

Heather Gardens Metropolitan District

Clubhouse/Restaurant Committee Report

May 9, 2019

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

From: Sandra Rosenberg

Subject: Report of May 9, 2019 Clubhouse/Restaurant Committee Meeting

Committee: Sandra Rosenberg Barbara Brown
Jill Bacon Barbara Schneller
Christa Boehmer JoAnn Fitch
Tom Merges Jerry Brewster

Staff: Lewis Boeve (Assistant Clubhouse Manager), Cormac Ronan (Restaurant Manager),
Courtney Haynes (Assistant Restaurant Manager)

Guests: 9 Guests were present

Chairman Sandra Rosenberg welcomed members and guests. We do have a quorum.

The March 14, 2019 Report was approved as written. The Clubhouse/Restaurant Committee did not hold a meeting in April. It was scheduled for the same day as the 9News Health Fair, and our department managers were concerned about their availability. Since it is hard to have a meeting without our managers, we canceled the meeting. Unfortunately, the 9News Health Fair was canceled due to a Blizzard warning the day before the event.

Committee Chair Report: Sandra Rosenberg

The HGMD Board has held three work sessions, the latest being this morning, for the purpose of reviewing and revising our Policy Manual. This includes updates to the District's Bylaws, Rules and Regulations, Fee Schedules, and Committee Procedure Memorandums. As soon as the Board has a reviewed Clubhouse/Restaurant Procedure Memorandum available, it will be forwarded to you for Committee review.

The HGMD Board held a regular meeting on April 18, 2019. During the meeting the Property Policy Committee chair provided information on the RTD 61AV autonomous vehicle, which was a concept discussed by their committee as a possible Clubhouse parking solution. The HGA Communication's Committee has selected a new Heather Gardens Logo. The new Logo has not been officially approved by the HGA Board as of this meeting. It will be presented at the next HGA Board Meeting to be held on May 21st. In the meantime, the HGMD Golf Committee wanted to move forward with purchasing merchandise for the Golf Shop. So, at the HGMD Board meeting a motion was made by the Golf Committee Chair to start using the new Logo on golf merchandise. In addition, the Foundation Chair made a motion to purchase sweatshirts with the new Logo to be sold at the Golf Shop. Both motions passed with a 3 to 2 vote. There is still some opposition to the new Logo, but it appears to be moving forward towards approval. The Foundation Committee Chair also made a motion to purchase herb planters for the Rendezvous restaurant. The resulting Herb plants will be use by the chef in preparing food. That motion was approved. And, the Board approved a motion to contract with an Electrician to install wiring in Rendezvous for the Buffet Table. However, there are some concerns with the contractor's wiring plan and low bid, and we may need to readdress this contract.

The Reserve Subcommittee Chair, John Coil, did a presentation on the HGMD Capital Reserve Component Study. The HGMD Board accepted the April 6, 2019 version, and a motion was made to have the Reserve Subcommittee

prepare a recommendation for a financing plan for these capital components. The next meeting of the Reserve Subcommittee is May 15, 2019 at 10:00 am.

Clubhouse Manager Activities Report: Lewis Boeve

The Clubhouse Manager and Assistant Manager's report of accomplishments for April 2019 is included in your material. The Assistant Clubhouse Manager reported Frolics performed 4 shows this year, all well attended. In addition, the Optimist Club's "Night at the Races" was quickly sold out and a great success. Lots of work was put into the 9News Health Fair and everyone was disappointed in the cancellation, but weather concerns prompted the need to cancel the event. The Clubhouse Manager has been interviewing a Pottery Instructor and we are looking at trying a couple of Pop-up classes to determine the Community's interest.

The Assistant Manager arranged 12 rental contracts, sent out 20 Constant Contact emails, and worked with the HGA Communication Committee on website updates. A question was asked about the rental cost of the Picnic Pavilion and grills, and the Assistant Manager provided the rental fee structure.

Restaurant Manager Report: Cormac Ronan

The Restaurant Manager provided an Activities Report, and Flyer on Summer Hours and Restaurant plans. The Restaurant Manager reported a very busy month that included an Italian Dinner and Easter Brunch. The new hours started yesterday, with an early opening for breakfast. Part of the reason for the early hours on Wednesday and Friday is to accommodate golfers. However, Ladies golf was canceled due to weather. The Restaurant has a nice breakfast planned for Saturday mornings, a 7 to 9 Happy Hour with Appetizers until 8 pm. The Restaurant has noticed an increase in business from golfers when the weather is nice. The Restaurant Management has been asked to sell beer on the golf course. The Clubhouse/Restaurant Committee Chair mentioned this idea was considered by the HGMD Board last year, but we had some opposition from Residents. Some Residents were concerned about drinking and driving of the golf carts, failure to use the outhouses, and other bad behavior. The Restaurant Manager thought it might be better if the restaurant controlled the sale of alcohol, as individuals are already bringing their own on to the course. The Restaurant staff is getting ready for Mother's Day. The patio was set up nicely for Easter, but the weather was a little chilly. Hopefully Mother's Day will be warmer. Tony David is scheduled to play on May 11th, and they have several other nights arranged with him. The Restaurant has a wine and Chalk Art drawing event tonight. The Restaurant is making plans for the Herb Garden, which will be located outside the Banquet room. They have hired more servers and bussers to help with the extended hours, and the Restaurant is discontinuing the allowance of Card Playing in the Restaurant.

Committee member, JoAnn Fitch, asked if we were adequately advertising the restaurant changes, as many people seem to be unaware of the extended hours. The Restaurant Manager stated they have started with a "soft" opening. The Assistant Clubhouse Manager mentioned his Constant Contact Email for today will include information on the extended hours and changes. JoAnn Fitch mentioned that on nights where there is music several residents have reported the music is too loud.

Committee member, Barbara Brown, commented on the restaurant change of eliminating card playing in the restaurant. She indicated this practice has been going on for years. An audience member, Toby Lear, spoke about her group's interest in continuing to play cards in the Restaurant. Ms. Lear said her group plays once a month, everyone eats at the Restaurant during their stay, and the group use the facility for approximately three hours. The Clubhouse/Restaurant Chair explained that this is a necessary change as the Restaurant is getting busier, and the number of monthly card games has increased sufficiently. The Chair reported that today we have a group playing, yesterday a group played, and a week ago Friday another group played. The Friday group used multiple tables for over 6 hours. Long usage of the tables, with another table or two reserved for lunch, make a large section unprofitable for both the Restaurant and the server. HGA Board member, Carol Ann Mayne, asked if the Banquet room could be used for cards. The Chair did not feel the Banquet Room tables were suitable for card games, as they are large tables designed to seat 10 people. The Chair and other audience members recommended using building meeting rooms, if they have one, or contacting the Clubhouse Manager or Assistant Manager for

Clubhouse room availability. Committee member, Jill Bacon, suggested making box lunches available to those wishing to play cards in a Clubhouse meeting room. Another Committee member suggested charging a fee for use of the tables to compensate for lost revenue.

Financial Information: HGA Controller, Brett Miller, did provide some limited financial information. For the month of April total sales were \$64,706, while the budget amount was projected to be \$53,989, a difference of \$10,717. As we sell more food and beverages, cost increase. Total cost of goods sold was \$25,773, with the budget projection being \$20,728. So, we had a profit of \$5,672 for April. Year to date figures are tracking as projected.

Unfinished Business:

Room Divider for the Rendezvous: While this is a discussion the Committee thought was finished the recent Ladies Golf Luncheon has led us back to re-examining this issue. The Clubhouse Committee recommended at our March meeting to propose a permanent half wall with decorative glass on top to the HGMD Board. This would section off a portion of the back area of the Restaurant. When there is a large event scheduled this plan may be problematic. The Restaurant Managers and the Chair are concerned that we may be exchanging one problem for another. Our original thought was to consider a movable partition, but we also want the divider to be safe and secure. At this time, the Chair is recommending we postpone our recommendation to the HGMD Board for the permanent half wall, and take up the matter later this year during Budget considerations. The Committee members agreed on postponing this request and looking into the cost of an accordion type partition similar to the one in the Aspen/Blue Spruce Room.

New Business:

- a. **Chair Proposal:** This item will be carried over to the next meeting as the Clubhouse Manager was unable to attend the meeting.
- b. **Pool Gate entrance:** We are planning to unlock the gate between the outdoor swimming pool and the restaurant patio as a convenience to our residents and guest. The intent is not to allow swimming pool entry access through the Restaurant Patio, just easier access for users of the swimming pool to have lunch or dinner on the Rendezvous Patio. An audience member asked if the restaurant would have food items for kids, and she was advised the restaurant already has a kid's menu. Other concerns included dress code and monitoring access. The Restaurant Manager stated they will ask patio users to wear coverups and footwear. Regarding access, we do have monitors available during kid hours, and we hope users will abide by the guidelines and signage. If not, violators should be reported.
- c. **Committee member term limits:** A number of the Clubhouse/Restaurant Committee members terms expire in September. They are Jill Bacon, Christa Boehmer, Barbara Brown, Barbara Schneller, and JoAnn Fitch. Anyone new wishing to join the Clubhouse/Restaurant Committee needs to obtain and complete an application, and existing members wishing to stay on the Committee can advise the Chair at our next meeting.
- d. **Patio umbrellas:** Last year this Committee recommended the purchase of two new restaurant patio umbrellas for a cost not to exceed \$300, and that recommendation was approved by the HGMD Board. The approval happened around the same time as the management change, and the purchase was not completed in 2018. Our current Restaurant Manager had an opportunity to purchase umbrellas from a beer supplier for a cost of \$40 per umbrella. Since a couple of the remaining umbrellas were showing signs of wear and tear, he was able to purchase 7 umbrellas for the approved cost. At the April HGMD Board meeting, a Board member questioned whether or not we should be purchasing and/or accepting merchandise with advertisements. After some discussion the Committee members did not feel this was a problem. One member stated that after having such a large increase in HOA fees for 2019, he felt the Community would welcome this type of savings.
- e. **Hostess for Rendezvous:** The restaurant has restarted the Hostess program and is looking for 2 to 3 more volunteers. Currently they have one volunteer that has helped on several buffet nights and Easter Sunday. Management feels this program will help with greeting and seating customers. They will use volunteers during busy banquets and special events. Committee member, Barbara Schneller,

stated in the past the volunteer hostesses coordinated the schedule with each other and there was never a problem covering the shifts. An audience member was attending the meeting today for the purpose of signing up.

Other Business:

Committee Member, Tom Merges, stated we used to get much more financial information and feels reporting the monthly financial results might help residents know how the Restaurant changes are affecting the bottom line. The Committee members discussion centered around the importance of reporting our numbers, and making that information available to the Community. The Chair reported the new Controller lost a valued employee within weeks of starting employment, and then fell ill shortly thereafter. The Controller has recovered and has hired a new accounting assistant. Timely reporting should be back on schedule next month.

Tom Merges also asked about restaurant rental contracts, if they are available and when are they used. The Restaurant Manager stated when the party requesting a reservation is a resident, no formal contract is required because we are not asking for a deposit. He added, generally correspondence is sent by email to the resident that can be used as a paper trail and confirmation for reservations. The Assistant Restaurant Manager added, in the first meeting with the resident, details are discussed and arranged. Outside groups wanting to reserve the Restaurant or Banquet Room are required to sign a formal contract.

Committee Member, JoAnn Fitch, asked about the possibility of Board members receiving an incentive, such as a discount at the Restaurant, in order to attract more election candidates. She feels the Board members work hard for the Community and should receive some sort of benefit. The Chair reported that the HGMD Board Bylaws currently state members are not compensated.

Committee Member, Barbara Brown, asked for an update on the clean-up of the Trash Receptacles. The Chair reported two concrete patches have been made, one behind the Restaurant freezer and the second near the trash pad. There is a large oil container on the trash pad that will be moved to the newly padded area behind the freezer. That will free up some room for a larger recycling container, which has been ordered. Once it is received the trash containers can be reconfigured to fit inside the fenced padded area. The Restaurant manager added that a new gate is in the works.

HGMD Board President, Craig Baldwin, asked that the Committee be updated on the use of the new Logo on uniforms and shirts worn by HGA employees working on HGMD property. The Chair reported that the HGMD Board is moving forward with using the new Logo, even though the HGA Board has yet to approve the Logo. Hopefully that will not be the case after May 21st. The Restaurant Manager mentioned they would like to provide some new summer shirts for the servers. They are currently wearing their own black shirts, which can be very hot in the summer months. Committee member, JoAnn Fitch, add that new aprons are needed, as some of the aprons are getting pretty stained.

There being no further business, the meeting was adjourned at 2:20 pm.

**NEXT MEETING: 2nd Thursday of the month, at 1:00 pm
June 13, 2019**