

Results of Third Transparency Survey – July 30, 2021

Question Text: **1. The RECOA Board operates in a transparent manner.**

Question Type: Rating (1-10)

Required: Yes

Statistics

Average: 4.5

Median: 5

Response	Graph	Percent	Count
1		9.5%	36
2		13.4%	51
3		17.4%	66
4		8.4%	32
5		23.2%	88
6		6.8%	26
7		9.2%	35
8		7.1%	27
9		2.6%	10
10		2.4%	9

Question Text: **2. The RECOA Board values owner input as it makes policy**

Question Type: Rating (1-10)

Required: Yes

Statistics

Average: 4.5

Median: 5

Response	Graph	Percent	Count
1		9.5%	36
2		12.6%	48
3		16.6%	63
4		10.5%	40
5		22.6%	86
6		8.4%	32
7		8.7%	33
8		7.4%	28
9		1.3%	5
10		2.4%	9

Question Text: **3. I am aware of the Transparency Initiative**

Question Type: Yes/No

Required: Yes

Response	Graph	Percent	Count
No		23.4%	89
Yes		76.6%	291

Question Text: **4. I have seen the Transparency Initiative logo**

Question Type: Yes/No

Required: Yes

Response	Graph	Percent	Count
No		78.4%	298
Yes		21.6%	82

Question Text: **5. I have attended (Zoom or in-person) a RECOA Board Meeting in the previous 12 months**

Question Type: Yes/No

Required: Yes

Response	Graph	Percent	Count
No		67.9%	258
Yes		32.1%	122

Question 6. I have attended a RECOA Committee Meeting (Zoom or in person) in the past 12
Text: months

Question Type: Yes/No


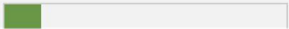
Required: Yes

Response	Graph	Percent	Count
No		79.7%	303
Yes		20.3%	77

Question 7. I have attended a RECOA Town Hall or Forum (Zoom or in person) in the previous 12
Text: months

Question Type: Yes/No

Required: Yes

Response	Graph	Percent	Count
No		87.4%	332
Yes		12.6%	48

Question 8. I would like to have a Town Hall or Forum regarding the following topic: (Describe
Text: below)

Responses

3. Finances and budget.
4. A printed break down of all HOA costs--perhaps in a pie diagram.
5. The current state of the board and our finances.
7. Adults only swim at Lakeside Sports Center -- would be nice to have a couple of hours without screaming children -- early morning -- say 7-10 like the other two sports centers.
8. Sports Centers Joint Use Agreement.
10. I think we as a whole need to look at direction EC is going. Not positive right now. Issues abt airbnb n vrbo (out of control); violations everywhere upkeep of homes, rvs on property extended times n resort golf course embarrassment
14. RECOA Budget Accountability
Northview Accountability not holding Contract workers/businesses accountable for quality of work
16. Is there an annual audit of all HOA financial holdings, etc. independently done, with documentation by Edward Jones Brokerage handling the accounts. This would be SEPERATE from a budget publication, and would be not be conducted and presented by any individual directly connected with HOA, management, staff, etc. There is an great deal of financial information being

Responses

hidden or kept secret...and many of us are very aware of the obfuscations that have been taking place for years now by certain people. Without a complete INDEPENDENT AUDIT open and available to every owner, one has to conclude that something is being hidden,& if so, legal action on the part of owners would be entirely legitimate to require answers.

19. Will the resort activities available now be cut by the new negotiations

20. Short term rental policies

21. Our 6+ million dollar investments currently being controlled/managed carelessly and without owner quality control mechanisms in place. Get the paid management company the hell out of the investment chain/control of "owners" savings and establish a legitimate owners investment committee to drive all investments with direct broker oversight.

22. Quarterly dues have gone up by an extraordinary percent in the past couple years with little to no obvious change in the service provided. There needs to be better communication as to why the sharp increase that is too high for it to be just due to national inflation alone.

23. The level at which three board members' negativity, personal agenda pushing and bullying are impacting the resort negatively enough that good people are talking about moving away. These three moved to a destination resort but want it to be a quiet retirement community. These three need to move to an actual retirement community and leave the resort to those who purposefully moved to a destination resort setting for the destination resort lifestyle. A lively, fun, energetic and sometimes noisy environment.

25. Why was the Treasurer replaced?

26. Questions raised regarding finances, clarity on dramatically increasing associations dues over the past few years, how the Board intends to behave in a civil and open manner in the future

27. How the Board gets along with each other and the need to work together and insure that part of board is not trying to hijack the board for there wants.

28. ECM Management Contract and expectations of what is expected of them

30. Explanation why RECOA members are not allowed to get a more in depth account of where HOA dues are being spent and what is being held in reserves.

31. Discussion of 5-year and 10-year visions for each neighborhood (held by neighborhood).

33. Speeding on Nutcracker Drive, possible larger speed bumps rather than speed tables.

37. Are current Board dynamics in the best interest of EC community?

38. A detailed finance report.

40. Reserve Accounts

41. Why the Board will not easily share the financial information with the owners. I was just told that owners are only allowed 6 guest passes per year for our family. This is not right. The homes and condo's that use the ridge recreational facilities crowd out the owners. We need an owners and family of owners only recreational facility.

42. 1. Leadership issues 2. SC contract 3. CC&Rs enforcement 4. Transparency 5. Why was treasurer fired?

Responses

46. .

49. The board should resolve their differences offline and reserve meetings to discussion of practical issues relevant to owners. It is painful to watch and listen to personal attacks during meetings...not to mention it is a waste of time for attendees.

50. What can be done about Ridge Owners renting their homes for short time, less than a month. The problems with short term rentals seem to be more frequent and bothersome.

51. I need to review the Owners Website. Do we have FAQs and board meetings minutes posted. Again that's on me to be more proactive.

53. Recall of the current board. We do not feel that the homeowners are being fairly represented. We would also like to see the employees of the management company replaced.

54. Wasteful spending, e.g. unnecessary tree removal.

58. Eagle Crest Management, please survey home owners regarding the lack of support from those involved within the management company. I have talk to many owners and NONE feel their question or concerns are dealt with. They simply ignore you or give you a BS response!!!

59. The renewal of the Sports center agreement. It is almost August and the owners have not been asked for their opinions. Make sure that ALL of the owners are included in the discussion. It seems like only the people that use the facilities get involved. The last survey in late 2018 had minimal response from the entire community. It appeared that only about 300 owners (all of which used the sports centers) took the time to respond. How about starting at the beginning: "Do you want to continue to subsidize the sports center costs?" Did you know that sports center costs comprise half of the master HOA dues?" This is RECOA's single largest annual expense. Why are the negotiation being handled by only the President and Treasurer without any direct input from the owners?

60. golf ball and deer fencing

61. We are new owners and have not participated yet

62. The legal rights and obligations of the ROCOA members, the Board and of Eagle Crest management.

65. What is the requirements to have landscape plans approved i.e. can natural landscapes be full of weeds, untrimmed bushes/tree and be out of step with their neighbors?

67. No

69. Sports Center(Ridge)
deteriorated, unsanitary, shabby

70. explaining what the problem is and why they can't problem solve in a business like manner !! that's why we put them there

71. Enforcement of RV parking

76. Noise control from renters affecting owners. We want a vote/voice on how budgeted money is being spent to benefit owners. How is the budget breakdown decided.

78. Nothing

81. Sports Center future usage eligibility by owners (restrictions on "family" use)

Responses

84. Sport center contract

85. How the passes work with guests that are family.

87. Yearly copies of all expenditures; budget, costs, reserves, services, etc.

;

89. I need to begin reading minutes from previous meetings before being able to provide thoughtful input.

95. The seeming inequality of time spent on the managed communities and the custom owner residing residences. Maybe RECOA needs a separate organization for the managed communities, and then bring together both entities when there is shared interests.

96. Excessive HOA dues.

98. Golf course maintenance

100. How to absolve differences between Board members to end the in-fighting, petty bickering, sarcastic comments, and hyperbole. Working together in harmony is the best course of action for our community.

101. Financial investments.

103. What is the long range mission statement of Eagle Crest

104. I would like to discuss the increase in vacation short term rentals in residential, single family homes. There appears to be no rules regarding number of homes and the influx of tourism is damaging the community we live in full time.

106. Pet Policy/Dog Park

107. How we can help overcome HOA board member personal interactions that need to be more focused on the HOA issues instead of each other.

108. HOA fee increases and how the committee allowed for the drastic change in resort access with such short notice.

109. Development of more Pickleball courts. This development in itself could be a monetary gain for Eaglecrest in the long run. Tournaments could be organized with entry fees. People would come stay at EC to be involved in these tournaments. Look what they have developed at Widgi Creek as an example. Pickleball is sweeping the nation and may soon become an Olympic sport. Food for thought.

110. Too many visitors at Sports centers

112. Water shortage , plan ahead. Do we need to limit water use? We need bigger recreation facilities.

114. long-term future of eagle crest

117. Enforcement of CCR's and prioritization of MOST critical CCR's
Vegetation clearing of high fire load shrubbery by homeowners/FIRE PREVENTION.

Homeowner disregard for neighbors - property should be kept TIDY, picked up, well maintained, No one wants to look at another's tools, junkpile or unkept yard.

DOGS off-leash consistently by a few repeated offenders,

Responses

120. Generally, town hall forums are a waste of time until such time as the "leaders" who are the major issues are still in office. We need a completely new election of a board to restart the whole transparency project. The town hall suggestion is nothing more than lip service to show fake concern and interest by the disinterested board.

124. landscaping, transparency and community respect

125. why was the elected treasurer removed unilaterally by the board?

127. Joint Use Agreement status; Board dysfunction brought about by personal agendas and animosity; Detailed Sports Center access issues and plans; Unnecessary stop signs and speed bumps - traffic control devices.

128. Preparing for evacuation in case of wildfires, what goes in your "Go Pack". Not so concerned about Cascadia Fault or Newberry Crater volcano at this time.

132. 1) Banning all wind chimes at Eagle Crest. It would be so much more pleasant here if you could hear the wind blow through the trees and the sound of birds singing instead of the discordant din and clanging sound of wind chimes. Why should we be subjected to our neighbors taste in wind chimes on every windy day without having a say in it?

2) Limit activities such as brush cutting and vegetation clearing to late Summer, Fall or Winter when Quail are not nesting. I understand the need for it relative to fire prevention but why needlessly crush the eggs and young of Quail or other ground nesting birds?

133. Emergency preparedness and evacuation plan for Eagle Crest (both sides of Cline Falls Hwy.

135. Not sure... the Board seems to be in upheaval so don't think a town hall will fix it

136. Why was John Leszar replaced as Treasurer? Why doesn't Knittle allow Treasurer's reports to be placed on the agenda?

137. Hillsboro Aero Academy flights droning over Eagle Crest

139. speed humps/tables and limits

141. Fire hazards, snow removal, need for repaved paths restroom siding still not painted

143. Unless there are specific topics (airport, etc.), these forums usually become complaint sessions by ill informed participants who have not taken the time & energy to become well informed.

147. Full disclosure of financial status including policies, procedures, and management's oversight.

150. Dysfunctional board

156. what you can and cannot do on your property with or without permits

158. Replanting plans/dates to replace the cut trees.

160. contracts for vendors, report on complaints vs results vs response time. Financial reports and Edwards Jones fees

162. I am very frustrated that we are being asked to give up our owner cards and be treated like renters when we, as owners, use the facilities. I want the board to re-evaluate how this new system really should work.

Responses

163. Financial, various "transparency", internal control and audit related questions discussed at May and subsequent BoD meeting and reiterated at F&CC meetings.

165. HOA dues and services rendered (or lack thereof)

167. Transparency around the RECOA finances including account records of deposits, withdrawals, investment types and returns. It is our money, we deserve to know how it is invested, the risks involved and if any money is improperly being taken from the account.

168. Speeding throw out the resort; fresh cigarette butts on bark dust/ dry vegetation along walking paths; people walking their dogs without a leash;

171. speeding - crosswalk painting (including more visibility at the cross walk on Cline Falls hwy

172. RECOA BOD Financials

176. Rental properties in Eagle Crest. AirB&B RBO What are the rules for the people that own these houses?

177. Landscape improvement and more future plan for a sustainable landscape practice to keep cost and water usage down

181. 1. Sports Center Negotiations

2. CC&R Reset

182. I want owners to have a say in what all the money in reserve is to be used for. I think we need an owner's only pool and clubhouse. I'm tired of seeing a ton of renters.

183. The future of enforcing our CCR's. Our street alone has at least two homes with awful looking yards, but the HOA does NOTHING about it! The yards have looked that way for years.

184. An audit of our funds.

186. Not sure this is worthy of either but I am curious about potential impacts to our community with respect to the new Thornburgh Resort development...

187. Any plans for further tree cutting around the Eagle Crest property.

188. I'm unsure about what these formats are. Have any Town Halls or Forums been held lately?

191. I thought the way the current President got rid of the CCR Committee was the wrong way to handle his disapproval of the Committee. He should have at least given the committee year. A town hall meeting would be a good way to get views of members on the subject.

192. Issue of Rentals & why during cooler seasons we cannot use an outdoor Chiminea & who made the decision?

193. Any major changes such as the guest pass requirement and cost before such a decision is made

194. Treasury report.

195. Conduct of RECOA Board

197. To task the board to get their act together and represent ALL owners, period

198. Effectiveness of Land Effects

199. Landscaping - it has not improved much in my opinion

Responses

200. What is the main reason these people can't get along?!

201. I would not attend a meeting. Leslie Brown does not work well with others and causes a disfunctional attitude around her! The way she got rid of Butch Henry and Norm Knodt and the disfunction she brought to the committee I worked with her to be a cancer to Eagle Crest!

202. No thanks.

203. Streets and rodeos

204. The board could use a class on how to work together . . .

205. No topic

206. Pointless. Not with the present Board. Why bother?

207.

why Liz Lopez never returns voicemails

208. Financials

209. 1) Financial management: Is ECM paid to oversee \$6.5 mill and investment company paid to manage? Who at ECM has any expertise to assess? how much are they being paid? Performance?

210. Prioritize owners over the resort guests, we pay the quarterly dues that keep Eagle Crest going, but it seems we cater to the time share and hotel people's needs above owners.

212. Short term rentals

213. Forest Greens Roofs

216. The financial status of RECOA in terms of spending

217. Sports center

Owners gathering to introduce board/management on one to one basis

Emergency forum with Sheriff/

Emergency services like the one we had two years ago due to the high fire threat this season

220. Addressing noise, pollution, and safety issues over our homes in regards to flight training programs. The most recent FAA statistics revealed 52% of near misses with commercial traffic in OR occur within 25 miles of the Cline Butte VOR.

221. Dysfunction of the BOD and why decisions by the BOD appear to be planned prior to any public forums/ZOOM meetings. The script seems to have been written before any sort of public meeting occurs.

222. Why secretive regarding previous treasurer?

224. The dysfunction of the Board

Hiding information from Owners

Unauthorized transactions by Board members

225. More support for full time residents

227. CCR review/noise/short term rental related issues

Fire safety

Responses

228. Tree removal (but no one will pay attention anyway) and abuse of sports center use by local non-resident or time share owners.

235. 1. Actual actions by the BOD that support transparency

2. Reinstatement of the CCR committee in a manner this is a) transparent, b) engages the membership, and c) is not totally BOD/president-centric

238. Customer service by the management company. Why are we paying so much more and getting less?

239. RECOA Finances, what the funds are and who manages them and why.

The common areas owned by RECOA, especially in the stand-alone homes areas, that are NOT maintained by RECOA and why when there are such stringent CC&R's enforced for the owners to follow.

241. none

244. Developing the potential of EC to accommodate more families starting to live here.

Take a big note from Sun River! Instead of just imposing more fees, complicated facility access and confusing guidelines for owners that already pay to be in a resort community.

245. Investment of RECOA funds

248. ARC committee responsibilities

249. Address the growing problem of owners offering their homes for short term rentals and the effect it's having on ridge owners safety and well-being. These owners are turning over the renting to rental companies who don't follow up on renters abiding by established rules of use. it isn't fair to owners who live here year round. Ban short term renting as they do in The Falls and Resort. It is the only way to protect home values and insure that our community remains a pleasant place to live.

250. poor performance of lawn maintenance

251. None that I can think of.

255. Finances

256. Short term rentals are becoming a real problem in our neighborhoods, I've been told it is nearly impossible to change policy, well somebody needs to address it as it's affecting all of our property values and livability in Eagle Crest

258. no comment

259. Removal of Treasurer Leszar.

Management of surplus funds and the current funds manager.

263. Enforcement of cc&rs.

264. The board meeting agendas sent out by e-mail contain very little useful information.

You need to attend a meeting to have any idea about what is going on. That is not transparency.

268. Road surfaces in the West Ridge.

269. Budget

Lack of landscaping

Responses

270. How to remove loud mouth non productive board members and committee members like linda and john and janet the dasterdly trio bent on disruption instead of listening!
271. How to manage the negative impacts of vacation rentals (Air BnB) among areas with a high percentage of full time residents.
274. The Edward Jones accounts and lack of transparency are concerning to me. Also, what is the relationship between various contractors to the community and current or former board members?
275. Progress on the use of the recreational facilities negotiations
277. The investments of the Board
278. Removing 3 members of the board. I know that won't happen
279. Divisiveness and immaturity within the RECOA Board.
280. Where do our HOA monies go?
281. Unless the board itself can resolve their internal issues, and become unified relationship, nothing is going to change and no town hall or forum will help.
282. speed limits
283. the mis-handling and non communication of the deck replacement, stairs and rails of the Eagle Creek Area.
284. What do we owners receive for our large assessments? When will some modernization take place? The units are in bad shape.
291. What the board is wishing to accomplish with the transparency initiative.
293. I think we need to see a financial statement, and plans for future use of the money. It's like the government, they take the money and then don't respond.
295. Not needed right now. A town hall is a big effort, and I'm not comfortable packing a lot of people together yet. There is a lot of information on the website and through Board and committee meetings if people will make the effort to access/attend them.
298. Landscaping
300. Removing Linda F from the board!
301. All topics should be open to the owners for discussion, AFTER we're given full and complete information. I don't participate in the current Board meetings, live or via Zoom, because I have so little information provided to owners it's impossible to know what the issues are about.
302. Why was the Treasurer removed from his position (blind sided at a meeting) for doing his job.
303. CCR..enforcement vs pettiness
305. Board drama.... Info in depth on our investment portfolio. What the investment is invested in.. cost management and/or brokerage fee
307. The removal of the past treasure.
309. Equal application of rules.

Responses

312. I have two issues. The first being the sports center. This should be a pay to play. I resent having to pay for something I don't use for a variety of reasons. I don't like funding for this benefit used primarily as a perk for employees friends and family and then for the commercial opportunity for the lodge and rentals. I've lived here 21 yrs and tired of paying the bill. The second is the board who replaced our elected treasure because he had the audacity for wanting transparency and detail of our finances. As previously stated I've lived here 21 yrs and had no information that we have over 6 million dollars in an investment account. Ive spoke with several long term residents who also had no idea about this account. Makes you wonder why we would ever need to raise our homeowner fees.

313. Board relationships

314. Choose 10 topics from owners input or enough to fill the Agenda. Right now my impression is you are a DICTATORSHIP. People need answers especially from FINANCE!!!!

315. Wildfire preparedness

319. We have sent multiple emails to the management concerning various topics over the last several years.

320. Enforcement of CC&Rs

321. CC & R rules and enforcement

323. You are doing what is expected by me

333. What is going on with the conflicts on the board? How can they be resolved? What is happening with our money and how can this be monitored and communicated to owners?

335. our dues and who decides to raise them without explanation except for our bill notice.

337. Treasurers report. Why the previous treasurer was unable to make a presentation to the HOA members. How the lack of communication is going to be addressed/improved moving forward. Planned use of funds from the new cost for guest Rec Ctr passes. analysis of adequacy of reserve funds for maintenance of existing property.

338. Anything and Everything starting with why does the board need to act like unruly children. Why was Mr. Lesar removed, why is Leslie Brown the Treasurer, why are contracts not put out for bid, why do we have to beg to use the facilities we pay for, where is our refund for facilities that we paid for but could not use, there's a start of topics

339. Eliminating short term rentals altogether! We live next door to a "new rental" house and within 1 month have had 5+ groups renting, creating parking problems on Nutcracker among other issues. Our quiet neighborhood has been greatly diminished!

342. The Board needs to hire an outside person to investigate and report to the HOA members about the unprofessional behavior and how this can be fixed

345. Finance

346. The current state of our RECOA financial, how they are managed and how the BOD makes their financial decisions.

351. Dissolving of the cc&r committee

Responses

352. Why the current board can't get beyond the personal egos of the board and onto the subject that benefit owners.

353. .

354. RESPECT, Forest Greens Roof, Sports Center Agreement

355. Most every major decision the elected board makes for us members.

357. Financial transparency of the income and outgo and the contracts we are obligated too.

358. how is RECOLA addressing the Time Share issue and the Short Term Rentals. Would it be to RECOLA's advantage to separate from the HOA on the Resort Side.

359. Ridge mailbox area beautification. Maintenance building beautification I.e. Christmas decorations exposed. Street sweeping initiative. Long Term rental initiative on Ridge side as like resort side has managed to accomplish. Stay true to HOA enforcing CCR guidelines to home improvement I.e. neighbors neglecting home property. Been here a little over a year and see many things that should be taking care of by HoA. This is Eagle Crest!

361. Proper Board Member process. Anyone serving RECOA is a volunteer. Respectfully

364. Issues with the board and what is going to be happening in the future. Complete open conversation.

366. Why is the Board so dysfunctional and antagonistic toward certain elected members of the Board and what is the Board president going to do to remedy this in the short term?

367. RECOA BOD shall be appointed rather than elected. In future appointed by various neighborhood BOD to give voice to their constituent homeowners. Neighborhoods may need to be created and equal representation allotted but in the end homeowners will be better represented.

369. Dues are getting to high

370. Our financial status

372. CC&Rs Enforcement

Contracts: with ECM, Land Effects and others. Why is it we the owners are not in charge?

373. Sport Center growing costs and future development of more pickle ball courts.

374. None

377. Investments. Risk tolerance results in file for every year they have been taken. Why we have chosen our investment advisor, investments breakdown and transaction activity

379. What is our vision for Eagle Crest not just the yearly maintenance issues but the changes to infrastructure and additional resources? Where is it that our board is in agreement?