

Management Report April 2008

1. I am pleased to report that Management has prepared for the Board a 2008 Quarter One update report that has been distributed separately as Item 25 on April 10. In that report we have provided action statements for each strategy scheduled to be addressed in the first quarter. This report documents the value of having a business plan as strategic initiative to follow. In the summary, I have reported on the five "Critical Issues" as agreed upon by the Board of Directors. Beyond that each department has generated their own report.
2. As expected the Food and Beverage Poll has garnered strong resident participation with 616 logged on as of April 12, 2008. We have also received 15 hard paper copies turned in at the HOA Front Desk. We will distribute the final summary results to the Board after the pool closes on April 18th. I would suggest that the Board hold a study session to discuss the results in the near future and from that study session give direction as to what information you wish to receive from residents in a follow up web poll.
3. Over the past month, I have distributed to the Board resident comments regarding our family swim program, which recently received our annual influx of young children during the Easter/Spring Break period. Staff took two actions this April to prepare for the additional pool use. First, we purchased 12 additional lounge chairs for pool users that arrived the week before Easter. Secondly, a Recreation Attendant was scheduled to be on deck during the afternoons for that two-week period. Both actions were helpful in providing better service, promoting safety and avoiding resident and visitor squabbles. After observing the Easter period for the first time, I anticipate recommending a few changes in the family swim program during busy holiday periods. My strongest recommendation would be not to schedule adult activities during the family swim program. Rescheduling or canceling both aqua aerobics and water volleyball during this Easter 2-week period should be considered next year. Any additional requested adjustment to family swim hours needs further thought and community discussion before any change is implemented.
4. Following the reviews of both the Long Range Planning Group and the new Infrastructure and Facilities committee, a consultant team has been engaged to analyze the condition of our streets and recommend a near term Pavement Management Program. The consultants planned to be on our streets this past Saturday, April 11th. It may take a couple of weekends to complete street inventory and to catalog our streets by Phase. Once this report is received we can determine what priority street work should commence in 2008.
5. Since the first of the year, the Front Desk has been entering all access information from the Main Gate on an hour-by-hour basis. The spreadsheet breakdowns into the following categories: Residents, Resident Guests, Club Guests, Utility Companies, U.S. Deliveries, and Business/ Contractors. In January we received 3678 total entries, February 5525 total entries and March 3693. The February number spikes significantly because of the Accenture Golf Tournament. Another thing we learn from this tracking is that virtually no one comes into our community between 11:00 p.m. and 5:00a.m. This gives me reason to ponder the question, "Why do we pay for a gate attendant overnight, if no one comes to our gate?" In my opinion serious consideration should be given to a new staffing pattern that eliminates the overnight gate attendant. Residents who come in that late would need to use the personalized homeowner code. We have 12 documented entries during that 90-day period between the hours of 11:00 p.m. and 5:00 a.m.

6. It would seem that News Years resolutions begin to wane in March. Our Fitness Center usage dropped from over 5,000 the previous month down to 4,551. This is not a significant dip, but we need to seek out those slackers☺
7. Staff were very pleased to receive the recent letter from our insurance underwriter Travelers that reported from their March *Loss Prevention Inspection* of HH that “No recommendations were developed as a result of this survey”. In my 25 years in this industry, this is the first time I have been involved with a community receiving such a compliment.
8. I am pleased to report that Bill Wickham has volunteered to serve HH in a volunteer insurance advisor capacity. Ted Colburn and I will have the opportunity to interface most with Bill in his operational support capacity.
9. Our staff landscape team and / or volunteers were diligent in addressing the common area around Hole# 6. They received far more compliments than criticism while performing this work. Work has now begun in the Rivercane Loop wash area which is very difficult work. We are also beginning to loose volunteers who are leaving for the summer. I am particularly proud of what this small team is accomplishing.
10. For your information, I will be away from the office from Thursday, April 17 through Monday, April 21 to hike the Grand Canyon with my wife for now the 3rd time.

Jeff Ziegler, General Manager

Date