

## November 16, 2017: 2017 Annual Meeting Questions and Answers

### 1. Owners statement:

The gentleman gave a background of his living within WTMC, working as a volunteer and serving on the Board. He noted that most of the needs were taken care of by volunteers and that we had no employees. Stating that we should not be an employer now but we should be utilizing contractors to supply our personnel needs for security at the parks and care of our facilities and greenbelts. He reported that they had the same percentage of unpaid assessments when he was serving on the Board as we do now and that it did no good to sue our owners. It didn't accomplish any higher payment rates.

Board response:

President Bricker invited him to come join the Board and bring his suggestions and implementation ideas with him but the owner declined the request, stating he had done his part.

### 2. Owner statement:

Wanted to know why we had so many staff and the reason for the \$100,000 increase in the budget over last year.

Board response:

Secretary Kish and President Bricker provided the information concerning the effect of the passage of I-1433 in the November 2016 election which mandated significant increase in minimum wage starting in year 2017 through 2020. Facilities Manager Gowans addressed the staffing pattern and reasons for it and the successes we have had with this pattern in reducing incidents in all of our parks. Mr. Gowans noted that society has changed and we no longer live in the Wild West and within our park system drunken rowdiness is no longer tolerated. Mr. Kish noted that our Insurance Agent had provided us with information concerning what would happen to our liability premiums if we were to cease our active enforcement of the no alcohol rule and were to allow non-members a freer access to our parks. The numbers were significant and somewhat un-knowable at the top end due to the fact that this type of premium is based on claims made and that statistics clearly show that less monitoring is a guarantee of more claims.

### 3. Owner question:

Is there a way that senior citizens on a fixed income can pay less?

Board response:

Treasurer Kish clarified that our By Laws currently require that all property owners be charged the same assessment amount per living unit. The Board is in the process of working with our attorney to have the By Laws updated and if it is feasible and allowable by law we will try to include some provision for Senior and Disabled Citizens who qualify for reduced property taxes through the Pierce County program, to be eligible in some manner for a reduced assessment. The details are not clear at this point in the process but we will be publishing the proposed revised By Laws out to the membership for comment as part of the overall process of bringing them to the membership for ratification.

4. Owner question:

If we volunteer, could we receive a credit against our assessment?

Board response:

Not currently allowable per the By Laws. Secretary Kish

5. Owner question:

How is the new Key Card system working and are those who do not pay being allowed to access the parks?

Board response:

Secretary/Treasurer Kish explained that the Key Cards ability to operate the gates is controlled from the Main Office and those not current, unless actively pursuing an approved payment plan do not have access to the parks.

6. Owner statement/ question:

We feel there must be a less expensive way to handle the issues that arise at the parks and within the organization. Have we investigated hiring outside Security instead of employees, outside management for the overall organization, doing fewer improvements to our parks, not adding the gates to Bankers Spit and Lakeridge Park? We know it is a value, but we don't like the increases associated with it.

Board response:

Secretary Kish informed that the Board and the Finance Committee had investigated the cost for the use of private security as well as off duty police officers and found that the price is higher than having employees. We have investigated the cost of outside management for the organization and found that it would be in the \$10.00-\$15.00 per door per month range (we have 1524 "doors") and we would still need to provide many of the services we currently have employees doing.

Mr. Kish noted that the gates for Bankers and Lakeridge were already approved as part of a prior years capital projects. Mr. Kish mentioned the revised budget design from an annual Operating and Capital Budget to an annual operating budget with Special Assessments for projects.

7. Owner statement:

The owner commented that the employees appear to be doing nothing but sitting when they are not manning the gates. Perhaps we could have fewer employees and simply call the Sheriff when something happens at the parks.

Board response:

President Bricker asked Facilities Manager Gowans to respond to this question.

Facilities Manager David explained the procedure utilized this past season. Noting that often the employees take their breaks together in order to socialize. However, he committed to look into the issue. The volume of tasks accomplished this year by the staff did not indicate that generally they were not performing their job duties. Addressing the issue of calling the Sheriff, on any given shift, there are two deputies on duty on the plateau. Unless there is actual violence occurring, calls to our parks would not likely be very high on the response list.

8. Owner question:

Are there capital expenditures in the 2018 Budget? Will the water at Bankers Spit and Lakeridge Park require a special assessment?

Board response:

Treasurer Kish replied No to the Capital expenditure question. President Bricker clarified to the owners that the water at both parks is a matter of sanitation for employees working in areas with animal feces – predominantly goose feces. He added that the addition of the Hot water at Jenks Park is a Health Department Mandate. Depending on the costs associated with the addition of water to Bankers and Lakeridge, it may be necessary to have a special assessment vote. Treasurer Kish noted that the Board was now moving away from a general Capital Budget toward a Special Assessment design to allow the members voices to be heard on what projects are done.

9. Owner statement:

What about the greenbelts? What if they have been cut down?

Board Response:

President Bricker, Secretary Kish and Facilities Manager Gowans spoke to the impending plans for clearing the Forest floors of dead trees. The Board asked if any owners present were interested in being a part of a work party for this task. They requested that those interested sign up on the Volunteer sheets at the back of the room.

10. Owner statement:

We would like to go on record that we appreciate all that you are doing for the community. However, we do not feel we can afford to pay for those who are not paying.

Board response:

Secretary/Treasurer Kish addressed the Lien/ Judgement process that was mentioned earlier in the meeting.

11. Owner statement:

New Board member Butch Hulstrom noted that he has been living in the community for 40+ years and he has never seen the facilities look more fabulous than they do now. He stated we are fortunate to have what we have for the amount of assessment that we pay. He went on to say that it cost to maintain and improve and payroll is just one of the items it takes to make that happen.

Board response:

A general discussion of the details of the salaries being paid and jobs being done occurred. The Board was clear with the owners that as an employer and given that we only have one person doing a job the Board is unable, by state law to disclose the details of a specific employee's employment. If an owner wants to know more detail on these items they will have to join the Finance Committee or Board, who

function as the oversight management of the organization and can have access to most of this type of data on individual employees. The Board noted that when hiring for our positions, we do post our jobs to our webpage, however for position that requires the handling of company funds, homeowners will not be considered. It is stronger for the structure and management if our key employees do not live within our boundaries.

12. Owner statement:

The owner stated that he has utilized Bankers for many years and appreciates the changes that have happened at Bankers due to our increased security.

Board response:

Thank you.