



QUARTER 2—2020

# RidgeNewsletter

## Letter from the RECOA President



*Leslie Brown*  
**RECOA President**

Owners have expressed that they want to know more about the deliberations of the RECOA Board and what is going on. The Transparency Initiative was discussed in 2019 and received funding for 2020.

We are improving the visibility into RECOA's deliberations and actions. In the past, Owner comments were confined to agenda topics as the beginning of the Board Meeting and open to new topics at the end. With long Board Meetings, this practice discouraged participation since Owners needed to wait for several hours before open comments were accepted. Now we accept Owner comments on any topic at the beginning of the meeting so you do not need to wait for the entire meeting to provide your input.

We posted draft minutes of our January meeting within a couple of weeks. This is not as speedy as we like, but a vast improvement from the previous 2 month wait. The draft minutes include the Committee Reports which were provided to the Board of Directors. These will give you a sense of what may be coming in the future. Our committees do the "heavy lifting" and bring recommendations to the Board of Directors. Draft minutes may not be

accurate and have not been approved by the Board of Directors. We are willing to risk those possible inaccuracies to provide you with information earlier.

If you opened those draft minutes, you would find Eagle Crest Acquisition Group provided a preview of the new access policies for the Sports Centers to the Board in January. A copy of that presentation is included in the draft Board Minutes. Very soon we expect that owners will be invited to a meeting to hear about these proposed policy changes. We urge you to bring your questions and concerns to that meeting. RECOA does not own any sports center, but we do have an agreement to use the sports centers. We have campaigned to be consulted about policy changes and actively sit on a Committee which drafted these policy changes.

To assist RECOA Committees, we just assembled our Committee Chairs for a roundtable in February. We reviewed and sought their feedback regarding committee operations. We want owner involvement in our committees, and we want our committees to understand the critical role they play in bridging the communication gap between owners and the Board of Directors. Posting meetings, agendas, and the Committee's Report to the Board should provide Owners insight into

upcoming events and policies.

An important report to the Board is the Management Report from Owner Services. Since they are your primary contact, they have direct vision into the issues our community faces. In 2020, we will assess what routine maintenance is needed for our existing mail stations. We hope to address a shortfall in mailboxes to service all of our owners. Our Maintenance and Oversight Committee is working collaboratively with the Post Office and Owner Services on this project. Although expansion of our mailboxes is not budgeted or covered by our long-term reserve, we are actively considering how best to ensure every owner has a mailbox on the resort. We expect a recommendation to come to the Board of Directors in March.

We will continue to hold the Board Meetings at the River Run Event Center throughout 2020. We haven't quite figured out the best approach to engage owners and be efficient. That was obvious in our very long January Meeting. You will continue to see e-blasts, surveys, owner forums, and town halls designed to inform and collect your input. You are welcome and encouraged to come to Committee and Board Meetings. We want your involvement in shaping our collective future.

# Compliance reminders for your spring home DIY plans

## Eagle Crest Management

Spring is a great time to freshen up your home and property. We see a lot of owners making enhancements as the weather starts to warm up and days get longer. If you are planning to undertake some home improvement projects in the coming months, here are a few reminders to ensure your property is in compliance with the rules and regulations of your community:

1) Keep your address sign properly maintained and fully visible. Do not add plantings or yard art near or around the sign and keep the area clear of weeds and grasses. The older wooden-style signs should be repainted every couple of years. Another option is updating your sign to the approved vinyl signs which are required for all new homes at the resort. Contact the HOA Management team to get address sign paint colors or inquire about ordering a vinyl address sign: call 541-548-9300 or send an email to [ownerservices@eagle-crest.com](mailto:ownerservices@eagle-crest.com).

2) Sprucing up your landscape? Don't forget to turn in an application to the Architectural Review Committee for any changes you will be making. Your HOA Management team would be happy to help you get started. You can find ARC applications and the current ARC Guidelines on the Ridge owners website at [www.ridgeowners.org](http://www.ridgeowners.org).

3) Evaluate the fire readiness of your property. Is bark mulch at least 18" from all structures, including decks? Are any trees overgrown or too close to the home and presenting a fire hazard? Are the gutters free of flammable debris? Contact the Community Wildfire Committee to schedule a defensible space evaluation of your home: [cwp@ridgeowners.org](mailto:cwp@ridgeowners.org).

# Insurance committee evaluating options



*Eric Hofeld,*  
*Insurance Committee*

There have been significant premium increases for Property and Hazard Insurance for Creekside, Forest Greens, and Forest Ridge due to the ice and water damage claims. Insurance for the managed neighborhoods has increased by over 70%, causing an increase in monthly dues of \$40 - \$84.

## The Committee has identified two alternatives:

- 1) Retain the existing RECOA-provided insurance for the remainder of 2020, or
- 2) Each owner obtains individual Property and Hazard insurance (in addition to personal property and liability coverage) for their units.

The Committee is conducting a cost analysis which will help in determining the recommendation to the Board. We are asking a cross section of owners in each neighbor to provide premium quotes for minimum coverage requirements under their existing condominium insurance and under future townhome insurance. These quotes will be compared to RECOA insurance plus condominium insurance premiums for the same coverage.

The Insurance Committee will make a recommendation to the RECOA Board of Directors to either keep the

requirement for a RECOA policy or replace that with a requirement for owners to obtain property and hazard insurance. We will continue to research and discuss these options.

The common space in each neighborhood and liability coverage for RECOA are under separate policies not included in the cost analysis. That coverage would still be included in the HOA assessment to owners.

If a vote occurs, you are encouraged to contact your insurance broker to price the cost of obtaining the minimum requirements for your unit so that you can make an informed decision.

While all the aspects of how to insure our units are being researched and evaluated, each owner **MUST** do the following in order to maintain full protection of their unit:

**Upgrade your "condo owners" insurance to cover the \$25,000 RECOA deductible or obtain assessment coverage for the \$25,000 deductible. Your broker should be able to provide information on both options.**

Detailed information and future meetings will be posted to the RECOA website under Insurance Committee. You are welcome to attend Insurance Committee meetings. We will also be planning information meetings as we move forward in this process.



# Backflow Devices: Keeping Your Community Safe



Oregon Water  
Utilities - Cline Butte

Oregon Water Utilities (OWU) is proud to be the water provider to the Ridge at Eagle Crest community. We produce and deliver high quality and great tasting groundwater to your house. Once it passes through the meter the ownership of water transfers to the customer. Further, the customer is responsible for the home plumbing system downstream of the meter.

OWU performs regular water quality testing and system maintenance to ensure that the water is safe. Customers can maintain the quality of the water in their system by regularly flushing faucets that are rarely used. This is an important activity if your house is not always occupied.

Sometimes, due to a drop in system pressure, water can actually flow backwards from the customers plumbing into the OWU water system. This could happen when there's a break in the water main or when a fire hydrant is used for an emergency. This back flowing water could carry contaminants such as

fertilizers, pesticides, human waste, chlorine from pools & spas, soap from sinks, dishwashers, and showers, etc.)

To prevent water with undesirable quality from a customer's plumbing returning to the public water system, OWU requires that all customers install backflow prevention devices. Think of it as a one-way gate that allows water from the OWU's water supply line to flow into your home's piping but stops water if it ever tries to flow backwards into the main water supply.

The backflow device is a mechanical device with moving parts that requires maintenance. Each year the State of Oregon requires customer with backflow devices submit to OWU results from a State Certified Backflow Device tester that show that the device is functioning correctly.

**"Our customers keep each other safe by properly maintaining their backflow devices," - Brett Limbeck, OWU Field Superintendent**



Your plumbing system also has a backflow device installed on the branch that supplies your irrigation system. This device protects your home plumbing from undesirable water quality that might be found in your irrigation system. Oregon also requires that this device be tested.

OWU automatically offers hassle-free backflow testing for customers for a small fee. Customers do not have to make appointments; OWU handles the required testing and will let you know if repair work is required. The cost for work performed by OWU will be included on your regular water bill. OWU can also coordinate any required repair work for you. Customers who choose to "opt-out" can do so in March when "opt-out" letters are sent to customers; however, customers who "opt-out" must submit passing test results prepared by a State Certified Backflow tester for their backflow devices.

All in all, backflow devices are a critical step in making sure your water is safe and reliable, and the best way to protect our community's water system.

## Maintenance and Oversight Committee News—Q2 2020

*Mike Keller, MOC Chair*

Let me start by saying "Thank You" to Ruth Mulligan on behalf of the community! Ruth is stepping down as Chairperson of MOC after four years in her leadership role. She has spent endless hours keeping us organized and making substantial contributions to improving our community. Thankfully she is staying on the committee—although in a reduced role (she needs some vacation time)—to provide continuity and see some of the more recent improvement projects to completion.

Welcome to two new members of the committee: Dick Pierce and Ed Kruskamp. Thank you for volunteering to serve. As always, we continue to recruit new members to help oversee the maintenance activities of our contractors and identify future needs of the community. If you would like to volunteer to help please contact us at: [moc@ridgeowners.org](mailto:moc@ridgeowners.org)

Snow and ice operations have gone well this winter. Several improvements were made to our protocols and the response by Eagle Crest Management Services and our contractors has been much improved over last year. Maybe Winter is over?

As we get ready for Spring we have made modifications to our landscape maintenance contracts and oversight protocols. Cleanup will begin in March followed by weed control, mowing, water feature activation, etc. Please give us a couple of months to evaluate our new procedures and see if we get more consistent performance from our contractors. A summary of landscape services for the managed neighborhoods will be provided to owners shortly. If you have any concerns or complaints as we move through this process, please contact Eagle Crest Owner Services at [owner-services@eagle-crest.com](mailto:owner-services@eagle-crest.com) or call 541-548-9300.

# Transparency at RECOA – an update



*Delayne Giardini,  
RECOA Vice Pres.*

**I**n 2019 the RECOA Board launched a Transparency Initiative with the intention of creating more open, honest and accountable communication throughout our community. The initiative was a response to requests from many in the Ridge community. An Ad Hoc committee met, gathered input and presented the plan to the Board last spring. The Transparency Initiative was shared community-wide at an Open

Forum last July. The goals of openness, honesty and accountability are designed to: help our community make better decisions, keep everyone involved, build greater trust community-wide, avoid surprises, attract more interest community-wide, be responsive versus reactive and lastly, to continue to build a community of concerned and caring neighbors.

The simple Transparency survey was developed to measure potential success (or not) of awareness and involvement by Ridge constituents. So, how are we doing?



Survey Questions	July 2019 157 responses	Jan. 2020 163 responses
1. The RECOA Board operates in a transparent manner.	5 median *	6 median*
2. The RECOA Board values owner input as it makes policy.	5 median	6 median
3. I am aware of the Transparency Initiative.	44.6% Yes 55.4% No	90.2% Yes 9.8 % No
4. I have seen the Transparency Initiative logo.	17.8% Yes 82.2% No	27.6% Yes 72.4% No
5. I have attended a RECOA Board meeting in the past 12 months.	42% Yes 58% No	52.1% yes 47.9% No
6. I have attended a RECOA Committee Meeting in the past 12 months.	34.4% Yes 65.6% No	49% yes 51% No
7. I have attended a RECOA Town Hall or Forum in the past 12 months.	49% Yes 51% No	51.5% Yes 48.5% No

*\*We have used median score versus average score as it is thought to offer central tendencies when surveying constituents. You can view all responses on the RECOA website.*

In addition we asked for Owner’s suggestions on topics for future Town Halls and/or Forums. We received many ideas – a few are listed here. To see the complete list refer to the website: click on Owner Resources and choose The Transparency Initiative for all survey results.

**Possible topics:** Enforcement of speeding and not stopping at stop signs on roads within Eagle Crest; the care and maintenance of RECOA owned common areas and pathways; landscape maintenance cost management; Security; Goals for 2020; Resort Owner’s plans and long term objectives for Eagle Crest Resort; RECOA’S (Board) Strategic Plan for the

future; new and/or completely remodeled Sports Center; managing adverse effects from short-term large home rentals; enforcing the HOA rules; follow up on Air School Training over EC with flight schools in attendance; ARC Committee; Wildfire Prevention; long range improvement planning for our community. 1-10 years; Facilities improvements and new facilities planning; Fitness center shared use; constraints; compromises made; plan for 3 years from now; and adding two indoor tennis courts for official USTA tournaments.

As you can see from the table above, we have moved the needle a bit but there is still plenty of room for improvement.

The results are being discussed by members of the Board, Committee Chairs and members and Eagle Crest Management. Our goal is to truly create more open and honest communication and involvement with everyone in our community. **What can you do?** Get involved - attend Board meetings, run for a Board position at the next election, attend committee meetings and volunteer for a committee. Working together to find solutions that work for us all is the way to continue to keep Eagle Crest vital and alive.

Many thanks to the Communication Committee for keeping this initiative active and healthy!

# Spring is the season for wildfire protection



*Mike Mulligan,  
CWP Committee*

This is a “heads-up” for us all as we approach the start of Spring and the coming wildfire season. This year, we are focusing on encouraging the RECOA Community to focus on the “I-Zone” i.e. the Ignition Zone. The Ignition Zone defines the wildfire defensible space area within 50 feet of your home. Within this envelope of space, we encourage you to pay special attention to the Immediate Zone that is within 5 feet of your home and out to the Intermediate Zone that is within 30 feet of the home. To emphasize the point, we will continue to present short e-blast messages that will be informational and support your personal defensible space assessment and treatment.

A great place to start is by viewing an expert’s presentation. Check out Jack Cohen’s video on YouTube by Googling “Your Home Can Survive a Wildfire” or typing the following link directly into your web browser’s address bar: [www.youtube.com/watch?v=vL\\_syp1ZScM&feature=youtu.be](https://www.youtube.com/watch?v=vL_syp1ZScM&feature=youtu.be)

Although June is the start of the Summer wildfire season, Spring is the time to create or make improvements to defensible space around our homes and lots. Ridge Owners should take time to look around their property to determine what can be done to better defend against a wildfire.

In general, this is what you can do. Establish defensible space by pruning highly flammable trees and shrubs like



junipers, pines, and other evergreen plants back from your home, at least five feet if possible. Trim shrubs and long dry grasses. Rake up pine needles and dry leaves. Clean out flammable debris in gutters. Especially look for juniper, pines and other evergreens growing against your house, over the roof, and under the eaves. Look for woody shrubs that lead a path to your home or deck or under a tree.

Bark mulch too close to homes and decks also is a wildfire hazard. Ideally, no combustible material should be within 5 feet of your home or deck. Reducing the risk of flame contact with your home is the primary objective.

In May, everyone on the Ridge will have an opportunity to participate in the **FireFree Event**, starting **Friday, May 1 to Monday, May 11**. During this time, Owners may deposit flammable limbs and other wildfire hazardous yard debris street-side along your property. This material will be picked up and

disposed of at no charge to the Owner.

**Only eligible** flammable plant debris, including evergreen limbs, sage, rabbitbrush, bitterbrush, leaves, pine needles and other woody plant materials, will be picked up. Cut limbs and small trees into sections **no longer than 4-feet**. Smaller qualifying plant debris must be placed in heavy duty 30-gallon **paper** lawn and leaf bags and placed separate from the limb pile on your property, next to the street.

**No grass clippings, plastic bags, sod, rocks, household garbage, potting soil, flower planter debris, or other debris unrelated to reducing the wildfire hazard will be picked up.** Please keep your plant debris free from contaminants or it will not be picked up.

To learn more about how to prepare your home for a wildfire event, go to The Ridge Owners website at [www.ridgeowners.org](http://www.ridgeowners.org). Under the Association Info dropdown menu, go to Committees and then click on Community Wildfire Protection. There you’ll find the Ridge Wildfire Protection Program and additional helpful information about creating defensible space around your home or on your lot.

Community Wildfire Protection Committee members also will be available to perform on-site visits to answer Ridge Owners’ questions about meeting the defensible space standards around their homes. Appointments may be arranged by calling Ridge Owner Services 541-548-9300 or emailing [cwp@ridgeowners.org](mailto:cwp@ridgeowners.org).

## **FIREFREE DEBRIS PICKUP EVENT: FRIDAY, MAY 1ST - MONDAY MAY 11TH**

Only eligible flammable plant debris, including evergreen limbs, sage, rabbitbrush, bitterbrush, leaves, pine needles and other woody plant materials, will be picked up. Cut limbs and small trees into sections no longer than 4-feet. Smaller qualifying plant debris must be placed in heavy duty 30-gallon paper lawn and leaf bags and placed separate from the limb pile on your property, next to the street.



# Critical Components in Your Household Explained

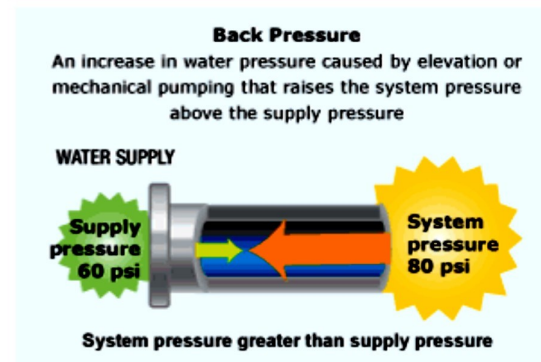
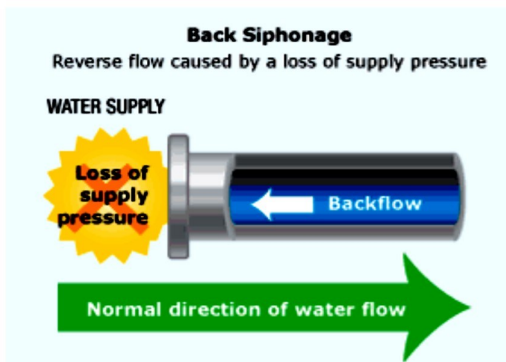
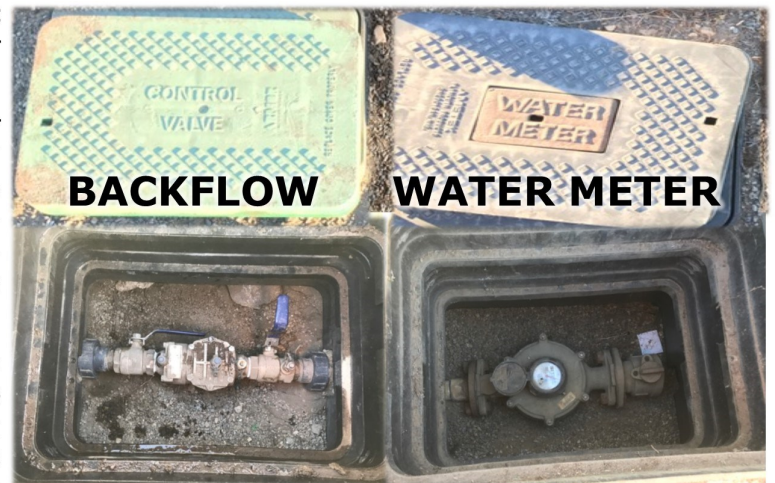
## Backflow Prevention

### WHY IS THE INSTALLATION OF BACKFLOW PREVENTION ASSEMBLIES REQUIRED ON A WATER SERVICE?

Water normally flows in one direction, from the public water system through the customer's cold or hot water plumbing to a sink tap or other plumbing fixture.

Water suppliers protect the quality of the potable water supply by requiring customers to install an approved **BACKFLOW PREVENTER**. These preventers are mechanical units that are designed to prevent the reversal of water flow from private premises to the community system and protect the public water system from contamination due to cross connections.

A **cross connection** is a point in the plumbing system where the public potable water supply is connected to a faucet, outlet, irrigation system or any water using equipment such as a dishwasher. Briefly, hazardous cross connection exists whenever the drinking water system is or could potentially be connected to any non-potable substance that could enter the public water system. When backflow conditions occur, pollutants or contaminants can enter the public potable water system through these unprotected connections.



Backflow occurs when a **Backsiphonage** or **Backpressure** condition is created in a water line.

**Backsiphonage** may occur due to a loss of pressure in the water distribution system during a high withdrawal of water for fire protection, a water main or plumbing system break, or a shutdown of a main or plumbing system for repair. A reduction of pressure below atmospheric pressure creates a vacuum in the piping.

**Backpressure** may be created when a source of pressure, such as a pump, creates a pressure greater than that supplied from the distribution system. If a pump supplied from a non-potable source, such as a landscape pond, were accidentally connected to the plumbing system, non-potable water could be pumped into the potable water supply.

**Backflow testing is required annually. You are automatically enrolled in a program where OWU will perform this testing hassle free for a small fee. You can opt-out of the program each year but you must have the testing done on your own and submit the results to OWU.**