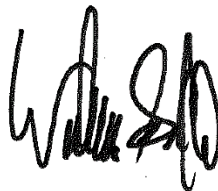


# Recreation Centers Of Sun City West, Inc.

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**Date:** October 12, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – October 12, 2020



## Facility Projects: (Karl)

### **Kuentz:**

1. **KZ Craft Room & Fitness Addition:** Palo Verde Patchers and Weaver's Club Rooms equipment and stored materials being set up. Fitness Room stored equipment is also being set up. Staff and General Contractor final walk through is scheduled for 10-14-20 and we are ready for County inspection.
2. **KZ Courtyard Renovation:** We are in the process of doing final touchups, painting, pots and planter installation. Staff and General Contractor final walk through is scheduled for 10-14-20.
3. **KZ Pool & Patio Deck Resurface:** Flooring installation is in progress. This project is scheduled for completion on 10-16-20.
4. **KZ Existing Parking Lot:** Asphalt Seal and Stripe is in progress. This project is scheduled for completion on 10/25/20.
5. **KZ Parking Parking Lot Expansion:** Asphalt, Striping are in progress. Staff and General Contractor walk through scheduled for 10-14-20 and we will be ready for County Inspection.

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

6. **RHJ Large Dog Park Renovation:** Light poles are complete, concrete curbing, granite landscape installation, final irrigation system installation and sod delivery are all in progress. We hope to have these completed by the end of the week.
7. **RHJ Library Countertop Replacement:** This project was completed on 10-05-20.

### **Metal Shop:**

8. We were required to combine the two lots at the Metal Shop into one and have a Title Search performed on the property prior to continuing with the project. These two items have been completed.

**Facility Maintenance: (Russ)**

9. Facility Maintenance Staff will be changing out the Kuentz HVAC Units and expect to tie the rest of the units up over the weekend.

10. Russ Boston and Staff have been working on re-keying all 7 Pro Shops on a Master Key System. This project has been completed.

**Sports Pavilion:**

11. We have gone back to our normal Fall Operation Hours, seven days a week from 8 a.m. to 9 p.m. We are complying with State and CDC Reopening Guidelines and will operate at 50% capacity. We are limiting the number of chairs available along the concourse so they cannot be used for congregating before or after bowling.

12. We added 5 leagues to the floor last week which is a plus for the Sports Pavilion.

13. Over the weekend the electrical power to the scoring and credit card systems went on and off intermittently. Over a three-day period, every time the system came back up it would go back down again. We are checking for a short of some sort as the electricity to everything else was working properly. Unfortunately, we had to send people home early on Saturday night as there was no power to the lane scorers and credit card machines.

**Member Services:**

14. 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).

15. For the first nine days of October 2020 we collected 48 APF's with 9 refunds as compared to 34 at the same time for the month of October in 2019.

16. We received 49 home sale inquiries for October 2020 as compared to 26 at this time in 2019.

**Recreation: (David)**

17. The Arizona Department of Health Services has authorized the reopening of our indoor Fitness Centers to 50% of capacity. We are required to maintain the criteria established by the AZ Dept. of Health Services and the CDC to remain open. This includes the wearing of masks and requiring social distancing while using the facilities.

18. We have been open at 50% capacity for over three weeks now. There is moderate attendance at the pools and fitness rooms at our three open Recreation Centers. There have been no major issues to report to date. You can check the following link to see latest on facility reopening dates and times of each of our facilities. Check <https://suncitywest.com/covid19/>. All items on the list are subject to change.

19. We welcome Jack Stroup as the Supervisor to the R. H. Johnson and Kuentz Facilities. David Bennett is responsible for Supervision of Beardsley and Palm Ridge.

20. It will be necessary to have a discussion regarding staffing prior to the reopening of the Kuentz Facility.

21. We continue to follow up with the vendor on fitness equipment for Kuentz.

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

#### **CC&Rs**

22. 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.

23. Current Open violations are at 52 as of today.

24. Riley will be interviewing for the CC&R Lead position this week.

25. Violation reports continue to pick up on RVs.

### **Chartered Clubs:**

26. Please visit this link for more information and the latest Update in Club Closures and Openings. <https://suncitywest.com/covid19/>

27. Chartered Club Committee Meeting scheduled for Tuesday, 10-13-20.

28. Water Fitness Classes reopened last week and have been running smoothly at the pools and Palm Ridge. Lessons only are up and running for Western Square Dance, Country Western and Rock 'n Roll.

29. Club Elections are going well. Staff is assisting with elections as needed.

30. There will be an All Club Food Drive: Salvation Army, March 20, 2021 from 10 a.m. to 2 p.m. at the lower parking lot of the R.H. Johnson Facility featuring Drive-Thru Drop Off.

### **Tours and Scheduling:**

31. November Club schedules, upcoming meetings and events have been cancelled through December 1, 2020.

### **Village Store**

32. The Village Store current hours of operation are from 9 a.m. to 1 p.m. Monday through Friday and will continue through the month of October. Beginning Nov. 1, hours are expanded from 9 a.m. to 4 p.m.

33. The Metal Club are back to building more security mail boxes.

### **General Services:**

34. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. We have met the Covid-19 benchmark numbers required by the CDC and AZ Dept. of Health Services for reopening our indoor facilities at 50% capacity as per state mandates.
35. Early voting for the upcoming General Election begins Wednesday, Oct. 28 through Saturday, Oct. 31 from 9 a.m. to 7 p.m. and on Monday, Nov. 2 in the Social Hall from 9 a.m. to 5 p.m. Voting continues on Election Day, Tuesday, Nov. 3 from 6 a.m. through 7 p.m. also in the Social Hall. If you would like to get your absentee ballot dropped off prior to that you can do so at Surprise City Hall located at 16000 N. Civic Center Surprise between 8 a.m. and 5 p.m. weekdays now through Election Day.
36. Our Member Portal is up and running. It can be found at <https://suncitywest.totaleintegrated.com>. There have been few problems but should members have trouble with the Portal, i.e., logging in, resetting passwords, etc., email us at [portal@suncitywest.com](mailto:portal@suncitywest.com) to report the issue so we can assist. FAQs will be available on the new Portal.
37. Microsoft has been having issues recently involving group email addresses. You may be sending an email out to a group address and only some of those on the address list are going through and others are not and there is no notification that some of those emails were never delivered. If this is happening to you, please send in a ticket to IT. You might want to individually add each of the email addresses to your email before sending.
38. We continue working on PR for the upcoming Holiday closure publication.
39. We will be meeting with a Marketing/Sales Representative from K-Hovnanian Homes this week.
40. The TORCH Committee Meeting is on Friday Oct. 16.
41. The positivity testing number in Maricopa County for Covid-19 is above 11%.

### **RHJ Library:**

42. As of Tuesday, October 6, the Library returned to normal operating hours of 9:00 a.m. to 4:00 p.m., Tuesdays through Saturdays.
43. Library Study Rooms are open for 1-hour sessions. Two people used the study rooms that were reopened for the first time since March. Appointments can be made in the Data Resource Center. Rooms will be sanitized between each use.
44. New Library counter tops were installed on Monday 10-05-20.
45. The numbers are still low but on Saturday we estimate that over 200 patrons came into the Library which is the most we've had on a Saturday since we reopened. 106 people used the computers in the DRC this week
46. We started our socially distanced training with instructors and are slowly moving forward. Four people have signed up for the new one-on-one instruction on iPhones and iPads.

### **Financial Services:**

47. Rebecca Vacha was selected for the open Financial Analyst position in Accounting and will be starting with us next week on 10/19/20. Be sure to welcome her on board!
48. We will be discussing the Revision to the CR-13 Form and process at the next Chartered Clubs Committee Meeting on 10/13/20
49. The Accounting Staff is working on our September Month-End Report. Revenue appears to be holding up very well.
50. The Accounting Staff is also working on our tax filing which is due Nov. 15, 2020.
51. Staff will be meeting regarding the NPL decision on the damage at Kuentz now that the deadline has passed.
52. We are finishing up our annual Reserve Study so it can be turned over to our consultant.
53. Pete will be getting Staff together to talk about the FY21/22 Budget process.

### **Events Planning:**

54. We have cancelled all fall special events for the remainder of **2020**. The main reason for this decision was to keep us from the possibility of losing substantial down payments on our bookings, not knowing at this point if we could sell enough tickets to cover costs or if the event would have to be cancelled due to state mandates.
55. We have learned that the Arizona Dept. of Liquor is not accepting requests for Special Event Licenses for gatherings until further notice.
56. Please see the attached "Upcoming Events" Sheet for all available event information.
57. Our DRIVE IN MOVIE, *Knives Out*, on October 15 in the RHJ North Parking Lot is SOLD OUT. The next DRIVE-IN Movie will be *The Shining* on October 29. These events are limited to 50. Tickets are available now.
58. We will be raising money for St. Mary's Food Bank and hosting a Food Drive for St. Mary's from November 2<sup>nd</sup> through December 18<sup>th</sup>.
59. 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:**

60. The HR Dept. received reports of one positive COVID-19 case this past week which involved a resident/club member.

61. Reminded Staff that Performance Evaluation Forms would be sent to them this week and are due back the Wednesday before Thanksgiving.

62. HR Manager, Marie Mrowzynski, reminded Staff that the Governing Board continues to ask for nominees for Board Recognition at upcoming meetings.

63. The Maricopa County Travel Reduction Survey has been emailed to employees for response. The Survey is totally electronic this year...no paper. We need to have an 80% response rate back to the County.

64. Medicare Part D notifications were distributed to eligible employees.

65. The new minimum wage postings have been made. Minimum wage is currently at \$12.15.

### **Golf Operations:**

66. Revenue numbers for the first 11 days of October; Revenue was up 13% over prior year and Rounds were up 8% over of prior year.

67. The 25<sup>th</sup> Anniversary of the Octogenarian Tournament on Saturday, October 24<sup>th</sup> is sold out. There will be 100 80 year-olds and up participating in this Tournament. We also have five names on the waiting list. The tournament will be held on the Desert Trails Golf Course to help with showcasing the new bunkers that Todd Patty and staff refurbished this summer.

68. Call Center and Player Assistance Training is being conducted this week. The Call Center employees will meet on Monday night to get current with TEI and all changes that have taken place since last season. Player Assistants will meet on Tuesday and Wednesday afternoon to get familiar with the upcoming season. Current COVID-19 Rules will be shared and discussed.

69. Men's Day on Wednesday and Thursday is working out fine. A few complaints about getting early tee times on Thursday but all those tee times are being filled with RCSCW Chartered Club Golfers.

70. Player Assistants are patrolling Trail Ridge Golf Course in the early evenings for trespassers. So far there have been no fishermen and limited non-golfers on the course during daylight hours. Complaints of non-paying golfers on the front nine have not been substantiated. Any Unlimited cardholders have been reminded to check in at the Pro Shop before playing.

71. The First Swing kick-off event for the Green Team is scheduled for Saturday, November 14<sup>th</sup> at Echo Mesa. We are expecting 32 new golfers to learn about the benefits of joining the Green Team program. We would normally have 65 at this event but had to cut it back due to Covid-19.

72. **Thanksgiving Schedule** – The four golf courses open on Thanksgiving this year will be Desert Trails, Echo Mesa, Pebblebrook and Trail Ridge.

**Environmental Services:**

73. **Golf Course Maintenance**

Overseeding Update:

- The first courses overseeded are looking good and are on schedule to reopen on Tuesday, Oct. 20<sup>th</sup>.
- The last three courses, Deer Valley, Stardust and Trail Ridge will close on Thursday Oct. 22 and reopen on Tuesday, November 17<sup>th</sup>.
- The recent high temperatures have caused some concerns about the Bermuda grass coming back. Staff has re-seeded most areas and has been spraying growth regulators to help slow down the Bermuda grass.
- Todd has scheduled a Tour with the Golf Committee at Pebblebrook later this week.

74. **Landscape Maintenance:**

**Overseed Update:**

- Liberty Softball Field is scheduled to reopen this Thursday, Oct. 15<sup>th</sup>.
- The Small Dog Park (Section 1) is still on schedule to reopen on Thursday Oct. 22<sup>nd</sup> at which time Section 2 of the Park will close.
- Other areas that have been seeded include the Great Lawn at Johnson, the ARC lawn, the outside grass area at Meeker Mountain and the lawns at the Palm Ridge Facility. Beardsley Park will be re-seeded this Thursday and plans are to reopen the Park on Monday, Nov. 23<sup>rd</sup>.

As a side note during overseeding, we put down about 300,000 lbs. of seed and about 8,000 gallons of fertilizer.

## Upcoming Events

### Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Santa Paws	December 2 <sup>nd</sup>	RHJ North Lot	9a-2p	November 3 <sup>rd</sup>
Letters To Santa	Mail out November 30 <sup>th</sup>	BOX OFFICE	N/A	AVAILABLE NOW
DRIVE IN MOVIE – Knives Out	October 15 <sup>th</sup>	RHJ North Lot	Dusk	SOLD OUT
DRIVE IN MOVIE – The Shining	October 29 <sup>th</sup>	RHJ North Lot	Dusk	AVAILABLE NOW
Virtual Thanksgiving 5k	November 25 -27 <sup>th</sup>	ANYWHERE	ANYTIME	AVAILABLE NOW
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	SALES CLOSED
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	SOLD OUT
CRUISE SHIP RENEWALS	2021 Series	Palm Ridge	7pm	SOLD OUT

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

### **FREE DRIVE IN MOVIES**

**DRIVE IN MOVIE THIS WEEK – OCTOBER 15 – SOLD OUT**

**Be sure to get your Letters to Santa – Post Stamped from the North Pole  
For SUN CITY WEST Residents ONLY 😊**

**We are teaming up with ARC for our Curbside Christmas  
Wave to Santa and receive a craft including a fortune teller,  
reindeer food and much more along with a small breakfast  
For SUN CITY WEST Residents ONLY 😊**

### **2020 SCW Thanksgiving 5k**

<https://raceroster.com/events/2020/34556/sun-city-west-thanksgiving-virtual-5k>

**We are raising money for St. Mary's Food Bank  
We will also be hosting a food drive for St. Mary's from:  
November 2<sup>nd</sup> – December 18<sup>th</sup>**



# Ticket Sales October 12, 2020

SCW Thanksgiving 5k	Virtual	12	n/a	11-25-11-27
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## ***Subscriptions***

2021 Cruise Ship Subscriptions 7PM	Palm Ridge	598	100%	2021
2021 Top Hat Subscriptions 3PM	Palm Ridge	475	76%	2021
2021 Top Hat Subscriptions 7PM	Palm Ridge	679	100%	2021