

CSOA BOARD OF DIRECTORS' MEETING

February 28, 2025 Meeting Minutes

The Caldera Springs Owners' Association, Inc. (CSOA) Board of Directors' Meeting was called to order by President Carol Scherman, at 10:03 AM at the Lake House in Caldera Springs. Owners were invited to attend in-person and by teleconference.

ROLL CALL

Directors Present: President, Carol Scherman; Vice President, Randy Smith; Director, Dan Taylor; Director and Declarant Board Representative, Krista Miller, attended in person. Director and President of the Caldera Cabins Owners' Sub-Association, Alan Dinger, attended via teleconference.

Other Association Representatives Present: Don Larson, Treasurer; Nkonye Williams, CSOA General Manager, and Catherine Smith, Association Consultant.

QUORUM AND PROOF OF NOTICE

Nkonye Williams noted that proper notice of the meeting had been sent electronically on February 18, 2025, and a quorum was present with all 5 Board members in attendance.

OPEN OWNER FORUM

The floor was opened to the owners attending in person and on the call.

Question: *We were told that curbside Recycling was going to start in March, but were recently told it was not being offered in the community.*

Answer: *Nkonye recently met with management at Republic Services and was told recycling would begin in March. Nkonye noted she would reach out to them again for clarification.*

Question: *Who is responsible to clean up the trash that has blown off construction sites and is in between the properties?*

Answer: *Nkonye noted she would work with the volunteers on the Environmental and Landscape Committee regarding a community wide cleanup; the maintenance team also picks up trash throughout the community daily.*

Question: *Is there a way to get a couple of large boulders placed on the corner of Fireglass Loop and Sunstone Loop? The corner is being damaged.*

Answer: *Nkonye noted she would look into this and follow up.*

Question: *Is there a way for the road plow drivers to not leave berms at the end of the driveways - can they tilt the blade away?*

Answer: *Nkonye noted the Association is responsible for the roads and when the plows come through, they do push the snow to the side of the roads. Nkonye will ask Rexius to do their best to not leave berms on the driveways.*

Question: *Is there a way the Holiday Lighting Policy can be better enforced? Many owners had their lights on before sunset and past 11:00 P.M. and displayed after January 15th. Also, please remind all owners of the dark sky rules in the community.*

Answer: *Nkonye noted that the owners with holiday lighting on after January 15 were all notified to turn off their lights. Carol noted that the Patrol Services Company had been watching for compliance as well; we will continue to remind owners of both the lighting and dark sky policies.*

Question: *Has there been any progress on a secure website for the owners?*

Answer: *Nkonye noted she is working with Frontsteps, the current provider of the payment portal for owners; Frontsteps has the capability to provide a secure website, and we hope to have this established in the coming months.*

MINUTES APPROVAL:

Upon a motion duly made by Dan Taylor and seconded by Randy Smith and unanimously approved, it was:

RESOLVED, to approve the Meeting Minutes from the November 25, 2024, Board Meeting, as presented.

PRESIDENT REMARKS:

Carol Scherman, President, shared an update on several items from the Owner's Survey from last fall. She noted:

- The Finance Committee/Treasurer will schedule a "workshop" for owners to learn about the work of the Finance Committee, budget process, and Reserve study.
- Design Review, Landscape and Maintenance - the Design Review Committee is working on revisions to the Design Guidelines, especially in relation to the Wildfire Map; the Environmental and Landscape Committee continues to provide input to the Design Review Committee regarding landscape requirements and continuity. Carol noted the Association Management works in partnership with Caldera Springs' Maintenance team to ensure all common areas are well maintained and in working order.
- The Resort team was provided with the survey feedback that was specific to the Resort owned amenities and usage. Any questions about those amenities including the Forest House, Lake House, Shore Shack, Caldera Links and The Outpost should be directed to the Resort team.
- We will provide another overview of the Association's governing structure at our Annual Meeting on April 26th, so owners can continue to learn and understand how the Association works as well as our partnership with the Developer.
- Carol noted that issues in relation to community compliance, safety and security are always at the forefront of Association Management and the Board, and we will continue to enforce all aspects of the CC&R's. We are extremely pleased with our new Patrol Services provider; in addition to their 7-day weeknight patrols, their installation of cameras has provided an added level of security and accountability. During the peak summer season, they will patrol during the daytime as well.
- Regarding survey feedback about renters - we continue to partner with all property management providers and owners of rental properties to ensure compliance with the community's rules and regulations; we do fine owners who continue to be out of compliance after being notified.
- Owner Events and Activities will continue throughout the year. At the recent *Meet Your Neighbors Event* on February 18, 2025, over 40 owners attended.
- Regarding overall communications, the survey results indicated that 90% of owners rate the communication by CSOA to Owners as just right. With that said, we continue to welcome owners' input as to ideas and suggestions to enhance communications, noting that Carol's email address has been published if owners wish to reach out directly.

Carol then stated - moving forward the Board will continue to reference the survey results as we manage the Association business and ensure high levels of satisfaction within our community.

Carol reminded owners that there will be two Board seats up for election at the upcoming Annual Meeting (scheduled for April 26, 2025) and encouraged owners to run for a seat on the Board of Directors, noting owner involvement is critical to our community. All interested owners should reach out to Nkonye Williams; Nkonye will arrange for Carol and Randy Smith to meet with those interested in order to share information as to the role of Board members and the time commitment. Both open Board seats are for two-year terms.

MANAGER'S REPORT:

Nkonye noted there are 76 properties currently under some phase of Design Review; there are 50 under construction and 26 upcoming.

Nkonye noted that the new Patrol Service Company has done a wonderful job. The cameras at the gates and the Quarry have been very effective and are manned 24-7. The Service provides videos in their daily reports of any compliance issues. There is a camera at the back of the Quarry Pool, facing the spas where we have had trespassers in the past. Now if anyone comes in after the facility is closed, the Service sets off an alarm and the trespassers leave immediately. One evening one of the gates was pushed open by a car and damaged. The cameras picked up the license plate and the sheriff was contacted.

Nkonye shared that after the Annual Meeting in April, the Association will have email addresses set up for the Officers of the Association including President, Vice President and Treasurer. The email addresses will be shared with all owners once they are established.

Nkonye also noted that the current Owner ID Card system is outdated and cannot be upgraded. A new system is being installed that will allow owners to use an app on their phone (including their picture), that will open the door to the Quarry Pool and Fitness Center. The app will also be used for Owner Identification to gain access to the Forest House.

Nkonye then shared with the Board a request from the Resort Staff to consider allowing Wheel of Fun Bikes, that seat multiple riders, on the pathways. The Resort would like to purchase one this year, to try it out. The Board discussed the pros and cons. Dan Taylor noted that he is not in favor as they are too wide and will not allow others to pass safely on the pathways. Randy Smith noted that he was not in favor either as the pathways are just too narrow. Alan Dinger stated he was not a fan. Krista noted that we have pathway rules and regulations, and the bikes are fun, but they are not allowed on the Sunriver paths either. Carol noted that she had attended a SROA Pathway Committee meeting, and they do not allow them; SROA only allows single use bikes on pathways; golf carts are only allowed on the roads.

One of the owners asked about owners who may already have multiple rider bikes. These types of bikes are only allowed on the roadways, and like golf carts, must be driven by a licensed driver. The Board agreed to review the current pathway policy for possible revisions. The Board did not approve the use of Wheel of Fun Bikes on community pathways.

TREASURER'S REPORT

Treasurer Don Larson provided a summary of the 2024 Financials. He noted that as expected, the year ended with a surplus, due mostly to the 42 lots brought on at the end of April, that were not in the budget. He said the Board had approved carrying forward \$85,000 to offset assessments in the 2025 budget. He noted that the Finance Committee worked hard to ensure earning the most interest possible on the Association's cash and in 2024 the Association brought in slightly more than \$100,000.

Don noted that there were several cost saving measures being put in place for electricity and water use. Pool towels is one of the larger expenses we have and that this year the towels will be handed out to the guests, in hopes of some cost savings. He noted that the Finance Committee was meeting next week to discuss the current cash flows and the possibility for additional interest.

Don then proposed two policies for Board consideration regarding the current financial statements. He noted that the current income for the Design Review process has exceeded expenses in the past two years, as the home building process spans over multiple fiscal years. In the future there will be more expenses than income (as was the case in 2021-2022.) The goal is to always have the fees charged cover 100% of the expense. The proposed change holds the extra income on the balance sheet until the expenses are incurred.

The second proposed policy proposes the same process for address signs. The signs are paid for when the building process starts, but the signs are not provided until the end of the building process. The proposed policy holds the signs in inventory until they are needed and then the sign income is realized to off-set the expense.

Both policies would keep the Association from realizing a net gain or loss each year against the profit and loss but instead reflect the gains or losses on the balance sheet. There was Board discussion concerning both proposals.

Upon a motion duly made by Randy Smith and seconded by Alan Dinger and unanimously approved, it was:

RESOLVED, to approve the financial policies regarding Design Review Income and Expenses and Address Sign Income and Expenses as presented. (Attached to these minutes as Exhibit A.)

Don then brought up a request from the Finance Committee regarding the itemization on the quarterly assessment invoices to owners. Currently the statements show the amount of Operational assessments versus Reserve assessments that make up the \$1,095 per quarter assessments. Due to the confusion that owners' assessments also include the access fees paid by the Association for owners to have access to the amenities owned by Caldera Springs Real Estate, they would like this amount separated on the invoice. It is currently \$325 per property, per quarter.

The Board discussed this request with some thoughts as to why it may or may not be a good idea and should other fees be itemized on the statements, or no itemization at all.

Upon a motion duly made by Randy Smith and seconded by Dan Taylor and unanimously approved, it was:

RESOLVED, that the financial provider will note three separate amounts on each quarterly invoice, that total the amount of the quarterly assessment. First, the amount of operational expenses, less the amount of access fee; second, the CSRE Amenity Access Fee; and third, the amount being funded to Reserves.

Dan Taylor asked about the status of the upgrades to the Quarry Fitness Center. Nkonye noted that she had a meeting scheduled with two owners who are the "Ad hoc" Committee she is working with, and she will keep Dan updated on those conversations.

Wildfire Hazard Map Update

Krista Miller gave an update on the Wildfire Hazard Map put in place by the State of Oregon. She noted that the original map came out in 2022 and was then pulled back by the legislators due to inaccuracies and concerns it would cause insurance rate increases.

There was an Open Comment Period last summer and both the Association and the Developer provided comments about the work that has been completed in Caldera Springs. Krista noted that any owner that had received a letter from the Department of Forestry could appeal by the March 10th cut-off; there will not be any hearings until after the legislative session this summer as there is once again push back about the accuracy of the map.

Krista noted the Developer was filing an appeal for Developer owned property and suggested the Association file an appeal for the common areas considered high risk. Krista noted that any owner who received the notice should file the appeal for their property. If the appeal is heard after the legislative session, the Association can provide information on the amount of work that has been done throughout the community.

Upon a motion duly made by Dan Taylor and seconded by Randy Smith and unanimously approved, it was:

RESOLVED, that management shall file an appeal for any Association common area, currently shown as High Risk and will provide a communication to the owners asking them to do so for their own properties.

Cathy Smith presented the irrigation upgrade proposal for the Association's common area irrigation system to the Board. The Board discussed this project last fall and had approved up to \$85,000 in the Reserve fund for this work. The final estimate came in at \$105,000. All 15 pedestals throughout Phase 1 would be replaced by Hunter products and the golf course heads on the berm along South Century will be replaced with appropriate heads that will save thousands of gallons of water each year.

Upon a motion duly made by Randy Smith and seconded by Alan Dinger and unanimously approved, it was:

RESOLVED, to approve the proposed contract with Rexius, as presented and fund the remaining \$20,000 from the Reserve Fund.

Nkonye then asked the Board to discuss the request from several owners to leave the Trailmere and Dancing Rock Loop gates open during construction hours to avoid the wear and tear on the gates. The Board noted that the request to keep these gates closed was driven by owners in the past, as well as to limit construction access; however, since there are amenities such as parks and pickleball courts in the community, only open to owners and guests of Caldera Springs, **the gates should remain closed.**

Krista noted that the Developer is working on a plan to close off the sides of the sled hill to keep users from sledding off the sides of the hill onto the pathway or into trees. Krista noted she would provide something to the Board for review.

Nkonye informed the Board that the owner of the OLU out of compliance with the OLU Rental Resolution requirements had been sent a letter from the Association's attorney, giving the owner 10 days to respond if they were going to request a hearing. Nkonye will follow up and continue to keep the Board informed.

Carol then reminded owners about the upcoming Annual Meeting scheduled for April 26, 2025. Nkonye asked the Board to select an Owner Date of Record for voting in the upcoming election.

Upon a motion duly made by Randy Smith and seconded by Dan Taylor and unanimously approved, it was:

RESOLVED, to approve an Owner Date of record of April 15, 2025. The owner of record as of April 15th, will have the opportunity to vote in the upcoming election, opened after the Annual Meeting. The new owner of any property that changes hands between April 15th and the close of the election (likely May 1st) will not be eligible to vote until the next election.

There being no further business to come before the Board, President Carol Scherman adjourned the meeting at 11:57AM.

Respectfully Submitted by Catherine Smith, Secretary

Action items

1. Management to follow up with Republic Services to confirm information about recycling.
2. Management to remind contractors to keep lots clean of debris on construction sites.
3. Management to look into boulder installation at the corners of Fireglass Loop and Sunstone Loop.
4. Management to continue working on establishing owners' association website.
5. Management to send the Board the current pathway policy for review.