



**RVRMA EXECUTIVE BOARD  
MONTHLY MEETING  
Wednesday, July 31, 2013, 5:00pm  
The Ranch House Meeting Room**

**Executive Board of Directors**

Jim Noyes, President  
Lani Kitching, Vice-President  
Bob Schoofs, Treasurer  
Jack Gausnell, Secretary  
Bill Grant, Director-at-Large  
Peter Frey, Director-at-Large  
Amy Harvey, Director-at-Large

**Management Attendees**

Ian Hause, Executive Director  
Suzie Matthews, Controller  
Pamela Britton, Recorder

**Homeowner Attendees**

**Agenda**

<b>Time</b>	<b>Agenda Item</b>	<b>Page(s)</b>
I. 5:00	Call to Order – Establish Quorum	
II. 5:00	Approval of Agenda	
III. 5:00	Consent Agenda <ul style="list-style-type: none"><li>• Approval of Regular Meeting Minutes of June 26, 2013</li><li>• Board Member Installation</li></ul>	pp. 1 – 7
IV. 5:05	Public Comment <ul style="list-style-type: none"><li>•</li></ul>	
V. 5:15	Announcements <ul style="list-style-type: none"><li>• Tennis Round Robin – Saturday, July 27<sup>th</sup></li><li>• Community Gathering – Wednesday, July 31<sup>st</sup>, 6:30pm</li><li>• Gone Fishin' Derby – Saturday, August 3<sup>rd</sup></li><li>• Dive-in Movie – Friday, August 9<sup>th</sup>, 8:00pm</li><li>• Kids Tennis Camp – Saturday, August 12<sup>th</sup></li><li>• School Starts! – Monday, August 26<sup>th</sup></li><li>• 2<sup>nd</sup> Annual Labor of Love Fun Run/Walk – Saturday, August 31<sup>st</sup>, 9:00am</li><li>• Game Nite (adults; light refreshments) – Saturday, September 7<sup>th</sup></li></ul>	



- VI. 5:20 **Committee Reports**
- Design Review Committee
    - Notes from July 11, 2013 p. 8
    - Notes from July 25, 2013 p. 9
- VIII. 5:20 **Management Update**
- Executive Director's Report pp. 10 - 15
- IX. 5:35 **Old Business**
- Website Roll-Out Update
- X. 5:35 **New Business**
- Election of Board Officers
- Draft Motion A:*** Resolved that the RVRMA Executive Board hereby elects the following slate of Officers:
- President –
  - Vice-President –
  - Secretary –
  - Treasurer –
- Shade Structure
- Draft Motion B:*** Resolved that the RVRMA Executive Board hereby approves the purchase of a Shade Structure as presented.
- XI. 5:50 **Executive Session**
- XII. 6:00 **Adjourn**
- Appendix A –Budget Variance Report
  - Appendix B – Check Register
  - Appendix C - Accounts Receivable and Foreclosure Tracking Report
  - Appendix D – Accounts Receivable Irrigation Water
  - Appendix E – 2012 Reimbursement Assessment Summary
  - Appendix F – Monthly Fitness Program Summary

**RVRMA EXECUTIVE BOARD**  
**Record of Proceedings**  
**Regular Monthly Meeting**  
**Wednesday, June 26, 2013, 5:00pm**  
**The Ranch House Meeting Room**

A regular meeting of the Executive Board Members of the River Valley Ranch Master Association, in the county of Garfield, State of Colorado was held on Wednesday, June 26, 2013 at 444 River Valley Ranch Drive, Carbondale, Colorado 81623 with the following people present:

**Executive Board of Directors**

Jim Noyes, President  
Lani Kitching, Vice-President  
Peter Frey, Director-at-Large  
Bill Grant, Director-at-Large  
Jack Gausnell, Director-at-Large

**Management Representatives**

Ian Hause, Executive Director  
Suzie Matthews, Director of Finance  
Pamela Britton, Recorder

**Homeowner Attendees**

**Call to Order**

RVR Executive Board President, Jim Noyes called the meeting to order at 5:00 pm. A quorum was established.

**Approval of Agenda**

Directors Kitching and Grant moved and seconded to approve the agenda. The motion passed unanimously.

**Consent Agenda**

Directors Kitching and Gausnell moved and seconded the adoption of the meeting's consent agenda and to approve the Board Meeting minutes of May 28, 2013. The motion passed unanimously.

**Public Comment**

- None

**Announcements**

- Fishing Derby – June 22<sup>nd</sup>, 8:00 – 10:00am
- Candidate Meet and Greet – June 26<sup>th</sup>, 6:00 – 7:30 pm
- RVR Tennis Classic USTA Tournament – June 28 – 30<sup>th</sup>
- Cowboy Jubilee – Saturday, July 6<sup>th</sup>, 5:00 – 9:00pm
- Swim Lessons, Session 2 – Week of July 8<sup>th</sup>
- Junior Tennis Camp – Week of July 15<sup>th</sup>
- Kids Dive-in Movie – Friday, July 26<sup>th</sup>, 8:30pm
- Adults Dive-in Movie – Saturday July 27<sup>th</sup>, 8:30pm
- Board Election
  - Candidate Meet and Greet – June 26<sup>th</sup>, 6:00 – 7:30pm

- Voting Deadline – Friday, July 12<sup>th</sup>
  - Election Results Announced – Monday, July 15<sup>th</sup>
  - New Board Member Installation – Wednesday, July 31<sup>st</sup>, Introduction at the Community Gathering
- **Community Gathering – Wednesday, July 31<sup>st</sup>, 6:30pm**

**Committee Reports**

- None

**Executive Director's Report**

**Management** –The organization is operating within the Board adopted, Member ratified 2013 Operations and Reserve Budget.

There are no current indications of any material, reserve or operational aggregate budget overages at this time. Financials, Fitness Tracking and Utility Tracking reports are included in the Board packet.

Summer camp is in full swing. We have had numerous days in June where attendance was approaching 250 people per day at the Ranch House.

Turf, tree and landscape care operations are fully operational.

Noxious weed control services have commenced and are nearing completion.

Functions, programming and facilities which are available are well attended.

Reconstruction of the RVRMA website is nearing completion.

The golf course is open and restaurant renovation continues with opening to be announced once determined.

**RVR Irrigation H2O** – The sediment control basin is complete and operational. All irrigation ditches and systems are open and 100% operational. We will do a 24 hour liner test and sed basin removal when we have a window this summer or at the latest this fall.

The 2013 Irrigation Water Delivery Reimbursement Assessment (RA), as approved by the Board, has been delivered to all beneficial end users. Collection of the RA is underway and on-going. To date we have collected 90% of the 2013 RA.

The 2013 shared cost maintenance budget is \$94,500 for the RVRMA's portion of the shared costs. Last year's budget was \$96,000. Therefore the RA for 2013 is the same as the RA for 2012. Collections data is included in the financials.

We are firing all zones three to four times a week, depending upon location, which is the 2011 standard. In 2012 we were watering up to five times a week due to dry soil and poor precipitation.

The Augmentation Plan Decree redline was discussed again at the June 11th Status Conference with the Division Engineer and the CWCB. There is now clear direction from both entities on how we bring closure to the matter. The ED will continue to follow up and report back to the parties.

RVR Irrigation H2O is operating per plan and budget.

Staff continues to work with golf staff on effective watering windows and operational refinement.

**Member Services, Hospitality, Media and Public Relations** – Summer Camp officially commenced on Friday, May 24<sup>th</sup> with free hot dogs and complimentary beverages.

The soft-serve machine was started for the season on Friday, May 31<sup>st</sup>. Free cones were enjoyed by all the following Saturday.

Attendance at the pool is up from previous years. Guest Pass attendance is approximately 16% of total attendance.

The period functions have been well attended.

The RVR Crystal Bridge Pond 3<sup>RD</sup> Annual Fishing Derby is Saturday, June 22<sup>nd</sup> from 8 to 11 am

The RVR Classic USTA Tennis Tournament is Friday, Saturday, and Sunday, June 28<sup>th</sup> – 30<sup>th</sup>.

The first Dive-In movies of the summer will be on Friday and Saturday night, July 26<sup>th</sup> and 27<sup>th</sup>. Friday night will feature a PG and Saturday will feature a G.

The Third Annual Independence Day Cowboy Jubilee will be held on Saturday, July 6<sup>th</sup> from 5 to 9 pm. Timbermill, featuring Twirp Anderson, will provide the music. Numerous other activities are planned.

**Operational Refinement** – The Ranch House will begin remaining open until 9 pm 7 days a week effective Friday, June 28<sup>th</sup> and continuing thru July and perhaps into August, subject to attendance.

Water Aerobics has moved to 9 am effective Monday, June 3rd.

The preliminary estimates for replacing the small hot tub with a larger one range from \$40,000 for an above ground and \$80,000 for a spa at grade. Additional amenities at the Ranch House could also include a shade pavilion in the south lawn or an outdoor shower. Any future improvements will need to be carefully considered by the staff and Board. Staff will also include question(s) on this subject in the summer end customer satisfaction survey.

Towel storage has been placed outside the lap pool foyer to diminish wet traffic in the Ranch House.

A shade awning is being fabricated which will be placed above the exterior pool service window. The plan is to install the shade awning by July 1<sup>st</sup> subject to delivery.

- **Technical**

**Ranch House Mechanical** –

Utility costs are running at or below budget. See utility report in packet.

The Ranch House towel washing machine has seen the end of its useful life. This was a 15 year old unit which had already had costly repairs. Estimates to perform current necessary repairs were close to \$4000. The

necessary repairs included replacement of bearing shaft, bearings and basket shaft. This same repair was performed approximately 5 years ago. After consultation with the Facilities Manager at Aspen Glen, the General Manager at the Hotel Colorado and three service providers, the determination was made to replace the unit. We bid the project out to three reputable western slope dealers/service providers. All pricing was pretty close and the job was given to the Wash-Time Group out of Grand Junction. The cost of the new unit was \$7000 installed. The new unit has greater capacity and greater extraction than the old unit. The new unit was installed on Wednesday, June 19<sup>th</sup> without any interruption to towel service.

The Reserve Advisor reserve study shows approximately \$30,000 required for building services expense in 2014. This expense has been accelerated due to the failure of the existing unit. The organization remains under the projected capital expenses for 2013.

**Ranch House Pool-** The rec pool opened on Friday, May 24<sup>th</sup>, 2013 at 11 am. Attendance has been approximately 25% over the same period the last two years. Staff believes this is due to an unusually hot June and the attractiveness of the Ranch House and related facilities.

**Ranch House Building** –The elevator has received required annual inspection. We have completed a partial furniture replacement in the Great Room. The fire/burglar alarm inspection is complete. Annual liquor license renewal is complete. The Juice Bar, hot dog and soft serve machines are fully operational.

**Irrigation System O&M** – All deferred, necessary, capital and maintenance projects, with the exception of a potential turbidity/telemetry system above the sediment control structure, are complete. This project is currently being evaluated, specified and priced by golf for our review.

The Community Irrigation System is fully operational. This has been announced in the Weekly News on multiple occasions.

Seasonal start up is complete. Repair and maintenance is ongoing. We have commenced planned switch-out several zones from 4" heads to 6" heads as part of an ongoing system upgrade. This work was included in the reserve expense budget.

We have purchased a heavy payload electric cart in lieu of another vehicle. We had \$8000 in the capital reserve expense budget for a truck. We have determined we can satisfy our need with the heavy payload electric cart at a cost of approximately \$4000.

We have agreed upon the 2013 Irrigation Water Delivery Budget with the golf owner. It is \$94,500 for RVRMA and all other beneficiaries of the irrigation water delivery system. The 2012 budget was \$96,000.

The Irrigation 2013 Water Delivery Reimbursement Assessment currently has a 90% collection rate.

- **Site work and Landscape**

**Turf Grass** – No Spring fert is required due to placement of SiFi (Spread it Forget it) fert last fall. The turf has come out of dormancy. Staff is pleased with the mid-season results of the SiFi program. Mow and Blow and weed spot spray continues. We had marginal customer satisfaction the first 4 week of services in the Settlement but have made some adjustments to increase customer satisfaction. Additionally, on June 19<sup>th</sup> we did a prototypical service with a prototypical Owner and then walked the job with 4S Principal Ted Kelly, Rich Myers and the ED and the Owner. We then punch-listed that job to the Owners complete satisfaction. This will serve as a guideline for new 4S staff regarding the contractual requirements and corresponding customer expectations.

Trees – We have submitted a plan the planting of the 15 remaining trees required by the Town as per our deferred planting program. The installation of these 15 trees will complete our current obligation to the Town. This year's plantings will primarily occur along highway 133. The location determination was two-fold; first we have had numerous Aspen Trees fail and hence need additional screening. Second, we need to incorporate year round highway buffer species diversification. Adjacent to Old Town are numerous existing Conifers to which we will introduce Spruce trees. The planting plan has been approved by the Town an install is currently scheduled for mid-July.

Flowers – This year's annual plantings are complete and the flower beds are under routine maintenance operations.

Noxious Weeds – Weed control services for 2013 are nearing completion for vacant lots, common areas, ditch easements and open space. 4S is providing additional thistle control to select Settlement homes.

Beautification and Mitigation – Staff has completed placement of a temporary irrigation system to Tract JJ to establish native grass in that location. Tracts GG and H continue to be grown in.

There have been no plans submitted to date for private improvements to the Crystal Bridge Pond.

RVRMA Crews assisting in re-landscaping certain portions of The Boundary to bring consistency to the approved landscape plan and hopefully reduce Boundary Maintenance costs. The Boundary sub-association will reimburse the RVRMA for the direct project costs.

The trout population in the pond continues to thrive. Barley balls have been placed for algae mitigation.

The TOC has placed a section of pipe in the Town Ditch outfall between RVR and Hendricks Ranch on RVR's north boundary adjacent to the Settlement. Historically, the public has trespassed across lots A 14 and 15 to access the RVR public trail system from a town river park and trail downstream from RVR. The piping and relocated trail will prevent this trespassing from occurring in the future. The pipe should be placed in 30 days at the Town's sole cost and expense. If additional signage is necessary, that would be an RVRMA expense.

Infrastructure – The TOC had completed all chip-seal and fog coat budgeted for RVR this year. Chip-seal and fog coat was placed on Pioneer Court and Settlement lane in the Settlement, throughout Old Town and Thompson Corner. This completes the chip seal and fog coat for the entire east side of RVR. The TOC still plans to repair additional roads at RVR this summer for resurfacing next year. As plans are finalized, the Board and Community will be informed.

We are keeping the access to Tract GG closed for the foreseeable future due to continued disruptive access and activities. We have placed chains across the street and high profile barricades. An adjacent Owner complained about the look of the barricades so we removed, refinished and re-installed.

- **Settlement and Old Town 2012 Paint Program** – Gonzales Painting has completed 9 of 10 homes contracted. The 10<sup>th</sup> home will be painted once the excavation and back-fill is complete on the home being built adjacent lot. We expect to complete the remaining home no later than September 1<sup>st</sup>. There is a high level of customer satisfaction.

Ronay Painting is under contract for 2013 Old Town painting services effective May 15. The target completion date is now August 15<sup>th</sup>. As of publication the 2013 services were approximately 50% complete. The Painting Inclusion Policy, as duly noticed and processed, may be approved by the Board at the June meeting

- **Budget and Finance** – The approved and ratified 2013 Budget is in effect. 2012 Financials were delivered electronically to the Board for the period April 20 to May 20. The financials included in this month's packet are for the period May 1 to May 31<sup>st</sup>. Going forward, the financials delivered in the Board packet will be for the entire previous month. All financials are available on file for review upon request.
- **Continuing Education for Staff** – See 2012 reports for completed continuing education to date. The Director and the Director of Administration and Finance are pursuing the base certification for state regulatory compliance. Staff attended a CSI POS webinar on March 19<sup>th</sup>. HS free webinars are not being held this year. Staff has completed TREATING CUSTOMERS AS GUESTS –RVR PROFESSIONAL TEAM DEVELOPMENT thru Colorado Mountain College. Key staff has also completed CSI – Accounting Basics and CSI – POS Customer Service. The ED and Director of Administration and Finance are attending the M-100 Class,

## Old Business

- **Old Town and The Settlement Proposed Painting Policy**

Directors Frey and Kitching moved and seconded the following Draft Motion A. One homeowner comment was received during the 30-day Comment Period. The motion passed unanimously.

**Draft Motion A:** Resolved that the RVRMA Executive Board hereby approves the proposed and duly noticed Old Town and The Settlement Painting Policy as presented.

- **Election Update**

The election is proceeding per plan and schedule. Many homeowners collected their ballots at the Ranch House during the ballot pick-up period. The remaining ballots were mailed to homeowners at their address of record on Monday, June 21<sup>st</sup>. Ian will be selecting a committee of three impartial homeowners to be the Vote Counting committee. The overall Election Schedule was included in the Board Packet.

Directors Kitching and Frey moved and seconded the following Draft Motion B. Discussion was held. The motion passed unanimously.

**Draft Motion B:** Resolved that the RVRMA Executive Board hereby appoints Chris Bryan, Pam Britton, Jenny Ayers, and Kallie Carpenter as the Vote Counting Committee for the Summer 2013 Board Election.

- **Website Update – Beta Testing**

Pat Curry of Footsteps Marketing provided an overview of progress on the development of the new RVR website. Development of the new RVR Website is nearing completion. Staff is conducting a Beta Test of the site. The Board will be conducting their Beta test from Monday, June 31<sup>st</sup> – Wednesday July 3<sup>rd</sup>. A Website Beta Test checklist was provided to the Board members. Roll-out of the site is scheduled for the week of July 22<sup>nd</sup>.



**New Business**

None

**Executive Session**

The Board adjourned to Executive Session at 5:53pm. The Board returned from Executive Session at 6:02 pm.

**Adjourn**

It was moved and seconded to adjourn the meeting. The meeting was adjourned at 6:03.

**River Valley Ranch Master Association  
DRC Meeting Minutes, July 11, 2013, 9:00am  
Ranch House Conference Room**

**Attending: Management Representative:** Ian Hause, Pamela Britton  
**DRC Members:** Jason Jaynes, Jack Palomino, Aimee Conrardy  
**Applicant Guests:** Bruce Barth

**Design Reviews:**

**9:00 -9:15                    DRC Coordination**

**9:15 - 10:15                Block JJ/New Home Construction**  
**Owner:** Richard  
**Pre-Design Conference**  
**Applicant:** Richard Myers  
**Address:** Block JJ; 3300 Crystal Bridge Drive  
**Architect:** Bruce Barth

**Discussion:**

The Design Review Committee conducted a Pre-Design Conference for the potential development of Block JJ.

The applicant is working with the Town of Carbondale to resolve questions on re-platting the site and the status of a product mix of condominium and townhomes in the development.

The DRC provided guidance related to massing, architectural style, landscaping and construction phasing to the applicant.

The applicant will advise when they are ready to make a formal Preliminary plan submittal.

**River Valley Ranch Master Association  
DRC Meeting Minutes, July 25, 2013, 9:00am  
Ranch House Conference Room**

**Attending: Management Representative:** Ian Hause, Pamela Britton  
**DRC Members:** Jason Jaynes, Jack Palomino, Aimee Conrardy  
**Applicant Guests:** John Baker, Danny Muse

**Design Reviews:**

**9:00 - 9:15                      DRC Coordination**

**9:15 - 10:15                      Lot M-17/Home Remodel  
Owner: Mike and Aida Paulin  
Pre-Design Conference II**

Address: 810 Lakeside Drive  
Architects: John Baker  
Builder: TBD

**Decisions:** Final plans as submitted are approved.

**10:30 - 11:00                      Lot V-15/Deck Extension  
Owner: Monte and Kathy Moses  
Building Envelope Variance/Design Approval**

Address: 779 Perry Ridge  
Architects:  
Builder:

**Decisions:** The submitted plans are approved as submitted, with notations.

**Executive Director's Report**  
**July 31<sup>st</sup>, 2013**

**Management** –The organization is operating within the Board adopted, Member ratified 2013 Operations and Reserve Budget.

- There are no current indications of any material, reserve or operational aggregate budget overages at this time. Financials and Fitness Tracking reports are included in the Board packet. The Utility Tracking report will be distributed at the meeting.
- Summer camp is in full swing. We have had numerous days in June where attendance was approaching 250 people per day at the Ranch House.
- Turf, tree and landscape care operations are fully operational.
- Noxious weed control services have generally been completed for this year. Staff spot spray will be ongoing.
- Functions, programming and facilities which are available have been well-attended.
- Reconstruction of the RVRMA website is nearing completion.
- The golf course and restaurant are now open daily.
- The 2013 RVRMA Executive Board Election is completed with the incumbents winning both seats.
- Staff, in consultation with the Board, is considering a detailed review of our current, recorded Master Declaration of Protective Covenants as they relate to functionality, necessity, currency, relevance, enforceability, statute and lifestyle for the Association and its Members. The Covenants may only be amended by at least a majority vote of the Members. Some sections of the document must first be approved by the Town of Carbondale prior to being presented to the membership in ballot form.

**RVR Irrigation H2O** – The sediment control basin is complete and operational. All irrigation ditches and systems are open and 100% operational. We will do a 24 hour liner test and sediment basin removal when we have a window this summer or at the latest this fall. Final grading and re-vegetation of the site will be completed by 7/31.

- The 2013 Irrigation Water Delivery Reimbursement Assessment (RA), as approved by the Board, has been delivered to all beneficial end-users. Collection of the RA is underway and on-going. To date we have collected 95% of the 2013 RA.
- The 2013 shared cost maintenance budget is \$94,500 for the RVRMA's portion of the shared costs. Last year's budget was \$96,000. Therefore, the RA for 2013 is the same as the RA for 2012. Collections data is included in the financials.

- A document has been developed by staff and mutually agreed upon by golf and the RVRMA regarding process and protocol in the event of an irrigation system break or outage.
- RVR Irrigation H2O is operating per plan and budget.
- Staff continues to work with golf staff on effective watering windows and operational refinement.

**Member Services, Hospitality, Media and Public Relations** – The Ranch House remains very well-attended with attendance and numbers and customer satisfaction up from previous years.

- The period functions have been well-attended.
- The RVR Crystal Bridge Pond 3<sup>rd</sup> Annual Fishing Derby was held Saturday, June 22<sup>nd</sup>. The event was a blast with all attendees having a ball. The second Derby is currently scheduled for Saturday, August 10<sup>th</sup>.
- The RVR Classic USTA Tennis Tournament was Friday, Saturday, and Sunday, June 28<sup>th</sup> – 30<sup>th</sup>. Both attendance, registration fees, and participant satisfaction were up from the previous two years and the event was very successful.
- The Third Annual Independence Day Cowboy Jubilee was held on Saturday, July 6<sup>th</sup> from 5 to 9 pm. Timbermill, featuring Twirp Anderson, provided the music. Numerous other activities including games, bouncy castle and the mechanical bull were a hit. Approximately 375 Members and Guests attended the event. We have had nothing but very positive “best ever” feedback.
- The first Dive-In Movie of the summer was held on Saturday night, July 20<sup>th</sup> and featured the movie Cars. The pre-movie pizza party had three times as many attendees as last year with 30 kids and 15 adults enjoying the affair. The function was very well attended and enjoyed by all. The second Dive-In movie is currently planned for Friday, August 9<sup>th</sup>.
- The Annual Community Gathering will be held, Wednesday July 31<sup>st</sup> at 6 pm immediately following the Board meeting. The golf and restaurant owner will provide and update followed by RVRMA President Jim Noyes and Staff reports. The meeting will close with a public question, answer and comment period.
- RVR, The RVOV and the Town received positive press for the cooperative efforts in resolving a trespass, land use and public access/trail issue to the benefit of all parties and at no expense to the RVRMA. An article and image was placed in the Sopris Sun. The Director will continue to maintain positive relationships with the local media community to continue to be recognized for these types of initiatives and efforts.
- The soft-serve machine is producing expected results with approximately \$9,600 in gross revenue to date. Cost of goods sold is calculated to be 5%, resulting in a net of a

little over \$9000. If revenue does not pay for the machine by end of 2013, it will be paid off early in 2014. Soft serve sales are up 35% for the same period last year.

**Operational Refinement** – The Ranch House will begin remaining open until 9 pm 7 days a week effective Friday, June 28<sup>th</sup> and continuing into August, subject to attendance.

- Water Aerobics will remain at 9:00 am M, W and F until further notice.
- The preliminary estimates for replacing the small hot tub with a larger one range from \$40,000 for an above ground and \$80,000 for a spa at grade. Additional amenities at the Ranch House could also include a shade pavilion in the south lawn or outdoor showers. Any future improvements will need to be carefully considered by the staff and Board. Staff will also include question(s) on this subject in the summer end customer satisfaction survey.
- Towel storage and the Lost and Found container have been placed in the lap pool foyer to diminish wet traffic in the Ranch House.
- A shade awning has been placed above the exterior pool service window.
- We have placed USA, Italy and Colorado State flags around the tennis courts.
- Staff is evaluating a new shade structure near the kids wading pool above the inoperable splash area.

**Technical - Ranch House Mechanical** – Utility costs are running at or below budget.

- We have replaced boiler pumps and are considering the cost benefit of VFD's on these pumps.
- All systems are functioning properly.

#### **Ranch House Pool**

- The rec pool opened on Friday, May 24<sup>th</sup>, 2013 at 11 am.
- Attendance remains at approximately 25% over the same period the last two years. Staff believes this is due to an unusually hot June and July and the attractiveness of the Ranch House and related facilities.
- All systems are functioning properly.
- The rec pool is currently planned to close shortly after Labor Day, subject to attendance.

#### **Ranch House Building**

- We have placed 2 additional ADA-EZ automatic door openers on the second set of doors in the entry vestibule and the primary pool access doors. This means we now have 4 functional automatic door openers. These benefit those with disabilities, injuries and

especially moms with strollers and kids. This has brought numerous positive remarks from Members and Guests. This effort may also result in utility cost savings.

- We have also gone through and re-set each lower level exterior door to save energy and increase usability.
- We have crack-sealed, double-coated and re-stripped the Ranch House Parking lot for less money than is was done for in 2009 and 40% less than the high bid. This was done by bundling and managing our project with two other private projects to realize and gain efficiencies and resulting savings.

**Irrigation System O&M** – All deferred, necessary, capital and maintenance projects, with the exception of a potential turbidity/telemetry system (T & T) associated with the sediment control structure, are complete. The project and T & T is currently being evaluated, specified and priced by golf for our review.

- An irrigation protocol document is on file at the Front Desk, Admin Offices, Golf Shop and Golf Maintenance. This provides a useful tool for all in identification, communication and remedy of irrigation leaks, breaks, oddities etc.
- The Irrigation 2013 Water Delivery Reimbursement Assessment currently has a 95% collection rate.

#### **Site work and Landscape**

- Turf Grass – Services are on-going, customer satisfaction has increased.
- Trees – We have completed planting of the 15 remaining trees required by the Town as per our deferred planting program.
  - The installation of these 15 trees completes our current obligation to the Town. This year's plantings primarily occurred along Highway 133. The planting plan was approved by the Town and the install has been accepted by the Town as completion of our obligation.
  - We have completed spraying Scotch Pine for the Mountain Pine Beetle.
  - RVRMA Crews are nearing completion of weed control and mulch ring maintenance on our community forest. Other large landscape beds at the entries and Ranch House have been mulched.
- Flowers – This year's annual plantings are complete and the flower beds are under routine maintenance operations.
- Noxious Weeds – Weed control services for 2013 are nearing completion for vacant lots, common areas, ditch easements and open space. 4S and the RVRMA are providing additional thistle control to select Settlement homes.

- Beautification and Mitigation – Staff has completed placement of a temporary irrigation system to Tract JJ to establish native grass in that location. Tracts GG and H are now in mow operations.
  - The River Trail Bridge at the north end of the property has been completed by the Town and trail work with the RFOV continues.
  - Staff plans to do additional trail work on the GG foot path as time allows.
  - There have been no plans submitted to date for private improvements to the Crystal Bridge Pond.
  - The trout population in the pond continues to thrive. Barley balls have been placed for algae mitigation.
  - Staff has received numerous, very positive comments that RVR looks the best it ever has.
- Infrastructure – The TOC had completed all chip-seal and fog coat budgeted for RVR this year. Chip-seal and fog coat was placed on Pioneer Court and Settlement lane in the Settlement, throughout Old Town and Thompson Corner. This completes the chip seal and fog coat for the entire east side of RVR. The TOC still plans to repair additional roads at RVR this summer for resurfacing next year. As plans are finalized, the Board and Community will be informed.
  - We are keeping the access to Tract GG closed for the foreseeable future due to continued disruptive access and activities. We have placed chains across the street and high profile barricades. An adjacent Owner complained about the look of the barricades so we removed, refinished and re-installed.

**Settlement and Old Town 2012 Paint Program** – Gonzales Painting has completed 9 of 10 homes contracted. The 10<sup>th</sup> home will be painted once the excavation and back-fill is complete on the home being built adjacent lot. We expect to complete the remaining home no later than September 1<sup>st</sup>. There is a high level of customer satisfaction.

- Ronay Painting is under contract for 2013 Old Town painting services effective May 15. The target completion date is now August 15<sup>th</sup>. As of publication the 2013 services were approximately 75% complete.
- The Painting Inclusion Policy, as duly noticed and processed, was approved, as duly processed, by the Board at the June meeting, and is not in effect.

**Budget and Finance** – The approved and ratified 2013 Budget is in effect. Period Financials thru June 30, 2013 are included in the Board packet and are available for review upon Member



request. Due to certain circumstances, the Reserve Expenditure Report and Utility Tracking Report will be emailed to the Board or hand delivered at the meeting.

**Continuing Education for Staff –**

- Staff attended a CSI POS webinar on March 19<sup>th</sup>.
- Staff has completed TREATING CUSTOMERS AS GUESTS –RVR PROFESSIONAL TEAM DEVELOPMENT thru Colorado Mountain College.
- Key staff has also completed CSI – Accounting Basics and CSI – POS Customer Service.
- Erin Mattice has completed Colorado Mountain College Social Media Training
- The Director and the Director of Administration and Finance are pursuing the base certification and licensing for state regulatory compliance. The ED and Director of Administration and Finance have completed the 3-day M-100 Class in Denver. We believe that we have successfully tested out of M-100 and can now prepare for the CMCA Certification. Once that cert has been obtained, we can then apply for statutory licensing with the Colorado Division of Real Estate. Managers must be licensed by July 1<sup>st</sup>, 2015.
- Pam Britton is registered for the Public Notary class and State Licensing program. She should be an active Public Notary by the end of August. This will be operationally beneficial, provide a service for Members and Guests and may ultimately be a fee-based service and small revenue stream.