

General Manager's Report
August 12, 2024

Human Resources

- There are currently 12 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: 29 8/1/24 - 8/12/24
- 2024 Inquiries: 28
- 2023 Inquiries: 24
- Tenant Fees: 15
- Associate Dues: 20

- **2024 Golf cards for the month:**
 - Total: 7
 - Unlimited (2)
 - Twilight (2)
 - Kachina (1)
 - Coyote (2)
 - CNP Freq. (0)

- **Collections / Reds for the week:**
 - Liens Recorded: 0
 - Liens Released: 0
 - Certified Collection Letters Mailed: 2
 - Turned Over to Attorney for Collections: 0

CC&R's For the week:

Current CC&R violations:

- Open Violations: (31)
- Landscaping (17)
- New (5)
- Closed (12)
- Escalated (5)
- Reopened (0)

Recreation/Chartered Clubs/Events

Chartered Clubs:

- Chartered Club Committee meeting – September 3rd at 1:30pm
- Bylaws are 99% completed

Events:

- Event Planner posted

Event	Date	Time	Location	Ticket Sales
The Bash – Dawson Acoustic	27-Aug	6pm	Palm Ridge	Available Now
September Dance – City Nights Band	27-Sep	6pm	Palm Ridge	13-Aug
Concert in Park - Guitarras Latinas	3-Oct	7pm	Beardsley	20-Aug
Concert in Park - Thaddeus Rose	10-Oct	7pm	Beardsley	20-Aug
Concert in Park - Yachzilla	17-Oct	7pm	Beardsley	20-Aug

Facility Tours – August:

- Beardsley – August 19
- Palm Ridge – August 20
- Kuentz – August 21
- R.H. Johnson – August 22

Bus Tours:

Date	Tour	Availability
9/10/2024	The Grand Canyon, Flagstaff, & Sedona	0
10/8/2024	Albuquerque Balloon Fiesta 2024	0
10/17/2024	Fall Rendezvous! Alpacas, Lunch, & Winetasting	40
10/23/2024	Escape to Las Vegas	36
10/24/2024	Verde Canyon Railroad Adventure w/Lunch	38
11/5/2024	Dolly Steamboat & Saguaro Lake Ranch	35
11/17/2024	Ozark Holiday in Branson	19
11/20/2024	Valley of the Sun Tour with Lunch	49
11/27/2024	Early Thanksgiving - Durants w/Desert Botanical	47
12/5/2024	Holiday Dinner at Durants & Mormon Temple	48
12/7/2024	Prescott Christmas Parade & Courthouse Lighting	49
12/10/2024	Home for the Holiday at Barleens	50
12/31/2024	Rose Parade & New Years Day Dinner Cruise	23
2/12/2025	Tucson Gem Show w/AZ Sonora Desert Museum	50

Library

- The Coloring group has been growing and varies week to week but several Fridays have had 16 residents participating. To accommodate the group, we have been moving them into the Friends of the Library Board Room while the summer puzzle is here. Staff is working on more space options as the group continues to grow.
- The book clubs have been very popular at the library and all have waiting lists. We found a volunteer to Facilitate a Nonfiction Book Club that we are now looking for members to join.
- The Library is recruiting volunteers for various positions. Stop by the Library for details on what's available, as openings can change frequently.

Public Relations/Information Technology

- We issued a Press Release announcing the start date of the new General Manager, Stephen Erno, effective Sept. 3.
- Rec Center News deadline for September's issue was Aug. 2. We continue to work with the chartered clubs to keep their submissions in line with the word and photo count allowed per club.
- IT is working on several smaller projects including printer installations (2 at the Library, and 1 each at Sports Pavilion and Trail Ridge); Library software for Air-Printing and the DRC machines; timeclock/iPad updates; videoconferencing hardware replacement; updating 8 laptops for the Library for use in their rescanning project, and more.
- TORCH is coming up quickly and the class is nearly full. There are a handful of spots left – call 623-544-6032 asap if you want to register.

Facilities Maintenance

- RHJ Outdoor Pool: The pool clarity continues to look fabulous. We are scheduled to rebuild the backwash system when the pool is closed for deck repairs in September.
- RHJ Common Wall Painting: The painting from Meeker to Bell continues. All has been power washed, they are now doing stucco repair where needed. The vendor should be applying paint by this week.
- RHJ Silvercraft Roof Drain Leak Update: Drainpipe has been relined, we added a clean out to the end and re-attached to the bubbler at curb. We back filled area. We are awaiting are before & after video of the drainpipe.
- Echo Mesa #13 Drinking Fountain: We will have all bids together by the end of this week.
- Flag Poles for Echo Mesa, Trail Ridge & Desert Trails: Ken's Sign Service has started the installation of the Flag Poles. Once installed we will run power to them for lighting. The flags will not be hung until the lights are completed.

Capital Improvements

Capital Projects Update: Weekly Activity Report 8/5-11/2024

Palm Ridge Indoor Pool Deck: Project in progress; Vendor completing final punch list items Tuesday, 8/13 - Thursday 8/15, Facilities Maintenance completing drywall and paint touch ups throughout interior, including final trim of electrical outlets. Facilities Operations is finalizing cleaning furniture and preparing the pools for use.

Re-opening of the outdoor and indoor pools will be August 19, 2024.

Palm Ridge Indoor Pool Wainscot: Grout sealant in progress for 8/12-13/24, of which fully completes the tile project.

Palm Ridge Pickleball Facility- Fabric Shade Canopy Replacement: Project completed Wednesday, August 7, 2024.

Sports Pavilion- Sound System Renovation: FY23-24 Carry-over project completed Wednesday, August 7, 2024.

Upcoming Capital Projects Update:

RHJ Tennis Facility Courts 1-16 Resurface: Tuesday, September 3, 2024; project begins with courts 8-15, allowing for Club play to continue during resurfacing, then transitioning over to courts 1-7 & 16 until project tentative completion September 27th.

RHJ Pickleball Facility Courts 1-8 Resurface: Monday, September 9, 2024; Full facility closure until project tentative completion September 20th.

Palm Ridge Pickleball Facility Courts 1-10 Resurface: Monday, September 9, 2024; Project resurfaces courts 1-10 with courts 11-18 remaining open allowing for Club play to continue during resurfacing. Project tentative completion September 23rd.

Beardsley Parking Lots- Asphalt Seal & Stripe: September 16-19th 2024. Project begins closing Arts & Crafts Parking Lot September 16th-17th, building remains open please park in Aquatics lot. Project closing of Aquatics Parking Lot September 18th-19th, building remains open please park in Arts & Crafts lot to use the Aquatics center.

RHJ Parking Lot 3 (Social Hall to Sports Pavilion) Asphalt Seal & Stripe: Monday, September 23rd-October 1, 2024; Will only close 1 of 3 phased areas at a time to allow for continued parking.

Facilities Operations

- Our department welcomes a new Upper RH Johnson Facility Lead, Robert Thomas.
- Marek Cwik, Facilities Night Supervisor, and his team have had successful rounds of interviews. We have filled 3 empty night shift seats.
- All hardwood floor closures are complete. Social Hall and Summit Hall buildings are open.
- The Palm Ridge team will begin reassembling the outdoor pool deck furniture and move to the indoor pool upon deck completion.
- The Social Hall had a successful couple of days being a voting site for Maricopa County elections.
- Leads have been working closely with clubs to complete annual cleaning and maintenance in preparation for the high season.

Sports Pavilion

Sports Pavilion annual closure is August 5th through August 18th. Carpet cleaning will be done during the closure. The sound system upgrade has been completed.

Golf Operations

- **Financials** – For the first 11 days of August– Rounds are -3% and green fee revenues are up by +17% vs. prior year.
- **Special Events** – Our first event of the season will be held on Saturday, September 14th and entry fees have started to be collected. We currently have 20 out of the 50 teams signed up. Play will be at Deer Valley with a 7am shotgun start.
- **Green Team** – Our “Firebird Scramble” on August 17th at EM will be our summer event. 7am shotgun start.
- **Group Lessons in September**– Weekly group lessons will be scheduled throughout September for both our Green Team members and our residents.
- **Job Postings** - Upcoming available positions open in Golf Ops include Player Assistants, Starters and Assistant Pro- Shop Supervisors.
- **Upcoming Course Closures** –Trail Ridge closes August 8th, Opens August 13th. Next closures will be for overseeding starting on September 26th.

Golf Maintenance

- Aerification/course maintenance.
- Trail Ridge reopens Tuesday, August 13th.
- The next golf course closures will be for overseeding.
Overseeding schedule attached.

YTD – Golf Course Water Usage:

YTD Water Usage

2023 - 2,248 A/F

2024 – 2,243 A/F

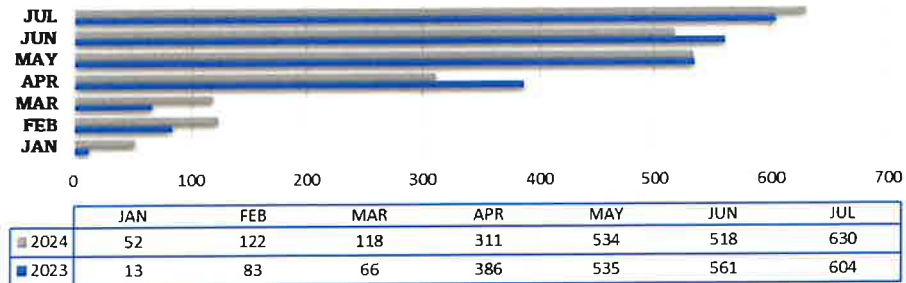
-5 A/F

Rainfall Totals

2023 – 5.05”

2024 – YTD – 4.49”

**WATER USAGE
2023 vs 2024**



WATER USAGE IN A/F

Overseeding 2024



Arizona's Premier Active Adult Golf Community

Pebblebrook	Stardust	Deer Valley	Desert Trails	Grandview	Echo Mesa	Trail Ridge
Opens October 22 nd	Opens October 22 nd	Closes September 26 th	Closes September 26 th	Closes October 24 th	Closes October 24 th	Closes October 24 th
		Opens October 22 nd	Opens October 22 nd	Opens November 19 th	Opens November 19 th	Opens November 19 th

Landscape Maintenance

- General maintenance
- Palm tree Trimming Update:
 - Palm trees along the walls on RH Johnson Blvd. – Completed.
 - Tree crew will be trimming around the Recreation Centers this week. Palm Ridge on Tuesday and Wednesday during the closure.

Landscape Maintenance Department Overseeding Schedule 2024	Close Date	Open Date	
Ball Park	Wednesday September 26 th	Open Thursday October 17 th	
Beardsley Park	Monday November 11 th	Open Monday December 9 th	
Johnson Dog Park- Small Outside Lawn Area	Week of October 7 th		
Johnson Dog Park – Large	No Overseeding – Club Request		
Johnson Great Lawn	Monday October 14 th	Open Tuesday November 4 th	
ARC Lawn	Week of October 7 th		
Palm Ridge Lawn Areas	Week of October 14 th		TP/LS MAINT 8-7-2024

Finance/Reserves

- CLA Annual Audit Wrapping Up
 - Change in Allowance for Bad Debt
 - New IT Questionnaire
 - CLA Onsite Complete
- FY 24-25 Budget Spreads Complete
- FY 25-26 Capital Improvement Update
 - Reserve Study List Review
 - CR-13 List Review