

**General Manager's Report # 254
Gary R. Phillips, September 15, 2011:**

We are still offering the 7.5 foot long, 45th RRA Anniversary Wall Maps by pre-paid subscription only. These are available for \$225 each. Act now!

The Concession Stand did very well this season, the best in fact since the new heated pools were constructed in 2003. We took in \$8,900, (budgeted \$7,000), supplies ran \$5,299 and wages and taxes ran \$5,279. A loss of about \$1,678 (less than 1/2 of 2010's loss) which includes \$400 (retail) in ice cream lost in the 24 hr. power outage June 7th. Thank you, members!

The RRA Office reverts to off-season hours (W-T-F-S) 8 AM to 6 PM as of Friday, Sept. 16th. Staff will still receive phone, fax and email messages and arrange appointments as necessary so don't hesitate to contact us on days that we may be closed. The Office will be closed on Sept. 28 & 29 as Jen & Pat accompany me to the Fall OLCA Meeting.

25 owners of 14 homes & 53 lots went through the 2011 Action Collectors process and had their credit blocked. Those accounts, owing us \$27,821 at present; are now with David King's Office for collection.

We are also working with another 14 owners who have promised to or are making payments on the \$13,171 that they owe. Every other delinquent RRA member is either with David King already or in the "hopeless" file, but these two groups represent \$41,000 that we DIDN'T yet get for this year.

A breakdown of this report for the Directors is on a separate handout as is an umbrella insurance coverage quote and some budget info.

We arranged for 667,000 ads to be run in September advertising the RRA lots for sale in fifteen various publications from Cleveland Hts. & Akron thru Meadville and Erie, PA at a cost of \$2,685 (2.5 copies per penny). We have talked with some folks, a few tentative deals are being considered.

With the pools closed we are now preparing for fall, pulling swim floats and buoys from the lake, trimming trees, cold patching broken up road pavement areas. Lightening hit the restaurant area last weekend and apparently the same blast took out our motherboard at the boat ramp. Signature Control has been out and examined the situation.

The staff and I wish to thank the membership for another fairly calm summer! Your appreciation and understanding is always welcome as are your suggestions to improve our responses to your concerns. We do what we can with minimal staffing to help keep your costs down but we all take pride in providing the best service that we are able.