

GENERAL MANAGER REPORT TO THE BOARD OF DIRECTORS

September 2026 Board Report Snapshots

A monthly update from General Manager Ken Unger

Hot Springs Village POA · kunger@hsvpoa.org

Hot Springs Village Arkansas

Police Accreditation: Praise from ALEAP

In ALEAP's Words

"Accreditation demonstrates the department's ongoing commitment to delivering an exemplary level of police service to your community. … Again, we commend your department for its accomplishments … Thank you for being not only a part, but also an example, of this important program in Arkansas Law Enforcement. You can continue to be extremely proud of your agency in becoming one of the best in our State." **Jackie Davis, Director, ALEAP**



GM's Note

It doesn't get much better than this! Thank you to Chief Bennett and her entire team for leading the way!

Share & Shine: Recognizing Our Teams ✨

Finance Department

Led by Controller Phyllis Shaddix

- Many extra hours preparing the 2027 Budget, Fee Schedule and OMT materials
- Ongoing day-to-day financial operations and reporting
- Significant added work on current bond financing
- Thanks for their time, detail and commitment

Friends of HSV Firefighters

Led by Charlie Phillips & Mike Jackman

- Formed in 2025 as a 501(c)(3)
- Supports the Fire Department's roughly 10 volunteers
- Funds outfitting and training so volunteers can support paid firefighters at community events
- Groups like this make our community a great place to live

August Village Operations

Public Services Work

- 18" Cortez-to-Lago raw water line nearly done: emergency backup, online by end of month
- Golf upgrades at Magellan, Coronado and Ponce
- Stormwater pipes repaired or replaced
- Striping begun on 26 miles of micro-surfaced road
- Grove Park amenity improvements

Led by Matt Broom & Chris Boutzale

Lake Lago: Please Conserve

- Conserve water voluntarily during the ongoing drought
- Avoid unnecessary use, such as pressure washing
- Avoid over-irrigating lawns and landscaping

We hope normal rainfall returns soon.

Golf Department: Clarifying the Record

Golf Alignment

- Changes over several years aligned Golf with Board and community standards
- Standards: fairness, accountability, financial responsibility, professionalism, and service to all members
- Long-standing practice alone does not justify continuing it
- Change can be difficult but was required

Why Clarification Was Needed

- Members have every right to raise concerns and disagree
- Clarification is appropriate when statements undermine confidence in the POA or staff

Long-Standing Golf Practices Reviewed

Fair Access & Pricing

- Addressed advance tee-time booking privileges for certain private, closed men's groups, so access is administered fairly and transparently for all golfing members
- Eliminated preferred pricing for non-member men's groups; discounts, pricing, and access now follow policy consistently

Tournament Practices

- Eliminated tournament practices that gave recurring benefits to select members while burdening the broader membership
- Example: the 56-team Men's Member/Guest tournament (details on next slide)

These are only some of the practices management was obligated to review.

Case Study: Men's Member/Guest

Tournament Snapshot

56 Teams
Men's Member/Guest, 2023

Invitation Only
Previous participants got priority over other members

Over $20,000 Lost
Tournament loss per POA analysis

The Broader Impact

A limited group received preferential access to community assets while the broader membership absorbed the cost.
The Golf Department lost **well over $1 million** operationally that year.

Management's Responsibility

1. Correct practices found inequitable
2. Correct practices that are financially unsustainable
3. Correct practices that no longer serve the broader membership

Golf Personnel Changes

Confidential by Law

What We Cannot Discuss

- Performance issues, discipline, complaints, investigations, terminations and resignations of individual employees are confidential and generally protected by law
- Decisions go through established management and HR processes, with legal counsel when appropriate
- Confidentiality means management cannot answer every public allegation

What We Can Say

Process, Not Arbitrary

- Silence is not evidence that matters weren't thoroughly reviewed
- Decisions followed appropriate internal processes, and the GM stands behind them
- New leadership often sees employees separate when they disagree with a new vision
- Accountability, policy enforcement and hard decisions are not attacks on employees or members; they are management's responsibility

Measuring Golf by Results

Hot Springs Village amenities should be managed for the benefit of the entire membership.

Our Objectives

1

Fair Access

Greater fairness in access

2

Financial Accountability

Stronger accountability for results

3

Professionalism & Course Conditions

Improved professionalism, better course conditions

4

Member Experience

A better member and guest experience

Our Commitment

Questions Welcome

Legitimate questions on policy, finances, operations, course conditions, access, and POA direction are welcome.

Confidentiality Protected

The GM will not compromise current or former employees' confidentiality to dispute public accusations.

The Standard

Judge decisions by whether they serve the entire membership, not a select few. This standard guides the GM's decisions.

Closing Remarks

Stay Informed & Get Help

- Sign up for the Friday Digest E-News email to stay current on POA news and events
- Need POA assistance? Use the "POA Requests" button on the member portal under Contact Us

Thank You

- The entire POA family, for caring for our community
- The volunteer Board, committees and organizations, clubs, vendors, and governmental and business partners
- Above all, members in good standing, especially those who volunteer and contribute to groups such as the Friends of the HSV Firefighters

Together, you help make our community a great place to live.

Stay Connected

- Subscribe to + read the Friday Digest for weekly highlights
- Read the News section on the public HSV website
- Submit service requests through the POA website
- Join community volunteer opportunities
- Download the HSV mobile app for your phone

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Thank You

The POA extends sincere appreciation to the employees, volunteers, committees, clubs, business partners, and members who help make Hot Springs Village one of Arkansas' premier communities.

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