

General Manager's Report

May 6, 2024

Human Resources

We are HIRING! Check us out on our website <https://suncitywest.com/employment/>

We have 6 new team members ready to join us very soon. And, we have 16 other open positions, check these out!

Here are the current job openings

<u>Position</u>	<u>Division</u>	<u>Location</u>
Bowling Desk Attendant	FACILITIES AND REC	Sports Pavilion
Facilities Asst I	FACILITIES AND REC	R.H. Johnson Recreation Center
Facilities Asst I	FACILITIES AND REC	Palm Ridge Recreation Center
Facilities Asst I	FACILITIES AND REC	Beardsley Recreation Center
Facilities Asst II	FACILITIES AND REC	R.H. Johnson Recreation Center
Greenskeeper	GOLF MAINTENANCE	Trail Ridge Golf Maintenance
Greenskeeper	GOLF MAINTENANCE	Grandview Golf Maintenance
Greenskeeper	GOLF MAINTENANCE	Trail Ridge Golf Maintenance
Greenskeeper	GOLF MAINTENANCE	Stardust Golf Maintenance
Greenskeeper	GOLF MAINTENANCE	Deer Valley Golf Maintenance
Irrigation Specialist	GOLF MAINTENANCE	Pebblebrook Golf Maintenance
Landscape Maint Mechanic	GOLF MAINTENANCE	Landscaping
Sports Pavilion Manager	FACILITIES AND REC	Sports Pavilion
Starter	GOLF OPERATIONS	Echo Mesa Golf Ops
Tech 3	FACILITIES AND REC	Facilities Building
Starter	GOLF OPERATIONS	Trail Ridge Golf Ops

Safety and Training-What has been happening?

- Lieutenant Kenneth Silvia of the Maricopa County Attorney's office presented Active Shooter training to 219 employees
- Bee Awareness
- Heat Related Illnesses
- Lightning
- Snakes, what to do if you see one?
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Member Services/CC&R

Membership Services: April Totals

APF Fees: 124 5/1/24 - 5/6/24

Inquiries: 129 5/1/24 - 5/6/24

Tenant Fees: 111 5/1/24 - 5/6/24

Associate Dues: 75 5/1/24- 4/6/24

2024 Golf cards for the month: Total: 101 Unlimited (16), Twilight (9), Kachina (40), Coyote (35), CNP Freq. (1)

Collections / Reds for the week:

Liens Recorded: 11 Liens Released: 0

Certified Collection Letters Mailed: 1

Turned Over to Attorney for Collections: 1

CC&R's For the week:

Current CC&R violations: Open Violations: (112) Landscaping (100)

New (27), Closed (7), Escalated (4) Reopened (2)

Recreation/Chartered Clubs

Chartered Clubs / Scheduling

- May Chartered Club Committee meeting has been cancelled
- CR-6s have been submitted by all clubs except for 3
- All fitness, dance clubs will be moving to Social Hall for 2025
- Working on updating all bylaws due to minor changes in RR&P's (42 completed)
- New Reporting for clubs will begin June 2024

Events

- Cinco Di Mayo was a great success for the Events Department Friday, May 3rd at RHJ Pool
- Amazing Pianos selling quickly – May 21st 5pm at Palm Ridge

Bus Tours

Date	Tour	Available
5/12/2024	Mother's Day Moscato Rest. & Sedona	4
6/4/2024	San Francisco Giants vs AZ Diamondbacks	0
6/8/2024	Prescott Territorial Days Arts Festival	23
10/8/2024	Albuquerque Balloon Fiesta	35

Library

- The last craft event we held at the Library was full and signups are filling up quickly for our May events as well. See the attached calendar for the full slate of craft activities and other activities at the Library.
- Our Adult Coloring Group is also very popular, so much so that we have added a second day to accommodate all who want to participate. During the summer, we will move this group into the Virtual Reality/Event/Meeting Room to make space for the Summer puzzle.

Public Relations/Information Technology

- The new digital screens project is under way, and we are live at the Sports Pavilion, Library and Palm Ridge, and will continue with the other Recreation facilities in the coming days. We are looking forward to having a unified program that still provides the departments with individualized control.
- We plan to start a video series with the new GM. These will be quick 3-minute video updates for the community. Stay tuned – the first will be coming soon!
- We are finishing up some editing changes on the New Member Packet and will send that out for printing ASAP.
- The Rec Center News will likely be changing size in July as it accommodates some changes in the Independent's dimensions. We are still working with the publisher on what the final size will be, but it shouldn't be too dramatic for readers, and will just require some minor adjustments on our end.
- New receipt printers have been installed at the Library at each check out and check in station.
- The new Membership machines are in house and being configured. We are scheduling their installation with the Membership Department for the next couple of weeks.
- We are planning a small update to TEI soon. More details on the planned installation date to come. The update will fix some minor issues but otherwise we will not see major changes; it just keeps us up to date with their latest version.
- We are working with Kasey on the possibility of installing Club Track at the RHJ Pickleball Courts. The challenge will be finding a system that can sustain the summer heat, and then protecting it from the elements at that location.
- Power BI is now the sole reporting tool for our facility usage data. It combines data from TEI and Club Track into one source, to hopefully eliminate the confusion that was occurring before. Each club will be given a uniform export from Power BI that will include a Dashboard graphics page and their activities (check in) report. This will be emailed to the club's designated recipient with a reminder that all the data is confidential.

Facilities Maintenance

- **MPS Work Order Update:**
12,504 work orders to date
12,467 completed.
37 open work orders in progress
- Pete's Café. We have addressed all the issues that the County had during inspection. He is ready for when they re-inspect on the 15th of this month.
- We are currently working on a main line leak repair at Stardust Pro Shop. Fortunately, we already had a rental backhoe on-site for other work. The hole was dug, and pipe exposed ready to repair when I stopped by at 6:45am. Water was back on at 8:30am.
- We had a main line leak at Stardust Theater, that was repaired and back filled.
- Repaired a section of parking lot at Metal Club.
- Currently working on the leach field at Trail Ridge Hole #6 restrooms.

Capital Improvements

- FY23-24 Flooring R&R and Equipment purchase needs from Allowances Budget per GM approval.

1. Men's Club- Carpet Replacement with LVT flooring to match existing LVT flooring in adjacent areas.

- The existing 2700 sqft. carpet installed in 2022 was determined by staff to be the best selection to mitigate sound issues in lieu of 100% LVT install throughout the card playing room as existing in Beardsley card playing rooms.
- The Men's Club participants and activities have taken no respect in use or treatment of their card playing area and have damaged and stained the carpet resulting in hours of continual staff carpet cleaning and repair efforts.
- This purchase allows LVT to replace the carpet areas and provides the solution for effective quick daily cleaning and mop up of spills and eliminates staining damage.
- Shaw- Terrain II LVT (matching existing LVT areas): Cost approx. \$12,000.00

2. Maytronics Pool cleaning robots; two functional similar smaller units exist at RHJ and Beardsley pools, staff needs to relocate the existing units to Palm Ridge and Kuentz pools for more effective cleaning in the smaller pools and purchase two larger Maytronic Dolphin Wave 300 XL units for the larger pools at RHJ and Beardsley.

- This purchase allows continual pool cleaning overnight deployed by Night Shift cleaning staff and retrieved by Morning Shift pool supervisors.
- This program has successfully supported the struggles of periodic missing night shift pool cleaning staff; today the staffing struggle exists daily at each of our four Recreation centers due to the open positions not being filled by new applicants.
- Maytronic Dolphin Wave 300 XL: Cost \$12,599.00 + Tax each.

3. Palm Ridge- Walk Behind Floor Scrubber; required large size cleaning equipment for upcoming FY24-25 installation of rubber flooring on interior and exterior pool decks.

- The existing piece of equipment used for floor cleaning at Palm Ridge is not compatible with the selection of planned new rubber flooring, the existing has met its useful life but will be relocated for efficient use at other locations until no longer useful.
- This purchase would have been made in July of FY24-25 but purchasing may be compromised due to minimum wage increase determinations are finalized, and the decks cannot go without appropriate cleaning until then.
- Existing sufficient FY23-24 Allowance funds exist for GM approval: Cost not to exceed \$12,000.00 + Tax based on pricing of best units currently being demonstrated with staff by multiple equipment Vendors.

- Projects Update: FY23-24 and FY24-25
 - Seven active projects remain in progress for FY23-24; approximately half are expected to be completed before July 2024. The remaining projects will carry over into FY24-25 for best scheduling purposes or long fabrication/ completion timeline needed to complete the projects.
 - Two FY23-24 approved capital items: Metal Shop- Tile Roof Restoration \$51,500 and RHJ Pickup Truck- Facility Ops \$36,500, are being cancelled form requiring restoration or purchase due careful evaluations have determined their unnecessary at this time.
 - The Scope of early season FY24-25 projects awaiting final Governing Board budget approval are in the bidding process or already received by the Accounting and Project Management teams and contract agreements are being prepared for immediate awarding to qualified vendors.
 - The Properties Committee on May 9th will be provided the first glance at **tentative** FY24-25 project year scheduling, beginning July and mostly impacting Palm Ridge Swim & Fitness Facility and Rec Centers with Hardwood floors during yearly summer maintenance closures.

Facilities Operations

Sports Pavilion

- Pete's Café is now open!!!
- Summer Sports Pavilion Hours of Operation
 - The Sports Pavilion typically reduces summer hours of operation from opening at 8AM to 9AM.
 - An overwhelming amount of bowling participants have arrived to only having 2 hours available to fulfill a 3-game desire in play; staff has adjusted the summer schedule on Wednesdays and Thursdays to accommodate the extra play and revenue. This will be evaluated monthly for continuing participation.

Golf Operations

- More residents are using the online portal to make their tee times, rather than calling in, reducing the burden on the call center. See graphic below.



Golf Maintenance

- A Well Pump Repair at Pebblebrook will be funded from Allowance. This will be discussed at the GM Ops meeting today.

Aerification

- Desert Trails opens tomorrow 5/7
- Aerification this Thursday 5/9 at Trail Ridge
- Greens on Thursday and Fairways on Friday

- Golf course reopens on Tuesday 5/14
- The Echo Mesa Desert Landscape Design Plans are available for review at the pro shop. I should have the design plans ready to post on the website later this week.

Landscape Maintenance

- Large Dog Park Section (A) is closed for maintenance.
- Reopening is scheduled for Monday 5/20.
- Aerification at the Ball Park is scheduled for this Wednesday.
- TP/Golf/LS Maintenance 5-5-2024

Finance/Reserves

Day-to-Day Highlights

- In the process of closing the month of April
- Working with CLA on our 401K Audit
- Finalizing our 2023 Tax Filings with CLA
- Working with L&T on Benefits 5500 Reporting

Budget

- Updated FY24-25 Capital Budget after GB Meeting vote
- No changes to FY24-25 Operating Budget

Upcoming Meeting Agendas

- May 7th B&F Committee
 - Brown and Brown Property & Casualty Insurance Renewal
 - FY23-24 March YTD Financials
- May 21st B&F Committee
 - CapTrust 2024 1st Quarter Reserve Fund Investment Presentation
 - FY 23-24 April YTD Financials