



August 14, 2026

To: Birch Bay Village Community Club Board of Directors

From: Justine Brooks, Assistant General Manager

Re: Operations Report

Administration

Staff –

It has been another very busy month for the BBVCC Staff.... Has it been a month since this report last went out? Over the last month staff have helped support 8 regular committee and task force meetings, along with additional working meetings and projects taking place behind the scenes. There have been staff members out during the month where we have brought in a temporary assistant to help maintain coverage to allow the rest of the team to keep up with the daily workload.

The office has been especially busy, with phones ringing consistently and an increase in members coming into the office with questions, requests, and concerns. Staff have continued working to respond to members while keeping up with the many administrative, operational, and compliance responsibilities that occur each day.

Staff safety has remained a priority. The team participated in a staff safety meeting that included an AED and CPR refresher.

The maintenance staff and members of the office staff had a training course with Drayton Harbor Archaeology (DHA). This training course was just to provide our staff with a better understanding of what they are looking for, when work needs to be stopped and what we can communicate with the membership. We will continue to work with DHA on getting our employees educated on the matter in the Village.

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

HOA Software –

We are still working on pulling data from Enumerate and cleaning it up to a point where we can provide it to the North Star implementation team. The member data including new member numbers, renter information, addresses, alternate addresses, email addresses, etc. have been cleaned up and provided. We have been working on putting together a single fee and fine schedule that our rules adhere to as well as what codes we have in the current software. Sifting through the code data was a complete nightmare, as there are duplicate codes for the exact same thing or codes for things that don't exist or have been removed. There are still some items to clean up there, but we will be able to provide them with what we have as a starting point for them. We are still working on work order codes, architectural codes, workflow processes, and getting the financial information. The new chart of accounts should be going out shortly, if not already by the board meeting.

Providing data will be an ongoing process until the software is up and running.

ACC Activity

- ACC reviewed 19 applications and had discussions regarding lighting complaints and a cure notice. All 18 applications were approved with 5 approved with contingencies. The cure/stop work notice property was discussed, and more information is required for BBV to move forward.
- The Executive Coordinator has been doing an excellent job providing members with assistance in completing the applications that have come in or supplying answers to members. There are



questions that are asked that do not have a straightforward answer from the AR&Rs and causes confusion with the members and staff.

Administration

- The Office has issued 46 bar codes for the last month (July 18th to August 13th).
- The Office has completed 5 home sales and 8 HOA requests in the last month.

Pro Shop

The golf operation continues to perform well, with business tracking ahead of last year in several key areas, including resident passes, punch cards, and golf cart rentals. Food service at the Pro Shop has also been performing fairly well. Weekend specials and the addition of food trucks have provided members and guests with additional food options. To date, there does not appear to be a significant negative impact on Pro Shop food sales from having food trucks on the property. The additional options have provided a nice amenity for golfers and the community.

We are also getting closer to the end of the tournament season, with three tournaments remaining and the potential for one additional tournament in October.

Golf Course Incident Reports

In July, the Pro Shop documented a number of incidents involving activity on the golf course. The reports included:

- 9 incidents involving bikes, scooters, or walkers
- 11 incidents involving individuals without a scheduled tee time
- 1 fishing incident
- 2 incidents involving damage to private property
- 2 private-property trespassing incidents
- 1 incident involving a child driving on the golf course
- Several additional miscellaneous incidents

Pro Shop staff continue to work closely with the Compliance Department regarding incident reports.

Depending on the nature and circumstances of an incident, Compliance may follow up directly with the member involved and determine whether additional action is necessary.

Golf Greenskeeper

- Aerating the tee areas.
- Working on replacing all of the sprinkler heads.
- Working on getting rid of the moss before fall/winter in the hopes that it will keep things a little dryer.
- Currently can't seem to get enough water on the course but haven't watered for 3 days, just trying to test how far we can push it.
- Reminded the golf committee and club to use the 90-degree rule.

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

July - August

- | | |
|-----------------------------------|--|
| – Mowing Common Areas | – Equipment repairs |
| – Weed Whacking ditches | – Marina Workorders |
| – Flailing Common areas | – Pool Maintenance |
| – Weeding | – Pool filter cleaning & exchange |
| – Janitorial Services | – Meeting setup |
| – Assisting with golf course work | – Speed Camera relocating and setup x2 |



- Gate replacements
 - Lower gate repair/replacement of lock mechanism
 - Right of way tree trimming continued
 - Sunset park stair railing replacement planning
 - installing window film on office windows
 - Lakes Sampling/testing
 - Dye addition to lakes
 - Eutrosorb addition to lakes
 - Av system troubleshooting
 - Backflow testing
 - Replacement/ relocation of backflow at gate
 - Archeological training
 - Multiple stop sign post replacements (from knockdowns)
 - Monthly inspections
 - Removal and haul off of azolla from pond #3
 - Road striping
- Along with much, much, more!

Marina

- Currently the marina has 28 vacant slips for moorage with all being inside slips. The number of vacant slips will go back up in October when the Monthly moorage folks move out. There are currently 8 people on the waiting list for alternate slip assignments.
- Trailer storage is a mess right now and will be until the lighting project has been completed. As of now we believe that there are 9 or 10 open spaces for trailers. We will get an accurate count once trailers are returned.

Compliance

CCR Letters Sent			
Speeding	44	Lawn	3
Noise	1	General	1
Cure Notice	2	Unightly	1

The compliance team has banned 8 Amazon Flex drivers. There are other delivery companies that we have tried to ban but we do not have a contact number or person with them, but we have banned specific drivers.

There have been 16 general and 14 golf incident reports issued. The compliance team has investigated the incident and discussed golf incidents with the Pro Shop staff and escalated as needed.

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	3881	6287	4752	8323	23243	88.60
21-25	468	931	416	1003	2818	10.75
26-30	17	56	18	56	150	.571
31-35	2	10	1	5	18	.068
36+	0	1	0	1	2	.0076
	4368	7285	5187	9388	26231	100%

The compliance team has used the lidar gun for approximately 5 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. The compliance team has also had to investigate who some drivers are as they have blown through the stop signs by the main gate and have almost caused accidents.

- **Cameras** – This project will recommence after the completion of the lighting project. The remainder of the cameras in the marina parking lot and office area are going to be placed on the light poles. Staff are still working with NW Technology to find the best solution for placing power and a camera at the lower gate.
- **Community Plan** – The community plan task force is working on drafting a survey for the Board to review and approve to go out to the community. This will be the first of multiple surveys that they are planning to put out.
- **Lighting Project** – The final part of the lighting project is wrapping up and should be completed next 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 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 Corp of engineers has reviewed the permit and sent it back to Anchor QEA with no comments and to proceed with a dredge soil analysis. We are now looking for an engineering firm to complete that task. 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 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 have met with WDFW to see what is allowed and will be providing more information to continue that conversation.