



## MONTHLY OPERATIONAL REPORT: September 2026

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

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Jessica VanDerVliet  
Community Manager



- ***Finance***
  - *Financial Statement Summary Analysis*
  - *TOP Cost Center*
- ***Operations***
  - *Project Status Summary*
  - *Work Orders*
  - *Code Compliance*
- ***Human Resources***
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- ***Top of the World Restaurant***

## MONTHLY REVIEW FROM THE ACCOUNTING MANAGER

1. Submitted 2027 Draft Budget to Finance Committee
2. Met with Compliance Officer re: violations enforcement
3. Met with Regional Director
4. Met with managers re: tip worksheet issues
5. Attended Finance Committee re: 2027 Draft Budget
6. Attended Annual Meeting
7. Supervised annual document shredding
8. Met with new Board Treasurer
9. Met with ad hoc committee re: depreciation and other budget issues
10. Attended regional managers meeting

## JULY 2026 MONTHLY OPERATING INCOME &amp; EXPENSE

|                         | Actual           | Budget           | Variance (Unfavorable) | YTD Actual       | YTD Budget       | YTD Variance (Unfavorable) |
|-------------------------|------------------|------------------|------------------------|------------------|------------------|----------------------------|
| Operating Income/(Loss) | (553,297)        | (478,564)        | (74,733)               | 3,422,678        | 2,495,597        | 927,081                    |
| Reserve Income/(Loss)   | (48,022)         | 4,490            | (52,512)               | 573,614          | 31,010           | 542,604                    |
| Capital Income/(Loss)   | 31,987           | 25,000           | 6,987                  | 238,277          | 175,000          | 63,277                     |
| Total (Loss)            | <b>(569,332)</b> | <b>(449,074)</b> | <b>(120,258)</b>       | <b>4,234,569</b> | <b>2,701,607</b> | <b>1,532,962</b>           |
| Departmental Expenses   |                  |                  |                        |                  |                  |                            |
| Maintenance             | 66,190           | 73,456           | 7,266                  | 507,405          | 573,892          | 66,487                     |
| Recreation              | 15,715           | 24,500           | 8,785                  | 54,733           | 52,500           | (2,233)                    |
| Payroll & Benefits      | 458,541          | 334,846          | (123,695)              | 2,163,773        | 2,396,097        | 232,324                    |
| Utilities               | 26,725           | 29,041           | 2,316                  | 170,795          | 203,287          | 32,492                     |
| Taxes & Insurance       | -                | 10,000           | 10,000                 | 29,500           | 30,000           | 500                        |
| Administrative & Other  | 119,345          | 103,268          | (16,077)               | 583,752          | 756,728          | 172,976                    |
| Professional Services   | 56,370           | 14,354           | (42,016)               | 157,995          | 100,478          | (57,517)                   |
| <b>TOTAL</b>            | <b>742,886</b>   | <b>589,465</b>   | <b>(153,421)</b>       | <b>3,667,953</b> | <b>4,112,982</b> | <b>445,029</b>             |

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

| Revenues                          | Actual             | Budget             | Variance           | YTD Actual          | YTD Budget          | YTD Variance     |
|-----------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|------------------|
| Food & Bev Sales                  | 31,371             | 33,725             | (2,354)            | 160,577             | 236,075             | (75,498)         |
| Beer Sales                        | 5,511              | 7,083              | (1,572)            | 30,529              | 49,581              | (19,052)         |
| Liquor Sales                      | 10,890             | 10,000             | 890                | 44,263              | 70,000              | (25,737)         |
| Wine Sales                        | 1,960              | 2,500              | (540)              | 12,707              | 17,500              | (4,793)          |
| Other                             | 1,349              | 1,271              | 78                 | 5,871               | 8,897               | (3,026)          |
| <b>Total Revenues</b>             | <b>51,081</b>      | <b>54,579</b>      | <b>(3,498)</b>     | <b>253,947</b>      | <b>382,053</b>      | <b>(128,106)</b> |
| <b>COGS</b>                       |                    |                    |                    |                     |                     |                  |
| Food & Beverage Purchases         | 27,095             | 15,166             | (11,929)           | 96,376              | 106,162             | 9,786            |
| Beer Purchases                    | 2,138              | 2,417              | 279                | 9,248               | 16,919              | 7,671            |
| Liquor Purchases                  | 350                | 3,000              | 2,650              | 8,944               | 21,000              | 12,056           |
| Wine Purchases                    | -                  | 750                | 750                | 2,824               | 5,250               | 2,426            |
| <b>Total COGS</b>                 | <b>29,583</b>      | <b>21,333</b>      | <b>(8,250)</b>     | <b>117,392</b>      | <b>149,331</b>      | <b>31,939</b>    |
| <b>GROSS PROFIT</b>               | <b>21,498</b>      | <b>33,246</b>      | <b>(11,748)</b>    | <b>136,555</b>      | <b>232,722</b>      | <b>96,167</b>    |
| <b>Admin &amp; Other Expenses</b> |                    |                    |                    |                     |                     |                  |
| <b>Payroll</b>                    |                    |                    |                    |                     |                     |                  |
| Salaries & Wages                  | 43,295             | 33,976             | (9,319)            | 177,764             | 237,832             | 60,068           |
| Payroll Taxes                     | 4,187              | 5,256              | 1,069              | 19,837              | 36,792              | 16,955           |
| Employee Benefits                 | 2,642              | 3,281              | 639                | 10,706              | 22,967              | 12,261           |
| <b>Total Payroll</b>              | <b>50,124</b>      | <b>42,513</b>      | <b>(7,611)</b>     | <b>208,307</b>      | <b>297,591</b>      | <b>89,284</b>    |
| <b>Supplies</b>                   | <b>21,117</b>      | <b>6,666</b>       | <b>(14,451)</b>    | <b>32,478</b>       | <b>41,993</b>       | <b>9,515</b>     |
| <b>Other</b>                      | <b>1,788</b>       | <b>1,333</b>       | <b>(455)</b>       | <b>9,087</b>        | <b>8,431</b>        | <b>(656)</b>     |
| <b>Total Admin &amp; Other</b>    | <b>73,029</b>      | <b>50,512</b>      | <b>(22,517)</b>    | <b>249,872</b>      | <b>348,015</b>      | <b>98,143</b>    |
| <b>NET PROFIT (LOSS)</b>          | <b>\$ (51,531)</b> | <b>\$ (17,266)</b> | <b>\$ (34,265)</b> | <b>\$ (113,317)</b> | <b>\$ (115,293)</b> | <b>\$ 1,976</b>  |

## MONTHLY REVIEW FROM THE DIRECTOR OF OPERATIONS

### Maintenance Updates

**Decker Mailboxes:** As part of our ongoing efforts to maintain the appearance, functionality, and property values of our community, we have completed an upgrade to the Decker Mailbox area. The outdated and weathered fencing was removed and replaced with new, matching split-rail fencing. This improvement provides a cleaner, more uniform appearance while also enhancing the durability and longevity of the area. We appreciate the community's patience and cooperation while this work was completed. When visiting the Decker Mailboxes, please be mindful of the newly installed fencing and utilize the designated parking spaces to help maintain a safe and accessible area for everyone.

**Top of the World Employee Parking:** A designated employee parking area has been established near the ski hill. Relocating employee parking to this location will help free up additional spaces in the front parking area for community members and guests. This change is intended to improve parking availability and accessibility while making more efficient use of the available parking areas. We appreciate everyone's cooperation and support as we implement this improvement.

**Mill Pond:** The Maintenance Department repaired a water line break at the Mill Pond facility that resulted in flooding and required the complex to temporarily close due to a loss of water service. The repair was completed promptly, allowing the facility to reopen in a timely manner and minimizing the disruption to members and guests.

**Community Roadways:** Maintenance has begun repainting roadway markings throughout the community. Work includes refreshing pavement markings at speed humps, crosswalks, and stop bars to improve visibility, reinforce traffic-control measures, and enhance overall roadway safety.

**Compliance:** Permit applications for tree work and requests for lot evaluations remained active throughout much of August, with activity beginning to taper off during the final week of the month. As the cleanup and restoration efforts associated with the July storms continue to reach completion, the Compliance Department is shifting its focus to properties where corrective action has not yet been taken. Enforcement efforts have begun for properties that continue to have storm-related conditions, including downed trees and damage to homes and vehicles resulting from the storms and fallen trees. The Department will continue monitoring these properties and working with owners to ensure that outstanding issues are addressed and properties are restored in accordance with community requirements.

**IT:** During the reporting period, the IT Department continued to provide essential technology, infrastructure, communications, and security support throughout the organization. Operations remained stable while the department addressed storm-related power disruptions, equipment failures, system maintenance, and ongoing technology upgrades. Significant efforts included replacing aging surveillance cameras with HD IP/PoE cameras, maintaining and restoring access-control systems, deploying replacement equipment and UPS units, and supporting network reliability. IT also provided ongoing technical support to Fitness, Public Safety, Accounting, Accounts Payable, Human Resources, Operations, and other departments, including PC deployment, software and email support, printer troubleshooting, and Board meeting technology. User accounts and system access were routinely managed to support personnel changes and maintain security. The department also continued monthly operational and financial reporting, including P-card and credit reporting, while maintaining accurate technology asset records through updates to the Master IT Asset File.

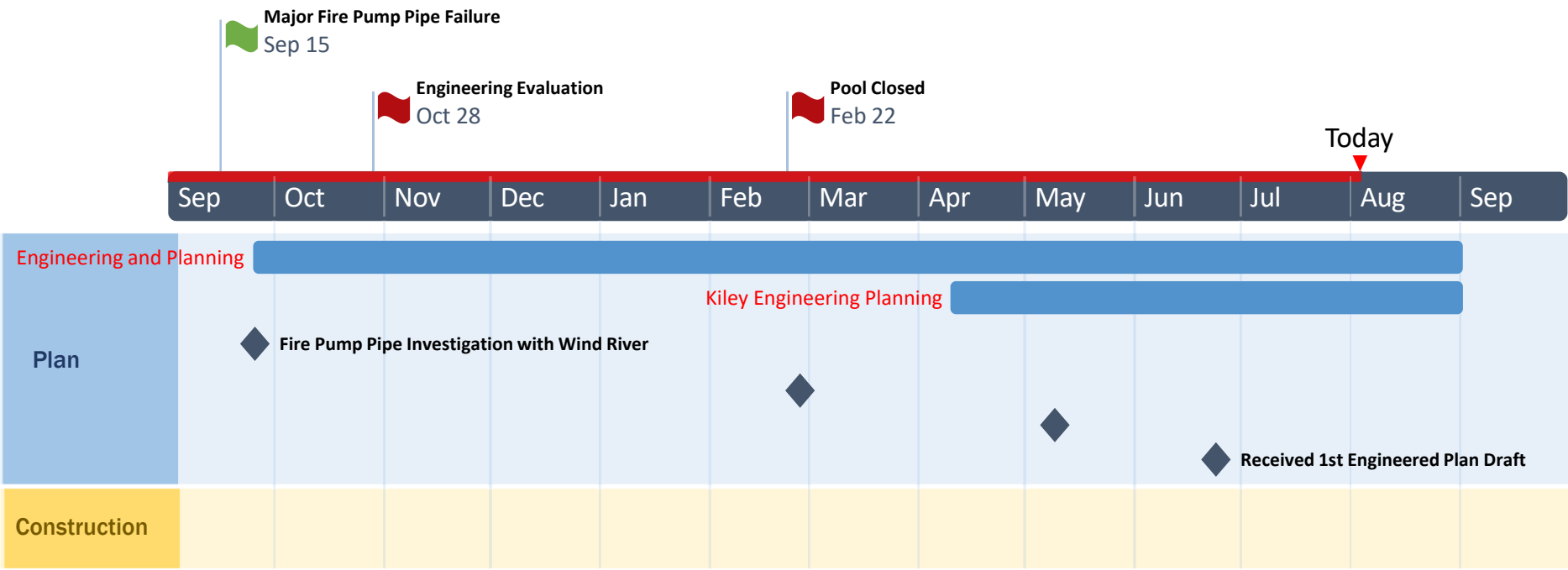
## STATUS SUMMARY

| PROJ. NO. | Project Name – Current project status (As of 9/8/2026)                                                          |
|-----------|-----------------------------------------------------------------------------------------------------------------|
|           | <b>Reserve Study</b> – Reserve Study Draft due Friday, September 11 <sup>th</sup> .                             |
|           | <b>Falls Bridge Repairs</b> – Discussion for Board review on September 12 <sup>th</sup> .                       |
|           | <b>Maintenance Truck Replacement (M-7)</b> – Board approved purchase from Tasca Ford, 6-8 weeks Delivery        |
|           | <b>Maintenance Truck Replacement (M-12)</b> – Board approved purchase from Tasca Ford, 3-4 weeks Delivery       |
|           | <b>TOW Boilers</b> – Received no responsive bids; actively soliciting.                                          |
|           | <b>TOW Indoor Pool</b> – Plans due Wednesday, September 9 <sup>th</sup> . Planning for bidding in mid-September |
|           | <b>Mill Pond Concrete Engineering</b> - Pivoting to Engineering review from Falcon.                             |
|           | <b>Beautification Shed</b> – Project has been completed                                                         |
|           | <b>Kubota Utility</b> – Project on pause                                                                        |

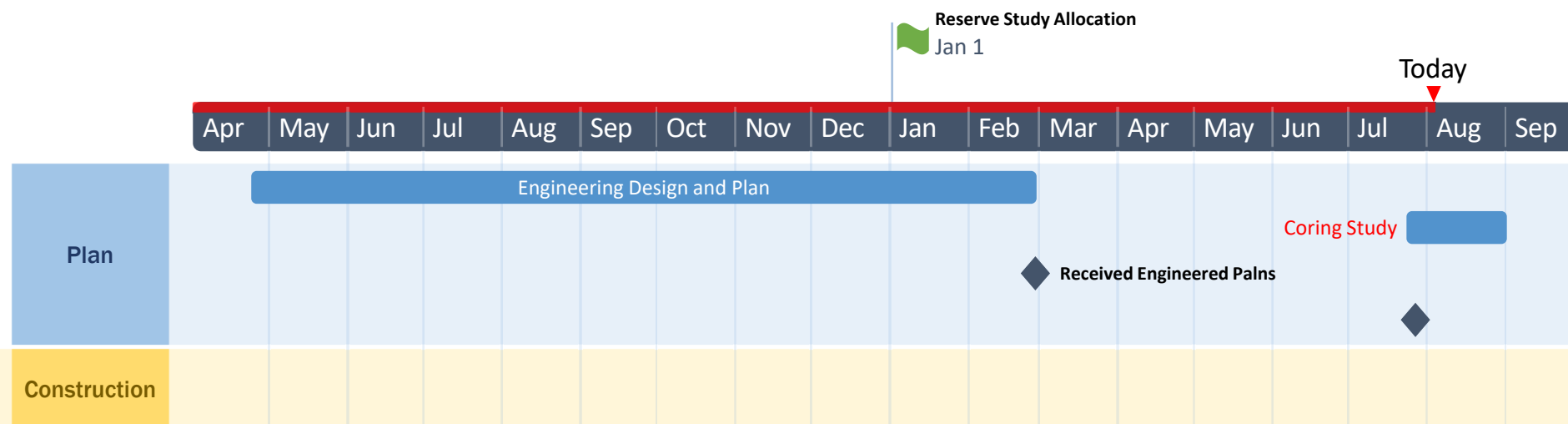
## STATUS SUMMARY

| PROJ. NO. | Project Name – Current project status (As of 9/8/2026)                             |
|-----------|------------------------------------------------------------------------------------|
| 91378     | DCC Courts Reno Engineering – Project out to bid to ensure proper budgeting        |
| 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

4,807/4,558 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 | 544/522 |         |         |         |         |
| 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): **1295.75**  
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 | 22  | 38.50  |
| IT/PC/SW          | 45  | 65.50  |
| Phones            | 0   | 0.00   |
| Security/ Misc.   | 0   | 0.00   |
| Total             | 67  | 104.00 |

Open Work Orders:

|         |                    |    |
|---------|--------------------|----|
| Totals: |                    | 22 |
| S       | Pending Scheduling | 13 |
| C       | Pending Completion | 9  |

CODE COMPLIANCE

PROPERTY VIOLATIONS

518/515 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 | 69  |    |    |    |    |
| 2026 Closed  | 46 | 42 | 29 | 119 | 55 | 87 | 68 | 69  |    |    |    |    |
| 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 43 minor work permits

Open CCR Violations:

- 30-59 Days: 38
- 60-89 Days: 15
- 90+ Days: 205

## MONTHLY REVIEW FROM THE DIRECTOR OF HUMAN RESOURCES

### HR Accomplishments – August

#### 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**

30,575 - 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  | 5687  |       |       |       |       |
| 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   | 6   |   |   |   |   | 56    |
| Part-time                                                                                 | 5   | 1   | 6   | 9   | 6   | 4   | 3   | 4   |   |   |   |   | 38    |
| Lot Only                                                                                  | 1   | 1   | 0   | 0   | 1   | 2   | 0   | 1   |   |   |   |   | 6     |
| SCE Lot Sales                                                                             | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |   |   |   |   | 0     |
| <b>Total Transfers</b>                                                                    | 11  | 7   | 12  | 18  | 16  | 15  | 10  | 11  |   |   |   |   | 100   |
| *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 | 289 |   |   |   |   | 1876  |

**MSO TRANSACTIONS**

- Walk-in traffic : 779
- Total number of receipts: 158
- Emails: 1406
- Phone calls: 1468

## MONTHLY REVIEW FROM THE DIRECTOR OF PUBLIC SAFETY

### **Saw Creek Public Safety Department: August 2026**

As we transition from the busy summer months into early fall, the Saw Creek Public Safety Department remains dedicated to ensuring the security, well-being, and peace of our community. August has been a month of significant professional development, inter-agency preparedness, and proactive community care for our officers.

**Advancing De-escalation Skills** : Ensuring the safety of our residents during high-tension situations is a top priority for our department. This month, our officers completed specialized de-escalation training. This training is specifically designed to equip our personnel with advanced communication and tactical strategies to safely and effectively manage interactions with individuals who may be irate, emotionally distressed, or under the influence of substances. By prioritizing calm resolution, our officers continue to protect the dignity and safety of everyone involved in these sensitive calls.

**Enhancing Impairment Recognition and State Police Coordination** Building upon our commitment to community safety, two of our officers recently attended an intensive "Recognizing Impairment" training course hosted by the Pennsylvania DUI Association.

Recognizing the value of shared knowledge, these two officers subsequently developed and led a comprehensive in-house training to pass these critical skills along to all Saw Creek Public Safety Officers. All officers are now better equipped to recognize the physical and behavioral signs of drivers operating under the influence of alcohol or other substances.

Given that the average response time for the Pennsylvania State Police to our community is approximately 45 minutes, this localized training is vital. Our officers are now able to conduct thorough initial assessments and provide precise, professional details to the State Police dispatch. This ensures that responding troopers are fully informed of the situation before arrival, allowing for the most appropriate and effective emergency response.

**Investing in Future Leadership** In our ongoing effort to foster internal growth and maintain high standards of service, two of our junior officers recently participated in a specialized leadership training. This initiative is designed to cultivate the next generation of public safety professionals within our ranks, providing them with the essential skill sets, strategic thinking, and confidence needed to progress their careers and serve Saw Creek with distinction for years to come.

We thank the members of the Saw Creek community for your continued cooperation and support. As always, if you observe any suspicious activity, reckless driving, or require public safety assistance, please do not hesitate to contact us immediately.

## TOTAL INCIDENTS

17670-2026

27,382-2025

| YEAR | J     | F     | M     | A     | M     | J     | J     | A     | S     | O     | N     | D     |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2026 | 2077  | 2075  | 2393  | 2338  | 2328  | 2144  | 2086  | 2229  |       |       |       |       |
| 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: 19

TOTAL NUMBER OF CITATIONS ISSUED: 77

TOTAL NUMBER OF RADAR/TRAFFIC DETAILS: 47

MOTOR VEHICLE-RELATED CITATIONS: 17

AMENITIES &amp; PRIVATELY OWNED PROPERTY CHECKS: 1919

TOTAL NUMBER OF WELFARE CHECKS: 5

TOTAL NUMBER OF BUS STOP DETAILS: 6

DISPATCH ANSWERED PHONE CALLS: 3625

DISPATCH ANSWERED VOICEMAILS/EMAILS: 1099/826

TOTAL VEHICLES PROCESSED F/G, B/G DISPATCH: 21183

**INCIDENTS: BURGLARY/BURGLARY ALARMS**2/81-2026  
3/205-2025

|      | 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  | 0/18 |     |     |     |     |
| 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**25 /8 / 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 | 3/2/0 |       |       |       |       |
| 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**15/1 -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 | 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**426-2026  
572-2025

|      | J  | F  | M  | A  | M  | J  | J  | A  | S  | O  | N  | D  |
|------|----|----|----|----|----|----|----|----|----|----|----|----|
| 2026 | 63 | 70 | 43 | 39 | 35 | 58 | 41 | 77 |    |    |    |    |
| 2025 | 22 | 24 | 34 | 46 | 65 | 33 | 61 | 66 | 72 | 46 | 49 | 51 |

**INCIDENTS: ILLEGAL DUMPING**98-2026  
78-2025

|      | J | F | M | A  | M | J  | J  | A   | S  | O  | N | D |
|------|---|---|---|----|---|----|----|-----|----|----|---|---|
| 2026 | 4 | 5 | 3 | 4  | 5 | 13 | 26 | 38* |    |    |   |   |
| 2025 | 4 | 2 | 4 | 11 | 4 | 4  | 11 | 11  | 12 | 11 | 3 | 1 |

**INCIDENTS: CRIMINAL MISCHIEF/PROPERTY DAMAGE**1/20-2026  
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 | 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**

19-2026

16-2025

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

**INCIDENTS: FIRE/FIRE ALARMS**

2/21 -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 | 0/10 |     |     |      |     |
| 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**

86-2026

107-2025

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

**INCIDENTS: ANIMAL/DOG RELATED RESPONSE**

37-2026

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

## MONTHLY REVIEW FROM THE DIRECTOR OF RECREATION

August was a busy and productive month for the Recreation Department, with a strong focus on summer programming, pool operations, resident engagement, staff oversight, and preparation for the upcoming fall season. As summer began winding down, the department continued to provide activities for residents of all ages while monitoring amenity usage and adjusting operations based on the needs of the community.

### **Mill Pond Hawaiian Beach & Pool Party – August 8**

Residents enjoyed a Hawaiian-themed afternoon at Mill Pond featuring swimming, beach activities, music, and a fun summer atmosphere. The event provided another opportunity for homeowners, guests, and families to come together and enjoy one of our outdoor recreation amenities. The party came to an early close due to a thunderstorm.

### **Back-to-School Programming – August 15**

The Recreation Department celebrated the end of summer with back-to-school activities for our younger residents. A total of **77 school bags were prepared**, with only 15 remaining following distribution. The event provided an opportunity to bring families together while helping children prepare for the upcoming school year.

### **90s Pool Party – August 29**

The month concluded with a 90s-themed pool party at TOP. The event gave residents another fun opportunity to enjoy the pool and celebrate the final weeks of the summer recreation season. We had 400+ members in attend.

August represented an important transition between the height of summer operations and the beginning of fall programming. By closely monitoring amenity usage, the Recreation Department was able to make operational adjustments while continuing to provide homeowners and guests with recreational opportunities through the end of the summer season.

The month also provided an opportunity to recognize **20 years of dedicated service** from **Simone Wolff**, continue strengthening staff expectations and customer service, address facility needs, and prepare for a full schedule of fall community events.

TOTAL AMENITY USAGE

47,932-2026  
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 | 9,569  |       |       |       |       |
| 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****12,663-2026**

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 | 1,508 |       |       |       |       |
| <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 | 965 |     |     |     |     |
| <b>2025</b> | 422 | 327 | 436 | 367 | 172 | 187 | 224 | 186 | 167 | 486 | 499 | 628 |

**AMENITY USAGE: RACQUETBALL/ZUMBA****490-2026**

722-2025

|             | J  | F  | M  | A  | M   | J  | J  | A  | S  | O  | N  | D  |
|-------------|----|----|----|----|-----|----|----|----|----|----|----|----|
| <b>2026</b> | 47 | 38 | 71 | 70 | 115 | 59 | 44 | 46 |    |    |    |    |
| <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   | 0 |     |   |     |     |
| 2025 | 644 | 825 | 944 | 914 | 913 | 420 | 180 | 0 | 227 | 0 | 131 | 392 |

AMENITY USAGE: MILL POND INDOOR POOL

6,994-2026  
5,821-2025

|      | J   | F   | M     | A     | M     | J   | J     | A  | S   | O   | N   | D   |
|------|-----|-----|-------|-------|-------|-----|-------|----|-----|-----|-----|-----|
| 2026 | 385 | 446 | 1,045 | 1,233 | 1,545 | 848 | 1,284 | 50 |     |     |     |     |
| 2025 | 393 | 509 | 362   | 784   | 770   | 285 | 75    | 0  | 712 | 881 | 755 | 295 |

**AMENITY USAGE: DCC COMMUNITY OUTDOOR POOL**

4,166-2026

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 | 1360 |    |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 0 | 1067 | 1966 | 1467 | 18 | 0 | 0 | 0 |

**AMENITY USAGE: TOW OUTDOOR POOL**

7,306-2026

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 | 2376 |    |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 15 | 1492 | 4253 | 3278 | 44 | 0 | 0 | 0 |

**AMENITY USAGE: MOUNTAINSIDE OUTDOOR POOL**

4,753-2026

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 | 1694 |   |   |   |   |
| <b>2025</b> | 0 | 0 | 0 | 0 | 0 | 701  | 2366 | 1746 | 0 | 0 | 0 | 0 |

AMENITY USAGE: MILL POND OUTDOOR POOL

4,894-2026  
6,480-2025

|      | J | F | M | A | M  | J    | J    | A    | S  | O | N | D |
|------|---|---|---|---|----|------|------|------|----|---|---|---|
| 2026 | 0 | 0 | 0 | 0 | 27 | 1921 | 1725 | 1221 |    |   |   |   |
| 2025 | 0 | 0 | 0 | 0 | 10 | 1322 | 3217 | 1916 | 15 | 0 | 0 | 0 |

AMENITY USAGE: MILL POND BOATS

422-2026  
1,247-2025

|      | J | F | M | A | M  | J   | J   | A   | S | O | N | D |
|------|---|---|---|---|----|-----|-----|-----|---|---|---|---|
| 2026 | 0 | 0 | 0 | 0 | 6  | 177 | 189 | 349 |   |   |   |   |
| 2025 | 0 | 0 | 0 | 0 | 66 | 323 | 360 | 498 | 0 | 0 | 0 | 0 |

## MONTHLY REVIEW FROM FOOD & BEVERAGE DEPARTMENT

August was another busy and successful month at Top of the World Restaurant as we continued to serve residents and their guests during the peak of the summer season. Strong food and beverage sales, well-attended entertainment, and exceptional teamwork helped make the month a success despite a few unexpected weather challenges in the Tiki Bar and Snack Bar. The month began with Toga Party Band, and the Shark 2.0 band which was sold out and was another successful night with great music and fellowship.

Our menu continues to perform exceptionally well and remains one of the restaurant's greatest strengths. Chicken Wings, continue to be our top-selling food item, followed closely by our Prime Burgers. Prime Rib nights also remain extremely popular, with 134 Prime Rib dinners served during the month of August. The consistent quality coming from our kitchen has resulted in positive guest feedback and repeat visits throughout the summer season. Beverage sales remained strong throughout the month. The Tiki Bar's top-selling cocktail continues to be the Piña Colada, making it the clear favorite during the warm summer weather. Inside the restaurant, Yuengling Draft remains our best-selling draft beer. Our frozen daiquiri drink special was especially successful, with 63 drinks sold over a single weekend, demonstrating the continued success of offering specials.

Entertainment continues to be a major draw for the restaurant and plays an important role in creating a vibrant atmosphere for our community. Music Bingo once again proved to be one of our most popular recurring events, drawing excellent participation and consistently receiving positive feedback from residents. The Sunset Dinner featuring Jimmy Brown was completely sold out on the deck, providing guests with an unforgettable evening of live music, outstanding food, and one of the most beautiful sunsets of the summer. Chris Raabbe and his full band returned for another beautiful Sunset Dinner on the deck as well, with his performance, he delivered another successful evening of entertainment. Not every event achieved the level of participation we anticipated.

TOP FOOD & BEVERAGE DEPARTMENT

