



# Sudden Valley Community Association

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[www.suddenvalley.com](http://www.suddenvalley.com)

## General Manager's Report

December 2022

November has been a busy month for the Association! Our days have been filled with planning and holding two major events (the Holiday Craft Fair and Breakfast with Santa), de-icing and planning for snow removal, monitoring the weather, cleaning up after several windstorms, managing the Transfer Fee Refund program, and getting ready for the close of the year.

### Successful Events

The Holiday Craft Fair was attended by 46 vendors and more than 400 visitors! Parking was a bit of an issue, but extra security was on hand to direct people to alternate lots and keep the traffic flowing. We noted that connecting to the internet was challenging for vendors who needed to process transactions and are taking steps to evaluate and upgrade our internet connectivity overall in the Community Center.

Breakfast with Santa had a good turnout. It was very rewarding for staff to welcome more than 70 children, along with their parents and pets, to the event and to serve breakfast in a heated tent outside the Welcome Center. Zig Zag & Ragz, a Sudden Valley-based business, send Santa and Mrs. Claus to our event, and a professional photographer was on hand to take pictures.

### Snow Plowing at the Condominiums

The community may be aware that SVCA has notified the condo associations that, as of January 1, we will no longer be plowing on condo property. The reason for the change is that SVCA does not have the right to perform work on property that is not owned by the Association and our insurance will not cover us if we choose to do so. Similarly, the insurance of the third-party contractor who provided this service will not cover him unless he has a signed contract with the owner of the property where the work is being performed. SVCA has extended our contract with "Baby Plow" to continue his work clearing the roads designated as UTV routes through the end of this snow season. And, as is required for all contracts with outside vendors, the Association will re-evaluate and put this contract out for bid next year. This was a discussion with Elite Landscaping, Baby Plow's owner, last winter. His contact information has been provided to the condo associations and he is ready to contract with them for snow removal if they want to do that. The condo associations' property management companies were given notice of this change earlier in the year.

### Equipment Accident

An accident occurred on December 2 that severely damaged an important piece of equipment used by our Maintenance and Turfcare departments. Specifically, while being repaired, the cab of our large excavator caught fire. Although staff were able to put out the fire quickly, significant damage was caused. An estimate for repair has been obtained and a claim is being submitted to our insurance company. A small implement, a boom crane, has been purchased which will help to tide us over until the excavator is repaired and back in service. I will share further updates with the Board as they become available.

### Capital Projects Update

All of the 2022 projects have completed, either at or under budget. This is a very positive and highly unusual outcome! Many thanks to Tyler Andrews and our Project Management team at PNW. There are three current projects, all of which are in the design and permitting phase: re-siding the

Community Center (Barn 8); renovating the Maintenance building; and installing the boat launch dock. Work is moving forward on all three projects.

## Department Updates

### Administration

#### Activity Summary

- Planned and executed annual Open Enrollment period for staff.
- Hired and began onboarding for the Administrative Specialist II staff opening.
- Planned and held Breakfast with Santa event.
- Prepared orientation binders for 2023 Board of Directors.
- Inventoried supplies on hand and prepared order for restocking.
- Reached out to Pacific Automation for printer supplies and service.
- Worked with volunteer to re-program sound board and reconfigure Dance Barn to support in-person meetings of the BOD and committees.
- Vetted applicants for committee openings.

#### Successes

- Welcomed more than 70 children, their parents, and pets to the Breakfast with Santa event.
- Filled the Admin Specialist II opening which had been unfilled for many months.

#### Challenges

- There is a large backlog of routine administrative work due to being short staffed for an extended period.

#### Planned Work

- Update and produce orientation binders for the ACC and N&E committees.
- Update the New Resident Handbook and resume regular mailings to new residents.
- Update Event Calendar for 2023.
- Update SuddenValley.com website for 2023.
- Move 2022 records to storage and create new files for 2023 materials.

## Accounting

#### Activity Summary

- Continued routine work to maintain monthly financial schedule.
- Created process to follow up with residents who applied for but did not receive a Transfer Fee Refund; completed proactive outreach to residents to ensure as many as possible received their refund before year-end.

#### Successes

- More than \$850,000 returned to residents via the Transfer Fee Refund program

#### Challenges

- Year-end financial work delayed due to the need to divert resources to the Transfer Fee Refund program activities

#### Planned Work

- Return to year-end preparations.

- Support of Open Enrollment for staff.
- Management of COLA increases for staff.

## Maintenance

### Activity Summary

- Street sweeping is in progress. We are utilizing the new dump trailer to minimize travel time for the sweepers. All roads should be completed by end of day 12/14/22.
- Primary roads, Gate 5, and Gate 28 had anti-ice brine applied on 12/12/22. After street sweeping is completed, secondary roads and residential roads in remaining gates will also be brined if forecast remains consistent.
- We have a vactor on-site 12/13-14 to clean storm culverts.
- An electrical circuit was tripped at the Welcome Center over the weekend. An electrician isolated which circuit tripped. As time allows the electrical panel will be re-labeled to more accurately reflect current conditions.
- The gutter on the Clubhouse above the Golf Shop was repaired.
- A large tree fell at the entrance to Gate 2 requiring a short duration road closure. A tree service was called in to assist as removing the tree was hazardous.
- Maintenance crews have picked up downed tree limbs and debris in various areas.
- Vac-Trailer was repaired and utilized to locate utilities for upcoming storm water project.
- Continued to improve lighting in various areas (Gate entrances, Dance Barn stairway, Clubhouse)
- Dumpsters were placed in the Rec Parking area for inclement weather conditions.

### Successes

- Procured a bulk water meter (no deposit) to place on hydrant at Area Z to utilize for filling Vactor this week.
- LWWSD has agreed to pothole locate PVC water line at Area Z to determine depth.

### Challenges

- Backhoe was damaged during repair, taking it out of service.
- Staffing level has been reduced due to illness. In the past two weeks maintenance has not been fully staffed and will not be fully staffed this week due to a scheduled vacation.

### Planned Work

- Will be monitoring forecast for potential snow/ice events. There is potential for extremely cold conditions and the possibility of snow this weekend into next week.
- Whatcom gutter will be on-site to repair the gutter on the Guard Shack and the maintenance building at Turf Care on 12/27/22.
- The gutters on all facilities will be cleaned on 12/30/22

## Recreation

### Activity Summary

- Supported administration's Breakfast with Santa event at the Welcome Center.
- Performed weekly maintenance/cleaning of rec center.
- Continue to call kayak rack renters to get them up to date prior to start of season; updating waiting list so that demand can be assessed and additional racks acquired, as needed.

- Call Area Z renters to update agreements and determine if slots will open up.
- Cleaned and reorganized the board game room.
- Documented drainage problem at the marina.
- Inventoried supplies, compiling new order for restocking.
- Continue to collect toys for the annual “Toys for Tots” drive. So far we have collected about 50 toys; December 15th is the last day for collections this year.
- Evaluating staff needs for 2023.
- Collating comparable rates for facility rentals, etc. to support pricing/fee recommendations for 2023.

### Successes

- Cleanup from last weekend’s event went quickly with no complaints.
- Good participation in toy drive.

### Challenges

- Need more clearly articulated tow and impound policy to help us manage delinquent renters.
- Need to finalize the number and location of kayak racks to be purchased for 2023 so that we can communicate with people on the waiting list.

### Planned Work

- Complete work on Kayak rack rentals.
- Update the POS system with current fees and transaction types.
- Plan for summer craft fair event
- Make permanent signs for yearly events e.g., Burn Ban and Firewise
- Setup marina office for season opening
- Clean up marina pavilion and fix water spigot.
- Begin to schedule pool season tasks such as staff hiring and training, swim lessons, etc.
- Work on AIS inspection for next year

## **Golf**

### Activity Summary

- Hosted a very successful Ball Buster tournament with 136 players.
- Hosted Golf Member Holiday sale.
- Finalized 2023 advertising program with PNW Golfer Magazine.
- Updated 2022 deferred revenue spreadsheet.
- Updated 2022 profit/loss projections.
- Re-booked two additional 2023 golf outings.
- Began planning for 2023 Golf Club Tournament.
- Received email list from an advertiser per our agreement and added over 400 emails to our database.

### Successes

- Got very lucky with weather and were able to host an almost sold out Ball Buster Tournament.

### Challenges

- Have had no response to our PGA listing for Assistant Pro position.

## Planned Work

- Meet with Golf Club on Dec 13th to begin work on 2023 Golf Club Schedule.
- Continue the process of re-booking 2022 Golf Outings for 2023 dates.
- Send out emails promoting next Winter Series event and reminder to members of 12-31-22 membership renewal deadline.
- Develop a strategy to promote the Assistant Pro position.

## **Turfcare**

### Activity Summary

- Unseasonably dry weather conditions continue to be favorable, allowing most fall projects and maintenance practices to continue.
- Irrigation system shut down for the season.
- Continue selective vegetation trimming on #15 tee boxes bank side.
- Golf green approaches and selected fairway sanding continues.
- Preventative fungicide application to all putting greens in anticipation of snowfall.
- Completed 6 credit hours of CEC (Continuing Education Credits) for WSDA pesticide license.
- Rainfall summary for December 1-13 1.14"
- Cleanup and bark/mulch all landscape beds around clubhouse.
- Excavate and install paver pad for new memorial bench at #10 tee box.
- Begin construction of #7 forward tee box.
- Turf mowing equipment season mechanical maintenance underway.
- Selective mowing of brambles behind #5 Green.
- Met with GM regarding backhoe/loader damage and next steps.
- Clean vegetation growth around Lake Louise outfall works as per WA state dam inspection.
- Resume daily Lake Louise water elevation data logging and adjusting lake level in accordance with maintenance plan.

### Successes

- Majority of planned task completed.
- Grounds crew continues to work as an effective team.

### Challenges

- Backhoe/loader electrical fire caused extensive damage.
- Continue to monitor beaver activity in Austin Creek; noticeable tree damage by beavers. Grounds crew monitoring and removing tree limbs.

### Planned Work

- Vegetation clearing on #15 hole continuing.
- Continue fairway, surrounds and approach aerating and sanding, weather permitting.
- Continue Gold (Forward) tee box construction work. Plan for next tee box construction underway.
- Equipment Reel mower sharpening work to continue.
- Irrigation system repair on #16 hole.
- Selective tree trimming planned for #5 hole.
- Bramble mowing planned for areas around back of #4 green.