

GENERAL MANAGER'S
REPORT TO THE BOARD
April 28, 2009

ADMINISTRATION/FINANCE

1. Member receivable balances this year have increased \$64,158 from last year as shown above. The most troubling category, as usual, is the Over 120 Days column, which is \$28,872 higher than last year at this time. We are continuing to see several new foreclosures each month, indicating that this problem will be with us for some time.

2. The proposed FY 2009/10 budget was presented at the Town Hall Budget meeting on March 23. After comments on many points by the large gathering of Lake Wildwood members, the budget was approved by the Board without any changes. The approved budget was sent to *The Wildwood Independent* for printing and distribution to all lot owners.

3. The employee census for our 401k plan was completed and sent to Polycomp, our third party administrator for the 401k program, for preparation of reports required by the Federal government.

4. The Nevada County property tax form was completed and sent to the County in April. The asset list and categories of assets were revised and updated for the report.

5. The Finance/Audit Committee completed audits of receivables and fixed assets. We are currently evaluating their findings and suggestions for changes.

6. The audit of our workers compensation program by our insurance carrier for last year resulted in a refund of \$4,628.

7. Lake Wildwood Association would like to express appreciation to the AARP Nevada County Tax Team for providing free preparation of client tax returns. This year there were 130 appointments with 120 tax returns electronically filed (up from 88 last year). Although this is a free service to Lake Wildwood residents, donations totaled \$850, which the AARP Nevada County Tax Team presented to the LWW Recreation Committee for use in updating the Community Common facilities.

8. During the month of March 2009, the Association Office staff performed 95 notaries for LWA Members (39 in the Environmental Management Office and 56 in the Administration Office). Because eight of these notaries involved more than two notaries in a 30-day period, the Association received \$80 income for this service. Notary service is available in the Administration Office 9 to 11 a.m. and 2 to 4 p.m., Monday through Friday (except holidays). This service is for LWA Members in good standing although not to their extended family members, houseguests, friends, tenants, etc. The amenity service is available for use on Members' personal documents, not on business transactions.

CLUBHOUSE

1. In March, the Clubhouse served 1,569 lunch/breakfast meals, 598 dinner meals and 290 guests during Banquets.

2. Monday Night \$1 Tacos sold: Week 1: 226; Week 2: 253; Week 3: 203; Week 4: 337.

3. With two cancellations, Banquet numbers were down.

4. A successful Karaoke Night was held Saturday, March 21, from 5 to 11 p.m.

5. The new daily half-order luncheon special for \$5.00 has been very popular with Clubhouse patrons; this has added to the increase in brunch/lunch patronage.

6. March 17, St. Patrick's Day, seems to have started an upward trend. Seventy members and guests enjoyed the Pine Room lunch of corned beef and cabbage. Thursday, March 19, 94 patrons were served the "Irish Buffet."

7. With Lake Wildwood Theatre performances from April 1 through April 10, dinners in the Pine Room nearly doubled in number of meals served.

8. The deck cover was installed by Public Works and the Clubhouse staff has been preparing seating for use by patrons through the summer season.

9. A delicious Easter Brunch was served in the Cedar Room and the Pine Room on April 12 for the Easter holiday. There were 261 members and guests who enjoyed a special time at the Clubhouse.

ENVIRONMENTAL MANAGEMENT

1. During the month of March 2009, the Environmental Management Office issued fifty-six (56) Notice of Violation Warnings; twenty-six (26) violations were abated. One Notice of Violation Citation was issued during this time period.

2. Nine (9) Pre-Escrow Realty Inspections were requested and performed during this time period with two (2) discrepancies observed. One Transfer Inspection, which is made after the close of escrow, was performed during this reporting period.

3. One hundred-one (101) field inspections which include, but are not limited to, additions,

docks, tree removal requests, preliminary and final inspections for improvements, variance items and finals, special projects and department requests, were completed. One new home received a new construction final inspection.

4. Twenty-eight (28) proposed improvement plans were reviewed during this time period. Six (6) of these plans were approved and fees collected. Five variance requests were submitted.

5. No new home plans received final approval during this reporting period. Presently, ninety-nine (99) vacant Member lots remain, with seven (7) being golf course lots and sixteen (16) abutting the lake.

6. There are currently two thousand eight hundred forty-one (2,841) assessed lots with three hundred thirty-eight (338) being golf course and three hundred ten (310) abutting the lake.

GOLF ACTIVITIES AND GOLF MAINTENANCE

The following events occurred, or will occur, on the golf course during this period:

1. Daylight Savings began March 8 so the Pro Shop started having marshals on the golf course four times a week to assist with the golfers' needs and to assure the Lake Wildwood Policies are being followed.

2. March was the kick-off month for our tournament season. We held three NCGA events, plus our regular club tournaments. April will be the start of our Couples events.

3. The Golf Budget was approved and the Golf Pro feels confident that the budget will be attained for 09/10.

4. On May 16, May 23 and June 6 from 10 a.m. to 12 p.m., golf pro Jim Knight will be on the driving range to assist anyone who wishes help with their golf swing. Jim will spend 10 minutes with each person and the cost will be free! Beginners are encouraged to attend.

5. Greens aerification occurred April 7 through 9. Unfortunately Mother Nature did not cooperate with the process and rainy weather hindered our ability to complete the procedure as efficiently as possible. Staff has applied additional top dressing to the greens and is optimistic that they will be completely healed by the end of April.

6. Per the Golf Course Master Plan, the maintenance staff installed ten new oak trees on the golf course. Seven of these trees were installed on hole #15 and three of the trees were installed on hole #11. Even though the trees are relatively slow growing, they will provide aesthetic beauty to the course for many years to come.

7. Aerification of the golf course tees, approaches and fairways has been ongoing since the third week of April. It is our goal to have this work completed by the end of the second week in May.

8. The Golf Maintenance staff completed the first deep dethatching of the greens on April 17. The purpose of this work is to remove unwanted organic matter and smooth out the surface of the green.

PUBLIC WORKS

1. The Public Works personnel painted the exterior of the existing bathhouse, next to the swimming pool, to match the color of the new Community Center.

2. Public Works personnel are working with the Security Chief on the installation of security protection at the Community Center. They are also repairing utilities that were damaged during the construction.

3. The Public Works Department has begun their annual weed spray program, using a 1 percent solution of Roundup herbicide. They have sprayed the Campground and Greenbelt areas and are currently spraying road shoulders. Residents have been notified of the spraying through *Bits & Pieces*.

4. Parks personnel are currently emptying the water in both swimming pools so they can install new drain covers to comply with the new Federal Virginia Graeme Baker Pool and Spa Safety Act. They also plan to repaint the lane lines in the pool while the pool is down. They have received the new pool pump and heater and will install them as soon as they finish retrofitting the pools with the new safety equipment.

5. Public Works personnel are scheduled to paint the golf course restrooms later this month. They are currently caulking and making some minor repairs to the exterior siding and trim. Public Works Department is also scheduled to paint the breezeway at the Clubhouse the same color as the new security office. Hopefully, this will lighten up the breezeway and make it easier to see when entering.

6. Public Works picked up the following dead animals during the month of March: 15 deer, 1 raccoon, 1 turkey and 12 squirrels.

RECREATION

1. JOB BULLETIN: If you are interested in having your lawn mowed, your yard cleared or flowers planted, please contact the Recreation Department for a list of workers interested in

performing this type of work. Additionally, if you are a youth who is interested in performing the above tasks and/or babysitting, please call the Recreation Department at 432-3260 in order to put your name on the Job Bulletin.

2. AEROBIC CLASSES: All of the aerobics classes have been well supported. Tai Chi with Tony and Carle and Breathworks with Nancy consistently have 10 to 15 participants in their classes. The cost of each class is \$3.00. We have also added Zumba and Yoga at \$3.00 per class! Thank you to all of our instructors for providing such a great workout for our participants!

3. SUMMER ACTIVITIES GUIDE: The Recreation Department Summer Activities Guide is now available! Please stop by and get all the information on our classes! You can pick up your copy at the Community Center 8 a.m. to 6 p.m., Monday through Sunday, or at the Administration Office Monday through Friday, 8 a.m. to 5 p.m.

4. HIKES: Residents are encouraged to join our wonderful hiking group. The group travels to many scenic locations in and around the Nevada County area, led by Kim Gossar. Call 432-3260 to sign up.

5. NEW COMMUNITY CENTER! The Grand Opening of our much anticipated Community Center was a huge success! There were nearly 1,000 people who toured the new Community Center on Saturday, April 18. Thank you to all of the people who volunteered their time to make everything run so smoothly.

6. EASTER EGG HUNT: The Easter Egg Hunt was very popular. There were 1,200 eggs hidden for the children and 100+ families enjoyed the event!

SECURITY

1. Due to the installation of the Recreation Building Fire Alarm and Burglar Alarm System as well as other issues, a database was added to the Gate Logs to allow for easy access to the more than 100 codes that are programmed in the various alarm systems throughout the Association's various buildings. In the event of a trip, service requirements or other reason, an alarm signal will be sent into the Main Gate Alarm Receiver. To decode the digital signal the officer will go to a layout on the Gate Log and enter the codes. Upon doing so, the location is automatically entered into the log and available for the officer to see and notify 9-1-1 as well as dispatch the call.

To decode the digital signal in the past required that the officer enter the code into the Security Entry System to find out the location of the alarm, then dispatch patrol and log the event. These extra time-consuming steps have now been reduced to one step to locate and log the event.

2. A test of our emergency siren was conducted on Friday, April 3, 2009 at 12 p.m. Members of the Public Safety Committee have volunteered their time to do the monthly test and were trained on the procedures required to activate the siren.

3. A training session was held for the full time security employees on Friday, April 9, 2009 on the procedures to be used to log and visually inspect boats for Zebra/Quagga Mussels. The training included Board approved procedures, instructions on the visual inspections required, the watching of the information video "Don't Move a Mussel" and discussions that included some Members of the Lake Committee.

4. On Sunday, April, 20, 2009, a complaint was received that an individual was harassing 12 female juveniles in the Marina area. The individual and his friends were located near Vista Park and admitted to the sexual comments. The main suspect, who was highly intoxicated, was becoming agitated while waiting for a deputy to respond. One of his friends attempted to calm him down when the suspect hit him. At this point, the two Security Officers intervened to separate the two and one of the officers hit the suspect after the suspect hit the security officer and kicked him twice. The suspect willfully spit blood onto the other officer as both officers were attempting to hold him on the ground. The suspect was arrested and taken into custody.

5. An intoxicated individual was arrested in the Lounge after he made threats and pushed the security officer who was offering him a ride home and attempting to get him to have someone pick him up. NCSO arrived and used a "taser" to gain control and arrest him.

In addition to the above, the following incidents occurred (March 20, 2009 to April 27, 2009):

- (20) Eighteen rescue calls and two fire calls.
- (1) One incident stolen vehicle by ex-friend of victim.
- (1) One attempted burglary.
- (1) One Petty Theft incident. Gas siphoned from boat on lift.
- (2) Two incidents of a barking dog with Notices of Violation issued.
- (2) Two incidents of a loose dog with Notices of Violation issued.
- (1) One incident of a suspicious person.
- (1) One Disturbance.

- (3) Three employee harassment complaints.
- (3) Three Driving without a License violations.
- (1) One traffic collision.
- (3) Three Scooter violations with Notices of Violation issued.
- (3) Three incidents of Unauthorized Entry with Notices of Violation issued.
- (1) One Exhibition of speed violation.
- (1) One DUI arrest.
- (1) One battery on a security officer and public intoxication.
- (14) Fourteen Stop Sign violations.
- (131) One hundred thirty-one speed violations with Notices of Violation issued.

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