

Tuckahoe Recreation Club
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Tuckahoe Board of Directors

MINUTES

Date: October 17, 2023

Time: 7:00 PM

Place: Tuckahoe - Board Room

Board Members Present: Chris Bassler, Brendan Bayer, Keith Bretzfield (via Zoom), Ana Florez, Nathaniel Glasser, Kristin Gorelik, Matt Kelly, Hiranya Maru, Nick Metcalf, Ratih Sudharto, Lauren Wilson, Monica Winthrop, and Chris Zochowski.

Board Members Absent: Scott Lisman, Hilary Scherrer, and Monika Sibert

Officers Present: Ed Cho (President), Lauren Bostrom (Secretary), Mike Thomas (Past President), Brian Hult (Treasurer) and Bert English (Vice President)

Meeting called to order at 7:01 PM at Tuckahoe by the President.

Secretary sent out September minutes and Annual Meeting minutes. Minutes accepted.

President's Report:

- Welcome to new Board members. Thank you past Board members.
- County Work - still in progress, zoning enforcement still on hold
- Moving forward with ABC license
- Hired a new assistant for Leandro - Victor
- Communication transparency initiatives - find a way to get minutes and other important documents uploaded to the member-only online portal, Melissa is revamping social media, Phil is working on the new homepage so that there is a calendar for all events and a banner for inclement weather updates.
- Working on reformatting the pool usage schedule
- Reminder to committees to send in any big-ticket items to get ahead of budget planning

Manager's Report

- Fall Season:

This is the time of year for us to focus on many items that are difficult to devote attention to during the spring and summer months when our usage and programs were at their peaks. Some of these items we have been, and are, giving lots of

attention to are fire prevention permits, elevator inspections, sprinkler and suppression inspections, HAZMAT, kitchen hoods and elements, rodent and pest control, and many local jurisdiction items.

It has been a good season where we have made a lot of progress on updating these and making some important changes. In addition to working on permits and inspections, we have met with many vendors to check market prices and evaluate operations/future upgrades. Some of these have been: a landscaping service, tennis management, fitness vendors, ice cream suppliers, and others. Each of these has its own perspective of what we can learn vs our relationship with the current vendor – we are not simply looking to get better prices, but also evaluate where we are at with industry standards, keep our current vendor honest, establish “backup” relationships, etc.

Lastly, we are working on making some updates to our website which are in the works. We are developing a calendar that will be able to house everything from upcoming events to daily pool hours. We are setting up a section of the website behind a “login wall” where we can share past minutes and audit information. We are setting up a weather policy page that connects to a “notification bar” which can scroll along the top of our home page. All of these are in the works right now, and when drafts are ready, we will share with the appropriate board members for feedback before anything is finalized. Our goal would be to have these features ready to share with the members in the coming weeks if we are able to complete the tasks needed

- Projects:
 - Winterizing items around the club
 - We intend to store furniture and umbrellas in the first week of November. Leaving items out until then allows members to still make use of our outdoor spaces through most of the fall when nice weather allows. If the weather changes drastically, we can store these the last week of October.
 - Other things happening the first week of November in winterization efforts: take flag down and fold, remove awning, place covers on outdoor pool, drain water from pipes in Grille, seal gas lines to BBQs on patio, taking away the potted flowers, blowing drains in the SBH locker rooms, storing patio furniture and more.
 - New concrete foundation has been constructed beneath the outdoor pool heaters.
 - New roof shelter over outdoor pool heaters has started and will be finished in November (waiting for backordered materials).
 - Replaced the exhaust over the hot tub.

- Resurfacing the baby pool - This was not planned, but when we started the winterizing process, it became apparent that we really needed to complete it.
- Cleaning in the WBH has needed attention since the increased usage of the WBH locker rooms started in mid-September. I have been working with Fadia (who oversees our cleaning) on best practices and addressing issue areas in a new way. We are seeing improvements, but still areas for additional improvement.
- Fitness machines have been breaking regularly (particularly the cable machine). Leandro has been keeping them running until we have a long-term plan – but it is taking a lot of attention.
- The main pipe serving the men's WBH locker room broke and was replaced by Leandro.
- MANY more small projects are being completed by Leandro and his assistant
- Updated Handbooks:
 - A big project we are working on this off season is updating handbooks at Tuckahoe. This includes:
 - Lifeguard handbook
 - Front desk handbook
 - Grille handbook
 - Member handbook
 - The member handbook will give existing, and new, members direction on how to make the most out of their membership. In addition to things such as the code of conduct, bylaws, policies, etc., it will also have information on how to get involved in different areas of the club, how to invest in the community at Tuckahoe, who to reach out to for questions in different areas, history of the Club, and much more.
 - Again, board members will be involved in all of these through the draft process. Right now, we are still working on the first drafts to share with board members for review. Our goal is to have them ready by next season
- Events:
 - We had to cancel Oktoberfest as a result of only a handful of registrants signed up in the days leading to the event.
 - Halloween House Planning
 - Had LOTS of registrations and had to close (we had 100 children register, not counting parents).
 - Due to so many registrations, we split it into 2 groups (coming at noon and 2pm instead of all at 1pm as originally planned).
 - Planning holiday events
 - As the start of the process for planning 2024 events and gathering direction from the Club leadership:

- We are working on creating a list of all 2023 events with our notes to share with P&C committee (per Matt's request).
- We are working on a draft calendar of 2024 events to share with P&C committee (per Matt's request).
- Then P&C will give direction for us to run with!
- Starting a Cinco de Mayo event for spring.
- We certainly welcome suggestions and feedback on event ideas! We defer to P&C on how they would like suggestions shared, but it is very important to us that our ideas and efforts with events are serving the needs and desires of the membership directly and we are not missing opportunities that the membership sees or pouring into an event that is not needed or wanted. So please share!

Executive Committee

- No report

Committee Reports

Operations: Chris Bassler

- Planning to change locks and combinations throughout the club
- Some members are abusing the 9PM closing time, they will be contacted by Phil and Jacob to re-emphasize what the rules are
- Drafting member code of conduct policy
- Some tweaks being made to pool usage schedule
- In discussion with lifeguard training company - might be revenue opportunity
- Workshopping weather policy - will send this out in weekly email
- Clothing for guards in the winter purchased
- Many of our guards are now certified as pool operators - comes with pay increase

Engineering and Maintenance: Brendan Bayer

- Baby Pool
 - Engaged Jeff Allen
 - Whenever there was a problem before, there was just plaster laid over, we can't find out who the vendor was, but was done on the cheap (over 7 layers of plaster)
- Cover over the heaters - All materials received, work will start in November
- Need to discuss further about Summer Bath House closet construction
- Broken pump in pump room - fixed by Leandro
- Waiting on Jeff Allen's proposal for indoor pool deck

Finance: Brian Hult

- Idea about capital acquisition request form for items that are anticipated expenditures - helps track expenditures from each fund

- Variance report - each committee conducts on a quarterly basis; would work with finance to review; helps track how projects/committees are going throughout the year
- No dramatic swings for income, expenses are up year-over-year
- Budget process - we have a notional budget pulled together so far, but without dues factored in yet; reflects marginal growth for most items; right now, we are in-line with historical levels
- Exploring other ways to raise revenue other than dues - right now, we are projected to take in essentially as much as we are spending
- The worst thing we could do is to take on debt to finance projects

Membership: Lauren Bostrom

- Numbers:
 - Full members: 3,250
 - Absentee: 220
 - Emeritus: 103
 - Children under 5: 165
 - Limited members: 39
 - Waitlist total families: 404 (1,482 individuals)
 - New to waitlist: 9 families (32 individuals)
 - *Motion:* Approve list of new individuals to waitlist. *Motion approved unanimously.*
- Some Emeritus members have 4-5 years worth of cards (25 passes per card), which technically expire every spring. In the past, Emeritus members have used the cards year-to-year, even though they were required to buy new cards each spring. This is now limited to only two active cards. (for example, right now emeritus members can have a 2022-23 and a 2023-24 card).
- No usage of emeritus member pass for guests - as per by laws.
- Look at by-laws regarding dues collection and membership notification dates. We may be collecting and notifying potential new members too late. Committee is thinking about moving things up one month.

Member Relations: Keith Bretzfield

- Reached out to Dick to schedule “listening sessions”
- Will be reaching out to committee soon with updates

Programs & Concessions: Matt Kelly

- Thank you Max for your service to the Tuckahoe Grille - we will put putting a req out for a new Grille Manager
 - We have the crew in place, but we need a manager
- Grille:
 - We have some inventory left (non-perishables)
 - Grille is cleaned and winterized
- Proposed calendar of events was sent out to Board via email - thoughts about breaking up major activities
- Going to talk with E&M about lighting by grills at night
- Trying to reach out to members

Aquatics: Bert English

- Teams are going well
- Recent questions about kids in hot tub - will address further procedures/enforcement in committee; better enforcement needs to happen
 - Problem comes with divers - these kids need to be warm, especially if deck is not warm
- Discussing comments made during annual meeting in committee
- Preparing for budget!

Tennis: Scott Lisman

- Working with Phil to examine tennis contract, which goes through the end of next year - one thing to note is that junior tennis was capped in contract at 115, with additional fee for everyone over that number (we were at 170 this past summer)
- Tennis vendor is called "Pass Academy" (just a name change, not a vendor change)
- Have all contact info from Tennis reps
- Tennis committee will meet in the next two weeks

Long Range Planning: Chris Zochowski

- Still in same position as last year - biggest concern is saving money because we cannot set 5 and 10 year goals without savings
- Looking to have committee meeting within the next month
- We are trying to figure out what the best way forward is - for example, how can we use the summer bathhouse more efficiently?

By-Laws: Nathaniel Glasser

- There are a few proposals to be discussed in committee

Fitness: Matt Kelly

- Gym is old, equipment is aging
- Reviewed estimates on refinishing room, leasing cardio, and buying strength equipment
 - US Fitness
 - EnerG Wellness
- In the past, we have been buying new equipment as needed - this leads to a poor member experience
- *Motion:* \$50,000 with a monthly expense going forward for leased cardio equipment.
Motion approved unanimously.
- We want members to be involved with process of selecting new equipment
- The proposals are within the estimate from Club Benchmarking
- We have been talking about gym improvements for the past five years, and every year it has taken a back seat

Marketing: Monica Winthrop

- Weekly communications seem to be going well, consistency is good!
- Working on Fall newsletter - hopefully out in October

Old Business

- No report

New Business

- Suggestion was made to sign a natural gas contract
- Suggestion made to move more money collected by dues into Capital Expenditure fund rather than into operating budget; maybe even raise dues more to help finance this

Announcements

- November Meeting on scheduled for 11/21 (Thanksgiving week) – rescheduled to Tuesday, November 14
- December Meeting scheduled for 12/19 – rescheduled to Tuesday December 12
- Holiday BOD get together - thinking about ideas
- Matt will be hosting a facility tour - more info to be sent out via email

Meeting adjourned at 8:55 PM.

Lauren Bostrom
Secretary

Ed Cho
President