SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
SROA BOARD ROOM VIA ZOOM
May 15, 2020

DIRECTORS PRESENT: Bob Nelson, Keith Mobley, Jim Fister, Jackie Schimd, Gerhard Beenen, Mike Gocke, Gary Bigham, Mark Murray and Brad Skinner

STAFF: James Lewis, Hugh Paicic, Keith Kesaris, Leslie Knight, Susan Berger, Joe Healy, Mark Smith & Jesus Mendoza

The meeting was called to order at 9:00 a.m.

OWNERS IN ATTENDANCE: 4

OWNERS FORUM: Dennis Dishaw, 6 Ochoco Lane noted the increase in pathway users and suggested additional signage for educating users on bike courtesy when approaching pedestrians. Public Works Director Mark Smith, who was in attendance, noted some efforts were made in the past regarding this issue and he would be happy to set up a time to meet with Mr. Dishaw to discuss further.

Bill Burke, 24 Yellow Pine Lane, just listening in as an observer.

Kevin Fox, 5 Summit View Lane, referenced a letter he submitted to the Board and staff relative to the Recreation Plus Program (RPP) and his options considering the COVID-19 pandemic including a full refund. Mr. Fox stated that he paid in full for ten passes and feels disadvantaged.

Randy Schneider, 6 Dixie Mtn. Lane supports giving a refund on Member Preference Program card purchases for 2020 and noted the noise that was coming from a commercial building on Cottonwood Road seems to have been completely shut off and is no longer an issue.

Dick Luebke, 11 Vista Lane just listening in as an observer.

2019 MAGISTRATES REPORT: Sunriver Magistrates 2019 Annual Report: Sunriver Magistrate Jo Zucker was present via Zoom to present her annual report of activities for 2019. Ms. Zucker reported a fairly routine year although she is dealing with two owners who have been relatively non-responsive. As a result, fines for those owners have been doubling and accumulating. One owner has been completely unresponsive to letters, telephone messages and emails. Another owner had a representative attend the hearings related to their violations but has been unresponsive to the fine assessed by the Magistrate, so these have been turned over to the SROA Accounting Department.

Ms. Zucker also noted there were two requests for appeal hearings to the Judicial Council this year which is quite unusual. In both cases the decision of the Magistrate was upheld, however, a result of having two requests for appeal hearings in one year lead to the formation of a working group to review the appeal process guidelines. That group was just getting started when the COVID-19 virus struck and their efforts ground to a halt. Ms. Zucker is hopeful that group can regroup soon to complete their review.

Ms. Zucker noted the total number of violations issued in 2019 was 217, an increase from the 2018 total of 165. Of the citations issued in 2019, 23 were warnings and 194 went before the Magistrate. A total of $23,965 (slight discrepancy due to open cases) in fines was assessed and of
that, $16,820 was paid and $7,030 was sent to accounting for collection. As in the past, the highest fines were attributable to offenses involving unauthorized tree cutting or damage to trees. Additionally, one owner received 15 “Performing work without Design Committee approval” violations along with six citations for “Miscellaneous items stored improperly”. Seventeen of these assessed fines have gone to the accounting department for collection. These violations are not those which are subject to “stepped-up” penalties however, overall the stepped-up fine schedule that was approved by the Board a couple years ago has been very effective in the Magistrate’s efforts to gain compliance.

There were 115 citations issued for violations of Sunriver Rules and Regulations. The vast majority (69) were for ladder fuel violations (an increase of 38 from 2019) which carry relatively high fines that are subject to the stepped-up fine schedule. There were 25 citations for noxious weeds compared to 19 in 2019.

There were only 7 citations issued for illegal parking, down from 46 in 2018 and 73 in 2017. Last year, two were issued as warnings, 21 were written off as uncollectable, 11 paid the “pre-pay” amount, three were dismissed and seven paid the entire assessed fine.

Ms. Zucker continues to provide as much consistency as possible while considering aggravating and mitigating circumstances when assessing a fine. As always, the goal is to seek compliance and educate owners about rules and guidelines in place, while also providing owners the opportunity to be heard and fairness for property owners in Sunriver. The Board thanked Ms. Zucker for her work as Magistrate for the community and for attending today’s meeting.

**COVID-19 UPDATE**

GM Lewis reported that currently the SROA facilities remain closed and staff continue to follow the directives put in place by the Governor’s office with all employees wearing masks, practicing proper social distancing, washing hands frequently, etc. Staff receives new updates on an almost daily basis and are monitoring both the Governor’s and the county’s re-opening plans closely and taking the necessary steps to adhere to and implement existing and new directives as they become available.

Deschutes County’s re-opening plan was approved by the Governor’s office yesterday. That approval, coupled with the state re-opening plan allows businesses, restaurants and some state parks to re-open beginning tomorrow with conditions. The plan from the Governor’s office is somewhat vague regarding travel requirements. What was previously listed as “non-essential travel” is now listed as “limited travel” which tends to leave it up to interpretation. The ban on short-term rentals expired yesterday and the Deschutes County Commissioners chose not to extend that ban beyond today’s date so we can expect an uptick in nightly renters.

The SROA Communications Department is spending a good amount of time keeping the website updated and eblasts are being sent out as necessary to those owners who have signed up to receive emails from SROA. The messaging is concise and complete and provides links to many useful resources. Staff is receiving a lot of positive feedback on the website and the vast amount of information that is readily available to visitors to the site.

GM Lewis noted that staff has been prepping for the re-opening of some SROA facilities for some time and are prepared to re-open in our new limited capacity. Staff just received the guidelines for the re-opening of Fitness and Recreation Facilities late yesterday afternoon and are now reviewing those guidelines to ensure compliance moving forward.
In this first phase, some tennis and pickleball courts, the disc golf course, the fitness facility and member services will be allowed to open. Member services and the fitness facility will have limited hours and be available by appointment only beginning on May 21st. A link will be provided on the SHARC page of the SROA website, www.sunriverowners.org, where owners can reserve a 60 minute time slot at the fitness facility and 15 minute time slots with member services.

Disc golf will also be available, and users are encouraged to bring their own discs. Tennis and pickleball will be available by reservation only and owners can call 541-593-5707 to reserve a court time. Currently we don’t have enough staffing in place to open more than just the Tennis Hill courts but staff is hoping to expand to more courts soon.

Rules of participation will be posted at the above referenced locations and hopefully participants will abide by those rules for the good of the whole. Signage will be placed throughout SROA facilities reminding guests of the protocols. Beyond that, we must trust that people will employ their own individual accountability for following those rules.

The Resort and the Village at Sunriver are both preparing to re-open businesses and services as well and it was advised that people seeking more information check the websites for those entities. Their websites are: Sunriver Resort www.sunriver-resort.com and the Village at Sunriver www.villageatsunriver.com.

What must remain closed at this time are the swimming pools, basketball courts and playgrounds. This is due to the physical contact inherent with those type activities.

Director Fister commented that the bike patrol staff have already started their patrols, which is three weeks earlier than originally scheduled to complete their training. The Police Department has also called back a few of the Citizen’s Patrol bike unit to assist. They will all be out on the pathways this weekend as well as Memorial Day weekend educating people on bike path etiquette and rules education where necessary.

GM Lewis noted the number of calls staff is getting to ask the Association to stop people from coming to Sunriver. SROA’s governing documents do not afford the ability to regulate short-term rentals or to prohibit a non-resident owner from coming to their Sunriver home. Any enforcement would have to come from the county or the Governor's office, and they are limited in their ability as well.

Director Skinner thanked GM Lewis and the SROA staff for the excellent job everyone is doing in maintaining services to owners while dealing with this unprecedented pandemic.

**SROA/SSD COVID TASK FORCE UPDATE**

The taskforce has held two meetings and have addressed many of the issues the Board has just been discussing regarding entering Phase I of the reopen plan for the state. The taskforce is striving to maintain constant, clear coordination and communication in endeavoring to ensure the same messaging is coming from SROA and the Fire and Police Departments.

One thing that has already been addressed is more signage for the pathways. As Director Fister mentioned the Bike Patrol have started earlier than normal and SROA is ready and willing to help them if needed. Continued communication is the key element of that taskforce. The SROA website will continue to be updated as frequently as necessary to ensure the most current information is available.
NORTH POOL COMPLEX UPDATE
Assistant GM Keith Kessaris reported a lot of activity has occurred over the past few weeks and is quite visible. He encouraged the Board to drive by or to watch the live feed of the project via the SROA website, www.sunriverowners.org > Departments > Recreation > North Pool > North Pool Renovation Project. Crews are currently working on the equipment building as many of the utilities will be fed from that building going forward.

Public Works Director Mark Smith, who is up at the project on a daily basis, reported that some of the foundation work has started and is moving along nicely. The building structure itself will commence in the next week or two. All the sub-contractors are coordinating and working well together and are getting a lot accomplished. Staff is currently working closely with the pool contractor to ensure all the necessary equipment is ordered.

Weekly meetings with SROA staff and the general contractor, pool contractor, architect and designer continue to ensure everyone is on the same page. These weekly meetings are very beneficial for all parties involved. Some COVID-19 restrictions are in place that affect the number of sub-contractors that can be at the site at any given time. This has affected productivity of the project overall and will most likely push the completion date to some time in October.

IAMP TASK FORCE UPDATE
Assistant General Manager Keith Kessaris reported the task force met last week and reviewed their most recent draft of the plan they are preparing to present to the Board in June. The task force will review the document one final time prior to it going to the Board to ensure any last-minute edits have been addressed. The report is currently 20+ pages and will include an Executive Summary as well as the process the task force utilized in preparing their report. The Board can expect to be provided a Power Point presentation at the June meeting that will assist them in making informed decisions regarding amenities going forward.

Assistant GM Kessaris spoke to the hard and detailed work of this taskforce and further thanked taskforce members Pat Hensley & Jill Stephens for their willingness to create the above-reference report and Power Point presentation for the Board. The taskforce is satisfied with their work and look forward to presenting the information to the Board next month.

SSD RESOLUTION 2020-004 RENTAL REGISTRY DISCUSSION
GM Lewis reported the Sunriver Service District (SSD) Managing Board, at their April 16, 2020 meeting adopted SSD Resolution 2020-004 requesting SROA create a rental property registry. The resolution cites the impact vacation renters have on the safety and livability of Sunriver as cause to create said rental registry. Parking, noise, wildfire threat, etc. are some of the items the SSD feel could be more easily addressed if a rental registry existed and potential issues could be addressed before they occur via education and communication.

The resolution goes on to cite SROA’s rule making ability as to the reasoning behind why SROA should both create and monitor the registry. It suggests the creation of a taskforce comprised of owners, property managers as well as SSD & SROA representatives to discuss what would be the primary reason for the registry, what elements should the registry include, is there a fee, what exactly would the registry be used for, etc.

Director Beenen noted one huge aspect of such an endeavor is who will ensure the registry is kept up to date because that is NOT a trivial task. GM Lewis added that while a good number of owners use a property management company there are a lot of owners who rent their homes via VRBO, Air B&B,
FlipKey, etc. meaning we would have to rely on the honesty of those owners to comply with the rules regarding nightly rentals. These individually rented properties could prove to be more of a challenge and may necessitate the need for a business license of some type. Depending on what the information is going to be used for, it was noted that just as important is who exactly would have access to this information? Assistant GM Kessaris noted that all owners who partake in the Recreation Plus Program (RPP) receive a poster that the owner is asked to post in their home near where their passes are kept. The poster not only includes pathway rules but general Sunriver rules and regulations are included on the poster as well. Whether or not the owner posts the sign, we have no way of knowing, but we do request and encourage them to do so.

Director Fister, who also serves on the SSD Managing Board, commented on the fact that this is a request, not a binding agreement from the SSD and he believes it is important that we start somewhere. A number of these issues such as number of allotted parking spaces, noise complaints, lack of pathway etiquette, etc. are not new problems and have been talked about many times without a clear-cut resolution. Perhaps this is a good starting point in an effort to get ahead of some of these problems before they occur.

Director Fister went on to say that, the SSD wants to be a willing participant and feels it has good working relationships with the property managers that could prove to be beneficial moving forward. The Board held a discussion regarding this proposal and agreed that education and positive, helpful communication are imperative to the potential success of a proposal such as this.

Director Fister suggested forwarding this proposed resolution to the SROA Covenants Committee for their review and input as a first step which may provide the Board with some clarity regarding opportunity versus reality.

GM Lewis commented that he and SSD Administrator Debbie Baker have discussed the fact that even if all parties may be on board, it is too late to create and administer a program such as the SSD is suggesting for 2020. It would better for all involved to work on this after the summer months and be prepared to forward it to the Board for consideration for 2021. A number of the Board members support the idea of this proposal going to the Covenants Committee for review prior to formation of a task force.

**REVIEW OF 5/16/2020 AGENDA**

The Board reviewed the agenda for tomorrow’s regular board meeting.

**OTHER BUSINESS**

GM Lewis followed up on a question at last month’s meeting regarding the EOP (Emergency Operations Plan) reporting that Natural Resources Director Patti Gentiluomo is now working with retired forester Joe Stutler on updating the plan for Sunriver. Mr. Stutler recently provided his input which staff is now reviewing and after which they will seek input from fire and police.

GM Lewis also reported on some housekeeping items staff would like to have made relative to the SROA Communication Policy. The Board will be provided copies of the proposed changes later this afternoon and barring any obstacles, it will be added to the agenda for approval at tomorrow’s regular meeting.

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

Director Bigham moved to recess the public meeting and adjourn into Executive Session under the authority given in the Sunriver Bylaws, Article IV, Section 10 to discuss contractual, personnel and legal matters that may be subject to a claim of privilege. Seconded by Director Schmid, motion passed unanimously.
The public meeting recessed at 10:35 A.M.

The public meeting reconvened at 1:00 P.M.

There being no other business, President Mobley asked for a motion to adjourn.

Director Fister moved to adjourn the public meeting. Seconded by Director Schmid; motion passed unanimously.

The meeting adjourned at 1:02 P.M.

Respectfully submitted,

Gary Bigham, SROA Secretary