



RCSCW GM Weekly Report







November 22, 2021

 11-29-21

Human Resources

- There were no new employee COVID cases reported to us 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.
- Employees were reminded that this is the last date of Open Enrollment and any changes to your insurance benefits must be made today.
- Vacation Buy-Back Forms due to HR no later than 11/29/21.

Sports Pavilion

- For the first 18 days of November 2021 vs. November 2020:
 -  Leagues Revenue up 99%
 -  Open Play Revenue up 17%.
 -  Bowling Revenue Up 67%
 -  Lizard Acres Pub Rev. at \$11,724 for November to date. Avg. \$651 per day
 -  Total Rev. up 96%
 -  Recent Tournament generated \$2,100 in revenue.

B & F

- We continue with the process of filling the open Financial Analyst position in Accounting.
- No B & F Committee Meetings are scheduled for the month of December. We will use Budget Planning timeline for the production and layout of key assumptions.
- We plan to schedule cost-cutting measures with Staff.
- We have completed the transfer of Operating Funds to Reserve Fund Account.
- We expect the Great Plains Server Software update to take place the third week of January 2022.

Golf Operations

- For the first 21 days of November 2021:
 - Golf – Rounds are up by 3% vs. November 2020.
 - Revenue for green fees and cart fees up by 3% vs. November 2020.
- **Nite Putting Tournament** – Friday, November 19th at Pebblebrook Golf Course. Tournament was full with 72 players. Food truck – Burgers Amore did a great job.
- **Nite Golf Tournament** – Friday, December 17th at Pebblebrook Golf Course Entry forms went out on Monday, Nov. 8 and we are sold out at 104 players. Food truck – Rock Star Hotdogs will be our dinner provider. Will be on hand to provide dinner to the players.
- **New Range Balls** – We switched from white to yellow range balls at all 7 golf courses. Instead of raising the price of a bucket of balls \$1, we reduced the amount of balls from 30 to 26.
- **Group Play Schedule** – Started up again on Tuesday, November 16th. Fifty Groups are being scheduled through the end of this year. Seems to be going well.
- **AED/CPR Training** – For Player Assistants – Twenty employees were trained on Monday and Friday of last week. Thanks to Nancy Jarosi of the CC&Rs Department for setting this up and providing instruction.
- **Golf Courses Open on Thanksgiving Day** – Four are open – Pebblebrook, Stardust, Grandview and Echo Mesa Golf Courses. We go back to normal operations on Friday the 26th.

Golf Course Maintenance/Landscape Management

Course Maintenance:

- **Overseeding Update** – Now that overseeding is complete golf crews are focusing on general maintenance.
- Beardsley Park – Staff will start mowing the new Ryegrass beginning today. The Park will reopen on Monday, Dec. 13th.

Other:

- Dan Maurer will be acting for Todd Patty when he is out of the office beginning Monday 11/29/21 through Monday 12/6/21. Todd returns 12/7/21.

Membership

Asset Preservation Fees

- Through November 22, 2021 there have been 110 APFs collected vs. 94 in 2020 for the same time period. Inquiries through Nov. 22 were at 99 vs 89 for the same time period in 2020.
- We are addressing reducing the size of the UTLA file to a manageable size.

CC&Rs

- Liens recorded: 2
- Liens released: 2
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 34
- CC&R Cases: 10 New, 5 Closed, 1 escalated
- We have 5 homes where the property owners died intestate with no relatives which we are in the process of discussing. When they can be identified about the deaths, Riley has been notifying banks with reverse mortgages.

Facility Maintenance

- The RHJ Pool closed Monday, Nov. 15th. We expect to reopen on Monday, Nov. 29th.
- Facility Maintenance personnel supporting Karl on Capital Projects.
- The grease interceptor by the restaurant at the Sports Pavilion has been unblocked and is working.

Facility Operations

David – BD/PR

- David suggested evaluating the Emergency Medical PODS on site. Russ will investigate.
- Media Specialist Martin Aguero generated an information tri-fold on the Beardsley Meditation Garden which is good to go.
- Tennis is using the reservation system "Hold My Court" for reservations. Pickle Ball will do the same once they procure the court equipment.
- Health and Wellness:
 - No Fitness Orientation this week as RH Johnson facility is closed.
 - Working on contracts/agreements
 - Video Shoot Monday at Kuentz at Noon.
- Went over some Arts and Design ideas for Beardsley and Palm Ridge.
- Holiday decorations go up this week.
- Attendance totals: Numbers for Pools/Spas and Fitness at each of the facilities from 11/14 through 11/20 were: RHJ – 395, PR – 3,264, BD – 3,272, and KZ – 2,556 for a total of 9,487 visitors for the week at all four facilities.

Jack – RHJ/KZ

- We are in the last week of the R. H. Johnson Pool Closure. Indoor spa, fitness, group fitness, massage rooms and locker/shower rooms tentatively scheduled to reopen Monday, December 6th.
- Palm tree removal at RHJ update: Instead of removing root balls, stumps were ground down so they can be covered with rock and other landscaping material added. All vegetation at the RHJ Pool was trimmed up and looks very good.

Library

Library Events

- Library closed Thursday and Friday for Thanksgiving. Open Saturday regular hours 9am-4pm.

Media / I.T.

- To encourage owner-members to run for the Board now that packets are available, Governing Board Directors have been featured in short videos on our social media (had many views per video to date). Candidate packets can be picked up from the Governing Board Office weekdays between 8 am and 3 pm and must be completed and returned by January 3, 2022.
- New Member Packets were sent out to print (3,000 copies).
- Holiday Card Drive for our neighbors in SCW care facilities begins on 11/23/21. We had receptacles placed at **each of the four Recreations Centers and the Library**. Fill out Christmas cards with a cheerful message in the card and a festive greeting on the envelope. Do not seal. Drop cards off at any of the designated locations above until noon, Tuesday, Dec. 15.
- Katy received an early draft of the survey questionnaire which will need to be tested before using.

Special Events, Tours & Clubs

Clubs:

- RR&P's still being revised
- Treasurers Meetings Coming in December
- Men's Billiards and Miscues - reviewing
- Quite a bit of COVID cases within clubs, new policies were sent out to all clubs
- ClubTrack – This is in process and clubs are doing well
 - Few clubs are questioning this
 - Off-site clubs will continue CR-4's

Scheduling/Tours:

- 10 Tours / 3 SOLD OUT
 - Algodones – SOLD OUT
 - Thanksgiving at the Opry – SOLD OUT
 - Prescott Christmas – SOLD OUT
 - Holiday Dinner at the Druants – SOLD OUT
- 13 of 19 tours are complete

Events :

Current / Upcoming Ticket Sales

| Event | Event Date | Location | Time | Ticket Sales |
|--|------------------------------|----------------|-------|---|
| Santa Paws | December 1 | Dog Park | 9am | NO TICKETS |
| Peral Harbor Movie | December 7 | Palm Ridge | 5pm | Still Available |
| Music on the Green – Jazzy Christmas | December 15 | RHJ Great Lawn | 6pm | NO TICKETS |
| Holiday in the Park | December 18 | Beardsley | 8am | Still Available |
| New Year's Eve | December 31 | Palm Ridge | 7pm | Still Available |
| CS – Diamond in the Rough | January 7 | Palm Ridge | 3&7pm | SOLD OUT |
| CS – Danika and the Jeb | February 11 | Palm Ridge | 3&7pm | Still Available |
| CS – Beatlesque | March 4 | Palm Ridge | 3&7pm | SOLD OUT |
| Top Hat Series 3pm | Jan 13, Feb 3, Feb 17, Mar 3 | Palm Ridge | 3pm | Series Still Available |
| Top Hat Series 7pm | Jan 13, Feb 3, Feb 17, Mar 3 | Palm Ridge | 7pm | Series SOLD OUT |
| TH – Piano Men Generations | January 13 | Palm Ridge | 3&7pm | Individuals available November 23 Box Office |
| TH – Oh Canada | February 3 | Palm Ridge | 3&7pm | Individuals available November 23 Box Office |
| TH – Johnny Rodger Buddy & Beyond | February 17 | Palm Ridge | 3&7pm | Individuals available November 23 Box Office |
| TH – Walk the Line Johnny Cash Tribute | March 3 | Palm Ridge | 3&7pm | Individuals available November 23 Box Office |

*CS – Cabaret Series *TH – Top Hat

- *Letters to Santa – will go out this week! 500 plus letters have been turned in.*

Capital Improvements:

RH Johnson

- **Metal Shop Addition** - Facility is Closed; APS Masonry stem wall curing complete, Roof and Soffit modifications complete, General Contractor waiting on availability of concrete for slab and grout for masonry wall construction.
- **Swim & Fitness Center Flooring Project:** Phase 1 plumbing trim and partitions reinstall in progress. Phase 2 Locker room demolition and Fitness Room rubber flooring installation in progress.
- **Lecture Hall Stage Renovation:** Project has started and is in progress.