

**CROOKED RIVER RANCH CLUB & MAINTENANCE ASSOCIATION
BOARD OF DIRECTORS
REGULAR MEETING AGENDA**

Monday, August 21, 2023, 6:00 P.M.

I. CALL TO ORDER: Pledge of Allegiance and Roll Call

Name		Name		Name	
Kari Vickery President		Ara Erdekian Vice President		Mike Dries Secretary	
Randy Peterson Treasurer		Sheryl Jones Director		Julia Randall Director	
Sarah Woolverton Director		Robert Beveridge Director		Mike Carey Director	

II. CONSENT ITEMS

- a. Agenda of Regular Meeting – August 21, 2023
- b. Minutes of Regular Session – July 17, 2023
- c. Minutes of Work Session – August 7, 2023

III. COMMITTEE & STAFF REPORTS – Representatives of Committees may request to report on committee's activities since last regular Board meeting. Each person's comments will be limited to three minutes. *(Available Committee minutes and staff reports have been provided in the Board books and on the website.)*

IV. RANCH MANAGER's REPORT –

- a. Collections Report
- b. General Maintenance Supervisor Knoke's Retirement Update

V. OLD BUSINESS

- a. Recap of Annual Meeting
- b. Follow Up on Buffalo Place Improvements – Director Jones
- c. AR Log

VI. NEW BUSINESS

- a. Presentation of FY 2022-2023 Annual Audit – Zack Harmon, Capstone CPAs
- b. Carl Harbour – Ranch Enhancements Projects/Pool Data
- c. Randy Knight – Snack Shack Update

VII. SECOND READINGS

- a. CC&R Procedure and Revised Handbook

VIII. FIRST READINGS

IX. PUBLIC INPUT - Must sign up and identify issues to speak on before meeting starts and individuals will be limited to three minutes unless additional time is allowed by the President.

X. PREVIEW OF WORK SESSION – September 6, 2023

XI. ANNOUNCEMENTS & WRAP-UP:

- a. CRR Annual Yard Sale – September 8, 9, 10

XII. VOTE TO ADJOURN TO EXECUTIVE SESSION IF NEEDED

DRAFT FOR REVIEW AND APPROVAL AT
REGULAR SESSION BOD MEETING AUGUST 21, 2023

CROOKED RIVER RANCH CLUB & MAINTENANCE ASSOCIATION
BOARD OF DIRECTORS

Monday, July 17, 2023, 6:00 PM

I. CALL TO ORDER: The Meeting was called to order at 6:00 pm

a. Roll Call:

b. Pledge of Allegiance

Association Board Members:

Name		Name		Name	
Kari Vickery President	X	Ara Erdekian Vice President	X	Mike Dries Secretary	X
Randy Peterson Treasurer	X	Sheryl Jones Director	X	Sarah Woolverton Director	X
Julia Randall Director	X	Robert Beveridge Director	X	Michael Carey Director	X

II. CONSENT ITEMS -

- a. Agenda of Regular Meeting – July 17, 2023,
Addition in New Business: d. Volunteer Service Form; Julia Randall
e. Ranch Enhancement Committee – Carl Harbour
- b. Minutes of Regular Session: June 19, 2023.
- c. Minutes of Work Session – July 3, 2023.
- d. Minutes of Special Meeting – May 9, 2023
A motion to approve the above consent items with above noted additions was made by
Director Jones and seconded by Secretary Dries. It was a unanimous decision to approve.

III. COMMITTEE & STAFF REPORTS –

It is noted that Golf Pro Randy Ballard has asked about internet connections as he has found it sluggish. Ranch Manager LaPora reported that she will look into another carrier. Ranch Manager also noted that the RV Park Report has been amended. They are still getting used to the Firefly on-line system of reports.

IV. RANCH MANAGER'S REPORT:

- a. **Collections Report:** Ranch Manager LaPora reported that it has been a busy month with payments being processed. 996 accounts are still outstanding. Kara continues to pursue outstanding accounts.
- b. **CRR RV Park:** (moved from New Business) Ranch Manager along with Park Supervisor Julie Inman reported that there has been a recent break-in in the women's restroom. A woman was

Draft Regular Session Minutes July 17, 2023

found sitting in one of the shower stalls and asked to leave. The incident was reported to the Sheriff. She was arrested and transported to Marion County as she had an outstanding warrant. No Damage was done. It is also reported that residents are using the dumpsters in the RV Park for their personal garbage, along with using empty sites to dump their RV tanks. There is a separate pay area for dumping tanks. There was discussion about adding additional cameras along with signs warning of the use of cameras and prosecution if caught. These suggestions will be explored in more detail.

V. OLD BUSINESS

a. **AR Log:** Updates provided by M Knoke

#1. Comments: Meeting with Fire Chief Hartley and Tim Bell to discuss Sundown Canyon and other areas. \$20k still remains in the budget.

#2. Comments: In talks with Charlie Smith for additional mowing in lower pasture along Chinook. Small brush hog is being used for areas around the perimeter.

#3. BLM has completed most units of the Steelhead Falls project. Will continue this winter. Grants become available in February to assist with Fuels Reduction.

#4. K Vickery will send an email this week.

b. Candidate Questions for Candidates Forum: The Candidates Forum was held before the start of the regular Board meeting.

VI. NEW BUSINESS

a. **Review and Approval of Election Documents:** A motion to approve the Election Documents as presented was made by Director Jones. It was seconded by Director Carey. It was a unanimous decision to approve.

b. **Opportunities to Reach and Recruit New Volunteers:** There was discussion about ways to recruit volunteers. It is getting harder every year to present various events without volunteers and it may be that without enough volunteers, some events may be cancelled. Administration Staff does not have time. Many suggestions were presented including meeting with each club/organization and see if they can provide volunteers for events. Provide incentives, such as T-shirts, appreciation meals, etc. More discussion to follow.

c. **Volunteer Service Form – Julia Randall; Phase Rep Committee:** A motion to approve Julia Randall for the Phase Rep Committee was made by Director Beveridge. It was seconded by Secretary Dries. It was a unanimous decision to approve.

d. **Ranch Enhancement Committee:** Carl Harbour, Chair of the Ranch Enhancement Committee presented two projects that the committee has approved. 1. A mounting block (for horseback riders) at Panorama Park, approximately \$200.00 and the purchase of six additional lounge chairs for the pool approximately \$1,000.00. A motion to approve both purchases was made by Director Beveridge and seconded by Treasurer Peterson. It was a unanimous decision to approve.

VII. SECOND READINGS:

None

VIII. FIRST READINGS:

None

IX. Public Input - Carol Orr, Mike Brooker, Matt Walker all spoke.

X. PREVIEW OF WORK SESSION – August 7, 2023:

XI. Announcements:

Annual Meeting – August 19, 2023 – Mac Park

CRR Annual Yard Sale – September 8, 9 & 10

Entry forms available August 1

XII. VOTE TO ADJOURN TO EXECUTIVE SESSION FOR PERSONNEL AND LEGAL ISSUES:

A motion to adjourn the Regular meeting and go into Executive Session was made by Director Jones. It was seconded by Secretary Dries. It was a unanimous decision to approve. The Regular meeting was adjourned at 7:13 pm

Vice President Erdekian opened the Executive Session at 7:20pm. A motion to adjourn Executive Session was made by Secretary Dries and seconded by Director Beveridge. Executive Session was adjourned at 8:00pm. The BOD took a break to walk to Mac Park. Open Session was reopened by Vice President Erdekian at 8:12pm. A motion to suspend two golfers for the rest of the 2023 season followed by lifetime probation was made by Treasurer Peterson and seconded by Director Woolverton. The vote was eight yes and one no with Director Jones voting no. Director Jones made a motion to adjourn the Open Session. Director Beveridge seconded the motion and it was a unanimous decision to approve. The Open Session was adjourned at 8:14pm.

**CROOKED RIVER RANCH CLUB & MAINTENANCE ASSOCIATION
BOARD OF DIRECTORS
WORK SESSION
MONDAY AUGUST 7, 2023 - 10:00 A.M.**

I. Call to Order: The meeting was called to order at 10:00 am.

II. Roll Call: It was noted that all Directors except Director Woolverton were present.

III. Special Topics:

a. Regular Board Meeting Agenda Review – August 21, 23: Note that New Business: Presentation of FY 2022/2023 Annual Audit is a placeholder at this time. Addition to Second Reading: CC&R Procedure and Revised Handbook review.

b. Annual Meeting Update: The Annual Meeting is scheduled for Saturday, August 19, 2023 in Mac Park at 9:00 am. All members are invited to attend.

c. 2023 CRR Election Update: Election ballots were mailed on August 1, 2023, to all eligible property owners. As members become eligible due to payment of dues, a ballot will be mailed or given to them.

d. AFE #287 – Road Maintenance Products: A motion to approve AFE #287 in the amount of \$78,000.00 for purchase of road materials, was made by Director Beveridge. It was seconded by Vice President Erdekian. It was a unanimous decision to approve. This represents one-half of the approved FY 2023/2024 operating budget for purchase of road materials.

e. New CC&R Procedure and Revised Handbook: Stephanie Proffitt, chair of the CC&R Committee presented an updated and modified CC&R Procedure and Handbook. These changes will represent a more accurate description of the roll of the CC&R Committee. The biggest change will allow the committee to report up to four complaints during a year. They will also not be allowed to file a complaint on behalf of another member.

f. Sponsorship for the Ranch: Vice President asked that this be deferred until he can do more investigation.

g. Alternative Funding Committee – Volunteer Oriented Grants: Director Jones stated that there are grants available that would provide training along with suggestions for ways to recruit volunteers.

h. Volunteer Service Forms: A motion to approve Mark Schneider as a renewal for the CC&R Committee and Stephanie Proffitt as a new member of the Ranch Enhancement Committee was made by Vice President Erdekian. It was seconded by Secretary Dries. It was a unanimous decision to approve.

i. A/R Log:

#1, Comments: M Knoke will meet with S Hartley and T Bell on August 8 to discuss areas that will need Fire Abatement treatment.

#2 & #3 Comments: No change 8.7.23

#4 Comments: K Vickery reports that convex will be delivered mid-August. A sign stating appointment only will be posted in front. Back fence is scheduled for late August/early September.

IV: VOTE TO ADJOURN TO EXECUTIVE SESSION IF NEEDED

A motion to adjourn the Work Session to Executive Session for CC&R and Employee Issues was made by Vice President Erdekian. It was seconded by Director Beveridge. It was a unanimous decision to approve. The regular Work Session was adjourned at 10:53 am.

Executive Session was called to order at 11:03am. Executive Session was adjourned, and Open Session resumed at 11:20am. Director Carey made a motion to allow the Men's Golf shed to remain in the current location subject to the location working for Ranch and community events. Evaluation period will be one year from today at which time the location will be reevaluated. If the location is found to be an issue, Men's Golf has agreed to move the shed to the approved location. Motion was seconded by Vice President Erdekian and approved unanimously.

Open Session was closed, and Executive Session resumed at 11:30am. Secretary Dries made a motion to resume Open Session. Director Randall seconded the motion. It was a unanimous decision to resume. Vice President Erdekian made a motion to provide a bonus to a CRR employee. Director Beveridge seconded the motion, it was a unanimous decision to approve. Vice President Erdekian made a motion to withdraw as the organizer for the Steel Stampede. The event area will be offered to the promoters on a rental basis. Motion was seconded by Director Randall and approved unanimously. Vice President Erdekian made a motion to modify a prior decision regarding a golf member. The motion was seconded by Director Carey. The vote was six in favor and one abstain. President Vickery had already left the meeting. Motion carried.

Secretary Dries made a motion to adjourn the Work Session at 12:14pm. It was seconded by Director Randall and approved unanimously.

Crooked River Ranch & Maintenance Club
AGENDA AND MINUTES
THE ALTERNATIVE FUNDING COMMITTEE

Thursday, August 3, 2023, 10 am.

Type of meeting Regular

Meeting Chair Sheryl Jones

Committee Members

Sheryl Jones – Chairperson Julia Randall – Vice Chair Ann Light – Associate
Burt Thompson – Associate Birk Bowrie - Associate

Speakers (must be approved prior to meeting)

Please sign in and state topic of interest.

Personnel / Member of CRR BOD

Please sign in

Other Observers (must be approved prior to meeting)

Please sign in

Secretary

AGENDA

I. Call To Order

a. Roll Call

*Committee Members Ann Light, Sheryl Jones, Julia Randall
Absent: Burt Thompson, Birk Bowrie

*Additional Attendees N/A

b. Current Agenda – August 3, 2023

*Review approved

*Additions / Deletions none

c. Minutes -July 6, 2023

* Read / Revisions none

*Approval yes

II. Old Business

a. Confidentiality Forms Outstanding Burt Thompson

ba. Review of Sam.Gov and Grants.Gov - Ann Light, Birk Bowrie and Julia Randell submitted requests to

Sam.Gov for admission to current HOA and Lions Club foundation. Sheryl Jones to respond to requests prior to August meeting.

b. Account approvals – responses were made to requests and waiting for site to process approvals.

c. Future grants opportunities

1. Fire Mitigation

2. Electric Charging stations - Birk Bowrie to contact Special Roads department to obtain as much information as possible on traffic counts made in 2022-2023 concerning patterns of vehicle numbers, times and speed on CTR.

3. Viability of areas in upper ranch for development of small business, food service and rest areas. Sheryl Jones to obtain zoning maps of map for both Deschutes county with emphasis on non – residential areas.

4. Each member to come back with 5 proposed projects - to be continued

d. Forms and binders to Burt Thompson – still in process

V. Additional Action Items or Items of Interest Please limit time to 5 minutes and come prepared with specifics on topic(s)

a. attendees Look for areas in commercial zoning that have Shade, electric service, room for seating, bathroom facilities and possible room for coffee vendor on Shad or Chinook

b. visitors n/a

* Current none

* Future none

III. Grants In Process

a. Ongoing Grants – Lions OSFM Grant status – No changes

IV. New Business

a. Review progress of Sam.gov requests.

add new requests for Grants.gov

b. Account approvals – responses continue to be made and still waiting for site to process approvals.

c. Future grants opportunities

1. Electric Charging stations - Birk Bowrie to contact Special Roads department to obtain as much information as possible on traffic counts made in 2022-2023 concerning patterns of vehicle numbers, times and speed on CTR.

2. Viability of areas in upper ranch for development of small business, food service and rest areas. Sheryl Jones to obtain zoning maps of map for both Deschutes county with emphasis on non – residential areas.

3. Each member to come back with 5 proposed projects - to be continued

4. Pickle ball group to pursue new funding and options to locations of courts.

review zone changes along north end of Chinook

Review viability of enclosed or partially enclosed sports center

set up informal meet with Jeff Co commissioner(s) on zoning variance process

d. Forms and binders to Burt Thompson – still in process

V. Additional Action Items or Items of Interest Please limit time to 5 minutes and come prepared with specifics on topic(s)

a. attendees Look for areas in commercial zoning that have Shade, electric service, room for seating, bathroom facilities and possible room for coffee vendor on Shad or Chinook - continue

b. visitors n/a

VI. Wrap-Up

a. Open Discussion General discussion on availability of Grants and Process to apply continued.

b. Additional topics or action items

* Current Grants wish list due still in process.

* Future in Process as more information is gathered.

c. Next Meeting Thursday, September 7, 2023, 10:00 am. Juniper Room

VII. Vote to Adjourn

PERSONAL NOTES:

Discussion:		
Conclusion:		
To do:	Responsible party:	Deadline:

ARC Minutes for New Application on July 24, 2023

Members: Gail DesBrisay(Chair), Nancy Lutz, Jim Hussey, Mike O'Brien and Malcolm White

CC: Judy LaPora and Mike Dries-Liaison.

Guests: Rich Hoffmann

Minutes from last meeting: Approved by Mike O'Brien and second by Nancy Lutz.

New Applications:

12680 Hood View Pl. Gonzalez. Ph #10. Lt #200. New Deck.

Approved

6805 SW Buckskin Rd. Martinz. Ph #02. Bl #39. Lt #03. Fence.

Approved

5794 SW Rim Rd. Hoffmann. Ph #03. Lt #406. RV Cover. Approved

9134 SW Sundown Canyon Rd. Davis. Ph #12. Lt #80. Replacing Existing Deck. Approved

15842 SW Tadpole CT. DeYoung. Ph #02. Bl #37. Lt # 31. Solar

.Approved

Notice from Deschutes or Jefferson County: 0

Verification of completed Application: 0

Next meeting on August 14, 2023 @ 3PM in Adm. Office.

ARC Minutes for New Application August 14, 2023

Members: Gail DesBrisay(Chair), Nancy Lutz, Jim Hussey,
Mike O'Brien and Malcolm White
CC: Judy LaPora and Mike Dries-Liaison

Guests: Norman Rodger

Minutes from last meeting: Nancy Lutz & Malcolm White

New Applications:

14506 SW Peninsula Dr. Rogers. Ph #03. Lt #163. New Garage/Shop,
Covered front porch. **Approved**

12405 NW Dove Rd. Lambert. Ph #05. Lt #043. Solar on Roof. **Approved**

7184 NW Rainbow Rd. Nunez. Ph #04. Lt #037. New fence. **Approved**

13959 SW Commercial Loop. Hansen. Ph #16. Lt #49. Storage
Units. (3). Chain Link fence. **Not Approved**

14450 SW Peninsula Dr. Proffitt. Ph #03. Lt #165. New fence. **Approved**

14984 SW Quail Rd. Steinke. Ph #02. Bl #420. Lt #001. Solar on Roof. **Approved**

16283 SW Chukkar Rd. Ferris. Lot Improvement, fence, Outbuilding **.Not Approved**

Notice from Deschutes or Jefferson County: 0

Verification of completed Application: 17

Next meeting on August 28, 2023 @ 3PM in Adm. Office.

CROOKED RIVER RANCH

CC & R Review Committee Minutes

July 18,2023

In attendance: Chair, Stephanie Proffitt, V Chair Mel Tellinghusen, Sec., Judy Gilliland, Mark Schneider, Gail DesBrisay, Jodie Gmeiner, CRR Admin Rep., Kara Burkhart, Jeff Co Reps, Scott Edelman & Jonathan Chandler

1. Consent Items:

- A. Agenda for today's meeting.
- B. Minutes for June 20,2023 meeting:
motion to approve by Mel Tellinghusen & 2nd by Stephanie Proffitt,
Unanimous to approve.

2. New Business:

- A. Update on Handbook – Kara to email to all members for review before next meeting. Then discuss any changes or corrections.
- B. Update on Committee filing complaints. Suggested guidelines presented to Committee. Changes discussed will be reviewed at next meeting for presentation to BOD for approval.
- C. CC&R Brochures that are included in Welcome Bag to new residents. The resident needs to come into the Admin Office to pick up.
- D. Confidentiality agreements were signed by all Members present. Absent Members will be given the form for signature at next meeting.
- E. Volunteer forms for all Committee positions need to renew every 3 years.
- F. Election signs/flags: an article needs to be written for the Telegraph as a reminder to all residents, as we are approaching the season.
- G. Review of New Complaints
 - 1. 23-20 – dtd 6/20/23 –non running cars & RV. One non running car on a trailer. No CC&R violation. Referred complainant to County for solid waste.
 - 2. 23-21 – dtd 6/22/23 --Weeds. Not a CC&R violation. Deemed invalid.
 - 3. 23-22 - dtd 6/28/23 – withdraw
 - 4. 23-23 - dtd 6/28/23 – withdrawn
 - 5. 23-24 - dtd 7/3/23 –Alphabet Flag – Rainbow flag hard to see unless wind is blowing & is in trees. Letter sent to seek ARC approval or take down.

6. 23-25 – dtd 7/13/23 – vacant lot Canyon – weeds – not a CC&R violation. Deemed Invalid.
7. 23-26 – dtd 7/13/23 – Trump sign. Sign is in back of a vehicle not property, fence or building. Invalid.

3. Old Business

A. Active 2022 CC&R

1. 22-15 – dtd 4-29-22 – debris & trash. County states this is a building site. Verbally asked to keep cleaned up. No progress. Building is complete but still no Occupancy permits granted. Residents are living in home. Mel & Johnathan will schedule a meeting with the owner by the end of July. Continue to monitor.
2. 22-30 – dtd 08-01-22 - Several inoperable vehicles/debris. Judy viewed & confirmed 5-7 vehicles (unable to verify if operable), utility trailers & a questionable working hot tub. Sent letter. Resident asked to talk with CCR committee & Mel & Judy met with her 9/12. She stated all vehicles are operable. Son is sorting metals. We asked if we could meet & discuss it with son. Her son did not want to meet with us. Mel drove by that afternoon & did talk with him. Progress but slow. On Jeff Co. log. County had provided 2 dumpsters & were not used. County gave them a **3/31/23 timeline** for full cleanup. County had closed but has now reopened after inspection. Continue to monitor.

B. CC&R 2023

- C. 23-08 – dtd 04-17-23 – 2 large tent structures missing material due to weather. Debris, junk, garbage & household items. Some progress made but not significant. County will look at mid-July. Jonathan, Mel & Norm will schedule a meeting with the owner by the end of July

D. Open Violation

1. 21-46, 47&48, & 22-03&21 – dtd 6/3/21 - Deemed open violation and fined. Property gets cleaned up for a short time then regresses significantly. Fine process has not worked. County closed on their log however keeps a close eye on the property. Committee wants to

check with Ranch Manager to see if we can do a sit down with resident, off site to try to help.

2. 20-08 – dtd 2/19/20 –6/22/22 deemed open violation by BOD. Class B & \$500 fine. Property is slowly being cleaned up. Will take a long time for full cleanup. On Jefferson County log. Johnathan and Mel to set up a meeting to introduce Johnathan to owner.
3. 22--25 – dtd 6-29-22 –inoperable vehicles & old appliances. April 2023 taken to BOD, deemed Open Violation and fined \$250. Property is in foreclosure & may be sold next month. Monitor

E. Review Deschutes & Jefferson Co's Active Complaints

1. Deschutes – no updates
2. Jefferson – 25 complaints. 5 new, 7 updates & 12 no change& 1 closed

Member Input:

Next Meeting August 15,2023 – 1:30pm – Juniper Room

NEIGHBOR HELPING NEIGHBOR COMMITTEE
JULY 2023

July was a busy month. Six applications were received. Five were approved for a total of \$1,080.66. One was deemed not eligible for assistance as their debt-to-income ratio was at 50% and they were unable to provide extenuating circumstances for assistance. Two applications are pending for August. Balance as of July 31, 2023, is \$1,112.19.

Karen Atwood
Neighbor Helping Neighbor Coordinator

To: Crooked River Ranch BOD
Fr: Judy LaPora, Ranch Manager
Date: 8/10/23
Re: Administration Monthly Report for July 2023

Significant Events/Accomplishments:

- On July 1st, we hosted the annual CRR Independence Celebration which included a parade, vendors, Lion's BBQ, CRR Canyon Quilters Quilt Show, Lion's Club Train, entertainment and more. Brenda took the lead in organizing and facilitating the event. Good job, Brenda. Everyone seemed to have a wonderful time.
- The Annual Election preparation was done in July. The number of initial ballots to be mailed on August 1 is over 2150. Thank you to the volunteers who readied the ballot packets!
- Tammy stayed busy, processing 968 payment transactions. She mailed out 7 Welcome Packets in addition to her daily duties of first line customer service both walk ins and phone. She made 35 replacement membership cards. She also answered questions and handed out Summer Rec applications, oversaw the rental of the Coyote's Den Multi-Use facility for a 2-day disc golf tournament, and reserved the tennis courts for a 3-day pickle ball camp. Tammy also handles all of the facility rentals, such as Mac Park, the Juniper Room, etc. Summer is a very busy time for events so keeping the calendar is an important job.
- Kathleen Rafiq, our new Telegraph Editor, produced a great first edition. She is in full swing getting the second edition together. We are lucky to have found such a good fit.
- Kara processed 11 HOA demand requests and 7 changes of ownership. She also completed 68 auto-debit billings for the 5th and 67 for the 20th of July as well as 106 monthly billing invoices and 17 newsletter accounts. She was able to collect \$3100 from seriously past due accounts not with the collection attorney. Attorney accounts paid \$700. She had no lien filings or lien releases this month but did send 37 intent to lien letters and 14 past due letters. Kara also processed 4 CC&R complaints, processed, and mailed 7 CC&R letters and 7 inspection reports.
- Brenda continues to attend BOD Work Sessions and Regular Meetings as a backup minutes taker. She also maintains the kiosks, selling advertising signs as well as stocking and cleaning, writes the monthly article for the Redmond Chamber Newsletter and provides customer service. She also worked with the volunteers preparing the ballot envelopes for mailing and processed 9 ARC applications.
- Jan continued with her normal duties which includes receivables, payables, payroll, reconciliation of all bank accounts, balance sheet accounts, fixed assets and more as well as working on the back-end issues with Foreup and Firefly. One of the overwhelming areas for July was compiling and uploading the items requested for the annual audit. Unfortunately, this process was complicated due to the fact that both Foreup and Firefly were brought online prior to the end of the fiscal year and the transition had numerous issues. Jan has worked tirelessly to sort it all out and provide our auditors with the information needed to complete the audit.

Respectfully submitted,
Judy LaPora, Ranch Manager

JULY 2023 GENERAL MAINTENANCE REPORT

August 7th, 2023

All Areas: The Fire Marshall's report on his follow-up visit indicates that we have addressed all issues from his initial visit and have no further deficiencies.

Independence Day Event: We cleaned up and put away everything that was used for the barn dance, parade, and the event in Mac Park.

Rentals: One side of the office duplex rental was leased to a massage therapist. She will be opening sometime in August.

Mac Park: The Men's Golf Club erected a storage shed behind the pavilion in Mac Park. The location and size of the shed were not exactly as authorized by the Architectural Review Committee, so new approvals for those changes are being sought by the club.

RV Park: The frost-free faucet for the RV Dump station wash-down hose developed a crack in the bottom of the pipe and was replaced. An underground electrical line in D-Loop failed and was replaced with a new cable in conduit. SepTech's quarterly report on their inspection and maintenance of the three engineered septic systems in D-Loop was good with no issues reported.

Pool: The new ADA lift mounting plate was installed in the pool deck. The lift was tested and is ready for use. A new closer/hinge was installed on the main entrance gate. A gasket on the small pool's filter system was replaced. The chlorine pump-head for the large pool failed and was replaced. New handrail covers were installed. An additional staff member was hired to maintain staffing levels when the pool manager leaves for college on August 11th. A staff member has been appointed to fill her place for the remainder of the year.

Ball Field: We repaired two major breaks in the Ball Field irrigation laterals. Even though the pipes are buried 24 inches down, these breaks were apparently caused by cars parking on the field for the Steel Stampede. The sprinkler sockets along these lines were flagged but the four laterals could still be driven over. In the future, the entire length of the lines should be flagged or barricaded, and vehicles kept from driving over them.

North Pasture: The construction of the 670-foot section of fence along BLM land on the south side of the pasture is complete.

Fire Abatement: I have contacted James Osborne, the new Fire Abatement Specialist in the Prineville BLM office. We had some discussion of past and possible future projects, and he indicated he would notify us when grants become available and that he may be able to assist with our applications.

General: First Aid kits were inventoried and replenished by Central Oregon First Aid, LLC. 84 Fire extinguishers from all departments were serviced, tested, and certified for another year. The small lawn between the Clubhouse and Swimming Pool was dug out to eliminate the toxic Myrtle Spurge plants that had invaded the area. Top-soil and amendments will be brought in, and sod grass will be laid down to replace the lawn. Weed abatement work continued all month. The road department ordered a large container for the trash that had accumulated in the bone yard. We loaded the trash with a backhoe, and it was hauled away.

Respectfully Submitted by: Michael Knoke



To: Judy LaPora, Ranch Manager
CC: Kari Vickery, President CRR C & MA
From: Randy Ballard, PGA
Subject: July Update of Operations
Date: August, 5th 2023

Golf Shop Operations

Overview:

It felt like a standard July here in CO; it was an average temp of 79.63* and never reached triple digits at the warmest being 99*. Also, there was no precipitation measured and the wind was below 7mph on average. This all breaks down to perfect golf weather. The last few days of the month we began to see a little smoke in the area; but nothing bad enough to shut us down.

Significant Events/Accomplishments:

- \$19,193 (7%) more in total revenue than July 2022
- 329 more paid public rounds YoY (Rack/Discounted)
- At 5,654 rounds, This July *was the most rounds I've ever hosted in a month* since I started at Crooked River Ranch at the end of May 2020 (4 seasons). The second most was July of 2020, my third month employed, at 5,477 rounds.
- We have been cranking out rounds, 5,654 divided by 31 days is just over 182 rounds PER DAY. To put this in perspective and to sound more impressive, we space our tee times at 9min intervals, sending off 7 start times or only 28 players per hour. So, we AVERAGE over 6.5hrs of solid golfers per day for all 31 days. We get our butts kicked!
 - We engaged each customer, sometimes two to three times, in conversation, check them in, take their money, sell them merchandise and take phone calls all while watching and starting the first tee. This is why I asked about faster internet with my entire business, phone, tee sheet and POS all being tied to the internet. It

went down on me 3 times Thursday the 3rd. Though only 3-8min of down time each this time around these 3 events it still puts our operation to a halt.

Opportunities:

- I have enabled GolfNow to sell our tee times on their site for a few trade rounds, no out of pocket marketing expenses for us. They have just over 3 million users currently in their database and are constantly pushing rounds.
- Golf Moose has still been helping fill Mon-Weds after 12p. Though heavily discounted, these sales fill dead spots and get rounds on the sheet (butts in seats) which we hope to then sell merchandise to them as well.

Potential Shortcomings:

- Smoke – Fires are still burning in the area. We have been very lucky so far
- Heat – We started August with some near 100* days but now have cooled off back to high 80's. When it gets hot our tee sheet will die after 12/1230p.

Looking Forward:

- It's the time of year when I start thinking about losing some of my younger staff in a few weeks
- We are all helping each other with shifts so we don't burn ourselves out; this is about when we start falling apart physically and mentally and need to stay strong through September's end
- Let's keep selling out our tee sheet and making this money while we can; you never know what Winter will bring

Best,

Randy Ballard, PGA

CRR GOLF SHOP MONTHLY SALES REPORT

July 2023

Golf Shop Sales Report

July	2023	2022	% Chg
Days Closed:	0	0	0.0%

REVENUES	July '23	July '22	Variance	% Chg	YTD	Previous YTD	Variance	% Chg
Greens Fees	172,239.00	149,033.50	23,205.50	13%	442,066.80	379,309.00	62,757.80	14.20%
Annual Pass Revenue	4,979.00	4,210.00	769.00	15%	213,464.50	218,737.75	(5,273.25)	-2.47%
Cart Rentals	43,768.00	44,080.00	(312.00)	-1%	134,766.00	130,372.25	4,393.75	3.26%
Merchandise Sales	33,489.88	37,959.50	(4,469.62)	-13%	100,427.40	99,790.80	636.60	0.63%
Driving Range	5,886.07	6,498.00	(611.93)	-10%	17,861.57	18,062.00	(200.43)	-1.12%
Cart Storage Fees	770.00	250.00	520.00	68%	30,912.50	33,327.00	(2,414.50)	-7.81%
Miscellaneous Sales	163.75	71.00	92.75	57%	395.25	509.00	(113.75)	-28.78%
Totals	\$261,295.70	\$242,102.00	\$19,193.70	7%	\$939,894.02	\$880,107.80	\$59,786.22	6.4%

GOLF ROUNDS	July '23	July '22	Variance	% Chg	YTD	Previous YTD	Variance	% Chg
1 Rack Rate Rounds	1,398	1,553	(155)	-11.1%	3,661	4,130	(469)	-12.8%
2 Prop. Owner Rounds	183	109	74	40.4%	437	337	100	22.9%
3 Discounted Rounds	2,193	1,709	484	22.1%	5,993	4,433	1,560	26.0%
4 Annual Pass Rounds	1,715	1,765	(50)	-2.9%	5,124	5,454	(330)	-6.4%
5 Employee Rounds	91	48	43	47.3%	222	134	88	39.6%
6 Industry Comps	24	25	(1)	-4.2%	89	63	26	29.2%
7 Donation/Trade Rounds	50	217	(167)	-334.0%	232	449	(217)	-93.5%
Total Rounds Played	5,654	5,426	228	4.0%	15,758	15,000	758	4.8%

Punch Cards Sold	18	21	(3)	-16.7%	31	41	(10)	-32.3%
2022/23 Golf Passes	Property Owner				Outside Passes			
	This Month	T-M-L-Y	Diff.	% Chg	This Month	T-M-L-Y	Diff.	% Chg
P.O. Single	3	3	0					
P.O. Couple	1	1	0					
PO Junior	3		3					
Non-Prop Single Full					1		1	
Non-Prop Single Wkdy					1		1	
NO Couple Full					1		-1	
NO Couple Wkdy							0	
NO Junior							0	
NO Afternoon ONLY							0	
Totals	7	4	3		2	0	2	
	This Month	Last Year	Difference	% Chg	This YTD	L- YTD	Difference	% Chg
					214	233	(19)	-8%

1 Includes weekday and weekend rounds for juniors, seniors and regular guests at regular posted rates.

2 Weekday and Weekend rounds at posted property owner rates.

3 Includes all promos, specials & twilight rounds at regular posted rates.

4 All rounds that are discounted including large groups, special member events, visitations, etc.

5 All Annual Pass Rounds

6 All Employee rounds

7 All Industry comp rounds

8 Donations and Trades

TO: Judy Lapora, CRR Administrator
FROM: Richard Jensen / Golf Maintenance
Date: 8-13-2023
RE: monthly report

Overview: Hot and dry dominated the weather patterns for the period. Once again, it appears gremlins have set up house in our weather station as it did not record any data for the month. All the following info, daily temps, averages, etc. came from observations from Weather.com at their reporting location on the Ranch... wherever that may be. For the period we were above average for both high and low temperatures; lows – five degrees, highs – nine degrees with zero measurable precipitation. Still cooler temps than last July but hot for golf. Our drought conditions continue throughout the state. As usual, labor shortages continue to plague the golf maintenance department. Additionally, Kevin had an unexpected health issue occur that will severely limit his task load until he has surgery in September and potential two-month recovery following surgery. I've had a couple of applications submitted recently; we'll see if either individual is serious about employment. To that end, Judy suggested we place the available positions on Indeed since they received several applicants after posting the available general maintenance supervisor position on this site. We'll see how well that works for our situation. We were scrambling all month trying to keep up with mowing demands alone. With the July weather patterns, tournament load and staffing shortages there's never a dull moment in the golf maintenance department. Waning daylight hours have caused us to push our regular starting time back from 5 am to 5:30 am. We will continue to push our starting time back in half hour increments as necessary to be able to see while performing morning maintenance tasks. As observed in past years, turf loves wildfire smoke and despite the above average temperatures the course is holding its color very well.

Significant Events/Accomplishments: In early July our area's new fire marshal paid a visit to our facilities. He identified some issues in the golf maintenance facility that needed immediate attention. There were a few small issues that we corrected prior to his return visit. Most were rather trivial in the grand scheme of things, but one will present a challenge for us heading into cooler fall months. Since it was not certified for a commercial operation, we had to remove the in house manufactured waste oil burner that has been the main heat source in the mechanics shop for several years. I will touch more on this subject later in this report. All issues identified by the fire marshal have been corrected to his satisfaction. High irrigation demand has kept Justin hopping keeping things hand watered and making repairs as needed. Justin has hit the ground running and is doing an admirable job irrigating the course. Both outhouse vaults were pumped. All greens received two applications of the following: three foliar fertilizers of differing analysis at light rates, two fungicides at preventive rates, a wetting agent for moisture control and an herbicide for moss/weed control.

Opportunities: With our busy July tournament schedule, irrigation demands and low staffing levels, we continue discovering just how much we can accomplish on the golf course.

Potential Short Comings: The unexpected removal of our waste oil burner from the mechanics shop has left us without a viable heat source in this building. I did not expect, or budget, this expense. With cooler months just over the horizon, we will find an affordable effective heat source for this building.

Looking forward, fall greens aeration is scheduled for September 11 & 12. Since we were unable to perform this practice in the spring, we will be pulling cores this fall rather than utilizing solid tines. Just keeping up with daily maintenance tasks will keep us very busy in the upcoming period.

Respectfully Submitted,
Richard Jensen GCS

TO: Crooked River Ranch Board of Directors

FROM: Road Department

DATE: 8/07/2023

Re: Monthly Report for July 2023

Overview: Road Grading, Ditch work, Deer

Road Maintenance: Our daily duties include fueling equipment, setting out signs and the porta potty, watering roads and transporting equipment. We spent two and half weeks doing ditch work on Nighthawk. This included digging ditches along both sides at the bottom of the hill, installed four culverts and built check dams. In this process we hauled off 24 loads of trash dirt, dumped and spread 25 loads of gravel and two loads of rip rap to build the check dams. We then graded and rolled the entire road. The rest of the month we graded and rolled several roads. They are as follows: Tarpon, Haddock, River, Folley Waters, Cinder cone Loop, and Sandy Place. We added one load of gravel at the road edge on Sandy Place to help with the big dip from people pulling out. We also graded and rolled Chickadee for the fourth time this summer. It keeps wash boarding up due to high-speed traffic.

Vehicle Maintenance: We swapped the 770 grader blades once at the beginning of the month and then put a new set on the last week of the month. We greased the 770 graders, 310 backhoe, and Volvo water truck. We also took the Volvo water truck to OMCO in Prineville to have a new driveline built and replaced on the Hydraulic pump as the old one just flat wore out.

Misc.: We gathered up all the fire extinguishers for the annual service check, dropped them off and picked them up. We spent several days pushing up gravel that was delivered to the yard. We filled the outhouses for Golf Maintenance and cleaned up and organized around the shop.

Deer: We picked up 4 deer this month and had to make a trip to Knott landfill in Bend.

Signs: We had to replace the stop sign, post and street sign at the North end of Steelhead as it went missing.

Town Trips: I made four trips to town this month for parts and repair work.

Respectfully

Jordan Jones / Road Supervisor

RV Park – MONTHLY REPORT – JULY 2023

OVERVIEW:

I can't believe July has gone by. It has been a month with high occupancy, so many guests to try to satisfy. We are juggling picnic tables around as needed, since we are short tables. Many weekends the park was completely full. Overall, I'm pleased that our guests are generally quite congenial, and there have been few problems. We did have a dog get too close to a porcupine. A painful lesson.

The Willie Nelson Farewell Tour brought a lot of extras to Central Oregon and they were looking for RV/Tent space anywhere! RV Parks and campgrounds were very full.

INCOME:

Income for July is slightly above June, which is AWESOME!

	<u>2022</u>	<u>2023</u>
Camping:	\$76,007.77	\$90,585.40
Extended Stay:	\$0	\$ 1,300.00
Merchandise:	\$1,239.00	\$ 4,581.54
RV Park Income:	\$ 471.00	\$ 687.75
Dump Station:		\$ 1,353.04
Reservation Fees:		\$ 2,142.00
TOTALS :(BEFORE TAXES)	\$74,166.13	\$100,649.73*

*These numbers reflect deposits for future reservations

PROJECTS:

I am pursuing those callers interested in long term stays this winter, and beginning to send out applications. We are planning our advertising to address this area as well.

We have had to dig in the D loop to get some poorly run power lines into conduit.

We are renting the gazebo out more, and having to lock up the power when not rented. People have been running extension cords for years to the different tent sites that don't pay for power. We have put an end to that loss.

We are now raking out sites between guests, and it looks so much nicer.

We have more trees dead and dying. Their removal is costly and the loss of summer shade is profoundly felt by the guests. I have applied for assistance with the trees through the CRR Ranch Enhancement project. We have to remove 8 more trees and chip the debris and grind or pull the stumps. We will donate the wood to the Lions group to sell to residents for firewood.

Submitted by:

Julie Inman

RV Park Supervisor

Collection Report
As of 8/18/2023

Date	Customer Type	Balance	Difference	# of Accts	Difference Owing
March 20,2023	All	335,859.92		643	
April 13, 2023	All	315,054.82	-20,805.10	597	-46
May 12, 2023	All	285,599.90	-29,454.92	537	-60
June 19, 2023	All	785,154.42	499,554.52	1939	1402
July 17, 2023	All	494,743.09	-290,411.33	996	-943
August 18, 2023	All	398,528.08	-96,215.01	740	-256
March 20,2023	Semi Annual	52,077.20		314	
April 13, 2023	Semi Annual	34,130.44	-17,946.76	270	-44
May 12, 2023	Semi Annual	17,421.72	-16,708.72	217	-53
June 19, 2023	Semi Annual	447,593.43	430,171.71	1605	1388
July 17, 2023	Semi Annual	164,000.45	-283,592.98	658	-947
August 18, 2023	Semi Annual	84,081.83	-79,918.62	405	-253
March 20,2023	Pmt plans/Auto Debits	53,494.29		255	
April 13, 2023	Pmt plans/Auto Debits	47,027.99	-6,466.30	249	-6
May 12, 2023	Pmt plans/Auto Debits	35,774.03	-11,253.96	243	-6
June 19, 2023	Pmt plans/Auto Debits	93,825.42	58,051.39	254	11
July 17, 2023	Pmt plans/Auto Debits	86,689.30	-7,136.12	261	7
August 18, 2023	Pmt plans/Auto Debits	70,393.70	-16,295.60	258	-3
March 20,2023	Attorney	135,829.30		49	
April 13, 2023	Attorney	110,964.68	-24,864.62	45	-4
May 12, 2023	Attorney	109,472.44	-1,492.24	44	-1
June 19,2023	Attorney	120,523.86	11,051.42	45	1
July 17, 2023	Attorney	121,121.62	597.76	44	-1
August 18, 2023	Attorney	121,120.84	-0.78	44	0
March 20,2023	All F/C, BK, Etc	94,449.13		25	
April 13, 2023	All F/C, BK, Etc	122,931.71	28,482.58	33	8
May 12, 2023	All F/C, BK, Etc	122,931.71	0.00	33	0
June 19, 2023	All F/C, BK, Etc	122,931.71	0.00	33	0
July 17, 2023	All F/C, BK, Etc	122,931.71	0.00	33	0
August 18, 2023	All F/C, BK, Etc	122,931.71	0.00	33	0
March 20,2023	1/2 Lots	0.00		0	
April 13, 2023	1/2 Lots	0.00	0.00	0	0
May 12, 2023	1/2 Lots	0.00	0.00	0	0
June 19, 2023	1/2 Lots	280.00	280.00	2	0
July 17, 2023	1/2 Lots	0.00	-280.00	0	-2
August 18, 2023	1/2 Lots	0.00	0.00	0	0

Note: Semi Annual balance and number of accounts includes small late charge balances and credit balances in which homeowners prepay. Balances also include unpaid transfer and other fees.

AR Log for August 21, 2023

AR Log for August 21, 2023				
ACTION OFFICER (*CONTACT)	TASK	STATUS	TASK DESCRIPTION	COMMENTS
M Knoke Sheryl Jones 1	Fire Abatement Project No. 1 - CRR owned properties	On-going	To reduce fire danger, all CRR-owned property to be surveyed for junipers and other brush to be limbed up or removed working with Well Springs, CRR Fire Department and Ranch personnel.	8/7/23 - Supervisor Knoke will meet with S Harley and T Bell on August 8 to discuss areas that will need fire abatement treatment.
M Knoke Randy Peterson 2	Fire Abatement Project No. 2 - Lower Pasture	On-going	To reduce fire danger on lower pasture. Lower pasture community garden project	7/17/23 - In talks with Charlie Smith for additional mowing in lower pasture along Chinook. Small brush hog is being used for areas around preimeter. 8/7/23 - No Change
M Knoke Sheryl Jones 3	Fire Abatement Project No. 3 - BLM Project	On-going	To reduce fire danger, all public lands adjoining CRR-owned properties. Ranch personnel and volunteers are working with BLM to identify areas of need. The total acreage on this project is about 1031. Areas are on the south side of the ranch and along the Deschutes River. Also 10 acres near Otter Bench Trailhead	12/5/22 - BLM is completing burning disbris piles from the thinning project. 12/19/22 - two areas left to burn before completion. - 7/17/23 - BLM has completed most unite of the Steelhead Falls project. Will continue this winter. 8/7/23 - No change
K Vickery 4	Commercial Loop Improvements	On-Going	Clean up appearance of Commercial Loop.	8/7/23 - President Vickery reported that another convex will be delivered mid-August. Sign stating "Appointment only" will be posted in front. Back fence is scheduled for late August/early September.

Ranch Enhancement Committee Project Status Summary
21 August 2023

1. Pool ADA assist chair installation complete.
2. Pool lounge chairs purchase complete.
3. Horse mounting block modification/installation (Panorama meadow) complete.
4. RV dedicated pool declined.
5. Hiking trail project tabled for definition from trail committee, FANs and Jefferson County grant status.
6. Bike path project tabled for more complete definition and actual proposal.
7. Split rail fencing in front of Admin declined.
8. Split rail fencing between Clubhouse and Pro Shop declined.
9. Weighted umbrella bases (6) approved for purchase pending BOD approval.
10. Tree enhancement project for RV park approved for implementation pending BOD approval.

Processing of future project applications between now and October 15, will be decided based on scope, cost and ease. Committee will then go into recess until 2024. Carryover balance based on project approvals estimated to be approx. \$11k.

Some Key Points of RV Park Tree Project:

- * Cost not to exceed \$14,440.
- * Removes dead trees and debris by licensed 3rd party.
- * Grinds all existing and newly created stumps.
- * Firewood goes to Lion's Club to support scholarships fund.
- * Digging, backfilling, planting included.
- * Transport of trees to RV Park included.
- * Trees are grown locally, purchased locally.
- * Shade enhancement is critical to entice bookings.
- * No use of scarce Ranch staff resources is required.
- * Complete mapping of removal, and planting is done.
- * Reduces liability issues from errant golf balls.
- * Healthy RV Park bookings support peripheral businesses.
- * Healthy RV Park bookings protect HOA potential subsidy.

CC&R REVIEW COMMITTEE HANDBOOK

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Authorization for CC&R Committee

Excerpts from the CRR Policy & Procedures Handbook {Revised July 3, 2023}

4.12 Committees – Roles, Responsibilities and Board Oversight

The Crooked River Ranch Board of Directors is supported by a number of established committees and ad hoc committees which act according to Board policy and direction. Committees are strongly recognized and supported by the Board as an essential part in maintaining the livability and sustainability of the Association. Committees are comprised of volunteers who are members of the Association or otherwise approved by the BOD. At times, there may be a need for Board members to serve actively on a committee at the direction of the Board.

The BOD will conduct an annual review of each established committee for the purpose of identifying areas where the Board can better support the committee and determine if the role, requirements or expectations of the committee need to change. The BOD will provide some type of annual recognition for all committee members.

The Board shall define the roles, requirements and expectations and confidentiality requirements for each committee, as well as the term of ad hoc committees. The committee shall elect a chairperson and secretary each year. The committee will review applications for membership in the order they are received and will recommend applicants to be approved by the Board. The normal term for a member of an established committee is three (3) years, with the exception of the Architectural Review Committee, whose members are elected annually by the Association's members, and the Nominating Committee, which is appointed annually by the Board.

Once a committee member has completed their term of service, they may reapply for membership on the committee; however, to encourage maximum participation, every consideration should be afforded to new applicants. The term for a member of an ad hoc committee ends when the committee reaches the end of the term established by the Board. A person may be a member of up to two regular committees and two ad hoc committees at the same time. A member may be removed from a committee by action of the committee or the Board prior to the end of their term. The Board liaison will work with the committee chair to help provide basic skills on how to conduct effective meetings, and an orientation for new committee members.

4.15 Established Committees

A. Architectural Review Committee (ARC): The role of the ARC is to review all property improvement applications for compliance with the established CC&Rs. The committee shall work with county authorities to have a cooperative relationship which supports the work of the committee. The committee shall review all property improvement documentation forms and sign requirements yearly and submit recommended changes to the Board for approval. Application forms for construction and sign requirements can be found on the Association website. Members of this committee are elected by the members of the Association yearly. (See section pertaining to ARC and BOD nomination and election for guidelines on applying for membership in this committee.)

B. Budget/Audit Committee (BAC): The role of the BAC is to provide both an operating and a capital expenditure budget to the Board for its review and adoption. In addition, the BAC makes recommendations concerning the funding of the Capital Reserve Plan (CRP) to the Board for review and adoption. The BAC, based on its findings, shall recommend to the Board the amount they feel should be transferred to the CRP during the next fiscal year. (Resolution 2010-04-19)

C. CC&R Review Committee: The role of the CC&R Review Committee is to investigate CC&R-Violation complaints submitted on the approved form; adjudicate whether claims are valid; seek voluntary abatement of valid claims; and recommend actions to the Board where voluntary abatement efforts fail. It works closely with county code enforcement on problems that represent county code violations. It is also responsible for recommending to the Board refinements to the Crooked River Ranch CC&R policy, processes and documentation as the need arises; plus providing education to homeowners and renters regarding CC&Rs and county code requirements.

CC&R REVIEW COMMITTEE CHARTER

Approval Date: For Year(s): 2023-2024

Name of Committee: CC&R Review Committee

Type of Committee: ☐ Ad Hoc ☒ Standing

Number of Committee Members: Up to 12

Projected Length of Service for Committee: Ongoing

Confidentiality Requirements:

- Confidentiality form signed.
- Identities of Complainants are to be held confidential, unless agreed upon by complainant – such as in legal action.
- Deliberations of the Committee are confidential and names of property owners under investigation are not to be identified in minutes which are submitted to the Board and public.
- Unless otherwise determined by the Board, briefings of specific cases to the Board are to be done in executive session.

Expectations for Committee:

- Length of committee members commitment: 3 years – Appointed by BOD
- Projected number of meetings per year: 12 (cannot miss more than 3 consecutive meetings)
- Provide monthly minutes to Board.
- Meetings to be held at – Juniper Room on 3rd Tuesday of the month at 1:30pm

BOD Liaison is –TBA

Role - To support the Board of Directors in the enforcement of CRR Covenants, Conditions and Restrictions (CC&Rs)

Purpose:

- Investigate CC&R/Code Violation complaints submitted on the approved form, decide whether claims are valid, seek voluntary abatement of valid CC&R claims and recommend actions to the BOD where voluntary abatement efforts fail. If there is a county code violation, send instructions to the complainant to file the complaint directly with the County. Include a county complaint form.
- Maintain a working relationship with Jefferson County and Deschutes County code enforcement officers to deal with problems that represent county violations.
- Keep complainants informed throughout the process, until the case is closed.
- Keep the BOD informed of the macro effort by periodic reports made in executive session.
- Recommend to the BOD refinements to CC&R enforcement policy, processes and documentation as the need arises.
- Provide education to homeowners regarding CC&Rs and county codes.

Benchmarks to Evaluate Progress & Accountability:

- Periodic reports to BOD on new cases, closed cases, status of abatement and presentation of individual cases where voluntary abatement fails for BOD determination of an “open violation” and approval of additional measures.

Financial Impact: Legal counsel will be needed for non-voluntary abatement- each instance will be approved in advance by the BOD.

COMMITTEE OFFICER RESPONSIBILITIES

Chairperson/Admin liaison

- Chair Committee meeting
- Review incoming CC&R/Code complaints.
- Review, approve and sign Committee correspondence.
- Review and approve draft minutes of meetings, approve draft for submission to the Committee for official (final) approval.
- Provide periodic briefings to the Board of Directors on Committee actions.
- Present Committee recommendations for specific CC&R enforcement actions to the Board of Directors for decision.
- Serve as advisors to the Board of Directors concerning CC&R enforcement policy and adoption of rules clarifying CC&R requirements and prohibitions.
- Serve as liaison with Jefferson County and Deschutes County code enforcement officials on issues involving Ranch properties.

Vice Chairperson/Admin liaison

- Fill in for Chairperson, as necessary.
- Review incoming CC&R/Code complaints and assign 2 people to inspect via email. CC staff liaison for follow up.
- Prepare for Chairperson's review correspondence tailored to complaints – letters to property owner, complainants and other organizations involved in CC&R and county code enforcement, as appropriate.
- Serve as liaison with Ranch Manager and other Association Staff involved in the CC&R enforcement process.
- Serve as liaison with the Architectural Review Committee, Special Road District and CRR Fire Department, as needed for CC&R Enforcement issues.
- Work with the secretary, chair, and admin liaison to keep Committee Handbook current.

Secretary/Admin liaison

- Keep notes for Committee meetings, prepare draft minutes and email them to the Chairperson/Admin liaison. Distribute draft minutes to Committee via email along with a 2nd copy redacting (omitting) names and addresses to the admin liaison for inclusion into Board of Directors monthly meeting reading package.
- Forward Committee working files of complaints, Committee correspondence, inspection reports and all other material bearing on the enforcement process to Admin liaison.
- Assist the Vice Chair and Admin liaison with changes to the Committee Handbook and other documents assigned to the Committee by the Board of Directors. (Examples – Draft enforcement policy paper and draft rules.)
- Work with Admin liaison & Chairman to prepare meeting agenda.

CC&R REVIEW COMMITTEE OPERATIONS

CC&Rs

- A declaration of covenants, conditions & restrictions (commonly referred to as “CC&Rs”) is a common feature of developments and homeowner associations. In general, CC&Rs describe the rights and obligations of the membership to the association and the association to the membership. They are legally binding on all property owners and run with the land – so all successive owners are legally bound to their provisions.
- Originally adopted in the early 1970s under the Ranch’s developer, each of the 16 phases has its own set of CC&Rs but the major provisions that involve obligations and prohibitions are pretty uniform.
- Copies of the Association’s CC&Rs are supposed to have been provided by the title company to new owners prior to or during the closing on the purchase of their property. The Association website contains a complete selection of the Ranch CC&Rs and a hard copy may be obtained from the Administration office upon request for a fee.

CC&R/Code Enforcement

- The Board of Directors has approved the principle that the enforcement of the Ranch’s CC&Rs is to be a complaint driven process. In the absence of a formal complaint, no enforcement actions will be taken.
- If a member (property owner) of Crooked River Ranch Club and Maintenance Association (CRR&MA) or other CRR resident believes there is a violation of CRR’s CC&Rs, or of county codes on any property under the purview of the Association, that person has the right to initiate an official complaint against the property owner or resident.
- There are many reasons to maintain confidentiality of the complainant -the party initiating the complaint – and **it is the policy of CRR to make every reasonable effort to keep a complainant’s identity confidential**. CC&R Review Committee Members are charged with making sure that their actions do not undermine that policy.

COMMITTEE FILED COMPLAINT PROCEDURE

Mission: Our primary objective is to investigate complaints generated by Ranch residents. In some cases, due to the nature of the problem it may be necessary to initiate a complaint from within the committee. Committee generated complaints will be kept to a minimum.

- Maximum of 4 committee complaints allowed per year, any additional ones would need HOA BOD approval before proceeding.
- Complaint must be driven by complainant not initiated/requested by another person.

- Any member may write up a complaint form, turn into Admin for Admin liaison to email a copy to each CC&R committee member with complainant's name redacted.
- EVERY committee member must physically go view the property.
- At the next scheduled CC&R committee meeting a vote by show of hands to be taken. In order to proceed it must be unanimous.
- If the vote is to proceed, then the complaint form is submitted as usual to ADMIN and will go through the normal process.

The Complaint Process

- The enforcement process begins with the complainant completing, signing, and submitting to the Administrative Office a copy of the **CC&R/Code Enforcement Complaint Form** – which may be obtained in hard copy from the Office or downloaded from the Administration website.
- While the Association does not have the authority and does not enforce county codes, the CC&R Review Committee works closely with county code enforcement officers for the benefit of the Ranch community. If found to be a county code violation a letter will be sent to the complainant stating what violation is county and include county complaint form. A courtesy letter will be sent to the violator letting them know they have a county violation.

Administrative Staff Support

- The Admin staff will ensure that all key information (identified on the form with an asterisk) has been filled in, the entries are legible, and the form has been signed certifying that all information submitted on and with the form is true and accurate to the best of the complainant's knowledge. Additional sheets may be added to the complaint form, but there must be a clear statement of the details of the complaint in the space provided on the first page.
- Once a complaint is received, the admin liaison will assign the complaint the next open case number, verify owner and information provided by the complainant against Association and/or County records, fill in office use only area. what additional information is available from those records and initial any information added.
- A case file will be created that will include original complaint, tracking sheet, inspection reports and any correspondence that takes place filed in the admin office CC&R file cabinet. A copy of the complaint will be filed in the property file.
- A "pdf" file of the first page of the complaint as well as any supporting documents will be emailed to the CC&R Review Committee, Ranch Manager and BOD Liaison. A hard copy is available upon request.
- The Admin Staff will transfer key data from the form to the Excel CC&R Office Master Log. An updated log will be provided at monthly meetings with active, closed, county etc.... status.

CC&R Review Committee Action

- Upon receipt of a new complaint the committee will review their information.
- If a complaint comes in that is clearly not a CC&R violation such as dog issues or Bureau of Land Management regulations staff liaison would email to committee stating that, ask them if they agree and then mail appropriate form letter to complainant.
- Deal, as required, with complainants and owners of properties which are the object of complaints.

Inspection Phase

- The committee's officers or staff liaison will assign 2 committee members to investigate the claimed violation within 5 **business** days by email. -Members of the Committee must recuse themselves from investigation of any property in which they have a relationship (personal, legal, social, or business) with the owner or resident, or they are a close neighbor of the property.
- Each assigned inspector will be provided with a copy of the complaint form, by email (hard copy available by request) and will be given any special instructions from the Chairperson, Vice Chair, Secretary, or admin liaison. **Inspectors must maintain impartiality and confidentiality.**
- Inspectors must also respect the personal and property rights of the owner and resident of a property being inspected – inspections are limited to viewing from roadways and, in some cases, from neighboring properties with written permission of the owner or occupants of that property. Such permission may be authorized by the complainant checking and initialing the appropriate box on the second page of the complaint. Even with the authorization noted and initialed on the complaint form, inspectors should contact complainants before entering the complainant's property.
- Inspectors need to pay careful attention to the portion of the complaint form dealing with known or suspected hazards at the location and **at no time are they are to place themselves in personal danger.**
- Photos capturing the essence of reported violations of CC&Rs and/or county codes are particularly useful for adjudication whether complaints are valid and for communicating that fact to property owners and renters. Such photos need identifying data – the inspector taking the photo, the date it was taken, the address of property photographed and the location from which the photo was taken. Photos with key information should be submitted with the inspection report. **Digital format is the best way to insert the photos into correspondence to graphically illustrate a problem that needs to be abated.**
- The Administration Department may provide Committee Members with a CC&R Review Committee **Photo** ID, which can be shown upon demand during an inspection or in discussion with a complainant.
- When the initial inspection is done or if two inspectors are assigned, they may operate independently of each other or as a team. In the latter case, each inspector should sign the investigation report.
- Complete inspection reports should be expeditiously emailed or turned over to the admin liaison which will in turn email a pdf copy to the Chair, Vice Chair and Secretary. Reports turned over to the admin liaison become part of the official case file and may play a role in legal actions undertaken by the Association Board of Directors. Consequently, they need to be signed and dated by inspectors.
- When a follow up inspection is done, only one of the original inspectors needs to complete unless in question of abatement being satisfactory or not. The inspector in question should request the other original inspector to do their own inspection. All reports need to be turned over to the admin liaison.

Follow-up Committee Action

Assessing Validity of Complaint

- If the assigned investigators cannot agree on the validity of a complaint, the Committee will discuss it at their monthly meeting or via email. If there are some extenuating circumstances, a complaint case may be placed “on hold” for further investigation by the committee.
- Inspection results will be discussed at the next scheduled Committee meeting or via email between meetings. Based on inspection reports and any additional relevant information, complaints will be judged to be “valid”, “not valid”, or “not proven”. In the latter case, it must be shown that there was insufficient evidence to evaluate the validity of a claimed violation.

The Complaint is judged “Not Valid” or “Not Proven”

- Admin liaison will mail appropriate form letter which notifies the complainant that the Committee judged the complaint to be either “not valid” or “not proven” and the case was closed. The complainant may request an opportunity to appeal that by contacting the Admin Office.
- Sometimes, the Committee may determine a complaint is directed at a situation that does not violate either CC&Rs or county codes, but nevertheless has grounds for concern. In such a case, the Committee may send a letter to the owner of the property against which a complaint was made making a recommendation on how to deal with the issue to avoid future similar complaints. If so, then a letter will also be sent to the complainant reporting the action taken.

The Complaint is Judged Valid

- While it may not always be successful, voluntary compliance with the CC&Rs and county codes is always the preferred solution to problem(s) identified in complaints. Convincing someone to take care of his or her problem is the most cost-effective way of dealing with any nuisance. If a complaint is investigated by the Committee and judged to be valid, the first step toward abatement will be communication via letter to the property owner (and to the resident, if other than the owner). This notification letter will clearly state the substance of the complaint, explain that it is judged by the Committee to have merit and request the owner deal with problem(s) noted. This letter may include a photo of the problem(s) if deemed helpful. Excerpt of the violation from the CC&Rs or County Code will be included. Contact by telephone or in person may also be made with the owner or occupant, if judged appropriate but not in place of a letter as a letter provides a clear indication that a problem exists and could serve as a document trail should legal action be needed.
- The non-compliance notification letter will be signed “CC&R Committee” but will be sent out by the Administration liaison-which will file a copy in the CC&R case file. The letter addressing a complaint will request that the property owner make contact within 15 days of the letter’s date. Possible solutions are (a) that the Committee re-inspect the property) (b) commitment to abate with a plan of corrective action that includes timelines that eliminate the problems within a reasonable time, (c) a commitment

to meet with Committee representatives to explain why corrective action has not been or cannot be taken, or (d) a request to appeal the Committee's judgment on the validity of a complaint.

- In some cases, the Committee can request that a letter to a property owner regarding a CC&R or code issue be sent via certified mail. The 2nd and 3rd letter are sent certified. The date of the outgoing letter and requested response will be entered into the admin liaison calendar for follow-up time frames as well as in the case file database.

Possible County Code Issues

- Complaints that have been investigated by the CC&R Review Committee have included issues that involve our CC&Rs, some that involved Deschutes or Jefferson County codes, and some that have involved both our CC&Rs and county codes. The Association does not have the authority to enforce county codes, so any letter involving a county code issue will include that statement, plus the fact that the Committee works very closely with the county code enforcement officers for the benefit of our community. In such cases, the Committee's letter is advisory – it will note that inspection in response to a complaint “appears to be a violation of a county code”. It will provide an excerpt dealing with the issue from county codes for owner's information. The committee will also send a letter to the complainant with said excerpt and a county complaint form requesting they submit a complaint to the county for enforcement.
- The Board of Directors has assigned the Committee the task of educating property owners and other residents of relevant county codes. So, this effort is aimed at helping property owners to identify and deal with county code issues without escalation to the counties, and thereby, assist the counties' limited enforcement resources.

Dealing with Failure to Abate or Respond to First Letter

- Failure on the part of the property owner to respond to the non-compliance letter within the time allotted, will lead to a second warning letter sent by certified mail that notes voluntary compliance is always the preferred option, but there are other options and failure to comply within 15 additional days could lead to additional discretionary action by the Board of Directors.
- When all attempts at achieving resolution on a voluntary basis fail, a violation case will be taken to the Board of Directors by the CC&R Review Committee chair or vice chair with a recommendation that the case be declared an “open violation” and for further action to be taken.

Dealing with Refusal to Comply with CC&Rs – BOD Options

The Board may take the following actions to deal with an open violation referred to it by the CC&R Review Committee:

- If the violation is for failure to maintain the owner's lot, the Board may choose to implement its authority under Article VI, Paragraph 1 which allows the Association to enter a lot that the owner has

refused to properly maintain and conduct appropriate maintenance and to assess the cost to the owner – upon reasonable notice. The letters sent to owners in this situation by the CC&R Review Committee note the authority granted to the Association by this CC&R provision and state that the letters represent a start of the reasonable notice process. The letters sent by the CC&R Review Committee also note the Board approved the rate of \$75 an hour per person involved in clean up, not including the equipment and vehicle costs.

- The Board could decide to deny to the property owner membership rights of access to and use of Ranch recreational and service facilities – such as pool use or member rates for golf – as noted in a legal counsel’ opinion.
- The Board could levy a fine
- Finally, the Board can decide on taking legal action against the property owner. CC&R Article XI, Paragraph 1 deals with enforcement of the CC&R provision and states: “the Association shall have the right to enforce by any proceedings at law or in equity, all restrictions, conditions, covenants, reservations, liens and charges now or hereafter imposed by the provisions of this Declaration.” Thus, the Board can consult with legal counsel on options available and costs involved in civil litigation over a CC&R issue.

A fuller discussion of the enforcement options is contained in the CRRC&MA Policy & Procedures Handbook, Appendix A, Crooked River Ranch CC&R Rules of Enforcement Procedures which was updated by the Board of Directors July 3, 2023

COMMITTEE FILED COMPLAINT PROCEDURE

Mission: Our primary objective is to investigate complaints generated by Ranch residents. In some cases, due to the nature of the problem it may be necessary to initiate a complaint from within the committee. Committee generated complaints will be kept to a minimum.

- Maximum of 4 committee complaints allowed per year, any additional ones would need HOA BOD approval before proceeding.
- Complaint must be driven by complainant not initiated/requested by another person.
- Any member may write up a complaint form, turn into Admin for Admin liaison to email a copy to each CC&R committee member with complainant's name redacted.
- EVERY committee member must physically go view the property.
- At the next scheduled CC&R committee meeting a vote by show of hands to be taken. In order to proceed it must be unanimous.
- If the vote is to proceed then the complaint form is submitted as usual to ADMIN and will go through the normal process.

CROOKED RIVER RANCH CLUB & MAINTENANCE ASSOCIATION

Board of Directors Agenda – Work Session

Wednesday, September 6, 2023

- I. Call to order
- II. Roll call
- III. Special topics
 - a. Announcement of Election Results – Zack Harmon, Capstone CPAS
 - b. New Board Members - Oath of Office and Seating
 - c. Election of Officers
 - d. Board Assignments – Information Only – Assignments will be on September 18, 2023, Agenda
 - i. Committee Liaison
 - ii. Advisors
 - 1. Administrative Services
 - 2. Facility Services
 - 3. Golf Operations
 - iii. BOD Teams
 - iv. Committee Review Assignments
 - v. Proposed Calendar for BOD Meetings
- IV. A/R log Review
- V. Regular Board Meeting Agenda Review - September 18, 2023
- VI. Jefferson County Commissioners Meeting – September 13, 2023
- VII. Vote to Adjourn to Executive Session if Needed