

Tahoe Donner Board of Directors' Dashboard



April 19, 2019

Process

Facts

Feelings

Creativity

Benefits

Cautions

Vision & Mission

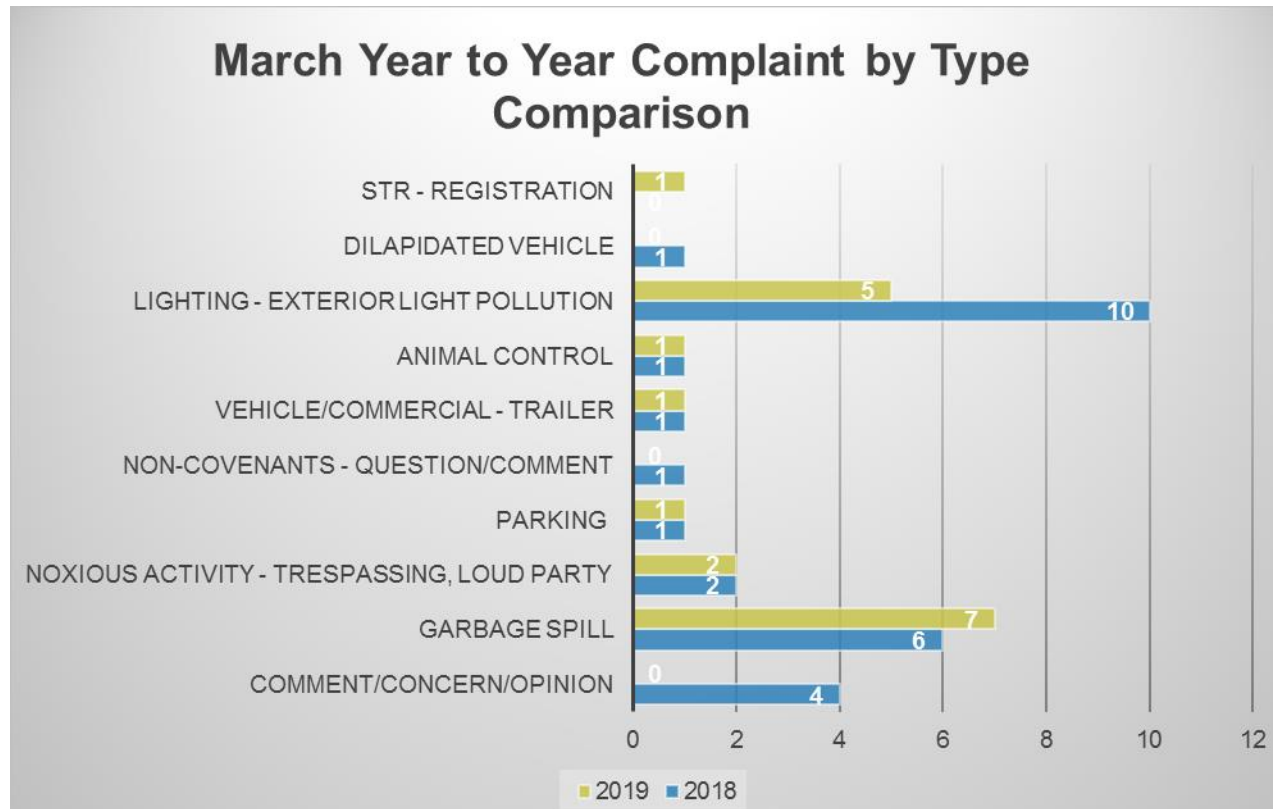
VISION Tahoe Donner is a vibrant and desirable mountain community, providing attractive and well-maintained facilities, events, programs, and leading customer service to its members, guests, and public, all while maintaining accessible and healthy natural surroundings.

MISSION Tahoe Donner Association is a recreational-oriented mountain residential community, whose mutual benefit association of 6,500 owners provides for the standards, regular operation and long term maintenance of programs, facilities and open space. Through continuous improvement, customer service, and fiscal accountability, the association maintains leading standards of natural resource stewardship, facilities, programs and services to benefit the owners/members. Organizational effectiveness and innovation within the association is sustained by maintaining a highly professional board of directors, staff, and homeowner committee volunteers, while also engaging the local community in an effective and collaborative relationship.

Standards

SHORT-TERM RENTAL REGISTRATION				
	Questions/Emailed Questions	Online Form	Paper Form	Total Forms
January	149	371	27	398
February	106	228	27	255
March	109	99	5	104
Total YTD	364	698	59	757

Month	Complaint Category by Month	Total Complaints	Actual Violations
March	Comment/Concern/Opinion		
	Garbage Spill	7	7
	Noxious Activity - Trespassing, Loud Party	2	1
	Parking	1	
	Non-Covenants - Question/Comment		
	Vehicle/Commercial - Trailer	1	1
	Animal Control	1	
	Lighting - Exterior Light Pollution	5	5
	STR - Registration	1	1
March Total		18	15



Report the complaint to Tahoe Donner Covenants Enforcement staff easily available to members:

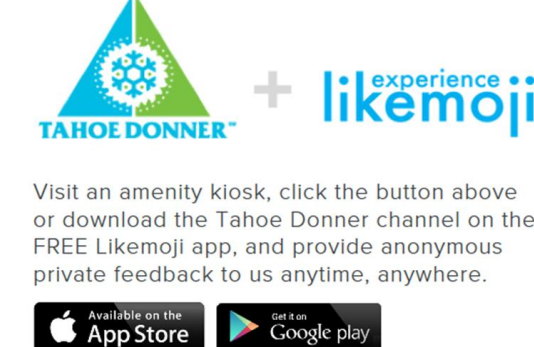
1. Online Complaint Submission: onestop.tahoedonner.com
2. Email: Compliance@tahoedonner.com
3. Phone: (530) 414-8166

Emerging & Ongoing Topics

- Annual Board of Director Member Survey 2019 (May)
- Association Governing Document Update - Membership Vote (Fall 2019)
- Spring: Winter Pass Sales 2019/2020
- 2018 Annual Report (May 2019 TD News)
- Pizza on the Hill temporary closing for cleaning/maintenance (May 2019), Reopen June 2019 for Summer
- 2019 Annual Board of Director Election
- Annual Member Meeting; June 23, 2019

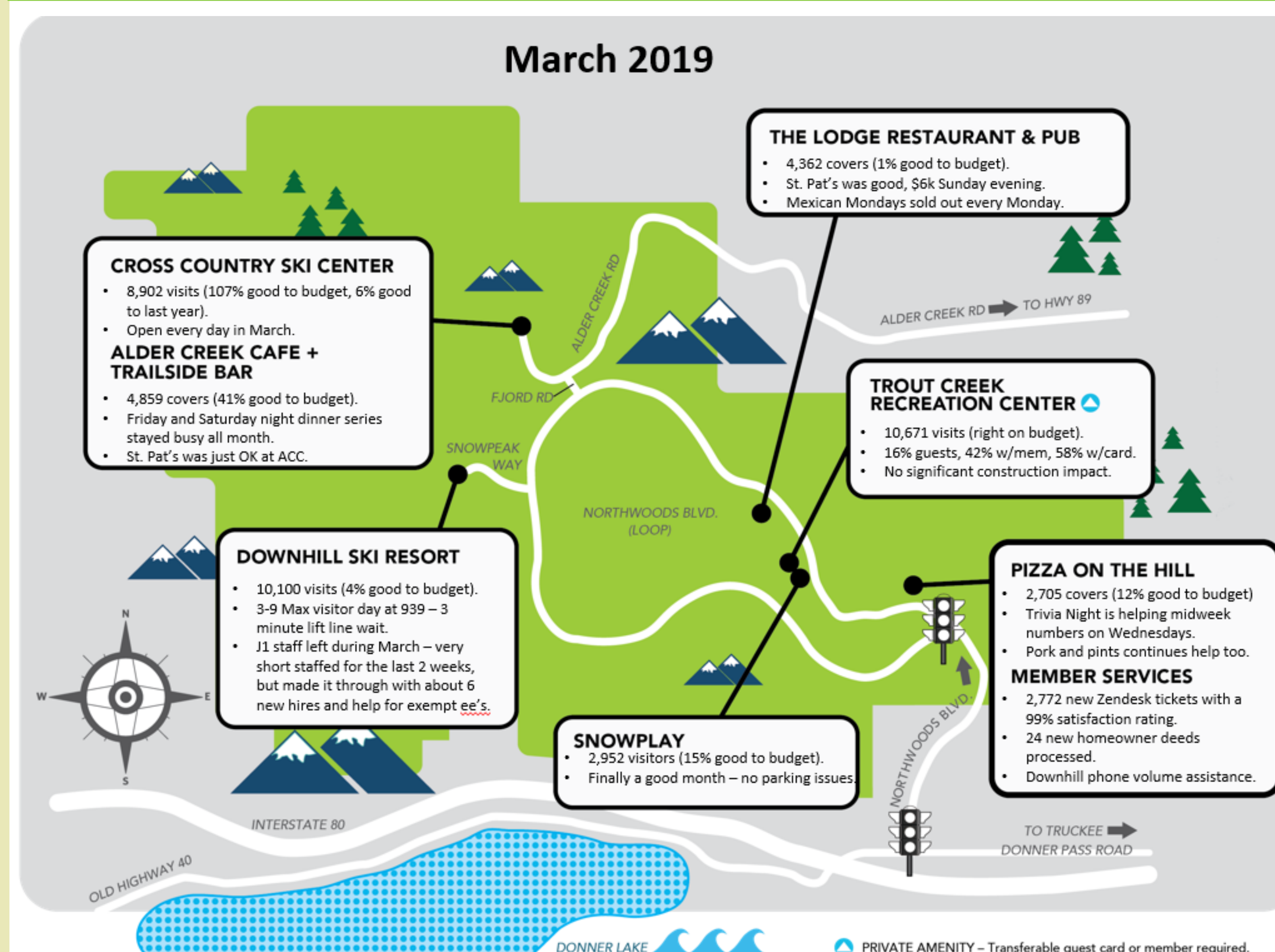


Customer Service

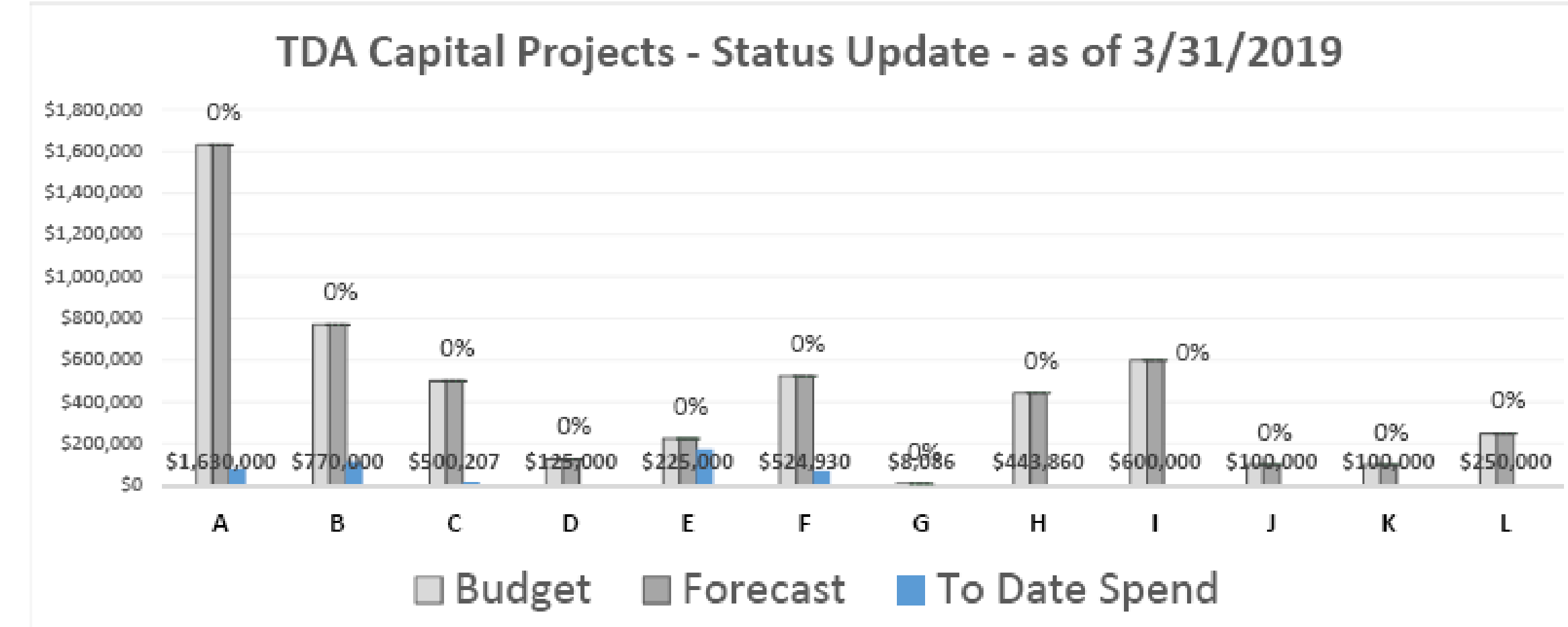


Visit an amenity kiosk, click the button above or download the Tahoe Donner channel on the FBIE! (limited app) and provide anonymous private feedback to us anytime, anywhere.

Operations

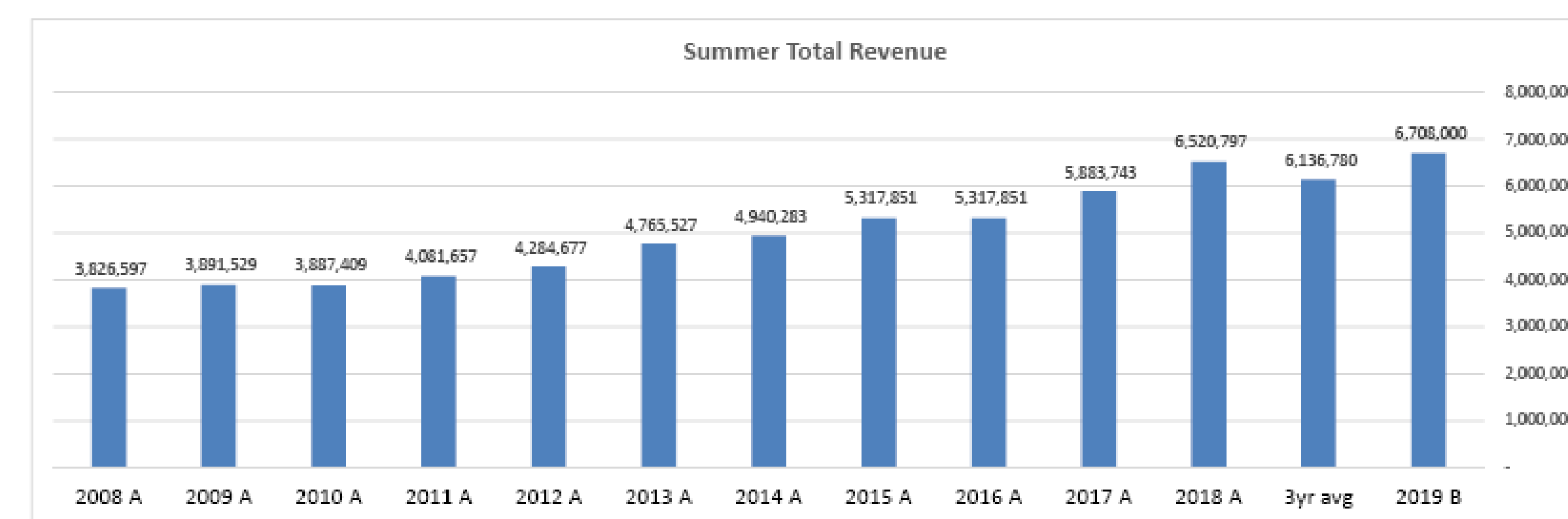
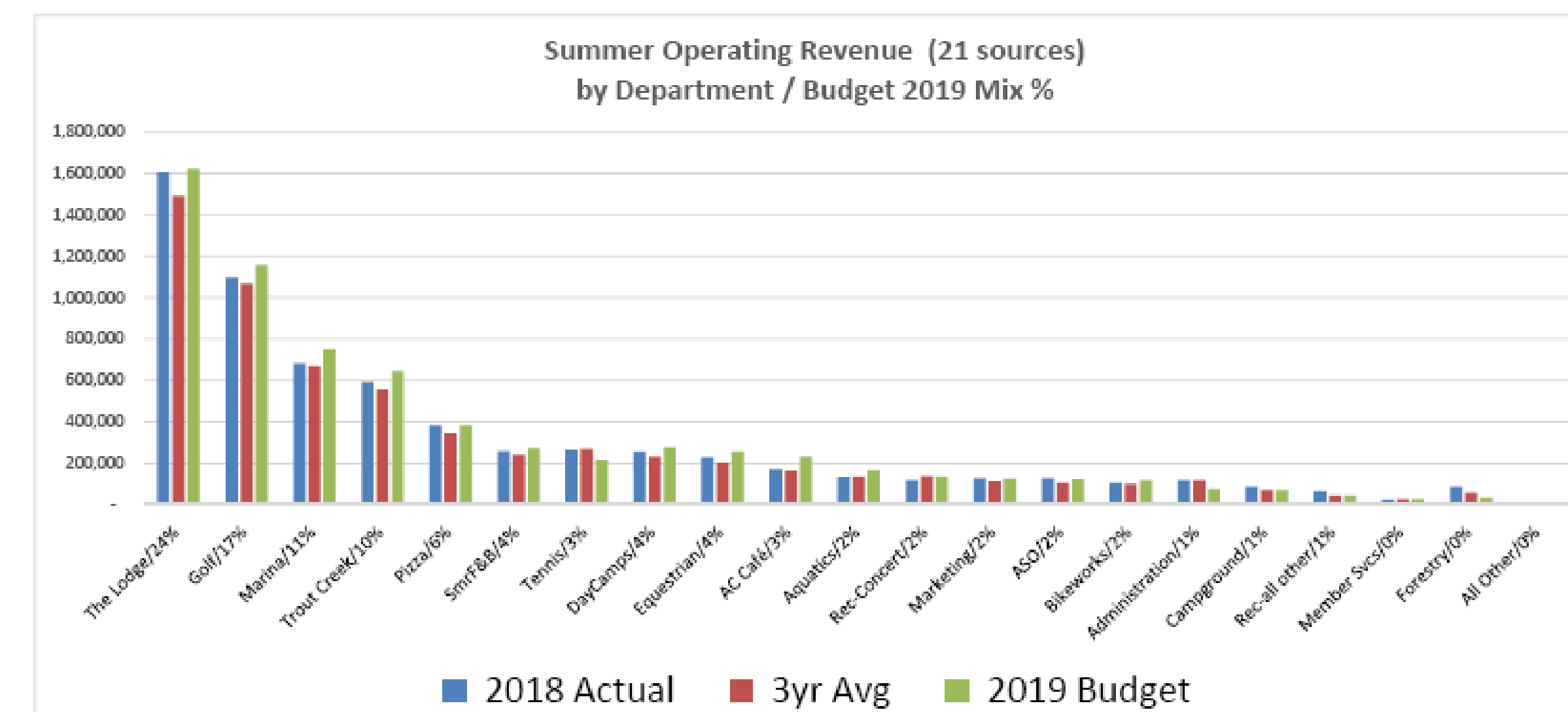
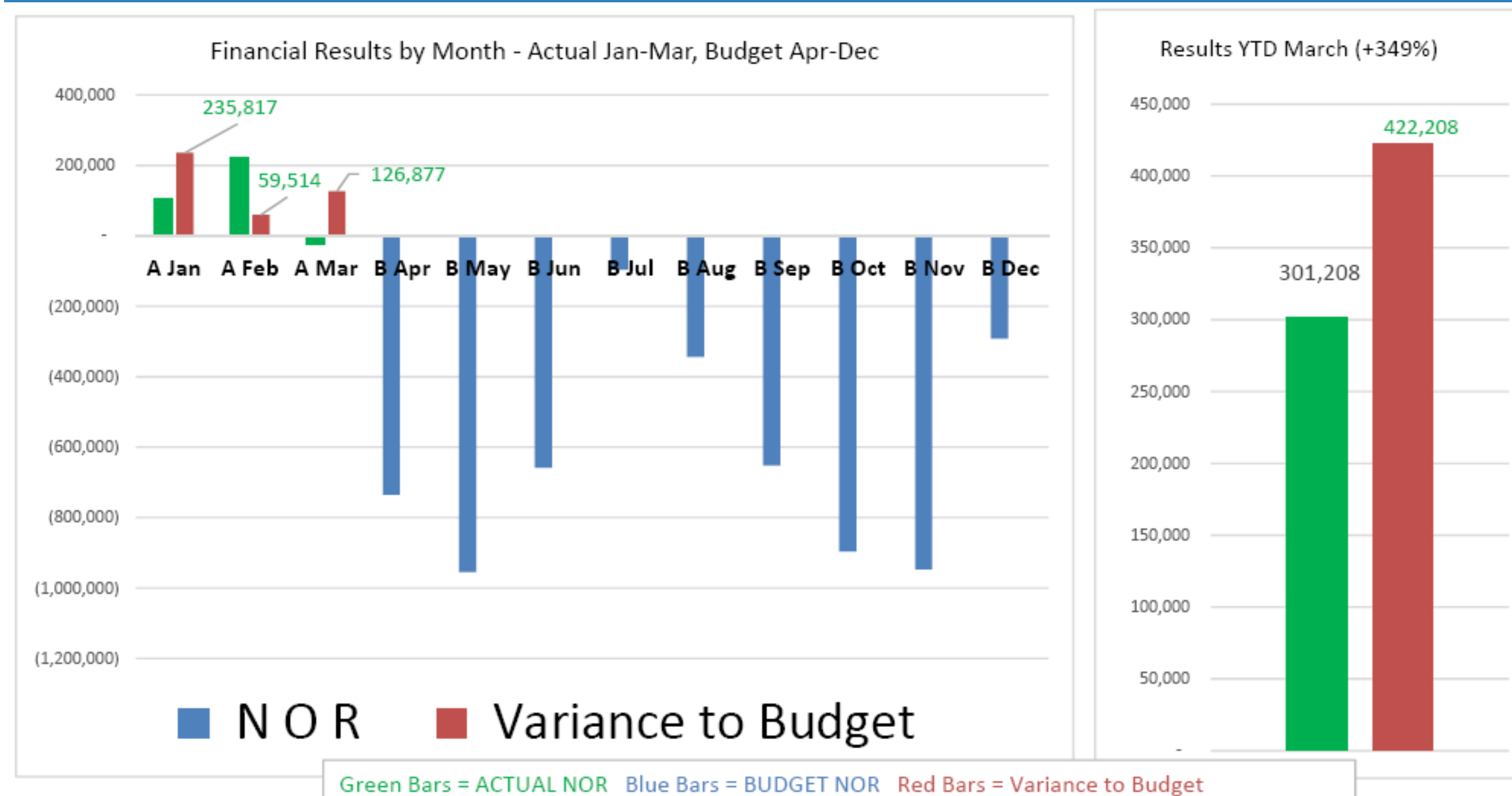


Capital Projects



%Complete	Project	Board Approved		
		Budget	Design	Construction
5%	A Trout Creek Remodel- RRF			
15%	B Trout Creek Remodel- DF			
3%	C Golf - Fairway Improvements			
0%	D Heated/Covered Stairway - The Lodge			
78%	E Equestrian Campus Updates			
13%	F CASp upgrades, 2019, Year 1			
69%	G Amenity Signage, 2019 - 011/053			
0%	H Trails Projects - 2019 DF & RRF			
0%	I Snowmaking at DSR in 2019			
0%	J Snowmaking at Snowplay in 2019			
0%	K Snowmaking at XC - Phase 1 - 2019			
0%	L Mile Run grade improv. 2019-2020			

March 2019 Net Operating Results



Special Districts | Town of Truckee | Community

- **Public Agency**
 - **Town of Truckee**
 - Nevada County and Placer County public safety agencies will host a wildfire prevention and preparedness town hall Wednesday, April 24, from 6-8 p.m. at Alder Creek Middle School in Truckee.
 - **Truckee Fire Protection District**
 - New Ordinance; Defensible Space Inspections
 - New Ordinance; Fire Season Fire Restrictions
- **Local Community**



ANNUAL HOUSING UPDATE
SATURDAY APRIL 27, 2019 9AM-12PM
NORTH TAHOE EVENT CENTER
8318 NORTH LAKE BLVD
KINGS BEACH, CA 96143

