

General Manager's Report

July 29, 2024

Human Resources

- A heat advisory packet has been provided to all Facility Supervisors and Managers reminding them to take precautions to prevent heat-related illnesses. Informational posters have also been placed at each facility for members.
- The Facility Entry Exemption Process has been updated and copies will be provided to staff at all locations.

Member Services/CC&R

- APF Fees: 68 7/1/24 - 7/29/24
- 2024 Inquiries: 67
- 2023 Inquiries: 80
- Tenant Fees: 24
- Associate Dues: 52
- **2024 Golf cards for the month:**
 - Total: 20
 - Unlimited (3)
 - Twilight (3)
 - Kachina (5)
 - Coyote (8)
 - CNP Freq. (1)
- **Collections / Reds for the week:**
 - Liens Recorded: 0
 - Liens Released: 0
 - Certified Collection Letters Mailed: 7
 - Turned Over to Attorney for Collections: 0
- **CC&R's For the week:**
Current CC&R violations:
 - Open Violations: (36)
 - Landscaping (21)
 - New (7)
 - Closed (6)
 - Escalated (6)
 - Reopened (0)

Recreation/Chartered Clubs/Events

- **Chartered Clubs**
 - Alan Schlemer new Chartered Club Chair
 - First meeting – September 3rd
 - Lawn Bowling US Open – November 2024
- **Events**
 - Looking at a new Ticketing System
 - The Bash August 27th, 6:00 pm – Tickets still available
 - Santa Letters – Available September 16th (Box Office only)
 - September Dance September 27th – Tickets Available August 13th
- **Facility Tours – Aug**
 - Beardsley – August 5, 19
 - Palm Ridge – August 6, 20
 - Kuentz – August 7, 21
 - R.H. Johnson – August 8, 22
- **Bus Tours**

Date	Tour	Availability
9/10/2024	The Grand Canyon, Flagstaff, & Sedona	29
10/8/2024	Albuquerque Balloon Fiesta	7
10/17/2024	Fall Rendezvous! Alpacas, Lunch, Wine	45
10/23/2024	Escape to Las Vegas	35
10/24/2024	Verde Canyon Railroad	43
11/5/2024	Dolly Steamboat & Saguaro Lake Ranch	46
11/17/2024	Ozard Holiday in Branson	23
11/27/2024	Early Thanksgiving Durant's/Botanical	48
12/31/2024	Rose Parade & New Years Day Dinner	27
2/12/2024	Tucson Gem Show, Desert Museum	50

Library

- Planning to change the children's area to be shelved by categories instead of authors in August after the puzzle comes down. It will make it easier to browse.
- Summer puzzle to come down Friday, August 16th.

Public Relations/Information Technology

- We are in the process of converting the 911 Automatic Location Identification listings from our current system into the new phone system's format so there will be no lapse when we convert the phones. These programs ensure that when one of our internal lines is used to call 911, the fire department can see the appropriate address associated with that extension.
- The PC for ClubTrack at Sands Pickleball was deployed July 24. We will keep a close eye out to see how it handles the outdoor temperatures.
- Our RDS-4 server is in place, tested, and users are being migrated over. This server is primarily for back office TEI users.
- We continue to see a lot of new or modified equipment needs as our employment base shifts. This has kept us busy even during so-called the slow season. From June 1 to July 25, we've handled 55 hardware requests and 12 employee changes.
- We are again offering cybertraining to all the departments. George is heading this and will be sending out invites to the managers soon. Any staff group that wants customized training can request that as well.
- The new Library iPad time clock has been deployed.
- We are working with Golf Ops to update their Green Team webpage.
- The new Rec Center News design debuts with August's issue, which will be inserted into the Independent on Wednesday. We also launched a short video on YouTube to talk about what residents can expect. We will continue to educate Clubs on the importance of keeping to the 200-word limit.

Facilities Maintenance

- RHJ Outdoor Pool: The pool clarity continues to look fabulous. Because of this we have decided to hold off on the original August date and will now be doing the backwash rebuild during the deck re-surface closure.
- RHJ Common Wall Painting: The painting from Meeker to Bell continues.
- RHJ Silvercraft Roof Drain Leak Update: We have received our 3 bids. The lowest bid was \$4,500. That vendor will re-line the drainpipe with Nu-Drain lining that will effectively restore the service 75 to 100 years. We will be scheduling that work shortly.
- Echo Mesa #13 Drinking Fountain: We are still obtaining bids on this repair.

Capital Improvements

Capital Projects Update: Weekly Activity Report 7/22-28/2024

- **Palm Ridge Indoor Pool Wainscot**: Project completed 7/28/24.
- **Palm Ridge Outdoor Pool Deck**: Project completed 7/29/24.
- **Palm Ridge Summit Hall- Hardwoods Sand & Seal**: Project has been cancelled and will be rescheduled for July FY25-26; vendor sanding machine had electrical motor failure and

rescheduling floors timeline will not work out within RCSCW pre-scheduled seasonal events timelines.

- **Palm Ridge Indoor Pool Deck:** Project in progress as of 7/30/24.
- **Palm Ridge Fitness – Cardio & Strength Equipment Replacement:** Project has been awarded, and all equipment is on order; delivery and installation closure dates to be determined. Tentatively installed in late August or early September 2024.

Facilities Operations

- Finalizing necessary specs on a walk behind floor scrubber to clean and maintain the new rubber decking at Palm Ridge.
- Sent out a large inventory of pool loungers for re-sliding ripped or damaged fabric as the frames are in good condition.

Sports Pavilion

July 15-28, 2024, compared to July 15-28, 2023

- League lineage positive 11%
- Open lineage positive 5%
- Total lineage positive 6%

Sports Pavilion annual closure is August 5th through August 18th. The sound system upgrade will be done during the closure. Direct TV coming out Wednesday, August 7th to analyze the system.

Golf Operations

- **Financials** – For the first 27 days of July – Rounds are down 1% and green fee revenues are up by 4% vs. prior year.
- **Rental Clubs** – Working on our rental club inventory. Forty-three sets at our 7 golf courses. Will look at replacing some this next year. Clubs are 10-12 years old.
- **Green Team** – Still have a small turnout for Green Team – 20 players on Saturday at Echo Mesa GC. Working on updating documents and website content.
- **Employee Golf** – Tuesday at 2pm - July 30th – Desert Trails GC.
- **Job Postings** – Will submit postings for Player Assistants later this week.
- **Upcoming Course Closures** – Grandview closed July 25th-July 30th, Desert Trails closes August 1st – Opens August 6th, Trail Ridge closes August 8th- Opens August 13th. Next closures will be for overseeding starting on September 26th.

Golf Maintenance

- Aerification/course maintenance.
- Grandview reopens Tuesday, 7/30.
- Desert Trails will close Thursday, 8/1 for greens aerification and other course maintenance. The course will reopen on Tuesday, 8/6.

Echo Mesa Irrigation and Turf Reduction Project – Update: Last week staff started to spray out turf areas around the golf course. The sprayed-out areas will be converted over to desert landscape during next year's project.

Landscape Maintenance

- General maintenance.
- Palm Tree Trimming Update: The tree crew is currently trimming palm trees along the walls on RHJ Blvd. Completion date is set for Friday, 8/2

Finance/Reserves

- CLA Annual Audit List Received
 - Change in Allowance for Bad Debt
 - New IT Questionnaire
 - CLA Onsite 8/5 - 8/9
- Year End Complete
- Budget Spreads Being Finalized
- FY 24-25 Capital Budget Underway
- FY 25-26 Capital Improvement
 - Reserve Study List Review
 - CR-13 List Review