



QUARTER 3 — 2020

Ridge Newsletter

Letter from the RECOA President



Leslie Brown
RECOA President

Fellow Ridge Owners,

I hope you are safe and well. Although we have been fortunate in Central Oregon, we have lost valuable members of our community. We send our condolences to Carol Schuler whose husband, Tony, passed in April. Tony was a co-chair of the Finance Committee. Although I knew him for a short time, it was apparent that he had a joyful spirit of community.

It has been a difficult season. I have been so impressed by many of the selfless acts of generosity in this community. Jim Leigh organized donations of PPE to St. Charles, and Craig and Valerie Hummel collected donations for the Oregon Food Bank. Our community responded and filled the bins.

The pandemic has brought operational challenges that have tested us. As it became apparent that we would not see “normal operations” quickly, we were able to secure a subscription to Zoom to host our meetings and practice social distancing. A shout out to Delayne Giardini and Rick Phelps for mentoring the various Committees and teaching old dogs new tricks. It worked well for Committee meetings. We did not have the same success for the Board Meeting. More

tricks to learn.

The Board has moved forward with essential business. Just as the Governor’s Orders took effect, we understood that the Owners of Forest Ridge were anxious to change their Declaration and assume the responsibility of insuring their living units. Forest Ridge Owners approved the change which required an affirmative vote by a minimum of 75% of all Owners. We are now in the transition period. Owners have 30 days to procure insurance and provide certificates of coverage to Owner Services. We are pleased that the Declarant approved the change. We would have preferred more face-to-face interaction during this period. A big thanks to all who contributed, including the Insurance Committee, the Finance Committee, and Owner Services.

We all moved here to enjoy this beautiful resort. We are committed to improving the quality of landscape service. One the one hand, we are delighted to see our water features come on line with very few issues this year. However, our inspection of Spring start-up activities found multiple areas that require follow-up. Weeds have been untreated or left dead in beds too long, and some aeration/thatching activity was overlooked. The vendor is correcting these issues. We all recognize that the job is not yet

complete. Thank you to Owners who have logged their issues with Owner Services, Owner Services, and the MOC for identifying the issues which need attention.

If your neighborhood has landscaping services as part of your dues, please refer to the Landscape Maintenance Activity in Managed Neighborhoods table contained on the Maintenance and Oversight Committee page of our website. **Any issues should be reported to Owner Services.** We want the vendor to make the corrections—I understand the temptation to just fix it yourself. We would rather train the vendor than you, please.

The ARC has recently updated their guidelines to allow protecting new landscaping. We are happy to see their flexibility and look forward to enjoying all the new landscaping that our Owners are installing. I would like to bring to your attention that **black** is the color that was approved. Like many of you, I have some work to do to be in full compliance.

All of our contractors are permitted to do business and have been operating. While most of our big projects are proceeding on schedule, we are finalizing the deck replacements for Eagle Creek. The bids have been much higher than the amount reserved.

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COMPUTER CAMERA TIPS

Joe Kosanovic, RECOA Webmaster

Whether you're participating in a RECOA ZOOM meeting or a virtual visit with your friends and family on FACETIME, you want the viewer to know that you look great, and you're safe and happy. So, here are some tips for these virtual visits on your computer camera.

Lighting: Watch out for "Shady Face," that is, half of your face is shaded or blocked in some way. It's recommended to have one steady light source directly by your face. Avoid sitting with your back to the window, as the camera will expose for the light and make you into a silhouette. Instead, flip it, and face the window, which will give you soft, people-pleasing light.

Background: You want people focusing on your face, not on what's behind you. "What is that on your wall"? That's why TurboTax issues large behind-the-chair screens to their agents.

Eye Level: Don't have the webcam looking up at you. The camera under the face is the oldest unflattering look in the books. It's what director James Whale did in the original 1931 "Frankenstein" movie to make the monster look more menacing. "Eye to eye contact is the best connection." Look at the camera directly, straight ahead. How to do that when the webcam is physically below your eye? Stack a bunch of books under your laptop until you see the webcam eye to eye.

Sound: Don't be too close, but don't be so far away that the microphone won't hear you. Remember to avoid other sound distractions in your room, including typing. Mute your sound if necessary but don't forget to unmute when speaking. You can use the computer microphone, however in ZOOM, you can go into general settings and adjust the audio, to pick your accessory mic if you have one connected.

Final Tip: Remember to smile, the fresh air is good for your teeth.

Eagle Crest has new bovine neighbors



*Leslie Brown,
RECOA President*

We all love the beauty and convenience of the wide-open spaces of Central Oregon. BLM property surrounds us, and we should be aware of the allowed uses for those public lands. When Eagle Crest was developed, cows and bison were grazing on Cline Buttes. The area is designated as an open range. Under law, it is the Association and private land owners' responsibility to keep the free-range cows off of our property.

If you are headed out to enjoy the nature and BLM land **please refrain from climbing through the fence as this pops off the clips** that prevents the cow from pushing their way through and accessing RECOA and RECOA Owner property. The grass is always greener on the other side, and the cows are adept in finding the weaknesses in the fencing. If you use the gate, please close the gate behind you.

We are in the process of working with the ranchers to install two new man gates for owner to access the BLM. in the meantime please help us keep the cow on the BLM property by only using the gates that are already in place and refraining from cutting or removing the clips from the gates. We are fortunate that the rancher has been willing to do many repairs and install the gates we purchased at no

charge. We were not aware that the grazing permits would be exercised this year until the cattle appeared in April. Currently there is a gate on the Power Line Road.

If you happen to notice cows grazing on RECOA and Owner property, please contact Owner Services at 541.548.9300 or ownerservices@eagle-crest.com. Frequently the cattle will wander back onto BLM property on their own as this is where their water is located.

We also discovered that owners/guests have been feeding the cows on RECOA property. **Please do not feed the cows** or encourage them to come onto common area.

While some residents are entertained by the bovine neighbors, some people are not happy to see the uninvited guest on their yards. The BLM does engage in a public planning process and did include the Eagle Crest Resort, other interested parties and the public in the development of the last plan. At the time, the Resort was most concerned about fire danger and motorized vehicles on the Cline Buttes. Both issues were addressed favorably in that plan.

We have a close working relationship with the BLM which has allowed us to maintain a safe evacuation corridor with Eagle Crest Boulevard, maintain our bike paths, and our water crosses BLM lands. We will learn to live with our new neighbors. They will be here through August.

WILDFIRE PROTECTION MEASURES—CURRENT PERSPECTIVE



*Mike Mulligan,
CWP Committee*

In our Region, June is when the annual potential for wildfire development begins. In fact, the Deschutes County Emergency Manager carries Wildfires in the top three of the County Hazards Category listing. To emphasize the point, the National Interagency Fire Center Predictive Services is forecasting “above normal significant large fire potential” this year in our area beginning in June. We recognize this reality and focus on accomplishing wildfire protection measures through implementing the objectives that RECOA has established in the *Ridge Community Wildfire Protection Program*. Visit www.ridgeowners.org. Under the **Association Info** dropdown menu, go to **Committees** and then click on **Community Wildfire Protection**.

Annually, from January through mid-June, the RECOA Community Wildfire Protection Committee (CWP) volunteers focus on activities that prepare us for this time of the year—culminating in coordinating and conducting our annual Fire Free event in May.

This year to date, active CWP members have contributed near 450 hours pursuing Fuel Reduction and Grass/Brush Management activities. CWP has focused on Fuel Reduction treatment in designated Common Areas in near proximity to our major Evacuation Routes, promoting and reinforcing Owner efforts in establishing defensible space in the Home Ignition Zone (HIZ) within 30 feet of their residence, managing the annual

Fire Free event in May, and sponsoring the RECOA Board approved installation of an emergency access and evacuation gate at the intersection of 89th St with the Eagle Crest north property line. Special emphasis has been on encouraging RECOA Owners to evaluate their “**I-ZONE**”.

WORK THE “I-ZONE”: The Ignition Zone (I-Zone) defines the wildfire defensible space area within 50 feet of your home. Within this envelope of space, we will persist in encouraging you to conduct a personal defensible space assessment. 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**.

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.

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

FIRE FREE: Annually in May, RECOA accomplishes our Community-Wide Fire Free event. Fire Free occurs in conjunction with the Deschutes County-wide Fire Free activity. Our Fire Free focus is on Owners improving their defensible space around their homes---the Home Ignition Zone (a.k.a. the I-Zone). This year, we had “high water mark” results. May 1-11 this year, many Owners went well beyond spring clean-up work and clearly accomplished fuel reduction around their homes. Collectively, CWP and Relson Contracting collected and staged for removal to the Negus Transfer Facility near 1800 paper collection bags (equivalent to 150 cubic yards of material)! RECOA Owners personally helped by moving near 35% (630 bags) to designated Bag Drop Sites.

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Pat Rick Fire, CWP committee volunteers, Relson Contracting, and home-

owners made this year's Fire Free event a success!



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CWP extends a huge “Thank You “ to all for your efforts and assisting with the collection bag staging, a big help to us. In addition, PatRick Fire chipped on-site near 1000 cubic yards of flammable material.

OPEN FIRES: Remember that embers from open fires are real causes of starting wildfires! So, do not do things that are going to cause production of embers from an open fire. Recall that our CCR’s clearly establish Limitations on Open Fires: “No incinerators or other open fires (except outdoor cooking facilities such as propane grills or portable barbeque units) shall be kept or maintained on any Residential Lot”.

EXTRA GARDEN HOSES: Fire Service First Responders are primary for engaging an active fire. However, if you have extra garden hoses available, you may want to attach them to your residential hose bibs. If it can be done safely, wetting down your Immediate Ignition Zone (0-5 feet) surrounding your residence may be helpful if time is available. In all cases, when a near proximity fire is occurring, be prepared to evacuate immediately.

HALF TANK FUEL RULE: You may have to evacuate on your own initiative, by direction from Public Safety Officers, or with little warning. So, when your vehicle fuel tank is at 50%, make it a rule to fill your tank so you maximize your options in a time-urgent situation.

SITUATIONAL AWARENESS LINKS.

Foreknowledge of what is anticipated or occurring around us is fundamental to being ready to act. Considering the ongoing assessment of the Wildfire Season, the National Inter-Agency Link is useful https://www.nifc.gov/nicc/predictive/outlooks/monthly_seasonal_outlook.pdf.

Considering information on active local area wildfires, this link is <https://inciweb.nwcg.gov/>.

READY-SET-GO: The Ready-Set-Go

guideline is an Oregon state-wide action guide for life saving measures in the event of a wildfire. Know these steps and be prepared to “Go” and Evacuate without delay.

THE 89TH STREET EMERGENCY ACCESS AND EVACUATION GATE: Fire is one of the greatest risks we face as a community. Since 2019, RECOA has been working on the creation of a second emergency *access and evacuation* route for the West Ridge. Today, the only emergency exit on the west side of Eagle Crest is the segment of Eagle Crest Boulevard, near the West entrance, that connects to Highway 126. Given the potential of a fast-moving wildfire that could block this road and the logistical problems of everyone from West Ridge exiting via the Nutcracker gate or Coopers Hawk entrance —the RECOA Board believes it is in the best interests of our community to have another option. Accordingly, this May, your Board approved the installation of a gate at 89th Street. The gate ensures *access and evacuation only in an emergency*. It will be locked, and entry will be controlled by local Emergency Services and our HOA Manager. We anticipate the gate to be installed this June.



The emergency route is planned to begin at an entry point from Eagle Crest Blvd. and cross a short stretch (~300 Feet) of RECOA Common area and connect to 89th Street at the north property line. From there, vehicles would travel north on the 89th Street paved Local Access Road (60 Foot Public Right-of Way) that merges to a short gravel surface with Fire Gate connecting to Highway 126, or as directed by public safety officers to use Antler Ave.

Community Wildfire Protection Committee members are 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.

EVACUATION LEVELS, EXPLAINED

Level 1: Means “**BE READY**” for potential evacuation. Residents should be aware of the danger that exists in their area, monitor emergency services websites and local media outlets for information. This is the time for preparation and precautionary movements of persons with special needs, mobile property and (under certain circumstances) pets and livestock. If conditions worsen, emergency services personnel may contact you via an emergency notification system.

Level 2: Means “**BE SET**” to evacuate. You must prepare to leave at a moment’s notice. This level indicates there is significant danger to your area, and residents should either voluntary relocate to a shelter or with family and friends outside of the affected area, or if choosing to remain, to be ready to evacuate at a moment’s notice. Residents **MAY** have time to gather necessary items but doing so is at their own risk. This may be the only notice you receive. Emergency services cannot guarantee that they will be able to notify you if conditions rapidly deteriorate. Area media services will be asked to broadcast periodic updates.

Level 3: Means “**GO**” evacuate now. Leave immediately! Danger to your area is current or imminent, and you should evacuate immediately. If you choose to ignore this advisement, you must understand that emergency services may not be available to assist you further. **DO NOT** delay leaving to gather any belongings or make efforts to protect your home. ***This will be the last notice you receive.***

Webmaster: My top six secure computing tips



Joe Kosanovic,
RECOA Webmaster

My friend once said, "It won't happen to me". Then his computer was hacked. We are all at risk and the stakes are high to your personal and financial well-being. Our RECOA website has an [SSL Certificate](#) (Secure Sockets Layer), also called a Digital Certificate, which creates a secure link between our website and your browser. By ensuring that all data passed between the two remains private and secure, the SSL encryption prevents hackers from stealing our private information. Additionally, our RECOA data, including your Member Directory Profile information, is password protected. In any event, by following the tips below and remaining vigilant, you can protect yourself and others.

Tip #1 - Keep software up to date

I'm sure you saw the news that Equifax failed to install a critical security patch which resulted in compromising the personal data of over 150 million customers. Installing software updates for your operating system and programs is critical. Always install the latest security updates for your devices by turning on Automatic Updates for your operating system.

Tip #2 - Avoid Phishing scams - beware of suspicious emails

Phishing is the fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details by disguising the message as a trustworthy. Typically carried out by email spoofing or instant messaging, it often directs users to enter personal information at a fake website which matches the look and feel of the legitimate site. Beware. Never enter personal information unless the email or website is verified.

Tip #3 - Practice good password management

We all have too many passwords to manage - and it's easy to take short-cuts, like reusing the same password. Here are some general password tips to keep in mind.



Use long passwords - 20 characters or more is recommended. Use a strong mix of characters, and never use the same password for multiple sites. Update your passwords periodically, at least once every 6 months (90 days is better).

Tip #4 - Be careful what you click

Avoid visiting unknown websites or downloading software from untrusted sources. These sites often host malware that will automatically, and often silently, compromise your computer. Webmaster's advice; If attachments or links in the email are unexpected or suspicious for any reason, *don't click on it*.

Tip #5 - Install anti-virus protection if you haven't already

Only install an anti-virus program from a known and trusted source. Keep virus definitions and software up to date to ensure your anti-virus program remains effective.

Tip #6 - Back up your data

Back up regularly - if you are a victim of an internet security incident, the only guaranteed way to repair your computer is to erase and re-install the system.

Getting Around on the Ridge

We are fortunate to have a good transportation infrastructure with roads for vehicles, paths for golf carts, and bike paths. For everyone's safety, there is a separation for certain users. Let's review the permitted uses for each:

Golf Cart Paths – these are to be used only by golfers and the Eagle Crest Golf Course fleet of golf carts. Private golf carts are not allowed.

Recreational Pathways – these are generally designated with the familiar bike sign painted on the asphalt. The recreational pathways are for use of bicycles, runners, pedestrians, scooters, skateboards, in-line skating and pets on leash. It is

strictly prohibited to drive or park your car on any recreational path. Golf carts are not allowed on recreational paths.

Roadways – Are designed for motor vehicles but are also available to bicycles, runners, pedestrians, and pets on leash. Scooters, in-line skaters and skateboards are not permitted on our streets.

Additional Restrictions – No wheeled recreation is permitted on the grass. Bicycles, scooters, skateboards, and in-line skating is not permitted on the paved walkways fronting and connecting residential units, or parking lots.

Thank you for your assistance as we may all enjoy the resort safely.

Community infrastructure projects a priority for OWU



Oregon Water Utilities

Community infrastructure investment has been a priority for Oregon Water Utilities (OWU) since assuming responsibility for the water and wastewater systems 2017. Our primary mission is to ensure the safe and reliable delivery of water and collection of wastewater in the Ridge at Eagle Crest community. We wanted to take this opportunity to share with you the investments we have made so far that demonstrates our commitment to our customers:

Backup Power Generators: We have installed three backup diesel generators to ensure water production wells and booster pumps continue to operate during power outages. This project included the installation of fuel storage tank and acquisition of fuel transfer trailer to keep the generators running for at least 10 days before requiring resupply.

Automatic Meter Read (AMR) Meters: AMR meters transmit their reads electronically saving our operators time not having to go and read each meter. They will reinvest this time to maintain the plant equipment and facilities to ensure reliable service. AMR meters log water usage in smaller time increments that help our operators show customers

when and how much water they are using. In the future as we continue to upgrade this system, the meters will also detect leakage from burst frozen pipes and allow us to notify customers quickly.

Waste Water Treatment Plant (WWTP) Membrane Replacement: The WWTP uses mechanical and biological processes to treat wastewater collected from our community to a quality that meets environmental standards before it is discharged to ponds for irrigation. OWU replaced the WWTP's membranes (imagine very fine filters) that were originally installed in 2004, were more than twice as old as the manufacturer's recommended life span, and were losing efficiency.

WWTP Equipment: We have installed a third high capacity blower that provides oxygen to the biological treatment process. Prior to its installation we had no redundancy at the plant, and a failure on one of the two original blowers would have resulted in a significant reduction of plant capacity. Further, the plant required both blowers to run 24/7 so we were not able to take them offline to perform preventative maintenance. We have installed a bulk chemical storage tank at the WWTP to replace individual drums that were being manually unloaded and moved around the plant. The new tank allows for safe delivery by truck resulting in increased

safety for our operators. We have also replaced a number of electrical and mechanical components that had reached the end of their useful life operating in the harsh conditions at the WWTP.

Utility Trucks: We have purchased two 4x4 utility trucks for our operators so they can pull the fuel transfer trailer, push the snow plow, and carry equipment needed to operate and maintain facilities in all weather conditions.

Upgraded SCADA Radio Equipment: We have upgraded the SCADA (System Control and Data Acquisition) communication system to more reliably monitor and control our equipment 24/7/365, and ensure a quick response to system issues before they inconvenience to customers.

We are proud of the improvements we have made to improve the reliability of the system and are excited about future improvements we will make to improve service to our customers. We will continue to prioritize customer needs, and work with the community and RECOA Utility Committee to ensure satisfaction. Please do not hesitate to reach out to us at 877-405-1760 if you have any concerns, questions, or general inquiries about the water and wastewater systems.

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So additional changes to the plan will be necessary for us to begin this fall. We are optimistic that we can get this back on track.

A reminder that our paths and streets are filled with our friends and neighbors. We need to look out for each other. Dogs must be on leash even on our paths, including the Cline Butte Trail. Our roads have many curves and

crosswalks. A dangerous accident occurred on Golden Pheasant due to momentary inattention and speed. Thankfully no one was injured, and our injured landscaping and signs was repaired quickly.

Finally, we depend on our Committees for support in so many ways - landscaping, facilities, financial results and practices, insurance, wildfire prevention, communicating with

Owners, social events, utilities. Please join us. Check ridgeowners.org for more information.

*Be safe,
Leslie*



THE RIDGE
AT EAGLE CREST®