



Monthly Managers Report—October 2025

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in collaboration with the respective Department heads and staff input.*

To enhance transparency and communication, I compiled a list of recent tasks and projects for the Board of Directors and community residents, ensuring they are informed about ongoing activities.

Member Services & Finance and Admin:

- Attended Board of Directors meeting to discuss 2026 budget and amended collections policy proposal.
- Attended Finance Committee meeting to discuss ongoing finance issues.
- Prepared additions and comments to Strategic Plan 2026.
- Ongoing discussions with house counsel regarding collections issues and policies.
- Submitted documents for pending insurance renewal proposals.
- Attended software demos to plan replacement of POS system.
- Ongoing discussions with A/R and A/P associates, membership services staff and First Service to streamline workflows and processes. Conducted 90-day performance evaluations for A/R and A/P associates.
- Gate card and fob deactivation continues for all delinquent accounts, including the annual rental fee.
- Data entry to continue to build the Connect software to replace Enumerate in the coming year.

Public Safety Department:

- October PSO training – PSO's took a **"Dealing with Elderly Individuals in crisis"** *When officers respond to elderly individuals in crisis, the situation may involve complicated health issues, cognitive challenges, or emotional distress. These cases will require a patient, respectful, and informed approach. This refresher focuses on how to effectively engage older adults during a crisis while accounting for age-related vulnerabilities.*

-Dispatcher Training - The dispatchers took part in two trainings for October. An **active shooter** training from Police one. And Also **"Dispatcher Bomb Threats"**

- **10/30 Sgt Meeting** – PS3 damage and new protocols moving forward, vehicle washing, vehicle log sheets, fire extinguisher reports.
- Public Safety Department handed out flashlights, glowsticks and Halloween safety coloring books for children at the fall fest who may be partaking in trick or treating on Halloween.
- Public Safety organized CPR/First AID classes for residents.

Human Resources Department:

Summary:

October has been a productive month for HR with significant progress in talent acquisition, leadership development, and system enhancements. Key highlights include advancing candidates for leadership positions, updating job descriptions to align with organizational needs, preparing for the implementation of the ADP Performance Management module, and conducting director-level training sessions to strengthen policy enforcement and leadership accountability.

1. Talent Acquisition and Staffing

Director of Food & Beverage Recruitment

- Total Applicants: 75
- Initial Screening: 10 candidates
- Next Phase: 4 finalists progressing to panel interviews in early November
- Notes: Strong and diverse candidate pool, with backgrounds in hospitality leadership and operations

Part-Time Patrol Officer Recruitment

- Total Applicants: 16
- Screening: 4 finalists progressing to departmental interviews
- Notes: Focus on candidates with security, safety, and community engagement experience

Director of Recreation Recruitment

- Status: Job description fully rebuilt and updated to reflect current operational needs and member experience priorities
- Next Steps: Job Posting early November
- Notes: Revised qualifications emphasize leadership in developing and managing diverse recreational programs, enhancing member engagement, promoting wellness initiatives, and ensuring inclusive recreation experiences across all facilities and services

2. Leadership Development and Training

Director-Level Training Session

- Conducted a focused training session exclusively for department Directors
- Topic: Case study on consistent policy enforcement
- Objective: Reinforce leadership accountability and consistency in management practices
- Outcome: Positive engagement and actionable feedback from participants

3. Performance Management and Systems Development

ADP Performance Management Module Implementation

- Continued progress on configuring and launching the Performance Management Module within ADP
- Alignment of review cycles, goal-setting framework, and performance evaluation templates
- Testing of system workflows and user access prior to rollout to all departments

Job Description Review Initiative

- Comprehensive review and update of all current job descriptions across the Association
- Ensure role clarity, consistency with organizational structure, and alignment with performance evaluation standards
- Updates will be integrated into the ADP system for use in upcoming review cycles

Operations Department:

Information Technology (IT)

Throughout October, the IT Department made substantial progress across several infrastructure and operational initiatives. Key efforts centered on system maintenance, hardware upgrades, and network improvements to ensure continued reliability and efficiency across Public Safety, MSO, and Operations systems.

Monthly statistical data was distributed for Public Safety, MSO, and Operations, and several technical issues were resolved, including gate controller communication errors and physical gate arm damage. Multiple hardware upgrades were completed, including the installation of new computers at the Front, Back, and Kiosk Gates, HD cameras, monitors, and toner cartridges to enhance overall system performance.

Several PCs were reimaged and configured with essential software, and new Windows 11 deployments were rolled out for patrol and gate operations. Network upgrades included replacing defective fiber media converters, adding a dedicated PC for camera monitoring, and installing a faster phone system at the Front Gate. Additional improvements included new laptops and docking stations, LED-equipped gate arms, and the initial implementation of a new fuel management system.

Overall, the IT Department demonstrated strong technical support, proactive issue resolution, and continuous modernization of the Association's infrastructure.

Operations Administration

Project Summary – Vendor and License Record Organization

The Operations Department launched a comprehensive project aimed at organizing the Association's contracted vendor records and license/permit documentation. A centralized database was developed to:

- Identify all department-contracted vendors, including contract summaries and key contacts.
- Catalog all departmental permits, certifications, and licenses, summarizing type, location, renewal frequency, expiration dates, and associated renewal fees.

Next Steps:

The upcoming phase involves collaborating with all departments across the Association to collect equivalent data. The goal is to consolidate all contract, license, and permit information into a unified system to streamline renewals and ensure timely compliance across all departments.

Maintenance Supervisor

Fall Fest Support:

Upon receiving the itemized list for Fall Fest, maintenance technicians transported all required accessories—metal folding chairs, tables, generators, etc.—to the DCC cage for secured on-site storage. The team coordinated setup and placement along the nature trail to transform the area into a haunted trail. The event was highly successful and received positive feedback from both homeowners and staff.

Public Safety Building:

Due to age and wear, the front entry staircase was replaced with a new structure. Measurements were taken, lumber was purchased, and the project was completed within a single day without disruption to staff or homeowners. The next phase—replacing the deck—will continue as weather permits.

Fuel Station:

Following evaluation of the outdated system, an electronic fuel monitoring system was purchased to enhance operational efficiency. Preparatory work, including pouring a new concrete pad, will precede electrical and plumbing installations, followed by the construction of a small structure to house the new system.

Compliance:

With the onset of colder weather and increased leaf shedding, efforts are underway to remind members about maintaining drainage channels (swales, culverts, and catch basins) adjacent to their properties. An educational and enforcement initiative is being prepared, including a refreshed informational publication to be distributed through *Week@Creek* and the upcoming community newspaper.

Director of Operations:

The Director of Operations continued professional development initiatives aimed at enhancing leadership and organizational management skills. Progress includes completing nearly 50% of the M100 course and attending training sessions on:

- **Strategic Planning**
- **Emotional Intelligence in Community Association Leadership**
- **Managing Organizational Change**
- **Incorporating Artificial Intelligence into Company Operations**
- **Work Smarter, Reduce Your Stress, and Lead by Example**
- **Lightning Execution: Skills, Tools, and Strategies to Increase Productivity**

These educational pursuits continue to strengthen leadership capacity and support the department's strategic goals.

Top of the World Restaurant:

October 3, 2025 – hosted a themed karaoke event titled Broadway and show tunes karaoke night. The night featured karaoke performances by popular Broadway hits and classic show tunes creating a theatrical atmosphere for guest and staff. Attendance exceeded the usual Friday night with a noticeable increase in reservations. Patrons and staff members dressed up as characters from their favorite Broadway shows. Customer feedback was very positive with many guests commenting on the creativity of the theme.

October 24, 2025 – Music Bingo featured a spooky round of Halloween tunes to celebrate the Halloween season. The evening featured three rounds of music bingo, engaging participants of all ages and encouraging guest interaction throughout. Each winner received swag donated by Resort Beverages, resulting in an excellent turnout and guest participation.

October 25, 2025 – Hosted an annual adult Halloween night party. The event was successful, drawing a whole house with standing room only after reservations were made and tables and bar seats sold out. The night featured live music by the CruZadors. Their performance kept the energy high throughout the evening, and the dance floor was packed from start to finish. We offered a special Halloween drink menu that proved extremely popular. The chicken parmesan entrée special was the top seller, receiving positive feedback from guests for

quality and presentation. The restaurant was decorated with lighting and props repurposed from the haunted trail. These decorations made a festive Halloween party. This party continues to be a popular event every year.

Recreation Department:

October 18, 2025 – Fall festival renaissance theme was a tremendous success, drawing one of the largest turnouts and providing a full day of fun and creativity. The live armored combat was a significant attraction alongside Renaissance-era demonstrations. Face painting was popular with children and families, as were Renaissance crafts that offered hands-on projects, allowing guests to create keepsakes. Pumpkin-and-plow painting is always popular, adding a festive autumn touch. The evening transitioned into our annual trunk-or-treat, which saw record-breaking attendance. Homeowners and the Saw Creek departments decorated vehicles with festive and creative displays. The participation by emergency personnel was greatly appreciated. The night concluded with our haunted trail, a collaborative effort involving Saw Creek employees from all departments and committees, as well as community volunteers. This year's trail welcomed over 450 guests, making it one of the most attended and successful haunted events to date.