

# *Recreation Centers Of Sun City West, Inc.*

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**Date:** December 14, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – December 14, 2020

## **Facility Projects: (Karl)**

### **Kuentz:**

1. Energy Conservation – Convert Interior Room Lighting to LED Fixtures room by room. The Women's Club has already been completed. This project will be in progress throughout the month of December 2020.

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

2. Library Roof Restoration – The start of this project was delayed due to weather; rescheduling to begin the week of 12/14/20.

## **Facility Maintenance: (Russ)**

3. We are working on the Audio/Visual System in the Lecture Hall.

4. The Beardsley Pool closure for heater repair has been postponed. The vendor was not able to quickly locate the replacement valve he needs to make the repair. We are rescheduling the repair and are planning on closing the Beardsley Pool for one week either the second or third week of January 2021. If the vendor completes the job ahead of schedule, we will reopen the pool earlier. We will keep everyone posted.

5. We've started doing what we can on the Audio/Visual Project in the Lecture Hall while we wait on parts. We are building 2 columns into the back wall of the Lecture Hall which is where the equipment will be installed and can be accessed by our audio/visual crew.

## **Sports Pavilion:**

6. We have gone back to our normal Fall Operation Hours, Mon. thru Fri. from 8 a.m. to 9 p.m. and on Sunday from 8 a.m. to 8 p.m. We are complying with State and CDC Reopening Guidelines. We are limiting the number of chairs available along the concourse so they cannot be used for congregating.

## **Member Services:**

7. Starting Monday, Dec. 14, the Membership Department will be requiring all members to schedule an appointment if they wish to visit the Member Services office in person. This will help limit the number of people inside the office and provide a safer environment for both staff and members. To schedule an appointment, please contact our Membership Department at 623-544-6100. The Member Services office is open from 8 a.m. to 2:30 p.m. Monday through Friday.

8. Members are highly encouraged to avoid coming into Membership at all, but rather to make payments online or through the phone. To make a payment online, members may visit our member portal ([suncitywest.totaleintegrated.com](http://suncitywest.totaleintegrated.com)). An email on file with the Membership Department is required to create an online account. Phone payments can be made by calling 623-544-6100. Visa, Mastercard and Discover are all accepted. Checks may be dropped off at the Membership drop box right outside the office or mailed to RCSCW Member Services, 19803 R.H. Johnson Blvd., Sun City West, AZ 85375. Golf card purchases may also be made via phone by calling Membership.

9. For the first 13 days of December, there were 66 APF's collected with 10 refunds for a total of 56. In 2019, a total of 89 APFs were reported for the month of December. We are well on track to surpass that number.

10. For the month of November the total number of APFs collected was 143 with 8 refunds. In Nov. of 2019 the total was 89.

11. Deb and Pete will be setting up a meeting to discuss a revision to APF Policy Fi17.

## **Recreation Operations: (David)**

12. The Arizona Department of Health Services authorizes the reopening of our indoor Fitness Centers to 25% 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 indoor facilities. We will be spraying all Building areas with disinfectant this weekend and will continue to do so on a rotating basis.

13. Our facilities are currently open at a 25% capacity. Attendance at the pools and fitness rooms at our four Recreation Centers is low. We are averaging about 90 people per day at our Fitness Rooms. That number used to be about 200 per day. Pool attendance is slightly less as the weather has been cooler. Our facilities are more populated during the day and have lighter traffic at night. We are taking note of the continued rising numbers of positive cases for Covid-19 and will be watching for any direction from the Governor's Office or the AZ Dept. of Health Services later this week.

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.

14. We've schedule two meetings for the Holiday Raffle for Recreation Division employees and will also hold our monitor's meetings at the same time so as not to schedule them for another time.

15. New space has been set up for Massage Health and Wellness at the Kuentz Facility last week. Revisions are currently being made to the Health and Wellness Brochure.
16. We plan to install new PA speakers at Beardsley at the same time the pool is rescheduled for a valve repair.
17. Wall mounted hand sanitizers have arrived and are being installed.
18. The Audio-Visual Upgrade equipment improvement project continues to be addressed for Social Hall and Palm Ridge.

**Recreation Operations: (Jack)**

19. We had to close the Large Dog Park due to the recent substantial rain received. There was a good amount of ground saturation with water pooling in the Park and some of the dogs were ripping up the ground. It was necessary to close the park to dry it out. We reopened the relief cell for use during this shutdown.
20. We are working to find the right chemicals for cleaning the Kuentz Pool Decking.

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

**CC&Rs:**

21. Due to Covid-19 and the limited capacity at 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.
22. Current Open violations are at 71 as of today. With the rise in cases, we continue to lower violation numbers by improving communications with homeowners. The implementation of improved communications has become very effective in lessening cure times.
23. Staff has completed the new filing system for Building Permits.
24. There is a large number of new complaints and an uptick in requests for building permits for additions and garages.

**Chartered Clubs:**

25. Please visit this link for more information and the latest Update in Club Closures and Openings. <https://suncitywest.com/covid19/>
26. Toys for kids was a wonderful event. We had a great community turnout providing an overwhelming amount of toys, bicycles and gift card donations for local children.
27. 9 Clubs located at the Kuentz Facility reopened at Kuentz last week along with the newly remodeled Rec. Center. Everything seems to be running fine. As expected, participation is low.

### **Tours and Scheduling:**

28. Mona has cancelled all club meetings and special events until the end of February 2021.
29. Jan from Tours and Scheduling started in Member Services this week. She will be splitting her time between the two departments for now.

### **Village Store**

30. Village Store hours are from 9 a.m. to 4 p.m. Monday through Friday.
31. Sales were very good for December through 12/15/20 and were reported at \$18,440.
32. It was reported that two Village Store Volunteers had contact last week with someone positive for Covid-19. The good news is the tests came back as negative.
33. We are allowing special orders being made to clubs to make up for not being able to hold the Fall Craft Fair. See Katie Van Leuven for more information.

### **General Services:**

34. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. The Covid-19 benchmark numbers required by the CDC and AZ Dept. of Health Services for indoor facilities is currently at 25% capacity as per current state mandates. As of Monday, there were 11,095 positive cases and an 11.6% positivity rate for Covid-19.
35. We are putting out PR regarding new rules for Membership and Tours & Scheduling in the RHJ Administration Bldg. Implementing these changes is an effort to encourage members to handle their business by phone or computer rather than personally come into the office during the Covid-19 pandemic. Should you need to come in and talk with someone, it will be necessary to call and make an appointment. At this time, we are limiting the number of customers permitted in Membership and the Box Office area to a total of 8 (4 people for each department).
36. Katy is generating a presentation on Proposition 207 - Legalization of Marijuana Initiative for the January or February 2021 Workshop Meeting. The growing or use of marijuana will not be permitted on Recreation Centers Property as it is private property. The law that passed concerns individual residences only and those property owners must then follow very specific rules as outlined in Prop. 207 in order to be within the law.
37. Mike Kohn, Help Desk Tech, is working on some "Tech Talk" training for security and internet safety purposes. There has been a rise in fraudulent email asking recipients to purchase items or provide them with information. If an email appears fraudulent or suspicious, do not open it. Either delete it or contact the IT Department with your concerns. The schedule for this "Tech Talk" segment will be out soon.
38. We've received three bids on Club Room Scanning Software which will allow Clubs to scan recreation cards upon check in. We expect that this will allow for more accurate attendance numbers.

39. There will be a Governing Board Election for 3 new Directors in March 2021. We are sending out some PR reminding residents that they must have an email address on file in Member Services if they would like to vote online. If anyone chooses not to vote online, they may vote in person at the Data Resource Center at the Library on election day, March 24, 2021. Candidate packages and required signatures are due back to the Governing Board Office by January 2, 2021.

#### **RHJ Library:**

40. The Library will be operating under curbside pickup only through Dec. 31, 2020. You will be required to go online or call to request/reserve your books. Someone from the Library will contact you when the books are ready for pickup.

41. 6 of our 12 computers (50%) will be available for use in the Library Study Rooms at the Data Resource Center for 1-hour sessions. Appointments can be made at the Data Resource Center. Rooms will be sanitized between each use.

#### **Financial Services:**

42. The B&F Committee Meeting will be held this week. The November Financials are on the agenda. We were only \$150 off the Budget. We must remain diligent in expense management this year as revenues in certain areas have fallen off due to Covid. We expect Tenant Card purchases to be down significantly this year.

43. The B&F Sub-Committee continues to make good progress. They are working toward a policy on the hiring of a financial advisor as per SCW Bylaws.

44. Our Insurance Broker was able to negotiate the \$30,000 (26%) increase on our Workman's Compensation Insurance overage down to \$2,000.

45. On Dec. 14, as per the 21/22 Budget Time-Line, CFO Pete Finelli will present the Capital portion of the Budget to the General Manager for his review. It will then be sent on to the B&F Committee and Governing Board.

46. Staff needs to get their PALS sheets turned in for staffing needs by Dec. 31, 2020. Karen Woods will be closing out the Books for December by mid-January 2021. As soon as this is done Karen will populate the spread sheets for staff to begin work on the Operating portion of the FY21/22 Budget which should be around mid-January.

#### **Events Planning:**

47. 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.

48. The Arizona Dept. of Liquor is not accepting requests for Special Event Licenses for gatherings until further notice.
49. Please see the attached “Upcoming Events” Sheet attached for all available event information.
50. Our next Drive-In Movie is *A Christmas Story* on Dec. 17<sup>th</sup> in the RHJ North Parking Lot at dusk.
51. Fundraising for St. Mary’s Food Bank is going well and we are hosting a Food Drive for St. Mary’s which began on November 2<sup>nd</sup> and runs through December 18<sup>th</sup>. Food donation boxes from St. Mary’s are located throughout each of the Rec. Centers. Response to our request for food donations has been tremendous. Thanks to everyone who has donated so far!
52. We are teaming up with ARC for our Curbside Christmas on 12/19/20. We have already received over 236 letters to Santa. Come on by to wave to Santa and receive a craft, see a fortune teller, reindeer food and much more along with a small breakfast. This event is open to Sun City West Residents ONLY.
53. We are planning a “Share your Holiday Spirit with the SCW Community” Photo contest. More details will be provided.
54. The response from our members for our local Christmas Card Drive has been phenomenal! We have received so many cards from our members and clubs we were able to extend the giving of cards to Del Webb and Boswell Hospitals, & Benevilla in addition to local assisted living homes in the area. Thanks to everyone involved!
55. We have closed all sales for **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. Events will be meeting with several GM staffers to discuss our plans for the Top Hat and Cruise Ship Events regarding refunds. Events Manager Kasey Huhta is working on rescheduling some of the performances for 2022 and if given the go ahead, some of the acts have agreed to do some last-minute bookings.

### **Human Resources:**

56. Staff Management is conducting an employee raffle this week beginning 12/14/20. This takes the place of the annual employee Holiday Breakfast this year which was cancelled due to Covid-19. Gift bags will include raffle tickets. Management will be visiting the different Departments the week of 12/14/20.
57. There was one positive employee Covid-19 case reported and two employees are waiting on test results. The CDC is now stating that the quarantine period should be 7 to 10 days instead of 10-14 days. We ask all employees, club members, and anyone accessing our facilities to be diligent in separation for social distancing and to minimize office attendance. Management has been meeting to plan for our Covid response as positive cases continue to rise. We are trying to determine how we can thin out the number of employees working in the same offices as well as the best way to operate our facilities through the end of the year and possibly beyond. This week it was reported that there were 11,095 new cases of Covid reported today and we are at 11.6% positivity rate in Arizona.

### **Golf Operations:**

58. Even with the recent rain, Golf Revenue and Rounds for the first 11 days of December were good: Rounds were up by 4% and Revenue is up by 12% over prior year.

59. We had a two-person Best Ball Scramble last weekend with 120 players with consecutive tee times at Trail Ridge.

60. We had a Group Play Presentation for the Golf Committee last week and we are moving forward with scheduling Group Play beginning 12/24 running for eight weeks. The Golf Committee has established a Group Play Sub-committee to address this in Governing Board Policy G6 sometime after the holidays.

61. Just a reminder that Grandview, Deer Valley and Stardust Golf Courses will be open on Christmas Day. The other four courses will be closed on Christmas Day this year.

### **Environmental Services:**

#### **62. Golf Course Maintenance**

- Work is slow at the golf courses right now. We are keeping up with fertilizing and mowing, lowering the heights of the greens and fairways and performing general maintenance and Landscape Maintenance on the courses.
- Overall, we received about  $\frac{3}{4}$  of an inch of rain and close to 1 inch at Trail Ridge. We had more rain over that weekend in six hours than we've had all summer and were able to turn the irrigation system off for a while.
- There was a break-in attempt at Desert Trails Maintenance Yard over the weekend. The security alarm went off and we assume scared the perpetrator away as we found nothing stolen. Jonathan came out to the course, found nothing missing and secured the area.
- Todd will be attending a Webinar on Wednesday with the Arizona Dept. of Water Resources on the 5<sup>th</sup> Management Plan.

#### **63. Landscape Maintenance:**

##### **Overseed Update:**

- Since overseeding has been completed we are performing general maintenance and mowing and fertilizing right now.

## Upcoming Events

### Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Drive In Movie – A Christmas Story	12-17-2020	RHJ North Lot	Dusk	AVAILABLE NOW
Curbside Christmas	December 19 <sup>th</sup>	ADMIN	9am – 12pm	AVAILABLE NOW
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	CANCELLED
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	CANCELLED
CRUISE SHIP	2021 Series	Palm Ridge	7pm	CANCELLED

**WE HAVE MADE THE DECISION TO CANCEL ALL TOP HAT & CRUISE SHIP SERIES**

**I am working on rescheduling some of the performances for 2022 and if we are given the green light some of the acts have agreed to do some last-minute bookings!**

### Drive In Movie this week - A Christmas Story

**- We are having a “Share your Holiday Spirit with the SCW Community” Photo contest**

**-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 😊**

### **FOOD DRIVE!**

**Food drive for St. Mary’s from:  
Now – December 18<sup>th</sup>**

### **Ticket Sales December 14, 2020**

Drive In Movie – A Christmas Story	RHJ North Lot	55	Dusk	12-17-2020
Curbside Christmas	RHJ	100	n/a	12-19-2020