

CONDO BOARD REPORT

November 8, 2002

Mary Schmit's report at the October 24th Board meeting had two major components. Last week we reported on the first component, the status of summer projects. Today we present the second component, projects still to be completed.

Water Study

This summer we began a study on Venture Out's irrigation water lines. A consultant, Xeris Group, was hired to examine the property, develop a preliminary design and calculate some possible costs and potential savings in the event that Venture Out would explore separately metering the irrigation lines in the park.

Fact: Currently VO is paying \$215,000 annually for water and sewer.

Fact: More than 50% of our water and sewer charge goes to sewer.

Fact: A very high percentage of our water (up to 90% in summer) never gets to the sewer.

Using the most conservative methods, Venture Out is paying an estimated \$55,000 in excess sewer charges assuming irrigation represents 50% of the bill estimates of upwards to \$80,000 or higher if you use the top of the range estimates. It has become an extremely costly issue and will be further studied this year to determine the best method of attack.

Currently, all watering takes place during the course of the day in the peak heat. Working with the City of Mesa, we could change the manual valves to time clocks so that watering can be done at night. It is estimated that 50% of irrigation water is evaporated if you water during the day, not to mention the cost of labor to manually turn the meters on and off.

Garbage Study

The garbage contract is up for renewal next September. In the past year we have become aware of much cheaper ways of disposing of our garbage. Preliminary estimates here indicate potential cost savings of \$50,000 annually. We are not looking at changing the in-ground system but rather the system of collection. Other RV parks remove their garbage at a fraction of the cost of Venture Out.

SRP/Qwest

A third project is a review of SRP services in the park. The cable replacement program appears to be very successful, but we don't know how successful until most residents return. In the meantime, we have ever-increasing demands for utilities.

Qwest is warning us that with the increase of demand for additional lines to each unit, we are likely to run out of available phone lines in the near future.

Marketing Ads

Almost all items are completed with the exception of the web site and some postcards that are currently on order. We are currently \$7,000 under budget in this category, which is leaving room for the web site work and some tourism shows such as "Mesa Winter Visitor" and the RV trade show held in January.

We managed to get "event signs" for the front entry to advertise Bingo, the Dances, Arts and Crafts sales and Vendor sales. We hope this will increase attendance. Teresa's office will be in charge of installing those signs as needed.

Visitor Appreciation Day

This year Administration and Recreation will work together to hold a "Visitor Appreciation Day" scheduled for Friday, February 14th. This is designed to promote the park to others in the area. We hope that with Visitor Appreciation Day more potential future residents will be made aware of Venture

Out.

Managers' Association

Perhaps one of the most fruitful events of this past summer was the formation of a "Managers' Association" in which the managers from the five-owner owned parks joined together to share information on vendors and services. The five parks are: Venture Out, Greenfield Village, Golden Vista, Carriage Manor and Road Haven. The five managers each toured the five facilities. There were so many good ideas and revelations that came out of these tours that we felt it would be extremely advantageous for the boards to have a similar opportunity.

Staff

This past summer there were some personnel changes, most notably at the Recreation Hall. Teresa has hired some excellent replacements, and I'm sure you will all notice some very positive attitudes all the way around.

I am most pleased with the staff. This summer in spite of intense heat and a backlog of work orders, I saw great attitudes. Recreation and Maintenance frequently pulled together and shared work orders to get things done. Maintenance completed over 1,500 work orders this summer in addition to the normal summer projects. While some projects such as striping and landscaping are still in progress, for the most part they have successfully completed all projects.

The A.E.D. device has been purchased at below the budgeted amount. All staff will undergo this training through the City of Mesa at no cost in addition to the annual CPR training.

Administration Staff

This summer the administration staff re-wrote the employee policy manual, a process that took many sessions to complete.

We have also taken a long hard look at employee insurance costs. We had a general staff meeting this fall and told the employees that it would not be likely that these benefits could continue without some restrictions. They are all aware of the huge increase in insurance costs. We intend to explore all options and come up with some workable solutions which will be presented to the Board for approval.

We have no emergency plan. In light of recent events it is not so absurd to have such a plan in place. I will be working with Ron Taylor and Safety and Security to draft such a plan and have it finalized before all parties leave in March.

Finally

The Board is very pleased with the quantity and quality of work that the general manager and her staff completed this summer.

Thought for the Day

We are in a time of rapid growth and change. It is a time when it is important to remind ourselves of the shared beliefs and shared values that hold us together.

Merv Houghton

Florence Brownridge