



# THE RIDGE AT EAGLE CREST®

Ridge at Eagle Crest Owners  
Association Quarterly Newsletter  
June 2021

## What's Important? By Monty Knittel, RECOA President

As our association moves further into 2021, I've questioned whether we're working on the most important things. In the year thus far, owners have reached out to me with a number of concerns including trees, dues, noise, Sports Centers and yard maintenance. The vast majority of conversations start with appreciation to board members for donating our valuable time for this necessary work. I echo that appreciation to the entire board and all our committee volunteers and office staff.

After pondering owner feedback, I think it's a good idea to have a mid-year reassessment of our priorities. Are we focusing our efforts in the right direction or are we missing something? Below are four priority issues that rise to the top of my list.

### ***Forest Greens Roofs***

The original developer set up roof-replacement reserve funding based on the expectation that roofs would last 30 years. Unfortunately, they need to be replaced today, five years ahead of schedule. Our board voted for early replacement at our March meeting and finalized a financing plan at the May meeting that will minimize the impact to Forest Greens owners. Work should start soon. Now we need to do assessments in other neighborhoods where we are responsible for roofs.

### ***Sport Center Contract Renewal***

RECOA doesn't own the Sports Centers we use. Instead, we negotiate use through an agreement with Eagle Crest Acquisition Group (ECAG). I've received a number of emails asking about this relationship. The current agreement expires at the end of this year. In June, a committee will begin negotiations on the next three-year contract. The existence of these centers and our ability to use them is an important part of our community.

### ***Customer Service***

The Eagle Crest Management office receives hundreds of emails, phone calls, and visits from owners each week. The Owner Services email box received nearly 40 emails over the weekend as I was writing this with everyone expecting a prompt response. ECM has added staff and created a self-serve owner portal to improve service.

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## Roundabouts

by Mike Keller, Chair, RECOA MOC (Maintenance and Oversight Committee)

The Eagle Crest road system includes 41 Cul-de-Sacs. The area in the middle of the Cul-de-Sacs is referred to as a "Roundabout." Roundabouts are considered RECOA common area.

In the original CC&R's, landscaping was not permitted by homeowners in common areas (article 4.3, page 7). However, in 2015 the RECOA Board passed a resolution stating "...if a group of owners want to make changes in their common area roundabouts they must adhere to the following policy: no irrigation systems, no electrical systems, no artificial structures. Plans must be submitted and approved by management. Any changes made will be at owners' expense."

So, if you are tired of the appearance of the Roundabout in front of your residence, get together with your neighbors, create a landscape plan, submit the plan to the RECOA ARC (Architectural Review Committee) and get to work beautifying your neighborhood!

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Is there more we can do?

### **Communication**

There is a tremendous opportunity to improve communication between owners. We have a newly appointed Communications Committee that is eager to address this issue. They have some great ideas!

There are other priorities to consider as well. For example, managing our many maintenance projects, protecting ourselves from wildfire and other safety issues, and managing our expenses to limit dues increases. Then, of course, there are ongoing issues like the oversight of our CC&Rs and dealing with the impact from peak season usage that brings high vehicle traffic and other problems.

At our May board meeting, I'm asking board members to weigh in on these issues and let me know their priorities. I invite you to do the same. Please email me your top three priorities.

Monty Knittel  
RECOA President  
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## Renting Your Ridge Home

An Owner Checklist by Linda Ficere

Thinking of renting your home on the Ridge? Here's a checklist of things to keep in mind:

- **Note rental restrictions.** Although commercial uses of homes are not allowed on The Ridge, owners may rent their properties on a short or long-term basis. The only exception is The Falls, where rentals must be at least one year.
- **Register with Deschutes County.** Per the County web site at [www.deschutes.org](http://www.deschutes.org): "If you are renting accommodations to someone (vacation rental, etc.) you are required to register your rental with the County, collect an 8% tax from occupants, and pay that 8% tax to Deschutes County. If you use a third-party booking service, such as Airbnb or VRBO, you are still required to submit reports to the County, even though they are collecting and paying the room tax for you."
- **Educate guests.** Owners are responsible for making sure renters follow the same rules that

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By Nick Mausen, Chairman, RECOA Social Committee

The Social Committee has resumed a regular meeting schedule. If COVID restrictions allow, we will hold a "drive-in" concert on the Soccer Field. Residents are encouraged to **SAVE THE DATE** for the "Rock 'N' Roll Tailgate Party," Tuesday, June 22<sup>nd</sup>. Additional details will be shared via email and available via posters and RECOA website calendar. This event is designed along the lines of drive-in movies. Attendees will need to provide their own snacks and refreshments.

The Committee closely monitors all state, county and local COVID restrictions and is committed to adjusting all future events based on the most up-to-date conditions. Should the June event take place as planned, it will be evaluated and those results will be taken into consideration for another event, hopefully in late August or early September.



# A Cigarette Butt - What?

By Linda Ficere

Every year we face the threat of fire at Eagle Crest. This is why we have a robust fire management program and a map on the RECOA web site ([www.ridgeowners.org](http://www.ridgeowners.org)) displaying emergency evacuation routes.

This year, fire season in parts of Central Oregon began May 15th, the earliest date in 40 years. One part of managing fire risk where we live is making sure owners have no open flames outside, whether it's tiki torches on the patio or open fire pits. Another safety measure is having a cigarette butt receptacle on your deck or patio. This is optional for all owners but *required if you rent* your property. RECOA does not currently have a formal process to designate "approved" receptacles, but many options are available online.

In your RECOA policies under "Fire Danger" it states:

*"Fire danger is a constant concern in this dry climate. Cigarette butts or any other burning materials must be completely extinguished and carefully discarded in an appropriate trash facility. Owners who rent their properties are required to place an approved "cigarette butt chimney" on their decks. No fireworks are allowed anywhere within The Ridge Planned Community. For the safety of owners, guests and our wildlife as well as preservation of the community's natural beauty, please abide by this policy."*

**We know the risk is real.** In three years, there have been four small fires on RECOA property from discarded cigarette butts smoldering in bark mulch. Fortunately, each time, neighbors and staff saw smoke and took quick action

By working together, we can reduce risk and keep our community safe. If you ever see any sign of a fire call 911 IMMEDIATELY and then call Owner Services to avoid any delay in response time when every second counts!

## Did you know?

- Smoking is a leading cause of fire deaths, even though 83% of Oregon adults do not smoke.
- 72% of cigarette fires on home properties started outside.
- One out of every five cigarette fire deaths involves smoking while using medical oxygen.



It takes only one cigarette discarded in landscaping or potted plants to start a fire.



- If you smoke, smoke outside.
- Dispose of your cigarette butts in sturdy ashtrays or put them out in water or sand.
- Keep medical oxygen and smoking separate.

When you (or loved ones) are ready to quit smoking, contact the Oregon Tobacco Quitline for free counseling services: 1-800-QUIT-NOW (1-800-784-8669) or [www.quitnow.net/oregon](http://www.quitnow.net/oregon)

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apply to owners and owners can be fined if they don't. This includes prohibitions on parking RVs in the driveway for more than 48 hours, parking for more than 6 hours on the street, unleashed pets, speeding, and excessive noise. Posting a summary of RECOA rules in your unit is one way to educate guests and minimize neighborhood disruption.

- **Share Safety Information.** Post a copy of the RECOA emergency evacuation routes in an obvious place for your guests. Remind guests that open fires are not permitted (with the exception of propane grills or firepits). All rentals must have a cigarette butt receptacle available even if the property is designated as "non-smoking." Scooters and skateboards are limited to paved bike paths only. Cyclists can travel on bike paths and connecting paved roads but should always be aware of traffic, obey road rules, and wear bright colors for visibility.
- **Sports Center Express Passes.** Ridge owners who rent must purchase annual passes for renters. Contact [expresspass@eagle-crest.com](mailto:expresspass@eagle-crest.com) for details.

## Sports Center Policy Changes

By Ellen Nelson, Communications Committee Chair

The new Sports Center access policies were developed by representatives from RECOA, ECMA (Eagle Crest Master Association) and ECAG (Eagle Crest Acquisition Group). Eagle Crest Resort announced the Sports Center access policy changes in March of 2021. While the information was posted on the RECOA website and in the Sports Centers, it came as a surprise to many homeowners. Since there is still some confusion about the policy, we believe it is important that owners get the correct information.

ECAG owns and operates the Ridge and Lakeside Sports Centers and ECMA operates the resort Sports Center. It is ECAG and ECMA, not RECOA, that sets policies and fees for the Sports Centers and other facilities. The use of these facilities by Eagle Crest homeowners is the result of a three-year joint-use easement agreement that took effect January 1, 2019. A clause in that contract stipulated that Sports Center access policies were to be reviewed by a committee that included RECOA representatives. In the last seven years there have been three iterations of this same committee, all three of which arrived at similar conclusions and mutual agreement over the policy changes that have now been implemented.

The original Sports Center policies were set in a time when there were far fewer homes on the Ridge and well before the internet made vacation rentals more prevalent. Over time, the volume of vacationers and short-term rentals has exploded, making the existing system extremely cumbersome to manage. For example, vacationers renting through third parties like VRBO or Airbnb who must pick up their passes at the Sports Center, most often during high volume times, have caused a strain on staff and long wait times. As a result of increased volume and, sadly, flagrant abuse of the pass system, facilities have been overcrowded, especially the pools in the summertime.

The new policies apply to all three Sports Centers and are broken into two components: the *Express Pass* policy which applies only to short-term and vacation rentals, and the changes to owner, resident, long-term renter and guest policies. The new policies, along with updated software, and a new restricted online multi-authentication certificate protocol, will allow the Sports Centers to control the number of guest passes and accurately track their use to minimize and ideally eliminate overcrowding and abuse.

The benefits of these updated policies are numerous. Ensuring that only authorized users have access to the facilities will create a more pleasant experience for everyone, and assure owners that others are not benefitting from the facilities without membership. The Eagle Crest HOA fees are not changing. Additional revenue from the *Express Passes* will be used to upgrade the Sports Center computers and software in all three Sports Centers to insure accurate tracking. After using the Express Pass funds for these upgrades, any additional revenue will be divided among RECOA, ECMA and ECAG. When we know more about the revenue, ownership will be updated on the intended use of funds. We encourage you to view additional Sports Center policy details on the RECOA website.

It had been the intention of Eagle Crest Resort to implement an educational campaign ahead of launching the new policies. As many of us are aware, that simply did not happen. The Communications Committee, newly re-formed in April 2021, is re-dedicating itself to making sure that the Eagle Crest ownership is informed of the activities and proposed changes to our community. Please attend our monthly meetings (currently via Zoom) to listen or participate (dates/times are on RECOA's website). You can also email me at [cc@eagle-crest.com](mailto:cc@eagle-crest.com)

## The New RECOA Owner's Portal – What's In It For You?

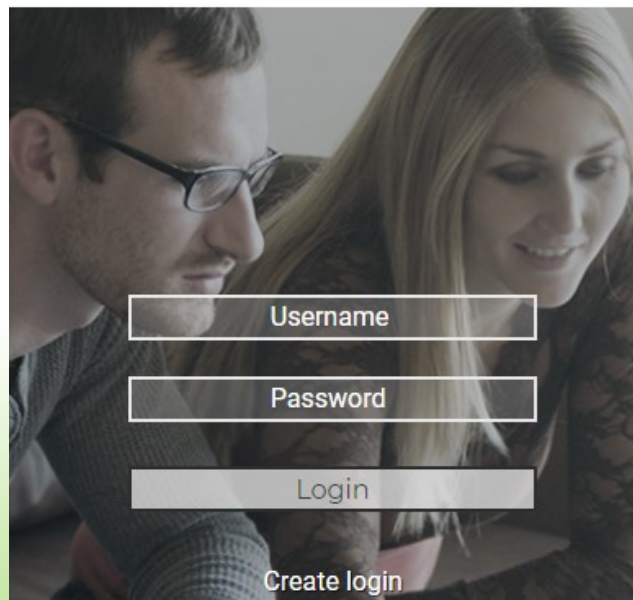
By Aaron Olson, RECOA Assistant Manager

The RECOA Owners' Portal was created to offer owners 24/7 access to important information regarding their HOA account and owner profile. After a paced roll-out, the RECOA Owner Portal is now available to all RECOA neighborhoods. **What's in it for YOU? Convenient, on-demand access to:**

- Make a payment using a credit card or eCheck
- Review your HOA account information
- Update your profile information including address, email, phone number(s) and family members for alternate contacts
- Check the status of any CC&R courtesy letters or fines
- Send a message to Owner Services with questions or concerns

The RECOA Owners' Portal can be found at: [https://frontsteps.cloud/caliberweb2\\_ecm#!/](https://frontsteps.cloud/caliberweb2_ecm#!/)

To access the RECOA Owner's Portal you will need your account number. Your email address must be the same email address currently on file with RECOA. Questions? Please contact me directly at (541) 548-9308. That way, I can provide you with your account number and guide you through all the features and options!



### RECOA HOA Contact Information

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