

## Management Report July 2008

1. The Pre-Qualified Landscaping Program continues to be well received by residents. Through July 11, we have received 38 applications from homeowners applying for work in the common area. We have 9 landscape firms pre-qualified for this program of which 6 have preformed work within this program. It is interesting to note that the ALCC and staff are also reviewing a proposal to permit volunteers to perform similar work in the common area. I expect discussion on this topic to begin with the ALCC this week.
2. Just after the last Board meeting on June 16, we were advised by our insurance brokers, The Willis Group from Phoenix, their direct service of our account would terminate. The decision was made from Willis Corporate that they must drop accounts that produce less than \$15,000 revenue for their office. Internally we will be working yet this month to interview local independent insurance brokers from whom we may desire to transfer our broker of record letter. It is generally felt that we should seek local representation as opposed to being passed to the Willis "Preferred Accounts" office in Chicago.
3. Through a July 1 memo distributed to the Board of Directors, staff informed the Board, the Financial Affairs Chair and Reserve Planning and Investment Chair that the permit process and competitive bidding of the long waited tennis court electrical project was ready to start. A base bid from Chamberlain Electric, Inc. in the amount of \$26,800 was accepted over a slightly higher bid offered by Mountain Power Electrical Contractors. In order to fund this project, the 2008 Reserve Funding from tennis and pools of \$25,809 will be allocated to this project. I believe it is appropriate at this time for the Board of Directors to take action to recognize the use of these reserve funds for this project.
4. Other tennis news worth mentioning is the two tennis ramadas at the courts have been fully covered with green aluminum roofing to provide full shade for this area. Unfortunately, the roofing contractor carelessness created some staining of our surface for which they have accepted responsibility. We are in contact with our tennis surface supplier to determine remediation steps. In other discussions with the tennis club, staff has indicated that we will look to address fencing and light pole painting in the 2009 budget if at all possible.
5. Since reporting in the *Week Ahead Message* that the third shift gate attendant is being re-evaluated by the Safety and Risk Managements Operating Support Team, we received feedback from residents on both sides of this issue. I believe this discussion and evaluation should continue and become part of our 2009 budget process.
6. Our website statistics indicate that both the HOA and Marketing websites receive right at 7000 visits for the month. From the Marketing site, golf and real estate are the most common hits. Whereas in the HOA site, activities and golf were the most visited sites. It should be noted that recent decision to streamline the navigation of the HOA website has provided faster access to much more information through far less clicks. Moreover, behind the scenes, staff and volunteers continue to work on redesigning the HOA website that we hope to launch yet this summer. Dana Hunter is our lead web designer on this venture.
7. Please be prepared to see the Lobby close during the week of July 21<sup>st</sup>. When this happens some staff will occupy the new administrative offices and some other staff will temporarily occupy the Tortilita Room.

Jeff Ziegler, General Manager  
7.14.08