

CAC Newsletter: June 2020

The Elephant in the Room: Selection of a new Facilities Manager

About July 1, the YMCA of Metropolitan Denver (“YMCA”) is scheduled to become the new Facilities Manager for the Clubhouse and Lodge, replacing WTS. Town Center Metropolitan District (“TCMD”) announced its intention to review the then-existing WTS contract in late 2018 along with its review of other district service providers. In mid-2019, it began the WTS review process by enlisting the assistance of a member of the Ebert Metropolitan District (“Ebert”) and two members of the Fairway Villas (“FV”) community. It later added several members of Oakwood Homes (“Oakwood”) to facilitate the process of requesting and reviewing proposals from potential service providers. TCMD kept the process confidential primarily to encourage bidders to share as much information as possible in their bids; bidders would have been reluctant to see specifics of their bids shared with the public.

During June, the YMCA will select the individuals to staff the Clubhouse. It will gather resumes and narrow its field of candidates for the Director to 3-4 people. **It will then schedule a process to include FV residents in the candidate review process and will solicit feedback from residents.** Tentatively, this review will occur during the week of June 22. In addition, the task force stressed to the YMCA the importance to the community of trying to include as many of the previous WTS staff who are interested in returning as possible.

The task force that did the review and made its proposal had several significant objectives: reduce the cost of the facilities management, reduce the overlapping services and responsibilities that previously existed between WTS and the TCMD District Manager, improve the level of services, improve the interaction between the community and the Facility Manager, improve the vendor and facility management systems and processes and increase transparency. The task force sent out 8 requests for proposal, received 4 responses (bids), performed background checks, narrowed the field to 2 for more intensive interviews, and finally selected the YMCA.

The selection of the YMCA met those objectives in the following manner:

- Reduce the Cost of the Facility Manager: The 2020 budget for Clubhouse Management is about \$180,000. With the addition of the need to manage the Lodge when it opened, WTS was asking for an increase in its annual fees, which it reflected in its bid response. The annual fee for the YMCA will actually come in well under the current budget, thereby saving the FV

community \$30-50,000 over what WTS would have charged for managing the Clubhouse and Lodge if TCMD had not replaced them. The specific savings is a range to protect confidential information from both parties.

- Reduce the Overlapping Services and Responsibilities: Because WTS did not spend much time managing its staff or the Clubhouse operations, the TCMD District Manager (Timberline) spent many hours managing the staff and assisting with operations. The YMCA should need less oversight and will assume some, if not all, of the pool-related servicing and maintenance that the District Manager was providing.
- Improve the Level of Service: In addition to the clubs, activities, fitness classes, social events, etc. that have existed under WTS management, the YMCA will add its network of programs and activities for residents to consider. Among these items are more virtual fitness and other activities, a focus on wellness programs and the potential for more fitness activities. In addition, it will let FV residents benefit from YMCA program discounts; more information to come.
- Improve the Interaction between the Community and the Facility Manager: In addition to an annual survey of residents for input into social activities, it will do regular informal event surveys to gather feedback and improve its quality of offerings. It will add an annual performance survey to gauge residents' satisfaction, and it will share its results with the residents. **In addition, in July, it will form a committee of residents to help it develop a schedule of social and other activities. Finally, the YMCA will allow residents to participate in the selection of the new Lifestyle Director (with the actual title still to be determined).**
- Improve Vendor Management Systems: At the other facilities that it manages, the YMCA has a comprehensive management system for its outside vendors. Among other things, it logs in each vendor when it arrives, has a clearly-defined expectation of the work to be done, verifies that the work was done satisfactorily, reviews the invoices to verify that the charges match the work done and has a feedback process for all interested parties.
- Improve Facility Processes: Some of the issues that some residents had under WTS management included tracking attendance at activities, classes and events; no-shows and drop-ins at paid social events; collecting money for events; etc. The YMCA will bring its systems for managing these processes to get better control over event expenses and better information for interested parties.
- Increase Transparency: The YMCA is accustomed to close oversight from its constituents; in our case that would include the TCMD District Manager

and residents of the community. That transparency would include a better knowledge of vendor activity, an issue that has caused concerns under WTS.

- Clubhouse Opening: The latest tentative date for the Clubhouse opening, subject to Covid-19 restrictions is the week of July 10. We still do not know when the Lodge will be ready to open.

Upcoming CAC Election

The Bylaws of the CAC require the CAC to hold elections for new members by August of each year. With the restrictions in place requiring social distancing that will make having a quarterly communication meeting problematic, the CAC is changing its methodology for holding its election this year. We intend to give more residents the opportunity to vote by holding the election electronically. This process will include [most of] the following steps:

- We will update our email mailing list by reaching out to those residents not currently receiving the CAC emails through notices on the mailboxes, Clubhouse and Lodge, essentially saying “if you have not been receiving CAC newsletters and you want to be on the list, please provide your contact information to the CAC at its website: www.fvcac.com. Then click on the “Contact” link to fill out your information.
- Alternatively, we may be able to use the distribution list maintained by the YMCA.
- Two weeks before the ballots are distributed, the CAC will email ballot information that will include the list of candidates with their background information.
- Our preferred electronic ballot will be to use Survey Monkey; it permits recipients to vote only once. We will also include the candidate information along with the ballots.

The CAC will have two openings for two-year terms and a one-year term position for alternate. If you are interested in representing the community on the CAC, please let one of the current members know or use the “Contact” link to indicate your interest on our website: www.fvcac.com. We will contact you to confirm your interest and to ask you to provide your background information to share with the community during the balloting process.

Subcommittee Activity

The CAC has one subcommittee: Finance and Maintenance Subcommittee (“FMS”). Its main roles are to understand the FV financial information, suggest potential cost savings items and make suggestions to the District Manager for better maintaining our facilities. The overarching goal is to do what it can to keep expenses down in order to prevent our tax rates and fees from increasing after FV is completely built. To that end, some its recent activities include:

- Working with the District Manager to find ways to reduce the costs to the bungalow owners for providing snow removal and landscaping services.
- Developing a list of potential cost savings within the Clubhouse for the YMCA to consider; these include perceived redundant equipment rentals, excess communication services, duplication of services, etc.
- Compiling a list of duplicated management costs between the District Manager and WTS during the last five years; the FMS gave this list to the Facility Manager Task Force with suggestions to improve the interaction between the District Manager and the YMCA, so that past inefficiencies do not recur.
- Holding an extensive list of maintenance issues for distribution once the Clubhouse reopens. It includes a number of health and safety concerns, things that need to be fixed around the pools and items that could be improved or fixed in other areas of the Clubhouse.