budget to the board of trustees at the time of your posting this to social media?
2. The board received its final copy for review at a study session on 08/28/24
3. The board has seen several recommendations from the member committee over the past few weeks.



MEMBER COMMENTS

**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*

11/071 Phyllis Zander: Covenants ARTICLE III - Section 3: Members Right to use Common Areas: Members and Associate Members in good standings, their family, and their guests, their personal guests have the right and non-exclusive easement of enjoyment in the common areas and amenities and for ingress and egress over and through the common areas. A member may assign a renter or (anybody else actually) of the members lot members right to use and enjoy Riviera common areas and facilities including but not limited to the right to purchase annual golf, campground and/or marina memberships on the same terms as other members. remote consumer galaxies and I said assign the right to vote ranchers may use common areas and amenities only if released in writing by the

owner member to do so. Owners who release their right to rent no longer have the rights to use the common areas themselves action with that lot. To be effective, an assignment of a member's right to a rental (or anybody else) must be made in writing with a copy of the assignment instrument delivered to the General Manager. (I will add and shown when they try to use the facility.)

I will ask the board one question: will you strongly entertain and challenge this? I want you to basically enforce that particular -it's not only a covenant (Covenant 4.08 states the same thing,) it's a covenant and a bylaw and it basically says anybody that's using this place that is made for members has to permission from a member in writing and they have to show it when they use the facility now we have to enforce that if we enforce that we won't have renters abusing Riviera because they will appreciate that they have the opportunity to be here I want to see that answer from you I want a yes or a no. So, when you respond to it I don't want to do a whole bunch of words, I just want you to say yes we will support it or no, we will not. And if you don't support it then you have to change the damn rules, and I love you all but you've got to play by the rules. Thank you.

Chris Response: So, to be clear we're going to say yes or no but you also brought up several points of investigation like golf, public vs private. We're going to investigate actually how the process works because of what we're seeing in our reports, so you know, Jessica is actually -we have this, we talked about a little bit earlier, but we have numbers coming in. This is why we also talked about creating a fee for that process, too because Jessica - it's taking time out of their day and we're seeing where she has to chase down the owner to get their permission. And so, we're going to make sure we when we talk about it, we answer your question but we're gonna also talk about the points and then address that we need to actually reevaluate that whole system. We think that we do because it's a system that is labor intensive and it's eating up resources over here and maybe we need to address the whole situation but so we'll have your question and make that a public point, too.

02/004 Jerry Bergman: When you're on zoom it would be great if when people are talking - I can hear the board really good or when somebody standing at the mic but when someone's having discussions in the audience if they don't have a microphone, we can't hear them. I just heard one thing about the golf course being public or private and I would guess -I would just like to say I think it's a private course for members and their guests and we allow the public to play there just like how the restaurants being used. I appreciate the member discount; it sounds like it's going to be 10% -that wasn't real clear and just I think it's a good start. Another Country Club I belong to, we get a 20% discount on food and alcohol and anything we buy in the pro shop. I might have missed; I didn't I didn't hear how much the Riviera makes on golf lessons. I did write a letter to the board about the annual golf membership donation that was made to the men and women's clubs, and I was fortunate enough to win that last year. I'm recovering from COVID right now myself, and I've golfed four times the whole year. I did have a great conversation with a board member about it (annual golf membership donation) and I agreed that you know when you do stuff like that it should be in the budget, but I also found out that it's been something that's been going on for 25 years or longer so I'm wondering if you could revisit that. I'm not an accountant but I looked through the budget stuff and I'm wondering if you can make public -donations that the Riviera makes to anybody can you go back a year can you go back five years and just tell the membership where donation money goes. I assume that donation money goes to anybody that the board and the general manager together think it goes to, am I correct? Thank you guys.

Chris Response: We'll get to your questions in the talking points next month.

10/026 Susan Cunningham: Just what Jerry Bergman brought up where Riviera is making donations to non-member organizations, but they have removed the (annual golf) membership giveaway that we had for our auction to raise funds for the women's and men's clubs. Feel like we're being penalized, where we're giving money to non-members as gifts such as the farm (Historical Society) and other organizations which are not even in the Riviera Club. Can you please address that.

Chris Response: Something really quick, I've really got to stress on this -we hear the hearsay conversations but unless we hear from members directly or they write a letter we can't address it -try not to address gossip. So, if you have something, bring it to our attention. In the last year we have answered over 130 questions - if you let us know something that's bugging you, we'd rather break open the cracks and fix the foundation on something that's a misconception or a rumor or a frustration and move forward. The only way we're going to get anywhere in this HOA is to get rid of all the uncertainties and document it.

Susan: When I look down at the budget and we met out of the parks campground it's now it's at a \$611,000 when you look at the fees related to what we're charging people to use our campground and those facilities they don't seem to equate it seems as the restaurant and golf are being in the budget to help support that -golf is at 232 net why are we being charged more when we could charge other places as well to accommodate some of that cost.

I want to address that immediately, just so you know we're going to make sure in talking points -we talked about this. Before you came in, one of the things that's been brought up is the two weeks that we give members for free at the marina and the campground. When Jessica does reservations, and this is when people are like 'oh 4th of July is always busy' yeah -because all the members that own lots but or multiple lots that don't live here -a lot of them use it (free days) in the campground. They don't even live here - they come here just have this. (free days.) So, we don't make any income during 4th of July or Labor Day or throughout the summer because it's a lot of members using free days. With the boats or using their stuff for the campground, so when I looked at the KPI, that I was like -well what's this one and again I agree with what you're saying, but if we didn't have that two weeks and we were billing the Marina and we were billing people to use the campground, it would be completely different. But one of the things they're tracking is how many the offset - how many members are using their two weeks and it's in the 90%. We're not getting

any income from that so when they have raised the rates on guests but like the Marina, it's booked solid with people that plan it out. I mean she gives us very accurate reports to Phill. During the budget, the board were like 'oh' like that makes a lot of sense now because those two weeks eat up all the prime time that people are using those two things.

Susan: So, is there an opportunity to charge these members for these amenities? Because we're being charged for golf course amenities we have.

Chris: We'd have to change the rules of the governing documents to remove that.

Susan: There are some fees involved though if you look at the budget, you are charging them for some items so those fees could be raised correctly.

Question or comment from a member (not heard on recording)

Chris: No, not for that. The question was "we need a members vote to raise fees for guest passes or member passes or usage like the dump fee" stuff like that. That's something that doesn't require membership vote. Members are only required to vote on changes to the governing documents, not policies or other things like fees. But we'll add that to the questions and dig deeper into that though. We have actually been raising to being more competitive with things but the biggest revenue source that we would generate like you're referring to, comes from the two weeks that they're getting for free for the rental services.

Susan: It just seems very proportionate.

Chris: We saw the same thing as we run the budget.

14/058 Paula Armstrong: I'm going to kind of piggyback on a couple of things that have already been spoken about. I love Anderson Island and the Riviera. We bought our lot the first day we set foot on the island, and we built our home and spent our first night 30 years ago this month. So, I've been here a while. Why this place? The lakes with fishing and swimming and boating, the parks and playgrounds, the Marina, the beach and the restaurant and the golf course. And of course, the great drinkable water. We looked at a lot of places where we couldn't drink the water. I am a golfer, and I have concerns; the golfers on the island are being targeted with increasing fees. We have 3 amenities that bring in revenue, the Marina, campgrounds and the golf course. The Marina and the campgrounds both offer 14 days' free use to Riviera members. The golf course has never offered 14 days of free use in my 30 years on the island. Yearly golf membership -members pay every time they play either by paying direct when they go or by buying a yearly or snowbird membership. The yearly golf membership was \$550 last year -the new budget has increased that to \$600. Additionally, there are other basic annual golf membership fees that are part of the budget which have also increased. With these increases, I personally will be paying an additional \$80.00 next year to just keep the same existing golf membership I have now. This increase in golf fees is greater than the increase in our annual membership assessment according to the budget. There is no increase in fees for our other amenities, namely the marina and campgrounds. I've only used the Marina three days in the 30 years I have been living on the island and I've never used the campgrounds, however, I gladly support these and all the amenities through my Riviera annual assessment. I feel the golf course and the golfers have been singled out as a source of revenue and additionally, the golf course policies approved July 1st, 2024, and signed by our General Manager, state annual and snowboard memberships do not include tournament or event fees. This is ambiguous and arbitrary. The golf shop manager has informed members holding these passes that there will be an additional \$15 collected by the golf shop whenever we play in a tournament. Tournaments are a valuable social activity on the island and should be encouraged, not targeted. These fees seem very much like a money grab and the ambiguity leaves us vulnerable to more fees being assessed. In closing, I will share a quote from Golf Digest publication "the mental physical and social advantages of the golf game gives may actually help stave off the aging process as well as diseases that go along with it." I would hate to see our island's population priced out of this healthy and social activity. I ask you to reconsider the budget of golf fee increases and especially the arbitrary fees stated in the gulf policies. We all know the desirability of living on this island and in the Riviera Community and enjoying the amenities we pay for through our association dues. Thank you.

08/049 Guy Bailey: You folks aren't paid, are you?

BOT: No Sir

Guy: I just want to thank you, because you do a lot of work for us and you're also kind of the target for people who aren't always happy with what you do, so I just want to start by saying thank you. I have two things I just wanted to touch on. One is a request for an update and the other is a request for clarification on the update. I understand that organizations in the community are working on a coordinated Emergency Response Plan, and I wonder what Riviera is doing a part of that -if you can address that the clarification. As a new resident, I'm thrilled to see how beautiful and treed this community is and I'm also really kind of dismayed to see that every new construction seems to require cutting down everything on the lot. I know that is a requirement of Pierce County, not the Riviera. Primary, secondary septic stormwater drainage and the lots are so small there's not room to leave much but what I'm asking for clarification on is the tree policy of the Riviera? As far as once somebody has cut everything down and they have section of dirt, they build their house -they're ready to move in -what are the requirements for replanting?

14/148 Valerie Anderle: I have a couple questions I have a couple comments statements I'd like to make and hopefully I'll get some answers whether it'll be today or later.

Chris: All questions will be answered, and this is something that for next month and you'll have your name question and the direct answers OK

Valerie: Excellent thank you very much. First of all I did want to say thank you very much for the hard work that you all put in. I know it is a thankless job. My husband was on the board before in a very, very difficult time three years ago, so I know how much work you all put in. So, I want to say thank you. Also, I was very, very pleased that a comment that I had made some three years ago about member discounts a possibility by having your ID card with you. I asked for something three years ago that I was told -absolutely no, that couldn't happen. I guess you all thought about it then it made this made the decision to do that. Thank you, I feel like my voice was heard -probably wasn't had anything to do with my request, but that's OK.

But we have had significant increases to our dues, we all know that. Almost 25%, year over year increases. That's a huge increase if you look historically, even during very tough economic times, we haven't seen those kinds of increases. And we really don't see any benefits from that. It's just an increase for cost. All I can say is, wow. I would love to hear how or why we can't seem to manage our money better. We have shown a tremendous amount of losses particularly in the restaurant and the golf course and I don't necessarily see that that's improving. We showed a \$200,000 loss and fired the restaurant manager. Ok, why did we have a \$200,000 loss that wasn't just all of a sudden, a surprise? That had been happening month over month over month over month -I want to know who's managing that and why was it not stopped back when it was \$20 or \$30,000 not \$200,000?

Chris: I will definitely answer that question in the talking points. We have a perfect timeline on everything.

Valerie: Ok, that'd be I would love an answer to that. And with that loss, I don't really see that reflected or clearly identified in the budget. Also, I see expenses going up \$120,000 but revenues only going up \$65,000 and I'm still questioning 'why would we think revenues are going to go up by \$65,000,' because I don't think that things are better at the restaurant necessarily. We also show some savings due to having no manager. What are we, the Lord of the flies here? Why do we have no manager? We need a manager so that we have somebody who's accountable, budget accountable, and for the actions. We lack some accountability

Chris: We have a manager, just not two managers now.

Valerie: Thank you, I'd like to know who the manager is and also know how that they are being held accountable for managing the budget every month -not at the end of the year when we have a big loss. Questions in regards why is there interest revenue shown as savings, that's odd.

Chris: We are having a budget meeting afterwards when we can actually talk about the budget and answer some things this is we're trying to keep the two separate, just for that.

Valerie: Not a problem. The golf - I historically have always bought an annual membership. I chose not to this year because I was having some health issues and you literally have to play a lot of golf for that to make sense. Yes, there are individuals here that do play every single day and yes that's why the annual membership is great for them but to continue to increase that, I think you have to do that very, very gently, very slowly because there are many of us that have annuals that don't play every day and we can't play every day because of aging challenges and health issues. So, the question is 'how are we determining how we're making those increases?' That's the question.

Sue Fountain: I will admit to not having come to a meeting in a very, very long time and I guess my question would be about the process of questions being asked and then they are talking points that then given out to people as answers. That doesn't feel like a very open communication process to me and although I know it's painful to have open communication where there's a back and a fourth and a back and a fourth, it just feels a little stilted and so that's my comment for the day and you can put it in your talking points -as to why? I'm sure that's very efficient and it's good to have the talking points too but it seems like it closes communication and discussion and doesn't leave her very satisfied feeling at the end of it.

Chris: I agree but the biggest point of doing that was for accuracy.

Sue: I think there could be pretense- perhaps modified in the way then talking points are then discussed at the next meeting so that you feel like you were heard and you feel like you were understood because you raise an issue and you are going to answer it but if there's not that two way dialogue it just doesn't feel good so that was my thing.

Chris: To be clear, we used to talk about the talking points. Some people said they didn't want to hear about the talking points. We used to have discussions about the talking points and now we just have a discussion about the hot topic. Before, we used to go back and with the answers, right. The meeting would go on for an extra hour and a half because sometimes we'd have 20 questions. We want to do this and have a happy medium though. We're inviting people read them ahead of time and then if you have a question about the previous month's talking points, bring that up during the meeting. We'll address and talk about the topic and we're trying to make a system that lasts longer and is informative. Like somebody asked a question that was answered two months ago because somebody's not here, they missed it but now they can go back and read through all the documents. And that also cuts down our legal fees, too, because some people are asking questions that are duplicated throughout the year so we're working on it.

14/148 Peter Anderle: Most of my questions have been addressed or will be in the budget meeting, so I'll save those but there was a couple things I kind of wanted to know. How close are we to electronic voting as it is required by RCW. Right so can we do electronic voting this year and not in person.

Chris: That we are working on. Yeah, should be the last time. We have our governing document -we're working on it. There's a legal back and forth, so we're trying to fix it. The Board is in favor of advanced technology we're just having to get to that point with everybody else.

And then I'm not sure if you're aware that there's been some rumors & concerns about recording in public places as far as camera and/or audio recording. There's been some rumors about audio recording being done at the golf shop. The cameras out there -all these cameras that are electronics right -advancing electronics and they have a microphone and if they're recording audio; in Washington State, in a public place it is a gross misdemeanor.

Chris: That -we'll look into that. The cameras at the restaurant -there's no audio. I can't imagine that any of the cameras we're putting in record audio. But if it is, we'll address it. We'll double-check that, and we'll make sure the policy reflects that because we are installing more cameras for security.

08/087 Janice Bolton: I appreciate the time today. I just want to say thank you to everybody and I appreciate everybody's comments. I think it takes a village literally and all of us members that are actively involved are here almost all the time. And it's good to see, at least, when we're here and when we're not, we try to get on zoom. So, I do appreciate everybody's input because it takes everybody's voice to be heard. I think the board does a good job on a lot of things. I was always looking for a listing of open and active issues, so I appreciate Chris, some of the stuff that you guys have - I've said that before, that you do a good job on at least identifying things so people can see what you're working on. As a member of the board four years ago, we also proposed new membership cards that would have people's pictures on them or at least identification in a way that we could identify who was actually the member -that you couldn't just give your membership card to somebody else or whatever. We also proposed based on our bylaws and covenants, Phyllis read one and I think someone else read the other one, that covenant does state that membership rights have to be signed over. And we did try to propose a fee for the following year. Just a fee, an administrative fee, it was not applied. It's a policy, not bylaws or covenant -to cover that cost. If I remember correctly, Chris was one of the members that really were against this. There were members of the current board that were against those initiatives, so I'm glad to see that maybe they are starting to understand that the bylaws and covenants should stand and that they should move forward in a way in which is appropriate for the Riviera. I want to say that Fees for Assignments of Right was proposed four years ago. I've got a couple questions for the budget and kind of going to what we were talking about before. I will say that my biggest issue right now - I have several issues, one is that Chris you mentioned how you post the talking points and the answers.

Gabe Response: Just make sure not to mention any names just address -those clarifications -the board is making all actions, not one person on the board makes an action, the whole board makes an action.

Janice: Well, that's good to hear, Chris, that's really good to hear. So, Chris's response and I'm reading this from the talking points that's why I'm bringing Chris up because it says "Chris response," this is all the talking points from last month "if you post on all the social media pages they get way more traffic" and they're in reference to the Riviera and he's talking about the fact that you should post on other sites that are here locally on the island because the Riviera site does not allow people to post to it. And I want to tell you then. In addition to that, I posted on another one of the other island sites and I posted my comments. I've written to the board many times but this time I posted on a social media site that is not a Riviera site and now that post shows up in a talking point and much to my surprise my post on a non-Riviera site shows up with a board member or several board members telling me that they're referring to this other site. I don't think that that's appropriate at all. I think that Riviera should not allow any Facebook page to use their name as if they are an authorized extension of the Riviera. The fact that Riviera posts directly to this site to me is inappropriate and I believe that Riviera posting should stay on Riviera web page on Riviera Facebook pages. If somebody wants to repost something, they are always entitled to do so but there is too much of a conflict of interest with a board member or several board members who may be in charge of running a secondary Facebook page, that are now acting on behalf of the Riviera. I have a problem with that, so the fact that I'm surprised -there's no way to know what's real and what's not. There's only two places that Riviera membership should go to the Riviera Community Club's web page in which all emails are posted there or go to their Facebook site. Whichever one you want to go to. So, I would like to see that the that the board and the general manager maybe move forward to ask this discussion page to take the name Riviera out of it as I think it's highly inappropriate and asked the Riviera not to be posting directly to it, that's inappropriate that's one of my comments.

Then we talked about the golfing grounds & greens. I don't know why Molly was talking about golf and grounds because the grounds is really another department and could be handled by somebody else. I'm not sure that that necessarily falls under her deal. I don't know if you're in charge of the golf course as well, is that what I'm hearing or you're just reporting it?

Molly: Just reporting figures.

Janice: OK but that has nothing to do with the golf shop and running another golf shop OK. A number of the policies are supposedly new this year, but I have never received a copy of any policy that's for the golf course and if there's any changes or anything, I'm not sure how I would know. Chris mentioned something about policies that they're changing all the time and yet how would anyone

know what changes are actually being made? I literally have not gotten anything an e-mail, which I'm on all the emails and things like that, so if there are new changes or something's different, then we would like to know and have copies of that. It's not fair to them. We also heard that there's going to be compliance notices given out and we're like 'well if you're afraid of confrontation, I would say that a compliance notice handed out by somebody when we don't even know what the new policies are would be kind of - I could see where that might be a problem for our membership.

Pretty much everybody else has spoken about the things that were of interest to me. I think the bylaws and covenants stand as they are, they are very clear. Renters -any renter -anybody staying in your house - I'm going to have my nephew come stay for a month and he's going to get the assignment of rights for the time that he's here. Then he has the ability to use my membership as I've given that to everyone. I just want to say thank you to everyone, there's more people than just golfers that are interested in the community as it's been written, the way it's been for 30 years or 50 years for some of us and there are a lot of us that are starting to get -we want to see progress. We want to see that the bylaws and covenants are followed. Thank you.

Chris: I'll make a point of order - I'll deal with the Riviera Discussion page today.

Janice: is absolutely not it's a place for members of the reviewer to discuss things related to the HOA it is an unofficial page just run by members of the Riviera but if you are board president and you are running that or you are on the board I shouldn't say for president, could be anybody on the board -I don't know who exactly and I know of one admin for sure, but that seems to be a conflict of interest.

Jerry Hines: Chris, I apologize but I have to catch the ferry in 20 minutes to go to the airport, to pick my wife up. I have one comment on the budget that is out of sequence, and I apologize but Bill Quinn, who's the chairman of our Budget Committee, is prepared to answer questions when it is presented and of course, Phil & Bill did a great job with the budget. I have one thing I want to talk about and one only which is: the big change in the budget for this year has to do with water reserves and we've been playing with this for a while. I think Bill started in 2019. I believe with a forecast of seat of reserves for the water reserve budgets, we're going to need \$30 million in 2032, basically, we revised that last year. Instead of raising the capital contribution, which is currently \$191 dollars, we're going to start raising it 8 or 10% a year instead. We decided to keep it that way until 2034, and then have an \$800 assessment. This year I was surprised to see that our forecasted projection of \$3,000,158.00 in water reserves has gone to 3,000,941.00 – so it's a \$780,000 increase. Which surprised me, I knew where about half of it was coming from, but I asked Bill to investigate, basically we came out with is that we did \$780,000 better than expected due to CD earnings, which are about 1/3 of that and the \$80.00 a year from water flow that goes into capital account also, which I hadn't realized. Also, at the end of the year when the water department budget has unspent money, it goes into a capital account which is typical of most HOAs. I spent money goes into the capital account later. It's all budgeted but it's going to be used later. So, based on that, we've reduced this year the \$191-dollar annual assessment for water to \$100 which made a substantial difference in our overall budget. There's an excel sheet -a multiple page excel sheet, but there'll be one of those in your packet. The water cap capital assessment projection we expect to be able to keep it that \$100 for three years. I think that we can do better than that if we continue getting 4-4 1/2 % CD's. So, we're in good shape there because it's being run well and managed well and we benefit from that. I think if this, by the same token, the committee does those special assessments, too. But right now, we're just looking a little bit ahead in project management. The theory is that you if you screw up in the short term, which you know the most about -you're screwed all the way down the road. So, I'm really encouraged that we're ahead in the short term but it doesn't mean this is rocket science and we hope that continues right now we're in good shape, and I want to thank Phil for a great budget and Bill and our Finance Committee for all their help this year. Thank you.

Phyllis Zander: I've been on the Budget Committee, I'm not on the budget committee anymore, but I remember from way back -this is before I was on the Budget Committee. The concern was a clear plan for the Riviera. And I've talked about the cost of water and why we had to increase that because the cost of the pipes were going to raise exponentially every year. And yet, they have to be replaced and so my concern is - I know that at some point there was mentioned that we have probably to get a loan to help us. But I think we are supposed to basically be doing it without a loan. If we need one, fine, but I think reducing the amount of money we're putting for water is only just putting the whole burden on the people. I hear now that we'll still be here 30 years from now and all of a sudden, it's going to come back and bite them. I won't be here either, but I worry about the people that will be here 30 years from now. if we don't have enough money in there to replace the pipes which gave you the good water, you won't have the good water without the good pipes.

09/053 Sonja Hopkins: this may have been already resolved but because of the things that I've heard from members of the coal point HOA whatever they call them they are of the opinion that we're moving forward with annexing them in and they that's what's happening and so I'm wondering?

Chris: I'm going to answer this question now and I'll also answer a talking point; Communication with Cole Pt has stopped as of February 7th, 2024. And, and in addition to that we as the Riviera would have to make changes to the health department where we consider water access outside the Riviera. And there is no discussion on this board at all since October with them. I've been very clear to them, we're not interested in annexing, there is nothing in there- the only thing that we have are some members have offered free water for them if they come to their personal house to use. They have a water issue, but this board has made everything very clear with them multiple times.

Sonja: And it's just not being communicated to the members.

Chris: Well, I don't know how that's not been because I've reiterated this several times.

08/087 Brian Bolton: First of all, thank you for all you guys do, it's a thankless job. Molly, with your system you were able to track the golfers and who were members and who wasn't. Do we have a system for that in the restaurant?

Chris: Not without being intrusive but the discount will actually help us work on that a little bit better. So, you'd have to actually ask people, are you a member of guests and that's seems to be a little bit intrusive on that right but we are tracking meals, but with the new discount system hopefully will give us more data on how many meals are served for members? Hopefully it will give us more data.

08/087 Brian Bolton: It would be nice to have those kinds of numbers that she's getting with that system up there (golf shop) so I think it's a good thing. I think that's a step in the right direction, you know if you want a discount, show your card. The other thing I was talking about was or was mentioned earlier was the \$15 for the upcoming tournaments golf tournaments and I believe there was a \$100 non-nonrefundable fee for reserving a golf tournament. Where's that money going? OK, somebody told me it was nonrefundable. So the \$15 then that everybody's going to pay for these new tournaments where does that money go? But if we've already paid our green fees with our annual or semiannual –

Molly Response: (not heard on recording)

Because people want to know.

Chris: To reiterate, one of the things is this is the day that we get the most amount of members (to the meeting) on the island everybody. This is why we didn't move the meeting you know; we're trying to be respectful and everything. The idea is that Molly reiterated this in the talking points updates too and I can send them to you -is your annuals everything you do is that's for HOA events and stuff like that these are for events that aren't HOA related -new tournaments outside of what we already organized.

Molly Response: (not heard on recording)

Sue Fountain: Spring Fling was put on by the Women's and Men's Clubs and it was open, however, to anybody who wanted to play to try to get as many people as possible and to get community and socialization and all that. The fall classic is along the same line, it's sponsored by one of our clubs but it is not closed to Riviera members only.

10/026 Bill Cunningham I have a concern with that, and my concern is a financial concern. It's really easy to go off island and I've heard it from three people already, not going to mention which ones, but they're no longer going to do their tournaments here because of the \$15. The other concern is that all those people that are at that tournament go to the restaurant, so it looks to me financially that you're cutting your nose off to spite yourself. There were several other tournaments that were being played that we invite people come over from off the island. The concern is that you're charging a fee when the people that come into golf and those tournaments are already to the golf and the golf fees or the green fees, so you're double dip and double dipping - it well it's not an argument I'm just it's stating fact.

Molly Response: (not heard on recording)

Yeah, but that that you're missing the point, the whole the major point is that you're losing revenue in all the other facilities here, specifically the restaurant if the tournament is not happening. It's kind of the holistic thing about the golf course, that's been for years, is that when we had these big tournaments (there's a gentleman in the room that had the oldest tournament that's been here since 1982) which is no longer going to happening on the island, we sponsor 1 and if the \$15.00 fee is there we're not going to do it anymore and I know two other people that are not going to do it either. So that's roughly 5 tournaments that people are not going to play here, and they have all said 'we'll just go off island and I think you might want to revisit that just to keep the peace with the members who own this course. We are all part owners and to be charged again for an event that's actually giving you revenue seems a little bit short sighted to me that's all I've got. I'm going to finish one key thing we spent \$700.00 on our tournament at the restaurant that came out of our pocket -we won't be there next year.

08/087 Brian Bolton: Have you thought about a senior golf discount on the future? Because we do have some older people. That is a suggestion. One last thing about our treasures/our treasurer; when they when they cut a check is there one signature or is there multiple signatures?

Chris: One and two depending on the dollar amount. Also, one of the policies is that when you sign the check you have to actually something off on the PO also. So, we see the PO when so when I come in to sign checks, like when Phil was gone the last time. I signed the tip checks. I have to look at all the receipts to make sure everything matches up and then I initial every PO, every receipt and then I sign off the titles. This happens for every check that happens in there and then

the board also gets a copy and they know -we all see it. At our meetings, here's what was signed and because one of the things I don't want to happen is that I signed something and Jeff's like I have no idea what that was.

Jerry Bergman: I would ask if you might do a little more work -I mean I appreciate your talking points and how you do it but I totally missed everything that I'm assuming the golf manager said after Brian Bolton stood up and talked and then someone else talked. I missed everything that was being said there, so if you could put on talking points, I'd appreciate it. The other thing is the subject; the membership card -it would be nice if at some point the discount card or the membership card -that there might be a way that we can charge the restaurant. So when you look at the minutes you'll see the summary online that has everything that was said. OK, well then, I guess I'd like to say one more thing, now I'd really appreciate it if we do a better job when whoever's talking in the audience has a microphone, please.

Murry Stewart: The Annual Golf -OK I wanted to talk about that just for a second. I've been here 20 years, which isn't that long to some people but in the whole 20 years that Annual Golf Donation to the Men's and Women's Clubs has always happened because it is open to the community, it's not just us. How come it's been yanked?

Chris: It was yanked because it wasn't in the budget, and we were going to be bankrupt and we were out of money and so we had to cut that as much as we could this year and make changes because of decisions that were made years ago and we had to end it up and so now things are good.

Question or comment from a member (not heard on recording)

Well, the question that came from previous board was when somebody was asking for donation 'does this have widespread member benefit' and that's what came into here. This is why we also answer things after talking points, because when somebody makes a comment at the meeting like this says 'well hey it's not widespread member benefit' there's no thought into that. They haven't talked to Molly, they haven't talked to the golf, they haven't looked at the documents. We look -so when I went back to the talking points, I'm like hey here's the question -we actually dig up the folders and look at all the research to find out where the answer came from and that's why we try not to answer questions at the board meeting unless we have a factual or experienced comment. So, that statement from another board said that it wouldn't provide widespread member benefit -that was kind of like stable, but the reality was we went through the budgets. This is why I have a budget folder, so when somebody gives me a check and says 'oh, I'm paying something, you need to sign this' - I go back and I check the budget and say, "Well, this wasn't the budget. Example: when we had it in the docks was that we gave them \$1500 more for the dock the budget this year was \$7500.00 for the budget for next year we'll send \$7500 and we turn around said wait a second inflation, yeah, we're spending \$9000 this year. Why are we not forecasting that for next year? So, it takes multiple and again anybody who's on board, you have to be diligent. So, when we saw the kids - jr golf and fishing derby were already in the budget. Yeah, that members agreed to and if you see a lot of things we've been the board have been doing weren't agreed to by membership and weren't in the budgets. There was no budget for a newsletter. It wasn't in there, so we were creating \$5000 every quarter for a newsletter that wasn't in the budget at the time and previous. Just answer that one question is that we're working on it we just want to do things when they're up and up we're in a good place right now we're trying to be transparent with everything, but we had to make some unpopular decisions because we had to just because everybody was doing it, wasn't the right answer didn't fix it but now it gets fixed.

Murry: Maybe in the budget for next year?

Chris: That's what we're pushing for, we're pushing for that to happen and so that's something in the next year because there is a community aspect & we're pushing for that to happen and so that something in the next year because it's there is a community asset benefit as a community demand and as long as membership has widely approved it, why not? But then future boards know what they're expected to pay. Just like the picnic, another example - stuff changed over the years, miscommunication and it was like well that's now a burden on the Riviera that wasn't in the budget and that was \$4000.

Murry: Which makes increases understandable.

05/070 Sofia Sabeti: Sorry, we're coming late. I Apologize if this was already discussed but just wondering about signposts on vacant land. So, my understanding is there's a county (easement) what is it 10-15 feet that we as Realtors can have our directional signs but no signposts. Is this correct? Then to follow up for those off island Realtors who have signposts up on vacant land. If we turn those in what will be the response? Will they be called? Would like just kind of a general standpoint if my seller see that there are signposts on vacant land and not on their lots. It would be nice to have

a clear concerted, you know overall approach to that. I would hate to have 50 signposts on vacant lots, so I love the directional signs.

Chris: I will add this to the talking points and also reach out to you by e-mail and directly and give you an answer and to have conversations, too.

Sonja: Just listening to a lot of the comments from golfers, I've lived here for 20 years, and I've never set foot on the golf course but part of my monthly dues support the golf course and I think it's only fair to recognize that. There are a lot of us supporting the golf course that never use it and it would be interesting to see what kind of a metric that would show. How many paid for it that don't use, it what part of the budget does that support?

Phyllis Zander: Campground open to members and guests only, no public access -Marina members and guests only, no public access -Martha Smith room members only by reservation -tennis court members and guests only -pickleball court members and guests only -Marina gazebo members and guests only, Golf open to public who pay guest rates -Restaurant open to public open to public could you see what section that is please it's in the talking I guess the point I'm making is the golf course is also open to members, it's same as the rest of them -members and guests only.

Chris: I'll check that out.

Susan Cunningham: Maybe a suggestion, I understand that costs go up and it does help to generate some revenue through the golf course. How about we took away the \$15 on premium days and charge a fee like Saturday is your premium day. So, if we took away the \$15 if you didn't have your tournament on premium days and you agreed to use the restaurant as part of it. I understand that we're nonprofit -we're nonprofit and this is an amenity, but I understand costs go up and we have coffers to fill. Maybe we need to reexamine that \$15 and how it is applied. And what about non-members, the Bremerton Yacht Club was here and tied up our golf course for five rounds this week, did they get charged a premium? And why wouldn't we charge nonmembers a higher premium than a member?

Janice Bolton: To Sonja's point, it's just like the lakes or anything else. I have we have two paddle boards -we've not been out paddleboarding once. I look out there, there's nobody on the lake but that doesn't mean people don't enjoy it and don't use it and that we pay for all of these amenities already and we pay a chunk of money to golf -it's a fee to do it. There's no fee to go out and use the docks, there's no fee to go out and take a walk ,there's no fees in other places. So, I just want to remind everybody that these are all amenities including the restaurant and it's great if we can make a profit at the restaurant because it is one of the few things we can control costs in and make money which may potentially offset somewhere else but on the whole -our whole system, we all have these amenities and each one adds a lot of value to the Riviera. And that's why I mean, I would never complain about somebody wanting to do something that I don't like. We (golfers) already do pay, or we do pay to use it, just like if you go to the restaurant you do pay for the meals, that's all I was saying.

01/21 Kathy Gadbois: I think that the Cunninghams make a very important point that we should take seriously. The reason I say this, is that golf courses -private golf courses are dying. Kayak point -very much used to be like ours and you know what their golf course is now. It's a frisbee playing course. I think that if we in the past, have had private tournaments that have brought money that offset some of our costs that are going up, I think -and it's not interfering with our member play or on busy days, that needs to be looked at as being a positive thing. Allowed and encouraged and especially if it's during the week. Our restaurant could really benefit – the restaurant business is very slow during the week except for Wednesdays for bingo. Maybe on those days that we have tournaments maybe the hours could be adjusted, you know where we can offset our costs, why not? Especially when it comes to golf. It is kind of hard times and a lot of us are retired are not easily paying for golf fees so I'm just trying to say that I think that Cunningham bring up a very valid point and should be seriously considered adopting.

10/018 Molly Miller: I guess what's baffling me and I just have to say this, I mean I've been here a year. The people that are here in this room at least, you're 1/2 of 1% of the 2800 membership. I looked at the numbers that I said earlier with the 874 rounds of paying members that aren't annual members. The response from them 'is that makes perfect sense there's absolutely no reason why we shouldn't have a \$15 tournament fee.' So, I'm giving you feedback from both sides. I've heard your side. Back in April when this first came up, and to answer your question, Susan, I actually brought up the point of don't do the tournaments on Saturdays and Sundays. You're all members here, you're all part of the Men's and lady's clubs and most of those tournaments are based off from your groups. You're here, you live here - moving to the middle of the week where then the golf course can be open for those other members who complained to me constantly 'will be a tournament and now I don't get to play golf. I work Monday through Friday.' We have to balance out the

equality of the golf course for all the members -not just a 1/2 of 1% of this membership and that's what I've done all season long is try to figure out how we can make that work together. So the \$15 isn't reasonable if that's on weekends and I said don't charge the \$15 if the tournaments aren't on weekends but that was a lot of tournament people, Sue included, that that wasn't going to happen because we have working people that are in the men's ladies club. So that's where that goes for me.

An annual membership last year was \$550 dollars for 365 days a year, that's \$1.88 a round. We don't sell annual memberships for 130 days; an annual membership is 365 days that's what the word annual means. We sell a semiannual, which would be the snowbird alright. Six months, they paid \$2.26 a round. If you're able to make up that figure, it's true though - the numbers. It's not my fault you don't play 183 days in a row, that's what you bought you bought. It's just like a going to a gym, it's not the gym's fault you don't go to the gym five days a week when you pay your monthly fee for 30 days a month.

14/114 Pete Anderle: Just about the tournaments, it just seems like we could do a better job at combining benefits so if we want to raise prices great -let's add some value to that. Let's add some restaurant value, some script value, something that we can give away during those tournaments and still generate more revenue for the golf shop -add something to encourage those tournaments to be happening and add some value that would get something back by paying a fee or in addition to the greens fees.

04/082 Chris Frye: As a member I can say things. I didn't prepare anything; I'm just trying to share some thoughts. I want to say this one thing, that we had mentioned that the board had mentioned this year and to some other people there are a lot of things that this board is doing that are trials – tests. We we've all forgotten what happened to the golf last year the last several years what was going on and I as a member appreciate what molly's doing to turn things around and we're hearing a lot of positive things from other members so golf everything that you're saying and golf or you're seeing the newsletter you're saying the membership cards these are all tests to see if they weren't if they can save money if we can like the request going to electronic voting you know there's a lot of things we want to do we need to see to the website we need to add more information we need more transferring things so understand that we spend a lot of time going over the conversation pieces here but we're always encouraging this board is always encouraging people communicating outside the meeting and not just hearsay like I seriously I can't tell you enough that when I even I have something to bring up I'm going to write a letter to the board and make sure it's in there so they're aware of it because the more we know the more we can address and there's been a lot of great ideas here and I think there are things the board will look at seriously and will know better what we're going to do next year personally also I would also point out before we go to the budget is that when you see this budget understand that this is a member budget the member the committee that's done that is based on members OK the board member that I said on there what the board the committee it wasn't all board member or committee wasn't all members no I'm not trying to say that no I'm not trying to say that I'm not trying to say that no I'm not trying to say that umm there what I'm trying to say is that the the GM provides information based on his department to a group of people that are member committee they're only going off the data given to them and we're trying to find out what get information is not given there's a lot of information that I got this committee we got this budget on the this Wednesday and I personally don't agree with some of the things in there as a member but again this is the time when we talk about every year we need to actually have these conversations we're trying to be more transparent and more find more information so there's something in here that you're not seeing please ask us no I'm just asking for as members we have to speak up as members we need to speak up we'll try to say so there's something that we're not seeing we have to ask those questions and then I'm not I'm not answering I'm just thinking start if you can just hold it for just as a member is that members are responsible for speaking up and getting our thoughts and our concerns out to other people and we're about to go into a bunch of committee and it's most things like if you see something that's not transparent ask please so that even like a members there's things I'm going to ask that I didn't see if you had I'm just reminding people as members we have to speak up that's it