

# Recreation Centers Of Sun City West, Inc.

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## INTER-OFFICE MEMORANDUM:

**Date:** August 3, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – August 3, 2020



### Facility Projects: (Karl)

#### **Kuentz:**

1. **Parking Lot Addition:** Light poles are being installed. Concrete and irrigation installed are in progress and on schedule.
2. **Craft Room/Fitness Addition:** Interior mechanical trades are in progress, exterior stucco is in progress. Project is on schedule.
3. **Courtyard Renovation:** Concrete work is complete. Irrigation and paver installation are in progress and on schedule.
4. **Locker Room - Men's/Women's Shower Renovation:** Tile work is in progress. We are waiting on some backordered material. This Project is on schedule.
5. **Storage Room Addition:** Interior Mechanical Trades work is in progress. Exterior stucco work is being done and on schedule.

#### **R. H. Johnson:**

6. **RHJ Large Dog Park:** Masonry Walls and concrete pads/walkways are currently in progress.
7. **RHJ Memo's Café Gas Line:** This Project is complete. Southwest Gas Corporation turned on the gas and inspected connections on July 31. This project requires fire alarm modification which does not affect reopening.

#### **Beardsley:**

8. **Beardsley Arts & Crafts Flat Roof Restoration:** The Roof Restoration Project is in progress and on schedule. Parapet Wall Sealant is complete. Flat Roof work is in progress. We expect completion of this project in two weeks weather permitting.

**Facility Maintenance: (Russ)**

9. The Facility Maintenance crew has been busy this week working to keep people cool.
10. We are currently getting quotes for sound and camera equipment for the Social Hall, Palm Ridge Summit Hall and Lecture Hall to accommodate meetings for the Governing Board. We expect to get bids in another week or so.
11. We have narrowed our choice for Audio Visual Tech down to two candidates and plan to schedule 2<sup>nd</sup> interviews for each.

**Recreation: (David)**

12. The Arizona Department of Health Services has issued reopening “Requirements for Indoor Gyms and Fitness Clubs/Centers”. In this document it is stated, under all circumstances, all precautions outlined must be adhered to by staff and anyone utilizing the facility. Masks will still be required in common areas, we must still enforce physical distancing (6 ft.), limit capacity in indoor facilities to 50% or less as well as enforce distancing while members are using equipment without a mask.

Prior to reopening, Management will be required to submit an Official Reopening Attestation Form to the Arizona Department of Health Services for all of our Indoor Gyms and Fitness Clubs/Centers for their approval. We must demonstrate we have met all requirements for reopening on the attestation form and it must be approved by ADHS. We are working on this process and the next Executive Order from the Governor.

You can check the following link to see latest on facility reopening dates and times. Check <https://suncitywest.com/covid19/>. All items on the list are subject to change.

**Recreation Activities/CC&Rs: (Riley)**

**CC&Rs**

13. Due to the closure of the Rec. Centers, all CC&R complaints should be sent in by email (located on the main page of our website ([www.suncitywest.com](http://www.suncitywest.com)) or by telephone at 623-544-6661. CC&Rs investigators are working on 89current violations as of 07/20/20.
14. Current Open violations are at 75 as of 08/03/20.
15. Violators are becoming increasingly combative over violation notices.
16. Underage Violation complaints are still the rise. We continue addressing these.
17. Political confrontations with neighbors are increasing over political signage.

### **Chartered Clubs:**

18. Staff is working with the Chartered Club Committee Chair Donna Maloney to create training for new Committee Members.
19. Staff is also working with Donna to create an improved Chartered Club Disciplinary Action Plan.
20. Clubs are turning in new Bylaws to Dori Miller for obtaining approval.

### **Tours and Scheduling:**

21. Mona and Jan continue working on CR-6 Forms. Club presidents started picking up the tentative schedules last week.

### **Village Store**

22. The Village Store current hours of operation are from 9 a.m. to 1 p.m. Monday through Friday. These hours will continue into September.
23. Due to Corona Virus and the need for social distancing, we currently allow 6 to 8 people in the Village Store at any one time. Making masks mandatory for indoor facility locations along with increased facility sanitization gives employees as well as members an increased feeling of safety and security.
24. We had a full house of shoppers one day last week which put us at the maximum capacity allowed in the Store at any one time.
25. Despite Corona Virus, July 2020 sales at the Village Store were reported as the third highest on record. There were several years where sales were affected prior to 2020 that the Store was closed due to wall-to-wall cleaning and construction (July 2010, 2016 and 2018).
26. Just a reminder that we have cancelled the Fall Arts and Crafts Fair originally scheduled for November 2020 and look forward to the Fair in the Spring.

### **Sports Pavilion:**

27. We are 700 bowlers down (32%) for league play. 800 bowlers have committed to play. The best we can expect for Leagues is 35%. We will try and offer more open play, specials and tournaments to make up some of the losses.
28. We were informed that Sun City Bowling Lanes do not plan to open for business until January 2021 which may help us out a bit.
29. Beginning August 31, 2020, Fall Operating Hours at the Sports Pavilion will be Monday through Saturday, 8 a.m. to 9 p.m. and Sunday, 8 a.m. to 8 p.m. We will be closed for Labor Day, 9-7-20.

### **General Services:**

30. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>.

31. Staff should continue to let IT know if they have any additional needs for Audio/Visual equipment to assist in conducting business remotely during the shutdown.

32. We have installed and are migrating the data for the new credit card server on Wednesday, July 29. Everything went well and according to plan.

33. The IT Department continues to encourage Staff to make IT aware of any and all personnel changes in their departments as this affects email addresses, phone numbers, access to software and hardware, etc. which requires action on IT's part.

34. The 2020 Primary Election was scheduled for Tuesday of this week in the Social Hall of the R H Johnson Recreation Center from 6 a.m. to 7 p.m. Everything appears to have gone well.

### **RHJ Library:**

35. We are reducing the hours of operation for the Library. Library hours are now Tuesdays through Saturday from 9 a.m. to 2 p.m. as activity at the Facility is very slow. This change in hours includes the Data Resource Center (DRC). The change in hours has not gotten out to everyone yet as a few patrons have showed up after 2:00 p.m. In response to questions asking why the change in hours, we've explained that due to Covid-19 and the extreme heat of the afternoons, very few people are coming out.

36. Library personnel are working with Martin from IT creating tutorials on how to use the New Destiny Discover Library Catalog. Wednesday we plan to practice doing live training. We would like to offer instruction on PDF, videos and some live teaching options.

37. Repair work is being done on the main Library interior door. We expect the replacement belt to be in this week. The main entrance is still usable while we wait for the part.

### **Member Services:**

38. The Member Services Office is open Monday through Friday from 8:00 a.m. to 2:30 p.m. should you need to come in for assistance. You can also continue to pay your dues online or call 623-544-6100 to pay by phone. Member credit can be purchased at any of our open Golf Course Pro Shops or from Member Services during their normal hours. If you have any questions you are welcome to contact us by email as well at [membership@suncitywest.com](mailto:membership@suncitywest.com).

39. For the month of July 2020 we've had 124 APF's with 9 refunds for just over \$400,000. There were 115 APF's collected for the entire month of July in 2019 which we matched in 2020.

40. The Late Fee Module was turned back on as of July 15<sup>th</sup> which will automatically begin assessing late fees for those accounts not paid up to date.

41. Regarding the placement of a lien on a property, as of July 1<sup>st</sup> all people deeded on properties will have their member privileges suspended even if one of them is paid to date once a lien is placed on the property. We will be calling those who already have a lien placed to advise them of this. They will no longer be considered as being “in good standing”. Beginning in July, once a lien is recorded, we will issue a letter indicating that a lien was placed on the property which will include all owner’s names stating that their privileges have been suspended. A copy of the lien and a new Invoice Statement for the amount owed will be attached.

### **Financial Services:**

42. Our annual audit began on July 21, 2020. This year’s audit is almost complete and we are not seeing any major findings.

43. We expect Golf Operations numbers to stabilize this month. The numbers for Bowling, Guest Fees and Tenant Cards are all down.

44. We are working on the Annual Reserve Study with an outside consultant.

### **Events Planning:**

45. Events have been very slow. We will move forward with all the events we can but as you know, everything is subject to change.

46. We will be holding our Free Movies in the Park with limited attendance for SCW residents only. You must get a ticket from the Box Office to attend. Tickets will be available beginning Tuesday, September 15<sup>th</sup> at the Box Office only. The first Movie in the Park takes place on October 4 at dusk and features “JoJo Rabbit” Rated PG-13.

47. We will also offer our October Concerts in the Park which have been scheduled for Oct. 3 – Faded Jeans, 10/10 – Rhythm Edition, 10/17 – Johnny K & K Kompany. These concerts have all been sponsored by *Home Instead*. Tickets are available beginning Sept. 15 for \$5 limited admission for SCW Residents at the Box Office only. Full concessions will not be available at these events.

48. *Sixties Mania* comes to Sun City West on November 5, 2020 at 7 p.m. at Beardsley Park. Tickets are available. We have only sold 30% of available tickets as of this date.

49. *HIFI* performs at Beardsley Park on November 6, 2020 at 7 p.m. Tickets are available. We have only sold 28% of available tickets as of this date.

50. The “Welcome Back/Halloween Dance at Beardsley Park is scheduled for October 30. Tickets are \$10. The plan is to use one Gazebo to sell pre-packaged concessions and the other Gazebos as space for dancing.

51. We have closed all sales to 2021 Top Hat and Cruise Ship Series tickets to allow for more room between the seats. If the virus numbers subside and we no longer have to worry about distancing, we can always open back up for individual ticket sales on these events.

### **Human Resources:**

52. With the assistance of Department Managers, HR Manager Marie Mrowczynski developed a spread sheet listing the schedule of employees indicating when they are working from home. The purpose of this was to limit the number of employees working together in close proximity in their offices and have them work from home where it does not impact the daily operation of their departments.

53. As a precaution, HR has instructed employees to continue to take their temperatures each morning after arriving at work and initial off that the reading is below 100.4 degrees. If the reading is higher than that they are instructed to contact the HR Department or their supervision. This should be done until the end of the month.

54. The HR Dept. is working with Golf Maintenance Management on recruiting workers for vacant Golf Course Maintenance positions as we are 11 positions down.

### **Golf Operations:**

55. Revenue numbers for July; Green Fees and Cart Fees were 28% ahead of prior year. Rounds of golf for the same time period are 25% ahead of last year's numbers. Public golfers were 167 higher this July than last. Our residents brought out 29 less guests than prior year.

56. Green Team – Lessons will be available this Saturday at Stardust's practice facility. We will be hosting 2 clinics with a maximum of 6 students in each clinic.

57. Web Portal – We continue to review new web portal pages and how it will affect Golf Operations. Putting together changes to the new Web Portal before we roll it out to members. We will need to train our Staff of 70+ employees on changes and updates.

58. COVID Update – Employees are taking temperatures when reporting to work at all the open golf courses and Golf Operations. We haven't had any problems with temperatures being too high and it appears that everyone working is doing okay.

59. Online Retail Catalog – Trying to sell off all our existing hardgoods (clubs, equipment) in preparation of David Arend having as part of his agreement the selling of clubs. Other items will be listed in this on line catalog as well (shoes, soft goods, etc.).

## **Environmental Services:**

### **60. Golf Course Maintenance**

Project Updates:

- Pebblebrook Shoreline Project – The block wall for the Shoreline Project was completed on Saturday. Staff will start backfilling this week. An estimated 700 tons of fill dirt (about 20 truck loads) will be needed to complete this project. Completion date is scheduled for September 11th.
- Desert Trails Bunker Project – The first delivery of bunker sand is scheduled for next week.
- Cart Path seal coat and repair is scheduled for Pebblebrook today.
- Palm Tree Trimming Update: The palm trees at Deer Valley, Desert Trails and Pebblebrook are trimmed. The palm tree crew will be back over at Grandview this week.

**Golf Maintenance Staffing Update:** We have 18 open positions and only 42 employees caring for seven golf courses at this time. Staff is currently stretched very thin.

### **61. Landscape Maintenance:**

- Palm Tree Trimming Update: RHJ Update tree company was not able to come out last week. They are scheduled for this Thursday and Friday.
- Staff will start putting down pre-emergence this week for Winter weed control
- Landscape Staff Update: We are 11 employees down with five open positions.
- July was the hottest month on record. We have had no rain this monsoon season and the forecast calls for more hot and dry conditions through mid-August.

### **62. Management:**

Other Items discussed:

- We will be scheduling individual Departments to give a presentation at upcoming Work shop Meetings beginning in September.

## Upcoming Events

### Summer Streaming Concerts

Only Individual Shows available

Group	Dates of Streaming	Duration	Cost
The Arizona Wildflowers	June 9 – August 31	60 Minutes	\$5
SwingTime	July 14 – August 10	60 Minutes	\$5
T.A Burrows Bandstand	Aug 24 – Aug 31	60 Minutes	\$5

Vist [www.scwconcerts.com](http://www.scwconcerts.com)

to create a login and stream at the comfort of your home!

### Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	Available NOW
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	SOLD OUT
CRUISE SHIP RENEWALS	2021 Series	Palm Ridge	7pm	SOLD OUT
Sixties Mania	November 5, 2020	Beardsley	7pm	Available NOW
HIFI	November 6, 2020	Beardsley	7pm	Available NOW

*WE have closed all sales for Top Hat 7pm and Cruise Ship to allow more room between seats! If this subsides we can always open back up for individual sales 😊*

## OCTOBER CONCERTS

We will have our normal October Concerts scheduled with some updated changes

Concerts all will cost \$5/SCW Resident

*NO FULL CONCESSIONS*

Tickets will be available Tuesday, September 15<sup>th</sup> at BOX OFFICE ONLY

Limited Admission

- 10/3 – Faded Jeans
- 10/10 - Rhythm Edition
- 10/17 – Johnny K & Kompany

**ALL Sponsored by Home Instead**



## Free Movies in the Park

We will have our FREE Movies in the Park with limited SCW Residents Only  
You must have a ticket for admission

Tickets available for purchase Tuesday, September 15<sup>th</sup> at BOX OFFICE ONLY

- 10/4 – JoJo Rabbit Rated PG-13
- 10/11 – Midway – Rated PG-13
- 10/18 – Knives Out – Rated PG-13

**SOCIAL DISTANCING IS REQUIRED! MASKS ARE REQUIRED  
WHEN ROAMING AROUND AND WHEN DANCING!**

## Ticket Sales July 27, 2020

### Summer Streaming Concerts

Show	Dates of Streaming	Sold	Cost
Season Pass - <i>Expired</i>	June 9 – August 31	98	\$20
Duende - <i>Expired</i>	June 9 – June 15	257	FREE
The Wildflowers	June 9 – August 31	12	\$5
Band of Brothers - <i>Expired</i>	June 16 – June 22	8	\$5
Gordon Lightfoot Tribute - <i>Expired</i>	June 23 – June 30	16	\$5
Arizona Trio/Band of Brothers- <i>Expired</i>	July 4 – July 10	177	FREE
SwingTime	July 14 – Aug 10	15	\$5
T.A. Burrows	Aug 24 – Aug 31	12	\$5

Show	Location	Tickets Sold	%	Date of Event
FALL FEST - Sixties Mania	Beardsley	626	30%	11/58/2020
FALL FEST – HIFI	Beardsley	581	28%	11/6/2020

### **Subscriptions**

2021 Cruise Ship Subscriptions 7PM	Palm Ridge	598	100%	2021
2021 Top Hat Subscriptions 3PM	Palm Ridge	459	76%	2021
2021 Top Hat Subscriptions 7PM	Palm Ridge	679	100%	2021