

General Manager's Report

June 3, 2024

Human Resources

Safety Training was conducted last week for the Golf Ops group by the Sun City West Fire Department. Training included Closed Chest Compression, AED and proper operation of a fire extinguisher. 32 Employees received training. Future training will be provided throughout the summer for additional departments.

Member Services/CC&R

APF Fees: 103 5/1/24 - 5/31/24

Inquiries 2024: 136

Inquiries 2023: 146

Tenant Fees: 50

Associate Dues: 94

2024 Golf cards for the month: Total: 51

Unlimited (9), Twilight (5), Kachina (22), Coyote (15), CNP Freq. (0)

Collections / Reds for the week:

Liens Recorded: 4 Liens Released: 16

Certified Collection Letters Mailed: 0

Turned Over to Attorney for Collections: 0

CC&Rs For the week:

Current CC&R violations: Open Violations: (79) Landscaping (64)

New (1), Closed (18), Escalated (9) Reopened (0)

Recreation/Chartered Clubs/Events

Chartered Clubs:

- Chartered Clubs Committee Meeting – June 4, 2024 1:30 pm
- Bylaws update – we have completed 53 bylaws of the 91
- Cornhole will move to the south side of the Beardsley Pool Building
 - Club will provide days / hours and we will get PR out
 - Working with maintenance and operations for additional support
 - TEI button
 - Painting
 - Storage

Scheduling:

- We are more than 50% done with clubs CR-6s
- With transformation of new schedules for 2025, scheduling has eliminated 55 additional setups.
- Sundays for clubs – This is not a normal operational day for clubs, however if a club needs a particular Sunday they can request it. If there are additional days available throughout the week, we are encouraging them to utilize those days within their rooms.

Events:

- Box Office Summer Hours:
 - Monday – Thursday 8am – 2:30pm
- Summer Series
 - June 4th – Soulitify - Tickets still available
 - June 18th – Southwest Surfers – SOLD OUT
 - July 2nd – Nuance Jazz Trio – Tickets still available
- 4th of July – AZ Swing Kings Orchestra Fundraiser for SCW American Legion Post 94

Bus Tours:

Date	Tour	Available
6/4/2024	San Francisco Giants vs AZ Diamondbacks	0
6/8/2024	Prescott Territorial Days Arts Festival	0
9/10/2024	The Grand Canyon, Flagstaff, & Sedona	47
10/8/2024	Albuquerque Balloon Fiesta	22
10/23/2024	Escape to Las Vegas	48
11/17/2024	Ozark Holiday in Branson	39
12/31/2024	Rose Parade & New Years Day Dinner	45

Library

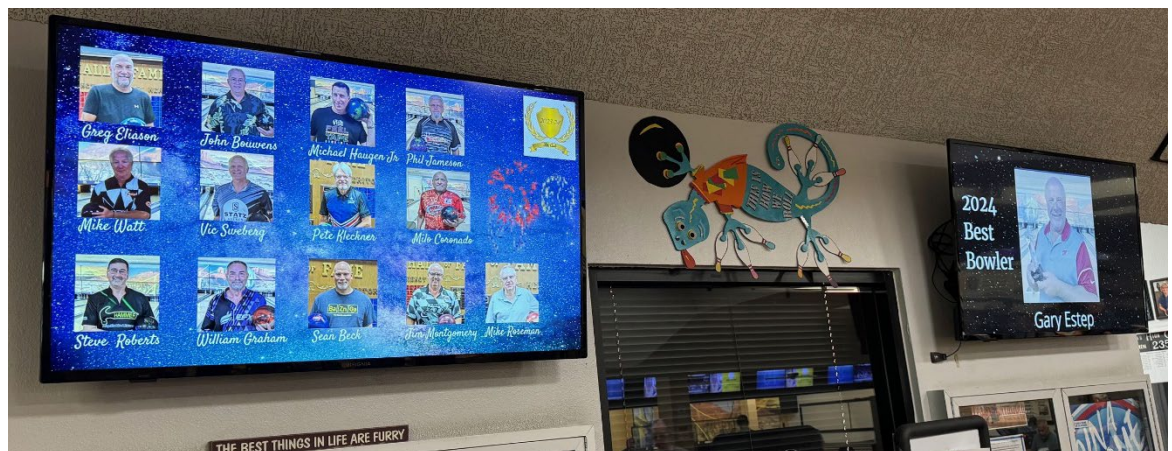
- The Summer Community Puzzle started May 31. This year's puzzle, named "Mickey Through the Years," has 40,320 pieces.



- The Wednesday, May 29, lecture on Health Care Decisions: Advanced Care Planning presented by Hospice of the Valley had 28 people present. We have extra handouts on Advanced Care Planning for residents to take.
- IT has been helping the library look at using Cybrarian in the Information Center. We also plan to introduce airprinting in the near future, to allow patrons to print to the Information Center or Data Resource Center from their mobile devices.
- A new staff member joined the library in May who will help with the VR program. We are training in June in VR to get staff up to speed and fine-tune the computer before starting sessions again.

Public Relations/Information Technology

- The last subnet creation at RHJ in preparation for the phone project occurred June 2. The work was behind the scenes and the community shouldn't notice any changes to the public wifi or clubs network.
- We are working with MultiCard to ensure the card printing software licenses carry over to the new machines for Membership.
- We have a new tech starting on Tuesday! The team is excited to be back up to full staffing.
- The motherboard in the VR machine has been repaired, and the machine is back in the office and being prepped for redeployment at the Library.
- Additional screen licenses have been purchased to extend the screen signage software to three in Stardust Theatre that were not on our original plans. The program has been really well received by all departments and has created a more efficient system that not only saves time but ensures the screens stay up to date.



- Rec News deadline is Friday, June 7, for the July issue. We are working on redesign plans for the August issue that deadlines July 5.
- The second GM Update video will be dropping this week. Look for the link in Wednesday's enews! Response to the last one was very good.

Facilities Maintenance

Trail Ridge Hole #6 restrooms. We received and installed the septic riser pipe. Cleaned that main line out after installation and it started flowing normal again. We are also looking for a fake rock to cover the lid & riser pipe.

Palm Ridge exterior painting has been completed and we are now looking at color scheme options for Beardsley facility as it will be next in-line for new paint.

Beardsley Aquatics The double entrance doors into the pool have been modified. The ADA opener on the original interior door was not working and needed to be replaced. The original door was not in the greatest shape. We decided to remove that door entirely. We no longer needed the second door since we had closed in that area to make the entry lobby. Make much easier wheelchair access if needed. We saved \$3,500.00 on a new assisted opener.



Mens Club had severe bird damage to roof line trim. That has all been patched and painted.

RHJ Blvd. Common Walls painting project is well under way. They have completed one side from Grand Ave to Meeker. They will complete the other side then begin from Meeker to Bell.

Stardust Pro Shop is now closed for several months, so we will be doing an in-depth repair on the main water line coming into the Pro Shop. The purpose is to remove the angle of the Copper to PVC connection that keeps breaking and leaking.



Echo Mesa Hole #13 drinking fountain currently has no power. Reported March 13. The power feeds from the pump station on the opposite side of the road. The electrical line is bad and needs to be replaced.

Repair quote – Provide & install new SES pedestal fed from NW transformer for new power to drinking fountain at approx. \$15,890. Does not include any/all permits.



Sports Pavilion (photo above) We have been having issues with moisture coming through the walls in several areas during heavy rains. The southwest wall that faces Meeker Boulevard is the worst and hardest to remedy. The finished floor in the mechanics area is 3 feet below grade and further down adds another 14 inches, so 4-1/2 feet below grade. That needs to be dug out and pulled away so we can replace the barrier and then place a perforated pipe at the bottom to carry away any moisture from the wall. We will also be doing this along the west wall that runs along Lane #1. Only a few feet deep in this area. Same issues on the expansion wall of Silvercraft. We will begin working on Silvercraft wall this week.

Facilities Operations

Facility Ops Update:

The purchase order was created, and the Maytronics Pool Cleaners have been ordered for RH Johnson and Beardsley pools; the manufacturer Maytronics provided a demo machine that has been operating nightly since May 13th with very good results; we will continue to use until new units arrive in approx. 2 weeks.

Summer schedules and closures for yearly hardwood floor coatings, and overall campus buildings cleaning and maintenance have been finalized.

Capital Improvements

Capital Projects Update: Weekly Activity Report 5/20-26/2024

Beardsley- Clay Club Flooring Project: Project completed 5/23/24.

Desert Trails Pro Shop- Metal Storage Roof: Project in progress; vendor is painting metal components, install date TBD.

Capital Projects Update: Weekly Activity Report 5/27-6/2/2024

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RH Johnson – Hardwoods Screen & Seal:

Closures: RHJ Social Hall 7/8-26/24; RHJ Ping Pong/Racquetball 7/10-24/24

Palm Ridge – Hardwoods Sand & Seal:

Closures: Summit Hall 7/22-8/9/24

Sports Pavilion

Sports Pavilion Report: Weekly Activity Report 5/20-26/2024

May 1-26, 2024, compared to May 1-19, 2023

- League lineage positive 12%
- Open lineage negative 4%
- Total lineage positive 10%

The ice machine is installed, up and running. Thanks to Karl, Russ, and crew for all the help with this project.

Our 2 open desk attendant positions have been filled and started training the end of the week.

Pete's Café was busy all weekend and all the comments were positive.

Sports Pavilion Report: Weekly Activity Report 5/27-6/2/2024

May 1-31, 2024, compared to May 1-31, 2023

- League lineage positive 17%
- Open lineage positive 2%
- Total lineage positive 13%

May 2024 event lineage positive 21% vs event lineage May 2023
Pro shop back of house organization continues and is in great shape.
Summer schedule and closures for yearly Sports Pavilion building cleaning and maintenance have been finalized.

Golf Operations

Financials – May was a good month for revenue. Surpassed last year’s greens fee and cart fee numbers. Rounds were comparable to prior year.

Employee Training – Staff had training in both AED and Fire Extinguishers this past week. I’ve reached out to the AZ Fire and Medical Authority to discuss training for my Player Assistants in the fall.

Green Team– Had 36 players on Saturday. Still in the transition process for a new monitor.

Employee Golf at Deer Valley GC – Thursday, June 6th at 2pm. Should have around 40 players.

Upcoming Course Closures– Both Pebblebrook and Stardust will be closed for the summer starting today through Oct. 21. Scheduled 5-day closures coming up include: Echo Mesa – 6/6-6/10 and Grandview – 6/13-6/17.

Golf Committee and Golf Council both have cancelled their June meetings.

Golf Maintenance

Aerification – Deer Valley will reopen tomorrow Tuesday 6-4. During the five- day closure staff performed greens aerification along with other maintenance.

Echo Mesa will close this Thursday 6-6 for aerification and other course maintenance. The golf course will reopen on Tuesday 6-11.

Annual Palm Tree Trimming started last week at Deer Valley. The tree crew will be at Echo Mesa this Thursday 6-6.

Summer Course Closures – Stardust and Pebblebrook closed today for summer maintenance. Both courses are scheduled to reopen after the overseeding on Tuesday, Oct. 22

Landscape Maintenance

Tree replacement at the Javelina will continue this week

The large grass section at the Large Dog Park will reopen tomorrow Tuesday 6-4

The two small sections of the Large Dog Park will be closed for maintenance starting Tuesday. Reopening is scheduled for July 15th

Lawn Bowl Maintenance – last week greens #2 and #3 were laser leveled.

Greens #1 and #4 are scheduled for leveling on Tuesday 6-11.

Green # 1 is open for member play.

Finance/Reserves

Day-to-Day Highlights

- Starting close of May today.
- Purchasing/Accounting Clerk should be starting by the end of week.
- Doing cleanup of Equipment lists to have one Master list with Fixed Asset and Equipment numbers.

Budget

- FY24-25 Operating Budget Approved
- Mid-June will be sending out Monthly spreads to managers to review and make changes.