



Memo

**To:** Board of Directors

**From:** Charles King, General Manager

**Date:** January 20, 2021

**Re:** General Manager Report December 2020/Year End

Well, 3 Board Chairs and numerous “investigations” in 5 months’ time, that is a lot of Drama. I really do not know where to start here but I am going to tell you the Truth about where the Village POA is at the end of 2020 and where the priorities need to be to ensure a strong future.

The POA ended 2020 at \$1.9 mil ahead of last year, no “phenomenon” as some would like to claim, just great work by the POA staff to hold down expenses and maintain operations during a Full-Blown Worldwide Pandemic. Yes Golf numbers are outstanding, but with the rounds up substantially the course takes more money to keep in great shape, the carts going out single use takes more money to maintain-gas and keep running, staff work harder and longer hours which cost more money. So, for the staff to maintain and save on expenses while rounds and revenue go up is just outstanding management of all the courses and all the staff. Food and Beverage is deep in the hole in part due to the Pandemic but mostly due to lack of support from the Village. The plan moving forward will be to shut outlets down if they continue to lose money. The Food and Beverage team has done a tremendous job with what they have but the Virus has dealt us a very unfair hand.

The staff in short time has been diligent in finding ways to reduce cost from every angle such as, finding new vendors that will save the POA money in the short and long run. We have engaged new software in accounting that will streamline our AP process and make it easier to track and log expenses. Our Human Resources team has been looking at every aspect of the operation to ensure not only are we in compliance with all laws, but we are operating properly when it comes to pay and PTO.

The year was a success in my opinion and the plan moving forward to control expenses and build a 3-year reserve plan, then roll into a rolling 5 to 7-year reserve plan is solid. But it will never survive, and the Village will never reach its full potential with all the “rogue” agents out there constantly dividing the Village with the Negative rhetoric and the bashing of staff and Board members. The negativity spewed on social media is an embarrassment to all the people who call HSV home. The POA staff works for the Villagers, so the constant harassment and defamation

that goes on in the so called “community” pages is creating an extremely unhealthy workplace for all the good people that Chose to work here.

If you want to know what the biggest issue is to tackle in the future I will tell you, the social media negativity and DRAMA is harming the Village and everyone who calls it home. It is an absolute embarrassment that people who say they love this place would go onto this platform to badger, harass and smear the good people that are here to do their jobs and do them in the best way they know how, this includes the Volunteer Board that is continually attacked and harassed.

Respectfully,

Charles King