

Board of Trustees Talking Points for BOT Meeting August 23rd, 2025

GM: General Manager

AGM: Assistant General Manager

OS: Office Staff TH: Town Hall

Talking Points Hot Topics

1. **Member Question: What can be done about signs in the Riviera that are not on private property?**
 - a. **Answer:** Signs on public property are handled by the county. The office is working on sharing some visual information to help members with deciding if something is private or public.
 - b. **Additional:** One rule of thumb to know if its public or private is a power pole will be on public land that is maintained by the county. Any from the pole to the road is county and can be reported using the website link here.
https://seeclickfix.com/web_portal/TKWgpFXYKgCQqGg9fixGNSh/report/category/35092/location
 - c. **Additional:** Late October the county does a clean sweep of all county roads for signs. Sign removal, even when reported, is a low priority but will be addressed.
 - d. **Additional:** Signs on private property can be reported to the compliance manager or Riviera Office. (253) 884-4093
2. **Member Question: Why do we need to get rid of term limits! Why do terms limits need to be removed? Why change what's been working for decades?**
 - a. **Note from Board: The full board supports term limits on a large scale when it comes to any Government position.** President, Congress, Governor etc. Like the rest of the suggested changes, this one came from a member who has attended most of the monthly meetings for the past couple of decades.
 - b. **Clarity:** First, let us be clear that removing term limits doesn't mean a member isn't always on a board. They must run each time their term is up and get reelected. The only way they can get **re-elected** is if MEMBERSHIP likes what they do as a Trustee and wants them to continue volunteering on the board of Trustees.
 - c. **History:** In 2019 membership committee suggested we extend the office term from two to three years. However, the board at that time decided not to let membership vote on any of the suggested changes and shut the process down. (IE see letter from the Board President at the time)
 - d. **Answer:** The biggest reason for this rule change proposal was to improve consistency of the board. First it is extremely hard to get people to even run for the board, let alone rerun for the board. The position takes thick skin and time, not to mention changes at the state and federal level will make it even harder for some people to want to volunteer in the future.
 - e. **In Addition:** we have an issue with volunteers dropping out for one reason or another and then the board replaces them without member feedback. Every election the membership and employees go through this cycle of uncertainty with a new board. Over the past several years it became apparent that the biggest weakness is lack of knowledge of past events and the mechanics behind the monitoring of the Riviera as a whole. By opening up the board positions, which are volunteers and provide zero financial benefits, it could give membership a stronger board that can address many of the issues that come up every year. Most of which are duplicates from previous years that no one has information on. See Example 1
 - f. **Example 1:** Three different boards have sought legal advice on the **same topic** from three different lawyers. If a board member would have been on the board with previous terms experience this might have saved membership money.
 - g. **Additionally:** Having one or more people who understand the budget, personalities, and legal liabilities that are specific to our HOA would be effective. This would make it easier to pass down information to new board members and residents as well. I could give several

more examples of whether one or more board members being on the board for several years that helped save money or bring up information that helped maintain the direction of the Riviera.

- h. **In Addition:** Every few years seems to bring a new board with new mindset, and this adds unnecessary stress on the employees and some members. The governing documents and state provide a straightforward process for recalling a bad board member or board.
- i. **History:** Ask yourself how many General Managers the Riviera Community Club has had over the past twenty years? Is this because the General Manager was bad or did the board have a specific goal or motivation to achieve? Like when they terminated the GM and fired the office staff to use an outside firm? Which cost membership a few hundred thousand dollars.
- j. **Lastly:** This change received 53.6% of the support from members. 126 selected Yes while 86 said no and 23 had no opinion. Obviously, a limited survey does not give weight to voting power for those who have multiple lots. I think though to dismiss the fact that over 50% of the members who did respond support the change should not be dismissed like it has been in the past.
- k. **Benefit:** Improves information, understanding, education level of each board member the longer they are on the board. The board gets thicker skin and learns not to adjust to the loudest voice but to seek out the mindset of the majority of members. Finally, the board becomes stable and members won't have to worry about a board member taking over a board and replacing the elected members with their specific friends as we've seen in the past. Having people on board who actually understand the role and like it isn't a bad thing as long as they are doing it for the members and not themselves.
- l. **Special Note: In the last four years members have voted in 16 total board members. 5/4/4/3 When we should have only had to vote in 10 over four years. 3/2/3/2. Those sixteen elected doesn't take into consideration the six additional fill ins when people didn't finish their terms. Grand total of four years equals 22 board members.**

3. Member Comment: Some people are worried that certain people or a particular group will be on board long term.

- a. **Answer: Each board member must be voted on and re-elected after their current term is up by membership.**
- b. **Answer:** If most of the members are happy then they will continue to get re-elected.
- c. **Thought:** Most members operate on the notion that if the Riviera is operating smoothly, budget is in order, amenities are being monitored and maintained things are good. They are likely to continue to vote for the current board if those members choose to run again. It's only a small number of members who feel that their views and opinions should be considered over the majority of membership.
- d. **In addition:** There are some excellent members

4. Member Question: Member comment: A person running for the board was not on the ballot and the meet the candidates was to happen without notice.

- a. **Answer:** This is not true and the fact that this rumor got as much traction as it did is concerning and a reminder that we have a lot more work to do as a community.
- b. **In addition, point 1:** Anyone in good standing can run for the board as long as they get their application done in time and are a member in good standing.
- c. **History:** Last year a candidate didn't make it because they weren't a member in good standing, or they pulled their application. As always, this year all candidates who are on the list are members in good standing and submitted their application on time. If said member isn't on the list, they didn't follow the two above-mentioned requirements.

- d. **Point 2:** The board does not get an update every hour on who is running. We received the information at our August 13th study session. Applications had to be in on the 31st. The office started looking at them on the 4th and we reviewed copies of the packets they had been putting together by hand on the 13th.
- e. **Point 3:** Just like the budget there are rules the office has to follow when information is sent to the membership. And all members must be given the details at the same time. Which is why we can't have budget meetings with some members as planned.
- f. **Point 4:** The other rumor was the meet the candidates was to happen without notice. Let's be frank, when was the last time a meeting happened with no notice in the past few years? The board discussed the meeting with the GM on the 13th and they were looking at possible dates. The next step was for them to reach out to the seven candidates and see what availability was like. The direction given was to aim for the end of this month or early next month.

5. Member Question: Why are we changing the rules at all?

- a. **Answer:** We would like to remind people that membership pushed to have the rules updated years ago. A committee was formed, and it had board support and community support. The membership and committee were happy, and it was passed on to the next board to implement. The new board got into office and decided to adjust the changes themselves and ignored the committee's recommendations that the members supported. This resulted in a meeting of the board and members at the fire department. Upon conclusion of the meeting the President at the time said he heard the membership and would respect the changes. A month went by and the board disbanded the committee and decided there would be no membership vote at all.
- b. **Key Point: A board of five decided for all membership.**
- c. **Why are we changing anything?** We had a couple town halls about this last year in regard to the actions of some of the board members from the above board. In 2018 the board decided to rescind the Site Development Documents with the county. This removed the ACC section from our governing documents. According to them they felt they were within rights to do so. They then proceed to revise them into a new five-page addendum to our governing documents. When it was brought up by membership, they said it was voted on by members in 2008.
- d. **Reference SECTION 6.05.** *Compliance with Architectural Requirements and Rules.*
- e. **Reference SECTION 6.06.** *Approval, Adoption, Amendment, Changes or Rescinding of Rules. All Rules adopted under this section shall be subject to modification or change by a vote of sixty (60) percent of the Lots present or represented by written proxy and entitled to vote at any annual or special meeting of the membership called for that purpose and at which a quorum is established.*
- f. **In conclusion: The board figured if we were going to have to address the ACC part anyways, we might as well ask members if they had any other topics that needed to be presented. Which is why we had town halls and surveys. Electronic communications doesn't need to be voted on it just needs to be adopted the next time we update our documents, as it has a state mandate.**

6. Member Question: I don't think this survey should be used it was not vetted by membership.

- a. **Answer:** The Riviera Community Club has been using Survey Monkey for over ten years. We've been using the same system as before and have had the same number of responses each time.
- b. **Note:** The office has been asked to post previous surveys to the website under the survey section in a historical section. This should allow members and future boards to use them as references.
- c. **Note:** No survey was done when membership and the board were considering voting on governing document changes in 2019.

7. **Member Comment:** A concern is the board seats is that this wasn't brought up all year and came out of the blue.
- a. **Answer:** This topic has been discussed in May, June, July and November 2024. It was again specifically discussed in regard to either extending terms, as suggested in 2019, or removing term limits. And feedback was to remove limits as terms of three years may be too long if an issue arises.
 - b. **Answer:** The Survey was in April 2025. Although we pushed to have it in 2024 it just didn't happen. It is now August.

Talking Points Standard

8. **Member Question: Is an update on Verizon.**
- a. **Answer:** Yes, as of the 16th of August
 - b. They are still pursuing the second location on the Island for augmented Verizon service. However, they don't see this coming to fruition in 2025 or 2026 at this point.
 - c. The good news on the existing site on Anderson Island is that it was lit up with the 5GUW in February of this year. And after a few months of testing, it is working 100%. They do see that they have some customers on the island that qualify for our 5G Home service.
 - d. So, if you are over by the Tower by the Ferry Docks or see 5G on your phone you might want to stop by your local Verizon store and see if you can pick up the Cube.
 - e. If you were one of the ones that used a false address you might want to call and update that address.
 - f. This current upgrade helps with a small portion of members. In the future, when will Verizon is ready to pick a location, or water tower, to build a center tower or something techy. They will work with the GM and that current board.
9. **Member Question: Will each item in the suggested changes be voted on separately?**
- a. **Answer:** Yes, just like it has been in past votes by membership.
10. **Member Comment: How many members are there? Are you saying we have 100% participation and that 50% of the members who returned their survey recommend those changes to the bylaws and covenants? I don't remember seeing a question about term limits in the survey I responded to.**
- a. **Answer:** There are 3188 lots and as of the last survey 816 were developed. Each owner gets 1 vote per lot they own.
 - b. **Answer:** We do not have 100% participation in anything we do. We can't even get 100% of the members to pay their dues. Generally, less than thirty members attend monthly board meetings, whether in person or on zoom. That being said the office has used the same system we've used for the past ten years. The overall response were 239 responses to one and 264 to the other.
 - c. **Answer:** In addition, the system itself doesn't give weight to the fact that members should have 1 response per lot they own. Example a member who owns six lots should be able to contribute six responses per question. Giving heavier weight to the support for or against any answer. We have one long-time member with 106 lots who could have swayed all the answers if they decided to participate.
11. **Member Comment: *I wonder if it is time to consider a professional third-party board. Not to say that we don't have community members capable to run the board, but I believe that unbiased third-party management might prove to be a real value for a lot of reasons. It might even save our good neighbors a lot of grief.***
- a. **Answer:** This would require a revision of the Governing Documents and considering the changes that membership made in 2013 would need the voting support of sixty percent of the owned lots. Which roughly is 1600 lots.
12. **Member Comment: Shouldn't all members be required to live here full-time?**

- a. **Answer:** With modern day changes there is very little need for a board member to live full-time on the island. Several of our more vocal members own in the HOA but live outside of the HOA on the island. It doesn't mean that their experiences are any different.
- b. **In addition:** The board does not manage day to day operations, that is the General Managers job. The General Manager presents information to the board that it reviews.
- c. **Reference Section 1. Powers.** *The Board of Trustees shall have power to: 1. Adopt and publish rules and regulations governing the use of the Common Area and Amenities and the personal conduct of the Members, Associate Members and their guests thereon, and to establish penalties for the infraction thereof as set forth in Section 6.04 of the Covenants; **Employ a manager**, an independent contractor, or such other employees as they deem necessary, and to prescribe their duties and authority to delegate responsibility to employees of Riviera. The Trustees shall delegate to the manager the authority to manage all employees of Riviera, co-sign checks within preset limits, and to manage the day to day operations of Riviera, all under the ultimate direction of the Board of Trustees, and; 8. Designate those members of the Board, who may borrow funds, draw and sign checks, sign notes, execute contracts and convey property on behalf of the corporation.*
- d. **Reference Section 2. Duties.** *The Board of Trustees shall have the power and duty to: 1. Keep record of its acts and corporate affairs and to present a statement thereof to the members at the annual meeting of the members, or at any special meeting when such statement is requested in writing by ten percent(10%) of the members entitled to vote; 2. Oversee the development and maintenance of all Riviera policy, procedure and operational manuals which duty may be delegated to the Manager at the Board's discretion. The Board shall annually review all legal and governing documents of Riviera. 3. Supervise all; Officers, Agents, Committees, and the Manager of Riviera and see that their duties are properly performed; (more details in the CCRs which are available online)*
- e. **Member Comment:** What if there is a natural disaster or other emergencies?
- f. **Answer:** The board plays no role other than to volunteer its help in following the direction of the General Manager or another Manager like Russ at the Water Department or John how manages our emergency plan if they need an extra set of hands in a natural disaster. The board is not given, nor should it be given any authority over the staff. We are seasoned volunteers at best, and the staff are professionals who study, train and plan for events to happen. They work in conjunction with other organizations on the island in situations like natural disasters or local emergencies. The board would just be an extra set of hands just like any other member unless the General Manager need approval of non-budgeted funds from the Trustees.
- g. **Note:** The board should have at least one member on island full-time to be able to sign checks if needed or step in for the General Manager if they are unable to perform their duties any longer. Though it is important to note that if a General Manager is on vacation a board member does not step in. There is a chain of commands, and another manager manages any questions that come up while he is gone.
- h. **Last Note:** The Governing Documents only require a board member to attend ten monthly board meetings a year. However, if we are honest with ourselves, a volunteer will be invited to at least 12-24 study sessions, a dozen or more hearings, and 24-64 additional committee meetings if they choose to. In addition, some positions have extra responsibilities that require even more time.

13. Member Comment: We did not receive an email from the Riviera about any surveys or board meetings

- a. **Answer:** Meetings and Surveys have been happening for years so I would suggest that you contact the office and confirm your information is updated.
- b. **In addition:** The General Manager has created a program where the staff will attempt to contact each and every member to make sure their contact details are current over the next couple months.

14. Member Comment: What are the current term limits?

- a. **Answer:** The current term limits are two term limits. A member can be on board for five consecutive years maximum.
- b. **Example from experience:** In 2021 the board had five open spots and five people were elected. 3 took two-year terms and 2 took 1-year terms. The following year should have seen only two spots open. However, people didn't finish their terms so four spots were open up again. I got more votes the 2nd

time around, so I was given a two-year term. In 2024 we should have had two spots again opened up, but we lost volunteer and had an election of three more board members. In this scenario I have been on the ballot twice and cannot run again without a break in 2025.

- c. **Reference:** *ARTICLE V - BOARD OF TRUSTEES, SELECTION, TERM OF OFFICE Section 2. Term of Office. Each Trustee shall hold office for two (2) years. If any Trustee is unable or unwilling to complete their term, said Trustee's term shall be filled by a majority vote of the remaining Trustees, and said appointee shall serve until the next election. No trustee may serve more than two consecutive terms. The terms shall be staggered so that not more than three (3) trustee positions are voted on at each annual meeting of the members of Riviera. To maintain the stagger, if necessary, the candidate receiving the least number of votes shall serve a term of one (1) year. Under no circumstances shall a member serve as trustee for more than five consecutive years.*

15. Member Comment: How many members vs. guests use the Marina each year?

- a. **Answer:** 98% of usage is by members. All reservations are made by members.

16. Member Comment: How many members vs. guests use the Campground each year?

- a. **Answer:** 50% usage is by membership. All reservations are made by members.

17. Member Comment: Why couldn't we leave feedback on the surveys.

- a. **Answer:** The third survey was supposed to have feedback. It was on the suggested layout but didn't make it into the final version. This was something we recommended that be changed on all future surveys.

- b. **In addition:** There was pushback from the GM at the time.

18. Member Comment: Why do the current minutes not reflect don't truly reflect what happens at the board meetings. I see in the document section a recording the votes on agenda items, taking points which aren't discussed publicly at meetings a summary but no record of the discussion of the actual agenda items. Perhaps some of the concerns here might have better foundation if people could see the true record of the entire meeting. (members wording)

- a. **Answer:** Minutes are official actions taken by the board. If there was a discussion, then those would be added to the board summary.
- b. **In addition:** HOT Talking Points are always discussed. Just standard questions are left for members to read on their own.
- c. **In addition:** If a motion comes up that requires us to share more information with membership, then one of us always gives a concise review of the motion, history, cause, and effect. Which should be found in the summaries the following month.
- d. **Additionally:** We used to read all the talking points. And meetings would last 2-3 hours. Members suggested that we stop doing that and instead just ask members if they have any questions about the talking points.
- e. **Note:** Talking Points and Agendas are posted Thursday by 10am, which is 48 hours before the meeting. Members also get a copy in the meeting when they show up and have a pen and notepad given to them. They also can write down questions at any time and have the board or GM answer them.
- f. **Lastly:** We have discussed and asked to make our BOT meeting available on a video page like YouTube but legally advised against this multiple times. Some of us are still pushing for this level of transparency.
- g. **History:** In the past a lot of labor was spent in the office to do minutes like the one linked here. <https://rivieraclub.org/.../01/Summary-11-23-24-final.pdf>
- h.

19. Member Comment: Why can't we structure the terms of office so have consistency of at least one or two board members?

- a. **Answer:** We currently have that now and it's not working. People quit for various reasons. Mostly because they don't like the loud voices from certain members. People treat people differently when they volunteer to be board members. Go against the loud voice at a meeting or a particular group of people and they start treating you like poo. Or making up stories about you. You might recall some of the nasty emails we used to get.... However, when it is working perfectly you could have 1-2 board members to carry knowledge from the previous year and help teach the new members. However, one year's knowledge and

experience is not that much time. Especially if the board has not been transparent with each other and only the GM and President are aware of certain things.

b.

20. Member Comment: What can we do about the incident on Yoman Road?

- a. **Answer:** Yoman Road incident was handled by the office to the best of the abilities while still following our Governing Documents.
- b. **Note:** The process consists of a verbal notification, then a written warning and then a notification that a fine is pending but member may request a hearing. This all takes time. The other process used was to contact local county support agencies.
- c. **Note on Fines:** Fines for the two violations are \$50 each for the first month. The third fine is \$1000 a month and more impactful Either way it Not very impactful for getting someone to understand the situation and implement corrective action in a short time frame.

21. Member Comment: What is the status of funding the new indoor pool and time of completion?

- a. **Answer:** There is no indoor pool project and there hasn't been any discussion on having one in over ten years. It's not part of any budget that has been approved by membership.

22. Member Comment: I would like to attend the next board meeting to understand the following is their questions and answer time?

- a. **Answer:** Questions are generally submitted in writing before the meeting or during the meeting. However, each member is allowed to speak for up to 3 minutes at the end of the meeting during the allocated time. You just need to sign the sheet when you enter the room and note you'd like to speak.

23. Member Comment: What percent of the RCC Family use the upstairs food service?

- a. **Answer:** There is no food service other than the Golf Shop which caters to the Golf community and the Riviera Lakeshore Restaurant which caters to members and guests of the Riviera community. We don't exactly know what you might be referring to when talking about the "upstairs food service", however, if you are referring to the Lakeshore. We do know how many people have used it and in June it was 2875. How many members were members is hard to say without being intrusive and asking each other. We do have a membership discount that was intended to help monitor that but not too many members use their discount. We can say that the American Legion Bingo night which is almost 80% members has been close to reach facility capacity over the last two months of their weekly Wednesday night event.

24. Member Comment: Has participation in the upstairs food service increased since allowing members to bring in non-members?

- a. **Answer:** Again, if we are talking about the lakeshore we can compare last year's June KPI (key performance indicator) which was 1783 guest served vs this year's KPI of 2877 guest served.

25. Member Comment: Will additional revenue from the added food cost go toward the indoor pool fund?

Answer: There is no plan for an indoor pool.