



THE RIDGE
AT EAGLE CREST®

Ridge at Eagle Crest Owners Association

4th Quarter Newsletter

September 2022

President's Message

The Ridge at Eagle Crest Owners Association (RECOA) and Eagle Crest Management (ECM): Answers to frequently asked questions about roles and the status of our management contract.

1. Who is responsible for overseeing RECOA operations?

Your elected, RECOA Board of Directors are responsible for deciding policies, actions, and priorities. The Board is assisted in these efforts by committee volunteers who provide recommendations for the Board to consider. The Board is also responsible for overseeing the work of ECM which is contracted to perform work on behalf of RECOA. The role of ECM is to provide day-to-day management and implement decisions and policies established by the Board, within the constraints of the Bylaws and CC&Rs.

2. Who is the management company? Are they owned by RECOA?

ECM is a subsidiary of Eagle Crest Acquisition Group (ECAG). ECAG owns Eagle Crest golf courses, hotel and convention center, the Ridge and Lakeside sports centers, and the real estate company Eagle Crest Properties. The parent company of ECAG is KDG LLC, a Florida company. RECOA has no ownership in ECM.

3. When was the management agreement between RECOA and ECM signed? Does it include performance standards?

In 2020, the Board President, Treasurer and a third Director reviewed and negotiated the contract with ECM. Based on results of an owner survey, they concluded homeowners wanted an on-site company. With that in mind, no other management companies were seriously considered. Terms included a one-time increase of 27%, a five-year commitment with automatic annual increases, exclusivity, and no option for early termination or termination without cause. Two weeks after the President signed the agreement, four new Directors were elected and Board leadership changed. Although some Directors on the new Board had concerns about the agreement, they had no power to amend or repeal it. The contract became effective January 1, 2021 and will continue through December 31, 2025.

The agreement has some specific requirements but does not include enough performance standards relating to quality and timeliness of work, maintaining association records, coordinating with vendors, or reporting activities. The only formal mechanism in the contract for dealing with non-performance is a breach of contract provision. Specifically, if ECM breaches a term, covenant or condition of the Agreement and fails to remedy the breach in thirty days after receiving written notice from the Board, the agreement may then be terminated by the Board by serving thirty days written notice to ECM.

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Campaign Rules Reform

The RECOA Board is working towards smooth and transparent elections. The use of Simply Voting in 2021 for our first-ever electronic voting was quite successful, and the Board is building on that success.

The Campaign Rules Sub-Committee (CRSC) was created to study past/current processes and make recommendations on improving the flow and transparency of upcoming elections. Their work was quite comprehensive and resulted in recommendations that the Board has adopted.

The new policies require that a candidate choose one of two campaign paths:

1. “Traditional”: Allowing candidates to manage their own campaign, spending personal and/or donated funds as they desire. Accordingly, these candidates would be held to the Oregon Fair Practices, requiring the formation of a Campaign Committee for any candidate spending more than \$750, and providing required financial reporting under Oregon statutes.
2. “Pledged”: Completely voluntary but encouraged by RECOA. Candidates will sign a pledge regarding campaigning guidelines, built-in incentives, and a broad agreement to run a fair and above-board campaign. Advantages include:
 - a. Assuring homeowners that the candidate is committed to fair and equitable elections
 - b. A monetary spending limit incentivizes candidates to keep their campaign modest, straightforward and more transparent.

Regardless of the path chosen, a dedicated web page will be created as the central point for all candidate information, including pre-candidacy information, and all required forms.

RECOA will continue to use Simply Voting and add the position of Election Manager. The function of an Election Manager is to facilitate a fair and transparent process, coordinating among all involved parties.

The full report of the CRSC can be viewed on the RECOA website (www.ridgeowners.org) under the Communications Committee page. The Board adopted the recommendations of the CRSC, and these new policies are in effect for the 2022 election.



Election 2022 Call for Board of Directors Candidates

This year five of seven Board positions are up for election. They include:

- Two positions for Voting Group 1 (one position is for a one-year term and one position is for a three-year term)
- One position for Voting Group 2 (a three-year term)
- Two positions for Voting Group 3 (one position is for a one-year term and one position is for a three-year term)

Voting Group 1 includes all custom homes in Scenic Ridge, Eagle Springs, The Falls, East Ridge, and West Ridge; Voting Group 2 includes Creekside, Forest Greens, and Forest Ridge; and Voting Group 3 includes Vista Rim, Desert Sky, Highland Parks, and Eagle Creek.


More information can be found on the RECOA web site (www.ridgeowners.org) under RECOA Information/Board of Directors or by emailing Janet Skaggs at skaggsRECOA@gmail.com or Liz Lopez at liz.lopez@eagle-crest.com.



Maintenance and Oversight

The sandy soil of central Oregon and tree roots combine to cause our roads and trails to deteriorate. To alleviate this problem, and to make sure Eagle Crest looks it's best, an overlay of asphalt is applied on a scheduled basis.

The recent overlay on the walking trails has inadvertently caused a bit of a height difference between path edges and adjacent ground. The Maintenance and Oversight Committee is currently considering different options to resolve this problem. The options MOC is investigating are: Warning signs along the paths; printing warning signs on the paths using a stencil; or adding a gravel shoulder.



SMOKEY BEAR HAS \$500 FOR YOU!!



AS A FIREWISE COMMUNITY, RECOA HAS RECEIVED A \$75,000 WILDFIRE MITIGATION GRANT FROM THE STATE OF OREGON (SB 762). PARTICIPATING OWNERS MAY RECEIVE UP TO \$500!!

Single family RIDGE home owners require a minimum \$750 investment and the RIDGE vacant lot minimum investment is \$500. *This grant does NOT apply to managed neighborhoods in the Ridge at Eagle Crest.*

THIS GRANT IS MANAGED BY THE OREGON DEPARTMENT OF FORESTRY (ODF) IN COORDINATION WITH THE RIDGE AT EAGLE CREST ARCHITECTURAL REVIEW COMMITTEE (ARC) AND THE COMMUNITY WILDFIRE PROTECTION COMMITTEE (CWP).

UP TO 150 RIDGE OWNERS MAY BE ELIGIBLE TO RECEIVE \$500 EACH IN DEFENSIBLE SPACE COST REIMBURSEMENT AFTER A HOME ASSESSMENT BY ODF AND COMPLETION OF SUGGESTED AND AGREED UPON MITIGATION WORK.

These grant dollars are to be used exclusively for prescribed defensible space treatment within the owner's Home Ignition Zone (HIZ) 0-30 feet from the dwelling structure or on a Deschutes County platted vacant lot on the Ridge at Eagle Crest. Vacant lot owners must do grass/brush management and limb existing trees on their property. No tree removal is permitted on vacant lots.

PARTICIPATION: If you want to participate, you must formally declare your interest by contacting CWP at cwp@ridgeowners.org - **INCLUDE YOUR NAME, RIDGE ADDRESS, WHETHER RESIDENCE OR VACANT LOT, PHONE NUMBER, and EMAIL ADDRESS.** Requests will be time stamped and the opportunity to participate will be awarded on a "first-come, first-served basis" with built-on lots having priority. CWP will assist ODF to schedule their home assessments and the follow up. ODF will then process and issue the reimbursement checks for \$500. You may also use the CWP email address for questions.

If you do not have an email address, please complete the form below and mail to: **Eagle Crest Management, Attn: CWP – SB 762 Grant, PO Box 1215, Redmond, OR 97756.**

NAME _____

RIDGE ADDRESS _____

TELEPHONE _____ RESIDENCE _____ VACANT LOT _____

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4. How much does RECOA pay ECM for management services and who are the staff members?

In 2021 RECOA paid ECM \$40,000 per month. This fee increases automatically each year by 2.5% until the end of the agreement in 2025.

ECM provides three full-time staff members to manage day-to-day activities for RECOA. This includes an HOA Manager, Liz Lopez and two Operations Managers, Nicole Wallace and Mike DiTullio. ECAG provides additional staff to manage RECOA accounting and financial tasks.

5. The Board has been telling owners there are issues with ECM's performance. What are they?

Over the past two years, numerous concerns have been voiced by several Directors and homeowners. Some of the deficiencies include:

- Inadequate staffing to provide adequate customer service to homeowners
- Failure to produce accurate and timely meeting minutes
- Failure to post financial reports in time to meet mandatory state requirements
- Failure to fully invest reserve funds
- Refusing to perform tasks as directed by Board members
- Inconsistent enforcement of RECOA rules and regulations
- Failure to post accurate web site content
- Changing RECOA documents or content without Board approval or notice
- Tardy or lack of response to provide records requested by Directors

6. What is the RECOA Board doing given this situation?

The Board could notify ECM of contract breach for specific concerns but has chosen instead to work with ECM toward improvements. Beginning in December 2021, the President and Vice President met with ECM on numerous occasions to address concerns. However, as reported at the May 2022 Board Meeting, problems continue. This has led Board members to assume and/or oversee management duties such as performing daily drive-throughs of neighborhoods to identify maintenance issues, reconciling 'requests for bid' to the vendors' bids received, coordinating with vendors, setting up meetings, using personal zoom accounts, revising draft minutes, mandating report formats, creating/revising statements of work, providing customer service, etc. The Board has not filed breach of contract because this is considered a last resort.

7. What will happen if RECOA and ECM can't work together in a collaborative way?

Because of the way the agreement is written, both parties are committed for the full five years unless they mutually agree to revise or terminate it. If RECOA and ECM cannot find ways to work effectively together, it means projects might be delayed, some work will not be done, and customer service to homeowners will be unpredictable. Additionally, home owners may be less inclined to volunteer to serve on the Board or on committees.

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8. Can homeowners see the Management Agreement?

Owners can find a copy of the contract with ECM on the RECOA web site at www.ridgeowners.org under "[Owner Resources / RECOA contracts / Management Contract.](#)"

9. Who should homeowners contact when they have concerns, the Board or ECM?

Safety issues should immediately be shared with both Owner Services (ownerservices@eagle-crest.com) and a RECOA Board member.

When homeowners have concerns about RECOA assets (e.g. maintenance) or questions related to other association issues they should contact Owner Services. If owners receive no response or a response that is not helpful, they should then escalate to a Board member. Board member contact information is on the RECOA web page (www.ridgeowners.org) in "[RECOA Information / Board of Directors.](#)"

If homeowners have questions about policy decisions and implementation, they should contact a RECOA Board member.

RECOA Social Committee

Late on the afternoon of the June 21, 2022, Summer Solstice, the RECOA Social Committee welcomed over 200 Eagle Crest Resort community guests and friends to the "First Chance Summer Dance" on the Resort Soccer Field. The Klassixs Ayreband provided music & entertainment for this "tailgate style" gathering.

Owners are encouraged to access the site:

<https://www.youtube.com/watch?v=MKcuKu-oWzw>and you might find yourself among the images there.

The Committee is planning a follow-up "Last Chance Summer Dance" on the Soccer Field, so **SAVE THE DATE: TUESDAY, SEPTEMBER 20th**, for another chance at fun, camaraderie, music, and dance. Reno and Cindy will provide entertainment for the evening. This too will be a "bring your own everything" event. Watch for posters and eblasts for particulars.

Based upon the success of these two social events, the Committee is also in the preliminary planning stages to hold a holiday event indoors. The Social Committee would like to thank all who attend and make these events successful and provide an avenue to bring all Eagle Crest Resort owners and friends together. This is a great place to live in Central Oregon.