
RIVERTOWN

RECDD II General Manager Report

Date of report: 4/20/22

Submitted by: Jason Davidson

RiverClub update/No board action required:

Café Financials:

With the high volume of the café and in an effort to ensure supply meets demand coupled with the beginning of April falling on a weekend financially, we were at a loss for the month of March. You will see the amount lost made up in April to even out the month.

	Oct. 21	21-Nov	Dec.21	Jan.22	Feb.22	March.22	Total
Gross Sales	\$41,177.00	\$19,630.00	\$20,126.63	\$23,536.69	\$22,717.06	\$46,263.46	\$173,450.84
Cost of Goods Sold	\$22,577.00	\$11,343.93	\$9,078.59	\$9,569.00	\$8,618.50	\$27,045.00	\$88,232.02
Labor	\$21,399.40	\$13,863.60	\$3,418.60	\$11,918.20	\$10,816.20	\$17,975.60	\$79,391.60
Bank/SquareFees	\$1,629.00	\$739.00	\$716.56	\$844.18	\$807.25	\$1,927.07	\$6,663.06
Net Profit/Loss	-\$4,428.40	-\$6,316.53	\$6,912.88	\$1,205.31	\$2,475.11	-\$684.21	-\$835.84

Usage

October	November	December	January'22	February	March	April	May	June	July	August	September	FY 22 Total
1,955	1,247	1,114	1,080	1,284	2,035							8,715

Lifestyle Report

Submitted by: Clint Waugh

Exercise Classes and Kids Programming

Zumba with a Twist

- Class times staying the same, no adjustments needed.
- The class takes place inside the RiverHouse Ballet Room.

Aqua and Land Aerobics

- Now moving into the colder months, we have transitioned to land aerobic classes only.
- To test interest for each class, we are running a Monday, Wednesday, Friday class schedule
- Monday and Wednesday – Tracie's choice, and Friday walking class
- Subject to change on the schedule due to participation.

Tennis

- Kids Tennis continues to be offered. This takes place one evening a week on the Tennis Courts with 6-10 participants for each age group.
- Adult tennis has moved to Saturday mornings, with the top Tennis pro from 904 tennis running the program.
- Beginners' women's class (10am to 11am) for Saturday's, men's and cardio were dropped after no sign ups

Soccer Shots

- The spring program will be from February 14th through May 9th
- Winter Numbers were as follows:
 - 12 minis (2–3-year-olds)
 - 12 classics (4–5-year-olds)
 - 9 premiers (6–9-year-olds)

Gentle Flow Yoga

- Every Monday Morning 9:30 – 10:20 AM at the RiverHouse Ballet Room.
- For May, we will be expanding the yoga program here at RiverTown. There will be multiple classes of different types of yoga.
 - Gentle Yoga will still be on Monday's at 9am
 - Flow and Go will be on Monday's and Wednesday's at 12pm
 - Strong Flow will be Thursdays from 5pm to 6pm

Mary Time Music

- Spring program will be March 29th through May 18th.
- Classes on Tuesdays and Wednesdays, and Friday. Working a summer program currently because of popularity.

Ball Room Dancing

- Weekly beginners' class Social/Ballroom dance. This will take place Monday's starting March 21st.

Food Trucks

- Every Monday evening, Sal's Cucina is at the RiverHouse – Sal's is doing very well with an average revenue of \$650.00 each Monday.
- In place of Blazin Buffalo, every 2nd and 4th Thursday, we are going to have a different Taco truck for Taco Thursday! We also host one truck outside the gates of WaterSong twice a month, we have taken December off, but have started that back up for January. That is on the 1st and 3rd Thursdays of each month.
- We host 2-3 food trucks in rotation at the RiverHouse from 5:00 PM – 8:00 PM. We began to collect money from the food trucks (\$25.00 per savory and \$15.00 per dessert) starting on September 3rd. Revenue going back to CDD.
- We also have started having 2 food trucks at the RiverClub on Friday, 1 on Saturday, and 1 on Sunday. This to help with the supply/demand of café during the weekends.

March Events:

- Food Truck Friday's
- Italian Night Monday's
- Taco Thursdays (10th and 24th)
 - El Agave Azul on the 10th and Takeria Mix on the 24th
- Mardi Gras Party at the Club (5th)
 - Held at the RiverClub from 4pm to 7pm on March 5th
 - Had live music, photo wall with props, face painting/airbrush tattoo's, café specials, and food trucks
- Spring Break Activities (14th – 18th)

- DJ Ross at RiverHouse pool, desert trucks and waterslide races and games on Tuesday the 15th
 - Live Music at the Pool/Café from 5pm to 8pm on Wednesday the 16th
- Trivia with DJ Ross (31st)
 - Theme was 80's – had 12 sign ups
 - Expenses of \$400, revenue of \$120
- St Patrick's Day Party (17th)
 - Café specials and live music from 5pm to 8pm on the 17th
- Café specials for NCAA basketball tournament and viewing

April Events:

- Food Truck Friday's
- Italian Night Monday's
- Taco Thursdays (14th and 28th)
 - El Mariachi Loko on the 14th and Twisted Okie on the 28th
- RiverTown Spring Fling (16th)
 - Easter Egg Hunt, DJ, face painting and airbrush tattoo's, amusements, food trucks, special appearance from the Easter Bunny
- Improv Comedy Show at the Café (7th)
 - The Improv group "Over the Limit" preformed a special improv comedy show in the café from 7:00pm to 8:30pm. Very well attended, café was full and opened the garage doors to allow for folks on patio to enjoy.
- Music Bingo with DJ Ross (14th)
 - Will be at the RiverClub from 6:30pm to 8:30pm
- Trivia with DJ Ross (21st)
 - 90's trivia theme, will be at the RiverClub from 6:30pm to 8:30pm
- Live Music at RiverClub (28th)
 - Live music for the pool deck/café from 5pm to 9pm
- Saturday Concert Series at the Amp (23rd and 30th)
 - Concerts at the RiverClub amphitheater from 6pm to 9pm on April 23rd and 30th. We will move the RiverClub food truck to the amphitheater and have a beverage station for cash purchase

RT Website and Mobile Website – Update

- Website and mobile website are live now.
- Working with Mattamy's sales team, we sent over a "how to for residents" to help aid residents with acquiring access cards.
- Since launch:
 - Newsletter Sign ups – 344 (was 310 for the March report)
 - Access Card forms – 158 (was 128 for the March report)
 - Contact us/report a concern – 125 (was 105 for the March report)
 - Haven (18)
 - Groves (3)

- Lakes 1 (8)
- Landings (11)
- Enclaves (4)
- Arbors (14)
- Gardens (14)
- Northlake (5)
- Homestead (12)
- Main Street (14)
- Preserve (4)
- N/A (4)
- Estates (3)
- High Pointe (7)
- Watersong (2)

Field Services Report

Submitted by: Johnathan Perry

RiverHouse

- Gym
 - The gym ceiling painting is still scheduled for the week of the 11th. During this time, we plan to replace all lights in the gym with LED lights. We will also be changing the lights in the rental area.
- Tennis Court
 - The fence to the courts continually comes loose from the posts. The team reattached them as securely as possible and will ensure an eye is kept on it for further repairs.
- Pools
 - The main drains for the family pool have been installed. This project is a requirement from the health department that states they must be done every 5years. The lap pool will be done next week.
- Restroom
 - The women's restroom door was stuck closed due to the door jamb rubbing. The team repaired the door and plans to repaint it as soon as possible.
- Lights
 - The guest service desk lights have been installed. We are working to bring a suitable replacement for the rest of the exterior lights to the board for approval.
 - A test light was purchase for the lighting on the stairs. The light functions properly, but some adjustments need to be made to make them fit. We are discussing these issues internally to come to a resolution.
 - All parking lot lights were cleaned to ensure adequate coverage.
- Guest Services
 - The new blinds have been installed. We will continually monitor these to ensure they work properly and that the staff is familiar with their proper use to mitigate the need for more in the future.
- Handicap Access

- The handicap chairs for the pools have holes on the pool deck for installing them along side the pool. The team was able to source adequate covers for the holes and reduce the potential for a tripping hazard.

RiverClub

- Railings
 - The railings along the stairs and handicapped ramp occasionally become loose. The team was able to concrete those poles in and will monitor it to ensure the repair is adequate.
- Pool
 - The fill tank in the pump room was due for a cleaning. The team vacuumed out the entire pit. This will help with overall flow of the pool water, the cleanliness of the pool and will facilitate the proper workings of the spray features in the zero-entry area.
- TVs
 - All TVs have been thoroughly cleaned. They tend to accumulate debris from the river, pool, and insects rather quickly. We will continue to place this one the schedule for reoccurring maintenance.
- Pirate Ship
 - Another vendor visited to bid painting the pirate ship. We will submit these at the April Meeting.
- Furniture
 - The cushions on the chairs were damaged after the most recent dry cleaning due to the age of the material. We have contacted a vendor to replace the broken cushions.
- Boardwalk
 - A vendor visited to quote the pressure washing and sealing of the boardwalk that runs behind the RiverClub. Our team is looking into potential requirements that would come with this project, due to its proximity to the river.
- Pressure washing
 - The team has pressure washed a portion of the pool deck that was riddled with berries from the overhanging trees. The rest of the pool deck was in good shape and did not require pressure washing.
- Painting
 - The bathroom doors were in a desperate need of painting. The team removed all hardware and painted both doors.
- Kayak
 - All of the rental kayaks were pressure washed to ensure they are prepared for the upcoming season.

Common Areas

- Community Lighting
 - The light outage inspection is ongoing. The team was able to completely retrofit the lights on RiverWalk Blvd with a new corn cob style bulb. This resulted in a brighter coverage and increases the safety for all residents. We are working to source the lights for The Landings and will progressively move through the community changing all to this new bulb.

- Welcome Center Waterfall
 - The electrical cabinet has been removed and all existing pumps have been loosened in preparation for removal.
- Pressure Washing
 - The entrance monument on KeyStone Corners and LongLeaf Pine has been pressure washed.
 - All kiosks have been thoroughly pressure washed and we are continually monitoring these areas for the presence of wasps or insects.
- Ponds
 - Some of the ponds have been identified to have washouts occurring along their banks. We are working with a vendor and the developer to have these repaired and mitigated in the future.
- **Tasker**

Item	District	Proprietor	Description	Progress
On Street Parking Message	RECDD I	Clint	Send out an informative blast specific to onstreet parking	sent 4/1/22
Mail Box Lighting	RECDD I	Johnathan	pilot program for a single mailbox kiosk. Start in the Arbors	completed
Light Pilot Program	RECDD I	Johnathan	order and install lights for pilot program	in progress
Erosion on pond banks	RECDD I	Johnathan	Identify areas that are in need and come up with an action plan	in progress
Dog Stations	RECDD I	Jason/Johnathan	order 3 to 4 new dog stations and work with Fred on locations	ordered
Gym TV's	RECDD I	Jason	get with AT&T and Comcast to see about upgrading the TV's in the gym	both contacted on 3/28 for site visits.
Golf Cart only Parkin	RECDD II	Johnathan	Order and install golf cart parking only sign for The Manor	in progress
RiverClub Parking Lot Curbing	RECDD II	Johnathan/Jason	Work with District Engineer to address drainage and damage to areas that may require curbing	in progress
Security	ALL	Jason	honor increase for 120 days. In the interim gather feedback from RECDD II and RECDD III boards on approach	pending
inventory system for assets	ALL	Jason/Johnathan	work on an inventory list of current asset	in progress