



RCSCW GM Weekly Report

October 04, 2021

Human Resources

- There was one COVID case reported to us regarding an employee last week.
- RCSCW COVID Task Force continues to meet as necessary to evaluate the latest information from the Arizona Dept. of Health and the CDC and prepare updated guidelines. We are currently mandating employees/volunteers wear masks when dealing with residents and/or outside guests or when they leave their workstations. If they maintain a 6 ft. distance from other employees, a mask is not mandated. Plexi-glass shields have been reinstated where they were previously located.
- The remainder of Employee Evaluation forms will be sent out to Dept. Managers on this week and should be returned to HR by Nov. 5th.
- Minimum wage goes up to \$12.80 as of 1/1/22 (5.3% increase) Dept. Mgrs. Are to post this information when received.
- We are partnering with Walgreen's this year and will offer flu shots to RCSCW employees on Tuesday, Oct. 5th between 8 am and 2 pm.

Sports Pavilion

- For the September 2021 vs. September 2020:
 - ⬆️ League Revenue up 56%
 - ⬆️ Open Play Revenue up 4%
 - ⬆️ Non-Resident Fee is up 43%
 - ⬆️ Bowling Revenue Up 32%
 - ⬆️ Lizard Acres Pub Rev. \$15,165
 - ⬆️ Total Sales Up 72%
 - ⬆️ Total Games Bowled up 57%

B & F

- October 5th B&F Committee Meeting was cancelled.
- Will be meeting with Clifton Larson Allen on Inventory.
- We are working on a template for the Reserve Study to assist in preparing information for 2023.
- All Financial Information updated and submitted to Rec. Center News.

Golf Operations

- For the month of September:
 - Rounds of Golf – Rounds are down by 5% vs. September 2020.
 - Revenue for green fees are down by 6% vs. September 2020.
- **Call Center Meeting** – Final selections were made for Call Center staff. Training will start with new employees this week and returning Call Center staff will help train new recruits.
- **26th Annual Octogenarian Golf Tournament** - Tournament is scheduled for October 23rd and is full. Ten golfers on the waiting list.
- **Player Assistant Training** – Starting this week. Looking forward to a good season.
- **Employment in Golf Operations** – We are looking for Custodians and Starters.
- **Folds of Honor** - Donations will be accepted at each of the open golf shops during the week of November 8th – 14th (Veteran's Day).

Golf Course Maintenance/Landscape Management

Course Maintenance:

- **Overseeding Update** – Last week overseeding started at Echo Mesa, Trail Ridge, Deer Valley and Stardust all finished seeding last week. There was a light delay due to the rain we received.
 - Stardust - All seeded areas were mowed at least once.
 - The other three courses will be mowing all overseeded areas this week..
- We are outsourcing large tree trimming at Deer Valley.
- We continue with Desert area and detail work on all courses.

Landscape Maintenance:

- We continue to perform General Landscape Maintenance.
- The Softball Field is scheduled to be mowed this week and reopen on Oct. 18th.
- Half of each Dog Park, ARC Bldg, and Meeker Mountain will be seeded this week.
- We continue to plant annual flowers.

Membership

- Member Services are seeing many people returning and large numbers of tenants come in.

Asset Preservation Fees

- Through September 24, 2021 there have been 118 APFs collected vs. 123 in 2020 for the same time period. Inquiries through Sept. 21 were at 121 vs. 109 for the same time period in 2020.
- K. Hovnanian Homes Update: Investment fee was received.

CC&Rs

- Liens recorded: 4
- Liens released: 4
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 59
- CC&R Cases: 7 New, 12 Closed, 7 escalated

Facility Maintenance

- We are changing out the light fixtures at the Craft Village.
- Leak detected and located under Palm Ridge Pool Deck. Arrangements made to repair.
- Pool deck repairs at R.H. Johnson have been made and repairs look great.
- Had vendor do the temporary modification to the Lecture Hall Stage. They took down railing and extended stage to give us a better view of what it would look like when completed.

Facility Operations

David – BD/PR

- Water bottles by pool side – Classes get to use them without the required tags but cones must be put out during the class and then removed.
- Palm Ridge Indoor Walking Track Usage. Staff to monitor the use of the inner or outer portion of the track for those with physical challenges.
- Sports bags hanging on Pickleball fences – Bag hangers are available at both Sands and Liberty Pickleball courts so as not to damage the fencing.
- Health and Wellness:
 - Demo Days in October, Electromagnetic Field Therapy.
 - Plasma Pen special in October.
 - Fitness Orientations starting up in October.
- Monthly attendance totals: Numbers for Pools/Spas and Fitness at each of the facilities from 9/26 through 10/02 were: PR – 2,696, RHJ – 197, BD – 2,601 and KZ – 2,149 for a total of 7,643 visitors for the week at all four facilities.

Jack – RHJ/KZ

- Scheduled a meeting to interview last of the vendors looking to run the snack bar formerly known as the Buzz.
- We are providing shuttle service to and from the Kuentz Facility during parking lot construction.
- The lower level of the R. H. Johnson Facility is closed for tile work (replacement and maintenance) on the Fitness side and into the restrooms & showers of the R. H. Johnson Facility. Tile work will also include descaling of the fountain tile.

Library

- Library Member Stats:
 - 4,701 Members visited the Library; 4% more than in August
 - 114 Guests 6% less than August
 - 388 People used the Data Resource Center 1% less than August
 - 35 people participated in Virtual Reality experience 20% less than August
 - 11,839 items were checked out of the Library; 16% less than August
 - 4,857 DVDs & Blue Rays checked out 33% less than August
 - 664 Puzzles checked out 1% less than August
 - 2,259 Large print Books checked out 5% less than August
 - 4,290 Digital items checked out 5% less than August
 - 871 residents used Overdrive/Libby 2% more than August

Media / I.T.

PR

- Press Release on Village Store issued this week.
- Rec. Center News deadline is Friday.

IT

- IT established a PR push and created an email for “Hey have you heard a Rumor”. Anyone with questions on something they’ve heard and want to have verified can contact the Rec. Centers through the ENews to receive a response. We plan to expand it to some of our other media platforms in the next week or so.
- The 2022 Governing Board Director Election has been scheduled for March 28. Online voting will start about a week beforehand. Owner Members in good standing wanting to run for the Board will be able to pick up packets from Karen in the GB Offices beginning Nov. 01.

Special Events, Tours & Clubs

Clubs:

- Chartered Club Committee on Tuesday, Oct. 5.
- Softball Meetings scheduled on fencing replacement.
- Tennis Meeting scheduled on courts.

Additional

- Northwest Valley Connect – October 30, 2021 – (Beardsley Park)
- Maricopa County Safety Fair – November 6, 2021 (Beardsley Park)

Scheduling/Tours:

- 18 Tours / 2 SOLD OUT
 - Lake Powell, Zion and Bryce – SOLD OUT
 - Canyon Verde Railroad – SOLD OUT
 - Oatman, Laughlin – SOLF OUT
 - Dolly Steam Boat – SOLD OUT
 - Thanksgiving at the Oprey – SOLD OUT
- 5 of 20 tours are complete

Events

Current / Upcoming Ticket Sales

Event	Event Date	Location	Time	Ticket Sales
Fall Fest (Sam Morrison Band)	Nov 4 & 5	Beardsley	7pm	Ticket Selling Quick
Concert in Park – Faded Jeans	October 9	Beardsley	7pm	Sept 14
Movies in Park – The Marksman	October 10	Beardsley	Dusk	NO TICKETS
Concert in Park – Cheri & the Pacemakers	October 16	Beardsley	7pm	Sept 14
Movies in Park – The Virtuoso	October 17	Beardsley	Dusk	NO TICKETS
Concert in Park – Rhythm Edition	October 23	Beardsley	7pm	Sept 14
Movie in Park – Respect	October 24	Beardsley	Dusk	NO TICKETS
Movie in Park – Ghostbusters	October 31	Beardsley	Dusk	NO TICKETS
Veteran’s Day Concert	November 11	Palm Ridge	2pm	Still Available

Movies in the Park to start October 10th! FREE – No tickets needed (See listed above)

November 8th at RHJ Library – Charity Shredding Event

\$5/Banker Box or 3 brown paper bags

Cash Paid Event

20% goes to SCW Community Fund

Capital Improvements:

RH Johnson

- Metal Shop Addition - Facility is Closed; General Contractor foundation excavation complete, forms and steel work are in progress.
- Swim & Fitness Center Flooring Project: Facility closed for 2 weeks; Phase 1 demolition of tile and haul-off complete, floor prep, plumbing and drywall repairs in progress.

Kuentz

- Parking Lot & Walkway Lighting Replacement: Project completed 9/30/21
- Parking Lot Asphalt – Mill & Replace: Phase 1 completed 9/23/21, Phase 2 grading complete 2nd week of open-air soils stabilization in progress.