
RIVERTOWN

RECDD II General Manager Report

Date of report: 6/15/22

Submitted by: Jason Davidson

RiverClub update/No board action required:

Operational Update

In an effort to accommodate the volume of a quickly approaching summer we have established some additional operational guidelines. Tableside ordering will be available inside the café only. QR codes will be utilized to order poolside and outside of the café. “The Line” will be for ordering drinks only. This has allowed for more adequate ticket times and to streamline the kitchen. To better manage COG our waist sheets have been updated to allow us to track mistakes in the kitchen and mis-rang items from the front-of-house and take corrective action to prevent these types of mistakes in the future. Our comp and discount sheet has been updated to allow us to track poor service or food performances in the kitchen and front-of-house also allowing us to identify any employees that need more coaching or possibly. End of the month inventory process has been revamped allowing us to paint a true picture of our actual food cost by considering the standing inventory of the café. This allows us to differentiate between waste and comps, and over-ordering. We will be utilizing Sysco’s online ordering tool that will allow for us to create custom lists. Twice a week, on Fridays and Sundays, we will go through each individual item and return the restaurant to the “Par” of an item. The “Par” of an item is the amount of that item that will get us through the weekend, but not leave any excess as to waste. “Pars” are adjusted accordingly throughout the seasons. Pricing have been and will continue to be adjusted to keep us in line with market value keeping in mind that we are an amenity and will operate as such.

Hour of operation have been updated and are as follows.

RiverClub:

Sunday, Wednesday through Thursday: 10am – 9pm

Friday and Saturday: 10am – 10pm

RiverCafe:

Wednesday and Thursday: 4pm – 9pm

Friday: 4pm – 10pm

Saturday: 12pm – 10pm

Sunday: 12pm – 9pm

Spring Menus

STARTERS			
WINGS			
Ten Wings, tossed in the sauce of your choice.			\$16
— Choose a sauce: Buffalo, BBQ, Teriyaki			
JUMBO PRETZEL			
Salted Jumbo Pretzel served with Beer Cheese Sauce and Pub Mustard			\$12
LOADED CHEESE FRIES			
French Fries loaded with Bacon, Cheddar Cheese and Green Onion			\$10
CHIPS AND SALSA			
			\$5
MAINS			
TACOS			
Your choice of Shrimp, Chicken, Fish, or Brisket served with Lettuce, Salsa, and Chipotle Sauce			
— Fish \$10 / Chicken \$12 / Brisket \$14 / Shrimp \$14			
QUESADILLA			
Your choice of Chicken & Bacon, or Veggie served with Shredded Cheddar Cheese			
— Chicken & Bacon \$10 / Pepper, Onion, Corn Salsa \$10			
SMASH BURGER			
¼ Pound Smash Burgers served with American Cheese, Lettuce, and Tomato. Add all your favorite extras! Veggie Burger available as well.			
— Veggie \$12 / Single \$12 / Double \$14 / Triple \$16 / Firehouse \$12 / Smokehouse \$14			
CHICKEN & WAFFLES			
Fried Chicken Fritters with two Belgian Waffles with Powdered Sugar and Maple Syrup			\$14
AUSTIN'S CAJUN FISH SANDWICH			
Fried fish, Cajun Remoulade topped with Shredded Lettuce			\$12
CHICKEN BACON RANCH WRAP			
Grilled Chicken, Bacon, Pico de Gallo and Cheddar Cheese with Mixed Greens in a Flour Tortilla			\$12
BUFFALO CHICKEN SANDWICH			
Fried Chicken with Chipotle/Bufalo Sauce with Lettuce and Tomato			\$12
GROWN-UP GRILLED CHEESE			
Slow-Cooked Brisket sliced and served on Texas Toast with American Cheese and Sautéed Onions and Peppers.			\$14
SOUTHWESTERN SALAD			
Mixed Greens served with Chicken, or Shrimp (add \$2), topped with Flame Roasted Black Bean and Corn Salsa, and Pico de Gallo			12 / 14
— Served with Chipotle Ranch			
FIELD GREEN SALAD			
Mixed Greens served with your choice of Chicken or Shrimp (add \$2), with fresh tomatoes, onion, and cucumbers			12 / 14
— Served with Balsamic Vinaigrette			
KIDS			
GRILLED CHEESE SANDWICH	\$5	CHICKEN TENDERS	\$5
CHEESE QUESADILLA	\$5	MINI PIZZA	\$6

WINE

CABERNET SAUVIGNON	7 / 25	PINOT NOIR	7 / 25
CHARDONNAY	7 / 25	SAUVIGNON BLANC	7 / 28

LOCAL BREWERIES - ASK YOUR SERVER FOR CURRENT OFFERINGS!

MICHELOB ULTRA

FUNKY BUDDHA FLORIDIAN WHEAT

BUD LIGHT

ROTATING IPA (PLEASE ASK YOUR SERVER/BARTENDER)

RIVERCLUB COCKTAILS

RIVERTOWN RELAXER \$9

Cranberry and pineapple juice, spiked with Coconut Rum and Vodka

GIN BASIL SMASH \$8

Hendricks Gin, fresh Lemon Juice and muddled Basil

MOJITO \$10

Classic. Rum, Sugar, Mint, Lime.

BLUE LAGOON \$8

Tito's Vodka, Lemonade and a splash of Blue Curacao

THE CAPONE \$12

Rye Manhattan, Perfect, Straight-Up

PALOMA \$10

Milagro Tequila with Agave Nectar and Grapefruit Soda

AN ACTUAL MARGARITA \$10

Half a lime, muddled, sugar and orange liquor, served on the rocks.

Café Actuals

	Oct. 21	Nov. 21	Dec.21	Jan.22	Feb.22	March.22	April.22	Total
Gross Sales	\$41,177.00	\$19,630.00	\$20,126.63	\$23,536.69	\$22,717.06	\$46,263.46	\$56,585.00	\$230,035.84
Cost of Goods Sold	\$22,577.00	\$11,343.93	\$9,078.59	\$9,569.00	\$8,618.50	\$27,045.00	\$25,207.00	\$113,439.02
Labor	\$21,399.40	\$13,863.60	\$3,418.60	\$11,918.20	\$10,816.20	\$17,975.60	\$24,809.80	\$104,201.40
Bank/SquareFees	\$1,629.00	\$739.00	\$716.56	\$844.18	\$807.25	\$1,927.07	\$2,524.00	\$9,187.06
Net Profit/Loss	-\$4,428.40	-\$6,316.53	\$6,912.88	\$1,205.31	\$2,475.11	-\$684.21	\$4,044.20	\$3,208.36

Café with Inventory

	Oct. 21	Nov. 21	Dec.21	Jan.22	Feb.22	March.22	April.22	Total
Gross Sales	\$41,177.00	\$19,630.00	\$20,126.63	\$23,536.69	\$22,717.06	\$46,263.46	\$56,585.00	\$230,035.84
Cost of Goods Sold	\$22,577.00	\$11,343.93	\$9,078.59	\$9,569.00	\$8,618.50	\$27,045.00	\$25,207.00	\$113,439.02
Labor	\$21,399.40	\$13,863.60	\$3,418.60	\$11,918.20	\$10,816.20	\$17,975.60	\$24,809.80	\$104,201.40
Bank/SquareFees	\$1,629.00	\$739.00	\$716.56	\$844.18	\$807.25	\$1,927.07	\$2,524.00	\$9,187.06
Inventory On Hand							\$6,833.37	\$6,833.37
Gross Profit/Loss	-\$4,428.40	-\$6,316.53	\$6,912.88	\$1,205.31	\$2,475.11	-\$684.21	\$10,877.57	\$10,041.73

Usage

October	November	December	January'22	February	March	April	FY 22 Total
1,955	1,247	1,114	1,080	1,284	2,035	2,954	11,669

Lifestyle Report

Submitted by: **Clint Waugh**

Exercise Classes and Kids Programming

Zumba with a Twist

- Class takes place Wednesday at 6:00 PM and Thursday morning at 9:15 AM.
- The class takes place inside the RiverHouse Ballet Room.

Aqua and Land Aerobics

- Water aerobics is back for the summer on Monday, Wednesday, and Friday
 - Monday at 10:30 AM, Wednesday and Friday at 7:00 AM
- Land Aerobics is continuing Wednesday and Thursday
 - Wednesday at 10:30 AM and Thursday at 4:00 PM
- Subject to change on the schedule due to participation.

Tennis

- Kids Tennis summer program will begin on June 6th. It will be every Tuesday from 9:00 AM to 11:30 AM at the Tennis Courts.
- Adult tennis has moved to Saturday mornings, with the top Tennis pro from 904 tennis running the program.
- Beginners' women's class (10am to 11am) for Saturday's, men's and cardio were dropped after no sign ups

Soccer Shots

- Summer will run from June 6th through August 1st.
- Winter Numbers were as follows:
 - 12 minis (2–3-year-olds)
 - 12 classics (4–5-year-olds)
 - 9 premiers (6–9-year-olds)

Gentle Flow Yoga

- Every Monday Morning 9:00 – 9:50 AM at the RiverHouse Ballet Room.
 - The new schedule was not successful as we had hoped. We are going back to only offering Gentle Yoga on Mondays.
- Working with Cara to put together a one-time paddle board yoga class for July and potentially August.

Mary Time Music

- Starting June 9th, Mary Time will offer two different type classes for kids this summer.
- Classes schedule to be in the June newsletter as there are sever classes a week until the first week of August.
- One class will be the normal Mary Time Music class and the other is a yoga class for kids.

Ball Room Dancing

- Weekly beginners' class Social/Ballroom dance. This will take place Monday's starting March 21st. This has been a success. Starting in May a continuing beginner's class is being offered for residents that made it through the beginner's class.

Children's Dance Classes

- We are working on a summer schedule/camp currently. We will have the fall dates finalized in the coming weeks as well.

Champion Swim School Lessons

- Swim Lessons classes are being offered through Champion Swim School this summer.
- Currently, they have classes Sunday through Thursday.

Food Trucks

- Every Monday evening, Sal's Cucina is at the RiverHouse – Sal's is doing very well with an average revenue of \$650.00 each Monday.
- In place of Blazin Buffalo, every 2nd and 4th Thursday, we are going to have a different Taco truck for Taco Thursday! We also host one truck outside the gates of WaterSong twice a month, we have taken December off, but have started that back up for January. That is on the 1st and 3rd Thursdays of each month.
- We host 2-3 food trucks in rotation at the RiverHouse from 5:00 PM – 8:00 PM. We began to collect money from the food trucks (\$25.00 per savory and \$15.00 per dessert) starting on September 3rd. Revenue going back to CDD.
- We also have started having food trucks at the RiverClub on Friday, 1 on Saturday, and 1 on Sunday. This to help with the supply/demand of café during the weekends.

June Events:

- Italian Nights – Sal's (6th, 13th, 20th, 27th)
 - Every Monday at RiverHouse from 5pm to 8pm
- Food Truck Fridays (3rd, 10th, 17th, 24th)
 - Every Friday at RiverHouse from 5pm to 8pm
- Taco Thursday Trucks (9th and 23rd)
 - Taco Truck at RiverHouse from 5pm to 8pm on 2nd and 4th Thursday of each month
- Out of School Party (2nd)
 - At RiverHouse pool from 2pm to 5pm. DJ, interactive games (soccer shot, basketball shot, and inflatable ax throwing), Desert truck
- Dive In Movie (4th)
 - Movie to begin at sundown at RiverClub pool at 8:30pm. Night at the Museum was supposed to shown, due to technology issues Toy Story 4 was shown instead.
- Karaoke at RiverClub (9th)

- Karaoke from 6pm to 9pm
- Amphitheater Concert (11th)
 - Concert will be from 7pm to 10pm. Will have food truck from 6:30 to 9:30 as well as a beverage tent with beer and wine from the café.
- Live Music at RiverClub (16th)
 - Live music on the RiverClub pool deck/café from 5pm to 8pm by Mark O' Quinn.
- Trivia (23rd)
 - Trivia from 6:30pm to 8:30pm. Category is Movies.
- DJ at Pool (25th)
 - Music and games at the RiverClub pool from 6pm to 9pm.
- Jumbo Shrimp Night (25th)
 - This was a resident organized event that they are paying for a group area of the Stadium for the evening with a special ticket. Will be promoting in June newsletter.
- We will have a weekly youth event for the summer that is still in the works to be finalized starting asap!

July Events

- Italian Nights – Sal's (11th, 18th, 25th)
 - Every Monday at the RiverHouse from 5pm to 8pm (excluding the 4th)
- Food Truck Friday's (1st, 8th, 15th, 22nd, 29th)
 - Every Friday at the RiverHouse from 5pm to 8pm
- Taco Nights (7th and 21st)
 - Taco Truck at the RiverHouse from 5pm to 8pm every 2nd and 4th Thursdays
- Music Bingo (7th)
 - Music Bingo from 6:30pm to 8:30pm
- Trivia (21st)
 - Trivia from 6:30pm to 8:30pm. Category will be TBD.
- 4th of July Entertainment
 - Golf Cart Parade – starting at RiverHouse and finishing at the RiverClub – start time TBD.
 - Music at both pools from 12pm to 3pm. Might have amusements at the RiverHouse or RiverClub.
- Family Magic Show at Amphitheater (10th)
 - Hour magic show for kids/teens in afternoon (TBD)
- Live Music at the RiverClub (14th)
 - Live music on the RiverClub pool deck/café from 5pm to 8pm
- Amphitheater Concert (16th)
 - Concert will be from 7pm to 10pm. Will have food truck from 6:30 to 9:30 as well as a beverage tent with beer and wine from the café.
- Karaoke at RiverClub/Music at RiverHouse Pool
 - Karaoke at the RiverClub from 5pm to 8pm with DJ Ross
 - We will be having a DJ at the RiverHouse pool from 4pm to 7pm

RT Website and Mobile Website – Update

- Website and mobile website are live now.

- Working with Mattamy's sales team, we sent over a "how to for residents" to help aid residents with acquiring access cards.
- Since launch:
 - Newsletter Sign ups – 434 (was 393 for the May report)
 - Access Card forms – 207 (was 184 for the May report)
 - Contact us/report a concern – 249 (was 212 for the May report)

Field Services Report

Submitted by: Johnathan Perry

RiverHouse

- Sidewalks
 - One of the sidewalks on the interior of the pool deck was raised and unsafe. The team was able to source equipment and grind down the sidewalk to an acceptable level allow safer handicapped access to the pools.
- Handicap Pool Access
 - The handicap access chair for the pool is inoperable at the time. We discovered that the spigots that provide water to the chair do not work. We are contacting a plumber to investigate the issue.
- Chairs
 - Some chairs on the pool deck need to be re-slung due to wear and tear. We have contacted the vendor that provides them, and they have finished production. We are awaiting the arrival of the check to pick up the parts. Once they arrive, we will schedule the chair repair.
- Pool Return Cover
 - One of the small covers for the lap pool return lines was discovered broken this week due to unknown causes. We are contacting vendors to find and replacement and will replace once received.
- Pool Cabana
 - One of the fans malfunctioned last week. We were able to source a direct replacement and install the new fan with no issues.
- Door Handle
 - Two more door handles at the RiverHouse have broken. The team installed the new handle, and we are regularly inspecting all for functionality.
- Showers
 - All the pool showers and showers in the bathrooms were slowly leaking. We were able to have a plumber come out and inspect/repair all showers. They are working as intended now and we will continue to inspect.
- Sconces
 - All scones at the RiverHouse have been meticulously disassembled and cleaned over the last two weeks. They began to develop residue within the glass and required removal and cleaning. We will continue to clean and monitor their functionality.
- Pressure Washing
 - Both buildings have been pressure washed. The team will continue to monitor their cleanliness and rewash as necessary.
 - The team inspected the exterior of the building and found some stains along the outside. They were able to clean it off and will monitor for cleanliness.
- Conference Room

- The thermostat in the conference room was going out. The touch screen would not allow for temperature changes. The team sourced one and replace it, saving the district ~\$700. It is functioning properly. Howard AC also came to inspect the rest of the AC system in the rental side They found that the system was working properly.
- Fire Inspection
 - The fire marshal visited the RiverHouse on 05/13 and found that both buildings were in good condition, other than one fire extinguisher. The vendor will be out on 05/16 to inspect and recharge.
- Pool Deck
 - An outlet cover was knocked off of the wall near the grill area on the pool deck. The team reattached the cover and verified the outlet was still operational.
- Signage
 - One of the signs attached to the RiverHouse rental side was coming loose from the wall. The team was able to reattach with no additional costs associated.
- Tennis Court
 - The rain sensor on the irrigation system for the tennis courts burnt out. With assistance from the landscaper, we were able to have this replaced and ensure that the courts are adequately being irrigated.
 - The line roller broke all the way this week. We were able to find replacement parts for it and bring it to an operational stated saving the district ~\$250.
- Basketball Court
 - The courts were beginning to show signs of distress along the borders in the form of a black residue. The team soft washed the courts and will monitor for additional needs.
 - The nets at the basketball courts we all torn or in a deteriorated state. The team has replaced all nets and will monitor for further needs.
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RiverClub

- Outlets
 - The outlets on the pool deck have all been identified as non-operational. The team has replaced three so that event vendors may utilize the deck for the equipment. The team will continue to work throughout the deck repairing all 9. We will monitor their operational until we are certain there are no underlying issues.
- Umbrellas
 - Two of the larger umbrellas have been broken for quite a while now. We have finally received the replacement parts and have repaired the two broken ones. We also have ordered more for surplus due to the frequency at which they break.
- Boardwalk
 - The team has begun the process of pressure washing the long boardwalk behind the RiverClub. This process will take some time due to its position, but the team will ensure it is completed in an efficient manner.
 - Some of the lights along the boardwalk are no longer working. We are investigating potential solutions and will have them repaired as soon as possible.
- Path Lights
 - The path lights along the rear of the RiverClub were beginning to fade. We were able to paint all lights, bringing back their former clean appearance.
- Pressure Washing
 - The RiverClub, Kayak Shed and Amphitheater have been pressure washed. The team will continue to monitor their cleanliness and rewash as necessary.
- Pool Pump Room

- The latch for the pump room was broken recently. The team sourced a replacement and repaired the door.
- The pump room began to build surplus parts. The team reorganized, cleaned, and moved any parts that would not withstand the weather to the maintenance shed at the RiverHouse.
- Furniture
 - The team identified and repaired some of the chairs on the pool deck. We monitor and remove or repair the lounges frequently.
 - The large swing at the RiverClub required additional staining after our initial attempt. The team was able to re-stain and bring it back to an acceptable standard.
- Game Room
 - The fan that was nonfunctioning in the game room has been repaired. We will continue to monitor both fans for additional needs.
- Gutters
 - The gutters at the RiverClub are overflowing when it rains. We had a vendor visit this week to assist with jetting them out with the hopes that this will alleviate the problem.
- Kayak Launch
 - The kayak launch lost some of its hardware and the seat became loose from its post. The team repaired the seat and have sourced new bolts for the railings. We will install the new hardware the week of 05/30.
- Exit Gate
 - The exit gate the RiverClub was beginning to sag over stress from normal wear and tear. This has caused the bolts holes to elongate and the anchors for the hinges were falling out. We were able to make the existing hardware work, but over time, the gate will require extensive repair. We will investigate proper repair procedures and present the board with options soon.

Common Areas

- Welcome Center Waterfall
 - The electrician has wired up all associated areas. They have removed the larger pump and have begun the repair process. They will be out the week of 06/06 to continue their efforts.
 - The entrance side began to build up algae along the falls. The team pressure washed the waterfall and will monitor.
- Community Lighting
 - All the lights on the main roads have been replaced (Orange Branch Trail, Kendall Crossing, etc.). We will continue to work through the Lakes and Main Street.
 - One of the photocells that controls the lights on Rawlings Rd burnt out and required replacing. The team was able to get this fixed with no additional issues.
 - We have ordered more lights and will begin the install throughout the communities next week, while keeping in mind of any lights near a house. We are currently at \$1,530.88 out of the \$2,500 approved budget for this project.
- RiverFront Park
 - The fallen tree has been cut out of the way of the path. We are awaiting scheduling from the vendor to have it removed completely.
 - The tanks began to sound their alarm again this week indicating an issue with their pumps. We were able to manually start the pumps but will need to

investigate more permanent solutions for its repair. We will present the board with our findings soon.

- The other side of the entrance gate has finally broken. The team has removed the gate and is rebuilding it. We will replace it once its completed.
- The flags on the pier were all torn or missing. The was able to replace all flags and will monitor.
- Reclaimed Signs
 - JEA requested that we install 5 additional “reclaimed water” signs throughout the Haven. The team was able to find surplus signs in the shed and place all signs well prior to our 15-day grace period.
- WaterSong
 - One of the fences along the entrance to WaterSong had its wood fall off. We were able to repair the wood panel and replace it.
 - The waterfall at the sign periodically requires pressure washing to assist with the removal of calcium and algae. The team was able to pressure wash the sign this week and will monitor for further needs.
- Boardwalk
 - The boardwalk between NorthLake and The Gardens was inspected and determined that it required cleaning. The team was able to pressure wash the majority of it with equipment on hand but required additional hoses to complete. It will be finished the week of 05/23. We are currently working to inspect and repair/replace the wires throughout.
- Splash Pad
 - The float that tells the put to either fill with water of not was broken this past week. The team was able to source parts and fix the issue. They also cleaned and inspected all filtration within.
- ADA Pavers
 - Two areas had their ADA pavers sink slightly. One was on Baya St. in HomeStead and the other on Ruskin Dr. and Chandler Dr. The team was able to dig out and level the existing pavers with no issues. We will continue to inspect all sidewalk junctions for safety and repair as necessary.
- Community Garden
 - The team cleanup and prepared three plots for new residents this week. We also cleaned and de-weeded the common area paths within.
- Street Cleanup
 - The team policed the community for debris and dirt along the roadways and along pond banks. We were able to get to most common areas and the major pond banks. We will continue to police on a regular basis.
- Tasker

Item	District	Proprietor	Description	Progress
On Street Parking Message	RECDD I	Clint	Send out an informative blast specific to onstreet parking	sent 4/1/22
Mail Box Lighting	RECDD I	Johnathan	pilot program for a single mailbox kiosk. Start in the Arbors	completed
Light Pilot Program	RECDD I	Johnathan	order and install lights for pilot program	in progress
Erosion on pond banks	RECDD I	Johnathan	Identify areas that are in need and come up with an action plan	in progress
Dog Stations	RECDD I	Jason/Johnathan	order 3 to 4 new dog stations and work with Fred on locations	ordered
Gym TV's	RECDD I	Jason	get with AT&T and Comcast to see about upgrading the TV's in the gym	in progress
Golf Cart only Parkin	RECDD II	Johnathan	Order and install golf cart parking only sign for The Manor	completed
RiverClub Parking Lot Curbing	RECDD II	Johnathan/Jason	Work with District Engineer to address drainage and damage to areas that may require curbing	in progress
Security	ALL	Jason	honor increase for 120 days. In the interim gather feedback from RECDD II and RECDD III boards on approach	in progress
Inventory system for assets	ALL	Jason/Johnathan	work on an inventory list of current asset	in progress