



**Mayacama Residence Association  
Minutes of the Annual Meeting for All Residence Club Members  
Tuesday, September 20th 2022 at 10am**

The annual Mayacama Residence Association meeting was held on Tuesday, September 20<sup>th</sup>, 2022, 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

**Also Present Were:**

Morgan Olhiser – Residence Club Manager  
Brian Hill – Director of Residences  
Levi White – Chief Operating Officer, Mayacama

**Residence Members Physically Present:**

Michael Bradley  
Jack Bentley

**1. Welcome**

Jonathan Wilhelm called the meeting to order at 10:02am and thanked everyone for attending the meeting, whether in person or via conference call.

**2. General Club Update**

Jonathan Wilhelm – welcomes all and introduces physical attendees. Jonathan gives general Club and Membership update. Pretty good interest this year, however a more normal year than last. Golf rounds are nominally below what was budgeted and last year's actual currently trending towards 19,000 rounds. Membership sales continue to be steady. 1/10<sup>th</sup> Residence Club sales are certainly the slowest moving this year, mostly attributed to the larger interests being the more popular product this year. With the Whole Ownership and the 1/10<sup>th</sup> being the last available interests, we expect to see some pickup of the 1/10<sup>th</sup> product through the remainder of the year. Things in the area in general have slowed down, however our club has stayed busy.

**3. Residence Club Update**

Extensive work has been done on the original villas with the finding of water serious damage to the exterior back patios. Some were worse than others and as we opened the damage, we found they were even worse than expected. Additional framing, paint, finishing all had to be added to the original thought process. With the additional work –

the timeline was extended and they are wrapping up work on the first 2 Villas this month. We are also working on a more concise plan for fixing the next residences with much of the information now known relative to lead times, materials, etc... A January – April timeframe is expected. We are hoping with this timeframe, our Residence Club stays should not be as affected. As for the last 3 W/O and Quarter Share residences going vertical, foundations are being poured for the last 3 and framing will begin either Q4 or Q1 weather dependent.

Question (Stelmar): Can we have the details of which residences are under construction and which are slated for next year?

JW: 203/204 and 207/208 are being done this year leaving 201/202, 205/206, and 209/210. 201/202 repairs will be minimal as we got ahead of that in prior years.

JW: The repairs at this point are trending around 330k per unit. Recourse is difficult with the circumstances of time and length.

Question (Zarcaro): Can you repeat the cost of repair?

JW: About 330k per unit. One of the challenges is the Stucco facade and restoring it after a repair to make it look equal and even. Covered patios, recut tiles, limestone caps...

Question (Kim): Does this come out of reserves?

JW: The reserves that are put aside are for furniture replacement, annual maintenance, etc... The enclosures that the membership voted for is the first time we would look at an assessment. Something like this could technically fall under an assessment – frankly, we have made the decision that the club is going to absorb this. We will effort to recoup anything from the original contractor, however the repair portion is not something we plan on assessing the members for. To be clear, the enclosure portion is something that we will be assessing the membership for based on the majority vote through the survey this past year.

Question (Pang): What was the result of the voting to enclose the Harvest Room?

JW: The final count was 71% and we looked at anything over 65% as a Super Majority.

Question (Blach): Will the Tuesday – Tuesday be in effect this year?

Danny Hildebrand: Yes – effective for the 2023 calendar year.

Question (Pang): Will there still be transportation on Tuesdays... specifically enough hands-on deck?

JW: Absolutely – that service will still be provided, and members will be accommodated.

Question (Arthurs): How is Monday staffing going?

JW: We have a plan in place to open up service through 5:00pm starting after aeration. Still a continental breakfast in the AM and then run a Bar and Grill Shift from 11am – 5:00pm on Mondays.

Michael Bradley: With the Tuesday – Tuesday cadence change, maybe Mondays will become busier.

JW: We sure hope so. We will certainly do our best to get it open fully in the Spring.

Question (unidentified): How many of the Villas are currently available due to the work being done.

DH: We have (4) of the 5 Villas open and utilized. The 5<sup>th</sup> villa should be completed by the end of the month.

Question (Pang): How many current Residence Club Members? How many are wanting to sell? How many is considered a sell out?

JW: Total sellout is about 150. We currently have about 120/125, which included about 30 people on the resignation list.

Question (Pang): How does the resignation list work?

JW: You can put your membership on the resignation list and you have to pay dues until it sells. The memberships are refunded on a 1:4 cadence per the membership documents, however the past year or so we have been refunding at a 1:2 cadence. We have had an increase in the number of people on the list over the past few years as a healthy number of people have relocated to Sonoma County and bought/built homes in the county.

#### **4. Residence Club Board Rotation**

DH: In the survey sent out last year, we asked participants if they would be interested in sitting on the board as the Membership Representative. After reaching out to those who expressed interest – we now have (3) members who have followed through and submitted information to be included on the ballot as your new Member Representative.

The next step of this process will be sending out a formal ballot in the coming weeks. The electronic vote will be open for two weeks and after the close of voting we will formalize the transition. We want to thank all involved and all who expressed interest in the position. We also want to thank Mr. Stuart Singer one last time for his time served as your membership Representative.

#### **5. Change in Personnel in Residence Club**

Danny: My role at Mayacama has shifted and I now have a much broader scope. Stepping aside from the day-to-day operations of the Residence Club will be difficult, however I look forward to still working very closely with each and every one of you.

Brian Hill will be stepping into the Director of Residences role after rejoining us back in 2015. His knowledge of your club along with his leadership skills will be a great asset for all involved going forward.

Morgan Olhiser will be assuming the role as Residence Club Manager. After leaving to learn more in the Marketing field, Morgan has returned to Mayacama. Her knowledge of the club, creativity, and hospitality will all help strengthen and lead within the Residence Club.

## **6. Selection Process Update**

One of the changes that was floated to the Residence Club Membership was a change to a Tuesday-to-Tuesday Arrival/departure cadence. This was discussed in depth at last year's meeting along with a handful of other possible changes. We issued that question in the member survey this past year and received a decisive approval with just over 80% voting to approve the change. That change is now official and beginning in 2023, all Planned Vacations are slated for a Tuesday-to-Tuesday arrival/departure cadence.

I'm hoping most of you have already seen the selection email and watched our video, however if you have not – please take the time to watch the approximate 5-minute video that will walk you through the change. If you have questions along the way, please feel free to reach out to your Residence Club team at [Reservations@mayacama.com](mailto:Reservations@mayacama.com)

Question (Caulfield): How does this impact deposits for reciprocity.

DH: There is no real change to the reciprocity side of things. The arrival and departure dates are dictated by the home club. The only real change that you will notice is when depositing, instead of depositing a Sunday to Sunday, you will simply deposit your corresponding Tuesday – Tuesday.

## **7. Pet Policy (Services while your pet is in your residence)**

To review, all our residences have been designated as pet friendly residences. There is a onetime \$50 per pet fee that is charged per visit. In addition, members are strictly responsible for any damage or extra cleaning caused by a pet/dog while on the grounds at Mayacama. Relative to common areas, dogs are allowed on the back patio of the Clubhouse as well as outside of the gates of the pool and tennis center. In the event of a dog not behaving appropriately, as defined by management, the member will be asked to not have the dog return to the common areas.

The change in the policy for pets comes relative to servicing your residences. For traditional housekeeping services or if there is a maintenance issue that needs to be addressed, our team members will not be able to enter a residence unless the dog is set to a confined area. This could be a kennel that the member has brought along, closed off to the back patio/harvest room area, or simply confined into one single room while the remainder of the residence is serviced.

It's important to understand that this is not meant to be a penalty for well-behaved dogs or their owners, however considering (4) separate dog interaction incidents this past

summer, we need to set rules in place where both our members and our employees can feel comfortable and safe around the club.

Question (Bradley): Does a member need to be present when housekeeping comes in the room?

DH: The member does not have to be present for service, we simply ask the dog in confined to a certain area or contained in a kennel/cage so our team members can move freely around the areas they are servicing without dog interaction.

## **8. Remodel of the Bar and Grill**

JW: One thing that you may recall is that we were acquiring permits for a Bar and Grill remodel that will open that space up and make it more usable for our membership. We intend to go ahead with that work this upcoming January. We have a crew ready to go to start that work in January and complete the work by June 1st. We will set up a satellite bar and grill on the living room side of the club house and utilize the dining room for our primary dining area during those months.

Question (Pang): For members that like to dine in a quiet area, where will we be able to dine once the renovation is complete?

JW: We are having current F&B discussions around utilizing the dining room for weekend dinners next season and potentially only offer favorites menu in B&G. TBD.

JW: One of the discussions that has carried through is retrofitting the villas with full Refrigerators and Ranges. That is something that we will look into as it requires some very involved demolition and although some of the decks will be under repair, we will look into the logistics of making some of those improvements happen.

## **9. Open Forum**

Question(Arthurs): Is there a way to connect with other Residence Club Members to get a sense of success through Elite Alliance? Also is there a way to figure out last minute cancellations specifically through the waitlist – that is position on said list and such.

Question (Patel): I love the idea of the app and maybe having more of a directory with photos might be very helpful as well. Relative to the Selection Process, is it possible to explore breaking weeks into smaller stays to maybe have (2) long weekends vs 1 contiguous week. With children growing older and it becomes a little tougher to use the full weeks. Also is there a way to think of doing the Selection Process later in the year.

DH: We will certainly look into a member forum relative to possible success stories through Elite Alliance and other things such as internal exchanges (member to member.) Possibly through our website or the Mayacama App. As for possibly breaking up weeks, this is pretty difficult. When workshopping that in past years, what breaking up weeks does is gobble up the most desired timeframes of being here at Mayacama and leaves some of the most undesired times. In essence, it has a negative effect on the overall availability of desirable inventory so those people that are at the end of the Selection process are not only left with times that don't fall in their requested times, but then also midweek 3- or 4-day spans to boot. That overall negative effect would not be in the best interest of the majority of the Residence Club.

JW: One of the things that was brought up last year that would benefit the entirety of the Residence Club, while it may not solve the challenge Kaylene presented – but exploring forcing (1) of the (3) Planned Selections into the Off Season. When they can – some members will book all of their time in the Summer for the simple fact that they don't know what they can use and then as it gets closer to those dates, you see a attrition as a family's plans become more clear. One of the byproducts of implementing a plan like this would be the potential of less cancellations in likely more availability in the summer months. We can include this in this year's survey.

Question (Patel): Are you renting out the Villas to the public?

JW: No, the Residence Club units are allocated to the Residence Club. Barring some change or "swap," the only people in those residences are Residence Club Members or maybe someone that the developer has put in there... an example would be prospect. The other residences that are whole owned and ¼ owned, those are rented out to the general membership or maybe a member sponsored guest, but never the general public.

(Patel): Maybe the common forum could also facilitate member to member exchanges.

JW: Absolutely, we will research the best approach for member-to-member communication.

Question (Pang): What is the cancellation policy?

DH: Currently there is no cancellation policy for Residence Club members. We send two-week and three-day pre calls to spur any type of communication relative to cancellations so we can reconcile the waitlist.

Question (Pang): And how does the waitlist work.

DH: The waitlist serves in multiple facets. We allow members to get on the waitlist for days that they are interested in so if there is a cancellation, we can act on it. The waitlist is on a first come first serve basis so when there is an opening, we go to the first person that had been on the waitlist for the open dates and reach out. To Mr. Arthur's previous question – we can always communicate where someone is on the waitlist, however that always requires context. Maybe someone in front of you has specific request that they are only open to Villas – or they need a Friday and a Saturday, but only the Friday came available. These are all things the Residence team sifts through to make sure that you the Residence Club members have a fair and equitable chance to use your club. It's also important to remember that we do not allow people to abuse the waitlist. We make sure all requests are "in the spirit" of the Residence Club and a member doesn't say – "just put me on the waitlist for every weekend in the 4 summer months." That is not fair to the entirety of the Residence Club.

JW: We have explored online bookings, and a picture of live inventory – however this program really does not lend itself to that model. We make it a point to have someone here for you and your members because we feel the "human touch" is important to interpret inventories, waitlists, etc...

Question (Winer): We obviously have reserves for replacements FF&E – is there a plan in place for the furniture in the Villas?

JW: We obviously did a Casita upgrade recently and we are looking at the 5 villas for the living rooms, some of the tableware. Much of the bedrooms are fine, but the living rooms do need attention. We have a plan to look at this as part of the future.

Question (Winer): Do Space Available and Short Notice reservations need to be Tuesday to Tuesday?

DH: No, they do not have to be Sunday to Sunday – Space Available and Short Notice can have any pattern.

Question (Pang): Is it possible to change all the light switches in the casita master bedrooms to have dimmers. I have not stayed in all the casitas, but some do not have dimmers and it is jarring to turn the lights fully on in the morning or in the evening.

JW: That is certainly something we can address!

Jonathan Wilhelm closed the meeting at 11:04 am and thanked everyone for attending the meeting and those dialing in.

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