

**SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
PRINGLE ROOM @ SHARC
APRIL 16, 2021**

DIRECTORS PRESENT: Keith Mobley, Jackie Schmid, Gerhard Beenen, Mike Gocke, Bill Burke, Clark Pederson, Mark Murray, Brad Skinner and Scott Gillies

STAFF: James Lewis, Keith Kessarlis, Joe Healy, Susan Berger & Jesus Mendoza

The meeting was called to order at 11:30 A.M.

OWNERS FORUM: No owners addressed the Board.

2021 SROA BOARD CANDIDATE ANNOUNCEMENT

Nominating Committee Chair Laurence MacLaren was in attendance and pleased to report there are six candidates who will be running for three seats on the SROA Board of Directors in this year's annual election. Those owners are:

Paul Coughlin
Tony DeAlicante
Julianna Gassman Hayes
Richard Komraus
Keith Mobley (incumbent)
Brad Skinner (incumbent)

Mr. MacLaren provided a brief background on each of the applicants and noted his committees pleasure in interviewing and getting to know a bit more about each of these folks. In answer to a question from Director Beenen, all candidates who applied have been brought forward. There was one application that was received after the deadline and contact has been made with that individual about the possibility of running in the future. President Skinner thanked Mr. MacLaren and his committee for their hard work on this effort.

Ballots will be mailed to owners in early July and will be due back by noon on Saturday, August 14th.

COMPRENSIVE OWNER SURVEY EXECUTIVE SUMMARY

JD Cornutt of DRC Research was in attendance and provided the Board with an update on the recently completed comprehensive owner survey, the final results of which are still being tallied. Mr. Cornutt noted the Association has been conducting these surveys, as well as others, at least every three years going back to 2010 which is very helpful for comparative analysis. He added that today he will just be providing an overview and highlights of the survey as the final report with all verbatim comments and various crosstabs will be over 500 pages.

Mr. Cornutt was pleased to report owner participation was the highest ever with a total of 2,608 owners taking the survey. Even better is that online participation was also higher than in the past with 2,152 or 74% of the owners who are signed up to receive emails from SROA completed the survey utilizing the online version, an increase of 682 from the survey done in 2017. An additional 456 or 24% of owners completed and returned hard copies of the survey. It is nice to see that evolution of methodology as well as the high participation rates. One favorable advantage is it cuts down on printing and mailing costs which saves the Association money.

This most recent survey shows that 51% of owners are 65 years or older and 32% have owned their Sunriver property for 20 years or more, a 10% increase since 2010.

When asked how much time they spend in Sunriver, 21% responded they spend 10-12 months per year in Sunriver, a 3% increase from 2017, while those spending less than a month per year in Sunriver came in at 20% which is an 11% drop since 2017. Another 56% of the respondents indicated they spend between 1 and 6 months per year in Sunriver, an 8% increase since 2017 and those spending 7-9 months stayed unchanged at 3%.

In relation to type of ownership, 23% are listed as primary residence, a 2% increase from 2017 while the vacation home category dropped by 2% to 43%. Units that are both a vacation home and rental increased by 2% to 32%, rental property only decreased by 1% to 3% while unimproved lots remained unchanged at 3%. Mr. Cornutt also noted that owners of multiple properties could fill the survey out specific to the way they use their individual properties, thus the numbers do not add up to exactly 100 because one respondent may be commenting on more than one property.

Those who responded that Sunriver is their primary residence were then asked about Sunriver as a place to live compared to the last few years and not considering current pandemic conditions. 41% responded that it is a better place to live, down from 64% in 2017, while 48% said it was about the same up from 28% in 2017. The number who indicated it was worse was up 4% to 11%.

The number of owners who rent their properties for 120 days or more per year increased by 10% while those who rented for between 30 and 120 days dropped 10%, indicating there have most certainly been more visitors in Sunriver.

Mr. Cornutt then broke down some recreation statistics including SHARC, the tennis and pickleball courts and the boat launch. While SHARC and tennis have stayed flat, pickleball court use has increased as has the use of Mary McCallum Park and the boat launch. As always, the pathways remain the most used amenity with 99% of owners using the pathways to some degree and the number of people using the pathways 20 times or more increasing by 11% since 2017.

Also noted was that of the 91% of respondents said they use the recycling center to some degree, 39% use it 20 or more times per year, 33% use it between 6 and 20 times per year with the remainder using it between 1 and 3 times per year. 72% of respondents said they knew the recycling center is available to people outside of Sunriver such as Crosswater, Caldera and Three Rivers south.

Mr. Cornutt reviewed several other items and in answer to a question posed by the Board, commented that the full report will provide all the comments that owners provided, as well as many cross tabs and comparisons that the Board can then read at their leisure. As was mentioned earlier, he anticipates the final report to exceed 500 pages.

Mr. Cornutt, when asked how we can increase participation in the surveys, noted this survey was quite long. He cautioned that this can create a fatigue issue for the participant. He recommends breaking some of the subjects the Board wants to study into shorter more focused surveys instead of one very long one. He also recommends doing as many as possible in an online fashion as the cost savings can be tremendous.

The Board thanked Mr. Cornutt for being here today and providing this snapshot of the results.

COVID-19/RECREATION DEPARTMENT UPDATE

GM Lewis reported that Deschutes County has been moved back up to the high-risk category which means we will once again have to lower the number of people allowed in the SHARC facility at one time. We are allowed up to 50 people, including staff, at one time on each side of the building. Swim sessions, lap swimming, aqua fitness, group exercise and fitness center operations will all continue, and owners can make a reservation for any of these activities on the SHARC website, www.sunriversharc.com. Mask wearing requirements, social distancing and handwashing requirements remain in place.

The Member Services Office remains open seven days a week to accommodate owners updating or purchasing their Member Preference cards and/or Recreation Plus Program participation. Appointments are available but walk-in's can be accommodated between appointments. Owners can also update over the phone or on the SHARC website: www.sunriversharc.com.

Some good news to report is the Recreation Plus Program (RPP) purchases/updates are on track to meet or exceed budget, currently standing at approximately 95% of what is budgeted for the year. The Member Preference Program (MPP) is currently at 39% of the 2021 budgeted amount. We did see a significant increase in MPP sales over spring break and depending on our operating ability in May, we may see another increase over Memorial Day weekend.

Information has been updated on websites, Facebook pages and for the May edition of the Scene.

The SROA Administration Office remains closed to the public, however, staff is available by appointment, via email and telephone to assist owners.

ADMISSIONS MODEL WORKGROUP UPDATE

GM Kessarlis provided a breakdown of current recreation statistics through the end of March.

A total of 2,247 Member Preference Program (MPP) cards were issued through the end of March 2021. This is approximately 451 fewer cards than this same time in 2020. We did see an increase in MPP purchases over spring break, but these lower numbers illustrate that fewer people were able to use the facility early on in 2021 as SHARC closed until February 1st. Member preference revenue is currently at \$154,595 or 39% of budget.

Owners can purchase or update their Member Preference Program (MPP) cards in person at SHARC, over the phone and online at sunriversharc.com > Programs > SROA Member Preference Program.

As illustrated in Mr. Kessarlis' handouts, when the facility is open and owners can use it, they are coming to SHARC with over 2,000 owners visiting the facility in March. When SHARC is closed, owners do not see a need to update their card if they cannot use it. These sales will continue to peak and fall depending on the county-wide COVID-19 levels and restrictions we must adhere to going forward.

It is impossible to say where we will be at from an operations standpoint for the summer months at this time. Staff can only monitor and follow the guidelines put out by the state and adjust accordingly. Additionally, as the weather warms and more outdoor amenities that require an updated MPP card become available, such as tennis, pickleball, the river access, Mary McCallum Park and later this year the North Pool complex, we should see more owners updating their cards.

In answer to Director Beenen's questions about the promotion of the MPP cards, GM Lewis referenced his April GM column in the Scene, President Skinner's reference in his President's Message and the refrigerator clip-out Sunriver of owner benefits list found on page five of the April edition of the Scene.

Additionally, it is highlighted on both the SROA website, www.sunriverowners.org and the Sunriver SHARC website, www.sunriversharc.com and on social media. The May edition of the Scene will include a front-page article about the benefits of purchasing or updating the card.

Through March 31, 2021, there are 765 properties signed up on the Recreation Plus Program (RPP), down 39 properties from the same time in 2020. Revenue as of today is a bit above 95% of budget. Since this report was run an additional 15 properties have signed up. Staff anticipates another surge in signups before Memorial Day weekend depending on COVID-19 restrictions. There still is some hesitation by owners to sign up due to the uncertainty of what the summer months will bring.

Through the end of March 2021, 20,480 paper guest passes had been issued and of those 495 have been redeemed.

NORTH POOL COMPLEX UPDATE

Assistant GM Kessarlis reported staff just held their 48th meeting with the general contractor, architect, and pool contractor. These weekly meetings ensure everything is on track and that we are meeting the timelines laid out.

A lot of progress has been made this week. Warmer temperatures have allowed for the plastering of the recreation pool, lap pool and spa. Assistant GM noted plaster will generally last for approximately ten years which is further illustrated by the fact that we are now doing plaster replacement at the 10-year-old outdoor pool and lazy river at SHARC.

Landscaping including trees, plants and sod are going in this week and perimeter fencing will be completed this week as well.

The goal is to have all construction complete so training with staff and the Anderson Pool people can take place between the first of May and the opening date in mid-June. Staff is working on walk-through opportunities for owners in the week leading up to the facility opening on June 19th.

TELECOMMUNICATIOINS TASKFORCE UPDATE

Director Beenen reported that since last month's meeting GM Lewis sent a letter to TDS Bend Broadband (BBB) relative to the areas of the proposed contract specific to resolving of chronic issues that the taskforce and BBB have been unable to come to agreement about. The letter notifies BBB that unless they are willing to address this concern, SROA will be looking at doing something else going forward. A response from BBB indicates that the issue is being taken seriously by upper management who are now reviewing the issue. This is a good sign and Director Beenen is hopeful we have broken through that barrier.

GM Lewis has a phone meeting scheduled with our local representative next Friday. The Board will be updated on the progress at next month's meeting.

2021 BALLOT MEASURE LANGUAGE – PRO/CON WORD COUNT

The SROA Bylaws require the Board to notify the Election Committee Chairperson of measures to be voted upon in the regular annual election within five days of the April Board meeting for publication to the membership.

The Board was provided the proposed ballot measure language for two ballot measures to be voted on, one having to do with the recycle center and the other having to do with proposed changes to the Consolidated Plan and the Appeal Structure process. GM Lewis noted this language has been reviewed by the Covenants Committee and our legal counsel. In addition to the two ballot measure items, there will be three spots on the SROA Board of Directors to be voted on.

The ballot measure/board member election item is on the agenda for action at tomorrow's meeting.

FIRST READING – SR RULES & REGULATIONS
PROPOSED ADDITION TO SECTION 5, NUISANCE PROPERTY RULE

This proposed rule comes at the request of the Rules Awareness and Compliance Task Force as part of their effort to address nuisance properties, per the formal report of the task force.

This rule will clearly define what constitutes a nuisance, will outline the violations, number of citations and tiered penalties associated with the citation and will hold the owner accountable for citations on their property. It will afford responding Police Officers the discretion to educate the responsible parties or issue a citation. Each response to a nuisance call will be documented and the property owner or management company will also be made aware.

If the first reading is approved at tomorrow's meeting, the proposed changes will be posted on the SROA website for a minimum of 60-days or until at least June 17, 2021 to allow for owner comment and input. Notice of the proposed changes with instructions on how to find the information on the SROA website will be published in the Sunriver Scene and all comments received will be provided to the Board.

This item is on the agenda for action at tomorrow's meeting.

REVIEW OF 4/17/21 AGENDA

The Board reviewed the agenda for tomorrow's meeting.

There being no other business, President Skinner asked for a motion to adjourn to Executive Session.

Director Schmid moved to recess the public meeting and adjourn into Executive Session under the authority given in the Sunriver Bylaws, Article IV, Section 10 to discuss contractual, personnel and legal matters that may be subject to a claim of privilege. Seconded by Director Beenen, motion passed unanimously.

The public meeting recessed at 1:15 P.M.

The public meeting resumed at 2:24 P. M.

There being no other business, President Skinner asked for a motion to adjourn the meeting.

Director Schmid moved to adjourn the meeting. Seconded by Director Gocke, motion passed unanimously.

The meeting adjourned at 2:25 P.M.

Respectfully submitted,

Jackie Schmid, SROA Secretary