



January 2019

General Manager's Report

Prepared for the District Manager and Board of Supervisors

Public Safety & Security Services

- The Recreational Facilities Use Policies have been revised to remove information about emergency call buttons that are no longer in service. Staff has been in communication with a qualified vendor regarding the uninstallation of the system and wall repairs at Lexington Spa.
- Security logged 2,121 visitors at the entrance gate in December. About 519 residents called security to advise of guests or other security issues.
- Security logged about 31 visits from Leesburg Police Department or other public safety agencies in December.
- Three December vacation forms were received and processed by staff and security.
- An Arlington Ridge employee emergency manual has been prepared for staff. The general information covers incidents and emergencies such as medical emergencies, AED administration, CPR, fire, active shooter and other emergencies. Documents and training have been provided for onsite management staff and for restaurant employees.

Landscaping

- December landscaping activities are provided by Floralawn in an attached report. Floralawn has suggested a proactive and comprehensive landscape planning approach for refurbishing Village Green and areas along Arlington Ridge Boulevard.
- Staff has received a proposal for stump grinding services for the areas where diseased or damaged pine trees were removed from CDD common areas. Staff is reviewing the proposal to ensure all of the areas are CDD areas.
- Staff has received a proposal to remove dead pine trees from CDD common areas in the vicinity of Heritage and Roanoke. Twenty nine trees are identified for removal at a cost of \$8,105. Staff is gathering two additional proposals for the February BOS meeting.
- A proposal for improving the line of sight at the intersection of Arlington Ridge Boulevard and Antietam Creek has been received and approved. The work was completed by Floralawn the first week in January.

Communication - Website, Newsletter, Coffee Talk and Electronic Mail Messaging

- The Village Green electronic sign promoting upcoming activities is updated regularly by the Activities Coordinator.
- *The Ridge Line* Arlington Ridge Community Development District newsletter was published and released to residents January 2019. The total amount billed December 2018 for newsletter advertising was \$3,825 and the pro rata share for January newsletter revenue was \$635. The printing expense for 800 sixteen-page January 2019 newsletters was \$1,495. The monthly calendar has been inserted into each newsletter and is also available electronically.
- Staff maintains a subscriber list (currently 1,203 active subscribers) for ARCDD electronic news. One restaurant and one ARCDD news message are sent via e-mail weekly. Other important time sensitive messages can be sent as needed.
- Coffee Talks are a monthly community information meeting with a featured speaker and announcements from staff and club leaders. The featured speaker in January is Maryann Krisovitch with Florida Lake Management Society. In order to encourage attendance and participation, a Florida-fresh produce market is also available during Coffee Talk. In January, complimentary hearing services are available at Coffee Talk.
- Activities staff is providing ARCDD announcements and slides for Channel 90 which is maintained by HOA staff.

Resident Services

- Thirty-one new residents were welcomed and processed by resident services staff in December.
- Eighteen residents came in to have vehicle access cards issued. Eleven residents came in to have access cards replaced or to troubleshoot access control issues. Twenty-six guest cards were issued and/or returned.
- Eight residents came in for notary services.
- Assignment of Amenity Rights forms have now been brought current in all lot files. Moving forward, as renters are processed, Assignment of Amenity Rights forms are collected from owners. In December, four forms were collected and processed.
- New Resident Orientation is scheduled January 17.
- Staff is investigating the proposed cost for CCTV, street lights, pest control and an access card system at the RV Storage Lot per the Board's request August 8. That requested information will be kept on file.
- At the time of this report, there are two applications on the waiting list for RV Storage.
- The RV Storage Lot is inspected on a regular basis and staff monitors for updated records from storage users.
- Over the course of the next 10 months, an improved layout (designed to maximize the number of storage spaces) can be implemented to the best extent possible. During that time (targeted for November 2018 to February 2019), all vehicles may be asked to relocate out of the storage area for a period of 48 or more hours. These changes could result in the RV Storage Lot's ability to accommodate about six more storage spaces.
- A community Lost and Found is maintained by resident services staff.
- December ledgers and revenue for massage/personal training (\$770) and nail services (\$1,403) were received January 3 and 10% due to the CDD was received soon thereafter.

Activities – Trips, Wellness, Classes, Special Events and More

- All room reservations are managed by Activities Staff. Staff is continuously reminding resident groups that the first step in planning any activity is to secure a room reservation.
- Upcoming day trips are scheduled for Morse Museum and Winter Park Boat Tour January 25, Calypso Queen and Tarpon Springs March 6, and Giraffe Ranch April 26.

- About 13 residents attended Fitness Center Orientation in December. Fitness Center Orientations are scheduled January 11 and 21.
- Following the Board's approval of the new group fitness proposed schedule, staff cancelled the current agreements with group fitness leaders and offered new agreements effective October 1. Agreements from the current yoga/Pilates and Zumba instructor have been returned. Other new group fitness classes such as Total Body Conditioning have been added to the schedule. A Fit for the Holidays group fitness session was offered certain Saturdays through December 22. Aqua Fit is on hiatus until warmer weather. A new couch to 5K program started January 5 which will culminate in a community fun run/walk 5K in March 2019.
- The veterans group is scheduled to meet in January and staff is seeking a volunteer leader for this organization.
- A Holiday Gala was held December 8 and a report is included in the agenda packet. Other December activities included Mobile DMV services December 19 and Brunch with Santa December 23.
- Upcoming events include a Hydrology and Geology of Lake County workshop, Spanish Classes, Stained Glass classes, Apple classes, a Tribute to Paul Anka show January 19, a Power of Music workshop January 27, Wine and Paint Night February 5, a Valentine's Dinner Dance February 16, a Car Show and Fresh Market February 21, AARP Safe Driver Classes February 26 and 28, and more. Other lifestyle opportunities are being vetted and pending confirmation and scheduling.
- Holiday Lighting installation started Monday, November 5 and ended November 30. The uninstallation of holiday lights started January 3 and has been completed. The storage trailer (owned by FLC and rented by ARCDD to store lighting and decorations) has had flooring repairs during the month of December. Volunteers, under the direction of Frank Cosmo, installed holiday décor throughout the community in November and uninstallation is underway at the time of this report. Decorations that are past their prime are being discarded.
- Popcorn supplies were purchased and stocked at the Cinema.

Restaurant & Catering Services

- CBG advertising has been placed with Eagles and Plantation newsletter. Other local advertising opportunities with community newsletters are being pursued.
- CBG offers lunch and dinner specials in order to vary the dining experience. Other specials include a new \$5.95 weekly special and a ladies golf special is offered each day – a half sandwich and cup of soup for \$6.95.
- Staff is monitoring the CBG Facebook page and posting information about specials on a regular basis.
- December events held at the restaurant included Hanukkah Dinner December 1, Brunch with Santa December 23, Christmas Eve Italian Family Style Dinner, and New Year's Eve Dinner.
- A Lobster Night is offered January 29.
- Revenue for the month of December was \$64,251. This is a little under \$2,000 short of reaching December's revenue goal of \$66,097. Unaudited financials show labor cost for the month of December at \$31,934.
- In December, seven hourly employees qualified for the incentive award. The incentive program is on hiatus for the month of January in order to review parameters and confirm the program is in compliance with policies adopted by the Board of Supervisors.
- A restaurant staff meeting was held December 28 to implement uniform standards, grooming standards and to provide emergency training.
- A Football Menu is offered on Sundays and on playoff Saturdays. A Superbowl party is planned at CBG February 3.
- Staff is working to implement job descriptions for all front of house and back of house positions. In January, the General Manager and Executive Chef will be meeting with all restaurant staff to review job descriptions, employee career goals, and to provide employee handbooks.

- Steritech was on site December 27 for a kitchen, dining room and bar inspection. Corrective action was taken as needed. One minor maintenance issue was noted.
- CBG is utilizing Sculpture Hospitality for inventory management. This third party oversight provides helpful information to be sure inventory losses are kept to a minimum. Weekly reports on bar and kitchen inventory are available for restaurant management.
- An account has been set up with Quest Diagnostics to ensure employees are compliant with Arlington Ridge's drugfree workplace policies. All employees are tested in compliance with ARCDD's drug free workplace policies. In December, four applications were processed for drug screening.
- Staff met with Career Source Lake County regarding assisting with employee recruiting, hospitality professional development grants, and employee wage assistance. Opportunities for assistance are being pursued by staff.
- Staff is researching the age of the walk in refrigerator and walk in cooler at Arlington Ridge.
- A vendor has been secured to recycle the oil from the restaurant oil disposal receptacle.

Maintenance Items

- Staff has received a proposal for saffron commercial cross braced ladders for the pools. Another competitive proposal is being sought.
- Staff has received a proposal for carpet squares at certain locations for CBG. The proposal scope needs to be expanded to cover all high traffic areas.
- Preventative maintenance for the fitness equipment was performed December 28. Parts are needed to repair an elliptical trainer and stationary bike.
- Staff has scheduled a meeting with Globiser January 14 to review the new janitorial agreement and to inspect the premise.
- From December 4 to current, there is a fire alarm issue at Fairfax Hall. DynaFire has investigated Fire alarm/panel and other components and determined there is a bad sensor in a location that will require a lift to facilitate repairs. Another vendor has been contacted to provide an estimate for repairs.
- Certain rooms at Chesapeake Bay Grille and the Tavern were painted over several days in November and December.
- There are several interior lights out at Fairfax Hall. Staff is investigating changing the lights to LED.
- The Lexington Spa Men's Room soap dispenser was repaired December 6.
- Movie Theater pictures/posters were repaired and hung December 7.
- On December 10, a vendor was on site to repair a stop sign that had been hit.
- Throughout December, Sun Kool was on site to troubleshoot and repair various HVAC issues at Fairfax Hall, at Chesapeake Bay Grille, and at Lexington Spa. Staff will be presenting a proposal for HVAC repair or replacement at Lexington Spa.
- On December 13, pest spray was applied to sport court area.
- On December 13, ceiling tiles in Tavern were replaced.
- On December 13, cords for DirectTV were straightened and reattached.
- Beginning December 13, staff started reattaching windscreens around the Pickleball Court. The work was completed within three work days.
- A broom has been purchased to maintain the pickleball courts. It is stored in the Bocce equipment box.
- Throughout December, staff worked with Holiday Lighting to troubleshoot holiday light outages at Village Green and at the Community Entrance.
- On December 22, an emergency light was repaired.
- Staff has created an inventory for fire extinguishers and is ensuring they are serviced and current.
- On December 26 and 27, the pool vendor performed troubleshooting and adjustments for the pool heaters.

- On December 31, the access control vendor repaired the exit gate at the community entrance.
- Regular pest control is happening throughout the amenities. Ant bait and other special treatments were facilitated for the pool and sports court areas.
- The exhaust hood system at CBG has been malfunctioning. Temporary repairs have been made. A vendor provided a proposal for replacing the system. Staff is seeking a vendor for a second opinion and/or weld repairs.
- The Board approved roof repairs at CBG, Fairfax Hall, the Social Center and Admin Building. The repairs were facilitated by Jurin Roofing starting December 17 and continuing as weather permitted. The work was completed December 27.
- Staff has been doing routine maintenance with pressure washing, light bulb replacement, stocking equipment, minor repairs, gutter cleaning, and cleaning throughout the property.
- The state license to operate the Massage Room is being renewed. The application is submitted and the necessary paperwork has been completed.
- Staff has completed an initial inventory of the furniture, fixtures, and equipment at various buildings at ARCDD.
- There are fence repairs and missing caps needed for the white fence on the northeast part of the property. Some work has been done and that work is pending to be completed in January.
- The kiln was serviced and checked for safety July 27. A new motor is needed for the air uptake. Staff has received two proposals for repair that are under review.
- Street light outages and malfunctions are reported to the appropriate utility as needed. The street light audit for December took place December 10. The street light review for January is scheduled January 17.
- Handicapped lifts for the pool and spa are in need of assessment. Fabric covers are needed to protect equipment from sun and weather damage.
- Various locations have been identified as needing sidewalk grinds or repairs. One proposal has been received and an additional proposal is being sought.
- Forty-six Facility Maintenance Forms were processed in December. Various other repairs/repair requests are in process.
- Carpet cleaning is scheduled at Fairfax Hall and Chesapeake Bay Grille January 7.
- A telephone and server access have been facilitated for facility maintenance/staff office which is located in Lexington Spa.

Other Capital Projects and Special Projects

- Staff has been in contact with Dreux Isaac & Associates, KWA Engineers, Community Advisors, and Reserve Advisors regarding proposals for a reserve study. The vendors are accredited with National Reserve Study standards from Community Association Institute or better. Proposals are included in the January agenda packet for the Board's consideration.
- Staff has been in contact with Dreux Isaac and Associates and Commercial Investment Appraisers to provide proposals for insurance appraisals. Proposals are included in the January agenda packet for the Board's consideration.
- Duke has assigned a lighting engineer to provide a proposal for double sided street lights at the north and south community entrance area and a single sided street light at Parkersburg Commons.
- There are several updates that staff has noted for the ARCDD Recreational Use Policies. Staff will provide notes for the Board's discussion and consideration at an upcoming BOS meeting.
- The BOS approved a new security agreement with Allied Universal at the November 14 meeting. The updated agreement has been provided by Hopping, Green & Sams and has been signed by the ARCDD Chairman. The agreement has been signed by Allied Universal and a copy is on file with District records.

- The new flagpole and lighting has been completed at the community entrance. Staff is monitoring the condition of the flag and ensuring the flag is flown at the proper height.
- The BOS approved a new preventative maintenance agreement with Fitness Services of Florida during the November 14 meeting. The agreement has now been fully executed and is on file with District records.
- The BOS approved a renewal for the custodial services agreement with Globiser at the October 10 meeting. The agreement has now been fully executed and is on file with District records.
- The BOS approved a preventative maintenance agreement renewal with Sun Kool. Hopping, Green and Sams has provided an agreement addendum for the Chairman's signature.
- Various street signs and traffic enforcement signs and poles need replacement or refurbishment throughout the community.
- Staff has been pursuing a warranty repair for the Bocce Courts. The southern court reportedly did not roll well. Sports Surfaces, the vendor hired in 2017, was on site mid-August for evaluation. The vendor was back on site October 19 for grinding but the courts are still not satisfactory. Additional work took place December 24. Subsequent to the recent work, bocce players have indicated the court is now in satisfactory condition.
- Staff has been in communication with the City of Leesburg Police Department regarding the installation of stop signs on Arlington Ridge Boulevard in the vicinity of Cameron's Run (west) and Antietam Creek Trail. City staff prefer to take no further action unless there is a majority approval from the Arlington Ridge Community Development District Board of Supervisors in favor of an additional stop signs in this vicinity. If approved by the Board, City of Leesburg will investigate the history of crashes at the intersection, complaints about safety concerns in the area, and traffic volume at that location to determine feasibility.

Stormwater System

- The Board approved a one time clean up of ponds and conservation areas at the December meeting. The agreement addendum has been provided by Hopping, Green and Sams and is ready for the Chairman's signature. Residents and other stakeholders will be notified in advance of the contractor being on site.
- The Engineer performed an annual ARCDD inspection in June 2018. That report was presented at the July Board meeting. There are several action items for staff included in the report.
- Various reports of stormwater concerns have been noted and will be presented to the Board as possible action items in 2019.
- There will be media educating residents about not performing any maintenance activities on ARCDD conservation areas in the February newsletter. Targeted communication is scheduled for residents who have performed maintenance on conservation areas.
- There is a damaged storm drain inlet on White Plains Way. Staff has been in communication with the District Manager, the District Engineer and the contractor regarding repairs and/or replacement.