

Wildflower II Manager's Report for the Annual Meeting on 10/21/00

Elite Management was awarded the management contract for Wildflower II Association on July 2, 1999. Deanna and I had a vision of Wildflower II from the very first day and that was to make Wildflower II a unique, wonderful and beautiful place to experience. We realized that this would require close coordination with the rental agencies, owners, board of directors and support contractors. Over these past fifteen months, we have developed close relationships with the rental agency staffs and their employees. We see them cleaning the inside of your homes and they see us taking care of the exterior part of your home and the grounds. We have a great deal of respect for each other because we both realize that we are responsible for creating this unique environment for you and your guests to experience. With your support and the guidance of the board of directors, we have made some real inroads into accomplishing many of the goals and objectives leading toward our vision. During these fifteen months we, have had some good and bad experiences with some of our support contractors. We view all of these as positive experiences, and we feel that we have now put together a strong, responsive and affordable support team in most all the trades associated with maintaining homes.

Some of the area where we see improvements are:

1. Grounds - Fuel Reduction: The Sunriver Owners Association (SROA) requires all home owners and associations to comply with established rules regarding ladder fuel reduction. We work very closely with the SROA in planning and performing ladder fuel reduction. This consists primarily of keeping the trees trimmed at approximately 6 to 8 feet above the ground. It also requires that some dangerous trees be removed and most importantly, it requires keeping tree branches away from roofs and fireplace chimneys. We were requested by SROA to perform major fuel reductions in the area in front of Wildflower I where the old swimming pool use to be. Wildflower II owns this property. This was a major expense; however, it significantly improved the appearance of the area and makes our area much safer from fire.
2. Grounds - Maintenance: Next to trash removal, grounds maintenance is our most expensive common area item at this time. This year we had some utility trucks break some of our irrigation system lines, and we had a case of vandalism where someone removed one of our sprinkler timers. We plan to eventually place boulders in strategic locations to minimize utility truck damage. One of our biggest problems is keeping the sprinkler heads adjusted. We are not yet where we want to be in lawn maintenance. Next year we will go from a fixed-price contract to an hourly contract. We and our contractor feel that we can achieve more for the same price. This would allow us to fertilize more and control the clover and weeds. The integration of Wildflower II and the Meadows golf course is truly happening.

3. Irrigation Repair: We did some major repairs to the system last year. We added some sprinklers to cover dry areas and we had some major breaks in the main lines. Our lawn maintenance person did not have the sprinkler repair experience and we had to rely on a separate person for the repair. This will not be the case next year. This was a good lesson learned this year.
4. Spring Cleanup: Raking pine needles and pine cones is a very labor-and time-consuming job. We had some good help this last year. We filled four large containers with pine cones and needles. We have an excellent contractor assisting us in this and tree trimming/cutting.
5. Snow Removal: Last winter hit us early and heavy. The contractor could not keep up with the removal. We brought in a different contractor with the proper equipment and we were able to keep up with the removal. We also had to remove snow from the flat and sunken decks. This is expensive and requires very close coordination with the owners and rental agents.
6. Chimneys: During our review of all units, we found many chimneys that require rock replacement and grouting. We repaired many of them last year and hope to complete the job this year. You will notice that most all the spark arresters have been sealed and painted with black stove paint. We are now in the process of scheduling all units for chimney inspection and cleaning. We have a contractor who charges \$30.00 for one chimney cleaning and \$50.00 for two. If the chimney doesn't need cleaning, the charge is \$10.00 for inspection. We will coordinate this with the lodge and the unit owner will be billed for the cleaning or inspection. This will be done every two years.
7. Fences: We have restored most of our fence. We have an excellent contractor doing the fence and he also does our tree cutting.
8. Decks (open and flat): You will notice that most all of the decks have been cleaned and refinished. Many of the decks had out of code spindle spacing around the rails. This was an extremely dangerous hazard, especially for children. Some of the units had water splashing into the sliding doors and into the units. These phase III units needed drainage gutters to correct the problem. This will protect the decks for many years. This repair, along with cleaning and staining were urgently needed and will save the association money in the long run. It is a good investment.
9. Roof Repairs: You will notice that most all of the flat and sloped roofs have received a protective sealer coating. This will not only prolong the life of the roof, it will also seal any small imperfections. This is an investment in extending the life of these roofs. It is a good investment.

10. **Phase III Steps:** We have received many wonderful comments regarding the new steps at these units. They are much safer and more aesthetically pleasing than the chipped concrete steps. The contractor did an excellent job on these steps.
11. **Trash Enclosures:** All trash enclosures have new doors and a heavy-duty spring. We hope the spring doors will discourage racoon invasion. They look much better and are more sturdy than the old doors.
12. **Under Deck Storage:** We are requesting all owners to remove any material they have stored under the decks and under the sides of the units. Storage in these areas are a violation of SROA and Wildflower II Association rules. It also presents a cluttered appearance for all the units.

Those are some of the visible objectives accomplished during the year. I know Deanna takes just as much pride in performing the accounting functions as I do in my management functions. We are both proud of the results of the owners response to the bylaw changes, we also thank the owners for their responses to approval of the storage area ballot, roofing survey and the annual meeting ballots we sent to you. We look forward to teaming with the new-five member board of directors in achieving a wonderful vision of Wildflower II in the future. We will continue to fine tune our process of managing Wildflower II.

Thank you,

Melvin Nunn and Deanna Knox

Respectfully,

Melvin Nunn and Deanna Knox