

Heather Gardens Metropolitan District

Clubhouse/Restaurant Committee Report

October 11, 2018

To: HGMD Board of Directors, HGA Board of Directors and General Manager

From: Sandra Rosenberg

Subject: Report of October 11, 2018 Clubhouse/Restaurant Committee Meeting

Committee:	Sandra Rosenberg	Barbara Brown
	Jill Bacon	Barbara Schneller
	Jerry Brewster	Christa Boehmer
	Tom Merges (Excused Absence)	JoAnn Fitch

Staff: Linda Aluise (Clubhouse Manager) and Cormac Ronan (Restaurant Manager)

Guests: 8 Guests were present

Chairman Sandra Rosenberg welcomed members and guests.

The September 13, 2018 Report was approved as written.

Committee Chair Report: Sandra Rosenberg

The HGMD Board canceled the Regular Board Meeting for September as several of the Board Members were out of town. Therefore, there is no Board action to report for September. The Regular Board Meeting for October 18th is also canceled due to Budget Hearings that are scheduled for October 15th through the 18th. Instead the HGMD Board will be holding a work session on October 25th at 10:00 am and a Special Board Meeting on October 25th at 1:00 pm. At the October 25th HGMD Work Session, we will be discussing proposed resolution for facility violations. By now most of you know that Stephanie Wyche has resigned and the HGA will be looking for a new Executive Secretary for the Association Manager.

The HGA Subcommittee on Reserves did meet on September 26, 2018. Prior to the meeting we receive an update component list for the HGA, but not for the HGMD. The HGMD component list is still being reviewed and developed. The October schedule shows the next HGA Subcommittee on Reserves meeting as October 17th at 10:00, but that will probably be changed or canceled due to the Budget Hearing schedule.

Clubhouse Manager Activities Report: Linda's Report

The Clubhouse Manager provided a report of accomplishments for September 2018. See attached handout. Highlights include an increase in the number of bus-chartered trips which are very popular. The Woodshop is conducting workshop equipment training sessions to small groups of 5 individuals to help increase their knowledge of various pieces of equipment. The in-door pool boiler has been installed and aqua classes have resumed. The fall class scheduled started October 1st. During the class break, the auditorium was repainted and the floors redone. Goals for October are the Craft Fair and upcoming Green Team Shredding Event. Lewis Boeve's activity report for September is listed on the backside of

the handout. He is working on a new HG logo for Heather Gardens, continues to be the go-to person for website issues and will be taking the lead on the Directory Project.

Restaurant Manager Report: Cormac Ronan

Cormac Ronan outlined a number of events that have been added to the restaurant and is very happy with the show of support he is getting from the community. The restaurant recently hosted a wine sampling and a wine dinner. He has upgraded the wine selection that the restaurant carries. One of the wait staff has been promoted to Assistant Manager, Cortney, and they are both working to increase employee training to provide better service. He has assigned Cortney with the task of reinstating the volunteer hostess program. The restaurant has stopped taking reservation for Prime Rib night, as a way of turning tables quicker and hopefully increasing sales. The Restaurant Manager explained that when you take reservations, tables can sit empty for 30 minutes or more. On Sunday, October 14th, the Restaurant will hold a Bronco autograph signing event with former Bronco, Rick Upchurch and others. Former Bronco Cheerleader and HG resident, Gretchen Sombar, will be on hand to lead cheers. The Restaurant is looking forward to an upcoming Halloween Party, October 27th, and the staff is getting ready for the December Holiday parties. The December calendar shows approximately 2 to 3 events everyday up until December 25th.

A Committee member reported that one problem she has noted is a long wait for the check. The Restaurant Manager stated there are two things people hate to wait for, one is their drink and the other the check. He said, that is one of the training issues they are working on. Another member asked about comment cards. The Restaurant Manager said he has been afraid to put them out. His focus has been on increasing the staff and retraining current staff. He has received many verbal suggestions which he is trying to meet, and will look at reinstating the comment cards in the future. The Restaurant is trying to add a "Special dish" for the day as a way of adding some variety to the menu.

Financial Information: Chair - Sandra Rosenberg

Recent financial information from the Controller's third quarter report was outlined. The Clubhouse has a positive variance of \$59,517 year to date, with revenues over budget by \$38,241 and expenses under budget by \$21,276. The Restaurant is over budget by \$23,717 at the end of the third quarter in part due to, sales being over budget by \$6,893, and wages being over budget by \$18,909. Restaurant turnover and payouts to former employees have contributed to the wage variance.

Unfinished Business:

- a. Budget 2019
 - i. Capital Projects – Budget Hearings begin October 15th. They are scheduled to go through October 18th, but usually last only 3 days. The HGMD portion is generally heard on the third day. Barbara Brown asked if the parking curb replacement was in the 2019 budget. The Chair did not believe it was, but Craig Baldwin commented that he thought there might be some funds included with the Parking lot 250 Capital Outlay expense. Other discussion regarding the parking curb replacement project was that perhaps the lot(s) could be relined and redesigned in a way that the curbs were not needed.
- b. Enforcement of Rules for District Facilities – Draft of Violation Policy: The HGMD Board will be holding a work session on October 25th at 10:00 am to discuss how to move forward on

enforcement procedures. It may be best to have this as a stand-alone policy to insure consistent procedures are formulated for all areas of the HGMD Facility, rather than have each area draft changes to their PM's. Recently the Restaurant Manager had to ask an intoxicated individual to leave the Restaurant, and the Clubhouse Manager has a problem with an individual asking guests at the Clubhouse for money. The Security Department has been working with the Clubhouse manager on solving her situation.

New Business: No new business

Other Business: Committee Member, Barb Schneller, mentioned the 2018 Aurora Senior Forum being held at the Aurora Center for Active Adults on Thursday October 18, 2018, and described some of the planned events. She believes this forum would be of interest to our residents. Barb Schneller also mentioned the Frolics Club "open house" will be held Wednesday evening, October 17, 2018. This is an opportunity to learn more about the Club and to become a member. There is always a need for back stage help, ticket sales, and other non-acting or singing roles. Membership is open to all residents, performers and supporters.

Residents wishing to address the Committee on non-agenda items: An audience member asked about adding funding to the 2019 Budget for new track lighting in the hallway between the Restaurant and Clubhouse to highlight the art work displayed by the Friday Art Class. She was advised that funding for that purpose was added to the 2018 Budget and that the project was yet to be completed. The Clubhouse Manager stated, she recently discussed this issue with the General Manager. He referred some businesses for her to contact for lighting suggestions and quotes. Hopefully, we will have the lighting changed out by year-end.

With no further business, the meeting adjourned at 1:45 pm.

**NEXT MEETING: 2nd Thursday of the month, at 1:00 pm
November 8, 2018 (unless it is preempted by the HGMD Board Meeting)**