



EXECUTIVE SUMMARY

- **Club IQ** - As a reminder, ClubIQ is a specialized, fully automated Member Experience Polling system designed specifically for private clubs to collect, distill, and measure member satisfaction on a daily basis. Unlike traditional annual surveys that provide a single snapshot in time, ClubIQ uses a "drip-send" method, surveying a small, unique subset of members daily to provide continuous, actionable data.

Net Promoter Score (NPS) Scoring Range:

- **Below 0:** Needs improvement (more detractors than promoters).
- **0 – 30:** Good (healthy number of loyal customers, but room for improvement).
- **30 – 70:** Great (strong loyalty and high satisfaction).
- **70 – 100:** Excellent/World-Class (high positive word-of-mouth)

Club Overall NPS® & MEI™	Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).					
	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Net Promoter Score®	+45.45	+45.45	+45.45	+45.45	+45.45	+45.45
<i>Based on Number of Responses</i>	11	11	11	11	11	11
<i>Response Rate for the period</i>	92%	92%	92%	92%	92%	92%
Member Experience Index™	63.94%	63.94%	63.94%	63.94%	63.94%	63.94%
<i>Based on Number of Responses</i>	8	8	8	8	8	8
<i>Response Rate for the period</i>	67%	67%	67%	67%	67%	67%

Membership MEI	Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).					
	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	70.30%	70.30%	70.30%	70.30%	70.30%	70.30%
<i>Based on Number of Responses</i>	8	8	8	8	8	8
<i>Response Rate for the period</i>	67%	67%	67%	67%	67%	67%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Homeowners Association MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	65.13%	65.13%	65.13%	65.13%	65.13%	65.13%
<i>Based on Number of Responses</i>	6	6	6	6	6	6
<i>Response Rate for the period</i>	50%	50%	50%	50%	50%	50%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Clubhouse MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	67.32%	67.32%	67.32%	67.32%	67.32%	67.32%
<i>Based on Number of Responses</i>	7	7	7	7	7	7
<i>Response Rate for the period</i>	58%	58%	58%	58%	58%	58%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Clubhouse Dining- Service MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	58.82%	58.82%	58.82%	58.82%	58.82%	58.82%
<i>Based on Number of Responses</i>	7	7	7	7	7	7
<i>Response Rate for the period</i>	58%	58%	58%	58%	58%	58%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Clubhouse Dining- Culinary MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	55.52%	55.52%	55.52%	55.52%	55.52%	55.52%
<i>Based on Number of Responses</i>	7	7	7	7	7	7
<i>Response Rate for the period</i>	58%	58%	58%	58%	58%	58%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Courtside Grille- Service MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	52.48%	52.48%	52.48%	52.48%	52.48%	52.48%
<i>Based on Number of Responses</i>	6	6	6	6	6	6
<i>Response Rate for the period</i>	50%	50%	50%	50%	50%	50%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Courtside Grille- Culinary MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	59.23%	59.23%	59.23%	59.23%	59.23%	59.23%
<i>Based on Number of Responses</i>	6	6	6	6	6	6
<i>Response Rate for the period</i>	50%	50%	50%	50%	50%	50%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

The Turn Building- Front MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	77.46%	77.46%	77.46%	77.46%	77.46%	77.46%
<i>Based on Number of Responses</i>	2	2	2	2	2	2
<i>Response Rate for the period</i>	17%	17%	17%	17%	17%	17%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

The Turn Building- Back MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	78.17%	78.17%	78.17%	78.17%	78.17%	78.17%
<i>Based on Number of Responses</i>	2	2	2	2	2	2
<i>Response Rate for the period</i>	17%	17%	17%	17%	17%	17%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Golf Operations MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	60.64%	60.64%	60.64%	60.64%	60.64%	60.64%
<i>Based on Number of Responses</i>	6	6	6	6	6	6
<i>Response Rate for the period</i>	50%	50%	50%	50%	50%	50%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Golf Course MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	53.19%	53.19%	53.19%	53.19%	53.19%	53.19%
<i>Based on Number of Responses</i>	6	6	6	6	6	6
<i>Response Rate for the period</i>	50%	50%	50%	50%	50%	50%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Tennis MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	0	0	0	0	0	0
<i>Based on Number of Responses</i>	0	0	0	0	0	0
<i>Response Rate for the period</i>	0%	0%	0%	0%	0%	0%



Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Pickleball MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	67.27%	67.27%	67.27%	67.27%	67.27%	67.27%
<i>Based on Number of Responses</i>	1	1	1	1	1	1
<i>Response Rate for the period</i>	8%	8%	8%	8%	8%	8%

Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Fitness MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	87.40%	87.40%	87.40%	87.40%	87.40%	87.40%
<i>Based on Number of Responses</i>	5	5	5	5	5	5
<i>Response Rate for the period</i>	42%	42%	42%	42%	42%	42%

Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Aquatics MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	39.89%	39.89%	39.89%	39.89%	39.89%	39.89%
<i>Based on Number of Responses</i>	3	3	3	3	3	3
<i>Response Rate for the period</i>	25%	25%	25%	25%	25%	25%

Period over which results were calculated from submitted responses to Member Experience Survey-Poll questions (going backward starting from yesterday).

Bocce Ball MEI

	Yesterday (Apr 5)	Previous 7 Days	Previous 30 Days	Previous 90 Days	Previous 180 Days	Previous 365 Days
Member Experience Index™	83.47%	83.47%	83.47%	83.47%	83.47%	83.47%
<i>Based on Number of Responses</i>	3	3	3	3	3	3
<i>Response Rate for the period</i>	25%	25%	25%	25%	25%	25%

- Membership** - As previously noted, in March we received 21 inquiries and so far in April we have received 9 inquiries. In accordance with the Bylaws, there are 130 Non-Transferable Golf Memberships available. The Board of Directors resolved in Executive Session on August 20, 2020, the use of Memberships authorized in the CC&Rs and Bylaws but unallocated as Golf Equity Memberships. As such, the Board has authorized 40 unallocated Golf Equity Memberships, and 5 allocated Non-Transferable Memberships have been utilized leaving 85 remaining. The Initiation Fees collected in 2020 as well as 2021 for the 40 unallocated Golf Equity Memberships were at \$35,000 as well as \$40,000.

MONTH	HOME SALES Total Homeowners: 521 Listed for Sale – 2 In Escrow - 2			EQUITY SALES Total Golf Equity & NTG: 420 Waitlist to Purchase Membership: 98		
	2024	2025	2026	2024	2025	2026
JAN	1	0	0	0	0	1
FEB	2	0	0	0	0	0
MAR	1	0	0	0	0	1
APR	0	2		1	1	1
MAY	6	2		2	0	
JUN	3	2		1	0	
JUL	2	4		3	2	
AUG	2	1		0	1	
SEP	1	2		1	3	
OCT	0	2		1	2	
NOV	2	2		0	1	
DEC	1	2		1	0	
TOTAL	21	19	0	10	10	3

MONTH	SWIM & TENNIS SALES Total Swim & Tennis Affiliates: 275 Total for Waitlist: 216			SWIM TEAM AFFILIATE SALES Total Swim Team Affiliates: 30			TENANT CHANGES Total Tenants: 75		
	2024	2025	2026	2024	2025	2026	2024	2025	2026
JAN	0	1	4		2	2	1	0	
FEB	1	0	1		1	0	0	0	
MAR	0	2	1		4	1	1	1	3
APR	1	1	2		0	0	0	1	0
MAY	1	1			0		1	1	
JUN	3	1			0		4	2	
JUL	1	2			0		1	3	
AUG	0	1		5	0		4	2	
SEP	0	3		10	2		1	3	
OCT	2	1		9	0		3	4	
NOV	0	0		1	0		0	1	
DEC	1	0		0	0		1	0	
TOTAL	10	13	8	25	11	3	17	18	3

Equity Membership Sales - 23 Active Charters Remaining as of April 3 2026

Year	Avg. Sale	# Sold	Transfer Fees Collected	# of Charters	Year	Avg. Sale	# Sold	Transfer Fees Collected	# of Charters
2021	\$40,000	46	\$1,104,000	0	2022	\$50,000	21	\$525,000	1
2023	\$60,000	14	\$420,000	3	2024	\$75,000	10	\$295,000	0
2025	\$75,000	10	\$375,000	0	2026	\$75,000	3	\$112,500	0

a) HOA

- **Key Takeaways**

- The Building Maintenance and Landscape Maintenance crew held 15 in person meetings over the last month. Meeting topics included walkthrough of work orders placed, questions concerning how irrigation components work, evaluating tree concerns, getting advice on their own backyard landscape and more.
- The average processing time to complete a work order is 21.8 days with 63 work orders closed over the last month.
 - 8 pending work orders for landscape maintenance
 - 9 pending work orders for building maintenance
- Currently completing the final 2 vendor expectations onboarding meeting with 10 completed. All contractors have been very receptive to this new annual expectations meeting prior to commencement of work.

- **Departmental Challenges**

- Increase in Landscaping demands including landscape enhancement requests, irrigation inquiries and tree management due to the seasonal transition. We are carefully communicating expectations on processes.
- Increasing Homeowner Architectural Project which require us to manage and maintain a timely review and processing of all homeowner applications, while ensuring complete packages for HOA ARC design standards prior to sending to the Committee for review and approval.
- Continue to focus on the ongoing challenge of communication and transparency, daily communications to keep homeowners informed on common area projects as well as everyday maintenance schedules for landscaping, pruning, detailing and mowing.

- **Upcoming Focus**

- Aeration, fertilization and overseeding of all lawns and shrubs
- Irrigation system checks for all controllers, valves and clocks
- Working with the Landscape Designer on the following projects:
 - Outer perimeter of Golf Court Parking Area
 - Doral Pool - Drainage, Irrigations, Soil preparation, Plantings and Mulch

b) Food & Beverage

- **Revenue Takeaways**

- Private Dining was the primary driver of sales growth in the month, led by the Bat Mitzvah event. Additionally, two wine dinners had strong attendance with 64 members at the Rombauer Dinner and 49 at the Duckhorn Dinner, generating strong retail wine sales.
- The Courtside Grille outperformed last year's total of \$116K by \$44k, reflecting increased member activity. Warmer weather has driven higher participation in racquet sports and swimming, contributing to this growth. Events such as St. Mary's Tennis and 3 Club Golf generated incremental revenue for CSG beyond their base private event charges, while Taco Tuesdays continue to remain popular serving over 800 tacos in the last 5 weeks.
- The Bocce Ball Bar is better equipped this year with draft beer on tap, positioning us to capture increased beer sales moving forward.
- The recent menu changes, updated table design, and enhanced service standards have driven increased member engagement across all areas. This is particularly evident in the Main Dining

		March Actual	March Budget
Member Dining		\$ 95,415	\$ 101,390
Turn Building		\$ 11,842	\$ 8,762
Member Private Events		\$ 63,653	\$ 15,303
Courtside Grille		\$ 160,835	\$ 123,740
Retail Beer and Wine Sales		\$ 16,044	\$ 5,000
TOTAL F&B		\$ 347,789	\$ 254,195

Room, where Fridays are now consistently fully booked. Thursdays are also seeing increased traffic, supported by the introduction of the \$1 oyster promotion, which is performing well as a loss leader.

- Additionally, the monthly seasonal cocktail program is helping to drive business while providing an effective outlet to manage and reduce aging inventory.

- **COGs Takeaways**

- COGs were in line with Budget.
- Increased Food Purchases in line with increased Sales. Food Cost was solid at 31% due to Banquet Sales. Higher retail wine purchases reflect increased purchases, also PAR levels raised in Liquor, Beer and Wine (LBW) to meet stronger demand in CSG. LBW Costs are in line with expectations. Wine Costs slightly elevated due to Wine Faire Pours / usage. Sold 24 cases of wine for \$7,500 in Retail Sales.

- **Operating Expenses Takeaways**

- We are actively working to better manage specific line-item expenses by establishing par levels to improve consistency and cost control. We have a new focus on To-Go packing and who uses it is having a positive effect on cost. For the period we are 1.97% on a budget of 2.36%.

- **Upcoming Focus and Member Engagement**

- Operating Expenses Control - moving forward, we are focusing on more strategic purchasing to ensure adequate inventory levels while staying within budget guidelines and beating expectations.
- Focusing on upcoming events and the busy season rapidly approaching starting with the Spring Wine Faire on April 18th and Mother's Day Brunch on May 10th.



c) Member Activities & Bocce

- **Past Events**

- March 5th, Comedy Night had 49 members in attendance
- March 5th Parents Night Out had 7 members in attendance
- March 10th Speaker series closed with 47 members in attendance
- March 15th Kids Lego Day had 12 dependent members attending

- **Spring Bocce**

- Registration closed 490 registrants and \$43,560 total charged for the season. Members have been enjoying the season so far with additional live music nights from previous seasons.



d) Golf

- **Key Takeaways**

- My Golf Shop has done fairly well since its introduction. Members have purchased close to \$1,900 in product through the site which we will take a 25% profit margin of generating \$475. The response from the people that have utilized the site has been very positive. They like the ease of the site and that it delivers straight to their home.
- Golf Instruction YTD has come in around \$42,000 against our budgeted number of \$32,000. With clinics, Operation 36, and all the junior programs, we've exceeded expectations.

- Association Updates:
 - The MGA had its first 2026 event with 140 players.
 - Senior March Madness had 73 seniors with a great “kick-off” event.
 - Invitationals are right around the corner and registrations have begun for the MGA and SMGA.
- Added some great new range baskets made of metal. Held up way better than the items before.
- Driving Range Golf Balls, Apple Crates should be delivered in the 2nd week of April.
- First annual Spring Trunk Show was a huge success. Members managed to purchase close to \$14,000 in wholesale product from various vendors. The Club is projected to make \$2,800 to the bottom line from this event. With the high demand and success, we will bring it back in the Fall.



• **Departmental Challenges**

- Delivering optimal playing conditions with the high number of rounds. Tee boxes (mainly par 3s) have taken a good beating with the high level of rounds. This also includes the driving range grass area as well as the mats. The range has been very busy, and it shows.
- Making sure all the information for upcoming events and items are being delivered. With the use of email, website, and Instagram messages, we hope that members are informed accordingly.
- Making sure all “touch points” are being covered by staff for optimal experience. Range, 1st tee, golf course and golf shop. Staff adhering to our standard operating procedures.



• **Upcoming Focus**

- Invitationals for the SMGA and MGA
- The Masters Golf Tournament
- The Stroke Play Tournament
- New Yamaha fleet, arriving on Monday, April 20th

Golf Rounds Report

	2026 Total	2026 Wkd	2026 Wk	AM Round	PM Round	2026 Guests	2026 Wkd Guests	2026 Wk Guests	2025	2025 Guests	2024	2024 Guests
January	2,890	1,709	1,181	1,554	1,336	197	138	59	3,397	249	2,001	148
February	2,746	1,814	932	1,837	909	178	135	43	2,545	159	2,157	105
March	3,856	2,272	1,584	2,525	1,331	269	194	75	3,245	232	2,683	164
April									3,989	246	3,336	220
May									4,715	377	4,314	307
June									4,624	336	4,538	297
July									5,017	410	4,311	281
August									5,381	448	4,945	390
September									4,220	265	4,122	282
October									3,627	244	3,540	224
November									3,416	332	3,012	236
December									2,441	236	2,177	215
TOTAL	9,492					644			46,617	5,461	41,136	2,869

YTD – 9,187

Monday Golf Outing Projections

DATE	EVENT NAME	PLAYERS	PRICE	GOLF REV \$
4/27/2026	CAMPOLINDO GOLF	100	\$120.00	\$ 12,000.00
5/4/2026	MIRAMONTE ATHLETICS	100	\$110.00	\$ 9,680.00
5/11/2026	ST. MARYS GOLF EVENT	100	\$120.00	\$ 12,000.00
7/13/2026	EMPOWERING CHANGE	120	\$120.00	\$ 14,400.00
8/17/2026	WSPA	144	\$120.00	\$ 17,280.00
8/31/2026	ASCENSION GREEK ORTH. CA	144	\$110.00	\$ 15,840.00
9/14/2026	FORE OUR SCHOOLS	110	\$120.00	\$ 13,200.00
9/21/2026	ST. PERPETUA	100	\$120.00	\$ 12,000.00
10/19/2026	MOREAU CATHOLIC	100	\$120.00	\$ 12,000.00
10/26/2026	CACM	100	\$120.00	\$ 12,000.00
TOTAL	POSSIBLE BUDGET			\$ 130,400.00

e) GCM

• Key Takeaways

- Golf course is in great condition, all greens have been aerated and are recovering very nicely
- Aerification is completed as of April 3rd for the front and back nine of the Golf Course
- Driving range aerification is scheduled for the week of April 6th
- Staff is working on rebuilding the walking bridge near the 18th green
- Newly leveled tee boxes on holes # 7 and 10 are rooting well



• Upcoming Focus

- Filling in open maintenance positions as soon as possible
- After golf course aerification, staff will be concentrating on course preparation for all upcoming tournament
- Preparing all electrical components for Hole # 12 restrooms installation
- Fire evacuation road will be resealed during the month of May as well as cart path replacement



f) Aquatics

• Items to Note

- March was a strong month for revenue, and we are on track to meet our budgeted goal of \$20,000 for Spring Swim.
- Private lessons have increased, with Rachael resuming both Red Cross courses and swim lessons, and we exceeded our guest fee goal by \$970.

- Additionally, we conducted a comprehensive in-service where staff practiced CPR and reviewed daily operations.

- **Departmental Challenges**

- With the unexpected hot weather we needed to staff more than we'd anticipated. We were able to stay close to budget.
- We also had some hot tub breakdowns, but this has now been resolved.

- **Upcoming Focus**

- For April we are prepping the team for the upcoming busy summer season.
- We are keeping lanes open and accessible for open swim, booking birthday parties and hoping to get more lesson availability with Swim Team starting.
- We almost full Teen CPR class for April 3rd and will be offering more Red Cross courses later in the month.

g) Racquet Sports

March saw strong and consistent utilization across both tennis and pickleball, with courts actively used seven days a week from 8:00 AM to 10:00 PM. Tennis activity remained highly engaged, recording 2,130 member uses, complemented by 114 guest visits and 98 match guests. This usage includes robust participation in private lessons and clinics, reflecting continued demand for instructional programming. Pickleball participation also demonstrated solid growth and engagement, with 1,465 member uses and 63 guest visits, reinforcing its role as a key recreational offering within the club.

- **Items to Note**

- The Shamrock Scramble was an overwhelming success. Members enjoyed the format and food.
- We raised \$2500 for the St. Mary's Tennis Programs during the two-night event with members getting to play with St. Mary's.
- The gates for Pickleball Courts A and D have been installed.

- **Departmental Challenges**

- With the weather getting nicer, we are focusing on making sure members, and particularly kids, are educated on how to use the club properly. This includes checking in, guest policies, and proper attire. Pickleball is a popular activity for kids to bring their friends to the club, and with how open the club is it can be challenging to make sure we can account for everyone.

- **Upcoming Focus**

- Getting facility cleaned up and ready for summer, including washing the courts and getting the entire facility blown off
- Finalizing plans for socials including our Women's Daytime Tennis End of Season Party.
- Next round of Pickleball Leagues are starting.



h) Fitness

• Items to Note

- March delivered strong overall engagement and steady revenue performance.
- Total check-ins reached 5,631, up from 4,398 in February and exceeding March of last year (5,273), reflecting increased facility usage.
- Personal training revenue came in at \$8,950, a strong increase from \$8,045 in February and just below last year's \$9,110, demonstrating continued consistency in this category.
- Guest revenue improved to \$820, up from \$440 in February and nearly doubling last year's \$420, showing positive momentum in guest engagement.
- Recent department updates include the addition of a digital clock in Studio 74 and the replacement of exercise mats to enhance the member experience.
- We've strengthened our team with Danice Durant, whose experience has improved member experience and overall operations, supporting continued growth in programming and service delivery.

TOTAL CHECK IN'S	
2024 Average	4,904
2025 Average	5,237
January	4,957
February	4,309
March	5,631
TOTAL	14,897

• Departmental Challenges

- Class revenue totaled \$4,580, down from \$5,230 in February and below last March's \$6,160, indicating an opportunity to build on recent programming additions and drive participation.
- Due to limited attendance, the Monday 6:00 pm Restorative Yoga class has been discontinued.

• Upcoming Focus

- Looking ahead, we are actively seeking interns to support front desk coverage as current student staff transition home or graduate, and we are recruiting an experienced Boot Camp instructor to expand evening programming

Unique Check ins

Member Type	2024 Average	2025 Average	Jan	Feb	Mar
Golf Equity	387	394	451	387	393
Swim & Tennis	324	325	379	335	338
Homeowner & Tenant	412	399	508	377	404
Guest	22	31	56	22	41
Total	1,145	1,149	1,394	1,121	1,176

i) Facilities

• Items to Note

- March efforts were focused on maintaining critical infrastructure, addressing safety concerns, and advancing key property improvements.
 - At the pickleball courts, utilities were excavated and repaired, including power, water, and electrical lines capping for new gate install All systems were cut and restored, the affected areas were patched as a temporary solution until full court repairs can be completed, New gates installed successfully.
 - Lighting timer adjustments were performed at the tennis courts



- Additional work throughout the month included ongoing coordination of community projects, vendor management, and continued response to maintenance needs across the property.
- **Departmental Challenges**
 - The PIV repair represents a necessary response to a critical infrastructure failure. Immediate action prevented prolonged system downtime and ensured continued compliance with fire safety requirements.
 - Trip hazards identified throughout the community have been documented and are scheduled for correction to proactively reduce risk and improve overall safety conditions.
- **Upcoming Focus**
 - This includes material takeoffs for lumber associated with upcoming projects, execution of four community improvement projects, and completion of two fencing projects.
 - Poolside Boys Locker Room shower valve rebuild
 - Installation of the swim records board is scheduled, including mounting and final placement.
 - Sidewalk evaluations are continuing throughout the community for preventative maintenance.
 - Work is also underway to restore functionality to the secondary elevator phone line, with AT&T scheduled onsite April 7 to evaluate and complete necessary repairs. The technician fixed one side of the line. They are adding an additional line for the service elevator, this will bring us back into compliance for the elevator.

j) Staffing Update

- We recently hired the following:
 - Golf Ops – Cart Staff (3) PT
 - Tennis – Desk Staff (2) PT
 - Aquatics – Lifeguard (1)
 - F&B CSG – Server (1) FT
 - We recently lost the following:
 - GCM – Greenskeepers (2) FT
 - F&B CSG – Server (1) FT
 - Aquatics – Lifeguard – (4) PT
 - Fitness – Front Desk – (1) PT
 - We are currently hiring for the following:
 - GCM – Greenskeepers
 - F&B – Serve and Dishwasher
 - Aquatics – Head Guard
 - Fitness – Instructors, Part Time
-

CAPITAL REPLACEMENT UPDATES

a) Club

- Hole #12 restroom will be delivered in the upcoming weeks, all preparation work has been completed for the delivery. Landscape review and exterior design review will take place with the Architectural Committee
- Three Trash receptacles have been ordered and shipped. Estimated delivery is Mid-May.

b) HOA

- Permits have now been received from the Contra Costa County Building Department on the electrical engineered drawings to relocate the existing electrical line away from the existing gas line. We are currently working with PG&E to get on their construction schedule to perform the required work. Estimated time to complete the work is 2-4 weeks. We continue to have weekly meetings with the General Contractor and Director of Facilities to continue to streamline this project to the finish line as our #1 priority. Additional communication was provided in the April Homes and Gardens and we will continue to provide Homeowners updates as work commences.
- For the Augusta Pool, as a reminder, we have received permits from the Contra Costa County Health Department and from the Town of Moraga. We are currently working through ADA-related comments from the Contra Costa County Building Department.
- 802/806 Augusta Drive drainage repairs have been completed.
- 2026 Siding Repair/Painting Schedule
 - Whit's Painting and Construction is scheduled to be onsite April 13th to begin repairs to homes on the 2026 schedule. All homeowners impacted have been communicated with on the repair schedule for the first week of work. Weekly and daily updates will be provided to impacted homeowners during the schedule. There will be a pre inspection walk through prior to commencement of work as well as a post inspection walk through when work is completed.
 - All Homeowners on the 2026 paint schedule have been asked to schedule their paint color selection appointments from the Architectural Committee approved palette.