

General Manager's Report: November

November was a busy month for everyone in Sudden Valley! The Annual General Meeting (AGM) and Holiday Market events brought together hundreds of community members, while staff focused on onboarding new board members, getting ready for winter weather, and completing activities supporting the annual open enrollment period.

Community Events

Recreation staff hosted the Holiday Market and Tree Lighting. Both events were well-attended in comparison to previous years and offered members a fun way to build community.

Winter Preparation

Preparations for maintaining SVCA roads during winter storm events were completed in November. Maintenance is fully stocked with salt brine and sand; all snow removal equipment has been readied for the new season, and cross training was completed with the Turfcare department to ensure that we have enough plow operators to staff multiple shifts when needed. Additionally, a video presentation of the annual snow removal plan was shared with community members on the website and through the weekly eBlast. Bags of de-icer are in stock and will be available for sale at the Welcome Center when the temperatures drop. Our price is lower than at local stores; SVCA charges \$15 per bag (that includes tax). List price at Lowes is \$15.48 plus tax. (\$16.84).

Lake Louise Dam Repair

While the dam was being repaired, it was not possible to drain water from Lake Louise as we usually do. This led to very high water levels, which in turn caused some damage to the walking path surrounding the lake. Repairs were completed in early December, and the path will be repaired as soon as water levels return to normal. That may take some time, since the recent heavy rains required that we again close the dam to reduce the volume of water draining into Austin Creek. SVCA staff will continue to monitor water levels in both Lake Louise and Austin Creek to manage drainage as best we can in the circumstances.

Website Updates

Administration has almost completed a project to clean up suddenvally.com, updating out of date information, removing old information that is no longer relevant, and creating new pages to hold 2026 content. This work continues throughout the year, but this major effort has made it easier to navigate the site and access information.

Locker Room Improvements

The men's and women's locker rooms at the Fitness Center were upgraded by Maintenance in November. The team replaced grout in the shower areas that had become discolored and made repairs to other components as well. This work is a great example of our focus on completing small-scale facility repairs using internal staff and operational funds. By keeping on top of wear and tear in our facilities we hope to reduce the frequency of larger scale remodeling projects, reducing cost and disruption for members.

2025 Capital Projects Status

CRRRF Projects	Approved Budget	Status
<u>Facilities:</u>		
Barn 8 Refurbishment	\$ 843,555	Paused
Turfcare Building Remodel	\$ 125,446	In Progress
Clubhouse HVAC	\$ 169,928	In Progress
Lake Louise Slide Gate Phases 1 & 2	\$ 71,786	Complete
Marina Signage	\$ 15,000	Complete
Gate 2 Signage	\$ 20,000	Complete
Welcome Center Painting	\$ 7,611	Complete
Asphalt Cart Path Repairs	\$ 54,080	Complete
Clubhouse Water Heater Replacement	\$ 11,587	Complete
<u>Equipment:</u>		
Computer Replacements	\$ 13,680	In Progress
Golf Course Fairway Aerator	\$ 57,495	Complete
Golf Course Trailer	\$ 17,843	Complete
Golf Course Fairway Top-Dresser	\$ 50,592	Complete
Maintenance Zero-Turn Mower	\$ 21,146	Complete
AV Projector & Screen	\$ 4,784	Complete
Total Budgeted	\$ 640,978	

Roads Projects	Approved Budget	Status
Design/Permits for 2026 Projects	\$ 41,888	In Progress
Fast Response- Drainage Issues	\$ 91,936	In Progress
On-Call Engineering	\$ 44,559	In Progress
Potholes & Minor Road Repairs	\$ 37,856	In Progress
Street Signs & Pavement Markings	\$ 31,805	In Progress
Area Z Access Bridge/Culvert #4 Replacement	\$ 1,219,468	In Progress
Total Budgeted	\$ 1,467,512	

Notes on Projects in Process

Turfcare Building Remodel – Construction is underway and is expected to be complete in January 2026.

Clubhouse HVAC – The project is being issued for bidding and construction is planned for Winter 2025 / Spring 2026.

Lake Louise Slide Gate Phases 1 & 2 – Construction was completed in the first week of December. Water levels are returning to normal.

Design /Permits for 2026 Projects – Design is underway and permit applications are expected to be submitted to Whatcom County in January 2026. Projects will be issued for bidding during the winter, and construction will occur during summer 2026.

Fast Response / On-Call / Potholes – Projects are completed as needs arise; this work is ongoing.

Street Signs & Pavement Markings – Pavement markings are complete and street sign materials are being purchased as needed to replace existing signage.

Area Z Access Bridge / Culvert #4 Replacement – Design and permitting is ongoing with Whatcom County. Construction is planned for summer 2026.

Department Activity Summaries

Administration

Activity Summary

- Supported Annual General Meeting.
- Prepared materials for Board Orientation.
- Implemented recommendations from primary insurer to reduce risk.
- Held kick-off meeting for Open Enrollment with employees.
- Finalized Open Enrollment.
- Hired new Office Manager, Carmen Urtecho.
- Updated website to reflect election results and accommodate 2026 meeting schedules.
- Began updating Standard Operating Procedures (SOPs) to reflect current processes.

Successes

- Quickly identifying a replacement for the Office Manager position facilitated a smooth transition.
- Open enrollment was completed on time, ensuring no interruption of benefits for employees.

Planned Work

- Support upcoming Tree Lighting event.
- Establish 2026 schedule for board consideration of capital requests, approvals, and budget.
- Continue updating website with current content and information.
- Continue updating SOPs.

Maintenance

Activity Summary

- Installed new kayak rack at the Welcome Center.
- Installed mulch at the Welcome Center.
- Removed dead tree from the road shoulder on Sudden Valley Drive.
- Added access gate to the native garden at the Welcome Center.
- Removed fallen trees from Lousie View Drive and Sigma Circle.
- Installed a new sink counter in the men's locker room at the Rec Center.
- Cleaned up tree debris at mailbox clusters and clubhouse parking lot.
- Cleared gutters at the Clubhouse.
- Cleared fallen tree debris on Arrow Root Place.
- Serviced OP-27.
- Completed stocking supplies for the winter season – salt, sand, tire chains, etc.
- Repaired decking on tilt trailer used to transport mowers.
- Serviced woodchipper and ordered replacement parts.
- Replaced hydraulic hoses on Cat 906 loader.
- Repaired mailbox cluster at Huckleberry Park.
- Trimmed vegetation on Marigold Drive to improve visibility.
- Repaired gate to boat launch at the Marina.
- Replaced the toilet in the Guard Shack.
- Repaired a leak under the sink in women's restroom at the Clubhouse.
- Completed storm water catch basin cleaning.
- Completed annual bridge drainage maintenance.
- Closed Louise View Drive in Gate 28 for the winter season.
- Finished re-grouting shower tiles in men's & women's locker rooms at the Rec Center.

- Repaired hole in drywall at the stairwell in the Clubhouse.
- Repaired light fixture in the women's locker room at the Clubhouse.
- Replaced several damaged street signs.
- Cleaned Rec Corridor and marked outdoor vendor booths for Holiday Market.
- Set up tent and power supply for Holiday Market.
- Installed warning lights, decals, steps, and window protector on new maintenance truck.
- Completed winter brine application training.
- Cleaned road shoulder on Windward Drive.
- Winterized facilities for winter season.
- Performed keyway maintenance.
- Assisted street sweeper vendor with debris removal.
- Trail maintenance on Area Y and Lake Louise Trail.
- Cleaned up the Rec Center Corridor following the Holiday Market.
- Repaired floor trim in men's bathroom at the Rec Center.
- Started preparing a room in the Clubhouse for archive storage
- Armored gravel shoulder on Sudden Valley Drive & Arrowroot Place
- Changed ballast on lights at sand/salt storage area at Area Z
- Replaced motor mounts on woodchipper
- Serviced SP-6
- Replaced brakes on OP-22 and inspected bucket truck operation

Successes

- New maintenance truck has been selected, and negotiations have been completed.
- Winter snow equipment and supplies are ready for the winter season. New maintenance truck OP-30 is scheduled to have a new plow and sander installed this week.

Planned Work

- Install brine tank on OP-24
- Put up Christmas tree and lights at Rec Corridor
- Complete street sweeping
- Close AM/PM park bathrooms for the winter season
- Install snowplow and sander on OP-20 and facilitate snow plan training with Maintenance and Turfcare staff

Recreation

Activity Summary

- Held Trunk or Treat on 10/25 with over 250 attendees.
- Holiday Market was held with 50 vendors and many attendees
- Planning for Tree Lighting on December 6th; event will include activities like cookie decorating and games.
- Planning Barn Open House on 01/03.
- Most Marina backstops have been fixed.
- Finalizing 2026 Marina Renewal materials.
- Marina renewals set to open on Wednesday 01/07/2026.
- Obtaining quotes for new strength and cardio equipment.
- Wrote new policies for Employees Working Around Water and Insurance Requirement for Vendors at SVCA Events.

Successes

- Well attended winter events.

Planned Work

- 2026 Access Card updates.
- Digitizing waiver.

Golf

Activity Summary

- Sent year-end letter to membership promoting the 3% discount for early cash or check payment of 2026 memberships.
- Successfully completed our 3rd Winter Series event on November 8 with a full field of 108 players.
- Met with the Golf Board to finalize the 2026 member event schedule.
- Trained staff on the administration of Golf Genius tournament software.
- Hosted two successful outside events – the Ron Roe Memorial and the U.S. Kids Tour.
- Completed major post-storm cleanup with the maintenance team around the clubhouse.
- Prepared for our 4th Winter Series event on December 6th. Full field with 144 players!
- Installed three new driving range mats and cleaned up hitting area.
- Working on a new design platform for our golf website.

Successes

- Strong start to November, highlighted by two outside events and a well-attended Winter Series tournament.
- November has been a better than average revenue month.

Planned Work

- Host the 4th Winter Series event scheduled for December 6.
- Contact previous outside tournament organizers to start rebooking for the 2026 season.

Turf Care

Activity Summary

- Golf course conditioning is well into fall/winter operations.
- All rough and surrounding out of play areas being aerated with tow behind aerator.
- Leaf and debris cleanup continues during wind and rain events that seem to be continuous.
- Turfcare building renovation well under way. Interior demolition done, plumbing work underway.
- Maintenance work begins at Lake Louise dam gate. ETA for completion is November 28th.
- Irrigation system sprinkler maintenance around greens ongoing.
- Light topdressing putting greens with sand ongoing.

Successes

- All activities are going as planned with fall/winter activities well underway.
- Demonstration garden planted.
- Golf course conditions are holding up well this late into fall.

Planned Work

- Continue general conditioning through fall/winter.
- Aerating and sand topdressing wet areas and approaches.
- Fairway deep tinning 4-5” to begin after rough areas are completed.
- Wrap up rough and out of play area aerating.
- Planning in house tree pruning thinning for winter 2026.