

REPORT ON COMMITTEES AND AMENITIES:

ACC, Forestry, Compliance & Lakes reports: Community Development Manager, Dan Morgan

ACC: The ACC is picking up a little bit, we had five new permits issued and one of them was a new site development. Two permits were closed and one of those was a site-development. Active site developments: 40. We do have a couple that have gone too long and they have given special consideration and are working directly with Phil & I and the board to finish their project.

Anyone else with active projects that have gone past your time period, please finish them up and request a final inspection. If you have finished a project possibly months or last year and you forgot to request a final, please do that and we can refund your deposits.

Lakes: The Lakes Committee has had a bit of adjustment with a couple members resigning. The levels right now on the lakes are still a couple of inches below where they should be for this time of year. Clarity is excellent and both lakes are around 47°, which is normal for this time of year. We have our two Rigerio muck reduction units that you may be familiar with, these will be going to Lake Jo in the narrows. They will be marked with flags. We're hopeful and optimistic about what they can do in that area to open up the channel.

The best news from the Lakes Committee is the Pine Lake Kid's Fishing Derby that is set for Saturday, June 7th at noon. Kids 17 and under are welcome and it's a great time. This will be our third fishing Derby -so you bring the rods we will have the bait and free hot dog lunch.

Compliance: Committee had a steady month, we issued what we call our resolved -15 daily or the 48-hour issues with the majority again, of things having to be signs on lots especially for sale signs on undeveloped lots. And also, some of these AC projects that are taking too long and have gotten a bit messy -have become compliance issues.

Reminder again that the weather's heating up and we already know more and more guests are coming to the island so, we members are responsible for our guests. Members, please help them understand where they are and about the rules that we have in place. And to that note, just be aware of road safety and safety around the parks and around our amenities, whether you're walking on the roads or driving, let's work together. It is spring, so let's get out there and do those spring cleanup projects that we've been thinking about all winter.

Forestry: Finally, I left forestry for last. We had one new emergency permit issued and two cases of connecting members about trees of concern and two permits were closed this month, with a commitment of five trees planted. You've probably seen some of the decorations around the place - today at noon following this meeting, we're having our Forestry and Nature Fair. If you're watching right now - you may not have heard about it. Please come on down at noon and bring the whole family, there's going to be a lot of fun activities for the whole family.

GM REPORT: Dan Morgan-Assistant GM in for Phil Ronning

Phil and I together worked on his report. First and foremost, I think we should start off with probably the biggest accomplishment of the last month, which is the progress made on the budget for next year. Phil led the committee but again thanks to Bill Quinn for all his work and Jerry Hines, of course. The chairperson Andy Knudson and Arthur Willettes, and Sue Fountain. I've watched this group several times already this year, so thanks for the progress. Town Hall for Budget will be in June. In May, we will still have a Town Hall to review the 2024-2025 Budget.

We had some paving work done this past month; you may have seen the course was closed for a number of days (also aerating), as well as the marina hill. There were three major components to that project -the first was the loading dock down at the restaurant where the delivery trucks back in. It had just been a strange shape before.

Grounds Dept expanded the area by putting up a retaining wall, making the paved area much bigger now. The dumpsters can be put aside neatly and have a place and now trucks back in and access that dock much easier.

Chris: I took the picture of that last night and we're going to take a couple pictures when it's finished, the process and post that online for people in the newsletter .

Dan: This will be a better quality of life for the whole situation. The other successful part of this is the sections of cart path that were repaved and we've had some feedback that this was a job well done.

The third part referred to is the marina hill. There was a section of the marina hill that was badly eroding because of water running right under that section of the bend, and pooling at the bottom of the hill. They built a channel and covert to alleviate water run-off.

Stage at the restaurant is 80-90% complete. The area has been cleared, power has been run and what they've done is they've bordered off the section with treated wood to make a gravel bed for the stage to sit on and then new sod is level with the stage. It's looking good, we can already picture what type of events that are going to be down there -it is going to be a great summer at the Lakeshore.

Speaking of the restaurant -Angel, along with Thomas are replacing the POS system at the restaurant. We've currently have been working with a company called Khamu and they happen to be out of Idaho. When we actually make contact them, they're good people for certain things but they are in Idaho - a small company and we've had some issues with needing assistance, like with online and with the cloud and they haven't been the most accessible - and that's just because of where they are.

The system we are looking at right now -first and foremost, speeds up the process, betters the experience and the ease for you guys. You'll be processing your card at the table and your card never leaves you. This will create a lot of good quality life changes. It will make and save us a lot of money in the long run but also save time because there's a lot of walking back and forth. This technology is quite beneficial. I find this stuff interesting so if you would like to discuss it further, we can arrange a meeting. For instance, when a delivery truck arrives, you can scan or photograph the inventory bill, and it will input the information into your inventory system. This system will then track the inventory as orders are placed. It helps with budgeting, maintaining freshness, and other aspects, ultimately improving the overall experience for customers and members.

Along with the paving of the cart path, there was also aeration and sanding done by Candy and the Grounds crew, so, thanks again, for bearing with us while the course was closed almost the entire week. You may remember that the water dept got a new van which they wrapped in white and you may see it around but their well-known blue van has been shifted over to the Buildings Dept. This is great news because right now they're all using pickup trucks but this van will allow a mobile shop on board and cut the number of trips back and forth to the shop.

Pierce County stocked Lake Florence last week with about 2000 Rainbow Trout - about 800 lbs. I went down there and watched. We will be stocking Lake Jo and Pine Lake at the end of May.

The last thing I have is really good news -our marina hosts Glenn and Allison are back, so if you haven't seen them yet, stop down there and say hello. The marina floats will be going back in the water on May 1.

Chris: The decks at the restaurant were just stained, getting ready for summer. Signs around the Riv including the campground are being replaced as needed for summer.

KPI : The first part just talks about what's in the accounts right now . We're in a better spot now, financially, on top of the hundreds of thousands of dollars Phil was able to get back from the government for the COVID stuff, and

then there were other funds, Jerry said it was close to \$1,000,000 that Phil's been able to recover or retain from changes and he's done in the last few years. So, we're looking a lot better now financially than we were a couple years ago. The big things I talked about, because this stuff changes as funds come in from dues. The accounts look better because of the way our system works. Currently we have 2754 members in good standing, so we went up. Members delinquent went from 571 to 434, zero of those are over 355 days delinquent. Delinquent means that you're over 120 days because some people pay, even though we have some that pay quarterly or monthly pay for some people. We are also working on finding out how many exact lots are owned by the county because that's just something that is no fault of anybody in the office. Christine collected over \$100,000 of payments this month alone last month by just getting on the phone and reaching out specifically to those that are delinquent. No new Associate Members, Golf 411 rounds, restaurant served 1564 meals served, one new forestry permits, on down the line (refer to kpi report.)

No talking points this month.

Lake Josephine Water Department won 1st Place at the best tasting water competition for Idaho Washington and Oregon. And if I understand correctly, there are six trophies up there; the disappointment was that during COVID they couldn't compete because the competitions were canceled.

Survey #3 available online. Some people are having problems getting emails from the office. We announce these things at these meetings. Lord knows if you hear about something right now, if you don't get an update from Jessica at least every two weeks, follow up with the office because something is wrong. She's been very active in mailing out tons of information and she is posting on social media. This is the third survey that we've done, so if you missed the first two let us know and we'll get you copies. These questions are kind of testing the water to see if how membership feels about suggested changes to the bylaws & covenants. Example: in regard to below section 711 fuel tanks -and it mentions the rule where we have to have tanks screened and then it says suggestion - this is what you guys are deciding whether you want to vote on this or not, it has been suggested that we remove the section that requires tanks to be screened from view, which makes it harder for the fire department to find such devices when needed. So, basically when the fire department comes - they're trying to find the person to shut down the propane tanks -they're not seeing it. They had an incident at Pine Lake where they couldn't find the propane tank, especially at night. This is why it seems like it's necessary. Dan and the Compliance Committee went to every propane property out there -there is one lady that has a beautiful painting on her propane tank and we didn't know we're following the rules, but we want to know what the membership supports or they don't want to screen. But that's why the surveys are happening. We're going to get your feedback. If majority membership says no, we like the rule, and that we made for the safety measure in there for the fire department. But we must add a sign or whatever. So, that basically is in there now. What this also does is put more power to the membership. It's like are you aware of this? If there are any questions, just e-mail the board. I think we already had like 50 people respond from last night.

Jerry Hines resigned from the Treasurer position on the BOT. He has two issues; he's got time restraints and then difference of opinion. Jerry is retaining himself on the Finance Committee, he is going to be staying on the budget to help us with that. So, we'll be looking for a fifth person here soon. Phil's contract is up on June 20th, he will spend more time with his family and so this summer we'll be hiring a new GM.

Employee & Conduct Code reminders:

Employees are not servants. You must be respectful of our employees but also if you have an issue, like we've been asked to address certain things but there's no documentation. We're telling employees, telling members -if you have an issue, document it. We can't go off heresy, we cannot go off social media. Everybody here is getting additional training and being taught how to work with other people, and we understand there's always two sides of

the story, but please be mindful of them, and they're expected to be mindful of you too. So just a reminder let's all get along -it's a small island -you know we're all take our water same way, so please be respectful of each other.

George Stewart 10/074-075: Couple things I was going to talk about -didn't come up that I thought might come up at this meeting-I don't golf anymore, I haven't for several years that -I have in the past and I may start again , I don't know. The course is here for all of us to enjoy -it really is and contrary, I guess, to popular belief , there are certain groups that think they control what happens on the golf course. They have a lot more than they think -they have a lot more say. Only one committee is required in this community and by our governing documents and that's the ACC. The Golf & Greens Committee is not required by our covenants and our bylaws relate to various others, now correct me if I'm wrong, those members who volunteer on the committees are there within the ACC, serve at the request of the BOT and they report to the BOT. Those other committees could be wiped out with an eraser. We've been here almost 20 years -we came in kind of at the tail end of the first group of folks that came to the island to retire -and virtually all of them governed and they were a force to be reckoned with back in the day. That's changed, you know there are not nearly as many golfers and that group had that kind of power. They all sat on boards & committees, they pretty much ruled the rooms. So, I'm saying again, here to enjoy the community, so let's do that and let's respect each other, both the membership and the employees. If there's a problem, that's why we have a general manager. Remember, the BOT controls all of our amenities -not the membership. And that's part of the governing documents. It's not worded exactly that way but the BOT makes policy and our job is to follow that policy. If we don't like that policy, go to the manager. I like the idea that POS or the restaurant. Will there be more surveys?

Chris: There might be one more survey we're waiting on legal to get what their suggestions are because there are a lot of things that they said last time -like they just don't bother with these because they're going to change at state level. We're going to do one more sweep and we've committed not to change anything but then we're already doing that. We're talking about - you know just get what needs to be -like really we're going to change the communication We are spending \$12,000 or \$15,000 a year on snail mail. We're going to watch those things being brought up from the lawyer. We'll probably put that in for survey and that'll be the final survey.

George: By the way, I was supposed to start off thanking the board and this has been said before I was leery of the board at first, but this has been, as far as I'm concerned, the best, most active boards that I've seen in 20 years - since I've been here, including the ones I was on.

I noticed on the survey that it says, "it was suggested." I kind of want to know 'who' suggested it?

Chris: Other members - the first thing that came up was what do you need? You know if there's a fire concern. I'm the one that actually suggests that you reach out -because I'm tracking all the HOA issues. Like why we added more security -people getting shot at their HOA office. Yeah that's happening and I was thinking in ways of like well what liabilities do we have as membership on the the finances? And that's why I suggested those. We'll know if the majority membership comes back on the survey and says no, I don't want this - it's not going to be voted on.

George: Yeah, I know being able to have a flock of chickens in your backyard is a high priority in this area but I think and I'd like to see some changes in our governing documents that talk about maybe harassment of employees in the governing documents, not policies, but actually setting governing documents with good teeth about rights of membership or things like that.

Chris: Golf & Greens Committee doesn't exist any longer. There might be another committee but that's up to the GM. You will start seeing committee reports on the website under the member's tab. He does suggest our politics so yes, the board does is also assign some policies to the GM. That's why we're not setting up right now there are a lot a lot of uneven amenities and there's currently one question -the league stuff that's the policy that the board reviews it and doesn't see any objections to it. But there are like multiple people that do the policies and it is our

job to make sure they're good. We're looking for broader language -we're actually asking for more teeth on fines because like we did with the storage container - you guys remember this episode \$100 fine and you just keep your storage container over and over again so we're asking for a little bit more teeth on fines.

Phyllis Zander 11/071: Anything you put out to members should not have an opinion, it should be a question. If it isn't a question and if you're giving an opinion, then you're tilting it in whatever favor you want it to go. It just needs to be a question; should we do this, should we do that? And if you have to clarify it as being in violation of state law, then you need to state what the state law is and why it's being violated. It must be very specific. You sent something out that was very tilted in one direction and you got my comments on that, and the attorney agreed it shouldn't have gone out. So, I just want to make sure that we're not getting the opinion of the board on something to be done rather than what needs to be done. That's one thing that I'm concerned about, I don't need your opinion on this. I'm just giving you my opinion, also in the report here, it's talking about hiring a California company because we are getting back presently \$430,000 on what we did with the IRS and then giving us money back and we are paying this new company in California 15% of what the work they do for us -Phil Ronning is an excellent manager in relationship to finance, he's very good at that. My question to you is why we are paying \$64,000 that's based on \$430,000, it's actually more than that the amount, it is higher. We'll get \$430,000, so they're getting at least 65 grand while we have somebody in house, that's very financially smart that can do that work for us so. So, that's one question I have -regarding him not doing it as opposed to a California company. You can figure that out for me and tell me later in the remarks.

Chris: We have that answer now, Phil is the one that decided to go with the company. There is only so much he can do with the program. There were a lot of legal documents to be done with the government but the company in California is using the same type of people

PZ: I'm sure they must fill out forms and complete things that make sure that is correct, but I think we have staff that are perfectly capable of making most of them. That's just my opinion. Also, I think we have a new truck for the water dept, was that in our current budget or is that just something we're doing ? Unfortunately, today, because I have hay fever, I didn't hear most of what was going on today, so I will be reading it when I get it. So, at the next meeting I will have all kinds of questions.

Andy Knudson 07/150: During the budget committee meeting, a question about the floats for the Marina came up and they're their condition. I wondered Dan, if you could talk about that.

Dan: Yes, so our floats are essentially plastic tubs with intricate frames of wood that they are built around. There is a series of bolts and metal connections, and you could think of it as like a vertebra, basically -it's not solid and ideally floats are meant to stay in the water because most Marinas have a breakwater or like a Bay like Oro Bay and they're protected from the elements and can stay in the water. But what we must do is because of the rough winter season and the weather, we have to take ours out every year. You can imagine that they are heavy and waterlogged and when they we take them out each year, they bend and stress and all those connections stress, and not to mention the saltwater effect on all that hardware and bolts. You should see what one or just two years does to the floats. It's amazing and so the integrity of these things, getting stressed year after year and as a result their life expectancy is coming to an end. The company is impressed as they came out about five years ago and looked at them and surprise, they recommended replacing them then but Tanner and the Buildings Maintenance Crew & John Cammon -they found a way to reinforce the hardware and the hooks and they got us these five more seasons and this season. Cost right now to replace them is 384,000 -we got right around 380,000.

Chris: Let me add to this so, this is one of the things that the budget committee is looking at -they're doing a five year plus plan because one of the things that got highlighted with Bill to point out was we know there are certain things that need to get done down the line and we're not really separating money aside saying, "hey we need to put

\$40,000 aside for the next 5 years to pay for this.” When something is purchased that will need to be purchased again, this is probably the time that we as a membership, should have had a budget setting \$50,000 aside for the next 5 years and then when these expire, we’ll be able to pay for it. Now we're going to have to take money to pay for this, which is why we have our reserves and other accounts, but the idea is now asking the Budget Committee, the GM and the Bldgs & Maintenance department to start thinking about stuff that needs to be done down the road and asking for budgets to be allocated like you do a toll bridge.

Dan: I can also say that we were satisfied with that and we are already thinking of ways to lower that cost to improve the situation. One of the ideas is that our floats only have one more year that we can put them in and take them out but they may have a longer life if they could go in somewhere and stay. So, if anyone knows of a Yacht Club on the island -with more protection from the weather, that may need some floats -then selling the ones we have now is an idea that's been floating around. Another thing that we're thinking about is that when we do invest this \$385,000 the number quoted is for concrete floats that we will be able to keep in all year. That's going to change the marina's situation entirely. We're thinking of ideas like more lights down there, running power down, running water to the docks. Then they could accommodate year-round, and this opens up the possibility of charging for mooring. Breakwater is the dream but that is a major undertaking. Keep in mind that right now we have a lease with the Department of Natural Resources for the use of the Marina itself, so sort of federal assistance grant working with like Chris said, police, Homeland Security, the Fire Dept would have a full-time boat there -that sort of thing we would all tie in naturally.

Chris: One thing is, we have our rolling CD's that generate a certain amount of revenue and we can always take revenues generated from CD's and put it towards unexpected projects like this, but it still needs to be addressed with membership so they know ahead of time. But there are always ways of paying for things without going to the membership -so we're looking at all options.

Mr. Bill Quinn has been doing the monitoring of our finances and budget, helping every GM that's come along and everybody else for like the last 15 plus years. It is like his hobby -like his folders are very -I've learned so much that I've incorporated business I work at where he's taught me. Yes, that is his hobby and thankfully because with all the changes we have, the inconsistency we have, it's nice to have a foundational support that goes on.

Phil & Jill Aschendorf 16/116: I just would like clarification, you said we don't allow signs on undeveloped lots. If they have a perc hole does that mean they're developed? And is that the for-sale signs that you're talking about or the signs from the perc hole people that they put up on the trees?

I was referring to the For Sale signs on the undeveloped lots. In reference to the septic signs, that's a legal requirement from the county and so that that's something that we allow. They must be up for the county septic inspector to find and if they're even knocked on the ground, they may not get their inspection. So, it's part of the process. This is one of the more frustrating -well not frustrating, but it's a tough one, for me, because the sign being removed is the final step sometimes, in a multi-step process and even I must look at the signs until they're taken down by the person that put them in. It becomes an issue of me asking somebody to do something that would be very simple for anyone to do, but they have to do it themselves. If you see any just let me know and I may not have them on my list but it's something I track. And it is picking up this time of year.

Phil & Jill: There is one at Totem and Paine that has been there for years.

Dan: Thanks. I encourage members who list lots for sale to get the blue address markers from the fire station.

Colleen Hines 08/124: From several of my friends that go to the restaurant, it would be helpful if the crew had name tags.

Kathy Gadbois 01/121: We have the sweepers on island and I was going to mention, however, they're not sweeping all the streets and this is a problem because undeveloped roads are deteriorating grass growing and so forth. I'm happy to call the county but I think somebody from the Riviera should actually reach out to the road to people at Pierce County and say that they need to be doing all the streets even the ones that don't have houses on them because there are several that really have deteriorated.

Chris: We've posted about this on social media. There was a reporting site, and we had a meeting with them. The ferry service was cut three weeks ago and is usually scheduled for next month or the month after. The tall grass in front of the rock hitting the streets is being addressed, and they committed to bringing all the cul-de-sacs here. They have a checklist and say they would skip some cul-de-sacs and come back later, focusing on the majority now. They're here for two weeks to handle all the roads. Just go to their website if we have a camper that's popped up somewhere, you go report it to the website.

Kathy: What about the ones that are for doing surveys? Because there's one on Seaview. If you're walking down the street at night and you're not careful you could break your ankle. It might be a water access point it, I'm not sure what it is.

Chris: We can have water department check as their department keeps & maintains the access points. We've submitted issues as part of the clean sweep reporting system on their website. They are closing work orders, with around 19 still open. We'll keep monitoring these and hold them accountable until they're completed. Once finished, we'll review if anything was missed. They've fixed over 30 potholes, but some areas are our responsibility, such as the Marina area. We're working on repairs there.

Kathy: There's a small turnout on top of the hill near Paine that has been neglected.

Chris: The City Council ensures work orders are filled. I created special orders for previously skipped areas. Any member can report issues through the website. If you have a problem with a pothole or your road, please use this website to report it.

Sonja Hopkins: They fixed the potholes, but they did not cover one of them, which contains a metal plate. I commented on it, thinking it was related to the water department. Recently, I noticed that the hole has been filled. I mentioned it to the relevant person. Now there is another pothole nearby, almost level with the streets, which does not go down like some others.

PZ: Mentioned observing four teenagers on a golf cart near the ferry, driving fast in both directions. Two were in the front, and two were hanging on the back. The County Sheriff's Office has been attentive to inappropriate golf cart usage and issuing tickets. PZ suggested that the Riv needs a recording system that projects sound clearly to the audience. They proposed moving the speakers to the front to improve sound projection.

New residents expressed concern about speeding on Yoman, suggesting signage for speed limits (20 mph). The current speed limit is posted at 25 mph, and appeals for yield signs have been denied by the county due to insufficient traffic.

All information is available online, including newsletters. Only one newsletter per year is required if there are rule changes. November's newsletter will include policy changes and events. All are welcome to attend the nature fair at noon, focusing on water conservation and nature around the island.