

DRAFT

approved

BOARD OF DIRECTORS (BOD)
WORK SESSION MINUTES

October 3, 2011

CROOKED RIVER RANCH CLUB AND MAINTENANCE ASSOCIATION

CALL TO ORDER: President Johnson called the meeting to order at 6:00 pm and led in the Pledge of Allegiance to the American flag.

Roll Call-Members Present:

Ben Johnson (Pres)	x	Herb Parker (Treas)	x	George Linn	x
Jim Martin (V. Pres)	x	Michelle DeSapio	x	Jay Nordin	
Gail Day (Sec)	x	Kit Henderson	x	Vince Pelly	x

Quorum Present

BOARD MEMBER RESPONSIBILITIES/ASSIGNMENTS

Task assignments were discussed. Additions/changes: Director Lynn was assigned Liaison for Budget/Audit Committee, Director Henderson will be taking Director Day's position as the Neighborhood Phase Rep Committee Liaison, Director DeSapio will be the liaison for the Parks & Rec Committee. See Attachment A

ACTION REQUIRED LOG (AR LOG) – UPDATE/ADD NEW BOARD MEMBERS

AR Log accepted with changes: left column heading changed from (*Leader) to (*Contact) which will be the first person named.

REQUEST FOR VOTE TO PROVIDE AUTHORIZATION FOR PRESIDENT TO SIGN STIPULATION AND AGREEMENT BEFORE THE OREGON WATER RESOURCES DEPARTMENT-SOLUTION TO ONE OF THE LEGAL ISSUES BETWEEN CRRC&MA AND CRR WATER COMPANY.

President Johnson gave an overview of the current status of remaining legal issues and his request for a vote from the BOD determining their desire to sign the stipulation before them to resolve one of these issues. **Motion** by Director Martin/seconded by Director Henderson to: *approve President Johnson signing the legal document for the stipulation and agreement as proposed.* **Amendment** by Director Martin/seconded by Director Henderson to include: *Extension of time for permit G11376.* **Amendment Motion Passed: Unanimous/Original Motion Passed: Unanimous.**

REQUEST FOR VOTE TO AUTHORIZE EXECUTIVE SESSION AT 5 P.M. BEFORE THE 17 OCTOBER REGULAR MEETING TO DISCUSS REMAINING LEGAL ISSUES INVOLVING THE CRR WATER COMPANY. {ORS 94.640 (7) (b) (ii)} AND REVIEW COLLECTION OF UNPAID ASSESSMENTS {ORS 94.640 (7) (b) (iii)}.

Motion by Director Henderson/Seconded Director DeSapio to: *Hold an executive session on October 17, 2011 regarding water company/CRRC&M issues and to review collection of unpaid assessments.* **Motion Passed: Unanimous.**

REPORTS

- Report – Board Resolution on Opposition to Whychus-Deschutes Wilderness Proposal and Its Dissemination – Secretary Gail Day:** Secretary Day reviewed corrections recommended regarding verbiage in the resolution. Under consideration is adding the word "Fire" before District Board in paragraph 5 and changing the wording from "sixty-six percent opposition" to "sixty-six percent of those responding opposed". **Motion** by Director Henderson/seconded by Director Martin to: *accept the language in the most recent document.* **Motion Passed: Unanimous.** See Attachment B
- Crestview Cable Contract – VPresident Jim Martin:** A draft of the new contract has been reviewed by both sides and tentative agreement reached with exception of the monthly rental fee. Current fee under

discussion is \$500/month with a 3% annual increase. At present we receive a 50% discount on cable services at the RV park. Ongoing discussions are centered around these two figures.

3. **Report-28 September Joint Board-Budget/Audit Committee Session-Marilynne Keyser:** Marilynne Keyser, Chair of the Budget/Audit Committee (BAC) reported on the September 28, 2011 joint BAC/BOD meeting at which the Association Auditor covered the audit report and management letter for fiscal year ending April 30, 2011. They provided a brief summary of the role of auditors: that of using a sample to test the accuracy of financial statements and to observe the internal controls in place. Revenues were up slightly and expenses were controlled with the significant change being a drop in depreciation of approximately \$100,000 due to aging equipment and/or buildings mostly from the golf course. They recommended that we continue integrating the golf course accounting practices with the Administration office to increase accuracy and timeliness of record keeping; Continue to address the long range needs of the Association, recommending the use of an outside consultant to perform a Capital Reserve Study and to complete a disaster recovery plan that includes offsite storage, retention policies and cross-training of staff. Volunteers are needed and welcome to join the committee for their coming budget cycle.
4. **Update-Road Tractor Requirements -- Director Pelly, Sr.:** Director Pelly provided an accounting of expenses to date for the road department that included the proposed tractor of \$125,449.78 (see attachment C). **Motion** by Director Pelly/seconded by Director Lynn: *I move that Crooked River Ranch Club and Maintenance Association Purchase (after a thorough inspection) the Case 590 SL, located at Central Equipment Co. Inc. in Medford, OR., for the asking price (delivered to Crooked River Ranch) of \$34,000 complete with a 4-1 bucket. The funding to be shared by allocating funds from: The Road Departments' Budget in the amount of \$17,000.00 and \$17,000 from the Capital Reserve Plan (CRP) funds. In the event the Case 590 SL Backhoe is sold, the funds in the amount of \$34000.00 shall be made readily available for purchase of a suitable and comparable Backhoe for the Road Department.* **Motion Passed: 6-Yes, Treasurer Parker & VPresident Martin -- No.**
DISCUSSION:
 - a. In support of motion, portions of road on the ranch are now 6 inches below where they began and have ongoing problems with drainage and puddling.
 - b. In opposition: Support for the 10 year plan was expressed, but concern that the amount needed seems to be fluid. A quick review of the internet located a 1985 2 yard loader for \$11,000 through a government purchase. Question: Are we getting the best deal we can. Additionally, has the idea of buying the Water Company equipment been fully explored? Answer: Staff and knowledgeable members have investigated equipment options and are satisfied this is a sound buy. Purchasing the water company equipment has been abandoned due to the condition (jack hammer usage) and lack of service records. The tractor being investigated has \$7-8,000 of service record repairs available to review.
 - c. Member input included support for exploring multiple options as was concern over using government surplus due to poor usage habits and maintenance. The age of the alternate options also raised concern.
5. **Sign issue -- Vince Pelly, Sr.:** Previously the BOD had voted to install three signs along Folley Waters as requested by a resident due to high traffic usage and speeding. It has come to the Board's attention that neither the Association nor the SRD can install speed signs without going through the proper channels that includes an application to the State Traffic Engineer and would require a traffic study.. Due to the time consuming and questionable outcome of this application, it's advisable that the BOD rescind the original motion. **Motion** by Treasurer Parker/seconded by Director Lynn to: *Rescind the motion made by Director Nimetz at the August Board Meeting regarding placing 3 speed signs on Folley Waters.* **Motion Passed: Unanimous.**

DISCUSSION ISSUES:

1. Draft Position Description: The Directors received an updated Position description for their review. The subcommittee is working on adding skill sets, etc. They're intending to put out a 1 page document. President Johnson recommended establishing a search committee to work with the Oregon Department of Employment who can assist us in developing a effective position description for dissemination. Substantial support for the

proposal amongst the BOD and the members was voiced with a 3-5 members recommended (1-BOD, 1 employee, 1 Association Member). Previously, a head hunter was being considered, but with high unemployment we may be able to avoid some costs with this route. It was recommended we also contact the national organization to which HOA Executives belong.

2. Director Lynn discussed funding of the CRP by reintroducing resolution 2010-04-19 clarifying that funding the CRP is not determined by the year ending profit/loss status. The BAC can initiate a recommendation to transfer funds based on the cash available in the operating account. Chair Keyser clarified that in 2011 we generated \$2000 less cash than in 2010. We used cash to pay off loans and buy equipments. If we transferred cash to the CRP it would be cash remaining in the operating account from prior years.

COMMUNICATION COMMITTEE PRESENTATION OF FINDINGS AND RECOMMENDATIONS FOR NEWSLETTER AND WEBSITE – 45 MINUTES

The Communication Committee gave a presentation that began with an overview of their charter that included the main criteria they used to guide their work: 1. Explore and evaluate the current system of ranch communications, 2. Gather community input, 3. Develop a coordinated system of communication, 4. Prepare and present findings. Following these directives they identified the current methods of communications: Website, newsletter, phase rep program, directory, blog, signs & organizations/clubs. They also identified all the partners in this endeavor. Based on the results of a survey and two public forums called communication coffees, they worked to develop a set of options and recommendations for BOD review. During the course of their work, the new website was rolled out and they worked closely with Director Nordin who carried the lion's share of work to bring this new website to fruition.

Additional recommendations for the website were presented as well as two options for newsletter improvement. Option A was based on the current format with changes to the interior based on public feedback. Option B is a complete revamping of the newsletter and uses a "newspaper" format at a reduced cost. Option B was the committee's recommendation since it provides the greatest opportunity for inclusion of many of the items from the public combined with those of the committee. Other major recommendations included the hiring of a "Communication Specialist" with the savings experienced from the new format whom would complete design and layout in house along with managing communications to and from all parties and an "Advertising Specialist" who would be paid a commission based on increased advertising. The presentation was favorably received. The committee and BOD will continue discussions in the future regarding the recommendations. The packet of information provided is attached with copies of the newsletter options as Attachment D.

THE MEETING WAS ADJOURNED AT APPROXIMATELY 9:15

Respectfully submitted, Gail Day, Secretary

DRAFT

approved

BOARD OF DIRECTORS
EMAIL VOTE ON POSITION DESCRIPTION FOR ADMINISTRATOR
September 23, 2011
CROOKED RIVER RANCH CLUB AND MAINTENANCE ASSOCIATION

Based on the motion: *We have the documents sent to all BOD by email and the BOD will approve for this one time only a vote via email passed in the September 19th regular Board meeting, President Johnson emailed an amended version of the Position Description to all Board members (See Attachment A) The below Directors responded. The Position Description was accepted with 8 voting Yes and George Lynn voting NO (See copy of email responses in Attachment B)*

Members Responding:

Ben Johnson (Pres)	x	Herb Parker (Treas)	x	George Linn	x
Jim Martin (V. Pres)	x	Michelle DeSapio	x	Jay Nordin	x
Gail Day (Sec)	x	Kit Henderson	x	Vince Pelly	x

Respectfully Submitted September 28, 2011 by Gail Day, Secretary

approved
DRAFT

BOARD OF DIRECTORS
MONTHLY MEETING MINUTES
September 19, 2011

CROOKED RIVER RANCH CLUB AND MAINTENANCE ASSOCIATION

CALL TO ORDER: President Johnson called the meeting to order at 6:00 pm and led in the Pledge of Allegiance to the American flag.

Members Present:

Ben Johnson (Pres)	x	Herb Parker (Treas)	x	George Linn	x
Jim Martin (V. Pres)	x	Michelle DeSapio	x	Jay Nordin	x
Gail Day (Sec)	x	Kit Henderson	x	Vince Pelly	x

Quorum Present

CONSENT ITEMS

- Motion** by Director Parker/seconded by Director Lynn: *to accept the consent items with changes stated exclusive of the annual minutes reviewed.* Changes are: BOD meeting, 8/15/11-Committee Reports B- to read Gail Day said *they have been meeting every two weeks developing the presentation and recommendations for the BOD regarding phase 1, website and newsletter which includes a sample policies and procedures;* Annual meeting – Treasurer’s Reports- correct font so all text the same and to read repay the funds *plus interest* back into ...; New Business: Annual meeting date discussed: to read Gail Day suggested *either 2 weeks before labor day or after due to conflicts with the Terrebonne car show.* Marilynne Keyser and George Lynn raised concerns *we are having difficulty receiving a final annual audit with the current date and don’t recommend an even earlier date;* Whychus-Deschutes Wilderness Proposal Minutes, 9/9/11 to include copy of signed “count” documents; Work Session Minutes, 9/12/11, AFE 160 to read: 3.5 miles *per year* of dirt roads, Wilderness Survey Minutes-correct spelling “sent” to be “send”, change “Motion to accept results” to “Motion to accept *people’s will*”, also add *Director Lynn to draft resolution,* Election of Officers to read Vote: *Herb Parker 5, George Lynn 4,* Other Topics: Remove “*Ted Cook, discussed: “BOD issues to continue to be worked on”.* **Motion passed unanimously**
- The Action Required Log (AR) was reviewed. A new format was introduced, projects transferred and possible assignments listed. Follow-up will occur at the work session.

ANNOUNCEMENTS/MEMBERSHIP INPUT

- Lexus Johnson, President of the CRR Rural Fire Protection District, thanked the Board of Directors (BOD) for supporting the results of the Whychus-Deschutes Wilderness Proposal Survey. Additionally, Mr. Johnson invited all the groups who serve the residents of Crooked River Ranch; the CRR Association, the Fire District, the Special Road District (SRD) and the Crooked River Water Company to sit down together in order to develop a comprehensive set of long range plans with attention to use of equipment, services provided, etc.
- President Johnson briefly introduced the idea of establishing a source of assistance for ranch residents in need.
- Jason Moser & Erica Baker addressed the need for an additional bus stop near the area of Chinook & Mustang since the nearest stop is 1.8 miles from their home. President Johnson will be following up with the transportation dept. See attachment A.
- Fall Festival to benefit the Senior Center will be held Saturday the 24th from 9:00 am to Dusk with a barn dance at 4:00 pm. Lots of Contests/Awards and a Chili Cook off. All are welcome to participate.

COMMITTEE & STAFF REPORTS

- Outgoing Treasurer, Director Lynn provided a report highlighting areas of current and future concern. Incoming Treasurer, Director Parker highlighted several areas of interest
 - \$140,000 in delinquent dues (7 new, 26 on pmt plans, 7 foreclosures, 6 pmt plan lates)
 - Payment of 3 notes for leases on equipment to reduce interest payments

- c. Status of the Capital Reserve Plan Account (Approx \$214,000-it is not keeping pace with projected reserve needs, will be reduced \$24,000 for an approved sprayer, will have no deposits from fiscal year 2011 and with projected equipment needs in the very near future is not sufficient to meet future capital asset repair/replacement needs).
2. Financial Reports: Request for Treasurer Parker to review the financials and apprise the BOD of variances in the YTD Actual with FY 2010 YTD Actual. RV Park -Concern about projected \$7,000 income for winter rentals and whether their fee sufficiently covers electric costs. President Johnson to follow up.
3. Cluster Box issues were reviewed by Director Pelly. It is anticipated that sufficient boxes will be installed to meet the needs of residents when the Trading Post mail boxes are closed. In the future, residents will get box assignments and keys from the Administration office. Membership to be informed via Phase Reps and the newsletter. Secretary Day will forward the information to both.
4. Phase Rep Chair, Paulette Nordin provided an update with 680 members contacted resulting in 591 emails. Under discussion for next summer is the initiation of Block parties in June. Delivery of welcome baskets is continuing successfully.
5. Architectural Committee Chair, Mark Siemieniec reported back on the first post-election meeting with new officers established. Meeting time has been changed to 4:30 every 2nd and 4th Tuesday. They are discussing minimum requirements, use of a color board & elevations, and enforcement of exterior standards to protect ranch values. Discussion followed including the renewed need to create a procedure for dealing with all CC&R violations, the funding and provisions for enforcement and a potential roll-out methodology prioritizing those areas most needing attention. Recommendation to revisit the former CC&R committee's work. Director Parker will begin with follow up with the Architectural committee and move on from there.
6. Communication Committee Chair, Gail Day provided an update on preparations for the presentation and recommendation coming at the 6:00 pm work session October 3 regarding the Website and Newsletter. Board input was sought regarding using sponsors to cover banner adaptation costs vs using sponsors.
Motion by Director Pelly/seconded by Director DeSapio to: *on a one time basis to cover up to \$100.00 expended.* **Motion passed: 6 Yes; Jay Nordin, Jim Martin No, Gail Day Abstained**
7. **Correspondence:**
 - a. Cheryl McCawley, secretary of CRR Artists' and Crafters' Guild – concern about conversion of part of the Admin building to a work out facility which would restrict their use during craft shows. Reply: the entire admin bldg has been reserved for this year's show Dec. 3/4th.
 - b. Email from resident on Dove Rd with concerns about the grading on Dove Road. Director Pelly, Road Maintenance Facilitator will direct a response to the resident.
 - c. Pete Fisher forwarded favorable comments about the Steel Stampede and has seen many T-shirts from CRR in other areas.
 - d. Director Martin addressed concerns about grass burning practices that seemed to increase smoke difficulties during the recent fires. Bob Powers from Jefferson Planning and DEQ have been involved in ongoing discussions. Should support be needed CRR will be solicited.
 - e. A note from Jo & Birk Lowrie was read by Director Henderson thanking the Road Crew and BOD for the recent road improvements to Scout Camp Trail.
 - f. Director Day addressed a recent email received from a resident requesting the pool remain open longer and wondering if this had been answered as well as what the procedure would be for receiving and responding to correspondence. Decision to forward to BOD Secretary and then on to relevant party for response. Secretary Day will respond to the pool inquiry.

OLD BUSINESS

1. **Maintenance Tractor Needs & Justification:** Director Pelly, Road Maintenance Facilitator, presented a request for the purchase of a tractor/backhoe to improve road crew efficiency and provide for enhanced inter-department equipment usage for \$34,000, delivered (See Attachment B). Discussion followed with concerns about numerous large equipment purchases surfacing that would draw down the Capital Reserve Fund to a level which would cause concern. This issue will be brought to the work session for further discussion and decision.

2. **Fitness Center Proposal:** Questions, Concerns and Support were shared with Judy Callaghan regarding the fitness center. **Motion** by Director Martin/seconded by Jay Nordin: *From a budgetary standpoint, not approve the proposal at this time.* **Motion Passed: 8 yes, Herb Parker abstained.**
3. **Putting Course Proposal:** Director Martin brought the putting course proposal up for decision. **Motion** by Director Martin/second by Director Nordin: *At this time we do not approve the present proposal of a putting course.* Discussion: possibility of tabling and coming back in a year when economic environment improves. **Motion Passed: Unanimous**

NEW BUSINESS

1. **Draft Statement on Board Position on Whychus-Deschutes Wilderness Proposal:** Director Lynn presented Resolution 2011-09-19 in support of the results of the Survey vote opposing the Wilderness proposal. **Motion** by Director Lynn/second by Director Parker: *To approve Resolution 2011-09-19 opposing the Whychus-Deschutes Wilderness Proposal with changes to read: "The Fire Chief of the Crooked River Ranch Rural Fire District and the District Board, who voted unanimously to oppose the wilderness proposal, have stated"...* **Motion passed unanimously.** President Johnson and Vice President Martin will deliver the resolution to the local county commissioners personally. See Attachment C for amended Resolution.
2. **Volunteer – Golf Advisory Committee – Paul Nemitz (Attachment D):** **Motion** by Director Parker/second President Johnson: *To accept Paul Nemitz.* Discussion centered around previously BOD decisions regarding the balance of men and women as well as the number of members on the committee and the expertise that these applicants bring to the committee. **Motion passed: 8 yes, Director Pelly No.**
3. **Volunteer-Golf Advisory Committee – David Grieg (Attachment E):** **Motion** by Director Parker/seconded by Director Nordin: *To accept David Grieg.* **Motion passed: 8 Yes, Director Pelly No.**
4. **Proposal by Community Concepts to provide 24 x 36 maps of CRR Ranch** using a color format with drawings of roads, businesses, community property, etc. Cost to Association is \$395 for 200 maps. **Motion** by Secretary Day/seconded by Director Parker: *To print the proposed maps at the cost of \$395 for 200 maps with the intent to cover costs by selling them.* **Motion passed: 6 Yes, Directors Nordin, Pelly & Lynn - No.**

SECOND READINGS (DELIBERATIONS)

1. **Proposed new Form for Architectural Review:** Paulette Nordin requested additional time for the new Architectural committee to further review. It will be placed on the November Work Session Agenda.
2. **Draft Position Description for CRRC&MA Administrator:** **Motion** by Director Pelly/seconded by Director Martin: *We have the documents sent to all BOD by email and the BOD will approve for this one time only a vote via email.* **Motion Passed: 8-Yes, Director Lynn-No.**
3. **Ranch Mission, Vision and Slogan:** Concern expressed that the current draft of the mission and vision do not elicit interest nor represent the desires of the many. Additionally, greater member participation in the process was desired. This item will be moved to the AR Log in order to determine the move forward.

FIRST READINGS: None

MOVED TO ADJOURN AT 9:33

Respectfully submitted, Gail Day, Secretary

AGENDA ITEM SUMMARY	Meeting Date:	October 17, 2011
	Meeting Type:	Regular
	Department:	BOD
CROOKED RIVER RANCH	Staff Contact:	Ben Johnson
BOARD MEETING	Estimated Time:	10 Minutes

ITEM TITLE:	Preliminary Discussion of Communications Committee Recommendations
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ACTION REQUESTED:	No action, information only. Directors will be asked for their preliminary views on the recommendations to inform a more robust discussion at the November work session.
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ISSUE STATEMENT:	The Communications Committee is complimented for their diligent work in providing a number of specific recommendations for improving the website and newsletter, and having these resources better serve the members, residents and businesses of Crooked River Ranch. Each recommendation needs to be analyzed on its own merits and not as part of a complex package. Cost, impact on staffing, feasibility and consistency with Board policies are among the criteria for evaluating them. The Communications committee has provided much of the grist for this effort and should be congratulated for their thoroughness.
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ATTACHMENTS:	(1) Recommendations of Communications Committee on Website and Newsletter—Extracted from handouts at the 3 October presentation. (2) Webmaster's Recommendations for Website
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DISCUSSION/ FINANCIAL IMPACT:	The recommendations run the full gamut from easy to accommodate fixes that cost little to more extensive ones that cost additional resources than are being expended at this time for these projects. Financial impact will depend on recommendations accepted, and will, of course, play an important role in the selection process.
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GENERAL RECOMMENDATIONS

1. Committee oversight of the communications process: specific to this presentation - newsletter and website. Would include the development of policies and procedures (see examples) as well as "manage" these ranch communication tools reporting to the board monthly. This change would allow the board to focus on higher priority items while keeping them in the loop.
 - a. Creation of a single point of contact for all communications such as communications@crookedriverranch.com which are then forwarded by the designated employees/volunteers to the appropriate place: Newsletter, Website, phase rep, signs, etc.
 - b. Hiring of Communications specialist, within part of current budget (\$1788/mo), who would manage the incoming communications, layout the newsletter, input onto the web, etc. The staff time being invested currently (10 or more hours monthly) is eliminated. All costs for printing, specialist and mailing do not exceed current budget. As income increases, this job could increase in hours to include outside publicity and possibly even event management.
 - c. Hiring of an Advertising specialist to increase the income of the newsletter and reduce association costs. Commission based to be paid out of increase in advertising, therefore no cost to the association.
 - d. Continuity of branding and quality control between all methods of communications.
 - e. Appointment of a board liaison for input and accountability as well as cooperation to and from board.
 - f. Designation of a Web Coordinator who coordinates employee/volunteer involvement, forwards external change requests, communicates with the webmaster, etc.
 - g. Editorial oversight for the newsletter and web.
 - h. Develop a round table of ranch members and business owners with the interest, experience and skills to provide ongoing input and a resource to draw new committee members from.
2. Approved recommendations would be "rolled out" in phases thus allowing for time, staff and money constraints while capitalizing on increased revenue (see 1e) and additional input from the BOD and members. Changes can be implemented in stages within current budget and staff limits.
3. Seek a balanced combination of Staff, Volunteers & Vendors and
 - a. Capitalize on the vast resource of skill, experience and knowledge available through using volunteers whenever possible or practicable at no cost to the Association.
 - b. Utilize vendors that are most cost-effective or skill-efficient.
 - c. Being cognizant of timed, legal or privacy limitations. Have staff handle these matters since the nature of their employment allows for more direct supervision, expectation of successful completion, would fall under performance review and the ability to make corrections in assignments with greater ease.
 - d. Assign staff to work with committees.
 - e. Assess skill and initiate training where needed. Ex: specialized skill and experience is needed for the successful selling and management of advertising. Since this is a critical component of financial success for the newsletter, it makes sense to seek the skill and experience needed or train for it.
4. Update Administrative Handbook policy to create a comprehensive, simple, single policy regarding communication which eliminates the need to update the association handbook as methods and needs change.

Recommended Administrative Handbook Policy Amendments

Item #	Title	Policy	Item #	Title	Admin Handbook Amendment
Admin. Handbook 10.4	Newsletter Policy	<ol style="list-style-type: none"> All content will be approved by the Community Manager or their designee using this policy as the criteria for approving items to be included in the newsletter. Articles without the author identified will not be published. Articles need to provide information for the general ranch community and help build a positive community culture Advertisements must be in good taste and in keeping with the intent of the ranch newsletter The Board of Directors reserved the right to refuse to print any articles or advertisements that may be submitted for the newsletter. The newsletter will not edit any articles or advertisements that may be submitted. If they are printed, they will be printed as they were submitted. 	Admin. Handbook	Communications Policy	<p>(Blend policy 10.4, 10.6, applicable by-laws and proposed "Blog" Policy into one policy as recommended below)</p> <p>The Association shall maintain commonly used methods of communication to help its members be informed of activities and functions of the Association. Included will be public releases and announcements as well as ready access to the business of the Association.</p>
Admin Handbook 10.6	CRR Web Page Content Policy	<p>The CRR web page must provide the following current information for the association members:</p> <ol style="list-style-type: none"> All public meeting notices Board of Directors regular monthly meeting agendas Board of Directors regular monthly meeting minutes Contact information for the Community Manager and Board of Directors 			<ol style="list-style-type: none"> <i>All specific policies and procedures regarding each type of communication in use will be addressed in an office "policy and procedures" manual. A statement to this effect can be included as a general statement for the admin handbook.</i> <i>Criteria for governing the role of a proposed "ongoing" publicity/communication committee would be included under the handbook policies that guide committees.)</i>
	Proposed Blog Policy	See August 15 Agenda and Documents -- too lengthy to include here			
By-laws XI, 1.c	Suggested Publicity Committee	<ol style="list-style-type: none">In addition, the Board of Directors may appoint other committees as deemed appropriate in carrying out its purposes, such as: <ol style="list-style-type: none"> A publicity committee which shall inform the members of all activities and functions of the Association and shall, after consulting with the Board of Directors, make such public releases and announcements as are in the best interest of the Association 			

NEWSLETTER RECOMMENDATIONS

1. Use the Newspaper Style option to replace the current 11 x 17 style.
 - a. More Bang for your buck (much more print space for much less money)
 - b. More room to include a variety of desirable improvements (see below)
 - c. Ability to increase size easily and yet not increase postage costs
 - d. Fits the Western theme
 - e. Easiest to pair with a "visitors" guide to (include in a yearly, semi-annual mailing to residents) making extra copies available to the public.
 - f. Increased advertising opportunities
 - g. Easiest and cheapest way to add color. This enhances readability and increases advertising revenues.
 - h. Provides additional revenue source through classifieds.
 - i. Reduces load on volunteers since there would not be inserts and may not require tabs.
 - j. Deadlines are later in the month.
 - k. Professional looking
2. Hire a communication and advertising specialist. See general recommendations
3. Later Deadline for more timely articles.
4. Editorial oversight by committee with staff support to improve the quality of the end product.
5. Articles not to exceed 300 words for organizations, clubs and the Association. Events are exempted.
6. Create rate/policy sheet to be placed on the website page "newsletters" along with a link to a form that can be used to submit classified, advertising, articles, etc.
7. List of Recommendations included in the new newsletter format.
 - a. Calendar with CRR community event guide and organization contact column on reverse side allowing recipients to keep this page for reference through the month.
 - b. Enhanced RV & Golf Course promotion
 - c. Classified Section to increase revenues, provide a service for members and support advertisers. Additionally, obituaries and anniversary, wedding notices can be included.
 - d. Enhanced advertising layouts with premium positioning and the potential to add color.
 - e. Monthly promotion of a ranch feature such as recreation, lodging, services, activities, etc.
 - f. Table of contents for ease of use.
 - g. Moved label from front to the back making it possible to increase impact when you open the newsletter with articles about past coming events, important news, etc.
 - i. No advertising on front and back to make room for important information and events.
 - ii. Added a 3 column news boxes above the label.
 - iii. A breaking news box was added next to the address label area for the "news of the month"
 - h. New name - possible contest along with pictures or art contests
 - i. Room for human interest stories (state track champ from the ranch, elected to special offices, successes, community involvement stories, etc.)
 - j. Addition of "welcome & info statement" (page 1-bottom)
 - k. Newsletter Contact info and updated disclaimers (page 2-bottom)
 - l. Center Pull out section containing ranch business (Association, SRD, Fire Dept.) This section can be removed to put copies at local businesses, RV parks and Golf course. It would then be a great mail out for the chamber and local realtors.
 - i. Committee highlights section
 - ii. Quarterly financial statement and report in larger print
 - iii. Education opportunity for CC&R's, SRD info, etc. two out of three months in the "financials" section.
 - iv. Road Maintenance schedule and announcements
 - v. Volunteer opportunities & a place to highlight a volunteer of the month.

WEBSITE RECOMMENDATIONS

Due to the efforts of Jay Nordin, many of the initial recommendations from public input and the Communication Committee have already been implemented. This has required a huge time and effort commitment on Jay's part and we wish to give him a huge thanks. Due to these efforts, the recommendations listed below rest on the current layout shoulders and are additional recommendations to be rolled out as time and budget allowed.

The website is our most cost efficient and central source of publicity encouraging Guests to visit the RV Park and Golf Course as well as to draw in new residents. With worldwide exposure, we have the opportunity to vie for the attention of campers and golfers as they plan their vacations, or day out and to encourage those folks considering a new place to "hang their hat". As such, we recommend it be given priority attention to maximize its publicity potential.

General Recommendations:

1. Hiring of Communication Specialist who coordinates employee/volunteer involvement, forwards external change requests, communicates and works closely with the webmaster, etc. This individual can be paid out of the current newsletter budget from cost savings by using a less expensive printing method.
2. Create process/policy for ongoing design changes handled by the Web Design Company including the budget allowed for those changes. (Quarterly, bi-yearly, etc.)
3. Develop the policies/procedures governing the website: who, when, where, how the website will be managed and what gets placed on it and the appropriate system for submitting changes/information (see sample of policies/procedures). Ex: update events and news weekly
4. Host the golf site at www.crookedriverranch.com instead of an external site. Provides for
 - a. Continuity should staff change
 - b. Uniformity of branding. We now have one look for the ranch and a totally different look for golf course.
 - c. Utilize online scheduling services for both the RV Park and the Pro Shop (now only pro shop) to increase revenues.
5. Online payment & booking/reservation services (like paypal, etc) so online shoppers can indulge impulse buying: RV reservations and Golf /merchandise/gift cards, as well as Association Dues and merchandise.
6. Improve RV Page by adding a photo album, bold graphics, specials, available packages, events calendar, etc.
 - a. Add Phone number and Address so you don't have to get out of page to call or contact.
 - b. Add Link to Snack Shack page so guests are aware of this option for meals.
7. Update the disclaimer to include all services, businesses, club/organization, articles, documents, etc. are included for information only and is not endorsed by the association nor to be relied upon for legal purposes, views and opinions are not those of the Association, etc. This disclaimer needs to be embedded in each page so it can't be accidentally changed or removed while updating info.
8. Create a "print version" option to reduce ink usage for users.
9. Creation/revision date on all submissions/pages.
10. Review/create meta tags to increase exposure to browser search engines.

Specific Recommendations:

11. On the Home Page:
 - a. In the upper & horizontal menu portion: There is an enhanced tab for the RV Park and another tab directly below it (in line with the horizontal menu bar containing "Home, The Ranch, Points of Interest, Directions, and Contacts") titled RV Park.
 1. Remove the small RV tab
 2. Move enhanced Golf Course and RV Park tabs down in line with the horizontal tab.
 3. "Crooked River Ranch Club & Maintenance Association"- increase size, bolder & greater color contrast for greater impact. Make "Crooked River Ranch" biggest with "Club & Maintenance Association" indented and below in smaller letters. This caters to guests and members both.
 - b. Remove the Contacts tab (there is another tab on the Vertical menu)

- c. Place a "recreation" tab in this horizontal menu area which links to its own page about recreation on the ranch.
 - d. Under "The Ranch" include other history such as "seniors at the ranch house".
12. In the Center white space
- a. Reduce the white space between the golf course and items below so more of the information on the home page shows when you first open the site.
 - b. Replace the golf course picture with the landscape photo album that rotates pictures every few seconds (the less static a site the higher it shows on browser searches) and is a link that blows up the photo album and offers other photo album options. Make it slightly smaller so you can add text next to it with a title like: "Crooked River Ranch: A Great Place to Hang Your Hat". Make it a link similar to the golf and RV options below it. Add the first few lines of the "welcome and info statement (or something similar)" from front of newsletter making the title, and the photo a link to more photos and the remainder of the text.
 - c. Three columns of info in white space under ranch photos to make "Golf/RV Park", "Community Events" and "News" all visible when you open the site.
 - 1. Title columns: "Play 'n Stay", "Community Events" and "Ranch News" in bold, eye catching text
 - 2. Left Column: "Play 'n Stay"
 - 1. Turn Golf/RV Park photos into links
 - 2. Move text for RV Park and Golf Under their photo to make room for 3 columns
 - 3. Middle Column: "Community Events"
 - 1. Start each event with a Bold catch phrase, event date, picture and link to more info (if lengthy).
 - 2. Add new events in date order with those coming soonest at the top.
 - 4. Right Column: "Ranch News & Notices"
 - 1. Use bold, color, different text method like phase reps for title
 - 2. Add space between news items
 - 3. Add new "news" at the top, pushing down older news like a scroll until it is removed at the bottom when "old."
13. On the Left Vertical Bar and tabs:
- a. Add a tab and page for the snack shack to inform guests to the ranch of food services – add link to RV and golf pages and possibly create packages that include the snack shack
 - b. Add rollover menus to each tab that list the options you will find on the page so you don't have to open the page to get to the item desired.
 - c. Change "Monthly Meeting/Min" tab to Meeting Agendas/Minutes and move it below Board of Directors
 - d. On the "Committee" page
 - 1. Create links to Committee minutes
 - 2. Place a space between each committee title for ease of reading
 - 3. Turn the Committee Title into a roll over link that opens a window describing what the committee does.
 - e. Change "Notices" to "Roads" and put under "The Association"
 - 1. Add a map to the "Roads" page that delineates which roads are county, association, paved, native, scheduled for upgrade, etc.
 - f. Move "Youth Activities" under "The Association" since the summer rec program is an association function.
 - g. Change the "Publications" tab to "Documents" (a better overall description) and put all of the options (indented as now) under "The Association" heading.
 - h. Change the "Documents" tab to "Governing Documents" (a clearer description)
 - i. Move "Employment" under "The Association" heading since this is employment for the association
 - j. Move "Contacts" under "The Association" heading since this is for the association.
 - k. Eliminate indent for "Surveys" and "County Notices" so they are their own categories

- l. On the "Newsletters" page, add advertising rates, policies, submission forms link, etc.*
- m. Move the "Photo Album" tab to the left so it's a separate category and make rollover menu to subcategories.*
 - 1. Add slideshow option to photo albums
 - 2.
- n. Implement the "Calendar" option provided by IT, making each event a link to the CRR Community Event Guide item (like the one proposed in the newsletter) it pertains to so description, contact info, location would be easily available.*
- o. Add tab for Member Input with email link to feedback@crookedriverranch.com and a printed form for submission.*

14. Other Site pages

- a. On the "Organizations" page:
 - 1. Turn the group/organization/club titles into links that open a window and link to a page that provides a description of the group and upcoming activities, etc. This can be a place where each organization can keep those in their group updated about what's going on.
 - 2. Change the margins on the group: The Lord's Ranch Hands to match the others.
 - 3. CRR Fire & Rescue has requested a slight change in their wording. Should read: "Drills are held at the CRR Fire Station every Monday night at 7:00 pm. The CRR Volunteer Fire Association business meetings are held at the CRR Fire Station on the 1st Thursday of each month at 7:00 pm. For news and information, visit the CRR Fire & Rescue website at www.crrfire.org, or contact CRR Fire & Rescue at 541-923-6776". Also, please copy this to the services page for CRR Fire.
- b. On the Services page:
 - 1. Titles all the same (caps) and add a space between each service
 - 2. Move the SRD up below the fire department

AGENDA ITEM SUMMARY	Meeting Date:	October 17, 2011
	Meeting Type:	Regular
	Department:	BOD
CROOKED RIVER RANCH	Staff Contact:	Paulette Nordin
BOARD MEETING	Estimated Time:	Minutes

ITEM TITLE:	Request from the Neighborhood Phase Rep Committee for Admin support in gathering email addresses
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ACTION REQUESTED:	Approve/or not approve the following motion. That the Board authorize the Ranch administration to send out three sets of emails to assist the Neighborhood Phase Rep Committee in better communicating with residents.
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ISSUE STATEMENT:	The attached note from the phase includes suggested wording for emails that would be sent ot from Admin to request their authorization of the use of their email addresses for the phase rep communications effort.
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ATTACHMENTS:	As stated.
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DISCUSSION/ FINANCIAL IMPACT:	Indetermined—cost of gathering email addresses if not in group listings..
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Dear Board of Directors of the Crooked River Ranch Home Owners Association

In our efforts to communicate effectively with Home Owners Association members we have collected 470 emails over the past year. We have received feedback repeatedly from the members as to the benefits this has provided.

Our committee members continue to collect updated contact information as well as emails in an effort to increase the number of HOA members receiving these updates. It is a slow and cumbersome process that prevents us from focusing our efforts on other activities such as phase gatherings, etc.

In order to eliminate duplicate efforts of the phase reps seeking information we already possess, we are requesting that the Board authorize ranch administration to send out the following email to HOA members.

We have included a suggested method and wording for the messages as a starting point for your consideration.

1. Notify by email all members who's emails are accessible to the administration office either as part of their contact information or as part of the "newsletter by email" contact list.
2. Notify these members a minimum of 3 times 40 days.
3. Utilize a notification similar to the following:

"1st notice (40 days from date emails will be transferred – it's assumed they are in a group and a copy of the emails below with all the addresses sent to will be kept in the administration office in their records) Subject Line: Transfer of email address to Phase Representative Program:

Dear Home Owner Association Member or Renter

"As you may be aware, Crooked River Ranch has revitalized its Phase Representative Program in order for the Board of Directors to be able to communicate more effectively with the Home Owners Association members about coming board and association events. It is also available for those members who wish to provide feedback to the board.

The effectiveness of ranch communications would be enhanced if we allowed the forwarding of this information to the phase rep program so you can be included in this program.
We currently have your email address on file at the office. We would like to forward this information to the phase rep program so you can be included in this program. Should you want to have your email forwarded to the phase rep program, please notify us by replying to this email and letting us know your wishes. If the Phase reps already have your email, thank you for your support.

We appreciate the opportunity to serve the members in this manner and look forward to providing you with this additional communication tool.

Sincerely,

Crooked River Ranch Administration and Board of Directors"

"2nd notice (Send 14 days after first notice sent):

Subject Line: Transfer of email address to the Phase Representative Program

Dear Home Owners Association Members and Renters,

In an effort to better communicate with our members, the Phase Representative Program is gearing up to be more effective than ever by including as many email addresses of ranch residents as possible. This tool is a way for the board of directors to forward information regarding meetings and events. They also look forward to your feedback through this program. Should you desire to be included, please reply to this email and let us know so we can follow your wishes or check to Newsletter and contact your phase rep directly.

Sincerely,

Crooked River Ranch Administration and Board of Directors"

"3rd Notice (4 weeks after 1st notice):

Subject Line: Transfer of email address to Phase Representative

Dear Home Owner Association Members and Renters,

We are looking forward to including you in our Phase Representative email program where you can get updates about coming events and meetings from the board of directors. You will also be able to forward your questions and or feedback to the board. It is our hope that by improving different areas of communication on the Ranch, the residents will become more actively involved in the decision making process for the Association and that residents will utilize these methods to voice their suggestions and concerns to the Board and Administration.

The current Phase Representatives are listed in the monthly newsletter. There are some positions available and we would love to visit with you about how you might help.

If you have already given your email to your phase rep, thank you for your support. Please notify us by replying to this email if you wish to participate.

We hope you are looking forward to utilizing this communication tool as much as we enjoy providing it.

Sincerely,

Crooked River Ranch Administration and Board of Directors"

4. Once the e-mails are received any new emails will be given to the Phase Reps., and those members who have will be sent a welcome message in which we will seek confirmation that they do want to receive e-mails from the Phase Rep. program.

Thank you for considering our request as we continue to explore ways to improve communication on the ranch.

Sincerely,

The Phase Representative Committee

WEB MASTERS RECOMMENDATIONS FOR WEBSITE

The Web Master appreciates the efforts the Communication Committees work they have done to compile recommendations for the BOD. To quote the CC "recommendations to be rolled out as time and budget allows", is key to changing the current website. The Web Master has put in about 200 hours on the site and feels that any website needs to be updated periodically to hold the interest of anyone accessing the site. Our old site is a sample of what not to do, the feel and look of it never changed. Our priorities should be focused on two areas at this time. One, determining how we want to run the site and two, implementing the Calendar functions of the site. After witnessing the workload of our staff, I would not want to add more tasks related to the website put on our staff. So here are some recommendations for the site.

1. Make sure we set aside money (budget) yearly to give the Website a new look.
2. Create a policy/direction for the Website operation in the Admin. Handbook.
3. Have the Communication Committee or Phase Rep Committee maintain the Calendar and Activities areas of the website. These two groups are far better suited for this task because of their close relationship with all the events and activities on the ranch.
4. Allow the RV Park and the Golf Shop to give direction as to what they want put on the web, which is what is currently taking place. Create a focal point for their input for website changes.
5. Implement a process to correct minor changes/fixes on the website.
6. Use volunteers instead of hiring specialists. We have a lot of talented residents on the ranch that may want to contribute to the website.
7. Board of Directors should have the final over sight, management and policy approval of the website. The Web Master/IT group should report to BOD monthly.

There are many specific recommendations for changes to the website, some major some minor. Some minor changes were fixed based on the recommendations. Let's allow the website to be as it is, and let time determine when and what should be changed as more residents experience the site. I do not wish to reply to all recommendations at this time, but would be available to discuss any or all recommendations in a meeting, other than a working session or regular, if necessary. Recently, I talked to a board member who would like to see the website to be a better research tool for past decisions made by the Board. As we use the site, more ideas like this will surface that may challenge and broaden the purpose of the website. Again, thank you CC and others who have contributed to the recommendations of the website and hope that more ideas come forth as time passes.

Respectfully submitted,

Jay Nordin 10-12-20

AGENDA ITEM SUMMARY **Meeting Date:** **September 17, 2011**

Meeting Type: **Regular**

Department: **BOD**

CROOKED RIVER RANCH

Staff Contact: **Jim Martin**

BOARD MEETING

Estimated Time: **10 Minutes**

ITEM TITLE: Crime Coverage Insurance Policy

ACTION REQUESTED: Board review of four options for the Crime Coverage Insurance Policy followed by recommendation and selection of best policy.

ISSUE STATEMENT: Selection of appropriate policy considering both coverage and cost.

ATTACHMENTS: Letter with explanation of four options from AIC Insurance Agency

**DISCUSSION/
FINANCIAL IMPACT:** Policies vary in cost from \$659 to \$1,116 annually with varying limits of coverage. Vice President Martin had reviewed the options and after discussion with Mr. Maroni feels the best policy is Option 1.



AIC Insurance Agency

847 SW 6th Street Redmond OR 97756
Phone: 541-504-1822 Fax: 541-923-4348

September 26, 2011

RECEIVED
SEP 27 2011

BY: *[Signature]*

Crooked River Ranch Club & Maintenance Association
5195 SW Clubhouse Road
Crooked River Ranch, OR 97760

Attn: Ben Johnson – Board President

RE: **Travelers Casualty & Surety Company of America Policy Number: 104842455**
Crime Renewal Proposals

Dear Mr. Johnson,

The Crime coverage is due for renewal on November 13, 2011. We are providing several options for the Board to review.

From a historical perspective, the Board carried an Employee Dishonesty limit of \$25,000 up until 2006. At that time, the Treasurer, George Trahern, citing the organization's by-laws, requested Crime coverage to cover the Board of Directors. In 2006, Crime coverage was placed with a limit of \$250,000 with Travelers, and we deleted the Employee Dishonesty coverage from the Oregon Mutual package policy. In 2008, we were requested by the Ranch Manager to provide a proposal for a \$500,000 limit. At the 2008 renewal, the limit was increased to the current limit of \$500,000. In March, 2011, we extended coverage to include the 'independent contractor' bookkeeping exposures.

OPTIONS

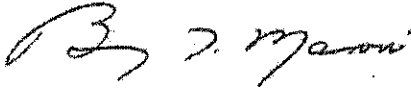
1. **Fidelity** - \$500,000 Limit - \$5,000 Retention - \$830 annually or \$2,364 3-year prepaid.
 - A. Employee Theft – includes Theft or Forgery of money, securities and tangible property of intrinsic value.
2. **Fidelity** - \$250,000 Limit - \$2,500 Retention - \$659 annually or \$1,878 3-year prepaid.
 - A. Employee Theft – includes Theft or Forgery of money, securities and tangible property of intrinsic value.
3. **Fidelity/Forgery or Alteration (by known or unknown 3rd parties)/Good Faith Acceptance of Money Orders & Counterfeit Money/Computer Crime (Fraudulent transfer)/Funds Transfer Fraud** - \$500,000 Limit - \$5,000 Retention - \$1,116 annually or \$3,181 3-year prepaid.

4. **Fidelity/Forgery or Alteration (by unknown 3rd parties)/Good Faith Acceptance of Money Orders & Counterfeit Money/Computer Crime (Fraudulent transfer)/Funds Transfer Fraud - \$250,000 Limit - \$2,500 Retention - \$896 annually or \$2,553 3-year prepaid.**

Retentions (deductibles) are based on the Fidelity Limit. At a \$250,000 Limit, the Retention is \$2,500. At a \$500,000 Limit, the Retention is \$5,000.

Previously there was not interest in #3 and #4 due to internal controls and the Retention (deductible) amounts. Thank you for your attention to this and please contact me to discuss further.

Sincerely,



Barry N. Maroni
A.I.C. Insurance Agency

AGENDA ITEM SUMMARY	Meeting Date:	October, 17 2011
	Meeting Type:	Regular Meeting
	Department:	Roads
CROOKED RIVER RANCH	Staff Contact:	George Gregory
BOARD MEETING	Estimated Time:	5 minutes

ITEM TITLE: AFE #162 ROAD MAINTENANCE PRODUCTS

ACTION REQUESTED: Approve or not approve the following motion:
That the Board approves the expenditure estimated at \$33,000.00
For Road Maintenance Products as listed on AFE #162.

ISSUE STATEMENT: The Crooked River Ranch Road Crew has been prepping and scheduled roads for this year's maintenance/improvements. This AFE amount is a Portion of the adopted budget for the Road Maintenance Products.

ATTACHMENTS: AFE #162

**DISCUSSION/
FINANCIAL IMPACT:** There is a financial impact to this year's budget and is covered in the Approved FY12 budget.
The projected roads have been evaluated, discussed and approved by The SRD and are in accordance with the 10 year goal to place material on a minimum of 3.5 miles of road over the next 10 years.
Staff recommends proceeding forward with improving Ranch Roads.

CROOKED RIVER RANCH
AUTHORIZATION FOR EXPENDITURE

All expenditures over \$1500 must be justified on this form and must be approved by the Board of Directors.

All expenditures over \$5000 must be justified on this form, endorsed by the Budget Committee before going to the Board of Directors for approval.

DATE: 10/17/2011

AMOUNT OF EXPENDITURE: 33,000.00

AFE NUMBER: #162

REASON FOR EXPENDITURE:

Request is to: Purchase material for maintenance of Crooked River Ranch roads, the requested amount is the final draw of the amount originally allocated for road materials on AFE #160.

JUSTIFICATION FOR EXPENDITURE:

Final draw of amount allocated for road materials \$100,000.00

Requesting Department: Roads

Supervisor: George Gregory Date: 10-17-2011

Budget Committee Chair: _____ Date: _____

BOD President: _____ Date: _____

Board of Directors Approval: _____ Date: _____

AGENDA ITEM SUMMARY **Meeting Date:** **October 17, 2011**

Meeting Type: **Regular**

Department: **BOD**

CROOKED RIVER RANCH

Staff Contact: **Ben Johnson**

BOARD MEETING

Estimated Time: **5 Minutes**

ITEM TITLE: Draft schedule of Board work sessions and regular meetings –
November 2011 through December 2012

ACTION REQUESTED: Approve/or not approve the attached draft schedule for Board
work sessions and regular meetings.

ISSUE STATEMENT: For planning purposes the Board needs to establish a schedule for
its meetings through the next calendar year. The draft schedule
(in rough form) has been provided by email to all Board
members. The attached schedule has been corrected to include
the appropriate dates for June, and room for issues, notes,
comments to the right of each date for the personal use of each
Board member. The dates have been selected with regard to
legal holidays and to not have a work session during the first few
days of any month, except to accommodate holidays. The dates
chosen can be changed as they come close to take care of tactical
needs of the Board as approved by the full Board.

ATTACHMENTS: Draft Schedule of Board Work Sessions and Regular Meetings.

**DISCUSSION/
FINANCIAL IMPACT:** None.

October 10, 2011

Crooked River Ranch Board of Directors

Dear Directors,

The road department employees want to take this time to thank you for the recent purchase of the Case 590 Super L backhoe. Not only can the road department benefit from this purchase, but golf course maintenance will also. This will allow both departments access to the equipment without shutting down operations on either crew. In the long run, this purchase is a benefit to the entire Crooked River Ranch Home Owners Association.

A special thanks goes out to Vince Pelly for the time and effort that was spent on coordinating this project and seeing it to its completion.

Thank you,

George
Shawn
Isaac

TO: Crooked River Ranch Board of Directors
FROM: Michael Knoke, Supervisor, General Maintenance
DATE: 10-6-11
RE: Monthly Update

Overview: More painting, cluster box issues, Pool winterization, and routine repairs kept us busy in September.

Significant Events/Accomplishments:

Swimming Pool: The pools have been shut down. Pumps and heaters have been winterized, and inventory and task lists prepared. A recent ruling by the Consumer Product Safety Commission has revoked a previous decision. This may have put us out of compliance with the Virginia Graeme Baker Safety Act. This means that the unblockable drain cover which we installed over the large pools' single drain in 2008 may not meet the commissions' new requirements. We will stay tuned for further developments with this issue, and will have until May of 2012 to make any required modifications.

Cluster Boxes: The site at Corral Ct. is completed and mail deliveries there should be happening as you read this. Some of the information coming out of the Redmond Post Office has changed and cluster boxes are now being assigned by our Administration office staff. A key storage system has been set up, and charts of the boxes were received from Redmond, which facilitates this process. We have been changing locks where needed, and helping to establish procedures for staff to follow when assigning boxes and issuing keys. The huge influx of box requests we imagined we would get when the Trading Post closed its' mail center has not materialized. Instead, many of those displaced box holders obtained boxes at the Terrebonne P.O. However, some of them may come to us later for a cluster box on the ranch.

Arena: The two story building at the arena has been painted and some fences, which are considered essential safety items, are under repair.

RV Park: The septic tank serving "B" Loop and the pump-out station was pumped. Irrigation connections are being repaired, and "A" and "D" Loops have been shut off for the winter.

Tennis Courts: The upper half of the fence around the courts has been removed as a safety measure. It had become very unstable and was coming apart. I have provided quotes on replacing the courts, equipment, and fence to the Board of Directors to help with their deliberations on this very expensive maintenance item.

Events: The first meeting concerning the Steel Stampede event in 2012 was held Monday the 3rd of October. The Chamber, Car Guys, Pete Fisher, and representatives of the HOA were present. The Association will again coordinate the event. After consultation with AHRMA, the sanctioning body, race dates will be set near the first of May.

General: Painting of the Clubhouse is completed. Some fence painting and deck staining was done. Toilet repairs were made in the upstairs restrooms. The flower baskets will come down now that we are having sub freezing temperatures at night.

Respectfully Submitted By: Michael Knoke

TO: Ben Johnson, President CRR BOD

FROM: Richard Jensen / Golf Maintenance

Date: 10-4-11

RE: monthly report

Overview: This reporting period began with our first frost delay of the season on September 1. A rather auspicious start, but we only experienced four additional frost delays during the remainder of the month. In fact, the entire month averaged almost eight degrees above normal high temperatures. As budgeted, one part-time seasonal employee was laid off at the end of the reporting period. If the weather and revenues remain positive, the remaining seasonal staff will continue working through the end of October.

Significant Events/Accomplishments: Along with daily course maintenance, we accomplished the following tasks. Fall greens aeration took place on the 12th and 13th, using 3/8" coring tines. Following aeration greens were interseeded with Dominant bentgrass seed @ 1#/1000 ft² and sand topdressed. The greens were sand topdressed two additional times throughout the month following aerification. All teeing areas, including the driving range tee, were also aerated, using 5/8" coring tines, interseeded with perennial rye grass seed @ 3#/1000ft² and sand topdressed. The greens also received the following applications; two fungicide tank mixes, three light fertilizers, one herbicide for moss control, one wetting agent and one PGR. We removed several old power poles, used as parking bumpers, and replaced with them boulders, between the large practice green and adjacent gravel parking lot. We also removed some brush, pruned trees and added landscaping to the area between the practice green surround and boulders. While on the subject of trees, we removed numerous junipers, and ground down the stumps, between the cart path and OB stakes on the right side of #18 in an effort to increase the pace of play. Trees by the fence along the road at Buffalo Pl (between the lower pastures near the old Ranch house) were limbed up to improve vehicle access on this road. To improve maintenance access to #3 green area and irrigation satellite, the access road was excavated, graveled and graded.

Opportunities: We have taken the opportunity to utilize a new tool on two of our teeing areas. Tees on holes #1 and 7 were seeded with Natural Knit ryegrass seed. This product tested well in national trials and in test plots in the Willamette Valley. My hope is it will perform as touted and aid in speeding divot recovery on our tees. Increased cost is negligible, when compared to our current product, only \$3 more per 50# bag.

Potential Short Comings: Here it comes again. The reel motor charge pump failed on fairway mower #4 during this period. This same component failed on fairway mower #3 last period. Rather than spend the \$400 for a seal kit, that only lasted six weeks when we tried this repair on #3, we purchased and installed a replacement pump at a cost of \$1100.

Looking Forward, The renovation of #3 tees is postponed until early next spring. Fairway aeration and topdressing, along with initiating the budgeting process and raising low areas in several front nine fairways are tasks scheduled for the next reporting period.

Respectfully Submitted,
Richard Jensen GCS

TO: Crooked River Ranch Board of Directors
FROM: George Gregory, Road Department Supervisor
DATE: (October 5, 2011)
RE: Monthly Update (September)

Overview:

Our main focus this month was on rocking the roads that were rebuilt last month. Also a few roads were graded and rolled.

Significant Events/Accomplishments:

The roads that were rocked and rolled are as follows:

Corral Place	Scout Camp Trail	Peninsula Drive
Stallion Drive	Pony Trail	Elkhorn Drive

After the roads were rocked, the equipment was then moved and prepared for grading. The roads watered, graded, and rolled are as follows:

River Road	Folley Waters	Dove Road
Bullhead Road	Rainbow Road	

Repairs and service on the equipment are as follows:

1. Throttle linkage replacement (Roller)
2. Equipment serviced:

John Deere 770 Motor Grader
580 Case Backhoe

Special projects:

A bus stop parking area was constructed on Chinook Dr close to the Mustang Rd intersection. The location was flattened out and 10 yards of waste material was hauled off. The grader was brought in and leveled the 12 yards of reject rock that was brought to the site. The rock was watered and rolled for compaction.

As always, we are responsible for the ongoing removal, storage, and transportation to the county landfill of animal carcasses found in the ranch right of way.

Looking Forward:

In the month of October we will be preparing for the winter season. As weather permits we will continue to grade roads as needed. Our goal is also to prep, rebuild, and rock Onyx Road (weather permitting).

Notes: There has been an awful lot of garbage picked up from the ranch right of way this month.

October 11, 2011

Attention: Ben Johnson
RV Park Update for September 2011

September 2011 income was up over September 2010 by **\$1,670.13**. This includes all sales of merchandise and earnings from the showers and laundry.

We hosted a large church group from Bend who held their annual men's retreat here for the first time. Reports from the group were very positive and they have indicated they will be back next year.

A and D Loops have been closed for the season. Water and power are off in both loops for the winter. Half of C Loop will be winterized; the remainder will be open for monthly stays and regular campers. B Loop will remain open for the winter for monthly stays and regular campers. Cable TV will be turned off in D Loop, saving the RV Park. Savings figure was not available at the time of this report, I will advise when the information is available.

I have ads in the local small newspaper for monthly stays, at this time I have four monthly stays in the RV Park. Monthly stays and the "new" buy two nights, get one free night are on the web site. Both of these will remain active until the end of April 2012, when the RV Park switches back to summer season camping.

My seasonal has been laid off and I will be maintaining the RV Park Office thru the winter as needed. If I am not in the office, the customers have access my Ranch cell phone number.

Patti Hummel
RV Park Supervisor

Crooked River Ranch RV Park, 14875 Hays Lane
Monthly Sales Consolidated (Paid) 01 Sep 11 - 30 Sep 11

Q	ent/Class/Item	Qty	Amount*	OregonST	JeffersonC
ADMIN OFFICE					
ADMIN OFFICE					
	ADMIN OFFICE- DUES	17.	\$1,846.80		
	Class Total:		\$1,846.80		
	Department Total:		\$1,846.80		

CAMPING					
Site Charges					
	FullDay	Full Service Daily	450.	\$14,695.20	\$145.28 \$880.04
	FullMemDay	Full Service Member Daily	17.	\$442.00	\$4.42 \$26.52
	Gazebo	Gazebo	2.	\$0.00	
	TentDay	Tent Daily	48.	\$1,151.80	\$11.37 \$68.96
	TentMemDay	Tent Member Daily	6.	\$120.00	\$1.20 \$7.20
	XTENT	TENT WITH RV	39.	\$364.65	\$3.51 \$21.84
	W/PDay	Water/Power Daily	15.	\$418.50	\$4.20 \$25.05
	W/P/CDay	Water/Power/Cable Daily	38.	\$1,179.80	\$11.93 \$70.92
	W/P/CMemDay	Water/Power/Cable Member Daily	2.	\$48.00	\$0.48 \$2.88
	Class Total:		\$18,419.95	\$182.39	\$1,103.41
	Department Total:		\$18,419.95	\$182.39	\$1,103.41

EXTENDED STAY					
EXTENDED STAY					
	FullMth	Full Service Monthly	9.	\$3,150.00	
	Class Total:		\$3,150.00		
	Department Total:		\$3,150.00		

MERCHANDISE					
APRON					
	APRONS	APRONS	2.	\$24.00	
	Class Total:		\$24.00		
HATS					
	HATS	HATS	2.	\$20.00	
	Class Total:		\$20.00		
ICE					
	ICE	ICE	1.	\$2.00	
	BAG ICE	ICE	70.	\$140.00	
	Class Total:		\$142.00		
ICE CREAM					
	ICE CREAM	ICE CREAM	30.	\$30.00	
	Class Total:		\$30.00		
RV DUMP NON-OWNER					
	RV DUMP NON OWNER	RV DUMP NON OWNER	2.	\$20.00	
	Class Total:		\$20.00		
RV DUMP OWNER					
	RV DUMP OWNER	PROPERTY OWNER RV DUMP OWNER	22.	\$110.00	

Crooked River Ranch RV Park, 14875 Hays Lane

atory Sales Consolidated (Paid) 01 Sep 11 - 30 Sep 11

<i>Department/Class/Item</i>	<i>Qty</i>	<i>Amount*</i>	OregonST	JeffersonC
		Class Total:	\$110.00	
SODA POP				
SODA POP	SODA POP	14.	\$14.00	
WATER	WATER	5.	\$5.00	
		Class Total:	\$19.00	
T-Shirts				
T-SHIRT	T-SHIRT	6.	\$60.00	
T-Shirts	T-Shirts	1.	\$10.00	
		Class Total:	\$70.00	
		Department Total:	\$435.00	

MISC INCOME

MISC INCOME				
MISC INCOME	MISC INCOME	13.	\$12.00	
RV PARK INCOME	RV PARK INCOME	2.	\$40.00	
		Class Total:	\$52.00	
		Department Total:	\$52.00	

SHOWERS AND LAUNDRY

SHOWERS/LAUNDRY				
Laundry/Showers	LAUNDRY/SHOWERS	1.	\$424.00	
		Class Total:	\$424.00	
		Department Total:	\$424.00	

Total for Dates	\$24,327.75	\$182.39	\$1,103.41
Total + Tax Excl.	\$25,613.55	OregonST	JeffersonC

*Sale Price

1846.80 Admin

23,766.75

Crooked River Ranch RV Park, 14875 Hays Lane

Inventory Sales Consolidated (Paid) 01 Sep 10 - 30 Sep 10

<i>Department/Class/Item</i>		<i>Qty</i>	<i>Amount*</i>	OregonST	JeffersonC
ADMIN OFFICE					
ADMIN OFFICE					
ADMIN OFFICE- DUES	ADMIN OFFICE	27.	\$4,944.66		
	Class Total:		\$4,944.66		
	Department Total:		\$4,944.66		
CAMPING					
Site Charges					
BBQ	BBQ	4.	\$0.00		
FullDay	Full Service Daily	504.	\$15,453.00	\$156.40	\$928.94
FullMemDay	Full Service Member Dally	12.	\$288.00	\$2.88	\$17.28
Gazebo	Gazebo	3.	\$0.00		
TentDay	Tent Daily	24.	\$561.60	\$5.64	\$33.72
TentMemDay	Tent Member Daily	10.	\$180.00	\$1.80	\$10.80
XTENT	TENT WITH RV	11.	\$102.85	\$0.99	\$6.16
W/PDay	Water/Power Daily	23.	\$614.80	\$6.13	\$36.96
W/P/CDay	Water/Power/Cable Daily	48.	\$1,400.00	\$14.08	\$84.08
	Class Total:		\$18,600.25	\$187.92	\$1,117.94
	Department Total:		\$18,600.25	\$187.92	\$1,117.94
EXTENDED STAY					
EXTENDED STAY					
FullMth	Full Service Monthly	2.	\$830.00		
	Class Total:		\$830.00		
	Department Total:		\$830.00		
MERCHANDISE					
APRON					
APRONS	APRONS	12.	\$120.00		
	Class Total:		\$120.00		
ICE					
ICE	ICE	1.	\$1.50		
BAG ICE	ICE	107.	\$160.50		
	Class Total:		\$162.00		
ICE CREAM					
ICE CREAM	ICE CREAM	27.	\$27.00		
	Class Total:		\$27.00		
RV DUMP NON-OWNER					
RV DUMP NON OWNER	RV DUMP NON OWNER	2.	\$20.00		
	Class Total:		\$20.00		
RV DUMP OWNER					
RV DUMP OWNER	PROPERTY OWNER RV DUMP	29.	\$145.00		
	Class Total:		\$145.00		
SODA POP					
SODA POP	SODA POP	10.	\$10.00		

Crooked River Ranch RV Park, 14875 Hays Lane

Inventory Sales Consolidated (Paid) 01 Sep 10 - 30 Sep 10

<i>Department/Class/Item</i>		<i>Qty</i>	<i>Amount*</i>	OregonST	JeffersonC
WATER	WATER	3.	\$3.00		
		Class Total:	\$13.00		
T-Shirts					
T-SHIRT	T-SHIRT	6.	\$60.00		
		Class Total:	\$60.00		
		Department Total:	\$547.00		

MISC INCOME

Good Sam

Good Sam	Good Sam	1.	\$19.00		
Good S	Good Sam Membership	1.	\$19.00		
		Class Total:	\$38.00		

MISC INCOME

MISC INCOME	MISC INCOME	4.	\$4.00		
OVERPAYMENT	OVERPAYMENT	1.	\$0.01		
		Class Total:	\$4.01		
		Department Total:	\$42.01		

SHOWERS AND LAUNDRY

SHOWERS/LAUNDRY

Laundry/Showers	LAUNDRY/SHOWERS	4.	\$771.50		
		Class Total:	\$771.50		
		Department Total:	\$771.50		

Total for Dates \$25,735.42 \$187.92 \$1,117.94

Total + Tax Excl. \$27,041.28 OregonST JeffersonC

*Sale Price

- 4944.65 - Admin

 22,096.62



To: Ben Johnson, President CRR C & MA
From: Pat Huffer, PGA Professional
Subject: September 2011 Update of Operations

Date: October 7, 2011

Snack Shack Operation

The September sales in the Snack Shack were for the most part limited to Labor Day weekend for obvious reasons. The hours for the final week were reduced some to keep the overhead to a minimum. Closure was completed as planned at the end of the day Sunday September 11th with final clean-up on Monday the 12th.

The season went reasonably well with the exception that total sales were significantly below budgeted projections. The budget was built mainly around what the actual sales were the previous year adding for some increases in pricing and significant menu changes. The shortening of hours however, had an impact on total revenues which makes obvious sense. Other than the purchase of new tables and chairs, expenses were kept well within budget and the Snack Shack operated as efficiently as possible. Unfortunately however, because of the lower than expected sales, the operation will fall below budget by approximately \$3,000.

On the bright side, there will be no major operating expenses to incur next season and with some minor tweaks here and there in the menu, the Snack Shack should perform considerably better going forward.

Respectfully submitted,

Pat Huffer, PGA Professional

TREASURER'S REPORT

By Herb Parker
OCTOBER, 2011

First of all, I would like to thank George Lynn for being our Treasurer over the past year. As Treasurer of the HOA during this past year, he has worked very hard to ensure that your monies are being properly accounted.

For those of you, who do not know me, let me introduce myself. My wife, Judy, and I have lived here on the ranch for five years. I have been active on the BAC (Budget Audit Committee) for the last three years, one year as chairperson, and this is my second year on the Board of Directors. Being in the capacity as Treasurer for less than one month, I am just coming up to speed. However, being involved with the budgets for the last three years has given me the background to accomplish that in a short amount of time.

This budget year, upon recommendation from the BAC, the BOD (Board of Directors) will have four joint meetings. These meetings will be: 1) Meeting with the Auditor, 2) Mid-Year Budget-to-Actual Review, 3) Initial Staff Budget Message, 4) Public Presentation of Budget. All of these joint meetings are Public Meetings and in addition to our regularly scheduled board meetings. I encourage you all to attend. This is your money we are talking about!!!

The first meeting with the Auditor was just held on September 28th where the Auditor delivered the Management Letter and answered questions regarding the audited financial statements. The second meeting will be held on November 16th at 2:00 p.m. in the Juniper Room.

We are just getting to the time of Fiscal Year (May 1st through April 30th) here on the ranch where our biggest income producer's revenue plummets like the temperature. Those are the RV Park and the Golf Course. That does not mean that all activity in those areas stop, but the revenue stream is greatly reduced while we still have overhead, even after seasonal staff reductions. It is during this time of year that we will consume our cash at a much faster rate than we produce it. While our cash balances are looking good right now, we must be vigilant in watching our expenses.

My priorities for the coming year are to maintain vigilance on the dues collection and to plan for the future. I wish to thank all Homeowners who remain current on your dues. I encourage those who are not current to contact the office to explore options to assist you in doing so. Failure to pay and late payment of dues creates a tremendous hole in the budget process and therefore limits our ability to keep moving forward. We need to plan for the future. We have numerous fixed assets that are being depreciated out without a real plan for replacement. The Budget Audit Committee is working on creating a list of fixed assets which will assist us in creating a Capital Resource Plan for the future. This is a plan for allocating funds to replace these assets as the years go by.

I have an "open door" policy. If anyone has a suggestion, question or comment, I will listen. In doing so, please be respectful. I will always answer you honestly, although you may not like my answer.

**CROOKED RIVER RANCH
SPECIAL ROAD DISTRICT MEETING
October 12th, 2011
MINUTES**

The October 12th regular meeting was held in the Juniper Room, Ranch Administration building, 5195 SW Club House Road, Crooked River Ranch. Chairman Pelly called the meeting to order at 5:03 pm. The flag salute was conducted and roll call taken. Present were Chairman Vince Pelly and Director John Williams. Director Clarence Palm was absent. Also in attendance were the CRR&MC Road Supervisor George Gregory, and members of the public Kay Norberg, and Barb Oakley.

CONSENT ITEMS:

Minutes for the SRD meeting of September 12th were reviewed and discussed. An adjustment was made for the payment amount to High Desert Aggregate for the road work. The original amount was \$97,198.00 per the bid, but the actual amount came in at \$71,782.14. There remains a payment in the bid amount of \$7,781.78 to Pavement Protectors for the stripe painting, which is to be completed within the week.

Treasures report for October was not presented as Treasure Clarence Palm has been out of town and was absent. The information was provided by Chairman Pelly. The beginning balance in the General Fund was \$164,497.55 in September. Deposits were \$85.78 interest, \$0.43 UTA interest, and \$1,422.17 prior year taxes for a total of deposits of \$1,5081.38. Bills paid were for two checks for \$207 each to Knight and Mitzel and two checks to Lowerie and Altstock for \$103.50 each for culvert reimbursement on Scout Camp Trail for a total of \$621.00. The resulting balance is \$165,384.93 for September. For October the bank balances were a total of \$166,302.01, with authorization to Jefferson County to make the payment of \$71,782.14 to High Desert Aggregate, a payment of an estimated \$7,392 to Pavement protectors for stripe painting when completed and \$434.93 to CRR C&MA for quarterly office rental of \$135 and \$299.93 for road sign reimbursement. This leaves an ending balance of \$94,520.23.

Written Correspondence: NAR indicates No Action Required, information only.

A Bureau of Labor and Industry (BOLI) notification regarding pending changes in Federal and state prevailing wage rules. NAR

Another letter from the US Department of Commerce that a 2012 census survey will be arriving that pertains to Government bodies. It should be completed and returned in a timely manner. NAR

An SDAO notification of a matching grant program for safety and security items. NAR

An SDAO notification pertaining to the district insurance and a maximum of 5% rate increase. NAR

A letter from our CPA firm SGA that a new person has been added. NAR

Another letter of complaint about Dove Road roughness and lack of completion of re-rocking form Joyce Faltus and added too and forwarded by LaVonne Slama. It was responded to by director Palm regarding the operational procedures for roadwork performed.

A document from a Community Development Organization on a proposal for a Community Center on CRR and a public meeting is scheduled for October 22nd for information and input at the Ranch Chapel.

A motion was made by Williams, 2nd by Pelly to accept the consent items as presented. The vote was unanimous. A motion was made by Williams, 2nd by Pelly to authorize the payments of the checks referred to in the treasures report above. The vote was unanimous in favor.

Committee Reports:

Road Maintenance Manager George Gregory reported that the main focus this month has been on road rock application and rolling. This has been performed at:

- Corral Place, Scout Camp Trail, Stallion Drive, Pony Trail, Peninsula Drive and Elkhorn Drive..
- Roads that graded and rolled are River Road, Folley Waters, Dove Road, Bullhead Road and Rainbow Road.
- Equipment repair of throttle linkage replacement on the roller.
- Service of the grader and the backhoe.
- Bus stop and parking area created and prepared at Mustang Road and Chinook Drive.
- Will prep and rebuild and rock Onyx Road if weather permits.
- Removal of animal carcasses and transportation to County landfill.
- A lot of garbage has been removed from the road right of ways this month.

Trails Committee: None present.

Old Business:

Road maintenance discussions. Chip sealing and crack sealing projects completed, stripe painting to be done on chip sealed roads within a week, weather permitting.

List of road projects with CRRC&MA. George Gregory has provided the proposed list and is working from it.

Crack Seal issue on roads done by the County. No additional update.

Passing lane survey. ODOT Traffic Engineer has conducted the traffic study and recommended no passing area's on the roads that will be striped. Other roads that will not be painted now may have some area's to pass in the future, when repainting is done.

SRD PO box at the Trading Post being discontinued. Chairman Pelly has acquired PO Box 842 in the Terrebonne Post Office in order to retain the same SRD mailing address.

New Business:

No new business

Public comments / Community input

An additional backhoe has been approved by the CRR HOA for the Road Department and shared with the other departments as needed. The equipment was funded by the CRRC&MA for about \$34,000 and is to be delivered this week from Medford.

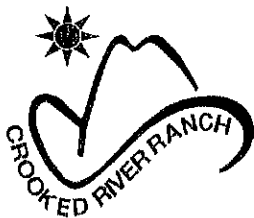
The Grange Swiss Steak dinner fund raiser will be held at the fire hall on October 22nd.

A CDO public town hall will be held at the ranch chapel on the afternoon of October 22nd.

Flue shots will be available at the fire hall on October 25th.

The meeting was adjourned by Chairman Pelly at 5:43 pm.

Respectfully submitted by John Williams – Secretary



To: Ben Johnson, President CRR C & MA
From: Pat Huffer, PGA Professional
Subject: September 2011 Update of Operations

Date: October 7, 2011

Golf Shop Operations

After two consecutive months of encouraging revenue numbers, the month of September caught us by surprise. Beginning with Labor Day weekend, rounds and green fee revenues were down from last year significantly and the balance of the month was not much better. It is inexplicable because other income sources performed reasonably well compared to last year, especially on a per round basis.

Greens Fee revenues for the month were down 12% while rounds were down just 2.5%. As has been the case this season, the discrepancy is due to an increase in discounted, twilight, employee/guest, and gift/punch card rounds over the same period last year. People are definitely continuing to shop for the lower pricing which is expected during this slower economy. It seemed to be more the case after the latest tumble in the stock market. Cart revenues are showing more of a deficit vs. last year than they were in reality. This was due to a change in how we rang the pre-paid cart fees for the Couples Capers golf tournament which is held in October. Until this year, we rang the CC carts as cart rentals when the money was received. To correctly reflect the cart revenues when they occur, this year they were rung under tournament revenues when received (August/September) and then will be moved from tournament income to cart rental income in October. As a result, cart revenues will be higher in October this year than last.

Considering the fewer overall rounds played in September, the fact that merchandise sales, driving range, and other revenues held their own, is very encouraging. With the exception that we had no additional annual passes purchased as we did last year, we were up elsewhere.

The Couples Capers golf tournament is full for the first time in a few years which is a positive. Provided the weather holds, it should be a very successful event. We have a good staff of volunteers and the infrastructure is in place for a well run event.

We are gearing up to gear down for the impending winter with gradual retirement of seasonal staff. The marshaling schedule will be reduced significantly following the Couples Capers tournament and any busy days beyond that will be handled from the Golf Shop as time and manpower allows.

The season's-end golf shop sale began Labor Day weekend and will continue through the Couples Capers tournament with hopes to reduce inventory to a manageable level going into the winter season.

And finally, we had a very successful Patriot's Day fundraising season, blitzing the previous years' efforts significantly. We are very proud to be part of this cause to help the families of our service men and women who give so much to provide us our freedom.

Respectfully submitted,

Pat Huffer, PGA Professional

GOLF ADVISORY COMMITTEE MEETING
September 2011
Golf Shop Sales Report

1. Sept. '11 Revenues vs. Aug '10:	Sep '11 Actual	Sep '10 Actual	Variance	% Chg	YTD	Previous YTD	Variance	% Chg	
									Actual
Greens Fees	70,537.00	80,139.00	(9,602.00)	-11.98%	408,791.75	419,327.00	(10,535.25)	-2.51%	
Golf Dues	0.00	1,159.50	(1,159.50)	0.00%	181,149.50	171,933.96	9,215.54	5.36%	
Cart Rentals	23,181.00	27,237.00	(4,056.00)	-14.89%	139,349.00	139,766.00	(417.00)	-0.30%	
Merchandise Sales	17,697.31	17,707.50	(10.19)	-0.06%	104,954.26	91,369.22	13,585.04	14.87%	
Driving Range	358.50	268.00	90.50	33.77%	3,159.50	3,159.50	-	0.00%	
Cart Storage Fees	860.00	304.00	556.00	0.00%	30,110.00	27,958.50	2,151.50	7.70%	
Miscellaneous Sales	962.50	501.50	461.00	91.92%	3,830.00	3,026.50	803.50	26.55%	
Totals	113,596.31	127,316.50	(13,720.19)	-10.78%	871,344.01	856,540.68	14,803.33	1.73%	
II.									
Sept. '11 Rounds vs. Aug '10:	Sep '11 Actual	Sep '10 Actual	Variance	% Chg <td rowspan="2">YTD</td> <td rowspan="2">Previous YTD</td> <td rowspan="2">Variance</td> <td rowspan="2">% Chg</td>	YTD	Previous YTD	Variance	% Chg	
									Actual
1 Pass Holder Rounds	1,915	429	1,486	7	0.4%	11,140	10,797	343	3.2%
2 Industry Comps	26	26	42	(16)	-38.1%	173	151	22	14.6%
3 Employee Rounds	102	10	92	52	104.0%	490	321	169	52.6%
4 Rack Rate Rounds	1,276	137	1,139	1,676	(400)	6,691	8,644	(1,953)	-22.6%
6 Gift/Punch Card Rds, etc.	219	219	164	3	161	1,274	945	329	34.8%
6 Discounted Rounds	220	15	205	220	0	2,591	1,350	1,241	91.9%
7 Twilight Rounds	183	78	105	175	8	1,462	1,286	176	13.7%
8 Prop. Owner Rounds	449	140	309	262	187	1,588	1,459	129	8.8%
Total Rounds Played	4,390	809	3,581	4,497	(107)	25,409	24,953	456	1.8%
III.									
11-'12 Golf Passes	This Month	This Mo. L-Y	Diff.	This Month	T-M-L-Y	Diff.	This YTD	Last YTD	Diff.
P.O. Single		1	-1			0	97	93	4
P.O. Couple		2	-2			0	108	115	-7
Non-Prop Single						0	24	27	-3
Non-Prop Couple						0	28	19	9
Miscellaneous			0			0	2	4	-2
Totals	0	3	-3	0	0	0	259	258	1
Online Bookings	This Month	Last Year	Difference	New Customers			170	85	85

IV. Legend:

- 1 All Annual Golf Pass Rounds
- 2 All Industry comp rounds
- 3 All Employee rounds
- 4 Includes weekday and weekend rounds for Juniors, seniors and regular guests at regular posted rates.
- 5 Includes donated, punch card, and/or all rounds for which funds were previously received.
- 6 All rounds that are discounted including large groups, special member events, visitations, etc.
- 7 Includes all twilight rounds at regular posted rates.
- 8 Weekday and Weekend rounds at posted property owner rates.



To: Ben Johnson, President CRR C & MA
From: Pat Huffer, PGA Professional
Subject: September 2011 Update of Operations

Date: October 7, 2011

CRR Pool Operations

The CRR Pool season ended as scheduled on Sunday September 11th with the final activity a baptism pre-scheduled through the church. We remained virtually problem free for the final days of operation and had just a handful of requests to keep the pool open longer. As luck would have it, we had some very cool nights, and days as well, during the week following the closing, making it easier to live with the decision. For those who requested us to stay open, I simply reminded them that we had expanded our hours beyond the original plan during the season and the budget had already been stretched.

The total activity for the season is outlined in the attached report. According to historical records, the total number of users was on the high end of typical—nearly 18,000 visits, 78% HOA members, 18.5% RV Park, and 2.4% from the Motel. I'm sure we missed a few people here and there, but for the most part, the limited staff did a respectable job monitoring entrance to the pool considering the volume of users.

Mike Knoke and his general maintenance staff immediately went to work with the closing procedures and has winterized the pool for the off-season. We made the decision to drain the small pool this year because it was not proved that leaving it full last year prevented discoloration from mold and mildew. Draining it will reduce our electricity expense during the winter significantly.

The operating budget YTD is in great shape with personnel costs well in line and other expenses actually better than projected. There will still be a few items in the spring to be replaced and addressed but all within the original budget. The fact that personnel costs remained within budget is exceptional considering that we did expand the hours of operation during certain days of the week.

And finally, I would like to commend Carmen Oakes for the great job she did. We can only dream that she will be available to return next season.

Respectfully submitted,

Pat Huffer, PGA Professional

CRR POOL
2011 ACTIVITY REPORT

<u>2011Pool</u>	<u>Members</u>	<u>% of Total</u>	<u>RV</u>	<u>% of Total</u>	<u>Motel</u>	<u>% of Total</u>	<u>Cabins</u>	<u>% of Total</u>	<u>Comp</u>	<u>Totals</u>
May-June	2837		264		21		12		0	3134
July	5096		1584		133		105		9	6927
Aug	4488		1140		228		30		0	5886
Sept	<u>1481</u>		<u>311</u>		<u>44</u>		<u>26</u>		<u>0</u>	<u>1862</u>
Totals	13902	78%	3299	18.5%	426	2.4%	173	1.0%	9	17809

2011 Sept Pool Stats

<u>DATE</u>	<u>Members</u>	<u>RV</u>	<u>Motel</u>	<u>Cabins</u>
9/1	68	24	0	0
9/2	132	50	0	0
9/3	200	87	17	0
9/4	273	76	9	6
9/5	168	30	7	0
9/6	73	4	0	0
9/7	54	2	0	0
9/8	39	2	0	0
9/9	53	6	1	
9/10	100	18	10	12
9/11	98	12	0	8
Totals	1481	311	44	26



To: Ben Johnson, President CRR C & MA
From: Pat Huffer, PGA Professional
Subject: September 2011 Update of Operations

Date: October 7, 2011

Snack Shack Operation

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The season went reasonably well with the exception that total sales were significantly below budgeted projections. The budget was built mainly around what the actual sales were the previous year adding for some increases in pricing and significant menu changes. The shortening of hours however, had an impact on total revenues which makes obvious sense. Other than the purchase of new tables and chairs, expenses were kept well within budget and the Snack Shack operated as efficiently as possible. Unfortunately however, because of the lower than expected sales, the operation will fall below budget by approximately \$3,000.

On the bright side, there will be no major operating expenses to incur next season and with some minor tweaks here and there in the menu, the Snack Shack should perform considerably better going forward.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Pat Huffer".

Pat Huffer, PGA Professional

**Budget/Audit Committee (BAC)
Joint Meeting with CRR Board of Directors (BOD)**

Minutes of the August 25, 2011 Meeting

BAC Chair Marilynne Keyser called the meeting to order. BAC members present were Paula Bartolomei, Dick Pratt, Treasurer George Lynn and BOD Liaison Jay Nordin. President Ted Cook, Vice-president Jim Martin and BOD members Vince Pelly and Ben Johnson were also present. Staff attending the meeting were Annie Nyars and Richard Jensen.

1. Comments from the Chair: Chair Keyser explained that the purpose of the joint meeting was to review the draft of the audited financial statements with the Association's auditor in advance of its finalization and distribution to members at the HOA annual meeting. However, the auditor was unable to attend. The draft of the audited financial statements was available; however, the draft of the management letter was not.

2. Treasurer's Report: Treasurer Lynn passed out a draft of his Treasurer's Report and reviewed three key points covered in his report. First, the BOD voted to establish a designated reserve account to provide for the repair, replacement and improvement of fixed assets owned by the Association. This will require the existing Unrestricted Net Assets account (the Association's net worth or fund balance) to be separated into two accounts--an undesignated net assets account for general operations and a designated net assets account for the reserve plan. The Association already keeps the cash for these two purposes separate; however, in the future, the auditor will be able to recognize this distinction in the audited financial statements.

Second, the BOD decided to use funds from the existing Capital Reserve Plan (CRP) to payoff loans on golf maintenance equipment that carried interest rates ranging from 7% to 10%. Since plan funds were making less than 1% invested in money market accounts, the Association could realize significant gains by paying off the loans. The Association will reimburse the CRP, with interest, from the operating account. Accountant Nyars said that she is currently transferring \$3,500 a month to fulfill this internal obligation.

Third, the BOD agreed to raise both Association dues and various golf rates during the last fiscal year to cover the costs of current operations and to try to provide for future needs.

3. Review of Audited Financial Statements: Chair Keyser led a discussion of the draft of the audited financial statements.

The Statements of Activities and Change in Net Assets (the profit and loss statement) showed that the Association realized a profit of \$153,811 for FY 2011 compared to a loss of \$19,834 in FY 2010. This swing was due in large part to almost \$100,000 in

reduced depreciation expense in FY 2011 compared to the prior year. Chair Keyser pointed out, the cash raised by generating a profit in FY 2011 was more than used up by the purchase of \$56,969 in equipment and the payoff of \$141,225 in debt. The Statement of Cash Flows show that the Association had \$2,092 less in cash available compared to the beginning of the year. Based on current policy, there will be no cash generated by FY 2011 operations available to increase the reserve. This is of particular concern since the BOD has recently authorized the purchase of a new golf maintenance sprayer for approximately \$26,000. This was not included in the approved FY 2012 capital expenditure budget and will further deplete the reserve.

There was discussion about the use of capital leases versus operating leases. According to Richard Jensen, it is better to use rollover operating leases for constant-use/high-hour equipment such as golf carts and fairway mowers because their useful life is so short. However, for lower-use, longer-lived equipment, such as the sprayer, outright purchase or a capital lease makes more sense. Outright purchase is more economical than either a capital lease or a bank loan. President Cook asked the BAC to prepare a policy draft covering the nature of each option and establishing criteria for choosing one over the other.

The Statement of Cash Flows also showed the impact of the passage of Ballot Measures 66 and 67 on the income taxes paid by the Association. It appears that the minimum tax increased from \$10 to \$2,088. Chair Keyser asked Accountant Nyars to check this with the auditor.

Chair Keyser talked about the decrease of \$60,000 in the allowance for doubtful accounts shown in Footnote 3. Although our overall accounts receivable have increased by \$10,000, the positive experience in collections in FY 2011 have caused our staff to change assumptions about collectibility, assuming that more will be collected over time than previously assumed. Most of that analysis was done before CM Aaron Palmquist left; however, the auditors appear to be comfortable with these more liberal assumptions. The BAC was not involved in nor consulted about establishing the reserve in FY 2011. Chair Keyser agreed to send Accountant Nyars a copy of the FY 2010 allowance for doubtful accounts and asked her to review this again with the auditor.

There was discussion about the need to increase our cash by improving the collection of outstanding dues. President Cook said that the BOD will be reviewing the current arrangements for debt collection. Several BAC members asked the BOD to include the consideration of using a collection agency in their review.

Chair Keyser asked about the \$100,000 decrease in depreciation expense in FY 2011 shown in Footnote 5. She asked Accountant Nyars to review this with the auditor to be sure there was not a mistake. She also asked about the 100% decline in vacation liability shown in Footnote 1. There was discussion about the methodology and Accountant Nyars will check to be sure this is not an error. There was discussion about the last sentence of Footnote 8 where the auditor says that the Association had \$43,253

of cash in excess of FDIC-insured limits. According to Accountant Nyars, these funds are in a non-interest bearing checking account and are not subject to the limits. This sentence will be removed by the auditor.

4. Approval of Minutes of the July 13, 2011 BAC Meeting: The minutes were approved as written.

5. Fixed Asset Subcommittee: BAC member Bartolomei reported on the work she, Donna Davis and Accountant Nyars have done on the fixed asset project. She has recommended that Donna Davis and herself do the data entry with quality control reviews by Accountant Nyars. Once the corrected information is in the accounting system, it will be reconciled with the auditor's depreciation schedule and the list of insured property and equipment. The BAC encourages the BOD to review the property and equipment list with several different insurance companies to get the best coverage for the lowest price.

6. Budget Format Subcommittee: There has been no subcommittee work done on the creation of a new format for budget presentations. At this point, it may make sense to wait until the new board members have been elected and a community manager is hired. However, it is still possible for some ground work to be done if Treasurer Lynn brings the BAC subcommittee together and includes one of the ranch supervisors in strategizing a new approach.

7. New Business: BOD member Pelly brought up a new issue for the BAC. The postal service has said that it will be eliminating the postal boxes at the ranch store, and it will no longer deliver to new individual mail boxes at the ranch. This poses a huge problem for the 180 or so members who get their mail delivered at the ranch post office. In the past, the Association has paid to put in cluster boxes around the ranch; however, our budget includes funds for two clusters, both of which are already in process. There are no funds to construct more. The BOD will need to decide how to proceed. Several ideas were discussed including a special assessment for those individuals involved and a monthly charge for all users of cluster boxes, similar to the \$50 charged at the store.

The next meeting of the BAC will be held at 2:00 pm on September 28th in the Juniper Room.

Chair Keyser adjourned the meeting.

Communication Committee

Crooked River Ranch Club & Maintenance Association (CRRC & MA)

Monday, Sept 12, 2011

In attendance: Paulette Nordin, Tom Huspek, Beverly Johnson, Billie Higgins, Diane Knox, Kit Henderson, Gail Day.

1. Meeting was called to order. Gail called for a discussion on the continuing of membership on the committee for Kit and herself. Since they are now on the BOD, they wanted our input on whether they should remain on the committee. Kit told us she would drop off the committee after the Oct 3 Board workshop. Gail will remain for a bit longer but will probably drop out at a later date.
2. The minutes from 8//28/11 were approved.
3. We went over each item in the Action Log and updated it. It will be provided under separate cover.
4. Old Business:
 - a. Paulette went over the Website Policy and procedure.
 - b. Beverly showed us her "creation". It's the Signature Style and will be known as Option A for our presentation. Good Job Beverly!
 - c. Gail shared her revision of the Policy and procedures.
 - d. Beverly showed the Rate and Policy Sheet
 - e. Gail showed the Powerpoint presentation draft and we discussed and made changes.
5. We decided on a meeting before the Oct 3 presentation. It will be at Bev's (6100 SW Groundhog) to be held 9/26 at 6PM.

I. Master Plan

- A. 10 acre community center site
- B. 10 acre future school site
- C. 50-55 two acre residential sites
- D. 5 acre site for retirement living village or senior living facility
- E. 10 acre commercial area
- F. Park and walking trails along with large buffer on east side

II. Community Center Uses

- A. Commercial kitchen
- B. Library
- C. Offices to be used for various functions
- D. classrooms/ possible daycare
- E. Multi-use room large enough for:
 - a. community meetings for up to 400
 - b. Movie nights
 - c. Basketball or volleyball
 - d. Plays and other functions requiring a stage
- F. Areas dedicated to retail sales
- G. Exercise room/ walking rack
- H. Showers/bathrooms
- I. Indoor swimming pool
- J. Small and large meeting rooms
- K. Coffee bar and lounge
- L. Outdoor area for various sports activities
- M. Parking for 200 cars

CROOKED RIVER RANCH CLUB AND MAINTENANCE ASSOCIATION
The Architectural Committee Minutes (ARC)
October 11, 2011 4:30 PM

1. CALL TO ORDER: Meeting called to order by Mark Siemieniec at 4:30 PM. Members present were Guy Kimbley, Paulette Nordin, Mark Siemieniec, Karin Powers and Tom Huspek excused. Guest Marie Lynn.

2. Reviewed 14562 SW Noah Butte Dr. phase. 8 lot 298. Member present. Fence approved with stipulation that it is 5 ft from property line. Copy of approval given to member.

3. APPROVAL OF MINUTES: Minutes of the September 27, 2011 meeting approved with no corrections with a motion by Mark and seconded by Karin

4. Reviewed 6290 SW Badger Phase 1 lot 12. Pole barn approved with updated plot plan submitted. Copy to be mailed to member.

Reviewed 13735 SW Cinder Phase 7 lot 43 Carport approved. Copy to be mailed to member.

Reviewed Bus stop photo, will hold until site approved and form completed with set back and other information filled in on application.

8300 SW Basalt waiting for response. Application left from last year. Paulette will contact member for update.

5. No Deschutes meeting to report

6. Jefferson County Commission meeting report attached

7. Report from Community Development Organization (CDO)attached. It was asked why the CDO could get a grant if the ranch has a community center in this building. It was discussed that the clubhouse is not a community center but an office building.

8. New Application form was discussed and Paulette will email the form to Mark and he will update and suggestions on the form. Some suggestions were to charge a fee for completing the application, requiring a color board from the member when submitting request, and completing construction project within one year of approval among other thoughts. Mark will bring back a sample at the next meeting in time to go to the next BOD work session, which is November 7th. Paulette will check on CC&Rs for ability to charge a fee.

9. CC& R complaints were discussed and it was suggested that the committee reduce the numbers of complaints by eliminating those that are closed and then look at those that are ARC complaint specific.

10. Deschutes County Planning Commission: The next meeting is October 13, 2011 at 5:30PM Bend County building. Mark will attend.

11. Jefferson County Planning Commission: Next meeting is October 13, 2011 at 5PM. Paulette will attend.

12. Discussed possibility of changing ARC meeting to Monday at 4:30 PM and all agreed that it would allow all committee members to be here every 2 weeks. The committee approved the change and Paulette will contact Admin office to make change in November newsletter for the first November meeting November 7, 2011

Summary: Goals of committee

- a. Continue to review new Architectural Committee form
- b. Develop a Charter
- c. Put CC&Rs into table format to make for easy review of similarities and differences of each CC&R
- d. Attend Planning Commission meetings for both counties monthly
- e. Approve appropriate requests according to CRR HOA bylaws
- f. Attend HOA BOD meetings monthly with minutes and a report.

13. Open discussion. Karin informed the ARC that Deschutes County HOAs are not able to enforce of their CC&Rs except by suing the client. It was discussed that if the ARC collected fees that these could be used to pay for attorney fees.

14. ADJOURNED : Meeting adjourned at 5:23PM by Mark Siemieniec.

15. Next meeting is October 25, 2011 at 4:30PM in Admin Building.

Submitted by

Secretary Paulette Nordin

CROOKED RIVER RANCH CLUB AND MAINTENANCE ASSOCIATION
The Architectural Committee Minutes
September 27, 2011 4:30 PM

1. CALL TO ORDER: Meeting called to order by Mark Siemieniec at 4:30 PM. Members present were Guy Kimbley, Paulette Nordin, and Mark Siemieniec. Karin Powers and Tom Huspek excused. Herb Parker Board of Director's (BOD) Treasurer and Ben Johnson President of BOD present. Guests were Cindy Yeager, Gary and Joanne Johnson, Ron Hackney and Janice Nickles.

2. Introductions made with BOD members, and homeowners and committee members.

3. A decision was made since there were so many home owners present the committee would move to the property applications first.

- A. Phase 1 Lot 7 5236 SW Trout Garage :Approved

- B. Phase 12 lot 31 9367 SW Shad, House: Approved

- C. Phase 5 Lot 126 11850 NW Sumpter , Garage-shop: Approved

- D. Phase 10 Lot 226 10739 SW Shad , Pole Barn: Approved

- E. Phase 1 Lot 12 6290 SW Badger Pole Barn: Requesting more
information

4. Ben Johnson stated that he was present to observe and gave the committee a copy of the Administration Handbook relating to the Architectural Committee (ARC) for review.

5. APPROVAL OF MINUTES: Minutes of the September 13, 2011 meeting approved with no corrections.

6. Request was made that the ARC review the Visitor Center regarding any improvements to the structure after it is moved. Ben stated the committee would be involved.

7. Committee requested the ARC also be involved if, and when a new bus stop for Redmond School District is considered around Chinook with appropriate applications provided. Ben stated the committee would be involved.

8. New Application form was discussed and noted that the BOD would like a response at the next BOD work session, which is November 7th. Paulette informed group that she contacted Jefferson County Planning commission and was told that changing 2.a. on first page would not change the fact that they would continue to approve any manufactured home after 1977 as long as it was not a single-wide. Ben informed the committee that he would like a collaborative letter sent out to the planning and county commissioners informing them of our "changing of the committee" and that the BOD has appreciated their working closely with the county in the past and would like to continue to have a good working relationship with them. The committee will work with Ben to develop the letter. Mark also stated that in review of new application that he has been looking into the issue of the minimum slope roof requirement and is checking that interpretation. The Color Board discussion will continue.

9. Herb Parker discussed the CC&R complaints and would like the committee to review and make suggestions on how to proceed. Herb also reminded the ARC of the confidential nature of this information. It was discussed that there could be a subcommittee of the ARC who would handle CC&Rs. The ARC will discuss at next meeting. Ben stated that since the ARC are elected by the membership there was discussion of the need for business cards and that he would look into it. Also mentioned was a need to catalog the CC&Rs so it is easier to identify general covenants that apply to all and those that are specific to different phases. Charging a fee to file a complaint form was also suggested. Mark also noted that there needs to be an appeals process available for the homeowner if they are not in agreement with the ARC.

10. No report from Deschutes County Planning Commission. The next meeting is October 13, 2011 at 5:30PM Bend County building

11. No report from Jefferson County Planning Commission. Next meeting is October 5, 2011 at 9AM, Annex building behind County court house. Committee will try to attend.

12. The Community Development Organization has requested the ARC to attend their meeting on October 6, 2011 at 6:30PM in the Juniper Room.

Summary: Goals of committee

- a. Continue to review new Architectural Committee form
- b. Develop a Charter
- c. Put CC&Rs into table format to make for easy review of similarities and differences of each CC&R
- d. Attend Planning Commission meetings for both counties monthly
- e. Approve appropriate requests according to CRR HOA bylaws
- f. Attend HOA BOD meetings monthly with minutes and a report.

13. ADJOURNED : Meeting adjourned at 6:23PM by Mark Siemieniec.

14. Next meeting is October 11, 2011 at 4:30PM in Admin Building.

Jefferson County Commission Meeting

Meeting October 5, 2011 3 county commissioners present

John Hatfield

Mike Ahern

Wayne Fording

During "Citizen Comments" Mark identifies himself as Chairman of the CRR ARC and informed the commissioners that CRR would like to continue to have a good working relationship with the planning commission as the ranch has had in the past.

Wayne Fording asked that the ARC makes sure to process applications timely and Mark agreed that the ARC would comply with his request and would work closely with Heidi in the planning office.

Mark and Karin went to the office to speak to Heidi.

The Commissioners also asked that CRR identify 1 or 2 Planning Commission Board members from CRR. Paulette asked what the qualifications for this position were. Mr. Ahern stated that someone from the ARC would be a good fit and that there were no specific qualifications except being a good citizen and being interested in the position. He directed the committee to the Planning office for an application. There were no applications in the office and someone would contact Paulette.

Also the Planning commission meets every Thursday as needed, either at 5:30 PM or 7:00 PM. Member needs to call 541-475-4462 prior to 5PM that day to find out if there is a meeting. The cut-off date to apply is October 31, 2011.

Tonya called and left a message with the specifics for the position as there is no application, just a letter of intent to the Planning office.

NEXT STEP IN JOB DESCRIPTION – Key Competencies, Standards of Performance, knowledge Skills & Abilities

Key Competencies:

The Administrator must be a hard-working, independent, and creative self-starter who works well with others or can run with things while keeping everyone informed. To accomplish all this he or she must be many things:

- **Leader** – The CRR Administrator is both a manager of staff and a leader of people. The Administrator must :
 - Be able to motivate staff to superior performance--inspiring their confidence and trust through giving honest and fair feedback of their efforts, recognizing their accomplishments and providing coaching and training where needed.
 - Like to help others solve problems--encouraging their full participation and respecting their views.
 - Be comfortable in delegating responsibility and tasking by establishing goals and performance criteria, then freeing staff to get the job done.
- **Communicator** – The Administrator must be effective and comfortable in communicating both in writing and orally (either one-on-one or before a group); must:
 - Possess strong basic writing skills and the ability to draft effective letters, memoranda and plans – including capturing the key points of others
 - Be a competent briefer, including giving a formal presentation effectively using *PowerPoint*, or a comparable briefing aid system.
 - Be able to deal confidently in oral communications with a broad range of individuals from Board members to Association members expressing a concern or complaint.
 - Be able to employ active listening skills in interpreting and understanding the concerns and needs of others, in order to respond in an appropriate manner.
- **Decision Maker and Problem Solver** – Skilled at making timely and appropriate decisions which further the goals of the Association based on the facts at hand, established policy and ad hoc guidance from the Board.
 - Able to explain and analyze complex problems, recommend solutions and their effects and resource implications.
 - Able to generate and explore different, creative, imaginative or unique approaches to problem solving; to challenge conventional practices and adapt old methods.
- **Customer Service Promoter** – Able to personally communicate courteously and effectively with all levels of CRR's customer base (customers, vendors, renters, Association members, employees, Board of Directors, Committees and external contacts). Must demonstrate personal commitment to a response to expressed concerns, needs and complaints—even if after consideration the answer must be no. Administrator is responsible for ensuring the positive commitment to customer service is emulated by all staff.
- **CRR Promoter** – Able to effectively build and manage external and internal relationships, which promote Crooked River Ranch Club & Maintenance Association's strategic goals and mission.
- **Information Systems User** – Administrator must be computer savvy:

NEXT STEP IN JOB DESCRIPTION – Key Competencies, Standards of Performance, knowledge Skills & Abilities

- Be very familiar with computerized budgeting and financial accounting systems.
 - Be a competent user of *Microsoft Word, Excel and PowerPoint* software.
 - Be a skilled user (administrator level) of websites, internet research and email.
- **Budget and Finances Officer:** Administrator must have hands'-on experience in developing and managing budgets of an organization of similar size to CRR. Must have:
 - Accounting theory and experience since will be serving as back up for all accounting functions because of limited accounting staff.
 - Working understanding of financial statements, including balance sheets, revenue and expense statements, cash flows and the transactions that affect them. Familiar with fixed asset accounting, billing and accounts receivable management, accounts payable and payroll. Administrator must be able to learn each of these areas and provide backup.

Standards of Performance

- Successful accomplishment of duties and responsibilities.
- Achievement of specific initiatives as annually agreed upon with the Board of Directors.
- Overall effectiveness in implementation of the approved strategic and business plans.

Knowledge, skills and abilities

Knowledge:

- Proven track record in profit & loss management
- Superior knowledge of management functions within a complex structure.
- Proven leadership skills and outstanding written, verbal and interpersonal communication skills.
- BA, BS degree in a related field (i.e. Business management, finance, or accounting) with 5 years experience or 10-15 years of management experience, ideally in customer-driven environment with multiple and diverse constituencies.

Skills:

- Leadership style; collaborative while directive
- Proven track record in a customer service based, membership environment desirable.
- Experience in public speaking and marketing of products and services.
- Experience developing innovative approaches, programs and events.
- Experience dealing with legal matters and managing outside counsel.
- Membership association experience preferred.
- Computer skills described above

Abilities;

- Proven ability to work effectively with a large and diverse Board
- Proven ability to build a strong and effective team. This includes attracting superior talent, accurately assessing strengths and developmental needs, and a willingness to make changes.
- Demonstrated ability to encourage excellence.
- Proven ability to lead annual and strategic planning process.
- Proven ability to implement efficient business processes.
- Demonstrated ability to leverage technology to enhance operations.

Annie - Please place in file on

u m

Info at Crooked River Ranch

From: Barry Maroni [bmaroni@aicinsagency.com]
Sent: Monday, September 12, 2011 2:57 PM
To: info@crookedriverranch.com
Subject: Collision Premiums - Vehicles

This information was requested by Ben Johnson and Herb Parker. Please pass this information along to both of these Board Members:

- 1. 1994 white Water Tanker - \$500 Deductible Collision - annual premium is \$194
- 2. 1987 Intl Harvester - \$500 Deductible Collision - annual premium is \$101
- 3. 1997 Ford F150 Pickup - \$500 Deductible Collision - annual premium is \$ 82
- 4. 1998 Ford Ranger PU - \$500 Deductible Collision - annual premium is \$ 74
- 5. 2001 Ford Ranger PU - \$500 Deductible Collision - annual premium is \$ 99

ROAD -
RICH
MIKE

\$ 255
PER YR
NO

Thank you again for the opportunity to visit today and discuss the insurance program with the Board of Directors. Please contact me at any time with questions or additional information.

Barry Maroni
AIC Insurance
541-548-8161
Fax 541-923-4348

RECOMMEND CANCELING
COLLISION ON THREE VEHICLES CIRCLED