

Recreation Centers Of Sun City West, Inc.

Date: January 20, 2021
To: RCSCW Governing Board
From: William Schwind, General Manager
Subject: Weekly Activity Report – January 19, 2021

Facility Projects: (Karl)

Kuentz:

1. Energy Conservation – Convert Interior Room Lighting to LED Fixtures room by room. This project was completed on 1/15/21.

R.H.Johnson:

2. Library Roof Restoration: This project was completed on 1/12/21.

Facility Maintenance: (Russ)

1. Facility Maintenance Staff continues getting caught up with MPS requests.

2. We will be replacing the HVAC Unit that was stolen from the Metal Club Bldg. The unit is in the process of being ordered. Russ Boston is planning to have the unit relocated to keep this from happening again.

3. In anticipation of the Sports Pavilion Scorer Replacement Project work starting this summer, we have determined that the parking lot on the back side of the building was re-enforced with concrete to be able to withstand at least 40,000 lbs. of traffic during equipment delivery.

Sports Pavilion:

4. 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.

5. For the month of December, revenue was down. League Revenue was down 48%, Open Play down 8%, Bowling Revenue Down 45%, Total Revenue down 49%. We hope to improve the numbers on League Bowling with new bowlers joining the League.

6. We are working under substantial limitations due to the rise in Covid-19 at the Johnson Lanes. Other local public alleys are operating wide open with very little limitation. We are losing bowlers to those lanes especially where tournaments are concerned.

Member Services:

7. The Membership Department is now 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). 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. Through January 8, 2021, there were 23 APF's collected with 6 refunds for a total of 17. For the month of January 2019 92 APFs were collected.

Recreation Operations: (David)

10. Indoor pools and fitness rooms are currently closed through Feb.01, 2021. We are taking note of the continued high 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.

11. Staff is doing well. There were no new Covid-19 cases reported this week.

12. Facilities are still closed so we are working on shower restoration at Beardsley and Palm Ridge.

13. The change out of cleaning products/chemicals at Palm Ridge will take place in the next week or so. This is the last facility to complete the chemical change out from our previous vendor Hillyard to our new vendor Waxie.

14. All EXPLORE! Program transactions are up to date. All sessions have either been cancelled or are in progress. This program will remain on hold until further notice. If anyone is in need of assistance in getting access to the EXPLORE Program please email kasey.huhta@suncitywest.com.

15. Audio Visual Update:

Palm Ridge – Audio Visual

- All audio equipment installation has been completed except for four (4) stage monitors (JBL PRX812 Powered 12" Speaker) which are still on an extended backorder. We will install as soon as we have them.

- Projectors are on order. We expect to loop back to Palm Ridge in mid-February to complete projection and video work.

Beardsley Pool - Audio

- The Project at Beardsley Pool has been completed.

Portable Rack and Camera (Social Hall Contract) – Audio Visual

- The Portable Rack and Cameras have been delivered. The invoice for the Rack labor has been delivered to Accounting.

Lecture Hall/Social Hall – Audio Visual

- The Audio equipment for the Lecture Hall is on-site. David Bennett is currently looking at the week of the 25th to get into the Lecture Hall so they can get started by the end of next week. We are still waiting on delivery of the projector and screen.
- We are looking at the first week of February for installation of audio/visual equipment at the Social Hall. All equipment required for this project is located in our warehouse with the exception of the projector which we expect to have by installation.

Recreation Operations (Jack):

16. Reviewing all equipment and room rental information line by line.
17. One possible employee Covid case in Jack's Dept. Waiting for more information.

Recreation Activities/CC&Rs: (Riley)

CC&Rs:

18. 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) or by telephone at 623-544-6661.

Chartered Clubs:

19. Please visit this link for more information and the latest Update in Club Closures and Openings. <https://suncitywest.com/covid19/>
20. With the uptick of Covid-19 cases in SCW some of our Clubs are opting to remain closed through the month of January 2021 while others are closing for shorter periods of time as needed.
21. Riley and Phil are working on reports they would like to see generated by clubs using the new club software recently installed. We will be scheduling a meeting with IT on this subject in the next week or so.

Tours and Scheduling:

22. All 2020 filing is done and scanned.
23. Jan from Tours and Scheduling is still on loan to Member Services.
24. Mona continues adjusting schedules for clubs electing to reschedule or close.

Village Store

25. Our normal operating hours are from 9 a.m. to 4 p.m. Monday through Friday. We were open for the Martin Luther King Jr. Holiday on Monday. When visiting the Store, please be sure to wear a mask and follow all social distancing rules.
26. We are not getting a lot of consignment items from the Clubs due to Covid-19.
27. We are allowing special orders being made to clubs to make up for not being able to hold the Craft Fairs. See Katie Van Leuven for more information.
28. It was decided to cancel the Spring Arts and Craft Fair for 2021.

General Services:

29. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>.
30. The new credit card machines for Member Services are being installed in Membership this week. The process used to take credit cards will change slightly and their might be a bit of a learning curve.
31. K-Hovnanian Homes requested to be on site to shoot a promotional video for the new development, showcasing the Community of Sun City West.
32. Due to the large increase in Covid-19 numbers, unless otherwise indicated, all meetings will be held virtually until further notice.
33. We would like to remind all SCW Members 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 by email. If anyone chooses not to vote by email, they may vote in person at the Data Resource Center at the Library on election day, March 29, 2021. Candidate packages and required signatures were due back to the Governing Board Office by January 2, 2021.
34. We are looking to update Divi Builder software on our Website. Employees can sign up for training seminars as required.

RHJ Library:

35. The Library will continue operating under curbside pickup only through February 1, 2020. . You will be required to go online scwlibrary@suncitywest.com or call to request/reserve your books (523-544-6130). Someone from the Library will contact you when the books are ready for pickup. Checked out items can be returned via the book drop boxes which are available 24 hrs. a day. More people are electing to use Curbside Service and say they still prefer to come in to the Library but are understanding as to why it is closed.

36. 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. Call 623-544-6644 to reserve a computer in the DRC. Rooms will be sanitized between each use.

37. Appointments to sign up for Covid-19 vaccinations are currently on hold but SCW members can contact the Data Resource Center (DRC) to begin the process of registration for Covid-19 vaccines. The DRC will be able to help you with having an email address and the proper password to log into that email account so that when you do register, logging on will not be a problem. During the actual registration for the vaccine process, the site may ask you for your Health Insurance Information so that the POD Provider can charge insurance an administration fee, but you will not receive a bill.

We understand the process has been frustrating for many of you. In addition to assistance at the DRC, we have heard from some of our residents that they have had success scheduling appointments through these numbers: *The Arizona Department of Health Services' hotline at 1-844-542-8201; or the Banner Health hotline at 1-833-509-0908*

Financial Services:

38. We are working on the month-end reports. Revenues are mostly updated and we are doing really well on expenses. Golf came through with a strong December.

39. We are working our way through the upcoming Budget Time-Line and will be getting Budget numbers out to all managers this week for their review and response back to Accounting.

Events Planning:

40. Please see the attached "Upcoming Events" Sheet attached for all available event information.

41. Our Drive-In Movies for this month sold out in two days. ***Lord & Mercy*** will be shown on on Jan. 14th in the RHJ North Parking Lot at dusk. ***Call of the Wild*** will be our featured Drive-In Movie on Jan. 28, 2021.

42. We are planning 4 Community Scavenger Hunts beginning Feb. 15 and going through Feb.28. The topic will be "Sun City West Trivia Questions". More details to be provided in the February edition of the Rec. Center News. You can download the Trivia Questions on our SCW Website beginning Feb. 8th.

43. We have closed all sales for **2021** Top Hat and Cruise Ship Series ticket sales. 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.

44. A final decision on whether we will schedule Spring Fest will be made by the end of the month.
45. Events Manager, Kasey Huhta, is working with David Bennett on the Explore! Program with cancelling classes, making refunds and communicating with instructors.

Human Resources:

46. Covid-19 cases reported this week are up for both employees and Clubs. We had 10 Covid-related Cases among employees/dependents last week. From September 11th through December 31st, we have paid out approximately \$20,000 of Covid leave. 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 continues to meet to plan for our Covid-19 response as positive cases continue to rise. We are making every effort to keep the number of employees working or occupying indoor spaces to a minimum to keep exposure to Covid-19 low. We are continually evaluating the best way to operate our facilities through February 1, 2021 and possibly beyond to minimize risks. This week it was reported that we are now at a positivity rate of **25%** as compared to the previous week of 27%.
47. Due to the high numbers of Covid-19 numbers reported for this week, our indoor facilities will remain closed through February 1 (tentatively). If health officials implement their Crisis Standards Care Plan, it will be necessary to consider further closures. If you have any question about whether a facility is open or not, please call ahead.
48. HR Manager Marie Mrowczynski is working with CFO Pete Finelli on the Budget for staffing for next year and she may be contacting management regarding vacancies and other positions.
49. Marie will be contacting some staff managers regarding updating their evaluations in the next week or so.

Golf Operations:

50. Golf rounds and revenue through January 08 were good: Rounds were up by 4% and Revenue is up by 12% over prior year. We were subjected to many frost delays and cart path restrictions.
51. We continue to work on incorporating/defining Group Play. The Golf Committee has established a Group Play Sub-committee to address this in Governing Board Policy G6 which will be finalized this week.
52. Information on Upcoming Tournaments: On Saturday, January 23 we are holding our Individual Stroke Play Event. 60 golfers have signed up so far for the 100 slots available and on Sunday, January 31 we are holding our Tampa Bay Scramble. It is full right now with 100 players and we have 10 teams on the waiting list. We have also scheduled a couple's event on Sunday, February 21, 2021 with an 8:00 a.m. tee time. As of Monday, Jan. 11 entries were already half full.
53. The Green Team is still going strong and averaging 80 or 90 players every Saturday.

Environmental Services:

54. Golf Course Maintenance

- We've had 11 days with either a frost delay or restrictions. We expect more this week and next.

55. Landscape Maintenance:

Overseed Update:

- We continue to perform general landscape maintenance throughout the facilities.

Upcoming Events

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Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Drive in Movie – Love & Mercy	Jan 14, 2021	RHJ North Lot	Dusk	SOLD OUT
Drive in Movie – Call of the Wild	Jan 28, 2021	RHJ North Lot	Dusk	SOLD OUT

ALL REFUNDS ARE COMPLETED FOR TOP HAT & CRUISE SHIP

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!

- **FINAL DECISION ON SPRING FEST WILL BE MADE BY END OF MONTH!**
- **Working with David on Explore! with cancelling classes, refunds and communicating with instructors**

Scavenger Hunt:

If you have any good SCW Trivia questions, please pass to Kasey :

Kasey.huhta@suncitywest.com

4 DIFFERENT COMMUNITY SCAVENGER HUNT'S

SCAVENGER HUNT #1

TOPIC: SCW TRIVIA QUESTIONS

BEGINS FEBRUARY 15TH – FEBRUARY 28TH

*DOWNLOAD THE TRIVIA QUESTIONS ON OUR
SCW WEBSITE ON FEBRUARY 8TH

****GO TO WWW.SUNCITYWEST.COM****

CLICK ON THINGS TO DO

FIND AND CLICK THE EVENTS TAB

CLICK ON COMMUNITY SCAVENGER HUNT

PRINT AND START THE HUNT.

YOUR ANSWERS FOR FEBRUARY WILL BE ON THE CACTUS
FILL IN THE BLANKS

FIRST THREE TO DELIVER THEIR COMPLETED AND CORRECT ANSWERS

TO ADMIN, DATE STAMPED BY OUR RECEPTIONIST, WILL RECEIVE A SMALL PRIZE!

AS ALWAYS PLEASE SHARE YOUR PHOTOS TO OUR SOCIAL MEDIA PAGES

WE ARE TRYING TO KEEP AS MINIMAL CONTACT AS POSSIBLE



THIS IS WHAT YOU
WILL BE LOOKING
FOR