

October 3, 2023

Dear RRVA Homeowners,

Fall is full sprung here in the Catskills. With the brief gift of a warm week colder temperatures are on the horizon and Winter will soon be taking center stage. It's been a hectic couple months here on the hill and I would like to thank each and every person who has reached out to me these past couple weeks with warm words of encouragement for myself, our Board and the Staff. Some of your responses made me laugh till it hurt. Particularly touched by some of the words of encouragement from homeowners I have yet to even meet in person. Thank you all. The outpouring of support was indeed timely.

Now it is my turn to offer some words of encouragement. I could not be more proud of the work this Board has accomplished. This is by far the hardest working Board I've ever witnessed. When Wendy announced her retirement in July, I was under no illusions that this transition would be easy. I literally shouted "All Hands On Deck" and the Board exceeded my wildest hopes. The biggest issue we faced was the lack of protocols installed within the office. I mentioned in an earlier missive that Wendy and the "job" grew "organically" over many decades. New challenges occurred and timelines evolved (as they will). The office and its systems remained unchanged, however, and we are now faced with both the challenge and the opportunity to usher in a "modern" era. The Board and The Office has been upgraded with Google Workspace. This has led to an amazing increase in both communication and problem solving. Modern HR protocols have been created for our staff where before much was confusing and sometimes even contradictory. A massive infrastructure project has just completed Stage 1 that will have long term benefits for the entire community. A massive pool area overhaul is in the planning phases presently that will make the crown jewel of our development even more impressive and the envy of all. It's hard to believe that this year started with the extremely generous gift by David Macklin of a children's playground last October. We have been busy bees indeed! This is all above and beyond the normal duties such as roofs, roads, siding, grounds, porches, trails and tennis courts.

Which leads me to my next round of THANKS. Anthony, Wendy, Maria, Terry, Ryan and Tony. THANK YOU. The hours this Board has donated to the RRVA pales in comparison to the thousands of hours The Staff has committed to keeping this place afloat. In my twelve years on The Board, I've never seen more work accomplished than this last year. Our Staff even took MORE work upon themselves this year when Mr. Dee informed us he and his crew would not be doing the tennis courts going forward. This work also saved the association \$11,000 (every year mind you). That is no small number to this non-profit organization! The trouble shooting and MESSY work upon the pool this Spring also deserves thanks and cheers. A summer without the pool would have been unthinkable. Even during the coldest Winter months our Staff completely restored the bathrooms in the clubhouse when the pipes burst and flooded the entire downstairs. THANK YOU.

For those who will not be in attendance at our Annual Meeting on October 7th at 10:00 am I'd like to outline some budgetary concerns and goals. We are raising the monthly maintenance the maximum 5% which is allowed according to our governing documents AND we further request a YES vote for the continuation of the \$15 special assessment. The \$15 special assessment goes specifically towards roads and roofs. With only 20 roofs yet to be completed I hope to discontinue this assessment in 2026. The 5% increase comes to \$19 a month. A grand total of \$499 per month. We have been "pulling rabbits out of hats" the past three years to make ends meet: two years ago upon becoming executor of an abandoned unit we recouped nearly \$25,000. Last year another unit had fallen into arrears to the sum of \$21,000 and we aggressively pursued this money reversing a practice of "writing off" such losses. This year Webster Paving inexplicably did a NO SHOW, and in the process we saved another \$20,000. We can't keep counting on various windfalls such as these to carry us forward. Taking on the Tennis Courts ourselves is a savings of

\$11,000 annually but with looming pool repairs (the pool liner is at the end of its lifespan) and siding issues galore we have no choice but to raise the maintenance. This brings me back to Mr. Dee (our painter). For years he has complained about slapping paint over rotting siding. And boy howdy do we have some rotting siding. This year only one cluster was painted because going forward we will have our Staff work in conjunction with the painters and replace and repair siding. This will be another savings of nearly \$20,000 annually. Now while much of this savings will go towards the materials needed for siding repairs some will be diverted to THE POOL. We need new chairs, lounges, tables, decking, steps, plantings and even life preservers. This will not come cheap folks, and in this Boards opinion it is long overdue. I can't promise all these issues will be completed in a year but we are going to try.

My last tidbit. CLICKPAY. We have contracted with "ClickPay" to handle the billing for these fees and the launch is literally happening in the next couple weeks. Writing a check and dropping it in the office mailbox might be a "quaint" tradition some of you are still fond of but it is a logistic nightmare. The team at ClickPay is going to assist with the set up as well as our Staff and Board. It's sadly not an exaggeration that the Office was "run" using a rolodex and a Casio calculator. ClickPay not only gives RRVA greater security and greater transparency it will free our Staff to tackle the more pressing needs RRVA has moving forward. I hope to see all your lovely faces at the "Candidates Night" on Wednesday and "The Annual Meeting" on Saturday. Be safe. Be kind.

Christopher Cook,

President RRVA