



Memo

To: Board of Directors
From: Kelly Hale, General Manager
Date: March 16, 2022
Re: General Manager's Report

- **HSVPOA welcomes new Controller, Karl Russ.** Mr. Russ began employment on March 8th. He has been a Hot Springs Village property owner and resident since 2005 and has previously served on the Finance & Planning Committee. He is very familiar with our financial reporting and budgeting processes and has over 35 years of experience in accounting and financial operations management.
- **Changes are taking place in our Food & Beverage operations.** Cafe Magellan is now open under new management. They plan to be open 7 days a week, from 10:00 a.m. until 6:00 p.m. Cafe Isabella began limited operation on March 9th. The vendors expect for their services to be fully operational by the end of March. We are also currently evaluating proposals for lease of the DeSoto Club.
- **Balboa Beach Park Update:** We have met with the Evening Lion's Club to reevaluate the location for the new Balboa Beach Park and have agreed upon a plan that is agreeable to all parties to move the location of the park across from the beach. This is to prevent any playground equipment being placed directly on the beach. All groups are happy with result of the change.
- **HSVPOA is currently** developing apprenticeship programs for our surrounding high school, college, and technical schools. These positions will be entry-level, with opportunities to advance in the target divisions in order to provide an opportunity for those employees to potentially grow with the POA long-term. These programs will be a win-win for HSVPOA as well as our surrounding community schools.
- **HSVPOA held an all-employee event on March 3rd** to give staff the opportunity to meet the new GM and learn more about expectations and priorities going forward. A special thanks to the Board of Directors for attending this event throughout the day to introduce yourselves and spend time with the employees. We would also like to thank Arvest Bank, who donated and grilled hot dogs and bratwurst for our staff throughout the day.
- **We have received the invoice from The Inspectors of Election** for the partial work completed on the 2022 Board Election. Costs totaled \$5,836.49. Based on our contract, we saved approximately \$40k due to the cancellation of the election. Any voting supplies that are reusable will be stored by the vendor for potential use in a future election if the vendor is awarded the contract.

- **The Golf Department continues a great start** to the year with 140 booked Stay & Play packages, and revenue totaling \$292,518, an increase of over \$75k year over year.
- **As we continue to expand our infrastructure repair and maintenance projects**, you will notice in our weekly Village Digest we are now featuring updates, along with pictures, to keep property owners informed of the progress. We'll continue this practice in the future to show our assessment dollars at work.