

RWWD Chairman's Report for 2020

Well ladies and gentlemen congratulations on making it through 2020's rollercoaster ride. It was a busy and hectic time full of unknowns, hardships, loss, and lots of confusion but enough about our Prime Minister...

I would like to start out by acknowledging the great loss to our community with the passing of Jim Kowalchuk. He put everything he had into whatever he did and although the conversations might have lasted a little longer than expected, he truly cared about the community and will be sorely missed.

So, with Jim's passing we had an open spot for a new trustee and Steve Hughes is that man. Thanks, Steve, for having interest in the role and welcome to the team. With that being said, I have some big shoes to try and fill, however it is possible to do so because of the help of the other trustees, our Administrator, and the Operators: Char, Shawn, and Mike.

I would also like to thank Fe for all the hard work she put into RWWD over the last nineteen months. The Administrator position is a very busy one and keeping the balance is not lost upon us. Thank you, Fe and good luck in your new adventures.

Enter Tracy Wattie, our new Administrator. Tracy has done a fantastic job of getting up to speed with the little time she had to cram all the information in before Fe moved on. As I said before, the Administrator position is a busy one and tenfold when you start the job with the end of year audit, changing things over to paperless, completion of septic upgrades, never ending covid nuances and a significant change in our Operations Management. Thanks Tracy, it has been great to have you and let's hope things relax a little in the near future.

We had another huge surprise earlier this year when Corix decided to terminate our agreement as Operations Manager with 30 days' notice. I have to say, without the team we have in place (Glen and Tracy get most of the credit here) and the great relationships with IHA and the EOCP, this significant and unexpected change would have been challenging. However, we were able to quickly find an Operations Manager that has the credentials and experience to lead our community in a positive direction with everyone's best interest in mind. Joe Matias not only has a great resume, but he has first-hand knowledge of our system and I am excited and very happy to welcome him on board.

With the completion of the septic upgrades, I am happy to say that we came in under budget and on time. A big thank you to Lionel for the great work and as a resident of Raleigh we were pleased to have you as the contractor...because we know where you live if anything goes wrong...lol.

One more change we decided to make this year was to switch over to paperless billing. I would like to clarify that at no point in decision to switch to e-billing did we think we would be charging anyone that did not have the technical capability to receive an e-bill a \$5.00 fee. E-billing is a great way for RWWD to reduce the tremendous expense incurred both from an Administration perspective and with the high cost of stationary and postage. Thank you to our Facebook Warriors who helped to spread the word and clarify a lot of confusion. I will personally apologize for the confusion on this matter as the initial wording of the charge was not geared towards some or the Senior members of our community that might not have the technological knowledge and equipment, we sometimes take for granted.

Well, I think that is everything. Let's keep our fingers crossed that we will get back to a normal life soon and in the meantime, stay safe and enjoy your summer and the great outdoors!

~ Ben Pregent, Chairman of the Board ~