



April 17, 2026

To: Birch Bay Village Community Club Board of Directors

From: Justine Brooks, Assistant General Manager

Re: Operations Report

Administration

Staff –

In the past month Staff has been busy working on getting the financials up to date, with the assistance of community member Sue Garrigan. The GM and front desk administrator have been filling in for the day-to-day bookkeeping tasks. The Financials for 2025 have been completed. We are working on finalizing the first quarter financials for 2026.

The new Executive Coordinator was hired, Amy Ashby. She started on April 6th and has been attending Committee meetings, completing meeting minutes and started cross training for the front desk. The GM is now back up in the upstairs office, and the AGM is in the GMs old office. The Executive Coordinator is currently in with the AGM for training purposes. The Compliance Officer is back.

Staff held a safety meeting and went over general safety and the project that are ongoing and coming up. Driving within the Village was discussed. Staff was asked to complete an emergency contact form and that this information would be given to Supervisors and in main buildings, so that if an incident happens the correct information can be provided and contacts can be reached. The AGM will be working on getting more HR documents completed including staff incident reports, updated employee handbook, job descriptions, etc.

HOA Software Selection – will be made at this Board meeting. Once a selection is made, we will begin the process of getting data pulled from the current software to ensure that we get this project completed in a timely manner.

Ticketing Project Management- we are currently using Monday, a customizable cloud-based Work OS (Operating System) for team collaboration, project management, and workflow automation, helping businesses plan, track, and manage tasks across various departments.

ACC Activity

- ACC reviewed 5 applications. 4 of the 5 applications were approved with one being denied. The Committee discussed the revision to the AR&Rs that were put forward to the Board, and we will see after the Board meeting what the Board decides.
- The architectural plans for homes have been scanned and are available for pickup. We have been putting notifications out to members via GM weekly updates and will be disposing of any and all drawings that are left by the beginning of September.

Administration



- The Office has issued 54 bar codes for the last month (March 13th to April 17th).
- The Office has completed 5 home sales and 6 HOA requests in the last month.

Pro Shop

The Pro Shop has been busy with traffic this month with spring break and better weather. They hosted the 2nd tournament of the season on April 11th with 47 golfers in attendance. The next tournament is scheduled for this Saturday, April 25th and currently have 32 golfers registered. Blaine High School JV Girls Gold Tournament on April 21st, and the Boys will do their make-up tournament on April 28th due to being rained out on their previously scheduled date.

Pro Shop staff have cooked for 2 Golf Club Work Parties on April 10th and 17th. They will be having another work party on April 24th and are not sure if they will be cooking for that.

Ryan will be starting to help Ernie this week with Adult Clinics. Ernie plans to run the clinic every other week.

They are getting ready to update menu prices for the summer, effective May. In May the Pro Shop will be changing hours to 8 am to 5 pm Sunday, Tuesday, Wednesday, Thursday and Saturday, 8 am to 7 pm Monday and Friday.

Interviews for the pool have been completed, and we will be making offers to them this week. Next step is schedule orientation with Bobby.

Golf Greenskeeper

- Greenskeepers have completed the edging of the golf cart paths and are working on making sure that it is cleaned up properly. They have been making sure that the equipment is running properly to ensure that maintenance of the golf course runs smoothly this spring and summer. The golf cart paths are also getting areas upgraded with some compacted asphalt in areas where there have been larger bumps. The port a potty has been put in place, and they will be planning vining plants to try and help disguise it from views.

Maintenance – The Maintenance Department has been working on the following:

March 14 to April 17

- Office bathrooms refreshed and painted
- Monthly inspections
- Safety meeting
- Completed pressure washing of the sports courts
- Pressure washed the Stairs and landing deck
- Started pool opening and continue to skim
- Opened satellite bathrooms for the season
- Mowing/ weed whacking
- Playground cleanup
- Maintenance bathroom refresh and paint
- Installation of new microphones in Clubhouse
- Installation of new heater in GM's office
- Weeding of all flower beds
- Numbering of marina boat parking spots
- De-powering of powered boat storage
- Lakes dye application
- Removal of old security cameras and equipment and running cable for new.
- Attended a pesticide class.



Marina

- **Marina** –The Su Sez has finally been removed from the marina. The original plan to remove it on a trailer was not a viable option with the weight and size of the vessel. Dream Boats came in and towed out the boat. The other derelict boat will hopefully be removed soon, as documents for that have been signed.
- Marina Committee has been working on the rewrite of the Marina rules and should be getting them to the Board to review, possibly at the May Board meeting.
- Currently the marina has 46 vacant spots for moorage, 3 fewer vacancies than last month. There is currently 6 people on the waiting list for monthly moorage and anticipate more to be added.

Compliance

CCR Letters Sent	
Lawn	1
Speeding	19
Too many cars	2
Illegal parking	2
Profane language	1
Failure to stop	10

Failure to stop – Warnings have been issued for failure to stop

This is data received from the speed signs not the speed radar camera trailer.

Speed Data						
MPH	8211 Skeena	8226 Sehome	8250 Quinault	5397 Salish	TOTALS	%
0-20	1846	3024	7530	1436	13836	77.28
21-25	266	767	2518	341	3892	21.73
26-30	6	26	109	20	161	.899
31-35	1	0	10	1	12	.067
36+	1	0	1	1	2	.011
	2119	3817	10168	1799	18,011	

The compliance team has used the lidar gun for approximately 29 hours in the last month. There have been 0 citations issued. Compliance is still watching at intersections for members and guests who do not complete a full stop at stop sign and there are a lot who roll right through them, especially at the gate (both going in and out).

- **Cameras** – The cameras will be put up at the Office and Marina areas once NW Tech gets the cameras.
- **Community Plan** – We have been getting comments from members in at the communityplan@bbvcc.com email address.
- **Lighting Project** – The lighting project is getting closer to being completed. We are currently waiting for a land disturbance permit from the County to move forward.



- **Office Siding Project** – The contractor selected for doing the siding project of the office will be starting the project in May. This project will include replacing some of the windows specifically in the upstairs office on the back side. Once this project is completed depending on the condition of the building, we will be looking into a different heating/cooling system.

Future BBV Projects

- **MOU project** – drainage from Birch Point Road/ Birch Bay Drive to Kwann Lake to Rogers Slough. We are working with the County on this project, and it looks as though it could be pushed from being completed in 2026 to 2027 or 2028. We have switched from Cascade Engineering to Freeland Engineering due to Cascade Engineering closing their doors.
- **Marina Dredging** – working on permitting with Anchor QEA and other agencies. Have a meeting with Anchor QEA and dredging of the channel for clam shell dredging and open water disposal.
- **Boat Launch Ramp Replacement** – The Public Notice of Application was sent out to members within 300 feet of the boat launch.
- **2026 Paving** – we are planning on this happening mid to late June.
- **Marina Restrooms** – waiting on the permit.
- **Culvert Replacement** – we have 125 total culverts that are BBVCC responsibility to repair or replace, and we have 30 standard 12-inch culverts that need to be replaced. We also have 3 larger culverts that will need to be replaced that will require engineering and additional work.