



7650 Town Square Way • Reno, NV 89523
775-787-4500 • fax 775-787-4511 • <http://nevada.fsrconnect.com/somerset>
Managed by FirstService Residential

GENERAL MANAGER'S REPORT
Reporting Period: September 2019

I. AESTHETIC GUIDELINES COMMITTEE (AGC) (M/YTD):

Applications Submitted	Applications Approved	Applications Denied
Landscaping – 30/165	Landscaping – 27/124	Landscaping – 0/24
New Homes – 2/29	New Homes – 1/13	New Homes – 0/9
Other Modifications – 16/98	Other Modifications – 13/86	Other Modifications – 2/10
Total – 48/292	Total – 41/223	Total – 2/43

*Numbers pulled from September 2019 AGC meeting minutes

II. COMMUNITY STANDARDS ENFORCEMENT* (CSE) (M/YTD):

Started in August	Progress to Hearings	Continued Incident
Architectural – 5/36	Architectural – 1/19	Basketball (Storage) – 0/1
Garbage in View – 1/73	Garbage in View – 0/1	Parking/Vehicular – 0/5
Landscaping – 16/307	Landscaping – 16/81	Amenities (Behavior) – 5/21
Signage – 0/15	Amenities – 0/3	Rentals (Lease Terms) – 0/0
Other – 22/263	Signage – 0/2	Other – 2/23
Total – 44/694	Other – 4/26	Total – 7/50
	Total – 21/141	
Continuing	On-Hold	On-Extended Hold
Address (Altered) – 0/0	Architectural – 6/16	Architectural – 1/8
Architectural – 3/37	Landscaping – 10/19	Maintenance – 2/8
Garbage in View – 0/0	Lighting – 0/0	Landscaping (Install) – 5/65
Landscaping – 12/41	Maintenance – 2/4	Landscaping (Maint.) – 3/81
Signage – 0/0	Use Restrictions – 0/0	Other – 0/19
Other – 1/7	Other – 0/0	Total – 9/182
Total – 16/85	Total – 18/41	

III. CLUB AT TOWN CENTER (TCTC):

A. Events & Programs – Completed (M/YTD)

- 1. Labor Day Bash**
September 2, 2019 at 12-4pm
Cost to Attend: Free
Number of Participants – 150
Cost of Event - \$50
Revenue: \$0



SOMERSETT OWNERS ASSOCIATION

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2. **Glow Ball**

August 10 at 8pm
Cost to Attend: \$30/person or \$50/couple
Number of Participants: 8
Cost of Event: \$110
Revenue: \$300

3. **S'mores**

September 14 at 6pm
Cost to Attend: Free
Number of Participants: 60
Cost of Event: \$50
Revenue: \$0

4. **Adult Potluck**

September 21 at 5:30pm
Cost to Attend: Free
Numbers of Participants: 13/244
Cost of Event: \$35/bartender/\$275
Revenue: \$11/ \$131

5. **Kids Movie Night- Not held in Summer Months**

September 27 at 5:30p
Cost to Attend: \$12.00
Numbers of Participants: 30/172
Cost of Event: \$86/\$762
Revenue: \$360/ \$1134

6. **MC Believe 5k Fun Run**

September 29 at 8am
Cost to Attend: \$30
Numbers of Participants: Cancelled due to weather
Cost of Event: \$350
Revenue: Fundraiser

7. **Starbright**

Before and after school program. Kids are walked to bus and picked up from the bus. We provide snacks, crafts, activities, science activities, homework assistance and play games.
Cost: Varies
Number of Participants: 21
Cost to Run: \$200 plus \$2220 in labor/ month
Semester Specials Sold: 9
*Parents have the option to pay for the entire semester in August
Revenue: \$6634 /\$17,634 *includes semester specials



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B. Upcoming Events

1. **Labor Day Bash** – Monday, September 2
2. **Coffee and Donuts with Staff** – Tuesday, September 10
3. **S'mores**- Saturday, September 14
4. **Adult Potluck**- Saturday, September 21
5. **Kids Movie Night**- Friday, August 23
6. **MC Believe 5k Run** – Sunday, September 29

C. Fitness Classes

1. **Fitness Class Attendance (September)** – See Exhibit “A” attached hereto.
2. **Fitness Class Attendance (YTD Totals)** – See Exhibit “B” attached hereto.

D. Club Usage (M/YTD)

1. **Club Usage for September** – 2,334/44,789 residents checked into the club of which 445/20,159 were for the gym or fitness classes. 537 checked in for the pool. *Gym was closed for 2 weeks.
2. **Golfers in September** – 452/3,646

IV. COMMUNICATIONS:

A. Emails- September

1. 22
2. 3,129 emails on the master list.
3. Open rate (Sept. 24 Somerset Happenings): Somerset, 52.3%; Sierra Canyon, 61.9%

B. Facebook Statistics – September

1. 1,733 page likes; 10 new likes; 17 new page follows
2. Top posts viewed:
 - Happy first day of fall! (751 reach)
 - Are you planning to participate in the fall garage sale? (526)
 - Striking storm photo (511)

C. Somerset.net – September

1. 6,499 page views; 1,881 users
2. # of logins: 447
3. Top pages or posts viewed:
 - Fitness Center project (447 page views)
 - Canyon Nine (383)
 - The Club (315)



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V. SPECIAL PROJECTS UPDATE:

None at this time

VI. COMMUNITY LANDSCAPE AND OPEN SPACE:

A. Projects:

1. True Green performed the last granular fertilizer feeding for the season.
2. Drainage swale maintenance is ongoing.
3. An additional 100 locations for trees has been located and a proposal has been made available to the Board for review.
4. Removal of dead plants and the replanting along Somerset Pkwy is awaiting Board approval.
5. Landscape enhancement proposal for the Boulders is available for the Boards review.
6. Sod repairs throughout the community have been completed.
7. Working on the landscape maintenance RFP's for the Canyon 9 and Town Square.

B. Irrigation:

1. Irrigation run times have been reduced due to the cooler temperatures.
2. The installation work continues of 1,280 water efficient irrigation heads on Somerset Park Way from Mae Anne to the overlook parking lot above The Village.
3. On-going irrigation system checks are being performed and repairs and adjustments being made as necessary.

C. Landscape Maintenance:

1. Weekly mow and edge of all turf area.
2. Continued cleaning of planter beds throughout the community.
3. Noxious weed removal continues throughout the community.
4. Brightview crews continued pruning of plant material for path of travel and visibility clearance.
5. Continued seasonal pruning of plant material to prepare for the Fall/Winter seasons.

VII. MAINTENANCE:

A. Completed Projects:

1. Play Pool resurfacing is complete and pool is filled and balanced.
2. Damaged Play Pool diverter has been replaced and all leaks have been repaired.
3. All pool furniture and sun shades have been removed and stacked for winter.
4. Repaired leak under kitchen sink.
5. Replaced damaged signs.



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B. On-Going Projects

1. Men's Sauna floor tile repair.
2. Replace the massage room floor.
3. Interior first floor painting.
4. Clubhouse exterior painting and fence painting.
5. Purchase new oven for kitchen.
6. Gates throughout the community.

VIII. GENERAL MANAGER (As of 10/9/19)

- A. Executive Session Summary** – During the Emergency Executive Session meeting held on September 19, 2017 the Board discussed legal matters related to on-going litigation. At the October 16, 2019 Executive Session, the Board will conduct hearings, impose fines, review violations, review the AGC Committee Meeting minutes, discuss legal matters, review delinquencies, collection matters, bad debt and write-offs.
- B. Rockery Wall Inspection Program** – We are still waiting for the first quarterly readings on the 11 new walls that are being monitored.
- C. Budget Process** – The budget has been completed and the budget presentation was held on is October 9th, 2019. The power point presentation is available on the web site.
- D. Canyon Nine Equipment Repairs** – Due to a lack of quorum at September 25th Board of Directors meeting, cost proposals will be presented at the October Board Meeting.

IX. LANDSCAPING REPORT (Brightview) – See Exhibit “C” attached hereto.

X. CANYON NINE MAINTENANCE REPORT (RGL) – See Exhibit “D” attached hereto.

XI. ENGINEERING (PADOVAN) – See Exhibit “E” Not available until 11-14-19.

EXHIBIT "A"

2019 Fitness Class Attendance September

Class:	Instructor:	Day/Time	# of Classes:	Participants	Avg Class Attendance:	Classes w/ 2 or Less People	Cost per person
Body Sculpt	Beth Cunningham	Tues/Thurs 9-9:45a	8	71	8.8	0	\$4.51
Bootcamp	Christy Santos	MW 9:45-10:30a	8	39	4.8	1	\$8.21
Butts & Guts	Beth Cunningham	Tues/Thurs 11:15-12p	8	15	1.9	8	\$21.33
Cardio Step	Cindy Patyon	MWF 9:30-10:30a	12	75	6.3	0	\$6.40
Chair Yoga	Nancy Chontos	Mon 8-9a/Thurs 4-5p	8	99	12.4	0	\$3.23
Crunch 15	Christy Santos	M-F various times	19	84	4.4	5	\$9.05
Cardio Tennis	John Mathews	Mon/Wed 9-11a	8	60	7.5	0	\$5.33
Fundamental Yoga	Kerry Dickinson	Tues/Thurs 1:30-2:30p	8	60	7.5	0	\$5.33
GS Yoga	Karen Hairfield	Tues/Thurs 7:30-8:30a	8	52	6.5	0	\$6.15
Hatha Yoga	Linda Morgan	MWF 8:30-9:30a	11	235	21.4	0	\$1.87
Hatha Yoga	Linda Morgan	Monday 5:30-6:30p	4	13	3.3	2	\$12.31
Mat Pilates	Beth Cunningham	Tues/Thurs 10-11a	8	55	6.9	0	\$5.82
Meditation	Linda Morgan	Wed 9:30-9:45a	4	40	10.0	0	\$4.00
Mind-Body Wellness	Bruce Knowlton	Monday 5:30-6:30p/Friday 8-9a	8	37	4.6	0	\$8.65
Pickleball	Reserved Court Time	Mon/Wed/Sat 12:30-3:00p	12	46	3.8	3	*No instructor
Power Cycle	Christy Santos	MWF 10:45-11:20a	11	71	6.5	0	\$6.20
Spin	Christy Santos	Tuesday 5:30-6:15p	4	17	4.3	0	\$9.41
Spin Bootcamp	Christy Santos	Thursday 5:30-6:15p	4	15	3.8	0	\$10.67
Stretch & Roll	Christy Santos	Mon/Fri 11:35-12:10p	7	32	4.6	0	\$8.75
Yoga	Karen Hairfield	Saturday 9:00-10:00a	4	32	8.0	0	\$5.00
Zumba	Leslie Brown	Mon 6:35-7:35p/Wed 5:35-6:35p	7	41	5.9	0	\$6.83
Aqua Tabata	Linda Morgan	Tues/Thurs 9:30-10:30a	8	132	16.5	0	\$2.42
Aqua Fit	Mandy Nelson	Mon/Wed 2-3p	5	51	10.2	1	\$3.92
Aqua Fit	Angela Francis	Saturday 10:10-11:00a	6	50	8.3	1	\$4.80
Tabata	Angela Francis	Saturday 8:00 - 8:45 am	4	17	4.3	0	\$9.41
Tabata	Angela Francis	Tues/Thurs 6:00-6:45a	8	44	5.5	0	\$7.27
Circuit Training	Christy Santos	Tues 4:30-5:15p	4	23	5.8	0	\$6.96

EXHIBIT "B"

Fitness Class Attendance YTD 2019

Last updated: 10/2/2019

Class:	Instructor:	Day/Time	YTD Avg Attendance	YTD Total Attendance
Body Sculpt	Beth Cunningham	Tues/Thurs 9-9:45a	8.0	604
Bootcamp	Christy Santos	Mon 9:45-10:30a	4.8	248
Bootcamp	Christy Santos	Wed 11:30-12:15p	4.3	239
Butts & Guts	Beth Cunningham	Tues/Thurs 11:15-12p	4.0	305
Cardio Step	Cindy Patyon	MWTF 9:30-10:30a	6.7	778
Chair Yoga	Nancy Chontos	Mon 8-9a/Thurs 4-5p	11.1	749
Crunch 15	Christy Santos	MW 12:15-12:30p/F 11:20-11:35a	4.8	923
Cardio Tennis	John Mathews	Mon/Wed 10a-12p	6.2	344
Fundamental Yoga	Kerry Dickinson	Tues/Thurs 1:30-2:30p	8.4	641
GS Yoga	Karen Hambleton	Tues/Thurs 7:30-8:30a	5.0	376
Hatha Yoga	Linda Morgan	MWTF 8:30-9:30a	17.2	1887
Hatha Yoga	Linda Morgan	Monday 5:30-6:30p	6.7	393
Mat Pilates	Beth Cunningham	Tues/Thurs 10-11a	5.1	396
Meditation	Linda Morgan	Wed 9:30-9:45a	7.8	302
Mind-Body Wellness	Bruce Knowlton	Monday 5-6p/Friday 12-1p	4.7	310
Pickleball	Reserved Court Time	MW 12:45-3:15p/Sat 12:30-3:00p	6.7	716
Power Cycle	Christy Santos	Mon/Fri 10:45-11:20a	6.7	670
Spin	Christy Santos	Tuesday 5:30-6:15p	6.2	236
Spin Bootcamp	Christy Santos	Thursday 5:30-6:15p	4.5	174
Stretch & Roll	Christy Santos	Mon/Fri 11:35-12:10p	4.7	387
Yoga	Karen Hairfield	Saturday 9:00-10:00a	7.9	308
Zumba	Leslie Brown	Mon/Wed 6:35-7:35p	7.4	534
Aqua Tabata	Linda Morgan	Tues/Thurs 9:30-10:30a	9.7	642
Aqua Fit	Mandy Nelson	MW 4:00-5:00p	7.8	494
Aqua Fit	Angela Francis	Saturday 10:10-11:00a	4.4	164
Circuit Training	Christy Santos	Tuesday 4:30-5:15p	4.8	148

Class avg is >5 participants
 Class avg is 2-5 participants
 Class avg is 2< participants



**Somerset
October
2019 Report**

Turf Maintenance

- Mechanically edged all turf areas along curbs, tree rings
- Weekly mow all turf areas

Common Area Planters

- Fall color installation
- Begin seasonal cut back of grasses and other perennial plants
- Remove trash in planters weekly
- Weed all common area planters
- Continue to create buffers along backsides of planter and turf areas in parkways
- Begin trimming of curb lines in gates communities
- Remove fallen signs from vehicle damages
- Removal of invasive plants in areas as needed
- Removal of dead plant material in parkway planters
- Remove dead/unwanted trees in common areas
- Hand watering of new trees and sod

Irrigation System

- Replaced 6 broken irrigation control valves
- Replace 3 broken gate valves
- Repair of 4 mainlines throughout
- Replace 10 pop up sprinklers
- Continual daily troubleshooting of areas not properly irrigating and adjusting
- Repairs of 15+ areas of broken drip tubing throughout the community
- Continue head replacement project

Fertilizer and Chemical Applications

- Final Granular fertilizer application on turf
- Treat weeds and fungus in turf areas

-
- Spray weeds in roundabouts, tree rings, and parkway planters
 - Spray buffer areas along back of turf throughout the parkway
 - 4th vole treatment for turf areas

Special Projects and Miscellaneous Items

- Service dog waste stations and trash cans twice per week throughout
- Complete sod installation project

Upcoming Items

- Continue seasonal plant cut backs
- Continue head replacement project
- DG replenishment
- Snow season prep

EXHIBIT "D"



Somerset Canyon Nine Golf Course Highlights
September 2019

Week Of	Task	Description	Map or Pic# (MP#)
9/2/2019	Maintenance	Mowed greens 1x	
9/2/2019	Maintenance	Continued to adjust irrigation timers with seasonal demands	
9/2/2019	Maintenance	Fertilized greens	
9/2/2019	Maintenance	Mowed Tees, Collars and Approaches 1x	
9/2/2019	Maintenance	Removed thistle throughout the course.	
9/2/2019	Maintenance	Mowed rough 1x	
9/2/2019	Maintenance	Mowed fairways 1x	
9/2/2019	Maintenance	Cut cups 1-9	
9/2/2019	Maintenance	Removed weeds from bunkers and bunker noses	
9/2/2019	Maintenance	Filled divots as needed	
9/2/2019	Maintenance	Removed white top from edges of golf course	
9/2/2019	Maintenance	Cleaned up trash from the entire course	
9/2/2019	Maintenance	Trimmed back valve boxes and clearing native away from irrigation obstructions.	
9/2/2019	Maintenance	Trimmed around irrigation heads and drains	
9/2/2019	Maintenance	Trimmed tee monuments	
9/2/2019	Maintenance	Raked bunkers 1,2,4,7 and 9	
9/9/2019	Maintenance	Removed white top from edges of golf course	
9/9/2019	Maintenance	Mowed rough 2x	
9/9/2019	Maintenance	Removed weeds from bunker and bunker noses	
9/9/2019	Maintenance	Raked bunkers 1,2,4,7 and 9	
9/9/2019	Maintenance	Mowed fairways 2x	
9/9/2019	Maintenance	Mowed tees, collars and approaches 2x	
9/9/2019	Maintenance	Course set up (which includes: cut cups, filled divots and moved tee markers)	
9/9/2019	Maintenance	Sprayed broadleaf and clovers as needed	
9/9/2019	Maintenance	Trimmed around valve boxes, removed grass as needed	
9/9/2019	Maintenance	Mowed greens 2x	
9/16/2019	Maintenance	Fertilized tee boxes	
9/16/2019	Maintenance	Raked bunkers 1,2,4,7 and 9	

EXHIBIT "D"

Week Of	Task	Description	Map or Pict# (MP#)
9/16/2019	Maintenance	Hand watered areas as needed	
9/16/2019	Maintenance	Mowed greens 3x	
9/16/2019	Maintenance	Mowed rough 3x	
9/16/2019	Maintenance	Mowed fairways 3x	
9/16/2019	Maintenance	Trimmed around irrigation heads and drains	
9/16/2019	Maintenance	Course set up (which includes: cut cups, filled divots and moved tee markers)	
9/16/2019	Maintenance	Removed thistle throughout the course	
9/16/2019	Maintenance	Cleared native plant material from the irrigation heads	
9/16/2019	Maintenance	Continued to adjust irrigation as seasonal needs are changing	
9/16/2019	Maintenance	Removed white top from edges of golf course	
9/23/2019	Maintenance	Sprayed broadleaf and clover	
9/23/2019	Maintenance	Raked bunkers 1,2,4,7 and 9	
9/23/2019	Maintenance	Fertilized weak areas of course as needed	
9/23/2019	Maintenance	Cleaned up trash from the entire course	
9/23/2019	Maintenance	Removed weeds from bunker and bunker noses	
9/23/2019	Maintenance	Mowed greens 4x	
9/23/2019	Maintenance	Mowed rough 4x	
9/23/2019	Maintenance	Mowed fairways 4x	
9/23/2019	Maintenance	Mowed tees, collars and approaches 4x	
9/23/2019	Maintenance	Removed white top from edges of golf course	
9/23/2019	Maintenance	Hand watered dry turf as needed	
9/23/2019	Maintenance	Adjusted irrigation for seasonal and environmental conditions	
9/23/2019	Maintenance	Trimmed native grasses away from walking paths and hitting areas	
9/23/2019	Maintenance	Filled divots as needed	
9/30/2019	Maintenance	Mowed greens 5X	
9/30/2019	Maintenance	Mowed Tees, Collars, Approaches 5X	
9/30/2019	Maintenance	Mowed rough 5X	
9/30/2019	Maintenance	Mowed fairways 5x	
9/30/2019	Maintenance	Course set up (which includes: cut cups, filled divots and moved tee markers)	
9/30/2019	Maintenance	Fertilized weak areas of course as needed	
9/30/2019	Maintenance	Removed weeds and willows from lake edges	
9/30/2019	Maintenance	Spray herbicides on collars to control broadleaf (organic based)	
9/30/2019	Maintenance	Cleaned up trash from the entire course	
9/30/2019	Maintenance	Trimmed native grasses away from walking paths and hitting areas	
9/30/2019	Maintenance	Raked bunkers 1,2,4,7 and 9	
9/30/2019	Maintenance	Continued to audit irrigation for breaks and irrigation adjustments	

EXHIBIT "D"



Somerset Canyon Nine Completed Issues (Calls, Emails or RGL Internal Requests)

Issue #	Subject	Notes	Created Date	Complete Date
231.71	SCI - Turn Off Water by 9/29 at 3am Holes 1 and 9 and Front of the Club	SCI tickets created Changes Status 'Open' to 'Completed'	09/17/2019	09/17/19



Look Ahead Highlights

Month Of	Task	Description
10/1/2019	Maintenance	Continue to make seasonal adjustments to irrigation, based on weather demands and temperatures.
10/1/2019	Maintenance	Remove Willows and White Top from edges of golf course, concentrating on 7, 6 and 5.
10/1/2019	Maintenance	Aerate portions of golf course that have poor drainage
10/1/2019	Maintenance	Possible winterization of irrigation system at the end of the month, based on temperatures.
10/1/2019	Maintenance	Continue to trim native from Tee boxes
10/1/2019	Maintenance	Concentrate on filling divots to germinate turf and on tee boxes as needed.
10/1/2019	Maintenance	Bait voles on entire golf course, concentrating on lake edges and near native areas.