



## General Manager Report – January 2024

January's challenging weather required staff to focus on keeping the roads passable and communicating road conditions to the community. As time allowed, year-end activities and 2024 planning were completed.

### Snowstorm Impacts

The extreme cold that preceded last month's snowstorm caused significant disruption and damage to the Association. Due to the cold, a layer of packed snow and ice formed over the roadways and could not be removed through plowing. While plowing removed layers of snow, the roads were still very slippery. Identical conditions were seen throughout Whatcom County and in Bellingham. Additionally, many trees were damaged by the cold and the heavy weight of the snow. Since the start of 2024, 39 hazardous tree incidents (some involving multiple trees) have been managed by SVCA's Maintenance Team or by a tree removal company. And these are only the trees that fell onto roads or were located on SVCA common property. Many members have also been removing fallen or hazardous trees and limbs. In February, I will begin a process to evaluate options for taking more proactive steps to manage trees in SVCA green space.

### Petty Theft

In January, SVCA was the victim of two petty theft incidents. First, a mailbox unit was stolen from Gate 1. SVCA had a replacement unit on hand and the mailbox was replaced within a few days, thanks to excellent coordination with the new Postmaster, Zoe Russom. The second incident was a break-in at the Clubhouse, which resulted in more damage than loss of property. A replacement lock was installed.

### Rock Fall

On January 22<sup>nd</sup>, SVCA Security reported that three large boulders fell onto the roadway on Southern Court. SVCA immediately contacted NW Geologic and arranged for a site survey to be completed the next day. The opinion of the licensed engineering geologist who inspected the site was that the rockfall was an isolated event, likely due to cold weather, frost wedging, and the associate freeze-thaw cycle. Their recommendation was for continuing monitoring of the site.

### Collective Bargaining Agreement

SVCA has been actively working with Teamsters Local Union no. 231 to develop a new Collective Bargaining Agreement (CBA) to replace the agreement that expired at the end of 2023. A draft proposal has been tentatively agreed by the bargaining committee and will be presented to the SVCA Board of Directors on February 8<sup>th</sup>. The proposed three-year agreement was developed after many days of meetings, budgetary analysis, and consultation with legal counsel. It represents a compromise between the significant demands of the union and the limited resources of the Association.

## Capital Project Update

- Marina Boat Launch Dock

Construction is scheduled to start the week of February 26<sup>th</sup> with material deliveries and survey. The boat launch dock will close on Monday, February 26<sup>th</sup>, and will stay closed through the end of March. Boaters who want to launch boats during this time are advised to use the Bloedel Boat Launch in Bellingham instead. Construction is expected to be complete by the end of March assuming weather is favorable and the materials are delivered on schedule.

- Area Z Maintenance Shop
 

Construction began in January and is expected to complete in about six months. The Maintenance Department has relocated to a temporary trailer and moved all of their materials/tools to a storage container and the Tall Barn. Demolition of the interior of the shop is almost complete and exterior roofing and siding will be completed in February. The interior work will then begin.
- Tennis Court Resurfacing
 

The project was issued for bid, and results are due 2-9-24. The contract award is planned to be reviewed by the Finance Committee on 2/15 and the Board on 2/22.
- Golf Austin Creek Repair
 

Project on hold.
- Barn 8 Siding
 

Project on hold.
- Turf Care Cart Paths
 

Project will be issued for bid in February and brought to the Finance Committee and Board for contract award in March.
- Turf Care HVAC Repairs
 

A contract was executed with Barron Heating. The schedule will be set based on when materials will be delivered.
- Rekey Facilities
 

Materials have been ordered and will be delivered in 3-4 weeks. Upon delivery Accurate Lock & Security will need 2-3 weeks to cut the keys and key cylinders, and then installation will take place over several weeks. We expect the project to be completed in May.
- 2024 Road & Drainage Design
 

Design should be completed in February with permit applications submitted. The project will be reviewed by the Finance Committee on 2/15 and by the Board on 2/22. If approved, the project will then be issued for bid with contract award expected in March.
- Cold Spring Drainage Repairs
 

Design is complete and waiting WDFW's permit to be issued. Construction is planned to be completed this summer. The project will be packaged with the 2024 Road and Drainage project for bidding, and contract award.

# Department Reports

## Administration

### Activity Summary

- Updated website for 2024.
- Developed annual schedule of SVCA meetings and events.
- Supported communication during the extended weather event.
- Supported N&E Committee in recruitment of candidates for the Board of Directors vacancy.

### Successes

- Although poor road conditions required closing SVCA offices, Admin staff worked remotely to ensure that regular status updates were posted online for the community.

### Planned Work

- Continuing work on the SVCA website.
- Complete inventory of signs (not road signs) within SVCA.

## Accounting

### Activity Summary

- Completed routine work to maintain monthly financial schedule; November financials completed.
- Continued work on year-end closing procedures.
- Reorganized files to reflect 2024; sending older files to storage.
- Input approved 2024 budget.

### Successes

- On track to close out the year on schedule with an operational surplus.

### Planned Work

- Close out 2022 capital projects.
- Continue work on year-end closing procedures.

## Maintenance

### Activity Summary

- Installed plows and sanders on trucks for snow event.
- Applied brine to all SVCA roads for winter weather preparation.
- Addressed a broken sprinkler head in the Clubhouse fire suppression system, isolated the system, cleaned impacted areas, and repaired the sprinkler head. Drywall repair to be scheduled.
- Maintenance staff plowed, sanded, and removed trees and branches from SVCA roads during a recent snow event, with ongoing cleanup efforts.
- After the snow event, removed plows and sanders from trucks to use them for tree cleanup and other duties.
- Initiated the process of removing trees and limbs from SVCA roads, acknowledging that this task may take weeks to complete.
- Repaired damaged street signs at various locations.
- Completed cleanup of the maintenance shop for remodeling.
- Relocated maintenance operations to a temporary office trailer.
- Installed studded snow tires on vehicles OP-24 and SP-5 in preparation for winter conditions.
- Hosted Community Cleanup Event drop off site.

### Successes

- The recent snow event presented challenges, but it proved to be successful for SVCA. The new UTV performed exceptionally well, showcasing its effectiveness under real conditions. Notably, none of our plows or sanders experienced breakdowns during the event, a testament to the thorough preventive maintenance carried out on the equipment between seasons. Despite the weather's difficulty, several employees demonstrated exceptional dedication in plowing and sanding SVCA roads, and although road conditions could have been better, I take pride in their commendable efforts.

### Planned Work

- Tree and branch cleanup throughout SVCA.
- Install louvers and fan in server room at Welcome Center.
- Painting door to gym in Rec Center.
- Service UTV.
- Remove unsafe sauna from Adult Center.
- Clean up area around the Rotunda.

## **Recreation**

### Activity Summary

- Compiled 12 weeks of Community Center usage observation data to identify average usage per hour of each Community Center room.
- Continued work on revised Community Center User Handbook.
- Organized & cleaned out Dance Barn Media closet.

### Successes

- Re-hired 3 seasonal staff from 2023.

### Planned Work

- Evaluating & identifying optimal staffing coverage needed for current & potentially expanded hours at the community center.
- Ordering parts that need to be replaced on fitness center equipment.

## **Golf**

### Activity Summary

- Installed five new mats on the driving range.
- Coordinated with staff to fuel all golf carts and identified needed repairs; scheduled annual maintenance.
- Commenced training with staff on tournament operations and membership sales.
- Continued outreach to outside tournaments for rebooking in 2024 and sent out tournament contracts.
- Progressed in deleting non-renewed 2024 memberships from the Ghin handicap system; final review before the January 31st deadline.
- Successfully hosted the fifth Winter Series "How Low Can You Go" tournament despite one inch of rain the night before.
- Completed January's monthly membership billing.

### Successes

- Avoided significant damage from Pro-Shop sprinkler malfunction.

### Planned Work

- Continue to reach out to previous outside tournament groups and rebook for 2024.
- Work with Avalon to prepare for the next Winter Series Event on February 3rd & 4th. Two-day event.
- Review membership renewals and reach out to previous members that have not renewed for 2024.
- Complete monthly membership billing for February.

## **Turf Care**

### Activity Summary

- Exposed failed drainage in #15 Green.
- Continue Fairway aerating and turf slicing to improve water infiltration throughout the winter season.
- Sand trap edging continues through fall/winter.
- Aerating of putting greens to improve water infiltration and gas exchange.
- Work on repair and maintenance of golf course equipment.

### Successes

- Keeping up on the scheduled turf care equipment repair and maintenance.

### Planned Work

- Turf equipment seasonal repair and maintenance ongoing.
- Storm cleanup of branches & tree limbs.
- Continue drainage project on #15 Green.
- Planned tree work at Library for extensive apple tree corrective pruning February 15.