

NOTICE OF PUBLIC MEETING OF THE HGMD CLUBHOUSE/RESTAURANT COMMITTEE
August 11, 2020 3:00 PM

Pursuant to Section 24-6-402(2)(c), C.R.S. the Clubhouse/Restaurant Committee to the Board of Directors of the Heather Gardens Metropolitan District hereby gives notice that it will hold a Zoom videoconference meeting at **3:00 PM on August 11, 2020** at the Heather Gardens Clubhouse, 2888 South Heather Gardens Way, Aurora, Arapahoe County, Colorado 80014. The meeting will be held for the purpose of conducting such business as may come before the Committee. This meeting is open to the public.

THIS MEETING WILL BE AVAILABLE BY VIDEOCONFERENCE TO PRESERVE THE HEALTH, SAFETY, AND WELFARE OF THE PUBLIC IN LIGHT OF THE IMMINENT THREAT CAUSED BY THE COVID-19 PANDEMIC.

Join Zoom Meeting

<https://zoom.us/j/96103252842?pwd=NU51L1UwRWNHeHFheEF5cElORTBCZz09>

Meeting ID: 961 0325 2842

Password: 495595

or

Dial-In Number: +1 346 248 7799 US

AGENDA

Committee Members: Rita Effler Chair; Jerry Brewster, Christa Boehmer, Tom Tomasik, Deb Smith, Janet Arce, Bill Wilson, Gwen Alexander

Staff: Calvin White (General Manager), Linda Aluise (Clubhouse Manager), Cormac Ronan (Rendezvous Manager)

- 1) Determine Quorum Present
- 2) Call meeting to order
- 3) Chair Comments
- 4) Review/Approval of Minutes:
 - a. July 14, 2020 of Regular Meeting
 - b. July 31, 2020 of Special Meeting
- 5) Report from General Manager (if available)
 - a. Cost of louvered windows, each
 - b. Focus Group Report
- 6) Report by Clubhouse Manager
- 7) Report by Restaurant Manager
 - a. Financial update for days open
 - b. Suggestions
- 8) Review of Clubhouse and Restaurant Financials – July 2020
- 9) Unfinished Business
 - a. Progress on Business Plan – Committee member reports
 - b. Recommendation to HGMD Board for opening the restaurant for breakfast
- 10) New Business
- 11) Residents wishing to speak on non-agenda items – time limit 3 minutes

12)Adjournment

Residents wishing to speak on agenda items will be given the opportunity at the time the item is discussed.

Note: Clubhouse/Restaurant Committee meeting, when held, are on the second Tuesday of each month at 3:00 PM at the Heather Gardens Clubhouse, 2888 S. Heather Gardens Way, Aurora, Arapahoe County, Colorado, in the Board Room. Residents wishing to address the Committee during the meeting must sign up to speak. Residents doing so will be recognized during the meeting.

The next Clubhouse/Restaurant Committee meeting will be held on September 8, 2020 at 3 p.m.

Heather Gardens Metropolitan District

Clubhouse/Restaurant Committee

July 14, 2020 3:00 PM

To: HGMD Board of Directors, HGA Board of Directors and General Manger

From: Rita Effler, Chairman , assisted by Deb Smith

Committee Members: Chair Rita Effler, Deb Smith, Janet Arce, Jerry Brewster, Tom Merges, Tom Tomasik, Christa Boehner and Bill Wilson (New Member)

Staff: Cormac Ronan (Rendezvous manager), Linda Aluise (Clubhouse Manager), Kevin Marque (Rendezvous chef), Calvin White (HGA AGENT)

A Zoom meeting was called to order at 3:00 PM by Rita Effler. Approximately 38 individuals logged in to the meeting including all members of the Committee.

Chair Comments: Bill Wilson, new member was introduced. Members were reminded what the purpose of the Clubhouse/Restaurant is –

“to serve in an advisory role and make policy, operational, and financial recommendations to the Board related to the Heather Gardens Clubhouse and the Rendezvous Restaurant at Heather Gardens.”

Approval of Notes: Notes from the Regular Meeting of the committee on June 9th and the Special Meeting held June 24th were approved as presented.

Review of Financials: It was agreed that tracking the subsidy for the clubhouse and restaurant is uncertain until the proceeds of the Payroll Protection Plan are applied. Revenue is basically non-existent but there are operation and staffing costs that continue.

Clubhouse Manager Report: Linda Aluise reported that the outdoor pool has been open for 7 days. There have been glitches in reservation procedures resulting in 75 messages left prior to the opening time to make reservations. Linda was asked to find a reasonably priced online registration system to avoid the back and forth of staff to return calls to schedule reservations. Linda will check with the golf shop to see if that system can be utilized. A note was made that one Signed Liability Waiver covers all activities.

Request was made by the committee to open the pool more hours to accommodate working residents and those sensitive to the sun. Suggestions were made asking about repositioning chairs, shortening time closed between sessions and implementing a no-show policy. A request was made to make the telephone greeting more friendly and informative. Linda reported that many of the part time staff are no longer available and she is currently looking for staff. Meanwhile, as time permits, Linda will take under advisement the issues raised. Suggestion

was made that a call for volunteers to monitor the pool might have some result. Custodial help is a deterrent to additional open hours for the facilities. Tri-County Health has stringent guidelines that appear to change frequently as circumstances and knowledge varies concerning the Covid19 Virus.

Fitness center is accommodating 4-5 people per session. Woodshop hours are fully scheduled with reservations working satisfactorily. Ping-pong room and tennis courts are functioning. Linda is asking for patience as she manipulates schedules, facilities, personnel, and services. It was pointed out that Windsor Gardens is providing more open hours for larger numbers. The difference could be Aurora is Tri-County Health and Denver, Windsor Gardens, is not.

Restaurant Manager Report: Cormac Ronan reports that he and Kevin have been compiling menus and scenarios to facilitate an opening of at least some of the restaurant capabilities. Cormac has been visiting various restaurants in the area, Noodles & Co, Panera and Jersey Mikes, to name a few. A meeting with the HGA special committee is scheduled for Friday to look at business plans. Rita asked for a report of their findings.

Much discussion ensued!!

1. Food Trucks—Rita will research availability of food trucks to serve the campus. Linda will schedule their visits if this proves viable. Deb provided resources to follow up with.
2. Amenity/Profit Center—consensus that we are already paying staff and utilities and if a menu can be devised that will not create additional short fall to “go for it”.
3. Jerry Brewster introduced a plan try different ideas for specified periods of time over a year. Because of unknown restrictions due to present circumstances, the idea will have to wait.

A motion was made by Rita and seconded by Deb, passed unanimously, that the Clubhouse/Restaurant committee recommend to the HGMD Board that they recommend to the HGA Board that they direct their Agent to direct restaurant staff to develop a menu and plan acceptable to Tri-County and open at least outdoors no later than August 1, 2020. It was suggested, since August 7th is a big beer holiday, we schedule a “party” for that day to entice residents back.

General Manager’s Report: Calvin expressed concern that the restaurant could not open until the HVAC system is repaired/replaced. The future of the space, how it will be utilized and new regulations on air flow will influence what must be done. Calvin will get engineers in to consult. It was pointed out that the average subsidy for the restaurant is about \$4.25 per unit per month. Some staff costs will be offset with the Payroll Protection Plan, but there is no revenue to offset other ongoing expenses. Calvin was asked to get bids for replacing some fixed windows with opening windows to allow fresh air to circulate. It was determined that staff will figure out how to open at least patio service. If the extended liquor license has been approved, golfers can enjoy our hospitality.

Resident Comments: Norma Tell—Norma's band has acquired a following and is missing the opportunity to perform at the Rendezvous. The committee suggested she confer with Calvin and/or Linda regarding scheduling performing in the open on campus.

The meeting adjourned at 4:30 PM.

Next Regular meeting is Tuesday, August 11, 2020 at 3:00 PM

Heather Gardens Metropolitan District
Clubhouse/Restaurant Committee
Special Meeting to discuss Future of Restaurant
July 31, 2020 10:00 AM

To: HGMD Board of Directors, HGA Board of Directors and General Manger

From: Rita Effler, Chairman, assisted by Deb Smith

Committee Members: Chair Rita Effler, Deb Smith, Janet Arce, Jerry Brewster, Tom Tomasik, Excused, Christa Boehner, Bill Wilson and Gwen Alexander (New Member)

Staff: All Excused to attend to duties: Cormac Ronan (Rendezvous manager), Linda Aluise (Clubhouse Manager), Kevin Marque (Rendezvous chef), Calvin White (HGA AGENT)

GUEST PRESENTOR: DAVID FUNK, PRESIDENT HGMD

A Zoom meeting was called to order at 10:00 PM by Rita Effler. Approximately 25 individuals logged in to the meeting.

A quorum was determined.

The Primary Purpose of this meeting was to discuss the future of the Rendezvous Restaurant.

Chair Comments: The resignation of Tom Merges was acknowledged and accepted. Gwen Alexander, new member was introduced. Gwen has a PHD in this kind of stuff!

Members were reminded of the purpose of the Clubhouse/Restaurant Committee –

“to serve in an advisory role and make policy, operational, and financial recommendations to the Board related to the Heather Gardens Clubhouse and the Rendezvous Restaurant at

David Fund was introduced to the committee and Introduced a Facilitated Workshop. His presentation included:

- a. Brief History of this Project (Howard Johnson in the 70's, Blossoms later, then Rendezvous)
- b. Committee's Role in the Restaurant Planning Process (Upon written request from Rita to allow committee face to face and provide direction from management for what they want from this Committee)
- c. Overview of the Restaurant Business Plan Outline
- d. Introduce Workshop Facilitator –Plans changed. David facilitated.

Our committee adjourned for lunch at 11:30 AM. The Rendezvous opened for takeout and patio service today to the general public. There was a “soft opening” on Wednesday and Thursday.

The meeting reconvened at 12:30 PM with a short presentation by David and directions to continue discussing plans for the Re-Imagining of the Rendezvous. David cautioned us that this is a long-term plan. He left us with:

THE MISSION

To study and understand the Heather Gardens restaurant survey results.

To organize, concisely document, and present a conceptually feasible and financially viable business plan for the new Rendezvous Restaurant reflecting the community’s expectations as derived from the survey data, anecdotal details, comments and other analytical tools as may be available.

THE GOALS

To optimize the restaurant’s business practices

To entice customers

All committee members, including Gwen, had been provided the survey results and all comments as soon as they were available so they could knowledgeably discuss the findings. This fit right in with David’s directive.

1. Residents want the restaurant open.
2. Residents do desire onsite Breakfast. 65% said Very/Somewhat Desirable. 24% said Neither Desirable nor Undesirable. So Let’s assume 12% Desirable. Respondents were given an option of Undesirable. 65% to 77% DESIRE breakfast. BREAKFAST IS THE MOST PROFITABLE MENU A RESTAURANT CAN OFFER.

Committee voted to recommend to the HGMD board that immediate steps be taken to repurpose the banquet room into a café serving breakfast at least 8-11 while the patio is open. Committee would request longer hours if profitable. Committee also requests reports on proposed operations and opportunity to market the facilities for greater participation and profitability.

Additional options will be forthcoming from the committee. Individual members of the Clubhouse/Restaurant committee will collaborate on various aspects of this concept. It is acknowledged that this will only require rearranging of furnishings already on site, hopefully. Immediate rationale is that revenue will offset costs in excess of on-going operational and labor expenses. Committee also “heard” that a breakfast menu has already been compiled. Restaurant staff was busy serving lunch so could not attend, but we would like their input. Our suggestions include omelets with lots of add ins (omelet station was a favorite), crepes,

breakfast all day until dinner when it becomes available, a rebranding of The Rendezvous, a good look at the name, a website for just the restaurant, extensive marketing locally.

The Clubhouse/Restaurant committee feels it is in the best interest of residents of the District to open what facilities can be opened without additional cost as soon as possible. Long term planning can include findings from the success of a small café. We recognize that the main dining room has an HVAC problem that needs addressed. We know it would be best to install a couple of opening windows in the banquet room for fresh air and the room can be cooled with fans. The time of year lends itself to this concept and gives our district members something for their money.

To implement these changes, management needs to get a cost for a couple opening windows in the banquet room and let our committee know so we can include it in our recommendation. The committee feels that sooner is better in optimizing our members' funds.

The meeting adjourned at 4:30 PM.

Next Regular meeting is Tuesday, August 11, 2020 at 3:00 PM