



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

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



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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, discuss personnel 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.