

**Tuckahoe Recreation Club**  
**1814 Great Falls Street**  
**McLean, VA 22101**  
**(703) 356-1205**  
[www.tuckahoe.net](http://www.tuckahoe.net)  
**Tuckahoe Board of Directors**

**MINUTES**

**Date:** June 20, 2023

**Time:** 7:00

**Place:** Tuckahoe - Board Room

**Board Members Present:**, Chris Bassler, Keith Bretzfield, Cindy Dobyns, Bert English, Nathaniel Glasser, Matt Kelly, Scott Lisman, Chris MacKay, Hiranya Maru, Andrea Smith, and Monica Winthrop

**Board Members Absent:** Brendan Bayer, Ed Cho, Jay Comfort, Monika Sibert, and Lauren Wilson.

**Officers:** Mike Thomas (President), Brian Hult (Treasurer), and Bill English Sr. (Past President)

**Officers Absent:** Lauren Bostrom (Secretary) and Chris Zochowski (Vice President).

*Meeting called to order at 7:00 at Tuckahoe by the President.*

*Secretary sent out May minutes. Minutes accepted.*

**Manager's Report**

- **Member Communication:**

- We have been working hard at member communication. One of my primary goals through my first few months (and beyond), is to focus on letting the members' voices be heard and give thoughtful responses to each. Of course, different levels of response are needed in different cases; the goal is not to react the same way to every comment, but the goal is to ensure every member feels equally valued and heard.
- In that effort, Monica and the marketing committee has re-initiated the newsletter, I've began sending out weekly emails highlighting a few items each week for the members, re surfaced the bulletin boards and new flyers, focus on responses to all comment cards and emails (from [comments@tuckahoe.net](mailto:comments@tuckahoe.net)), intentional presence on the pool deck, at the tennis courts, and dining area to connect with members, all of this representing an overall mentality shift and focus on member relationships.

- **Projects:**

- Freshening up tennis area:
  - Removing unnecessary fences and posts

- Removing debris
- Painting entrances
- Fixing tables
- Redoing bulletin boards
- Replaced nets
- Reduce ground cover
- Remove ground cover growing up tree trunks and fences
- Replaced water coolers
- Added benches
- Fixed broken stones (partially)
- **In progress items:** upgrade storage, add wind screens, add new gravel and mulch, add shrubs
  - Added new air control units to Grille, SBH lobby, and WBH
  - We discovered that the Spa is losing water. We have not been able to identify where the leak is, but we are going through some tests and looping in Jeff Allen for his assistance in finding a fix.
  - Working on adding a ‘Spirit Rock’ for swim & dive. To be placed in the grassy area below Tennis (next to the WBH parking lot).
- **Staff Training:** We are working on some slow and steady culture shifts among the staff. Here are some focus points we are emphasizing:
  - **Yes culture.** We want to do what we can to answer yes as often as possible, and if we do say no, we are going to only do so when there is a truly good reason that we can confidently explain if needed.
  - **Cross training.** Starting from the managers and working down, prioritizing to all staff that we need to communicate with each other often, learn each other’s areas, and support each other in big and small tasks.
  - **Seeing through the eyes of member experience.** We are working with all the staff to think about a member’s experience as the primary way they act. Smiling, slowing down and talking, engaging members to see how they are or what they need without being asked, etc. In a word, emphasizing hospitality.
- **Events:** Cheryl and I are working to plan all of the summer events. Due to the circumstances, very little was planned prior to the summer. So we are having to plan them as we go – some exciting things happening though: collaborated with a local brewery, collaborating with a local winery, doing an end of season movie bash, new local band coming this summer, etc.
- **Getting Plugged In:** I am spending a lot of time working to get plugged in and work with all of the committee chairs, team reps, legacy members, and so on to support them in any way we can and learn about the operations and vision of each area. So that is continuing to take a large portion of my time, but I believe is very valuable to building relations with everyone and helping better the service and member experience.

## President’s Notes

- Summer is in full swing
- Welcome to Phil

### **Executive Committee**

- Nothing to report

### ***Committee Reports***

#### **Operations: Chris Bassler**

- Switching over to summer and get new staff on-board
- Flanigan's group contract for Masters swimming has been signed
- Turbidity/cloudiness of outdoor pool has been an issue, looking into options for remedies
- Getting to normal summer schedule hours, re-iterate summer schedule so members are aware

#### **Engineering and Maintenance: Ed Cho**

- No report, Club benchmarking report sent out to board members

#### **Finance: Brian Hult**

- Initiation fees are running slow for this year compared to previous years
- Getting additional interest rate fees
- How do we continue to maintain reserves
- Trash fees are up but could be classification error
- E&D daily material is also up and could be counted in but should be CapEx
- Gas expense year to date is up, need to re-evaluate contract to determine best value for club.
- Club benchmarking for maintenance plan for the current structures, cost was \$8.2M over the next 20 years, about \$408k per year of it was a straight line allocation. \$2M would be upfront cost and the rest would be spread over the period. Next step is to socialize and get agreement and approval. Would look at July 24th to have Club Benchmark present to the members. Once approved, it should be determined how this feeds into the next years budget.

#### **Membership: Bill English**

- Numbers:
  - Full Members – 3,248
  - Absentee – 220
  - Emeritus – 103
  - Waitlist – 1,263 individuals; 346 families
  - Additions: 110 individuals additions
    - **Motion** to approve all members – **motion approved unanimously.**
- Cheryl has done a great job of pulling together numbers for the month.
- Had an 11% total attrition of members that have resigned
- Numbers will fluctuate through June 30th per the by-laws
- Will need an accurate email address and contact number to be able to validate for various initiatives.

**Member Relations: Bill English**

- Member relations would like to meet with the Operations and By-Laws committee about proposed changes
- Information was sent to committee chairs for consideration

**Programs & Concession: Brendan Bayer**

- Max is on-board and things are getting into full swing
- Revised full menu is coming out
- Weekly meeting with Max to look for improvement
- Beer tasting event went well
- 4th of July coming up with similar events as memorial day
- Movie nights planned
- Currently operating at break even on the grill
- Working on food options for Swim team meets

**Aquatics: Bert English**

- Aquatics has switched to summer schedule
- Black and Gold went well with no issues
- Pool lights have been replaced with white lights for night time

**Tennis: Chris MacKay**

- Switched to summer schedule
- Tennis Black and Gold meet held this past weekend and went well
- Pickle ball equipment has arrived including the nets, will look to have installed within a week; 8 sets of paddles and balls and hoppers for the balls and 200 balls; enough to play doubles on each of the courts

**Long Range Planning: Chris Zochowski**

- No report.

**By Laws: Bert English**

- Meeting with relations committee to go over recommended by-law changes

**Fitness: Matt Kelly**

- Looking to determine policy for kids in fitness room, will collaborate with operations to determine

**Marketing: Monica Winthrop**

- Working with Phil, on weekly email communications that come out on Sunday nights
- 1st Newsletter was sent out and looking to do next iteration, will look to incorporate a calendar view for activities including swim and dive meets

**Nominations Committee: Keith Bretzfield**

- Social Media Post with application advertisement went live on 6/14

- Hard copies available at front desk and posted around the club by 6/15
- Designated e-mail blast to membership to be issued week of 6/16
- Link to application survey monkey will be included in the weekly Tuckahoe update through mid-July.
- Three (3) Board Seats anticipated to be vacant, remainder of Directors/Officers will be running for an additional term.

**Old Business:**

- Nothing to report.

**New Business:**

- Member has requested last 6 months of gas bills to help understand increases
- Asked operations to look at the water quality from Fairfax Water coming into the pool
- Could bring in a company to do Scuba training would need a minimum of 8 people to do; it would be a 2 day training and broken down into 2 weekends. Operations will look at first and then determine if there is member interest.
- How do we admit limited members was discussed to determine proper handling; will need a report at end of July

**Announcements:**

- Next board meeting will be on Tuesday, July 18<sup>th</sup> at 7 PM.

*Meeting adjourned at 8:54PM.*

**Monica Winthrop**  
Secretary

**Mike Thomas**  
President