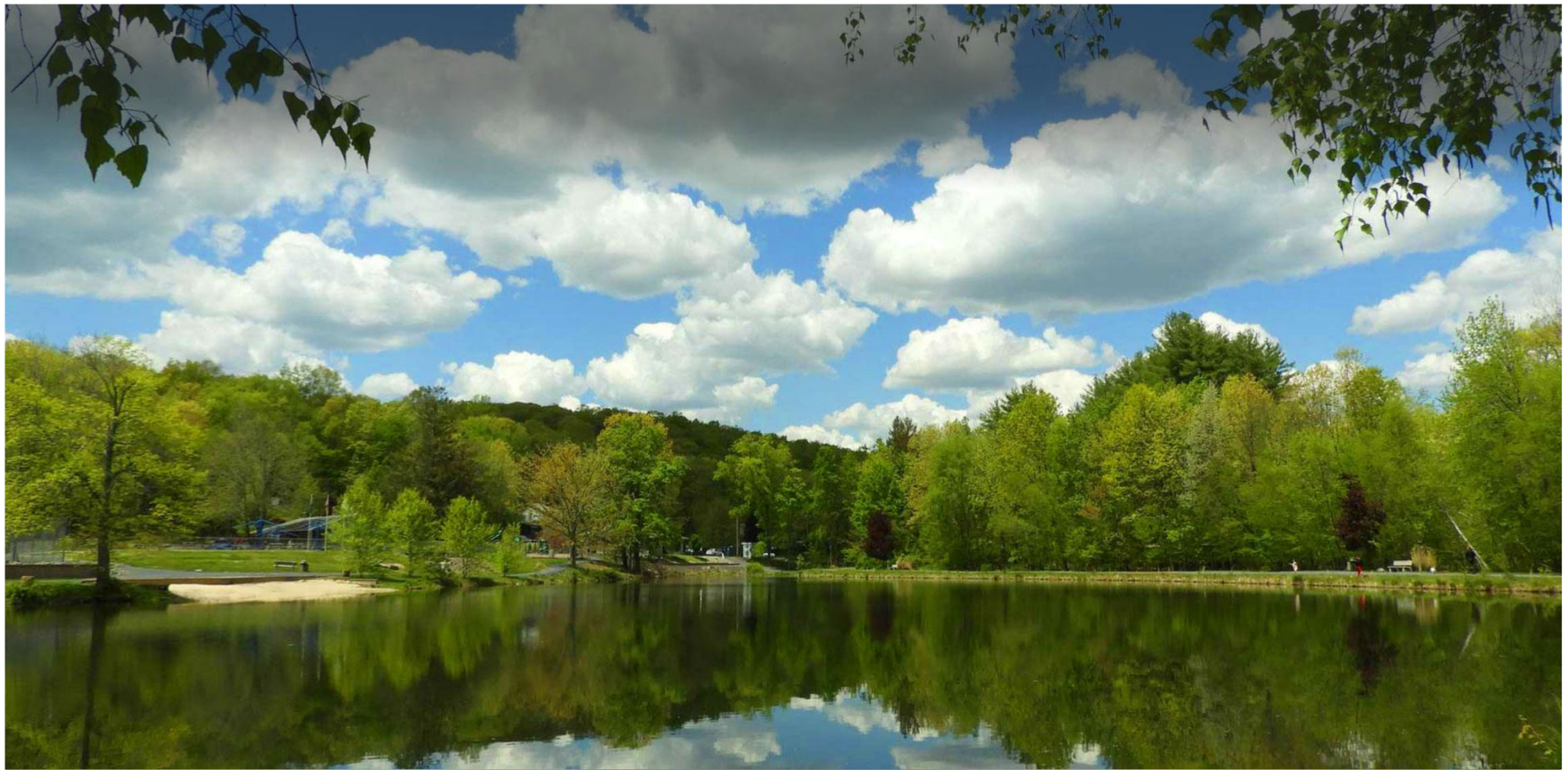




## MONTHLY OPERATIONAL REPORT: August 2026

**Saw Creek Estates Community Association, Inc.**

Jessica VanDerVliet  
Community Manager



- ***Finance***
  - *Financial Statement Summary Analysis*
  - *TOP Cost Center*
- ***Operations***
  - *Project Status Summary*
  - *Work Orders*
  - *Code Compliance*
- ***Human Resources***
- ***Member Services***
- ***Public Safety***
  - *Customer Service Data*
  - *Incidents*
- ***Recreation***
  - *Amenity Usage*
- ***Top of the World Restaurant***

## MONTHLY REVIEW FROM THE ACCOUNTING MANAGER

- Met with the department heads about the 2027 operating budget.
- Met with the community manager and operations director about the 2027 reserve budget.
- Met with auditor and FirstService controller about the 2027 budget.
- Restructured the 2027 budget template.
- Attended the finance committee meeting and presented the 2027 budget draft.

## MAY 2026 MONTHLY OPERATING INCOME &amp; EXPENSE

|                         | Actual           | Budget           | Variance (Unfavorable) | YTD Actual       | YTD Budget       | YTD Variance (Unfavorable) |
|-------------------------|------------------|------------------|------------------------|------------------|------------------|----------------------------|
| Operating Income/(Loss) | (380,147)        | (428,064)        | 47,917                 | 3,975,975        | 974,161          | 1,001,814                  |
| Reserve Income/(Loss)   | (2,386)          | 4,430            | (6,816)                | 621,636          | 26,580           | 595,056                    |
| Capital Income/(Loss)   | 67,426           | 25,000           | 42,426                 | 206,290          | 150,000          | 56,290                     |
| Total (Loss)            | <b>(315,107)</b> | <b>(398,634)</b> | <b>83,527</b>          | <b>4,803,901</b> | <b>3,150,741</b> | <b>1,653,160</b>           |
| Departmental Expenses   |                  |                  |                        |                  |                  |                            |
| Maintenance             | 101,918          | 64,956           | (36,962)               | 441,214          | 500,436          | 59,222                     |
| Recreation              | 18,282           | 5,000            | (13,282)               | 39,018           | 28,000           | (11,018)                   |
| Payroll & Benefits      | 256,733          | 334,846          | 78,113                 | 1,705,232        | 2,061,251        | 356,019                    |
| Utilities               | 18,134           | 29,041           | 10,907                 | 144,070          | 174,246          | 30,176                     |
| Taxes & Insurance       | -                | -                | -                      | 29,500           | 20,000           | (9,500)                    |
| Administrative & Other  | 81,863           | 103,268          | 21,405                 | 464,407          | 653,460          | 189,053                    |
| Professional Services   | 21,397           | 14,354           | (7,043)                | 101,625          | 86,124           | (15,501)                   |
| <b>TOTAL</b>            | <b>498,327</b>   | <b>551,465</b>   | <b>53,138</b>          | <b>2,925,066</b> | <b>3,523,517</b> | <b>598,451</b>             |

## MAY 2026 COST CENTER: TOP OF THE WORLD INCOME (LOSS)

| Revenues                          | Actual             | Budget             | Variance        | YTD Actual         | YTD Budget          | YTD Variance     |
|-----------------------------------|--------------------|--------------------|-----------------|--------------------|---------------------|------------------|
| Food & Bev Sales                  | 27,650             | 33,725             | (6,075)         | 129,206            | 202,350             | (73,144)         |
| Beer Sales                        | 4,812              | 7,083              | (2,271)         | 25,018             | 42,498              | (17,480)         |
| Liquor Sales                      | 8,759              | 10,000             | (1,241)         | 33,373             | 60,000              | (26,627)         |
| Wine Sales                        | 1,645              | 2,500              | (855)           | 10,747             | 15,000              | (4,253)          |
| Other                             | 1,236              | 1,271              | (35)            | 4,522              | 7,626               | (3,104)          |
| <b>Total Revenues</b>             | <b>44,102</b>      | <b>54,579</b>      | <b>(10,477)</b> | <b>202,866</b>     | <b>327,474</b>      | <b>(124,608)</b> |
| <b>COGS</b>                       |                    |                    |                 |                    |                     |                  |
| Food & Bev Purchases              | 17,573             | 15,166             | (2,407)         | 69,281             | 90,996              | 21,715           |
| Beer Purchases                    | 964                | 2,417              | 1,453           | 7,109              | 14,502              | 7,393            |
| Liquor Purchases                  | 3,038              | 3,000              | (38)            | 8,594              | 18,000              | 9,406            |
| Wine Purchases                    | 1,450              | 750                | (700)           | 2,824              | 4,500               | 1,676            |
| <b>Total COGS</b>                 | <b>23,025</b>      | <b>21,333</b>      | <b>(1,692)</b>  | <b>87,808</b>      | <b>127,998</b>      | <b>40,190</b>    |
| <b>GROSS PROFIT</b>               | <b>21,077</b>      | <b>33,246</b>      | <b>(12,169)</b> | <b>115,058</b>     | <b>199,476</b>      | <b>(84,418)</b>  |
| <b>Admin &amp; Other Expenses</b> |                    |                    |                 |                    |                     |                  |
| <b>Payroll</b>                    |                    |                    |                 |                    |                     |                  |
| Salaries & Wages                  | 27,202             | 33,976             | 6,774           | 134,469            | 203,856             | 69,387           |
| Payroll Taxes                     | 2,841              | 5,256              | 2,415           | 15,650             | 31,536              | 15,886           |
| Employee Benefits                 | (123)              | 3,281              | 3,404           | 8,064              | 19,686              | 11,622           |
| <b>Total Payroll</b>              | <b>29,920</b>      | <b>42,513</b>      | <b>12,593</b>   | <b>158,183</b>     | <b>255,078</b>      | <b>96,895</b>    |
| <b>Supplies</b>                   | <b>5,986</b>       | <b>6,666</b>       | <b>680</b>      | <b>13,906</b>      | <b>39,996</b>       | <b>26,090</b>    |
| <b>Other</b>                      | <b>1,483</b>       | <b>1,333</b>       | <b>(150)</b>    | <b>7,299</b>       | <b>7,998</b>        | <b>699</b>       |
| <b>Total Admin &amp; Other</b>    | <b>37,389</b>      | <b>50,512</b>      | <b>13,123</b>   | <b>179,388</b>     | <b>303,072</b>      | <b>123,684</b>   |
| <b>NET PROFIT (LOSS)</b>          | <b>\$ (16,312)</b> | <b>\$ (17,266)</b> | <b>\$ 954</b>   | <b>\$ (64,330)</b> | <b>\$ (103,596)</b> | <b>\$ 39,266</b> |

## MONTHLY REVIEW FROM THE DIRECTOR OF OPERATIONS

### Operations:

The Operations Department responded quickly and effectively to the severe storms and power outages that occurred over the Fourth of July holiday. Staff worked diligently to remove multiple trees blocking roadways, clear hazardous trees that posed a risk to homes and properties, and restore safe access throughout the community as efficiently as possible. In addition, the team ensured that resident support services remained available by keeping the charging and cooling stations at the DCC and Mill Pond complexes operational throughout the outage. Their coordinated efforts helped maintain public safety, minimize disruptions, and provide essential resources to residents during the emergency.

### Maintenance:

**Creek Room:** The Creek Room Painting Project at the TOP Facility was completed to enhance the appearance and functionality of the space while creating a brighter and more welcoming environment for residents, staff, and visitors. The project included surface preparation, minor wall repairs, and the application of fresh paint to refresh the room and improve its overall appearance. The updated space now provides a clean, comfortable, and inviting setting for community meetings, recreational activities, programs, and special events. This improvement reflects the Association's ongoing commitment to maintaining safe, attractive, and functional amenities that foster community engagement and provide residents with quality gathering spaces.

**TOP Facility Employee Parking Area:** A new gravel parking area designated exclusively for employees was completed at the TOP Facility to improve parking availability, enhance traffic flow, and reduce congestion within the primary parking areas. The project provides a durable and cost-effective solution to accommodate staff vehicles while preserving parking availability for residents and visitors. Signage has been installed to clearly identify the lot as employee parking, and employees have been instructed to park within designated spaces and follow all posted traffic control measures. This improvement supports a safer, more organized facility and reflects the Association's continued commitment to enhancing workplace infrastructure and operational efficiency.

### Compliance:

A significant increase in tree trimming and removal activity has been observed following the extensive damage caused by the July 4th storm and subsequent weather events throughout the month. As a result, Compliance has experienced a substantial increase in permit applications for tree work and resident requests for property evaluations. This elevated level of activity is expected to continue throughout August as property owners address storm-related vegetation damage. Additionally, Compliance has initiated an education and enforcement effort regarding the removal of school and collegiate signage following graduation. This initiative includes digital resident communications accompanied by inspections and enforcement to ensure compliance with community standards.

### IT:

The Information Technology Department remained focused on maintaining the reliability, security, and performance of the organization's technology infrastructure while providing responsive support to staff and operational departments. During the reporting period, the department maintained computer systems, network infrastructure, VoIP communications, surveillance and access control systems, and gate operations; completed hardware replacements and software updates; restored critical services following weather-related power disruptions; managed user accounts, cybersecurity, and system administration; coordinated with vendors; and provided timely technical support. Through proactive maintenance, rapid incident response, and ongoing technology improvements, the department ensured critical business systems remained secure, available, and aligned with the organization's operational needs.

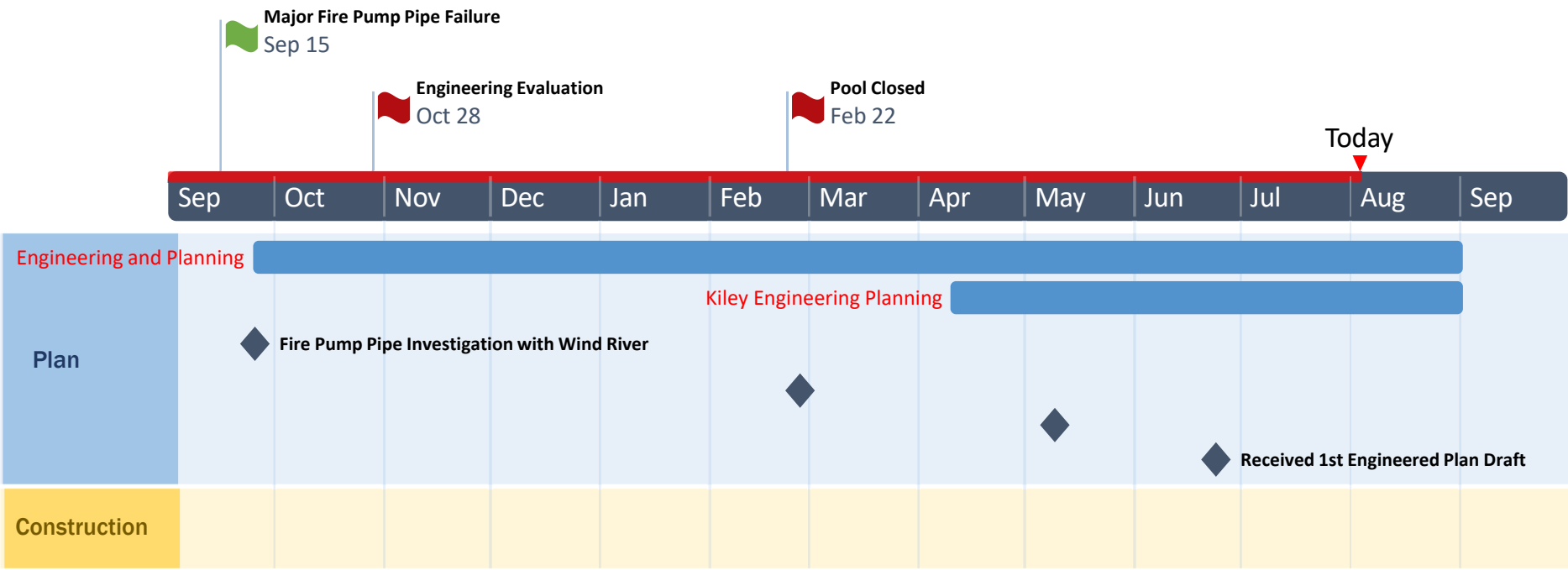
## STATUS SUMMARY

| PROJ. NO. | Project Name – Current project status (As of 8/3/2026)                                                                                                                                                                                                         |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <b>Reserve Study</b> – Reserve Study updates are in progress. A Reserve Specialist completed on-site inspections on July 28 <sup>th</sup> and 29 <sup>th</sup> . The estimated target date for completion/delivery of the study is on or about August 17, 2026 |
|           | <b>Falls Bridge Repairs</b> – Received no bids and actively soliciting proposals.                                                                                                                                                                              |
|           | <b>Maintenance Truck Replacement (M-7)</b> – Preparing proposals for the September Board meeting                                                                                                                                                               |
|           | <b>Maintenance Truck Replacement (M-12)</b> – Preparing proposals for the September Board meeting                                                                                                                                                              |
|           | <b>TOW Boilers</b> – Received no responsive bids; actively soliciting. Planning to review at the September Board meeting.                                                                                                                                      |
|           | <b>TOW Indoor Pool</b> – Reviewing plans with Engineers. Bidding planned to go out this month.                                                                                                                                                                 |
|           | <b>Mill Pond Concrete Engineering</b> - Pending the need for engineering, recommendation will be submitted at the end of summer                                                                                                                                |
|           | <b>Beautification Shed</b> – The shed has been delivered. Communication with the Beautification Committee to begin moving decorations and supplies.                                                                                                            |
|           | <b>Kubota Utility</b> – in process                                                                                                                                                                                                                             |

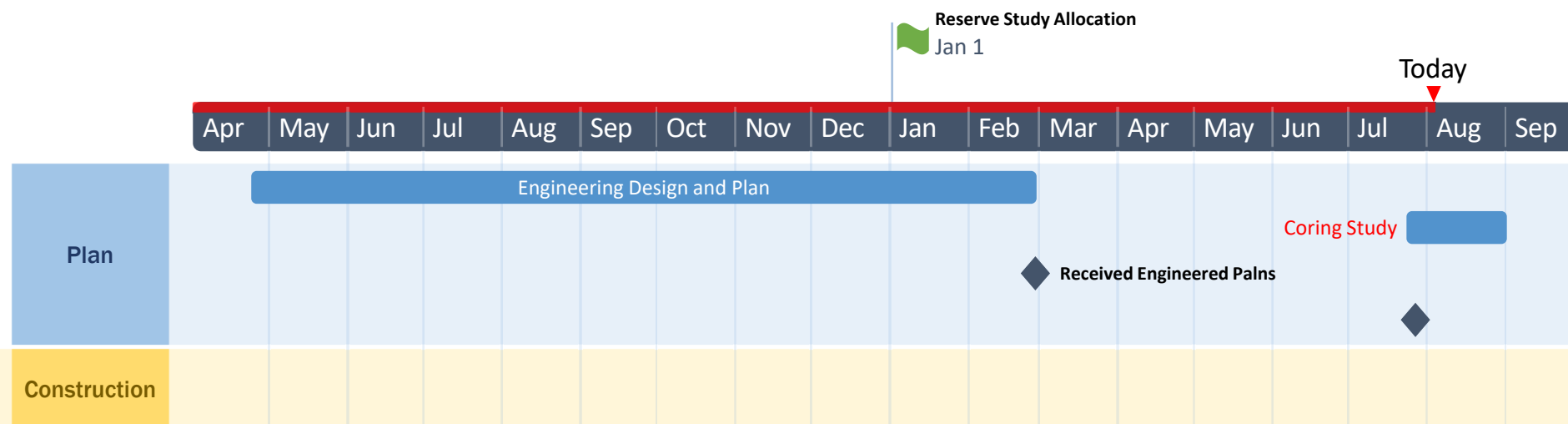
## STATUS SUMMARY

| PROJ. NO. | Project Name – Current project status (As of 8/3/2026)                             |
|-----------|------------------------------------------------------------------------------------|
| 91378     | DCC Courts Reno Engineering – Project in review                                    |
| 91309     | TOW Kitchen Grease Pit Relocation Engineering – Plans received, Budgeting for 2027 |

Project Timeline for TOW Indoor Pool



# Project Timeline for DCC Outdoor Courts



# WORK ORDER DATA

## TOTAL WORK ORDERS

4,263/4,036 Opened/Closed 2026  
 5,066/4,836 Opened/Closed 2025

|      | J       | F       | M       | A       | M       | J       | J       | A       | S       | O       | N       | D       |
|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 2026 | 564/506 | 466/465 | 638/617 | 596/560 | 618/602 | 650/626 | 731/660 |         |         |         |         |         |
| 2025 | 341/334 | 389/344 | 396/359 | 444/38  | 397/374 | 412/384 | 442/403 | 365/339 | 465/456 | 526/511 | 275/268 | 368/359 |

Total Men Hours (including IT): 1472.05

Please note this process continues to be refined as techs continue training on reporting hours worked.

### IT Work Orders Completed:

| Activity          | Qty | Hours  |
|-------------------|-----|--------|
| Security / Alarms | 32  | 45.75  |
| IT/PC/SW          | 66  | 105.50 |
| Phones            | 8   | 8.75   |
| Security/ Misc.   | 0   | 0.00   |
| Total             | 106 | 160.00 |

### Open Work Orders:

| Totals: |                    | 71 |
|---------|--------------------|----|
| S       | Pending Scheduling | 28 |
| C       | Pending Completion | 35 |
| D       | Pending Discussion | 3  |
| P       | Pending Parts      | 5  |

CODE COMPLIANCE

PROPERTY VIOLATIONS

449/446 Created/Closed 2026  
826/732 Created/Closed 2025

|              | J  | F  | M  | A   | M  | J  | J  | A   | S  | O  | N  | D  |
|--------------|----|----|----|-----|----|----|----|-----|----|----|----|----|
| 2026 Created | 48 | 22 | 89 | 67  | 80 | 71 | 72 |     |    |    |    |    |
| 2026 Closed  | 46 | 42 | 29 | 119 | 55 | 87 | 68 |     |    |    |    |    |
| 2025 Created | 49 | 92 | 88 | 101 | 13 | 70 | 36 | 105 | 58 | 56 | 66 | 38 |
| 2025 Closed  | 30 | 36 | 68 | 90  | 27 | 62 | 24 | 60  | 96 | 73 | 55 | 59 |

Compliance Notes:

- 11 resale inspections
- Issued 22 minor work permits

Open CCR Violations:

- 30-59 Days: 26
- 60-89 Days: 27
- 90+ Days: 199

## MONTHLY REVIEW FROM THE DIRECTOR OF HUMAN RESOURCES

### HR Accomplishments – July

#### Recruitment & Staffing

Successfully onboarded a Part-Time Patrol Officer and Part-Time Bartender to support operational and seasonal staffing needs. Continued recruitment efforts for the Full-Time Maintenance Technician position.

#### Annual Meeting Presentation

Prepared the Human Resources annual accomplishments presentation for the Association's Annual Meeting, highlighting continued recruitment efforts, declining turnover rates, and ongoing training and development initiatives. The presentation provided homeowners with an overview of the department's continued growth and commitment to supporting all people leaders and strengthening the organization's workforce.

#### Personnel Policy Review

Continued review and refinement of HR policies and procedures, working toward a final draft submission for Board review and approval.

Updated policies are being evaluated to ensure alignment with current employment practices, regulatory requirements, operational needs, and organizational growth while providing clear guidance and consistency for employees and people leaders.

#### Employee Benefits Renewal

Finalized employee enrollment materials in preparation for the August open enrollment period, ensuring employees have the necessary information to review available benefit options and make informed enrollment decisions.

#### Ongoing HR Support & Employee Relations

Provide continued daily HR support to management and employees, addressing employee relations, policy guidance, compliance needs, staffing support, and workforce management matters to ensure consistent and effective support for all departments.

## CUSTOMER SERVICE DATA

**TOTAL TRANSACTIONS PROCESSED**

24,888 - 2026 YTD Total

46,161 - 2025 Total

|      | J     | F     | M     | A     | M     | J     | J     | A     | S     | O     | N     | D     |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2026 | 3762  | 4233  | 2648  | 3066  | 3090  | 3573  | 4515  |       |       |       |       |       |
| 2025 | 4,371 | 3,433 | 2,858 | 2,977 | 3,083 | 3,687 | 4,803 | 3,996 | 2,742 | 3,264 | 2,501 | 4,218 |

**PROPERTY TRANSACTIONS**

|                                                                                           | J   | F   | M   | A   | M   | J   | J   | A | S | O | N | D | Total |
|-------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|---|---|---|---|---|-------|
| Full-time                                                                                 | 5   | 5   | 6   | 9   | 9   | 9   | 7   |   |   |   |   |   | 50    |
| Part-time                                                                                 | 5   | 1   | 6   | 9   | 6   | 4   | 3   |   |   |   |   |   | 34    |
| Lot Only                                                                                  | 1   | 1   | 0   | 0   | 1   | 2   | 0   |   |   |   |   |   | 5     |
| SCE Lot Sales                                                                             | 0   | 0   | 0   | 0   | 0   | 0   | 0   |   |   |   |   |   | 0     |
| <b>Total Transfers</b>                                                                    | 11  | 7   | 12  | 18  | 16  | 15  | 10  |   |   |   |   |   | 89    |
| *Totals may vary pending any information obtained at a later date from Pike GIS reporting |     |     |     |     |     |     |     |   |   |   |   |   |       |
|                                                                                           | J   | F   | M   | A   | M   | J   | J   | A | S | O | N | D |       |
| S/T Rental Transactions                                                                   | 237 | 215 | 156 | 141 | 194 | 289 | 355 |   |   |   |   |   | 1587  |

**MSO TRANSACTIONS**

- Walk-in traffic : 889
- Total number of receipts: 150
- Emails: 1860
- Phone calls: 1616

Public Safety Officers participated in a training dealing with recording their actions and the activities of public safety / police officers in the performance of their duties is a form of speech protected by the First Amendment to the U.S. Constitution. In this course, they examined civilian's interest in recording public safety / police activities as well as the laws and limitations surrounding the public's constitutionally held rights.

\*Note the increase in illegal dumping citations – mostly due to cardboard being dumped in the compactors

Due to low applications received for a Part Time Officer, Public Safety has reached out to all of the local ACT 235 academies / colleges to recruit recent graduates.

## TOTAL INCIDENTS

15441-2026

27,382-2025

| YEAR | J     | F     | M     | A     | M     | J     | J     | A     | S     | O     | N     | D     |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2026 | 2077  | 2075  | 2393  | 2338  | 2328  | 2144  | 2086  |       |       |       |       |       |
| 2025 | 2,275 | 1,844 | 2,367 | 2,493 | 2,156 | 1,946 | 2,355 | 2,550 | 2,540 | 2,494 | 2,320 | 2,042 |

TOTAL NUMBER OF MOTOR VEHICLE STOPS: 12

TOTAL NUMBER OF CITATIONS ISSUED: 41

TOTAL NUMBER OF RADAR/TRAFFIC DETAILS: 45

MOTOR VEHICLE-RELATED CITATIONS: 14

AMENITIES &amp; PRIVATELY OWNED PROPERTY CHECKS: 1739

TOTAL NUMBER OF WELFARE CHECKS: 7

TOTAL NUMBER OF BUS STOP DETAILS: 0

DISPATCH ANSWERED PHONE CALLS: 4810

DISPATCH ANSWERED VOICEMAILS/EMAILS: 1014

TOTAL VEHICLES PROCESSED F/G, B/G DISPATCH: 22909

**INCIDENTS: BURGLARY/BURGLARY ALARMS**2/81-2026  
3/187-2025

|      | J   | F    | M    | A    | M    | J    | J    | A    | S   | O   | N   | D   |
|------|-----|------|------|------|------|------|------|------|-----|-----|-----|-----|
| 2026 | 1/9 | 1/8  | 1/17 | 0/17 | 0/11 | 0/10 | 0/9  |      |     |     |     |     |
| 2025 | 1/5 | 0/18 | 0/1  | 0/22 | 0/17 | 0/17 | 0/43 | 0/18 | 0/9 | 0/5 | 0/6 | 0/9 |

**INCIDENTS: DOMESTIC DISTURBANCES/DISORDERLY CONDUCT/DISPUTES**22 /6 / 8-2026  
33/10/10-2025

|      | J     | F     | M     | A     | M     | J     | J     | A     | S     | O     | N     | D     |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2026 | 6/0/3 | 0/0/0 | 4/0/1 | 4/1/0 | 1/2/1 | 1/1/2 | 6/2/1 |       |       |       |       |       |
| 2025 | 3/0/0 | 3/1/0 | 1/4/1 | 3/0/1 | 3/2/0 | 1/0/0 | 2/2/0 | 3/0/4 | 5/0/2 | 4/1/2 | 4/0/0 | 1/0/0 |

**INCIDENTS: HARASSMENT/ASSAULT**14/1 -2026  
23/2-2025

|      | J   | F   | M   | A   | M   | J   | J   | A   | S   | O   | N   | D   |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2026 | 2/0 | 2/0 | 3/0 | 2/1 | 3/0 | 1/0 | 1/0 |     |     |     |     |     |
| 2025 | 0/0 | 2/1 | 3/0 | 1/0 | 2/0 | 2/0 | 4/0 | 4/1 | 1/0 | 1/0 | 1/0 | 4/1 |

**INCIDENTS: CITATIONS**349-2026  
572-2025

|      | J  | F  | M  | A  | M  | J  | J  | A  | S  | O  | N  | D  |
|------|----|----|----|----|----|----|----|----|----|----|----|----|
| 2026 | 63 | 70 | 43 | 39 | 35 | 58 | 41 |    |    |    |    |    |
| 2025 | 22 | 24 | 34 | 46 | 65 | 33 | 61 | 66 | 72 | 46 | 49 | 51 |

**INCIDENTS: ILLEGAL DUMPING**60-2026  
78-2025

|      | J | F | M | A  | M | J   | J   | A  | S  | O  | N | D |
|------|---|---|---|----|---|-----|-----|----|----|----|---|---|
| 2026 | 4 | 5 | 3 | 4  | 5 | 13* | 26* |    |    |    |   |   |
| 2025 | 4 | 2 | 4 | 11 | 4 | 4   | 11  | 11 | 12 | 11 | 3 | 1 |

**INCIDENTS: CRIMINAL MISCHIEF/PROPERTY DAMAGE**1/18-2026  
1/21-2025

|      | J   | F   | M   | A   | M   | J   | J   | A   | S   | O   | N   | D   |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2026 | 0/1 | 0/0 | 0/2 | 0/4 | 1/5 | 0/4 | 0/2 |     |     |     |     |     |
| 2025 | 0/1 | 0/3 | 1/1 | 0/2 | 0/2 | 0/0 | 0/3 | 0/1 | 0/0 | 0/4 | 0/2 | 0/2 |

**INCIDENTS: MOTOR VEHICLE ACCIDENTS**

16-2026

16-2025

|      | J | F | M | A | M | J | J | A | S | O | N | D |
|------|---|---|---|---|---|---|---|---|---|---|---|---|
| 2026 | 4 | 3 | 2 | 2 | 3 | 2 | 0 |   |   |   |   |   |
| 2025 | 2 | 0 | 2 | 1 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 6 |

**INCIDENTS: FIRE/FIRE ALARMS**

2/11 -2026

12/19-2025

|      | J   | F   | M   | A    | M   | J   | J   | A   | S   | O   | N    | D   |
|------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|------|-----|
| 2026 | 1/1 | 0/3 | 0/1 | 0/2  | 1/2 | 0/1 | 0/3 |     |     |     |      |     |
| 2025 | 1/0 | 1/3 | 1/0 | 1/ 2 | 1/1 | 2/0 | 1/1 | 0/5 | 0/1 | 2/0 | 3/ 4 | 0/0 |

**INCIDENTS: EMERGENCY MEDICAL RESPONSE**

78-2026

107-2025

|      | J | F  | M  | A  | M  | J | J  | A  | S | O  | N | D  |
|------|---|----|----|----|----|---|----|----|---|----|---|----|
| 2026 | 7 | 10 | 11 | 11 | 16 | 6 | 17 |    |   |    |   |    |
| 2025 | 8 | 6  | 10 | 6  | 14 | 3 | 9  | 10 | 9 | 12 | 9 | 11 |

**INCIDENTS: ANIMAL/DOG RELATED RESPONSE**

32-2026

|      | J | F | M | A | M | J | J | A | S  | O | N | D |
|------|---|---|---|---|---|---|---|---|----|---|---|---|
| 2026 | 3 | 3 | 3 | 7 | 2 | 8 | 6 |   |    |   |   |   |
| 2025 | 9 | 3 | 5 | 6 | 5 | 3 | 3 | 4 | 12 | 7 | 5 | 3 |

## MONTHLY REVIEW FROM THE DIRECTOR OF RECREATION

The Recreation Department had a productive and successful month of July, balancing the demands of peak summer operations while continuing to enhance the quality of programs, facilities, and resident experiences. Staff remained focused on delivering safe, engaging recreational opportunities while reinforcing operational standards, customer service, and accountability across all recreation amenities.

A significant challenge this month occurred during the Fourth of July holiday weekend when Saw Creek Estates experienced a widespread power outage. Despite the unexpected circumstances and the impact on normal operations, the Recreation team demonstrated exceptional dedication and professionalism. Staff reported to work as scheduled and willingly adapted to changing conditions, doing whatever was necessary to keep recreational amenities operating whenever safely possible. Their flexibility, teamwork, and commitment to serving the community ensured that residents continued to receive support and assistance throughout the holiday weekend. Their efforts exemplified the department's commitment to outstanding service, even during unforeseen emergencies.

Throughout the remainder of the month, the department continued daily pool operations, community programming, and special event planning while conducting routine facility inspections and strengthening communication with seasonal staff and Pool Captains. Leadership emphasized safety, professionalism, and consistency through ongoing staff coaching, surprise facility visits, and collaboration with Public Safety and other departments to ensure a positive experience for residents.

Planning efforts were concentrated on several upcoming community events, including the Mill Pond Hawaiian Pool Party, Back-to-School Pool Party, the 90's Pool Party, and Doggy Dip, while vendor outreach and volunteer coordination continued to expand in preparation for future programming.

Despite the challenges associated with increased summer attendance, staffing demands, weather-related operational adjustments, and the holiday weekend power outage, the Recreation Department remained committed to providing exceptional service and maintaining safe, well-managed recreational facilities. Looking ahead, the department will focus on successfully concluding the summer season, continuing staff development, strengthening community partnerships, and preparing for an exciting fall schedule of events.

TOTAL AMENITY USAGE

38,363-2026  
62,020-2025

|      | J     | F     | M     | A     | M     | J     | J      | A      | S     | O     | N     | D     |
|------|-------|-------|-------|-------|-------|-------|--------|--------|-------|-------|-------|-------|
| 2026 | 3,041 | 3,050 | 3,583 | 3,107 | 4,071 | 9,675 | 11,836 |        |       |       |       |       |
| 2025 | 3,264 | 3,274 | 3,625 | 3,802 | 3,671 | 7,381 | 14,705 | 10,884 | 2,641 | 2,858 | 3,044 | 2,871 |

**AMENITY USAGE: TOW FITNESS CENTER****11,155-2026**

19,646 -2025

|             | J     | F     | M     | A     | M     | J     | J     | A     | S     | O     | N     | D     |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2026</b> | 1,560 | 1,631 | 1,753 | 1,393 | 1,630 | 1,662 | 1,526 |       |       |       |       |       |
| <b>2025</b> | 1,729 | 1,541 | 1,787 | 1,671 | 1,669 | 1,558 | 2,012 | 1,744 | 1,427 | 1,435 | 1,590 | 1,483 |

**AMENITY USAGE: TOW TENNIS****3,944-2026**

4,101-2025

**COURTS/PICKLEBALL/BASKETBALL/KARATE**

|             | J   | F   | M   | A   | M   | J   | J   | A   | S   | O   | N   | D   |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2026</b> | 454 | 302 | 714 | 411 | 748 | 700 | 615 |     |     |     |     |     |
| <b>2025</b> | 422 | 327 | 436 | 367 | 172 | 187 | 224 | 186 | 167 | 486 | 499 | 628 |

**AMENITY USAGE: RACQUETBALL/ZUMBA****444-2026**

722-2025

|             | J  | F  | M  | A  | M   | J  | J  | A  | S  | O  | N  | D  |
|-------------|----|----|----|----|-----|----|----|----|----|----|----|----|
| <b>2026</b> | 47 | 38 | 71 | 70 | 115 | 59 | 44 |    |    |    |    |    |
| <b>2025</b> | 76 | 72 | 96 | 66 | 56  | 26 | 52 | 49 | 31 | 56 | 69 | 73 |

AMENITY USAGE: TOW INDOOR POOL

1,228-2026  
5,590-2025

|      | J   | F   | M   | A   | M   | J   | J   | A | S   | O | N   | D   |
|------|-----|-----|-----|-----|-----|-----|-----|---|-----|---|-----|-----|
| 2026 | 595 | 633 | 0   | 0   | 0   | 0   | 0   |   |     |   |     |     |
| 2025 | 644 | 825 | 944 | 914 | 913 | 420 | 180 | 0 | 227 | 0 | 131 | 392 |

AMENITY USAGE: MILL POND INDOOR POOL

6,786-2026  
5,821-2025

|      | J   | F   | M    | A    | M     | J   | J    | A | S   | O   | N   | D   |
|------|-----|-----|------|------|-------|-----|------|---|-----|-----|-----|-----|
| 2026 | 385 | 446 | 1045 | 1233 | 1,545 | 848 | 1284 |   |     |     |     |     |
| 2025 | 393 | 509 | 362  | 784  | 770   | 285 | 75   | 0 | 712 | 881 | 755 | 295 |

**AMENITY USAGE: DCC COMMUNITY OUTDOOR POOL**

2,806-2026

4,518-2025

|             | J | F | M | A | M | J    | J    | A    | S  | O | N | D |
|-------------|---|---|---|---|---|------|------|------|----|---|---|---|
| <b>2026</b> | 0 | 0 | 0 | 0 | 0 | 1372 | 1434 |      |    |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 0 | 1067 | 1966 | 1467 | 18 | 0 | 0 | 0 |

**AMENITY USAGE: TOW OUTDOOR POOL**

4,930-2026

9,082-2025

|             | J | F | M | A | M  | J    | J    | A    | S  | O | N | D |
|-------------|---|---|---|---|----|------|------|------|----|---|---|---|
| <b>2026</b> | 0 | 0 | 0 | 0 | 34 | 1705 | 3191 |      |    |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 15 | 1492 | 4253 | 3278 | 44 | 0 | 0 | 0 |

**AMENITY USAGE: MOUNTAINSIDE OUTDOOR POOL**

3,059-2026

4,813-2025

|             | J | F | M | A | M | J    | J    | A    | S | O | N | D |
|-------------|---|---|---|---|---|------|------|------|---|---|---|---|
| <b>2026</b> | 0 | 0 | 0 | 0 | 0 | 1231 | 1828 |      |   |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 0 | 701  | 2366 | 1746 | 0 | 0 | 0 | 0 |

AMENITY USAGE: MILL POND OUTDOOR POOL

3,673-2026  
6,480-2025

|      | J | F | M | A | M  | J    | J    | A    | S  | O | N | D |
|------|---|---|---|---|----|------|------|------|----|---|---|---|
| 2026 | 0 | 0 | 0 | 0 | 27 | 1921 | 1725 |      |    |   |   |   |
| 2025 | 0 | 0 | 0 | 0 | 10 | 1322 | 3217 | 1916 | 15 | 0 | 0 | 0 |

AMENITY USAGE: MILL POND BOATS

372-2026  
1,247-2025

|      | J | F | M | A | M  | J   | J   | A   | S | O | N | D |
|------|---|---|---|---|----|-----|-----|-----|---|---|---|---|
| 2026 | 0 | 0 | 0 | 0 | 6  | 177 | 189 |     |   |   |   |   |
| 2025 | 0 | 0 | 0 | 0 | 66 | 323 | 360 | 498 | 0 | 0 | 0 | 0 |

Throughout July, our staff continued to demonstrate outstanding teamwork while maintaining high standards of service during one of the busiest months of the year. From the kitchen to the front of the house, everyone remained focused on providing an enjoyable dining experience while adapting to the increased seasonal demand. Although the summer season is beginning to wind down, we still have an exciting lineup of entertainment and special events planned throughout August and September. Live music, themed events, and community favorites will continue to provide residents and their guests with memorable dining experiences while helping maintain strong business through the end of the season. Overall, July was a successful month for Top of the World Restaurant. Despite the unexpected power outages during the Fourth of July holiday weekend, the restaurant continued to deliver excellent food, strong beverage sales, and quality entertainment that brought our community together. I would like to thank our entire staff for their hard work, professionalism, and commitment to providing exceptional service. We also appreciate the continued support of our residents and guests and look forward to finishing the summer season on a strong note.