

RECOA Friday Update: September 17th

COMMITTEES:

Community Wildfire Protection Committee:

West Ridge: Dirt spoils to be removed from the Open Space area

The Open Space area is near the West Ridge fence and overhead power lines by the BLM gate. Starting on or about 22 September, contractor will be on-site periodically to remove dirt spoils existing near the center of the open area. This activity could be on-going over the next 6-8 weeks. This effort supports Maintenance and Oversight and Community Wildfire Protection Committee objectives.

All your RECOA Committees could use more volunteers, please take a moment to visit the RECOA website at www.ridgeowners.org to review the committee charters. If one is of interest of you, please email the committee chair at the email provided on the website.

Emergency Preparedness Meeting:

Please join a special information meeting at 7 PM on Friday, 9/24 to discuss emergency preparedness and evacuation process for Eagle Crest Resort, our guest is Sgt. Nathan Garibay, Emergency Manager with the Special Services Unit of the Deschutes County Sheriff's Office. Sergeant Gariby has extensive experience in the emergency planning process for the County.

To make this session more meaningful, please send questions in advance to ownerservices@eagle-crest.com

While we would prefer to hold this session in person, we are moving to a Zoom format to protect the health of our community members during this spike of Covid transmission.

<https://us02web.zoom.us/j/87572190482?pwd=U09tTVliaVJzRjhuMDM1aUxSMG1WUT09>

BOARD OF DIRECTORS NOTICES:

2021 Director Election:

Please make sure your email is up to date with Eagle Crest Management, you can either contact Eagle Crest Management by email or phone ownerservices@eagle-crest.com 541.548.9300 or you can log into your owners portal at https://frontsteps.cloud/CaliberWeb2_ECM, to make sure your email is up to date.

Sports Center:

The RECOA Board met yesterday. An item foremost on the board's list of goals is the renegotiation of the contract for the sports centers. As this contract is in active negotiation, the board met in executive session to discuss strategy and options. At the end of the board meeting I indicated that we would be sharing some information regarding the progress in today's eBlast. Here are a few takeaways that we are able to share:

It's a complicated contract

The Joint Use Easement Agreement (JUEA) is an agreement signed by four entities.

1. Eagle Crest Management Association (ECMA), is the Home Owner's Association (HOA) on the Resort side of Eagle Crest. ECMA leases the Resort Sports Center from the Vacation Resort Owners Association. ECMA owns the Eagle Crest Resort Golf Course.
2. Eagle Crest Acquisition Group (ECAG), the owners of the hotel, convention center, the Ridge golf course, the Challenge golf course, and the Ridge and Lakeside Sports Centers. They also manage the Resort Golf Course and Resort Sports Center.
3. The Ridge at Eagle Crest Owner's Association (RECOA), our association of 1,750 homeowners on the west side of Eagle Crest Resort.
4. Vacation Resort Owners Association (VROA) owns the Resort Sports Center.

For RECOA owners, the JUEA gives us access to all three sports centers. The original agreement was crafted in 1998. The current agreement expires December 31, 2021. In order to save RECOA owners from undue stress, it would be nice to have a new agreement in place well before the end of this year.

Initial Owner Survey Results

We were pleased the survey had 576 responses—close to a third of our owners. Two thirds of the responses live here full time, while the remaining third have a secondary home here. This ratio is similar to a recent study of owner primary addresses, although the response from full-time residents is a bit higher in this survey. Some key findings:

- Which sports center do respondents use most frequently—Lakeside 48%, Ridge 28% and Resort 24%
- The vast majority of respondents believe that the facilities are clean and the staff are friendly
- There is significant concern regarding the condition of the exercise equipment
- Less than 50% of owners feel the facilities are adequate for their needs
- 57% of respondents bring guests to one of the sports centers four or more times per year
- When asked which services are used at facilities, the pools and splash pads are used most frequently, followed by the exercise equipment
- When asked what improvements, equipment, or activities respondents would like to see in the sports centers, the most common answer was improved maintenance and operations (18%) followed by improvements to pools and hot tubs (15%)
- When asked what specific items the board should consider in the new agreement, the most common answer was cost (13%), followed by strong support for continuing the agreement as is (12%), guest policies (9%), pool improvements (6%), and an opt-out or fee-based system (5%).

This survey was an initial survey. The board will be discussing the need for future surveys or owner forums.

How do we compare to other sports centers and athletic clubs?

A part of the process has been to survey the rate structures for other regional sports centers with similar offerings to Eagle Crest. As owners, we pay \$56.94 per month for each home. This gives regular unlimited access for all residents in a home to all three sports centers.

One comparison was the family rate for area athletic clubs in Bend, Redmond, Prineville and Madras. We looked at clubs with a similar array of services--pools, pickleball, and exercise facilities. Six facilities made the list and their monthly fees ranged from \$76 to \$130.

Another comparison was other resort communities in Central Oregon, with specific interest in Sunriver and Black Butte. For the four communities identified, the monthly fees were higher than local athletic clubs and ranged from \$140 to \$428. Our monthly fees are a bargain in comparison to all the others, however most have newer and bigger centers.

Next Steps

The board will continue to review the survey results and discuss options to share with the two other partners in the JUEA. Some key issues have been identified and will be discussed further. Although we haven't determined the next steps, we are committed to getting owner input along the way and will continue to keep you informed of our progress.

Monty Knittel
RECOA President

Thanks again for your support. As always, your feedback is welcome.
ownerservices@eagle-crest.com