



RCSCW GM Weekly Report

November 29, 2021

[Handwritten Signature] 11-6-21

Human Resources

- There was one new employee COVID case 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.
- Working with accounting on evaluation form reviews next week.
- Vacation Buy-Back Forms due to HR no later than 11/29/21.
- Continue working on OSHA rules for vaccinations.

Sports Pavilion

- For the first 28 days of November 2021 vs. November 2020:
 - ⚡ Leagues Revenue up 62%
 - ⚡ Open Play Revenue up 16%.
 - ⚡ Bowling Revenue Up 46%
 - ⚡ Lizard Acres Pub Rev. at \$14,006 for November to date.
 - ⚡ Total Rev. up 95%
 - ⚡ Tournament with 95 entries went well. Two 300 games bowled along with one 297game.
 - ⚡ We will be holding a Trivia Game at the Lizard Acres Pub on Wednesday.

B & F

- We continue with the process of filling the open Financial Analyst position in Accounting.
- Working on Payroll Budget.
- We begin work on month-end-reports for November this week.
- We will be attending a demonstration of software designed to manage contracts the Association is engaged in.

Golf Operations

- For the first 28 days of November 2021:
 - Golf – Rounds are up by 2% vs. November 2020.
 - Revenue for green fees and cart fees up by 3% vs. November 2020.
 - Round counts for the Public Rate are up 7.5%, Member Guest Rates are up 17%, Member Rate is down 1%, Unlimited Golf rate is down 2%.
- **Men's Round Robin Match Play** – Saturday and Sunday, January 8th and 9th at Trail Ridge GC. Limited to the first 72 players. Today was the first day of sign-up for this event and we are halfway to being full.
- **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.
- **Group Play Schedule** – Working on January/February schedule for Group Play. Should have close to 60 groups between the size of 16-40 players scheduled weekly. This accounts for roughly 1,700 rounds a week.
- **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 Christmas Day** – Three are open – Trail Ridge GC, Deer Valley GC and Desert Trails GC.
- **Golf Orientation on Friday** – Is scheduled at 1 pm every other Friday afternoon. 8 participants are signed up[for our 1-hour presentation. A good way to put a name and a face together and to share accurate information about golf in SCW.
- **Call Center** – Going well. Three new hires, Diana, Debbie and Colette have been good additions to the staff. They have good phone skills but limited golf administration knowledge. They are learning fast and getting up to speed!
- **JGAA Torunament** - To be held Saturday and Sunday at Grandview Golf Course. 92 players have signed up for this Double Tee Start. We have held this Tournament for the last 3 to 4 years.

Golf Course Maintenance/Landscape Management

Course Maintenance:

- **Overseeding Update** – Now that overseeding is complete golf crews are focusing on general maintenance.
- Beardsley Park – The new Ryegrass is looking good and the Park will reopen on Monday, Dec. 13th.

Other:

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

Membership

Asset Preservation Fees

- Through November 29, 2021 there have been 127 APFs collected vs. 140 in 2020 for the same time period. Inquiries through Nov. 29 were at 118 vs 124 for the same time period in 2020. There are also 114 additional Inquiries that are scheduled to be closed by the end of December.
- We are in the process of reducing the size of the UTLA file to a manageable size.

CC&Rs

- Liens recorded: 1
- Liens released: 0
- Certified Collection Letters Mailed: 1
- Turned over to Attorney for Collections: 0
- Current CC&R Violations: 34
- CC&R Cases: 2 New, 1 Closed, 3 escalated
- Cleared up 3 homeowners that have died (vacant homes). Riley has been notifying banks with reverse mortgages about the deaths and contacting relatives

Facility Maintenance

- The RHJ Pool reopened Monday, Nov. 29th.
- Facility Maintenance personnel supporting Karl on Capital Projects.

Facility Operations

David – BD/PR

- **Pickleball club has procured equipment and will start scheduling Kuentz courts as of Dec. 1st.** Both Tennis and Pickleball will be using the reservation system “Hold My Court” for reservations.
- Health and Wellness:
 - No Fitness Orientation this week as this is the 5th Tuesday of the month.
📅 Next month will begin all 4 Rec. Centers with RHJ reopening
 - Added a new Massage Therapist last week.
📅 Reopening RHJ Massage Room Wednesday, 12/1.
 - Multi-Media Specialist Martin Aguero made a video short with two personal trainers at Kuentz.
 - Shirts were ordered for the Trainers.
 - Will send contracts out today.
 - Holiday decorations are up.
- Attendance totals: Numbers for Pools/Spas and Fitness at each of the facilities from 11/21 through 11/27 were: RHJ – 0, PR – 2,949, BD – 3,121, and KZ – 2,203 for a total of 8,273 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.
- We have been power washing and restoring the pool deck at RH Johnson.

Library

Library Events

- Diamond Painting Christmas Craft on Wednesday, Dec. 1 in the library from Noon to 3 pm
- Chat with local author, Judy L. Paris, Tuesday, Dec. 7th from 10 am to Noon in the library.

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.
- Katy thanked Staff for arranging Kuentz Room #5 for temporary use during remodeling of the Lecture Hall.
- 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.
- Woodshop receiving training on Club Track Software this week.
- Diana Starbuck Cross Training IT employees before her retirement.
- Phishing Test results not going in the right direction. Need to keep educating computer users of the dangers of this.
- IT will review Contract Tracking Software with the Accounting Department.

Special Events, Tours & Clubs

Clubs:

- RR&P's still being revised
- Treasurers Meeting Rescheduled for January 5, 2022
- 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

Scheduling/Tours:

- Tours / 2 SOLD OUT
 - Prescott Christmas – SOLD OUT
 - Holiday Dinner at the Druants – SOLD OUT
- 15 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 Trib	March 3	Palm Ridge	3&7pm	Individuals available November 23 Box Office

*CS – Cabaret Series *TH – Top Hat

Capital Projects Update:

RH Johnson

- **Metal Shop Addition** - Facility is Closed; Grading and drainage, walkaway forms and pre-slab complete; concrete slab scheduled to pour 12/2 through 12/6 2021.
- **Swim & Fitness Center Flooring Project:** Phase 1 complete, restroom and locker/showers reopen; Fitness Room Flooring complete, reopening 12/1/21. Phase 2 locker/shower rooms on schedule, demo complete, floor prep. In progress.
- **Lecture Hall Stage Renovation:** Stage and door modification demo completed. Project is in progress.