

General Manager Report – November

Windstorm Damage Update

The November 19th windstorm caused extensive damage across the Association. Several homes were damaged so severely that they are not livable and will have to be rebuilt. Several propane tanks were damaged or destroyed, causing neighborhoods to be evacuated while the gas dispersed. Several vehicles were destroyed or damaged by the falling trees and limbs. Those who were at home during the storm described how frightening it was, with the constant sound of breaking and falling trees. It is truly miraculous that no one was seriously injured.

SVCA's Maintenance Team and one of our tree removal contractors worked alongside first responders through the night on the 19th to ensure that they could reach the homes that called in emergencies. While most roads were open by end of day on Wednesday, a few, like Southern Court, were inaccessible for a few additional days. At this time, however, all roads are safely accessible.

In addition to clearing away the trees that fell, both the Association and individual homeowners have had to deal with removing trees that were damaged by the storm but did not fall. Often these removals were extremely challenging because of the proximity of houses and/or utilities infrastructure. While the most serious hazards have been addressed, SVCA is receiving a steady stream of homeowner requests to evaluate trees located on Association property for potential hazards. This work continues to keep Maintenance very busy.

Cleaning up the debris produced by the storm is underway, but ongoing, since it is a massive undertaking. For example, Rawls Tree Service spent five full days collecting and chipping debris that was piled by the roadside. During that time they generated more than 400 cubic yards of wood chips! And that is in addition to the saleable timber that SVCA was able to salvage.

There are two reasons why it is necessary to remove as much of the debris as possible: first, ditches and culverts must be kept clear of organic matter to ensure that our stormwater system continues to function properly; and second, excessive tree debris can add to the risk of fire during the summer months.

Clearing the roads, removing hazardous trees, and cleaning up debris has been very costly. Because work is ongoing, we do not have a final number, but our estimate is that the total cost of windstorm response will be between \$400,000 and \$500,000.

County Outreach and Assistance

On Wednesday, November 20th, I reached out to the Whatcom County Executive Office to ask for assistance with storm response. This resulted in a meeting on Friday, November 22nd, with representatives from the Whatcom County Division of Emergency Management (DEM), Whatcom County Public Works, the South Whatcom Fire Authority, and the County Executive's office. The main message of the meeting was that, since SVCA is an HOA, no direct county, state, or federal assistance would be forthcoming. Two possibilities for aid were identified, however: the DEM agreed to help us connect with volunteer organizations who provide disaster relief; and the County Executive's Office agreed to consider declaring an emergency if the documented scope of the damage met the required threshold.

Because we knew that information regarding the scope of the damage would be needed, SVCA launched an online survey to ask residents how their homes had been affected by the storm. More than 500 responses were collected and responses were summarized as follows:

- 30% of homeowners suffered property damage as a result of the storm;
- Among those who experienced damage:

- 61% had damage to their homes;
- Twelve people reported that their homes were no longer livable;
- 13% had damage to a vehicle;
- 23% has other types of property damaged;
- 60% of respondents reported that trees or other debris needed to be cleared from their lot;
- 17% said they needed help to recover from the storm.

In addition to this information from homeowners, SVCA shared estimated costs for road clearing, tree removal, and clean-up with the DEM. Based on this documentation, The Whatcom County Executive Office signed an emergency proclamation and Team Rubicon, a national disaster aid organization, arranged to come on-site to help homeowners with clean up.

The emergency proclamation is not likely to result in SVCA receiving any compensation for the cost of storm response, but it may make it possible for homeowners to apply for low-cost loans to assist with damage repair. No decision has been made about whether we qualify for this program or not, but SVCA will continue to work with DEM to hopefully get this benefit for our members.

Team Rubicon

Team Rubicon let us know on December 3rd that they would be able to come on site to help residents and by December 5th they were setting up camp in the Rec Center. Between 15 and 20 volunteers are available to help through the weekend. Administration reached out to residents to identify those who needed help and work started on Friday morning. Team Rubicon is a national organization supported entirely through donations. If members would like to donate, this can be done online at teamrubiconusa.org.

Capital Projects Update

Active Projects

Turf Care Building Design & Permitting

Design is complete and we are waiting for a permit to be issued by Whatcom County.

Adult Center HVAC & Tankless Hot Water Heater Replacement

The HVAC system was installed and we are waiting for final inspections to be completed. Replacement of the water heaters has not yet been scheduled; we are waiting for the permit to be issued.

Clubhouse HVAC Design & Permitting

Design is complete and the permit application was submitted as planned in October. We are now waiting for the permit to be issued.

Bridge Design & Permitting

Design is underway and we expected to submit for permit in December.

Projects On Hold

Barn 8 Siding

This project is on hold until a structural report is completed. A presentation of the results of the structural evaluation is scheduled for December.

Completed Projects

Tennis Court Resurfacing

This project is now complete and the courts were reopened in August. The new camera and card reader were installed and are operational.

Marina Boat Launch Dock

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

Turf Care Cart Paths

This is a three-year project. All the construction planned for this year is complete.

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.

Clubhouse & Adult Center Painting

This project is complete.

Area Z Maintenance Shop

Construction is complete, permits have been signed off, and the temporary building that Maintenance occupied during the remodel has been removed.

Fence Replacement: RV Storage, Adult Center, Turf Care Building

Work is complete.

2024 Road & Drainage Project

Work is complete.

Cold Spring Drainage Repairs

Work is complete.

Administration

Activity Summary

- Prepared materials for and supported the Annual General Meeting (AGM).
- Supported the Nominations & Elections Committee in conducting election activities.
- Conducted a survey to measure the scope of damage from the 11/19 windstorm.
- Met with County officials to coordinate cleanup and recovery efforts.
- Supported meetings for Architectural Control, Finance, and Nominations & Elections Committees.
- Completed planning for the Holiday Market and Tree Lighting events.
- Conducted annual reviews for all departments.
- Continuing to support a very high volume of new construction and exterior alteration projects.

Successes

- The AGM and election activities were completed without any issues.
- The Holiday Market was successful, attracting many residents and vendors!

Planned Work

- Support upcoming events.
- Onboard new Board and Committee members.
- Begin 2025 website updates.

Accounting

Activity Summary

- Completed routine work to maintain monthly financial schedule; September financials completed.
- Completed and submitted the Association's 2023 Federal tax return on schedule.

Successes

- The 2023 Financial Audit was completed with no findings.
- SVCA's collection rate continues to meet or exceed last year's performance.

Planned Work

- Begin to close out 2024 and set up for 2025.

Maintenance

Activity Summary

- Removed downed trees from SVCA roadways and parks
- Several days of storm cleanup on SVCA roads and around facilities
- After the 11/19 windstorm, all time has been spent clearing fallen and hazardous trees and debris
- Improved fencing at small dog park
- Repaired faucet in Dance Barn kitchen
- Repaired potholes at several locations
- Repaired washed out road shoulders at several locations
- Repaired/Improved toilets at the Adult Center, Clubhouse, and AM/PM Park
- Closed Louise View Drive at Southern Court for the season
- Closed and winterized AM/PM park bathrooms
- Removed wooden shelter at Welcome Center due to safety concerns
- Replaced trash cans at the Marina and Gate 5 Park with new cans and enclosures
- Improved drainage in several areas during recent heavy rain
- Replaced tank support straps on anti-ice brine tank
- Installed brine tank on OP-24 and tractor

- Installed plow and sander on OP-20 and UTV
- Staff attended anti-ice brine application training
- Installed additional strobe lights on UTV
- Inspect and analyze codes on SP-6
- Prepared Rec Area tennis courts for card reader installation
- Troubleshoot and repair Vac-Trailer low water shut off switch
- Mowed Gate 3 entrance
- Hosted two community cleanup events
- Chipped material gathered during community cleanup event
- Street sweeping of SVCA's roads
- Hosted open house at Area Z Maintenance shop
- Assisted Rec staff with craft fair set-up

Successes

- SVCA's roads and drainage systems are functioning well during heavy rain and wind events

Planned Work

- Continue to evaluate and remove hazardous trees
- Support community-wide tree branch & debris pickup
- Manage removal of tree debris from Association

Recreation

Activity Summary

- Working with members to renew rental agreements for RV Storage.
- Updating Community Center handbook.
- Creating new materials to support facility rentals.
- Created ad and wrote an article for the Views.
- Successfully ran Candidate Meet & Greet in October.
- Cleaning up BRIVO accounts.

Successes

- The change to four-hour shifts for PT employees is working very well.
- Daily cleaning lists are working well to keep the Community Center clean.

Planned Work

- Working to hire a new Rec Assistant Manager.
- Develop content for the Views.

Golf

Activity Summary

- Finalized Golf Club Tournament Schedule. Booked member events on tee sheet and event calendar.
- Prepared for Black Friday Sale and emailed flyer out to email database.
- Hosted the Ron Roe Memorial event with 88 players.
- Completed the third winter series event, the One Person Scramble.
- Completed the 2024 outings rounds and revenue report.
- Sent membership letter out to all members re-capping the year and promoting the early payment discount for 2025 memberships.

Successes

- Worked around bad weather for both the Ron Roe Memorial and One-Person Scramble events..

Planned Work

- Promote our fourth winter, the Ball Buster.
- Plan Holiday Sale for the Pro Shop on December 8th.
- Continue to contact 2024 outside events and rebook for 2025.

Turf Care

Activity Summary

- Cleanup trees/branches/debris from November storms.
- Continue to work on equipment repair & maintenance.
- General irrigation system maintenance is ongoing.
- Fairway aerating/slicing continues.
- Onboarded new hire.
- Work on #11 fairway to improve drainage.

Successes

- Course is in good relative condition despite multiple storms and excessive rainfall.

Planned Work

- Turf equipment preventive maintenance is ongoing.
- Working on bridge maintenance.
- Planning sod nursery rebuild as well as chipping green rebuild this fall.
- #15 green repairs.