



July 17, 2026

To: Birch Bay Village Community Club Board of Directors

From: Justine Brooks, Assistant General Manager

Re: Operations Report

Administration

Staff –

The office has been busy with members coming in to pay for the second half assessments, questions regarding assessments, questions about moorage, general marina questions, ACC project application questions and compliance issues. During this time the office has more foot traffic with it being boating, and fishing seasons. The parking lot gets busy and with the trenches open there are fewer places for the daily or weekend boater to park. Staff are working on tasks that are going to help us move forward with the software conversion and pulling together all the data that is required.

A new Bookkeeper has been hired to take on the day-to-day accounting activities which the GM and AGM are working on training.

Top priorities of the management team are HOA software conversion, governing document compliance with RCW 64.90, community plan, and preparing the 2027 budget.

HOA Software – Staff is working on pulling all data from Enumerate, the current HOA software and cleaning it up to provide to NorthStar implementation team. The process to get the data prepared is long and tedious, taking approximately 3 full days for each chunk of data that they need, sometimes longer. Staff is making sure that clean and proper data and information is provided so that we can have clean reports with the new software. The GM and AGM have had several meetings with the NorthStar team. The Finance Committee has been working on revising the Chart of Accounts and more work needs to be done to complete a updated COA. Staff will also needs to review and provide processes for everything that we do, this includes incident reports, marina issues, lot compliance, ACC applications, compliance issues and citations, etc.

ACC Activity

- ACC reviewed 17 applications and had discussions regarding lighting complaints and a cure notice. All 17 applications were approved with 4 approved with contingencies. The cure notice issue has not been fixed, and a stop notice has been issued to the members.
- Members have been coming in to discuss projects with the executive coordinator and currently have approximately 9 applications for ACC review.

Administration

- The Office has issued 65 bar codes for the last month (June 11th to July 17th).
Issuing bar codes seems very easy, it is the preparation and follow-up that takes a bunch of time. When the office gets new bar codes (they come in packages of 100 and we order 300 at a time) they have to be added into a program called Feenics to become activated. Once they are activated we can provide them to members and they work right away. We then have to go into GateKey and add the vehicle information and bar code number, after we then have to go back into Feenics to assign the bar code to the person. Each property gets 8 bar codes before we start charging for them, which we charge \$100 per bar code after 8. It costs the Village just under \$8 per bar code that is ordered, each year we order approximately 1,200 bar codes.



- The Office has completed 8 home sales and 11 HOA requests in the last month.

Pro Shop

The Pro Shop has been very busy with junior golf camps, golf lessons, league play, tournaments and just normal everyday golfing. Junior golf camp had great attendance and volunteers that are extremely helpful. Putting Only has been a pretty good opportunity for all members to get involved on the golf course, there were 27 participants at the last event and they will continue for the rest of the summer. Walking group just had their first test run and it seemed to go well. They will be doing another trial on Tuesday, July 21st.

There are a couple of tournaments planned for during next month which include the Golf Club fundraiser, Golf Club Annual Championship (2 days), and Greenskeeper event.

Golf Greenskeeper

- Sprayed majority of the weeds, clover has been horrible this year.
- 18 sprinkler heads have been replaced and waiting on the next batch to show up. Replacing the sprinkler heads has made it so there is no longer a need to do any hand watering on the golf course.
- Continuing to mow everything.
- The junior golf the kids were a little rough on the greens so there is more wear currently.
- Reminder to use the 90 degree rule when out using carts on the course. A reminder will be going out to golf members.
- Starting to punch spots on the greens where there is more traffic which flattens the greens.
- Still trying to find the correct type of sand for the bunkers which is proving to be more difficult than expected. The current sand holds more water than we would like and gets more compacted when wet. There are currently 26 bunkers and we are looking to re do the bunkers and add this plan to the 2027 budget.
- The maple tree off of the 1st tee is dying. The sprinkler that was there was not working so we are hopeful that replacing that sprinkler head will maybe bring that back or it will need to be removed.

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

June - July

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|-------------------------------------|--|
| – Mowing Common Areas | – Toilet repair |
| – Weed Whacking Ditches | – Installation of new paper towel dispensers |
| – Flailing Common areas | – Right of way tree trimming started |
| – Weeding | – Sunset park deck repair |
| – Janitorial Services | – Fuel dock/ pump out electrical repair |
| – Assisting with golf course work | – TV replacement in maintenance conference room |
| – Equipment repairs | – Started installing window film on office windows |
| – Marina Workorders | – Applied for removal of Ecology lakes permit |
| – Pool Maintenance | – Lakes sampling/testing |
| – Pool filter cleaning & exchange | – Coast Guard inspection of Marina day boards and lights |
| – Meeting setup | |
| – Speed camera relocating and setup | |
| – Gate replacements | |
| – Log removal from marina | |
| – Lower gate repair | |
| – Golf fountain power issue | |



Marina

- Currently the marina has 31 vacant spots for moorage with 28 being inside slips, 3 full and 9 fewer vacancies than last month. There are currently 5 people on the waiting list for monthly moorage starting in August.

Compliance

CCR Letters Sent	
Speeding	75
Disorderly Conduct	1
Failure to Stop	1

The issue with incident reports being delivered to the compliance team has been resolved. There have been 15 general and 16 golf incident reports issued. The compliance team has investigated the incident and discussed golf incidents with the Pro Shop staff.

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

Speed Data						
MPH	8228 Comox	8113 Chehalis	8260 Cowichan	5694 Salish	TOTALS	%
0-20	3839	6109	4346	8374	22668	87.04
21-25	465	1256	460	999	3180	12.21
26-30	20	74	19	61	174	.6681
31-35	3	3	1	8	15	.057
36+	2	3	0	1	6	.023
	4329	7445	4826	9443	26043	100%

The compliance team has used the lidar gun for approximately 12 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 remainder of this project will be started after the completion of the lighting project.
- **Community Plan** – The community plan task force has had their first official meeting and a few working meetings. They are working on putting together a draft survey that the consultants had started and are trying to trim out the questions that don't apply and add more direct questions.
- **Lighting Project** – The final stage of the lighting project will proceed starting on July 30th and will be completed within 2 weeks of that date.

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 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** – The army core of engineers has reviewed the permit and sent it back to Anchor QEA with no comments and to proceed with a soil analysis. We are now looking for an engineering firm to complete the soil analysis. The project is on track for dredging the entrance channel plus an addition 4,000 yards in 2027.
- **Boat Launch Ramp Replacement** – Currently we have the design at 100% and waiting on the bid package to be delivered to us, which should be soon. As soon as we get the bid package we will send it out to bid by the end of July or beginning of August. Replacement plan is scheduled for November or December with low tides.
- **Marina Restrooms** – we have received the Commercial project pre-screen report from the county and need to work on gathering the required documentation for submittal.
- **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 received the survey back for the critical area. The lake ponds and drainage committee are revisiting the schedule and budget. We are currently waiting for a meeting with WDFW to see what is allowed.
- **Salish Culvert Replacement Requirements** – WDFW will be meeting with BBVCC Staff and the engineering firm on August 10th to discuss design options.