

## General Manager's Report

July 1, 2024

### Human Resources

- There are currently 13 open positions at RCSCW. If you are interested in employment, please see our website for a list of all openings.

### Member Services/CC&R

- APF Fees: 99      6/1/24 - 6/28/24
- 2024 Inquiries: 88
- 2023 Inquiries: 136
- Tenant Fees: 46
- Associate Dues: 81
- 2024 Golf cards for the month:
  - Total: 44
  - Unlimited (11)
  - Twilight (4)
  - Kachina (17)
  - Coyote (11)
  - CNP Freq. (1)
- Collections / Reds for the week:
  - Liens Recorded: 7
  - Liens Released: 8
  - Certified Collection Letters Mailed: 1
  - Turned Over to Attorney for Collections: 2
- Current CC&R violations:
  - Open Violations: (47)
  - Landscaping (25)
  - New (14)
  - Closed (10)
  - Escalated (7)
  - Reopened (0)

## Recreation/Chartered Clubs/Events/Tours

### Chartered Clubs

- New Chartered Club Chair – Allen Schlemer
- Collected 4 CR-13A from Clubs for 25-26 year
- 80% of club CR-6's are completed

### Events:

Event	Date	Location	Availability/Ticket Sales
Sizzling Summer – Jazz Trio	7/2/24	Palm Ridge	Still Available
4 <sup>th</sup> of July Show – AZ Swing Kings	7/4/24	Palm Ridge	SOLD OUT
The BASH – Dawson Acoustic	8/27/24	Palm Ridge	Sales - 7/9/24
Welcome Back Dance –City Night	9/27/24	Palm Ridge	Sales - 8/13/24

### Tours:

Date	Tour	Availability
8/10/2024	The MIM - Musical Instrument Museum	46
9/10/2024	The Grand Canyon, Flagstaff, & Sedona	47
6/8/2024	Prescott Territorial Days Arts Festival	2
10/8/2024	Albuquerque Balloon Fiesta	18
10/23/2024	Escape to Las Vegas	40
10/24/2024	Verde Canyon Railroad	0
11/5/2024	Dolly Steamboat & Saguaro Lake Ranch	0
11/17/2024	Ozar Holiday in Branson	37
12/31/2024	Rose Parade & New Years Day Dinner	41

### Library

- VR has been updated and changed with new experiences and setup and ready for roll out in July. Thanks to the staff who helped with testing.
- There will not be any Friends of the Library Thursday Night Movies in July, they will start again in August.
- We will not have a Library lecture in July

### Public Relations/Information Technology

- Rec News deadline is Friday, July 5, for the August issue. This will be the first month with the new design guidelines and smaller pub size. We ask the chartered clubs to adhere to the 200-word limit on their submissions as space will be much more restricted.
- GM video updates continue to go well and have a broad viewership. The May 22 video has had more than 800 viewers; the June 5 has had nearly 600; and the June 17 one is up past

350. As a side note, the Annual meeting recording also has been popular, as it has been viewed more than 660 times!

- We have sent out our “Watching Carnivores” posters and press release. We look forward to working with the researcher on this.
- Work on the Cybrarian/AirPrint set ups, as well as the telephone upgrade prep continues in the background. The phone upgrade in particular is a huge undertaking and requires a lot of system changes even prior to the vendor getting started.
- We are updating the certs on Terminal Servers 1-3 beginning 6 p.m. Tuesday, July 23. Managers in those areas that are affected will be notified and reminded to close TEI and restart their computers by 6 p.m.
- We have pushed out updates on all the iPad timeclocks. This is a labor intensive job due to the length of time these updates take, so we are eager to explore hardwired traditional timeclocks. That project was put on hold last year as HR might be replacing Paycom.
- Just a reminder to all staff – if you fail a Phish Test, and get a training video assigned to you, DO NOT mark that training assignment as Phish! Those are legit emails and you are required to complete the short video training.

### **Facilities Maintenance**

**RHJ Pool** will be closed Monday, July 1<sup>st</sup> with plans to reopen on Wednesday, July 3<sup>rd</sup>. During this closure, we will be removing the old filter media and replacing it with new. The system will get heavily backwashed to remove the junk from the new media. The water clarity did well through the weekend.

The backwash system will be scheduled to be replaced very soon. Will require a 4-day closure.

**Palm Ridge Pool:** We replaced missing and damaged studs for tile vendor. Framed in for the new bottle filler drinking fountain. We are adding isolation valves to all wall hydrants and changing all the gfi outlets. We will also be doing some ceiling repairs over the pool and painting while we are closed.

### **Capital Improvements**

**Palm Ridge Indoor Pool Wainscot:** Closure of Indoor and Outdoor pools began June 20, 2024; Indoor pool wainscot tile project in progress. Facilities Maintenance replaced missing and damaged studs for tile vendor as well as framed in for the new bottle filler drinking fountain.

**RH Johnson – Hardwoods Screen & Seal:** Closures:

- RHJ Social Hall: July 8<sup>th</sup>-July 26, 2024
- RHJ Ping Pong/Racquetball: July 10<sup>th</sup>-July 24, 2024

**Palm Ridge – Hardwoods Sand & Seal:** Closures: Summit Hall July 22<sup>nd</sup>-August 9, 2024

## Facilities Operations

Report week ending 6/30/24

The Maytronics pool cleaning equipment has arrived and are currently in use at all Rec Center pools. Staff are utilizing a MotorScrubber on areas of the pool that the larger cleaning equipment will not reach (e.g. pool and shower tile, pool ladders, ramps, and fountains).

Extended kid swim hours temporarily in place during the Palm Ridge outdoor pool closure.

R.H. Johnson: 10a.m.-2p.m.

Beardsley: 4p.m.-8p.m.

Summer closures are set in different locations around the Rec Centers for annual maintenance and cleaning. Signs are posted in those locations.

## Golf Operations

- **Financials** – For the month of June – Both rounds and revenue fell short to prior year numbers: Rounds were down by 14% with revenue short by 8%. Unseasonably warm weather was a major culprit to the reduction in rounds.
- **Player Assistant Staff** – Random patrols in the evening at each of our 7 golf courses. Dealing with non-resident fishermen at Trail Ridge GC. Reaching out to off duty sheriff officers for help with this situation.
- **Lost and Found Clubs** – Taking inventory of lost clubs and will make them available at Golf Ops office.
- **Employee Golf** – Tuesday at 2pm - July 9<sup>th</sup> – Desert Trails GC. Please sign up with Paul in Golf Ops.
- **Upcoming Course Closures** – Both Pebblebrook and Stardust will be closed for the summer thru October 21<sup>st</sup>. Scheduled 5-day closures coming up include: Trail Ridge opens tomorrow, Deer Valley will be closed July 11<sup>th</sup> – 15<sup>th</sup>, Echo Mesa will be closed July 18<sup>th</sup> – 22<sup>nd</sup>.

## Golf Maintenance

Aerification Update:

- Trail Ridge reopens Tuesday 7/2/24
- The next course closure will be Deer Valley on Thursday 7/11/24
- The golf course will reopen on Tuesday 7/16/24

Transition Update -

- The common Bermuda courses PB SD EM and GV are going through a hard transition this year. Weather conditions play a big part in how a course transitions. Cooler than average temperatures in May favored the winter Ryegrass and delayed Bermuda grass growth.

- An early start to the monsoon season with high dew points forced out the winter Ryegrass earlier than usual. At this point most of the Ryegrass has checked out and recovery has started. Staff will continue to fertilize and spot watering transition areas. Members should start to see improvements weekly.

### **Landscape Maintenance**

The palm tree trimmers will continue to trim around the RHJ center this week.

### **Finance**

- Finalizing June Financials
- Starting on Budget Spreads with Managers this week
- Start prepping for Year End and Annual Audit