

River Ridge Board of Directors Meeting September 12, 2020

Board Members Present: Terry L. Milligan, President (Boating and Fishing)
Kevin Jetter, Vice President (Golf Course, Maintenance)
Connie Suddueth, Treasurer (Architecture)
Anne Singleton, Secretary (Communications, Entertainment)
Robert Frazier (Pool, Security)
Drea Butler (Beautification)

Property Owners Present: 30

((Note: Since the last meeting, Don Derrico resigned as Board Vice-President and Head of Security)).

The meeting was called to order and opened with a prayer at 10:00 a.m. by President Terry L. Milligan at the Clubhouse Pavilion. Everyone stood for the Pledge of Allegiance to our flag. The President reminded us to practicing social distancing.

Secretary (Anne Singleton): August 22, 2020 minutes were reviewed. A motion was made to accept as presented, 2nd by Connie Suddueth, motion carried.

Treasurer (Connie Suddueth): Connie Suddueth presented the treasurer's report (attached).

Cash as of August 31, 2020	
Operating Account:	\$462,982
Money Market:	\$755,547
Reserves:	\$456,682
Outstanding Dues:	\$ 66,148
Water/Electric:	\$ 31,400
Tribunal	\$ 2,662

Results of the 3-year audit are in. It was a positive report. The auditor's made a suggestion to formally document mileage to and from the bank with an app such as MapQuest. The auditors were pleased with our new Property Management Software that allows better reporting, easier tax filing and internal auditing.

Open Discussion: When maintenance does a job, will the program track materials and labor?

Connie Suddueth: They record it on paper; we have not yet implemented that aspect of it. Kevin Jetter made assurances there were good documentation measures in place.

Architectural (Connie Suddueth): Committee member include Mike Matthews as Co-Chair, Keith Saunders and Bill Suddueth. She does not go to any private property to complete a building app unless at least 2 members are present. Architectural receives an average of 4 building applications weekly. The most recent requests are for walls, fences, mobile homes and a 4th tiny house.

Maintenance (Kevin Jetter): There is a plan in place to be more proactive with work orders. He is there 3 times a day following up. Estimates for Black-Topping roads that are currently black topped (a portion at the time) have been requested. Maintenance has a new vehicle mechanic and that is saving PO's money.

Entertainment (Anne Singleton): Nothing to report.

Security (Robert Frazier): Going well so far. Currently I am interim Head of Security. If I get this position permanently, I do have plans to make some changes. Security needs at least 2 volunteers to be 9-1-1 operators. Must have a home phone and call waiting.

Boating and Fishing (Terry L. Milligan): New handrails have been installed at Groundhog Fishing Pier. PO's are complaining about people parking too long in the 24-hour slips. Someone ran over 2 directional signs which will be replaced. Decking will be replaced at Deerchase. Unfortunately spots fill up quickly. The designated jet ski parking area is working well, only one issue last week. I try to work with the PO by contacting them directly to resolve issues before they receive a ticket.

Pool (Robert Frazier): The pool will remain open only on Friday, Saturday and Sunday for a few more weekends until it gets too cold. We will play it by ear with Mother Nature.

Golf (Kevin Jetter): The course is continuing to get better. Mike Matthews is Co-Chair. We are getting more and more play. It is busy enough that golfers are having to wait to start. Sooner or later we will begin requiring tee times. The course is steadily making money. The vehicle mechanic for maintenance is also repairing and maintaining the golf carts which is saving money. There are plans in the works for improvements.

OLD BUSINESS:

Terry L. Milligan: LED lights have been purchased and will be installed (after the electrical upgrade is complete) at the boat docks to improve visibility and reduce bug swarms. By next year it will be law to have all LEDs. Kevin Jetter: The electrical upgrade should be in place by September 18, but there will continue to be a period of time to full completion to allow for clean up of pedestals, culverts, etc. LED installation after the electrical upgrade is complete.

Anne Singleton: The Board voted to put on a "spring timer" at the Pits so people can turn it on for 1 hour and would go off if not in use and not stay on all night. The timer never got installed.

Robert Frazier: I prefer the current timer that goes off at 1:15 a.m. because after that time there are more security/safety issues. In my opinion right now it works perfectly.

Kevin Jetter: It was overruled by a previous board member.

Connie Suddueth: We need to bring that up in session today.

Terry L. Milligan: We bought the timer so the Pits would go off at a certain time/quiet time=12:00. The timer would allow POs to turn it on for 1-hour intervals. We either need to turn them off at 12 or change the blue rules quiet time.

Open Discussion: Kids may play with the timer. What about disturbing day campers? The PO's pay the dues, not the day campers. We should abide by blue rules. Is 12:00 quiet time? When will we be able to go to the clubhouse? Terry L. Milligan: Talk to your Governor about that. Everything we do is mandated by the Health Dept. We are abiding by the rules of the State and

the Health Department. Leave it the way it is. Does it bother anyone until 1:15 a.m.? Motion made to shut off at midnight. Motion made to leave it as is. Let's make a motion to leave it 1:00 for Friday and Saturday nights and midnight other nights. Then change the blue rules. Rules were previously changed to accommodate extra quiet time for kids while school is in session. We would have to have two different timers. Someone would have to change them manually. Terry: According to Blue Rules quiet time is Sunday-Thursday from 10-8 during the school season and Friday and Saturday quiet time is 12-8. When school is not in session quiet time will follow Friday and Saturday time. Can we exclude common areas and events? We are a resort community, not a retirement community. Quiet time doesn't mean you can't play cornhole, it just means you can't be loud and if lights aren't on, you can't play. ((Robert Frazier made a motion to leave timer as is and the BOD will discuss at Executive Session, 2nd by Connie Suddueth. Motion passed)).

OLD BUSINESS:

Al Golden states if we are following all the governor's mandate on Covid. Let's discuss why we are still smoking in our buildings? Anne Singleton: We planned to find a solution at the next meeting back in the spring, but we did not have another meeting because of Covid.

Open Discussion: Make a designated smoking area. People have allergies and health Terry: The BOD will discuss at Executive Session today.

NEW BUSINESS:

Anne Singleton: We are looking into a nonethanol gas pump (and regular pump as well) most likely on the golf course grounds; open dawn to dusk. This will be a major convenience for all of us to fill our boats, skis and golf carts. Prices will be competitive. We are looking into a convenient-type store that would have bread, eggs, a lunch counter and possibly beer and wine (pending our ability to get an ABC permit). I have researched how Americamps does their store and was impressed. The store would possibly be designed into the golf course because it is already staffed. We need to spend a little money to make money. The PO's here want things and we must find a way to fund them. We are looking into the feasibility of a Park Manager as part of our Vision 2025 plan for RR to move forward. Projects get started and never finished. The BOD will still have oversight of a Park Manager if we go that route.

Open Discussion: Will there ever be credit card machines at the pool to pay for things? There is currently no Wi-Fi available for this. There would be expenses of a phone line, paying for the credit card machine and paying bank fees. Drea Butler has called Verizon about possibly getting a cell tower specifically to use a credit card and the new gas pumps. Self-pumps are way more expensive than it would be to pay in the ProShop. Everyone is encouraged to hold questions for the Round Robin.

Drea Butler: According to the Health Department if we opened up the Clubhouse and Kountry Kitchen we would have to maintain a 6' distance, shut down and sterilize every 2 hours and come up with rules and plans that would need to be submitted to the Health Department beforehand.

Open Discussion: There may be big changes after the November election. Cannot do rentals for the same reason. The risk to RR is too great. Just like the Pits, not everyone is willing to comply with the rules. Who is willing to block off 6' areas and sterilize and clean every 2 hours? Who will monitor compliance? ((Robert Frazier made a motion to continue the shutdown, 2nd by Kevin Jetter, motion passed.)) We are also planning electrical upgrades at the front gate for Holiday Lights, entrance lighting etc. to get rid of all the extension cords. Also possibly installing power at the Clubhouse pavilion and resolving the water supply issues at the sink. The BOD will discuss this

further (along with the expense) and inform property owners of the expense involved before any decisions are made.

Robert Frazier: We need at least 2 volunteer 9-1-1 operators. This requires you have a home phone and call waiting. No one volunteered.

Terry L. Milligan: The BOD is asking for a volunteer to be Sergeant at Arms? No one volunteered.

Connie Suddueth: Last month the office began emailing some electric and water bills. 993 were printed and 431 were emailed. This month, 834 printed and 683 emailed. Emailing saves RR postage. Hopefully, this trend will continue. Prices we are paying for Propane has gone up, but RR prices have not increased in a long time. Recommend a \$3 per tank increase for 20-, 30-, 40- and 100-pound tanks. Which would still save PO's 25% and make a profit. Robert Frazier suggests rethinking a \$3 increase across the board as it should cost more for a 100-lb tank than say a 20-pound tank. The bigger the tank, the more increase. (The BOD will discuss propane pricing further). If you currently have a post box up front, please let the Association Office know your box number. The treasurer is trying to find owners who no longer use their box. There appears to be about 33 unused boxes. Our attorney says we must fully investigate ownership and send letters.

Terry L. Milligan: I am addressing issues I have seen on FB and through the forum. The BOD is currently asking for volunteers to be Sergeants-at-Arm for the meetings. The BOD is talking about raising the propane prices. The BOD is working with maintenance to repair ruts at Groundhog slips, possibly cementing. Kevin Jetter will get quotes for outsourcing a permanent fix. A PO wanted to know why personal contact information for all the Board members hasn't been made public. The BOD was polled and they are all willing to have their email (and possibly even a cell number) posted at the office and it will be posted on Grapevinenow.com. Previously some BOD members have been harassed over the phone to the extreme. We need a solution for the temporary parking at the front. Some PO's are taking advantage and leaving their vehicles or trailers there for an extended period. Also, some PO's are parking things on common property near their lot. Additional lights and new cameras have been purchased to be installed at the Dump and at the storage lot to catch violators who dump contraband. These are items that will be discussed at the Executive Session. Are Property owner's OK with going the wrong way on their Golf Carts or should we start enforcing one-way compliance on golf carts too? I am just bringing it up so we can talk about it. You don't have to be on security to tell someone they are going the wrong way.

Open Discussion: Some people must come in the wrong way to park their boat. Most PO's are friendly about it and will wait. The one-way issue is mainly with golf carts, not the few minutes it takes to park your boat or trailer. Flying golf carts are also a problem. Golf carts should never impede the movement of a car or truck.

Deerchase has 2 areas designated for trailer parking when it is attached to a truck. There should be no parking of cars or carts in these areas.

Open Discussion: Who owns the last lot on the right before you get to the water? The driveway may be common property. How long can a truck and trailer park there? Cars and carts often block the ability of a truck and trailer to pull in or back in. Along the shoreline there are 'No

Parking Signs.' There is room to park carts on the left. There are currently no 'Golf Cart Parking Only' signs. This sounds like a good idea. Any other new business?

ROUND ROBIN:

Terry L. Milligan: Please stand and state your name and lot number; you may speak once.

Charles Walker 58C: Three days a week I, along with other PO's pick up trash on Golf Drive and other common areas. I am concerned about the amount of trash/debris at the top of the hill at Leisure Beach. Can more trash cans be placed in that area? Kevin Jetter: Yes. People seem not to care about litter in the general areas. My wish is that more PO's would pick up trash as they see it because it's the right thing to do. This is our home.

Open Discussion: If you see someone litter, get their Lot Number and let security know. Beautification would like to plan 'Clean-Up Days.' A cardboard box laid in the road for 7 hours in front of the maintenance shop. Why didn't you pick it up? I waited to see how long it would take. RR employees should care more. Kevin Jetter: Will speak to maintenance about being more proactive in this regard.

Willie Saunders 84H: To Kevin: Are sewer lines in Hare in the middle of the street or on the side? You were supposed to follow up with me. We used to have asphalt in front of our property, until the electrical upgrade. Now it is gravel. Will maintenance make it asphalt again? It was originally paved and paid for by the PO's with the understanding that RR would maintain them. Kevin Jetter: If we do some of things brought up today to make more money, we can do more things. I will investigate and discuss with the Board. To Anne Singleton: Any profits from the potential store and gas pumps should go to RR, not the golf course. Anne Singleton: We have not decided at all as to how it should go. My suggestion was to put profits toward a specific project. We have got to start somewhere and the Golf Course is the most feasible location as there is already a structure in place; we will make it work and the BOD will discuss. There was a store here when I was a kid and it was very nice.

Sue Reeves 55C: Concerns about roads and ditches in front of my property. They do not drain properly. It has a domino effect on my street front and bulkhead. The timbers are beginning to lean. Please do not pave any of these roads until ruts are repaired. Kevin Jetter: Because of erosion, we had to put a pipe in. Please put in a work order/concern form. Anne Singleton: The Board did vote to get an engineer in here to address drainage issues. The same boat trailer with lumber on it has been in the parking area for a month. These PO's need to be encouraged to park in the storage lot. We need a name, lot number and boat number for everything that is parked there. I suggest charging a \$1 for a parking pass. This will make money for RR. President: We talked about this earlier, Robert Frazier will work on a plan. We need a better schedule for pumping propane. Maybe they can drop off and come back later to pick them up. If security handles propane, they need more trained volunteers on shifts. Kevin Jetter: It is hard to set a schedule for volunteers who work when they can.

Terry L. Milligan: As many of you know Don Derrico resigned. As of right now Kevin Jetter is interim VP and Robert Frazier is interim Head of Security and all this will be decided and made permanent in Executive Session. The BOD will also appoint Derrico's replacement.

Nancy Freer E107: Please place more trash bins at Leisure Beach (already discussed). We need a Park Manager. Anne Singleton: I agree, no more studies, I would like to see us move forward. It would be a disaster to sell alcohol in the store. I want 'no smoking' in any buildings. Why was September tribunal canceled? Terry L. Milligan: At that time, the BOD was told there were 5 positive Covid cases and one time, but there in fact was only 1 and the misinformation changed everything. That was a ton of money. Terry: The BOD is more concerned about safety than money. I would like to suggest changes to the HOA packages passed to the new buyers (this is a law). It would be nice to have an informational page on water, electric, etc. HOA packages need to include informational items that new owners would find valuable. Connie Suddueth: I task Nancy to come up with an information package that might include a map, subdivision plat, architectural guidelines, etc. Sellers don't always provide the new owners with gate cards. Can RR give at least one free card to start with? Connie Suddueth: I am thinking, if a lot is sold, the previous owner gate cards should be deactivated and the new buyer given 1 card and additional card for a fee of \$5. Plats we currently have in the office are not always accurate. The RR office now has access to Mecklenburg County Plats which will be a big help. Can we, as PO's report litterers? BOD: Yes.

Larry "Santa" Dean D129: I have a new chocolate lab, I am a responsible pet owner and pick up after my pet, can everyone else pick up after their dog as well? Can we set up a new pet stations throughout the park? Tell your kids and grandkids, there is a mailbox on my lot to place their Letters to Santa.

Marsha Mann F109: What is the authority of Security? Kevin Jetter: They can write tickets for violation of Blue Rules; belligerence, fighting, littering, etc. Last night I went to the Magistrate in Boydton and filed a formal complaint against a neighbor because of a certain situation. My husband got permission to park that trailer, to help an elderly neighbor, in temporary because of issues with this same neighbor. If we are responsible to pick up our dog crap, what about cat crap as well? I am frustrated. I have tried to get security involved. We could get the trailer out of temporary parking if this particular neighbor would park her own vehicles legally. She is parking against the rules and some of her vehicles are not registered. She is being vindictive. She tried to run me over with her golf cart. Connie Suddueth: She stated to me the little piece of curved asphalt is hers and she put it there herself. We need to investigate exactly where the property lines are and verify proper vehicle registrations. The board is already aware of this situation and it is on the agenda to discuss further. My second concern is about children driving golf carts without supervision. It's dangerous. Kevin: When I see it, I go straight to their parents.

Open Discussion: Some parents are aware and irresponsible. Get golf cart numbers and report them. All Golf carts should have visible numbers. Connie Suddueth: The BOD is aware of many of these issues and it is on the agenda for Executive Session.

Al Golden 92E: To Kevin Jetter...Do not use a weed eater on gravel, use spray. The parking lot looks bad. Since Don has resigned, will you replace him and when? Terry L. Milligan: The BOD will appoint at Executive Session today. Does anyone on the board have to be 'special' because I have noticed ya'll pick who you want. Terry L. Milligan: Would you like to be considered? No.

Shelly Kitchen 35G: We have issues with our sewer pump working overtime. Is a RR issue contributing to this? We do have a backflow valve in place. Kevin Jetter: Maintenance will look into this.

Paul Harvey 83M: Many issues today are housekeeping and could have been taken care of if we only had a Park Manager. If dues were raised \$7-\$9 per lot, this would pay for the cost of a Park Manager. This issue has been tossed around for 5 years. Anne Singleton: The BOD will discuss at Executive Session.

Margaret Faithful 44L: I want to address getting 9-1-1 updated. Many times we need to know who the lot belongs to. My current information is outdated. Another issue is that if I have a meter that is locked out and I do not use it, I do not think I should pay for water I do not use. I am also getting double charged... \$5 a month and then an additional \$60 at the end of the year.

Open Discussion: A simple fix, might be to just remove the meter. Connie Suddueth: I will investigate and get back to you personally.

Mason Gregory B61: I just want to thank you all. It's been a crap summer and ya'll have done the best you can do. (Applause for the BOD).

Terry L. Milligan: If there is nothing further, this meeting is adjourned.

Meeting adjourned at 11:40 p.m.

Respectfully submitted by: , Secretary

Accepted by the BOD: Oct 12th, 2020