

General Manager Report – June 2024

Vandalism

On Tuesday, July 2nd, SVCA Security discovered that the gate securing the RV storage area had been vandalized. The mechanism that opens and closes the gate when an access card is swiped was broken, making it possible for anyone to open the gate manually. Security discovered the issue when a resident reported that his card was not opening the gate. This resident also reported that he believed his trailer had been stolen from the storage area.

Security used a chain and padlock to secure the gate and a notice was sent to all the people who rent a space in that area. The notice informed renters that the gate had been vandalized and that Security should be called when they needed access. Renters were also encouraged to check on their property and report any damage or loss to the Whatcom County Sheriff's Office, as well as to SVCA. SVCA reported the vandalism to the sheriff and let them know that renters may be contacting them separately.

Election Materials Storage

The N&E Committee maintains two storage closets: one is in the Clubhouse and is mainly used during the election season; the second is in the Community Center and is used to store materials from the prior year's election. During the recent lock rekeying project, the lock securing the N&E closet in the Community Center was replaced with a standard core, making it accessible to staff members with a master key for that area. SVCA's Maintenance & Facilities Manager had instructed the locksmiths working on the project not to replace that lock, but they made an error. We discovered the error on Tuesday, June 25th. The lock was immediately replaced. On July 3rd, I inspected the contents of the closet with Rob Gibb, the Chair of the N&E Committee. Together, we confirmed that the locked cases stored in the closet had not been disturbed. All sensitive materials were exactly as they had been left by Unilect following the last election.

Additional Security

On June 20th, the Whatcom County Sheriff closed Lake Whatcom Boulevard between Lake Louise Road and Southern Court because of a major accident. This caused many drivers to attempt to detour through Gate 5. After one driver ended up in the ditch, I made the decision to close Southern Court to outside traffic. These road closures required that a guard remain at that site during most of the evening shift. To ensure that a guard was available to respond to calls, a second guard was called in. Additional security was also on site for daylight hours on the 4th of July weekend. This allowed one guard to monitor traffic at the marina and other outdoor amenities while the second guard responded to calls. Although Security responded to many reports of fireworks, no violations were issued. This was because Security was not able to catch anyone with fireworks.

Capital Projects Update

SVCA Capital Projects

Active Projects

Area Z Maintenance Shop

- Construction began in January and is on track to be completed in July.

Tennis Court Resurfacing

- Work began in June and is scheduled to complete in September.

Turf Care Cart Paths

- Construction is scheduled for the week of July 22nd. The ground was too wet in June to complete the work as originally scheduled.

Turf Care Building Design & Permitting

- Design is underway and is expected to be complete at the end of July. Construction is planned for winter of 2025.

2024 Road & Drainage Project

- Work began in May and will continue through September. Residents should expect minor delays as construction proceeds. The first half of the culvert work is complete and the second half will be completed in September.

Cold Spring Drainage Repairs

- Design is complete and WDFW's permit has been issued. Construction is planned to be completed this summer.

Adult Center HVAC & Tankless Hot Water Heater Replacement

- Work is expected to be completed this summer.

Projects On Hold

Barn 8 Siding

- This project is on hold until a structural report is completed.

Completed Projects

Marina Boat Launch Dock

- Construction is complete and the boat launch dock is now open.

Turf Care HVAC Repairs

- The new equipment has been installed and this project is complete.

Rekey Facilities

- All locks have been replaced and this project is now complete.

Administration

Activity Summary

- Continued work to organize 2024 Valley Fair.
- Supported meetings for Architectural Control, Finance, LRPC, Nominations & Elections, Safety, and Document Review Committees.
- Held community meeting to gather input on proposed AC Policy changes.
- Supported very high volume of new construction submissions.

Successes

- Swim lessons are completely filled!

Planned Work

- Organize additional volunteer trail clearing events.
- Finalize Valley Fair preparations and host the fair!

Accounting

Activity Summary

- Completed routine work to maintain monthly financial schedule; April financials completed.
- Continued work on the 2023 Financial Audit.
- Continued work on the 2025 Reserve Study.
- Continued work on the 2024 capital budget.

Successes

- SVCA's year-to-date collection rate is 96.8%, which is an improvement over last year.

Planned Work

- Continue work on 2023 Financial Audit.

- Continue work on annual Reserve Study.

Maintenance

Activity Summary

- Road shoulder mowing.
- Mowed SVCA Parks and Rec Areas and trimmed vegetation at Marina boat launch.
- Opened overflow parking at the Marina and AM/PM Park, marked areas too wet to open.
- Painted parking spaces at multiple locations including Rec Center and Dance Barn.
- Serviced and repaired mowers, replaced blades, and serviced other equipment.
- Cleaned catch basins, storm debris, and removed downed trees on Lake Louise Trail.
- Repaired various items: stop signs, parking signs, street signs, and doors.
- Installed swim boundary lines at Marina and AM/PM Park, repaired swim line at Marina.
- Secured picnic tables, cleaned up graffiti, and repaired playground equipment.

Successes

- A candidate accepted the seasonal custodian position and has started the on-boarding process.

Planned Work

- Routine and road shoulder mowing.
- Switch the printer circuit at the Welcome Center.
- Install a new control panel on the HVAC at the Clubhouse.
- Prepare for the Valley Fair.
- Clean stormwater catch basins and replace a substandard catch basin.
- Paint parking spaces, stop bars, and the loading zone, and replace flail blades on the roadside mower.

Recreation

Activity Summary

- 1-on-1 Check-ins with lifeguards, reviewing expectations, pool rules, and guide to enforcing our pool rules.
- New mirrors installed in Multi-Purpose Room A & Fitness Center.
- Hit max capacity in the pool area three days this month.
- Shared rec staff key + use rules implemented with staff.

Successes

- Recreation department staff are working well together!

Planned Work

- Recreational Soccer program for adults.

Golf

Activity Summary

- Completed Men's Club brackets for the Club Championship and held a successful WJGA event with 118 players.
- Worked with Staff on Junior Golf Camp planning and final logistics for July 1-4.
- Coordinated the 6-6-6 tournament with 78 players and managed several small outings.
- Foot golf started June 9th.
- Discussed "Stay and Play" golf packages with local hotels and event details with Aslan Restaurant for August.
- Worked with Turfcare Superintendent and the paving crew on cart path repairs and held daily meetings on course issues and junior camp preparation.
- Scheduled fleet staff and turf crew for weed pulling around the clubhouse.

Successes

- Record revenue for May!

Planned Work

- Host Junior Golf Camp.
- Prepare for several outings and Ladies Invitational July 12th & 13th.

Turf Care

Activity Summary

- Repair and maintenance on equipment.
- Aggressive cultural practices on all the putting greens Verti-cutting (thinning the turf canopy) sand topdressing and overseeding.
- Cart path repairs are well underway.
- Replaced a 4" mainline pipe that burst on #7 hole. Wrapping up all the little projects that have been in the background.
- Wrapping up all the little projects that have been in the background.

Successes

- We have an effective team this season!

Planned Work

- Turf equipment preventative maintenance is ongoing.
- Sand Trap topping up scheduled.
- Mowing all areas of the golf course on a steady schedule.
- Prep for Kids camp.
- Mid-season vegetation cleanup and line trimming around Lake Louise dam headworks.