



**Mayacama Residence Association
Minutes of the Annual Mayacama Residence Club Meeting
Tuesday, September 28th, 2021**

The annual Mayacama Residence Association meeting was held on Tuesday, September 28th, 2021 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:

Mike Schuh

Announced Residence Club Members joining via phone:

Leland Clemons
David Kim
Matt Conway
Stuart Singer
Chris Clifford
Matthew Powers
Mike Blach
Clark Winslow
Michelle Carter
Others inaudible

Mayacama Representatives Present:

Levi White- Chief Operating Officer
Brian Hill- Residence Club Manager

1. Welcome

Jonathan Wilhelm called the meeting to order at 10:05am and introduced the members and representatives in the room and acknowledged the Residence Club Members attending on the conference call.

2. Membership Update

Jonathan: The Club has had success during the last year bringing in new golf and residence club members. We've sold a total of 10 new residence club memberships year to date and have been successful with our efforts to reissue them from the resign list. Currently we have an available inventory of 17.

The Club has mostly returned to holding regular events. All things considered, the past year and half we've done considerably well. Turnover in F&B continues to be a challenge but our team is doing a great job providing a high level of service and keeping any impact from being felt by membership. We are in the beginning phase of implementing our post-pandemic plan for food and service improvements.

3. Casita Improvements

Jonathan: We are excited to have the upgrade to Casitas completed, majority of feedback has been overwhelmingly positive but we also appreciate the suggestions of where we can improve. The Villas are relatively new compared to the Casitas but we are open to potentially having residence club member on the redesign committee when the time comes.

We have broken ground on the next phase of Villas for sale anticipating 24-36 months for completion. We can consider placing one or two in the residence club but this has the potential to dilute available inventory and likely isn't the best scenario. Keeping an inventory of 150 helps ensure we can continue to sell from the resignation list and keep supply and demand in balance. Danny will be distributing a survey in the future and he can include this as a question. Along with the new villas will be a new pool and spa area which will be a quieter experience. Children will be allowed but playing games and noisy pool activities shall be at the original pool and tennis facility.

4. Villa Enclosure

Danny: It continues to be brought up that we enclose the harvest rooms in the Villas. We are gathering more information on costs and will include a question in the forthcoming survey with specific details so we can gauge participation.

Jonathan: We'll communicate early and often to get as much feedback and participation as possible. Majority of HOA members will need to approve to move forward with the assessment.

5. Board Rotation

Jonathan: We will be including in the survey a request for volunteers to rotate out the non-declarant residence club board member, requirements to qualify will be included. A ballot including bio's will be sent to all HOA members for election.

6. Residence Club Changes

- Danny: We are considering switching our weekly arrival departure day for 2023 selection to reflect Tuesday through Tuesday schedule. This will allow for increased flexibility for reciprocity among many other benefits to residence club members:
 - Allows for stayover through an entire weekend, you will not need to vacate early on a Sunday and provides additional time for Monday holidays. No more splitting weekends or have one weekend day at beginning and end of your stay.

- Time frame aligns better with Mayacama golf tournaments.
- Easier for most to book travel on Tuesdays and gives better flexibility for arrival/departure.
- The Club is closed Tuesdays, so having our dark day be your travel day will ensure we have services available for your full stayover days and you're not missing out on amenities.

Mr. Clifford: How does this effect reciprocity?

Danny: TRP and EA are partners and we dictate what a week looks like at our Club. It will have no effect on the reciprocal programs.

Mr. Clifford: Has there been consideration of resigned residence members being able to turn over weeks for rental share?

Jonathan: CA Dept. of Real Estate has rules against rental pooling in the context of how the residence club operates. In addition to that, if a residence club member isn't going to use their weeks and another residence club wanted that time frame it wouldn't be reasonable to charge them for the week that was given up by another member. Ensuring a lower inventory level helps the resigned residence club members sell their membership quicker which is the appropriate process for those who have resigned for whatever reason.

- Danny: The selection process should include a requirement that one of the three planned vacations be booked during our "off-season". This should help increase inventory during the busier months and provide a better chance of having a preferred week during this time even if you are lower on the selection rotation for a specific year. More space available and short notice availability will help everyone. This is a common practice amongst residence club operations. The off-season is a perfect time to have a planned vacation with the intention of adding more units for larger events or gatherings because of more open availability.

Jonathan: Danny's goal is to create more flexibility for members based on what is experienced during selection process and requested throughout the year. This helps make the program more equitable and gives more opportunity outside or priority in selection process.

7. Open Discussion

Mr. Blach: Any updates on fire insurance and program limits?

Jonathan: We are fully insured and there have been positive changes including moving our renewal time to February/March and the California FAIR Plan which provides a second layer of insurance allowing for each individual building being insurable to \$3M, in addition to our overall policy of \$48M. Insurance has definitely become costly but we are more protected now that in previous years. We also spend over \$100k annually on fire mitigation efforts around the Club and are benefited by the natural topography and situation of our structures. All of this has us in what we feel is a good position considering our location relative to fires.

Mr. Schuh: Will the Club be going back to no tee times? This is one of the things that made Mayacama great.

Jonathan: We are actually in discussions with Ted and the golf team about this. We do anticipate returning to not requiring tee times but when that will happen has not been decided. We have a large stable of caddies again and we also would like to return to the previous tee time policy.

Mr. Kim: Any plan to continue with the Clubhouse Remodel?

Jonathan: We do have a plan to extend the bar but this is on hold for now. There is a plan to complete the final phase but we want to keep the space open for now and will revisit in the future.

Jonathan: Ted and I are beginning to focus on our search for a golf professional. This will take time and we'll engage a small panel of members for input. Ted will continue to be involved with the Club in the future and we look forward to him being on the course enjoying play and occasionally teaching.

Jonathan: Regarding a General Manager, at this time I have no intention of filling that position. I have been personally meeting with every department head and manager, receiving valuable feedback. Recently Levi White was promoted to Chief Operating Officer to help me focus our team efforts on improving our hospitality and member experience. We'll be using the resources from the GM position to bring in more managers that will engage in the overall member experience. We appreciate your feedback at all times, whether it's good, bad, or indifferent. It all helps us do our jobs better!

Mrs. Carter: Will the new pool be heated year-round?

Jonathan: We aren't that far yet but the goal would be to have it heated and available for use year-round. The nights get very cold out here so it depends on feasibility but would like to have it available.

Jonathan: Please keep an eye out for the survey coming from Danny, your input is appreciated and helps guide us forward.

Jonathan closed the meeting at 11:10am and thanked everyone that attended and those that dialed in.

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