



R-Ranch at the Lake

Board Meeting Minutes

Saturday, April 17, 2010

R-Ranch Board of Directors: Joan Scannell, Dan Wynn, Ken McArdle & Mark Bendick

Call to order 12:06

- I. Roll call: Mark Bendick not present
- II. Pledge of Allegiance: Complete
- III. Approval of Minutes (1/16/2010 meeting): Joan reported that the minutes wouldn't be read from the last meeting due to the level of detail. However, they are available in hard copy for review and let the BOD know if there are any suggested revisions. The BOD has already reviewed and approved the minutes.
- IV. Reports

General Manager:

Paul reported that due to the rain they are a little slow getting some of the roadways and horse trails cleared. Many other things have been accomplished since January, for example the gate. Be sure to check at the office so you can get your code for the gate. They have been experiencing some phone line issues, impacting the gate, but the company will be coming out to repair the phone line. He explained the process of the call/key pad boxes, and how to call the employees. Stables and arena have had a massive cleanup. More clean up will continue but the rains have slowed things down. The employee area has had undergone a "face lift," and there is still a little more to do. Efraim, the Landscaper, is doing a good job and has finished planting. Bathhouse 8 has had complaints about the water heaters, research showed a copper pipe leaked and it has been repaired, and a new water heater was installed as a result. We have repaired some main water pipes and are waiting for it to dry out for further repair. The coverts will have to wait for the right time of the year. Stable doors and the side of the barn have been repaired. The bridge behind the Lodge has been cleaned up and repaired. The Teen Center ramp has been torn down and replaced. A new roof is in progress on the laundry room by the Lodge. He received a certified letter from the city for a sewer inspection, and is coordinating a meeting. Rotor Rooter is scheduled to come and clean the lines, and the septic overflows are going to be emptied. The pool has a large crack where the two pools join, and dirt has been washed out underneath. He got bids and chose a contractor, but the rain is affecting the contractor's current job which is effecting his start date here. Looks as if it will still be on schedule for the current open date of May 21. He encouraged the owners to please provide your e-mails to the office, stating it's a good way for us to save money on postage etc. He reported he attended both the campground/cabin meetings today to hear what the questions and concerns are. Owner

from the audience talking about concerns about the water sampling. Paul answered and explained the testing/communication procedure; please refer to the video for specifics.

Office Manager:

Gary reported that they are not quite setup for everything by email, but in the next 1-2 years he expects to go to fully electronic communication and billing. Those that want a hard copy it will still be available. He reported that there are currently 654 R-Ranch Constant Contact subscribers, and will work towards a weekly communication schedule during the busy season. He welcomed Kelley Wagner as new office team member and who has a solid bookkeeping and office background. He noted that the consolidated cash report shows the ranch as ahead of last years YTD figures. Owner from the audience; Kathy Palmerton, thanked him for the electronic communication, and noted it was long time over due. Gary also noted the importance of increased and consistent communication to the owners, other than BOD meetings and quarterly newsletters. An owner from the audience expressed concern about the water being sanitized. The question was deferred to Paul, and he explained the collection process and the findings of the tests. Please refer to the video for full explanation.

Stable Manager:

Jenny reported that currently there are 43 ranch horses and 26 owner horses, soon to be 28. She warned about ticks and reported she's had several horses with a tick borne disease. She reported that Albert from the maintenance has done repairs in the stables. She noted sand has been added in the round arena. She is looking at bringing in a professional for lessons and also for her staff to provide workshop clinics. She is in the final negotiation stages regarding the lessons, and is considering using the small arena so it won't impact other stable activities. She communicated the new Saturday trail ride schedule/levels that will take place from Memorial day to Labor day, as follows: 8:00am is an advanced ride, 9:30am Intermediate, and 11:00am for beginners. She said clinics have no fee and the private lessons will be \$50.00. She also updated the owners on the trail card test times: Thursdays by appt., Saturdays at a first come first serve basis, and reported the test consists of a written and riding test. An owner from the audience asked "Why would advanced riders need a wrangler led ride?" They were also talking about evening rides as well. Please refer to the video for specifics.

Lodge Supervisor:

Deborah: Reported that St. Patrick's Day had over 150 people in attendance and "it was great." She encouraged people to check the website because people were not aware that there was a ham dinner this year for Easter, and unfortunately she couldn't add them to attend. She mentioned Easter was a smaller turnout than expected, but she thought it was due to the weather. She is working with Gary to ensure her activities are posted every weekend on the web-site, and also the quarterly newsletter. She's looking forward to the pool opening for Memorial Day. She is planning a Golf Cart Parade and wants it to be a patriotic theme. Events planned for the summer are Casino Night, Carnival, Car Show, and lots of other activities. The California Cowboy's & Buck Ford bands are booked, and the favorite DJ Zach Patterson is coming back for Memorial Day. Maria has been sewing curtains for the cabins. The band cabin is almost completely done. Thanks for all the volunteers that have showed up, "It is the most I've seen over the past 4 years I've worked here." Pam has been volunteering sewing curtains and bringing them up. Special thanks

to Nellie for the hours and dollars that she has donated; please go to the website for a special contribution to her for all that she's done. There is now a Teen committee; they already came up with a schedule, and a list of crafts.

Sales & Marketing

Alyce updated the owners that she has met with the BOD and they agreed she would sell the deed back shares & split sales between her and the ranch at 50/50. They agreed to a sale price of \$1,000.00 per share, and encouraged owners to tell friends. Since January no sales, she is advertising on Craig's list. Dan asked how many were sold since January, and Alyce said it's very grim and only one has been sold. She believes the rain has hurt sales. An owner said they heard the shares have gone up and asked if we are checking to ensure we stay competitive. Joan encouraged owners to write down suggestions and to leave them in the office.

Presidents Report

Joan thanked owners for coming to the meeting and the participation. She also gave a big thanks to the employees for all the hard work and efforts this winter, and noted you can see the results. She met with the cabin committee this morning and noted Liz Spiker will be giving an update later in the meeting. Joan commented that she is encouraged that they are moving in the right direction to improve that part of the ranch. She noted the Ad-Hoc Horse chair is a vacant position, if you are interested in it please see Ken as he is the BOD representative. Reminder that June 15th is the last day to submit in writing if you are interested in running for the BOD. There are 3 positions open for the upcoming election. She said to submit it to the office if you want your name on the ballot; otherwise you will be a "write-in" candidate.

Vice President Report

Dan reported he's working closely on operations of the ranch and stays in contact daily. Napa County was supposed to come out and do an inspection on the ranch 2 weeks ago and again last week and both times have cancelled. Dan wants to know about the timeline they have for the ranch issues they identified previously. He stated the campgrounds need more power, but they desperately need another transformer, and they're looking at using the site to site money to fund that. May 22, there will be a Tri-Tip BBQ on opening day of the pool. The extra money earned will be going towards more activities. The budget was cut from last year's budget so they want to raise extra money for activities. The Old Ranch House will now be called the North House. They have proposed opening up both the South/North houses, for owners to use. They are looking for people with construction background to work on the houses, and are asking for supplies on a donation basis. They need both supplies and people support & there will be sign up sheets for working parties. He thanked everyone for the help with all the dinners, and talked about having more dinners throughout the year, including the next one for Cinco de Mayo. He gave a special thanks to Luigi for donating the golf cart parts for the ranch golf carts. Guard shack will be in use by the beginning of the season to alleviate all the traffic into the office. Paul quickly explained his vision on how the check in process will work through the gate shack. Refer to the video for specific details. Trailer tags and wrist bands will be provided at the guard shack. Dan wanted to make everyone aware that rattle snakes are out right now, so be careful.

Treasurer's Report

Ken is trying to give more information than in the past, and noted the Consolidated Cash report. He pointed out the comparison over the past two years and noted we are better now than last year at this time. However, he cautioned we are still early in the season. He contributes our current state to the ranch manager, office manager, & department heads. He also gave a special thanks to Scott Sherman, who has been managing collections. He noted that Scott doesn't have a script when collecting, he has a "unique style" he just calls and "talks to them." He has done an excellent job in collections, which is one of the reasons why we are ahead in collections YTD compared to last year. He doesn't want to give false hope, because it can change in the next few months with the season beginning. He hopes it doesn't change, but he relies on Paul, Gary and the department heads to manage it. He talked about the Profit/Loss report and asked for you to review it and noted that again, we are ahead compared to April of last year.

Committee Reports

Equine Ad-Hoc: Joan talked again about it being a vacant position and if you are interested in chairing it, to work with Ken. Ken wanted to mention we want to replace the swamp cooler in the West Barn at the expense of the horse owners.

Boat

Albert Sanchez was not present but, Paul talked about keeping registrations up to date and that letters have recently been sent out to owners related to boat storage violations. He noted changes to the paperwork with a disclaimer that if you don't agree with the notification then to please contact the office. He also talked about the boat yard being the first you see when driving in, and the blue tarps looked bad. They are trying to identify the eye-sores and clean them up. An owner from the audience asked about owners being on the list that don't have a boat, and asked for the list to be audited. Paul also talked about efforts that will be made in the golf cart area, and noted that it is the next area of focus after the boat area cleanup.

Campground

Jim Gondola: Had a campground meeting today and the committee is going to start utilizing the South house as a Club house. Some people showed up to the meeting and had misinformation. He wanted to clear this up; there will be no ranch money or site-to-site money used for this project, only donations and volunteers will be used. It is available to anyone on the ranch not just the campers. Not just strictly for adults, kids are allowed as long as they are supervised. It's not going to be a babysitting place with kids running around.

Cabin

| Liz Spiker, Owner 328, is planning to go through all the cabins to assess them make a to do list...and prioritize the list for repairs etc. and then make a wish list of items they'd like to see, and submit it to the BOD. They also talked about "A" cabins as it relates to the newsletter. Asking for next year's budget to add a line item to add 3 "A" cabins. The last estimate was 14-15k for the building of each cabin. We talked about the current use of and two issues came up: 1) handicap cabin, and the reservation rules, and the no-show policy, and opening the cabin after a no show. She wants to use the Ranch house (North

House) as a club house as well. Her e-mail is on the website for suggestions and if you have questions, please contact her.

V. New Business

Updates on Legal issues (lawsuits); Joan reported the Ranch suit by the stable worker has been settled as of last week. Joan doesn't know if the settlement is available yet for the owners, but when it becomes available she will make it available, if legally she is permitted to without breach of confidentiality.

Deed Back Termination

Joan reported that in January the BOD suspended the program because 84 (paying) shares were deeded back to the ranch, resulting in a \$96,600.00 drop in funds available for the budget. The deed back program was suspended because it was severely detrimental to the finances of the ranch.

VI. Open Forum

Burt Simonian #264: Shared his thoughts on the deed buyback program related to the recovered deeds. Please refer to the video for specific details.

Jeff #752: High five to this group and the new managers what we've seen in the last 8-12 months it is a 360° change. Jeff talked about his disappointment regarding the prices of the current shares. He talked about how pleased he is about the project improvements, etc. He asked Alyce why she is getting 50% of the sales and feels as though it is too high.

Nancy Pon #1010: Why we don't market R-Ranch at home shows, etc? Years ago we marketed at fairs, etc. Why don't we do that anymore? Nancy also said thank you, she was one of the hardest critics, but thank you.

Wendy #734 Stated she had been coming here since and riding she was 5. She shared a lot of concerns about the changes of the ranch, related to the Horse Association, website, share sales price etc.. Please refer to the video for specific details.

Keith Weismann # 989: Asked if there are any other lawsuits or are they all cleared up. Joan reported that there was something filed that said the ranch must make a payment by a certain date, but the ranch didn't respond and nothing has happened.

Chelsea owner #82 Asked, as a dog owner can the area down by the flats be turned into a dog-run area where they can be kept off leash. Joan said it would be discussed.

VII. Meeting Adjourned 1:28

The next Board Meeting will be held on Saturday, July 17th @ 12:00pm