



May 18, 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 ramping up for summer. Staff held a meeting to discuss safety (monthly safety meeting) and also discussed the upcoming medical/dental/vision insurance changes. Staff has been busy making sure that the day-to-day tasks are completed and working on completing the tasks that were put on the back burner. These tasks that are being completed are going to help us move forward with the software conversion and pulling together all the data that is required.

HOA Software –The GM and AGM have been several meetings with the NorthStar implementation team. A representative from the NorthStar implementation team was on site May 14th and 15th. The BBVCC team met with him and went over the operations scope. The onsite visit helps the NorthStar implementation team know what they need to implement for us and gives us a better understanding of what we need to provide them. This visit also gave staff a better understanding of how the software will be used for us and how they can customize certain modules for our operations.

The NorthStar Implementation team will be providing staff with a list of deliverables with deadlines and a timeline to implementation. One of the first deliverables that is going to take the work of Staff and Finance Committee is going to be the Chart of Accounts, which is going to be a fairly heavy step.

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 7 applications including a project extension. 4 applications were approved, 2 approved with contingencies, with one being denied.
- Applications and questions on if an application is needed have been coming into the office daily.
- 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 46 bar codes for the last month (April 17th to May 14th).
- The Office has completed 6 home sales and 12 HOA requests in the last month. Just an FYI it takes Karrie approximately 30-45 uninterrupted minutes to process transferring a property to a new owner, when interrupted it can take all day.



Pro Shop

The Pro Shop has been busy this last month with normal golf ramping up, tournaments (some being rescheduled from being rained out last month), and working on implementing the board approved other golf programs. The Putting only program begins on May 19th and has many families and members sign up for the event, which looks promising. The set up for the Putting only has been a joint effort with some of the Golf Committee Volunteers which includes setting up the course, creating a special score card, creating an event menu and so much more.

We have rehired Kya for the summer season to help cover others when they need some time off and assist with some of the larger events, if needed. The pool attendants for this year have been hired and had their orientation on Friday, May 15th. Pool attendants are hired, majority of which worked here last summer.

Golf Greenskeeper

- Things have been going well. All the weeds have been sprayed. Working on installing the new sprinkler heads that were purchased last year. Going to be punching the fairways and will be doing one at a time to make sure that they are all cleaned up. Purchased a new aerator attachment for the Ventrac and hopefully that will come in soon. Ryan A has become a really good mechanic of the greenskeeper equipment, which has helped get the equipment back out quicker and has saved the Village money. Only outsourcing the major repairs to Mike.
- In the last month the volunteers have been a great help with the work groups that they have had. It looks great out there because of the assistance the volunteers have provided with the direction of the head greenskeeper.

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

April – May

- Camera installation at the Marina
- Pool work:
 - Cleaning (everything)
 - Pressure washing
 - Vacuuming
 - Filter changing
 - Water Balancing
 - General set up etc.
 - Heater startup
- Weeding
- Weed whacking
- Flail mowing
- Regular mowing of common areas
- Installation of fishing signs
- Replacement of office outside lights
- Park/ playground cleanup
- Clubhouse AV system repairs
- Pothole work in the office parking lot

Marina

- Marina Committee has been working on the rewrite of the Marina rules and they are ready for review at this Board meeting.



- Currently the marina has 43 vacant spots for moorage with 29 being inside slips, 3 fewer vacancies than last month. There are currently 8 people on the waiting list for monthly moorage and anticipate more to be added.

Compliance

CCR Letters Sent	
V-Speed	77
Yard Maintenance	4
V-Bark	1
V-ParkUP	4
V-Unlieveh	1
V-Lease	1
V-Sign	1
V-General	1

Failure to stop is still something that the Compliance Team is looking at but did not issue any citations.

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

Speed Data						
MPH	8228 Comox	5647 Salish	8260 Cowichan	8133 Chehalis	TOTALS	%
0-20	2311	8366	2612	3610	16899	91.04
21-25	230	111	237	986	1564	8.4
26-30	12	11	12	53	88	.474
31-35	0	1	1	6	8	.043
36+	0	0	0	2	2	.010
	2553	8489	2862	4657	18561	100%

The compliance team has used the lidar gun for approximately 20 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.

- **Cameras** – The cameras have been installed at the Office, fuel dock and Lighthouse park. This project and the lighting project are now connected as we need to have the lighting pole placed before we can install the last of the cameras at the boat launch.
- **Community Plan** – The GM has drafted a Community Plan Committee Charter for the Board to review. This is in the hopes of having a small group of people help the process move forward as quickly and smoothly as possible, it also helps with providing information and questions to the community to get a true understanding of what the members would like to see in the future.
- **Lighting Project** – The final stages of the lighting project are started. Work will begin at the Pro Shop due to the shrimp opener and the May long weekend and other activities in the marina parking lot.



- **Office Siding Project** – The siding project has been completed and Carlitos is currently out getting the building ready for painting, which should be done by the end of the week.

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. We provided a budgetary estimate and a 60% completed plan to the County by their deadline of the end of April.
- **Marina Dredging** – working on permitting with Anchor QEA and other agencies.
- **Boat Launch Ramp Replacement** – The GM, Harbormaster and other Marina Committee members had a meeting with Pro HNS to discuss the Boat Ramp replacement project. The meeting was held here onsite to view the location and plan the best route forward. They also discussed shoreline bank stabilization and the beaver creek outfall splashpad replacement
- **2026 Paving** – we were planning on this happening mid to late June but due to lack of communication from PSE we are delaying this project until 2027 unless we hear from them by the end of the month. PSE has a project that is scheduled for within the Village but have no idea as to when the project is supposed to be started.
- **Marina Restrooms** – We provided the County with information that had been requested but had not been provided yet. We have been provided a new “prescreen” application number and will be getting updates as soon as the reviews have been completed.
- **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. We are waiting for the survey to come back from NW Surveying, which is required for permitting for the entire project.
- **Salish Culvert Replacement Requirements** – The GM and others will be meeting on June 3rd with Fish and Wildlife to discuss their requirement for the full replacement of the “emergency” replacement of the culvert that happened on Salish Lane.