



Heather Gardens Metropolitan District

Clubhouse/Restaurant Committee Report July 12, 2018

To: HGMD Board of Directors, HGA Board of Directors and General Manager

From: Sandra Rosenberg

Subject: Report of July 12, 2018 Clubhouse/Restaurant Committee

Meeting

Committee: Sandra Rosenberg
Jill Bacon
Jerry Brewster
Tom Merges

Barbara Brown
Barbara Schneller
Christa Boehmer
JoAnn Fitch

Staff: Linda Aluise (Clubhouse Manager)

Guests: 10 Guests were present

Chairman Sandra Rosenberg welcomed members and guests.

The May 10, 2018 Report was approved as written.

Committee Chair Report: Sandra Rosenberg

Our last Clubhouse/Restaurant Committee meeting was May 10, 2018 and a lot has happened since that meeting. I would like to give you all a quick summary of what has occurred since our last meeting.

On Friday, May 18, 2018 Kevin Olson submitted his resignation, effective June 1, 2018. The HGA Board met the morning of May 22nd and decided to accept his resignation. Later that day Kevin Olson asked to rescind his resignation. The HGA Board met again the morning of May 23rd and determined under what terms and conditions they would accept the rescission. Several Board members met with Kevin following that meeting to discuss the terms and conditions with Kevin, and he refused to accept them. The HGA Board then accepted his initial resignation and released him of his duties the morning of May 23rd.

The HGMD Board held a Special Meeting on May 24, 2018. (This Special Meeting was in lieu of our Regular Meeting). A motion to consider the purchase of outside swimming pool chairs was postponed as I noticed a problem with the quote. We had a large number of residents at that meeting wanting more information about the Restaurant situation and Kevin's resignation. The Restaurant was closed on May 23rd, and people were concerned about future events and how Kevin's resignation might affect whether or not other employees would stay. At this time the HGMD Board did not have details regarding what had transpired.



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The HGMD Board held a Special Meeting on June 4, 2018 and again we had a number of residents speak in favor of the job Kevin Olson had done and many wanted to know if we could reinstate his employment. Following an Executive session, a motion was made and approved by the HGMD Board to send a letter to the HGA Board asking that they reinstate the Restaurant Manager's employment.

The HGMD Board held a Special Meeting on June 14, 2018. (This meeting was in lieu of the Regular Meeting). At this meeting a motion was made and approved for the purchase of 15 Chaise Lounge Chairs for the outdoor swimming pool using Lottery funds. The Clubhouse manager determined the straight back chairs were in good condition and did not need to be replaced at this time. So only the Chaise Lounge Chairs were requested. Prior to the meeting, each HGMD Board Member received a letter from the HGA Board President requesting a joint board meeting to try and settle the employment dispute. A motion was made and approved to call a Special Meeting with the HGA Board to discuss personnel matters.

The HGMD Board held a Special Meeting on June 19, 2018. The HGA Board Members, their legal counsel, our legal counsel and Calvin White attended that meeting and the personal matter was discussed in a joint Executive Session. As a result of that Executive Session, the HGMD Board moved to accept the decision made by the HGA Board regarding the acceptance of Kevin Olson's initial resignation and move to form an Ad Hoc Committee with the HGA Board to hire a new Restaurant Manager. The first Restaurant Staffing Ad Hoc Committee Meeting was held on June 27, 2018. Members include: 1 HGMD Board Member (Sandra Rosenberg), 1 HGA Board Member (Jill Bacon), the General Manager, the Restaurant Chef, and HR. We were sent 17 resumes to review and select our top candidates. We all reported back our selections on July 2nd, and HR is in the process of narrowing down the top four or five for interviews. Hopefully those interviews will begin next week. Shawn is not here today as he wife just had a baby. Kevin, the chef, has been a big help in filling in.

Clubhouse Manager Activities Report: Linda Aluise (Attached)

Linda talked about the painting of the clubhouse. Originally there were 17 different colors used. They are cutting down to fewer colors and eliminating some of the dark colors which gives a brighter feel. They will do the auditorium in September and then the indoor pool area.

The indoor pool is closed indefinitely and John Howell is getting bids for a new boiler. Summer classes are in full swing and most classes are at capacity. The people who paid for a swim class can transfer to another class or wait for the boiler to be fixed. If they wait charges for the class will be reimbursed for the amount of time missed or may be refunded or transferred to a fall class. A guest asked if the pool closing would affect our swimming instructors. Linda said that so far it hasn't but she will talk with the General Manager regarding possibly some compensation for them.

Linda's Clubhouse accomplishments report is attached and includes the Activities



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Report from Lewis Boeve on rentals and communications.

Unfinished Business:

a. Fitness Equipment (This was under “c” but moved up on the agenda): Linda passed out a copy of the quote from Commercial Fitness Solutions on the two pieces of equipment we are considering. Ken from Commercial Fitness Solutions, Inc. gave us a report on the equipment. The Rowing Machine will appeal to a lot of people. The V Series Arc Trainer is considered a cross trainer with adjustable incline to target various muscle groups. It’s often used for rehab. It appeals to both beginners and advanced participants. You can burn more calories on this machine than with any other machine. It’s very durable and has a life expectancy of 5 - 6 years but should last much longer in this community. Other facilities using this machine are Shalom Park, the Trails Recreation Center and the Parker Rec Center, plus our professional sports teams all use them. Hopefully, we can use lottery funds to pay for this equipment. Ken will check out our exercise room to see if we could accommodate two rowing machines plus the one Arc Trainer, should we decide to add another rowing machines.

A suggestion was made that we should require some training on both of the new machines, possibly an Open House to educate our residents who use the exercise room. A motion was made by Tom Merges, seconded by Barbara Brown, that we purchase one Rowing Machine and one V Series Arc Trainer for a total of \$6,524. The motion passed unanimously.

b. Security Cameras: T.J. has confirmed that all the cameras are installed and working. There are 7 new cameras: one extra in the auditorium, one in the Aspen Blue Spruce Room and one on the patio deck, one on the southwest end of the Clubhouse Building and another in the Pool area.

c. Tennis ball machine use for non-residents: Linda presented this proposal: “A non-Resident can use the HG Ball machine as a Guest of a Resident (Resident must be present) or usage during Tennis Club time. Outside of these perimeters, non-Residents must pay the court fee (\$16) and a ball machine fee, (\$8) per hour.”

The \$8 fee assessed for non-Residents will help offset the cost of tennis balls used in the ball machine. Linda had checked with the Gates Tennis Center and they charge \$12/hour for the ball machine & court use.

Financial update:

Unofficial Financials from Brian: Sandra reported that our year to date revenue is up for the Clubhouse, \$25,695. Expenses are down by \$13,629 and the overall net



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is up \$39,324 over YTD Budgeted figures. For the Restaurant, gross profit is \$6,267 up YTD. Sales are down for June and YDT expenses are up \$5,749 greater than budgeted for as of the end of June. Hopefully, they will be hiring more staff in the restaurant. Some group functions have not been confirmed with Shawn as people cannot get in touch with him. Going forward Linda would like better communication with the restaurant manager regarding events so the front desk is informed when people come in looking for an event in the restaurant. It would be helpful to know that a big event was happening in the restaurant when scheduling events in the clubhouse.

A suggestion was made regarding better communication with the restaurant could be handled with an electric sign in the lobby listing all daily events. You could also use it for advertising. Tom Merges will research this.

Residents wishing to address the Committee on agenda items:

Wendy Pfaffhausen, President of the HG Tennis Club, has checked with the non-resident tennis club members and only six said they might be interested in using the ball machine. There would be little financial gain. The tennis club does not like the idea of charging non-resident members. The HG tennis club has 46 members (34 Residents & 12 Non Residents).

Heather Gardens now has 80 clubs. Sandy explained that if we make an exception for the tennis club then the other clubs would feel they were entitled to exceptions. We will probably see more non-residents interested in using the facilities here as the Parq apartments fill up. A motion was made by Tom Merges, seconded by Jerry Brewster, to put in place the "Tennis Ball Machine usage by Non Resident" proposal described above. The motion passed unanimously.

The Ballroom Dance club and the Square Dance club can bring a non-resident partner and they get the resident rate because in both cases, they need to have a partner.

New Business:

- a. Parking curb replacement (see description attached): In the main clubhouse parking lot several people have tripped over the cement curbs and these would be safer as they are black rubber with bright yellow stripes and they stand out. We would need about 100 of them and they cost \$41 each and with the stainless steel bolts, the total cost is about \$8,000. They've been used on the Building 215 parking slab and are definitely an improvement. Roads and grounds are still testing these. It was suggested that we put them in the 2019 budget. A motion was made by Jerry Brewster, seconded by Christa Boehmer and passed unanimously.



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- b. Game Room Air Conditioning – Discussion: The Ping Pong Club has complained that it gets too warm in the game room. They are wondering if we could put in a fan or a new window air conditioner. One problem has been that the game room and the Golf Pro Shop both use the same air conditioner and both areas have a thermostat. The damper has been replaced so that may help. When the temperature in one is turned up it affects both places. Linda advised that a box has been installed over the thermostat which will prevent people from changing the temperature so that may solve the problem. A portable fan has also been added to the game room. The Women’s golf club uses the room for scoring every week and finds it very comfortable.
- c. Restaurant – Ad Hoc Hiring Committee Update: This had already been covered earlier in the meeting. (See Committee Chair Report)
- d. Budget 2019
 - i. Capital Projects – items over \$5,000
 - ii. Additional line items: Linda has started a wish list which includes the Auditorium Stage Flooring, new tennis court nets (about \$300), the clubhouse stair caps are worn and need replacing (about \$3,000), auditorium stage curtain needs additional panels or replacement. New chairs for the auditorium will be needed (these are on the Capital Reserves list for 2019).

Subcommittee on Reserves report submitted by the Committee Chair:

The HGA Subcommittee on Reserves met on May 16, 2018 (Christa Boehmer attended that meeting on my behalf) and again on June 20, 2018 where we were both in attendance. At the June Committee Meeting the hope was to have some feedback from us regarding missing items or changes. Since we didn’t have a June meeting we were not prepared to give them any feedback. Therefore, Christa Boehmer, Linda Aluise, Chris West and Sandra Rosenberg met on June 25th to review the list. We did find a number of needed adjustment and some missing items. The next Subcommittee on Reserves is scheduled for July 18, 2018 at 10:00 am. Hopefully at that time we will receive an updated Component List.

Sandra mentioned that the Capital Reserves report was missing the auditorium floor on the component list. It will wear down with the sanding every year and will need to be replaced eventually. The Dance Floor and Stage Floor listed on the Component list are referring to the two areas in the Restaurant and Banquet Room.

Residents wishing to address the Committee on non-agenda items: Linda Savage, Bldg. 243, and Social Director of the HG Ladies Golf Club stated that she has worked with Kevin Olson in the past for the golf club socials. She had made arrangements for the entire season with Kevin. When she checked with Shawn regarding the next two upcoming dates, they were not correct. Shawn asked her for an email stating that she



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had made the reservation with Kevin, which Linda produced. He was not very accommodating. On July 3rd Shawn told her he would make it work. She wanted a written confirmation so on July 5th, Linda sent Shawn another email asking for confirmation of the next two dates. On Wednesday, July 11th Linda and Mary Ann Morris, HG Ladies Club President, went to the restaurant and asked for Shawn. John, a waiter, told her Shawn's wife had just had a baby and John was very unaccommodating and rude. Linda asked for help in getting the written confirmation for the next two events, which are on August 29th & October 3rd.

A committee member stated that Kevin Olson worked for Calvin White. When you let someone go and you're the boss, you make arrangements to have someone there to keep things going. Calvin has dropped the ball. Linda Aluise mentioned that Shawn was put in a very difficult position. Linda Savage needs to know who's in charge and who she should be sending emails to as Shawn has not replied to her emails. It was suggested that she send her requests to the General Manager Calvin White, the HGA Board President, HGMD Board President as well as Shawn. There was more discussion on the chaos in the restaurant. The silverware is on the tables all day and get touched by many people. There was a complaint that the silverware is not being cleaned properly or wrapped in a napkin properly. It should be brought out when the waiter comes to the table. Another thought was perhaps we bring back the Ambassador's program which we had when Kevin was fairly new.

It was suggested that an email blast be sent out stating that residents who have made reservations for anything in the future (summer picnics, building monthly socials and holiday parties, etc.) need to reconfirm those reservations when a new restaurant manager is hired.

Residents wishing to address the Committee on non-agenda items:

Sharon Hartenbach, Bldg. 242, and her husband have lived here for seven years and go to the restaurant once or twice a week. After Kevin left they boycotted the restaurant but then decided to check it out again. She complained about the terrible service and the waiters yelling across the restaurant to customers and each other. They were understaffed and obviously frustrated. She feels that it's urgent that we get the restaurant back on track.

Other suggestions for the future is having the restaurant stay open a little later during the summer and possibly open seven days a week.

With no further business, the meeting adjourned at 2:40 pm.

NEXT MEETING: 2nd Thursday of the month, at 1:00 pm August 10, 2018