



Heather Gardens Metropolitan District

Clubhouse/Restaurant Committee Report

August 16, 2016

To: HGMD Board of Directors, HGA Board of Directors and General Manager
From: Craig Baldwin (HGMD), Cherryl Greenman, Secretary
Subject: Report of August 16, 2016 Clubhouse/Restaurant Committee Meeting

Committee: Craig Baldwin Barbara Brown
 JoAnn Fitch Barbara Schneller
 Jill Bacon Bob Mitchell
 Cherryl Greenman Christa Boehmer

Staff: Linda Aluise (Clubhouse Manager), Kevin Olson (Restaurant Manager) and Su Chae (Controller)

Guests: Approximately 6 guests were present

Call to Order:

Committee Chair Craig Baldwin called the meeting to order at 9:00 am and welcomed the members and guests.

The July 19, 2016 Clubhouse/Restaurant Committee Report was approved as written.

Chairman's Comments:

Chairman Craig Baldwin reviewed actions taken by the HG Metropolitan District Board of Directors as follows:

- Approved the golf course waterfall renovation located near building 205 at a cost of \$102,000. This will be paid for with funds from the Foundation.
- The reception desk lighting was removed from consideration until replacement of the desk is planned.
- The Board began working on a Procedure Memorandum and Policy manual.
- Took under consideration the relocation of the drain box at the south drive to the Clubhouse parking lot. The bid received was \$25,000.
- On August 25, the Metropolitan District Board of Directors held a work session to consider projects from 2017 and years going forward. Immediate needs include:
 - a. Golf course bridge near hole 8 and building 208
 - b. Carpet in the Clubhouse entry
 - c. Replace furniture in the TV room
 - d. Changing Clubhouse solar panels to produce electricity
 - e. RV parking lot paving
 - f. Solving RV entering and exiting concerns

- A total of 24 projects were discussed

Chairman Craig Baldwin then requested each member of the Clubhouse/Restaurant Committee introduce themselves and how they became involved in Heather Gardens and CRC.

Chairman Craig Baldwin then announced that Committee member Bob Mitchell would be retiring from the Committee and he had an application from Jerry Brewster to become the replacement for Bob.

Clubhouse Manager's Report: Submitted by Linda Aluise – attached.

- August has been a very busy month. Movies were well attended, as well as other August events
- Working with Class Committee in regards to new fees
- A survey is planned for class participation, cancellation and other class interests, including possibility of having evening and weekend classes
- Parking for those taking the casino bus is still confusing to some residents
- Two new grills were purchased for the pavilion

Restaurant Manager's Report: Submitted by Kevin Olsen attached.

- Best month yet, steady increase may slow down when golf leagues are finished for season and upcoming snow season
- Karoke Nite was great first couple of months, then slowed down for 3rd event and last event had only 8 attendees – will look to see if this event will be continued

Report by Controller – July MOA Summary – attached.

- Clubhouse is \$2,000 over budget, however Class Fee increase still needs HGMD to review and will be discussed at the budget hearings the 3rd week of October.
- Restaurant had a very good month with expenses down and a profit of over \$4,000. Su noted that it was safe to say that normal business was increasing steadily with a slight increase in regular sales.

1. Jill Bacon asked if there would be consideration for residents to take several classes – perhaps a lower fee. She also questioned if there should be a charge for set-up and take down to groups who use the auditorium. Due to the fact that CRC had already approved the fee increase and made no move to change the room rental fees it was suggested that residents attend the HGMD meeting when the fees would be discussed.

Residents wishing to address the Committee on agenda items:

There were none.

New Business:

- AV Equipment Rental

Kevin noted that the AV equipment in the restaurant is used free by everyone; however the continued use has caused damage to the equipment. The AV equipment in the clubhouse also is free to anyone using the auditorium. Linda noted that not only do groups use the equipment they also need technical support from staff for set-up.

A motion was made by Jill Bacon and second by Barbara Brown
“Rental fee would be established for use of AV equipment in both restaurant and clubhouse of \$35.00 per use for residents and outside groups.” The motion was passed by the committee

- Code of Conduct

Kevin and Linda noted that there had been several instances when residents were verbally abusive to staff in the clubhouse, restaurant and the outside pool area. Kevin noted that at times he has considered “right to refuse” service to certain individuals because of the verbal abuse. Linda indicated the same issue with some residents to staff at desk and outside pool. Su Chae reminded all that employees should not react to this abuse but to immediately contact either Linda or Kevin or security and not take any action themselves.

A motion was made by Christa Boehmer and second by Jill Bacon to add a Code of Conduct to Procedure Manual
“Appropriate social behavior is required for all programs and facility use. Individuals are encouraged to act in a way that will not hurt another person physically, mentally or emotionally. A participant will be asked to withdraw from a class, program, or the restaurant, or to leave a facility if behavior does not comply with program and/or facility standards.”
The motion was passed by the committee

- Pool Letter – Attached

The letter was initially sent to Calvin Eddy White who passed it to Linda to respond to the individual who wrote it. All CRC members received a copy of the letter prior to the meeting. Bob Mitchell noted that residents who came to the pool during “children’s hours” needed to be tolerant of kids splashing and playing in water. Kevin noted that being outside with restaurant duties he did not see any extreme misconduct by kids. CRC decided to take no action and that Linda was to respond to individual who wrote letter noting basically the same

– no action. It was noted that when grandparents bring their grand children they should be reminded of the “posted” rules and regulations of the pool.

Residents who wished to address the committee on non-agenda items.

None

Craig again thanked Bob Mitchell for his dedication as a member of the CRC committee and introduced Jerry Brewster to the committee.

Craig adjourned the meeting.

The next meeting will be held on Tuesday, September 20, 2016