

President's Remarks 2019

In 2017 I began my remarks with the statement, "It's been quite a year!" A year ago I added a word to that statement, "It's **indeed** been quite a year!"

Today, I can say with tremendous pride and love for our community that We Did It!

Before going any further, I must ask POA Secretary Jim Fletcher- Do we have a quorum? (answer) I hereby declare this meeting as an official annual meeting of the White Bluff Property Owners Association.

This morning I am going to confine my remarks to our vision going forward. We have experienced way too much conflict, way too much negativity, way too much anxiety, way, way too many legal battles, way too many frustrations and enough uncertainty about our individual and collective futures to last a lifetime. My admonishment to future Boards is to always look ahead with vision and a plan but remember the past because not doing so will be a wide, open gate for repeating what we've been through.

On May 4th, 2016 I issued the Board's Seven Step Plan to Re-Creating The White Bluff Dream. I went into great detail in each step of the process but today will only address the major points of what was laid out three years ago. I do this because I want you to see how your unified Board has progressed through this process and more importantly, how our property owners made this re-creation of a dream a reality.

The first step in the Seven Step Plan was to initiate a process to take control of the POA's future away from Double Diamond and Mike Ward. This arduous task was completed when we contracted with FirstService Residential, and Double Diamond was formerly notified on December 2, 2016 that FSR would begin managing our affairs on January 1st, 2017.

The transition to take the control of the POA away from Double Diamond and Mike Ward was Step Two. This most important step

would give us control of our money, its disbursements, control of database communications and POA billings and delinquencies and allow **the Board** to initiate and implement plans for our amenities.

Step Two should have been easy, but it was not. It required perseverance, dedication and some great legal work, but we finally prevailed.

Step Three was for the POA to begin the process of gaining control of the amenities at White Bluff. There were alternative approaches to accomplishing this objective, and the Board began the process of investigating how best to proceed. We knew the completion of this step would take time, patience and fortitude. While our efforts toward this end were being charted out, we moved ahead to Step Four.

Step Four was to get a thorough understanding of not only what we owned but the condition of what we owned and how those assets could best be utilized. No detailed rendering of POA assets had ever been done to our knowledge. Board member Roy Miller headed up the arduous task of detailing what we owned and cataloging it for a permanent record.

While our efforts in completing Step Three continued, the Board began addressing what we could control. All POA properties suffering from deferred maintenance were addressed including all mail centers, swimming pools, pool houses, fencing, rest room facilities at the RV parks, staining all of the exterior of the New Course complex, a complete renovation of The Lone Star Room and bringing the covered bridge to life and making it a tangible and continuous reminder of the re-creation of White Bluff. Under the splendid leadership of former POA President, Milt Bergman, the Roads Committee formulated a plan for procuring a comprehensive Engineers Study of our roads that included a detailed plan for addressing the 62 miles of roads.

Our intent was to begin implementation of the engineer's recommendations with a complete replacement of White Bluff Drive and Golf Drive. That was until our efforts in completing Step Three came to fruition when I signed a binding Mediated Settlement Agreement on April 17th. The ultimate result of this agreement was the

acquisition of White Bluff assets by the POA, thus fulfilling our objective in Step Three.

The next several months were difficult as we worked through the enormous number of complexities associated with this complex process. During the process of due diligence, surveying of properties, dealing with a renege or two and choking on the results of a property condition assessment, we finally reached the pivotal point of acquisition.

During this time your Board was simultaneously involved with developing a game plan that would be implemented as soon as acquisition was complete. We discussed and established the priorities of the renovation of the lodging facilities we owned, shoring up and expanding the Lighthouse deck to include a bandstand and a complete makeover of the Trophy Grill, now known as Mulligan's.

When POA funds were wire transferred to Double Diamond on the morning of October 1st a crew immediately began work that afternoon on the Bluff Point Condos. Shortly thereafter work on the log cabins ensued and a tangible vision for Mulligan's was created. We were very fortunate to have a volunteer step forward and serve as our Project Manager. I had intimate knowledge of her abilities as I have been married to her for over 50 years. My wife, Mary Tullie, literally took a leave of absence from her design and remodeling business and totally dedicated herself to this effort, and she has done so with no compensation.

The Bluff Point Condos were tackled first with a crew working inside and another on the exterior. To say there was a surprise every day is an understatement. The exterior stucco panels on the Golf Drive side had some damage, and when the crew removed them they found all the studs were rotten, no insulation and the wall being held up by the corner studs. She immediately directed the crew to remove all the stucco and assess any other potential safety issues associated with unparalleled deferred maintenance. I won't go into more detail about the challenges but suffice it to say, today the condos have all new flooring, new exterior walls, replaced studs and new insulation, restructured second floor balconies, new windows that offer an unobstructed views of the golf course, new French doors, new granite

countertops in the kitchens, all new kitchen appliances, new toilets, new wall to wall carpeting in the bedrooms and stairways, freshly painted walls, new blinds, corrected drainage problems and four newly constructed stone patios with new grills.

The rotted logs on the exteriors of the log cabins have been replaced along with fresh paint on all interior walls and the old, stained and patched carpet has been replaced. The exterior of the log cabins will soon be painted. AND, our guests are now enjoying all new mattresses, box springs and linens in both the condos and the log cabins.

As you checked in today for this meeting, you got a firsthand view of the totally redone Mulligan's. Mary Tullie's vision of a Scottish-themed restaurant and a real bar came together with her unique vision of creating a place that will become the epicenter of dining and social gatherings of our property owners. The new windows in the dining area now give unobstructed views of our beautiful golf course, and the back patio outside the New Course pro shop and Mulligan's is enhanced with several pots, freshly planted with welcoming color. Our new Chef even has two large pots planted with a variety of herbs for him and his staff to use in preparing what I know will be an array of enticing special menu items. The restaurant is full of unique golf artwork- handpicked, framed and hung by her. The restrooms now have a country club look with custom-made wooden stalls, lavatories, more Scottish-themed art work, and freshly painted walls.

As you walked up to the foyer this morning, I'm sure you enjoyed the beauty and warmth of the front entrance with the new plantings in the rock beds, the expansive sitting area with new rockers and refurbished benches warmed aesthetically with beautifully planted pots of flowers.

The overwhelming task of renovating the condos and log cabins could not have been accomplished without the help of Sherry Williams. Her organizational skills, drive and attention to details helped Mary Tullie tremendously in bringing everything together. The work on these lodging facilities is a true example of synergy, and one plus one definitely yielded a fantastic result. Join me in thanking Mary Tullie and Sherry for what was created for the enjoyment of all of us.

The approach to Step Five involved creating an ad hoc committee, the Business Development Advisory Committee. It had been stressed in the original Seven Step Plan that property owners would have extensive involvement in creating a vision for White Bluff. This committee was chaired by Scott Shelton, and the committee divided into several different sub-committees that addressed each of the newly acquired amenities, their condition, recommendations for how they should be utilized in the future, timing, renovation costs and revenue projections. Each sub-committee presented their findings to the Board and assisted us greatly in mapping out a plan of action.

In addition, the Board has held Town Hall Meetings to solicit additional input from property owners. I will add that there has been no hesitancy on the part of our property owners to give us extensive, unsolicited, and welcomed advice on what direction we should take!

What you see today and what you will see tomorrow could not possibly have been done without our Volunteers Committee. I asked Travis Bryan to chair this committee, and he has done a remarkable job in organizing the efforts of countless volunteers who began with Lou Storm's suggestion of a Mow Day held in the hottest days of summer and continued with effort after effort after effort. I'd like Travis to stand and give us an idea of what these volunteers have done between last year and today. Travis.

These neighbors each did what they could to help in the re-creation of White Bluff, and I can assure you we would not be where we are today without them. The visible results are apparent, but the incredible monetary savings that resulted went a long, long way to allowing us to re-channel existing funds to other needs. I personally thank each and every one of you and ask that all of you join me in expressing your appreciation.

A significant part of the re-creation of White Bluff was to solidify the long-term financial wellbeing of another group of volunteers, our White Bluff Volunteer Fire Department. The POA gives our fire department \$40,000 per year to help offset current needs. This POA funding is supplemented by numerous fundraising efforts put on by our firefighters and their spouses. Without these fund raising efforts and

the voluntary contributions of many property owners, current operational needs simply could not be met.

A joint study was conducted by the Board and fire department volunteers, and it was determined that it was imperative that funding for long-term needs needed to be addressed. The Board approved an increase of \$50 per semi-annual billing cycle for homeowners. This increase in homeowner maintenance fees will allow us to set aside approximately \$65,000 per year in a segregated account to accumulate for future needs of replacing fire trucks as they reach a point of non-functioning or replacing engines as they wear out. It is only prudent that we do this as we look ahead, and it is only prudent that we recognize that the long-term safety of our community can only be addressed in this manner.

Along this line, I am happy to report that I was able to procure a Brush Truck from The Cliffs at Possum Kingdom for our fire department. This was the direct result of the close relationship developed between the boards of the WBPOA and The Cliffs as a direct result of the Mega Board created by your POA to have a forum and mutual assistance among representatives from DD developments. I want to thank my friend, Dan Dipprey, President of The Cliff's POA for working with me on this as well as Fred Molsen, The Cliff's General Manager, for his cooperation in effecting the transfer of a Brush Truck with only 10,000 miles on it.

You will hear a report later in the meeting from Fire Chief Hugh Corbin, but I want to thank him and his incredible group of men and women who keep us safe.

As soon as Mulligan's is open, it will complete the renovations that ensued on October 1st of last year. Where do we go from here? The Board has directed Arcis, our amenities management company to assess the remaining amenities, determine what is needed and in what order and make their recommendations on a comprehensive plan to address what is ahead. Arcis manages well over 70 venues that offer the type of amenities here at White Bluff, and they have internal specialists and external resources that will not only take some of the load off those of us who would like to get a few rounds of golf in now and then but also use their expertise in getting closer to the re-creating the White Bluff

Dream. Arcis began this assessment process on Wednesday with an on-site specialist touring the amenities.

It's an exciting time for all of us. We are now operating under a new management structure that will increase the efficiency of our operations as we go forward. Under the present structure, we do not have a General Manager. All matters pertaining to the POA are being directed by our Association Manager, Bill Finney. You'll hear from Bill later, but I cannot tell you how pleased I am that Bill and his wife, Brenda, are back at White Bluff. Bill was General Manager here when Mary Tullie and I built in 1999, and he brings back to White Bluff an incredible amount of managerial experience, an in-depth knowledge of this community and the same vision we have for White Bluff.

The Board has also hired Tom Hemmer as our Chef and Food and Beverage Manager. Tom has hit the ground running, has hired a staff for Mulligan's, organized the kitchen, ordered food and lots of beverages, collaborated on the new menu, planned the two pre-opening celebrations, and is already thinking ahead for some really great and unique specials he will offer. (recognize Tom)

Our next hire will be our Amenities Manager, who will oversee dining, lodging, the golf operations and the Marina. Arcis is actively screening numerous applicants and is conducting interviews prior to recommending a candidate to the Board. As soon as we complete this process we will certainly inform you of who will be in this vital position.

I want to stress as we go forward that this Board is committed to the dictate that whatever we do, we will do correctly. Now, I'd like to briefly acknowledge the members of your Board.

Mike Ellis is by far and away our most popular Director. He serves on the Litigation Committee and is Board Liaison for Rules Compliance.

Roy Miller is one of our multi-talented Directors. His first task was to inventory all POA-owned property and assess the condition. He has been heavily involved in working with the Marina Committee, the Volunteer Fire Department and most recently developing a plan for

addressing the significant issues at the RV parks. Roy is up for re-election to a three-year term.

Marshall Snyder is also up for re-election to a three-year term and is invoking your sympathy by scheduling hip surgery 4 days before this meeting. Marshall has worked diligently in Marina matters, especially in working with the Corps of Engineers to get the lease transferred from DD to the POA. His technical expertise has been utilized extensively. Marshall, by far and away, is our most analytical Director, and his engineering mind and vocabulary of six syllable words has helped keep us on course.

Joe Manders also serves on the Litigation Committee and is our Liaison to the Advisory Committee and the Volunteer Fire Department. Joe is presently heading up a study of the entire committee structure and will be making recommendations to the Board in upcoming Work Sessions.

Jay Elder served a brief tenure as POA Secretary, unwillingly I might add, while POA Secretary Jim Fletcher was running for re-election to the Board. Jay is our Board Liaison to the Greens Committee and has done a phenomenal job in coordinating the massive task of the \$1.5 million dollar rebuilding of 36 greens, 2 practice greens, countless sand traps and even more countless construction challenges uncovered during the process.

Jeff Williams is our POA Treasurer, our protector of the funds and our monetary voice of reason. Under the most trying of times last fall, he was able to put together our initial 2019 budget and then start the process of updating it as we opened the lodging facilities and soon Mulligan's. I cannot begin to tell you how much his expertise is appreciated by the Board, and I thank him profusely for lending his wife, Sherry, to Mary Tullie for the renovations on the Condos and log cabins..

Secretary Jim Fletcher is our POA scribe and resident bulldog. The minutes you read of POA Board meetings are a result of his efforts, and copious notes of resolutions made by the Board via email vote or in a Work Session are accumulated accurately and thoroughly until which time they are ratified formally in an open Board meeting. Jim's efforts thru the past two proxy battles were absolutely incredible. His

attention to detail survived three different court challenges by Double Diamond.

And then there is the Elder Statesman, Vice President John Bass. John is the longest serving member of the Board and has been my right-hand man for the past three years. He has given me invaluable counsel. John is probably best known for his on-going involvement in the fight waged against Double Diamond Utilities. He'll report on that later, but I can assure everyone that we, as an association, would not be in the place we are today without John Bass.

Join me in thanking these eight men for their service.

I will probably hear a sigh of relief when I tell you I am now winding down. I felt it more than important to relate all of my previous discourse to you because your Board wants you to know just how far we all have come. As I close I want to leave you with two admonishments.

First, the Past is in the Past. Looking backward keeps us from looking forward, and if we are going to continue effectively in our quest for the re-creation of the White Bluff Dream we cannot dwell on the negatives we have endured and conquered. Nor can we let the battles fought, the words spoken and the actions taken by property owner against property owner get in the way of a unification of our community. Let us let bygones be bygones and embrace all of the goodness that is being created all around you. Bridge the divide with those who took a different side in our struggles. We can only succeed in our mission if we march forward together with a common purpose.

Second and lastly, understand that we still have a massive task before us, more specifically in determining which amenities are opened when and in what order. I am well aware, trust me, that every one of you has your own ideas, your own priorities and your own time schedule for having and enjoying what affects you. It must be understood that the Board is charged with making the determination of who, what, where, when and why on the basis of what is best for our property owners, both those who own homes and those who do not. So, trust the men in whom you have placed your confidence.

I again thank each of you for your support, your gratitude, your involvement, your positive spirit, your hugs, your many, many emails but most especially for making this community what it is. Many of you have heard me say when asked the question, "Leonard, why do you do this?" The answer is simple- God puts people in a certain place at a certain time to do a certain thing. This just happens to be my place, my time and my charge. But more importantly, God put each of you right here, right now to do what it will take to finish the job of re-creating the White Bluff Dream.