

General Manager Report – April 2026

Good weather in April supported strong golf revenue and allowed Turfcare and Maintenance to complete many outdoor tasks. Mowing began, boats started to be launched, and the trails were busy on the sunny days. Summer is almost here! Inside the Welcome Center, Administration was busy helping members to register their rental properties and launching the Community Survey.

Rental Registration Update

Rental Registration began with an article in the April issue of the Views. For the first three weeks we had few responses. On April 21, letters were mailed to the 613 owners whose mailing address was different than their SVCA property address. As I announced at the 4/23 board meeting, these letters included an error; the mailing addresses were correct, but the SVCA property address was wrong. We mailed corrected letters within a week, but the error prompted many people to call us and complain about the mistake. While we are sorry to have caused confusion, response has been much stronger than expected and we have updated the status of about 66% of the list at this time. Because of this strong start, I feel that we will register most rental properties before the deadline of May 25th.

About half of the members we've heard from have stated that their properties are not rentals. Most of the non-rental properties are either homes occupied by family members or vacation homes. A small number were included on this list because they did not update their mailing address after they moved into the SVCA property. We believe that it is very likely that properties which are rentals will wait until closer to the deadline to register, since registration requires payment of the annual fee.

Many of the members who operate their properties as rentals have objected to the amount of the registration fee. When the registration process is complete, I will summarize the results and request that the board reconsider the fee amounts.

Community Survey Update

The Community Survey was launched on Friday, May 8th, when letters were sent via USPS to all homeowners. On Monday, May 11th, email invitations were sent to those homeowners for whom we had an email address on file. By Tuesday morning we had received more than 300 responses. The survey will be available online through the end of May and we will send out periodic reminders to homeowners via eBlast and direct email. If someone would like to take the survey but doesn't have their passcode, they should call the front office. Staff can look up the code and help the homeowner connect to the survey. If a member doesn't have a home computer or cell phone, they can take the survey at the Welcome Center where we have set aside two computers for residents to use. We would like to collect 1,000 responses so that we have a very representative data set to use for analysis. The results of the survey will be shared with the community when they are available both in a town hall meeting and online.

Pool Season

Recreation is ready to manage another great pool season! We were able to fill all the lifeguard positions and will start the season with sixteen guards. Ten of the guards will participate in lifeguard certification training this weekend, May 15-17, and skills refresher training will take place the following week for the remaining six guards.

New signs have been printed for both of the pools to make sure that everyone using the pool is aware of our rules so that we can maintain a pleasant and safe environment. We are definitely ready for pool opening day on Saturday, May 23rd.

SVCA is once again partnering with the YMCA to bring swim lessons to Sudden Valley. As in previous years, lessons will take place on Monday, Wednesday, and Saturday mornings and three lanes will be reserved for lap swimmers on those days. The Y will also be conducting Water Aerobics classes this year and registration for both programs will be through the Y.

2026 Capital Projects Status

CRRRF Projects	Approved Budget	Status
<u>Facilities:</u>		
Austin Creek Bank Repair	\$ 34,585	In Progress
Turfcare Building Remodel	\$ 125,446	Complete
Clubhouse HVAC	\$ 214,114	In Progress
Golf Bridge Repair - #1 & #4	\$ 59,056	Complete
Marina Tennis Court Refurbishment	\$ 21,120	In Progress
Marina Security Upgrade	\$ 19,318	In Progress
Marina Signage (from 2025)	\$ 15,000	In Progress
Directional Signage (from 2025)	\$ 20,000	In Progress
Off-Leash Dog Park Fence	\$ 70,067	In Progress
Marina Playground Design & Permitting	\$ 24,376	In Progress
Barn 6 Design & Permitting	\$ 253,924	In Progress
<u>Equipment:</u>		
Turfcare Tractor Replacement	\$ 48,048	Complete
Turfcare Equipment Replacement	\$ 232,506	In Progress
Driving Range Equipment Replacement	\$ 22,378	In Progress
Total Budgeted	\$ 1,159,938	
Roads Projects	Approved Budget	Status
Design/Permits for 2026 Projects	\$ 41,888	In Progress
Area Z Access Bridge/Culvert #4 Replacement	\$ 1,219,468	In Progress
On Call Engineering	\$ 44,995	In Progress
Fast Response - Roads & Drainage	\$ 95,613	In Progress
Ditches, Culverts, & Swales (CVC)	\$ 135,546	In Progress
Potholes & Minor Road Repairs	\$ 39,370	In Progress
Bridge Inspections	\$ 6,976	Complete
2026 Road Repairs	\$ 428,714	In Progress
Culverts 22 & 24 Design & Permitting	\$ 167,497	In Progress
Total Budgeted	\$ 2,180,067	

Capital Projects in Progress

Austin Creek Bank Repair

Design is underway and we are waiting for feedback from Whatcom County before finalizing the design and submitting permit applications.

Clubhouse HVAC

A contract has been awarded, and work is expected to begin in May.

Marina Tennis Court Refurbishment

This project is being designed and permits have been submitted. The project has been put out to bid, and construction funding will be requested when we have confirmation of costs. We hope to complete construction this summer.

Marina Security Upgrade

Utility pole has been relocated and power installed. Project scheduled to be completed in May.

Marina and Directional Signage

Work is underway on these two projects.

Off-Leash Dog Park Fence

Design is complete, and permit application will be submitted in May. Contract has been issued to C&P Fencing, and work is anticipated to be completed Summer 2026 once permit is issued.

Marina Playground Design & Permitting

Design will start in May, and we expect to submit permits by end of June. Construction is anticipated in the summer 2027.

Barn 6 Design & Permitting

Design is under way. The Geotech scope is complete, and survey/utility potholing is scheduled for the first week of May. Design is anticipated to be completed in June.

Turfcare Replacement Equipment

The equipment has been ordered and will take up to six weeks to come in.

2026 Road Repairs

Permits have been issued, and bids are expected back for contract award the end of May.

Area Z Access Bridge/Culvert #4 Replacement

We are waiting for permits to be approved. WE hope to complete the work this summer, assuming permits are issued in time.

Culverts 22 & 24 - Design & Permitting

Design is underway with utility potholing and survey complete. Design is anticipated to be finished in July and permits will be submitted. Construction is planned for summer 2027 and 2028.

Department Reports

Administration

Activity Summary

- Mailed welcome packets to new Sudden Valley residents for first quarter 2026
- Launched process to register short- and long-term rental properties within the Association; Focus on supporting members who are registering their short- and long-term rental properties: answering questions, mailing forms, conducting site inspections
- Preparing to launch the 2026 Community Survey. Programmed the online survey and prepared data files for sampling
- Worked on updating SuddenValley.com to use current software; many changes were needed to accommodate changes in software since the website was originally launched.
- Launched updated website on April 21
- Continued implementation of new POS software
- Continued developing Standard Operating Procedures (SOPs) to reflect current processes
- Continued work on identifying more affordable healthcare options for employees

Successes

- So far, rental registration is going smoothly
- We have gotten very positive feedback on the updated website

Planned Work

- Finalize the new POS software implementation and plan the transition to the new system
- Update archives on the website
- Link website announcements to Facebook automatically
- Implement events calendar on website
- Continue updating SOPs

Maintenance

Activity Summary

- Restored gravel shoulder on Cascade Lane
- Installed new speed limit sign on Jubilee Lane
- Trimmed vegetation on Horizon Hill to improve visibility
- Replaced brakes, starter, ignition relay and shocks on AD-1
- Greased axles and repaired flat tire on tilt trailer
- Repaired exhaust fan in Adult Center restroom
- Upgraded lighting fixtures at the Adult Center to LED lighting
- Mowed and cleaned Adult Center grounds
- Replaced sign and fixed bench at AM/PM Park

- Installed mulch under kayak racks at AM/PM Park
- Installed new kayak rack at AM/PM park
- Opened AM/PM park bathrooms for the season
- Repaired Nema box at RV storage area
- Replaced flush valve on urinal in Clubhouse locker-room
- Serviced Honda push mower
- Replaced steering drag link and installed chip box on OP-21
- Installed new latch on tilt bed trailer
- Trimmed vegetation at various intersections to improve visibility
- Repaired potholes at various locations
- Repaired light at Rec Center
- Serviced pool pump at the main pool
- Repaired turf and rolled soccer field
- Started seasonal mowing schedule
- Repaired toilet and flush valve on urinal at Hole 14 bathroom
- Replaced water shut off valve at Hole 14 bathroom
- Cleaned street signs
- Removed barricades and opened Lousie View Drive/Southern Court for the season
- Replaced door lock on backhoe
- Removed studded snow tires from OP-24
- Cleaned Clubhouse parking lot and entry ways
- Mowed various parks and green spaces
- Cleaned parking lot and deck at Welcome Center
- Replaced door lock on side entrance to Pro Shop
- Installed new door handles at the main entrance to the Clubhouse
- Removed hazardous branch from tree on Creekside Lane
- Cleaned and removed debris from tennis courts at the Rec Center
- Graded Area Z gravel

Successes

- Seasonal maintenance positions have been filled
- Seasonal custodian position has been filled

Planned Work

- Refurbish Rec Center gazebo
- Replace handicap parking sign at Dance Barn
- Replace pitman arm on OP-21
- Gravel restoration of parking areas and keyways
- Pool start up maintenance
- Service wood-chipper and replace blades
- Replace CV axel on AD-1
- Paint parking space lines at Marina & AM/PM park

- Prepare equipment for Firewise

Golf

Activity Summary

- Completed Master's Par 3 and Opening Day Scramble
- Working with Club Prophet on final training of new website and email marketing platform
- Sent letter and schedule out to PGA junior league participants
- Interviewed new and returning seasonal staff
- Worked closely with turf crew on course aeration schedule
- Attended the Golf Club in preparation of upcoming season
- Completed the US Kids Tour event with 134 junior players
- Completed Junior Camp sign-ups with 78 juniors
- Posted 1st Assistant Professional job with the PGA
- Prepared for the One Person Scramble Event on April 26th
- Send out email blast to membership requesting volunteers for Women's Four Ball

Successes

- Weather has been great for golfing and course maintenance!

Planned Work

- Go live with new website
- Promote and prepare for several upcoming events
- Continue golf cart detailing
- Schedule a sand and seed party
- Host a successful WA Women's Four Ball May 4th & 5th
- Host a Canadian marketing firm on May 12th to conduct video footage and photography
- Set up Summer Match Play brackets

Turfcare

Activity Summary

- All putting greens aerated/sanded and rolled. Ready for the season
- All Tee boxes aerated/overseeded/fertilized sanding underway
- Two golf pump stations had annual maintenance completed
- Heavy rainfall April 2 of up to 1.8"
- Tree on #14 hole removed
- Hired a seasonal employee
- Laid sod on #2-8-13 tee boxes. Will be playable late May
- Sand trap edging almost completed
- Aerated/overseeded Driving range tee box
- Golf course rough aerating almost complete

Successes

- Good weather allowed us to complete all planned maintenance tasks
- Installed a new weather station
- Weather has dried down the golf course exceptionally well
- Course conditioning for the Washington State Woman event well ahead of seasonal plan
- Irrigation system charged for the season

Planned Work

- Fairway aerating and sand topdressing set to go for the next few weeks
- Fairway and rough area rolling with 10' roller
- Aerate and heavy top-dress driving range tee
- Sand trap edging continues
- Charging irrigation system for the season
- Clean out all irrigation satellites pedestals for the upcoming season

Recreation

Activity Summary

- Spring Market was a success!
- Interviewing and hiring summer staff (Lifeguards, Lead Lifeguards and Rec Staff)
- Filling empty kayak racks and wet & dry slips
- Removed kayaks on the ground near racks at Northpoint Beach
- Valley Fair: Alcohol Permit approved and received, all food and drink vendors confirmed, car show is being promoted by local resident, searching for stage equipment
- Finalized contract with BBST for pool season
- Finalized dates for YMCA Summer swim lessons, coordinating YMCA Water Aerobics Schedule
- 4/17 Trivia Night was great. Over 40 in attendance
- Updated pool, area-z, and tennis court signage design, awaiting quotes for production
- Broken lat machine fixed
- New kayak rack at PM beach installed (thank you maintenance!), spots being offered out
- Rec Manager & Assistant Manager completed lifeguard recertification course

Successes

- Kayak racks look good & clean

Planned Work

- Continue to offer open Kayak racks
- 2026 Valley Fair planning