



**Mayacama Residence Association
Minutes of the Annual Mayacama Residence Club Meeting
Wednesday, September 29th, 2020**

The annual Mayacama Residence Association meeting was held on Tuesday, September 11th, 2019 at 10am PST within the Rotunda of Mayacama Golf Club, in Santa Rosa, California.

Board of Directors Present:

Jonathan Wilhelm – President
Geoff Gomes - Treasurer
Danny Hildebrand – Secretary

Residence Club Members Present:

None

Announced Residence Club Members joining via phone:

Tom Cooper
Mike Bradley
Liz Reego
Jeff Miller
Sonja Pang
Wayne Stelmar
Mike Blach
Clark Winslow
Shane Brisbin
Others inaudible

1. Welcome

Jonathan Wilhelm called the meeting to order at 10:03am and introduced all of the Mayacama representatives in the room and acknowledged the Residence Club Members attending on the conference call.

2. Fire Update

Jonathan: Keeping a very close eye on Glass fire, does not appear to be immediate threat to Club. 2017 Tubbs fire burned a lot of fuel in the zone close to us, main inconvenience is smoke and ash. We remain in the middle of fire season, but funds that have been spent have prepared the property as best we can for current fire danger. Our property has natural fire breaks, along with the Mayacama homeowners

we've taken annual measures to improve fire safety and will continue in the future. Thankful that we haven't been affected directly this year. Insurance fire premium is still high, but it's an item that is necessary and likely won't go down in cost in the foreseeable future.

Member: Update on values of coverage?

Jonathan: 40 million in total balloon coverage, split evenly between residences and other assets. Depending on where damage is funds can be allocated. If we can get the coverage back to 50 or 60 million we will work towards that, but pretty confident in the amounts we have now based on risk.

3. COVID-19

Jonathan: I'm pleased to see how effective we've been at managing the spread of COVID-19 within our team. We have not had any staff to staff transmission or staff to member transmission. Our policies in place are rigorous and include temperature and COVID tests, with doctor approval to return to work when necessary. We learned early on by needing to send our entire housekeeping staff home, so implemented policies to keep staff in schedule groups where possible. Closing the Clubhouse and restaurant on Mondays gave us the ability to ensure we didn't cross over in staffing. We've been very fortunate to be able to operate Mayacama with minimal changes to guest experience by having good safety measures in place.

We've made adjustments to tournaments and some group events. Sonoma County is still not allowing indoor dining, hoping for change by late October and we should have the capacity and ability to seat inside. We will have a plan that maintains Club operations and service throughout this pandemic. We will start Monday operations again after our Aeration closure in October. As best we can, we have good procedures in place to maintain health and safety while operating. We have a plan for Thanksgiving and you can count on us providing some form of service that day.

Member: Are you using fogging in casitas or general areas? Might be something to consider to help remove virus and bacteria from public areas. Forceofnatureclean.com

Jonathan: Thank you for the idea, we will research it. Currently sanitizing surfaces often but anything that helps our team and is safe for guests is worth looking into. The more procedures we implement should help us when we can open indoor services.

4. Loss of Vacations due to current events

Jonathan: We understand the difficult situation the pandemic and fire has put the hospitality industry in and how it can disrupt plans. Unfortunately the way the rotation system works we cannot just start arbitrarily giving people slots, maintaining the integrity of the system is the only way it can operate. If we were to start bumping people into slots then it would affect another member in a negative way. Over the last 3 years we've had various instances of disaster, the rotation goes through complete cycle every 3 years so all have potentially been affected equally. We are giving everything we can to make up for those of you who were effected but changing the rotation policy isn't something we can do.

Member: Are you considering helping reschedule all events or just key events?

Jonathan: We'll do everything we can regardless of event, understanding some are more important than others depending on which member you are speaking to. Hoping at some point we can return to business as usual.

Danny Hildebrand: Trying our best to accommodate members, helping to reschedule or get into weeks that are important to you. Relocating weeks is difficult, but we'll do everything we can to get you on property at times that are important to you but at the same time maintaining integrity of program. Brian Hill and I are always here for you, keep in mind November and December are great times to visit. We'd love to have you out and help make use of some time you might have missed earlier in the year.

Member: Is there any opportunity to keep pool open any longer considering current circumstance and weather?

Jonathan: Generally pool closes at end of this week, but we will keep it heated and available through end of October. There won't be staff but we will keep towels and such available.

Member: What about tennis courts?

Jonathan: They are open year round.

Member: Danny and Brian have done an amazing job, really want to recognize and thank them for their great work (multiple members jumped in to agree).

Jonathan: Will echo that and agree that they do a really great job, thank you for recognizing them. It can be difficult but they really try their best to help.

We're fortunate to have the ability to spread out our services and continue to offer a similar experience to what it was like before COVID, with minor alterations that members and guests would notice.

5. Casita FF&E

Jonathan: We were ready to begin in January and then China started to shut down causing long delays. Ultimately this time allowed us to reassess the design team we wanted to work with because there were aspects of the recent package that wasn't working out well. I've signed a contract with a new local designer who is now in the process of submitting new selections and such for casita upgrade, which will go into effect this winter. We'll begin to make the upgrades through winter depending on timing of products coming in. We have a great team and are excited for them to put something nice together to be ready for next season.

Member: Will that include technology upgrade?

Jonathan: During shutdown we did upgrade wifi in all units. We'll have more capability with smart TV's and some other technology to improve the experience for you. Casitas have great bones, but our goal with this is to lighten them up and give them a fresh, upgraded, and bright feel.

6. Residence Club Update

Danny: Thank you for attending the meeting. Just want to update you on usage for 2020 which has been extremely busy, this might surprise some but not others however it shows that you truly treat this as your home away from home. While some members had to back off many other members were able to make use of the availability and provide respite for their family. Many National members have made us part of their road trips making it a very memorable experience for their families. We look forward to having all of our families back time and again!

We've worked on improvement of infrastructure over the last couple years including pulling fiber and cable, this year upgrading hardware to give better wifi and more reliable signal. Considering distance learning and working remotely many of our members have appreciated the effort. If you want to have wifi calling, please set this up with your carrier before arriving on property. It's a pretty quick process

and Brian and I will be happy to help you in advance of your stay if needed. This also eliminates the need for cell extenders which helps with speed and network drain. Adding streaming TV's and wifi calling requires additional data so we've been proactive in setting this up anticipating future needs.

Reciprocity has been wonderful and we're happy to see usage from reciprocal members going down. We understand that weeks can't be used all the time and this is a great alternative for some of you to use reciprocity partners, but we definitely prefer to see our own members using the Club. This year we've had only 44 deposits YTD, which is significantly less than previous years and shows that our members are using their weeks here at Mayacama.

Quick reminder that the selection period is ending so it's important to return your selections. You'll notice we have blacked out more dates from being allowed to deposit into reciprocity, we want to see our members here using the Club and specifically during certain times that we like to have high member interaction and family experiences. I want to highlight the Pac12 tournament coming up and let you know this is a great time to watch some great golf and follow the career of upcoming pros. Our head golf pro Ted Antanopolous is excited to host this tournament and it's going to be a fun week for sure. Certificates and Donations: please reference minutes from 2019 for further details. Please really consider these three rules: Must be a planned vacation and discuss who will be paying the fees involved in stay; Certificate issued must be acknowledged by Danny; Consider your membership type as your certificate guests will be held to your membership limitations.

We really want to encourage our members to use their weeks and not use as certificates and donations. We have such high demand from our members that we would like to have this access available to you and your fellow residence club members. Work with Brian and me to get vacations during the times that you prefer.

Jonathan: Club gets multiple requests per week for donations and certificates which we limited in the past, but have basically stopped now because our members are using the Club and we need space available for our members. We will continue to greatly limit this practice and the point is to remember that the more you give away the less that is getting used by members in the residence club. This can just add more pressure to the system, so we appreciate your help with this.

Thank you everyone for participating whether in person or just reviewing the minutes.

Member: What is the update on membership in residence club and pricing?

Jonathan: Membership price is basically where it has been, 350-380k, we dropped it briefly early on in the year when COVID hit to get some momentum. Out of 150 available to sell, we have about 135 sold and 15 remaining to sell in developer inventory. We have about 20 or so on the resign list. We generally sell around 12-15 residence memberships per year, and once we go through developer inventory than residence club memberships are only sold off the resign list. 150 is the max number of residence club memberships we can sell.

Member: Any plans to build additional units?

Jonathan: We were planning on the next phase this year, but start is delayed until next Spring barring any changes.

Member: Building more casitas or villas?

Jonathan: The next phase is all Villas. There is one casita that we can rebuild because it burned down during the building process and will happen eventually.

7. Residence Club Board Rotations

Jonathan: It's been a couple of years since we updated our Residence Club Board and Member Rep, something we're looking to do is add a couple more Member Reps and will send those notices out per HOA regulations to give members a chance to participate. If you are interested you can email Danny or I directly to let us know. We have quarterly meetings and an annual meeting, plus a few reviews throughout the year. Notifications should go out in the month of October. Thank you to anyone who is interested in serving on the board.

8. Open Forum

Member: What are the odds of members getting Villas on a yearly basis? How does the cycle work?

Danny: The rotation priority number 1 what dictates it. Difficult to put a number on it but we have about a 60% success rate of members getting their first pick. We put an emphasis on time vs accommodation type. If you decide to limit yourself to Villas only, keep in mind that we only have 6 Villas as part of the residence program. Brian and I certainly utilize wait list, so if you are in 2 Casitas and prefer a Villa we do make those changes when possible. I don't have a percentage of how many get into Villas rather than Casitas.

Member: Originally when we purchased our membership, we purchased a Villa because it had the amenities we wanted and enough beds. Casitas are not the same, we purchased a Villa as a Villa and later the program changed to a Residence Club membership. Asked for clarification on memberships available, can you explain?

Jonathan: In 2006 the Villas were under construction, they were going to be sold as a deeded interest into a specific unit. We changed it before they were finished and anyone who had a deposit was offered a refund because the program changed. What was offered was an unrestricted membership not requiring you to select either a Villa or a Casita, allowing you to be able to reserve amongst the whole. When Timbers came in 2012 and we started the reciprocity program, there were 2 reasons we implemented the two casita rule; Timbers reciprocity didn't have one bedrooms so it enabled members to trade their weeks have a more of a like-kind opportunity; It gave members more certainty to book into 2 casitas to allow for guests when booking planned vacations. We have never sold a membership that guarantees Villa usage or specific interest, they are unrestricted. I am happy to have a discussion to explain in better detail and go over the numbers which can be confusing. Would like to get a better sense of where your membership hasn't met your expectations. We've even allowed our Residence Club members to utilize on occasion the new Villas we built that aren't in inventory to help relieve some pressure during the busy times. I'll put together some details and send out more info.

Member: Casitas hot water seems to take a long time to heat up, with water conservation being top of mind can we use resources more wisely?

Jonathan: We'll look into that and see what can be done., good point. The good news is that any water that goes down a drain here gets put through our waste water treatment plant and returned to irrigation for the golf course. But we will definitely look into what can be done for those units.

Member: If you would like me to review any pricing or quality of FF&E I'd be happy to review it for you.

Member: Is there a policy or percentage that's allocated towards comped stays within the residence club?

Jonathan: We don't comp stays or allocate nights for members, even when we have prospective members there are fees involved. There's actually times that we provide developer inventory to help offset demand.

Danny: Customer retention would be the only time we offer comped nights. As our lodging director I've invited members back if they had a negative experience, certainly not for weeks at a time, but to provide an experience that a member expects to have.

9. Aeration

Jonathan: We're closed next week for aeration. Please keep in mind that next Spring we moved aeration to the month of March, it's always been the first week in April but bumped it up a couple of weeks because of the PAC12 championship.

Member: What's the course heal time after aeration?

Jonathan: Even in March it will heal quick, a great time to grow grass. We have a new system that shoots air into the green which helps it recover quicker.

Jonathan closed the meeting at 11:18am and thanked everyone that attended and those that dialed in.

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