

**General Manager's Report # 243  
Gary R. Phillips, September 16, 2010:**

**Our first 15 unpaid members of 2010 have had their credit blocked by Action Collectors.**

**The remarkable summer of 2010 has ended at the pools and concession stand. We did \$7,662 at the stand; 19,623 were logged in at Beach I and 8,601 checked thru at Beach II.**

**But the real story here was the weather! When budgeting each year, I figure on at least a few rain out days as a buffer. No luck this year. The pools were open all 107 days, sometimes opened late or closed early because of rain; but over 428 shifts (some shifts split, some extra ones inside pool #1) WERE run.**

**The concession stand WAS open all 92 days, 46 of 47 days were covered by Lake Patrol, the only miss being a health scare that took one employee to the emergency room Labor Day Sunday.**

**The RRA Office is now on off-season hours, open four days a week, W-T-F-S, 8 AM to 6 PM each day, but call any time, I nearly live there. But DON'T use the first RomeRock number in the new Windstream phonebook! They listed the clubhouse 911 speaker-only phone.**

**The new maintenance garage project got underway the second half of August. There were a few missteps because Legacy's subcontractor that we had first met and discussed the project with took on another job when the building permit took almost a month to obtain from the county & CT Consultants.**

**Spoke with all three realtors about the non-activity concerning the 31 RRA lots. We discussed the possibility of dropping the real estate agreements and holding our own clearance auction.**

**Prompting this was a call from the Ashtabula County Treasurer's Office asking for payment of the real estate taxes on the property group, currently near \$31,830.**

**I politely replied that the county has not held the required annual forfeiture sales so there was no fear on our part that our lots would be seized for back taxes. I did kindly inform**

**them that we would of course pay the taxes as each lot was sold as we have done some 275 times during my tenure here.**

**Lots of carpenter ants moved into the clubhouse behind the western air conditioning unit's cement pad. Local exterminator H.T.I. handled the tens of thousands of unwanted visitors by cutting into the wall to get at the Queen. We handled this task just in time for the August 28<sup>th</sup> Promotion Club Dance.**

**Long time RRA Office Assistant Barb Berndt has decided to retire after this fall. Her past 14 years of service have been a PLEASURE to share with her, even in (at times) the most trying of circumstances. At least now Bob & Barb won't have to rush back from Florida each April. GOOD LUCK BARB, AND THANKS!**

**With the Board's concurrence, I am pleased to announce that RRA Webmaster/Marketing Representative Jennifer Bunce will step up and add Barb's Office Assistant duties to her own. This promotion now gives us seven full time staff members.**

**Speaking of Jen, she has successfully sold over 25 ads for the new 2011 RRA paper calendar. We have had a few on the web site itself, so members should look over that availability. We have had about 9,000 hits since Jen launched our new site and her new Roaming Shores Village site just went on line as well.**

**We now have an email blast system to get out important news & updates and have just added a Membership Directory to the site. Log in and check them out. The Directory is based on the in-house RRA telephone book and lists those members' names, numbers & addresses as they have reported to the Office.**

**Our site is now functioning as a daily electronic newspaper. There are many hundreds of historical photographs as well as a picture history of the ongoing construction of both the RSV Village Hall and the new RRA Maintenance Facility.**

**Canvassing other OLCA lakes finds most have an electronic version of their membership newsletters. Several are trying to discontinue their paper hardcopies. We may consider offering a rich, constantly updated internet version (with permanent on-line archives) and mailing out a limited color edition to those without computers. The only way this makes economic sense is for most (say 800+ of our current 1,100 subscribers)**

**to take their information directly from the website.**

**We'll set up a poll in the near future to gauge interest. We now spend \$7,000 yearly to support The Shores News and we may be able to redirect these dollars to other membership needs.**

**Hard to believe 2011 is almost here. Our 45<sup>th</sup> Anniversary of the creation of the lake arrives with it. As is my custom, I revise the RRA map every five years. This year Jennifer's talents will help greatly in preparing ads for the back page.**

**The back is divided into eight nearly 8" x 11" sections. Each full section will sell for \$1,000; each 1/2 section \$600, and every business card \$125. Repeat business members will get priority placement and a 5% discount as a courtesy for their continuing support. All 1/2 section advertisers will receive a free box of 225 maps for their own use. Full section owners will receive two boxes. As in 2006; we need to print about 8,000 maps.**

**We will look at the laminated version and the 300% blow-up, wall-sized map, but those need membership support to justify the costs of production. The wall map was last produced in 2002 and is really out of date (WAS 711 homes; NOW has 880).**

**Thought has been given to excusing non-powered watercraft from purchasing the RRA boat decals (money goes into lake maintenance & not a lot of damage from the non-motorized).**

**We have from this year's paid and registered membership the following: 83 canoes, 112 kayaks, 12 sailboats, 9 row boats without motors, 54 paddleboats, and one inflatable boat. These 271 craft are fully one quarter of our local "fleet" but at only \$8 per, make up just \$2,168 of our \$38,000 decal income.**

**Our Andover Bank Loan automatically adjusts next March. For a \$500 fee we can adjust NOW to the floor rate of 5%. This would either pay it off eight months early (June, 2018), or cut the payments substantially over the remaining Feb., 2019 term.**

**With the clubhouse gas oven & stove, please know that I would never leave people in danger. I read that some tried to use it but could not make it work. That must be due to the regular turning off of the gas supply line by folks thinking there was a leak.**

**The repair service again says the unit is fine. Our electrician will wire us for electric if we want to go back to that and has offered to take the unit in trade to give it to the Orwell American Legion Auxiliary if we want rid of it.**

**Another thought is to post it on the web site and take bids. This unit would run about \$4,000 today and has not been used all that much.**

**My take on our finances is attached as always.**