

Board of Advisors Report March 28, 2016 Meeting

Board of Advisors Information

The Reynolds Plantation Board of Advisors met Monday, March 28, 2016 for their regular bi-monthly meeting. Reid Conklin, Chairman, Board of Advisors, kicked off the meeting by welcoming all attendees and officially approving the January minutes.

President's Report – Tim Hong (for Rabun Neal)

Real Estate Update - Tim Hong, COO, filled in for Rabun Neal, President, Reynolds Lake Oconee. Tim updated the BOA on recent real estate activity. New roads in Horseshoe Bend and Angel Pond are paved, while the new road in Long Cove has gravel and will be paved soon. In addition, construction of eight cottages at The National Village is proceeding nicely with two homes well underway while two more homes are in the foundation stages.

Odor Control – Glenn Winslette, VP Development and POA updated the BOA on the status of the work regarding the Armor's Ford lift station. The pad has been poured and the construction is ongoing. The equipment is being installed now and the lift station should be operational soon.

COO Report – Tim Hong

Plantation Course Update – Tim Hong asked Lane Singleton, VP Agronomy, to provide an update on the Plantation Course renovations and opening date. Despite over 100 days of rain during the renovations, the course will open on May 1. Outside of the obvious upgrades to the course, other renovations include repair of over 2 miles of subsurface drainage as well as repair/replacement of 15 acres of sod.

Short Loop Course – As part of the Plantation renovation, a six-hole short course will be incorporated into the design; additional information will be communicated to members soon.

Plantation Clubhouse Update – Reynolds management continues to look at design options for an interior refresh of the clubhouse and restaurant.

Operational Reports – Lon Grundy

Staffing Update – Lon Grundy, General Manager, introduced Christine Barkley, Director of Catering and Event Sales and Jason Plazola, Director of Food and Beverage.

New Menus; Programming Changes; Hours of Operation – Jason Plazola discussed the launch of the new spring menus at all Reynolds restaurants. This will become a twice a year event with new menus introduced in the fall as well. Thursday evening dining has been added to Great Waters. Watch for expanded dining hours during Masters week.

Shuttle to Great Waters, April 1 – This popular shuttle service (by boat) begins April 1st.

Member Website Update – A new Member Website will be coming on line shortly. The new website will be mobile friendly and management is reviewing the opportunity to implement a downloadable “app” available through GooglePlay and/or iTunes in the future. Members will have the option of booking golf, dining, courts, classes, and events online.

Gazebo Renovation/Recreation Update – Renovations at the Gazebo at Linger Longer Park are complete and have been well received. Class size, as well as the number of classes, has been increased for both yoga and TRX. The downstairs pool restrooms have been completely renovated and modernized.

Reynolds Kingdom of Golf - Mark Lammi reported that The Kingdom is now open on Saturdays due to high demand for both instruction and fittings.

Board Meeting Discussion Topics

Banquet Food Quality/Events (*Events Committee*)

In Margaret Knight’s absence, Christine Barkley addressed current concerns regarding the food & beverage component of banquets/events. Although staff service gets high marks, quality and consistency of the food is being addressed with the goal to make every event an excellent product.

Future of the Plantation Grille (*Food & Beverage Committee*)

Carol Candito initiated the discussion by saying that many members have an affinity for the Plantation Grille, and she wants to make sure that management understands the extent of that attachment. Members love The Tavern, but equate it to a restaurant, whereas many members look at the Plantation Grille as their clubhouse and view it with nostalgia as a comfortable friendly venue and often one of their first memories of social life at Reynolds. Carol further stated that many members would be happy with a general refresh of the venue with the addition of quality food and service.

Tim commented that we want to grow our venues, not have members simply move between restaurants, and that management is continuing to develop this restaurant growth model.

Platinum Level Differentiation (*Golf Committee*)

In Bill Holl’s absence, Tim initiated this discussion by saying Reynolds management, with input from BOA members, has been exploring more immediate golf ideas while Management continues internal discussions regarding the overall Platinum member experience. Tim commented that he has received feedback and ideas from members following the January BOA

report that highlighted this subject. Post Masters Week, this topic will receive more attention with more to report expected at the next meeting.

Timely Communication (*Green Committee*)

Joe Kraus initiated this discussion topic regarding how to open up the opportunity for members to attend the Agronomy Education Tours without overwhelming the program. He's looking for a more timely communication vehicle than the BOA Report every other month. Board members suggested he utilize the G-View and reach out to the golf Associations to communicate this information to the core golfers who would likely be most interested in these tours.

Limited Class Pass Addition (*Tennis & Recreation Committee*)

There are currently two ways to pay for fitness classes. Members can either pay per class (\$10 each) or purchase an Unlimited Class Pass for \$50/month. Since we now offer more than 70 classes per month, management has been reviewing a possible increase in the price of the unlimited pass. John Flock mentioned to the group that he has received feedback from a few members about introducing a Limited Class Pass for 10-12 classes, priced at a mid-point. Management believes, and the board agrees, that even if the unlimited pass price is raised, it is still a great value.

Member Communication

The BOA encourages members to submit questions or express their concerns to us at BoardofAdvisors@ReynoldsLakeOconee.com. The Members at Large will respond directly or forward your communication to the appropriate individual. When submitting questions or comments, please include your name and phone number. Also, please visit our web page at <http://boa.ReynoldsLakeOconee.net/>.

Reynolds management also encourages members to visit the www.ReynoldsLakeOconee.net website and use the feedback link on the home page to send questions or comments to management.

These two mailboxes are reviewed at each BOA meeting along with general input from each Board Member based on the "buzz" they are hearing and your questions to them. Both management and the Board of Advisors welcome your comments and suggestions. With your input, management and your BOA can continue to work together to improve our community by addressing the most salient issues.

Member at Large (MAL) Report

Our regular bi-monthly meeting was held on March 17, 2016 at 2:00 pm.

Lou Benjamin kicked off the meeting by welcoming attendees Geri Riegel, Frank Travetto, Ric Crane, and Glenn Barrow and mentioned that Lon Grundy would join the meeting.

Geri gave us an update on the application process for new committee members. It was mentioned that an e-mail confirmation would be sent to the member indicating that their application was received and the Committee chairperson would phone the applicant when a decision was made.

Frank continues to seek ideas to increase the amount of contributions to the Employee Appreciation Fund.

A suggestion was made that management send a quarterly e-mail to members explaining the improvements to Reynolds during that quarter. This would reinforce all the efforts made to improve the club experience.

Ric discussed the Member Feedback Report which showed an increase in the number of e-mails from 44 in the last reporting period to 62 in the most recent period. Food & Beverage continues to generate the most e-mails.

Lon discussed the results of the Feedback Surveys which also showed an increase in the number of responses month over month (107 surveys in January compared to 124 surveys in February which is the most current reporting period) indicating that members are becoming familiar with the new system.

The next regular scheduled MAL meeting is May 19th.

Events Committee – Margaret Knight, Chairman

The Events Committee held the second meeting of the year on March 3, 2016. First order of business was the announcement by Lon Grundy that the position of Director of Catering & Event Sales had been filled. Christine Barkley accepted the position. In addition, the position of Director of Food & Beverage has been filled by Jason Plazola. Both start their positions on March 10.

Highlights of Discussions:

The first order of discussion focused on the **ReynoldsFeedback.com** survey transition and a review of recent event programs feedback scores. Overall comparison of event survey scores from 2015 to 2016 was discussed. It was noted that for most of the events, the low scores on the event's food are impacting the overall event success. When the food category rating is removed, the events satisfaction ratings are much higher indicating that the food served at events needs to be improved to avoid negatively impacting the member experience at events.

The assigned Event Coordinator will send an email to guests that attend an event the following day requesting that they complete the survey at **ReynoldsFeedback.com**. It is the one page that members need to become accustomed to as it allows them the opportunity to provide feedback on any area within the Reynolds community.

With plans for the Event Registration to transition online, Emily Bowling confirmed that members will continue to be able to make reservations for the maximum number at the table (such as for Trivia). The system will not allow duplicate reservations so one person/table should be designated to secure the reservation. As with the current call-in reservation system, the person reserving the table should have member names/numbers of others sharing the table. The online reservation system should help eliminate the long wait times experienced when calling concierge to make event reservations.

Next topic was review of the first quarter social events:

- Piano Bar
 - January 12 - 48 attendees (max capacity 110). Feedback was positive on the entertainment and the food. (Don Broome is very popular with attendees).
 - February 9 - 36 attendees (max capacity 50). Feedback was again very positive on the entertainment. The menu and food scored poorly.

Committee members commented that there was confusion with the name as indicated by members about the event. There was the impression that “Piano Bar” was just a listening to the piano event and not an evening of dancing. The committee will continue to discuss ways to revamp the event allowing for reintroduction at a later date.

- Trivia (max. capacity 176) -
 - February 23 - 184 attendees
 - February 24 - 173 attendees

Committee members commented that members enjoyed themselves and thought the new format was a positive change. Some members felt the questions may have been a bit too easy and at times the evening seemed to go a bit slower than needed. Noise level was an issue and the ability to see the screen with the questions was a problem due to the number of tables in the room. Music between received poor marks and is being addressed internally. The committee suggested fewer options but better quality on the buffet would go over much better with members. The following recommendations were made for future trivia events: discuss with Trivia Zone having less time between questions, eliminate or lower music, and the use of a computer to ensure quicker scoring. The committee also recommends a decrease in maximum capacity (to 18 tables) and adding a 3rd night to accommodate the lower capacity each night to help improve the experience for all attendees.

The committee continued discussion on remaining first quarter and second quarter events.

St. Patrick's Day Pub Party (Thursday, March 17). Approximately 60 people are on the wait list. After golf tournament registration closes on March 10, any spaces available will be used to accommodate those on the wait list. After discussion, management decided to increase the event size from 150 to 180 attendees.

- Cajun Country (Saturday, April 2). Registration signup opened on March 2. An email blast is being prepared to send to membership regarding the event. Amy Channell and subcommittee met to review event details. Chef Moore has planned a Cajun menu in lieu of the Low Country Boil to keep menu pricing more attractive. Amy is finalizing entertainment details with Tim Cadiere band. Event will be held on Great Waters lawn.
- Bingo (Tuesday, April 26) will be hosted by Paige Brigman from Trivia Zone. Subcommittee met with Amy Channell and compiled ideas for prizes. Amy Channell is to confirm with Trivia Zone the maximum number of players that their system can adequately support, which will limit the number of players allowed into the event.
- Cinco de Mayo (Thursday, May 5) will be held at the Infinity pool area and will feature a Mariachi band for entertainment.
- Patio Dancing (Friday, May 20) at Great Waters; details being finalized. The committee did note that a D.J. has been successful at other events in Reynolds and that live music is not always required.
- Infinity Summer Night (Sunday May 29): Kick off the summer dressed in all white at our annual concert and series with live entertainment by The American Flyers performing poolside. Dine under the stars with offerings from the poolside grill stations. Reservations begin on April 29 and are encouraged, but not required.

In Marie Garrison's absence, committee members were encouraged to review the Linger Longer Living brochure and make reservations accordingly. Lon Grundy noted the April brochure for LLL events are available online for review and include 2 lectures, one art talk and one bird talk, as well as a Rock House event. Additionally, in May, members can look forward to events such as a Lake Club dinner concert, and author Ms. Mary Alice Monroe discussing and signing her latest book Lowcountry Wedding.

Other Committee Discussion:

- Band Selection for Member Holiday Party – Amy Channell is checking availability of past bands that have been popular with members and a subcommittee of 3 members will narrow the list for management and the full committee to review at the next meeting.

- It was decided that discussion on reintroduction of Chef's Market and the Culinary Cooking Classes will be delayed until the next meeting to ensure input from Christine Barkley, as well as Jason Plazola.

As the Events Committee adjourned, members were reminded to review events and make an effort to attend one or more events before the next meeting.

Food & Beverage Committee – Carol Candito, Chairman

Our Committee met on March 2nd, and was joined by Reid Conklin, Chairman of the Board of Advisors, and Glenn Barrow, Member-at-Large.

Lon Grundy, General Manager, announced that Jason Plazola had accepted the position of Food and Beverage Director, and would begin on March 10th. Lon reviewed the member dining comment process which allows members to complete a brief survey via text and online. The Committee viewed results for food quality and service for each venue, and discussed opportunities for improvement. The benefit of real time data allows management to make timely changes as appropriate, as well as to note areas of improvement.

Executive Chef Derin Moore, CMC, announced that new spring menus for all venues would be introduced each week during the month of March. Menus are specially designed and unique to each venue, allowing members to have a different experience at each one. The Waterview Pub, National Market, and Kathy's Café also feature signature items at each site. The Overlook at Great Waters is now open three nights a week, Thursday through Saturday for dinner. Beginning on April 1st, members will be able to enjoy shuttle service from Plantation Marina to the Great Waters Clubhouse. Chef Moore announced that Robert Trampier, CEC, is the new Chef de Cuisine for The Landing.

Each member of the committee is asked to submit at least one committee designed venue review each week. Areas assessed include food (menu, quality, and presentation,) hostess greeting, server knowledge, timeliness, and friendliness, atmosphere, and cleanliness. Our Committee viewed and discussed the cumulative results recorded for each area. This allows management and the committee to compare various areas, and offer suggestions and opportunities for improvement.

The Committee discussed the report Neena Amin and her sub-committee issued regarding ways to increase member dining at the Great Waters Overlook. Areas highlighted included menu, transportation, hours, and communication.

We currently have two sub-committees working on specific areas: one is focused on ideas to improve and enhance Platinum dining at Creek Club, while the other sub-committee will provide management with member perspective for renovation of the Plantation Grille.

Please take the opportunity to share your dining feedback either through text or online at www.reynoldsfeedback.com. These comments are reviewed each day and provide management with real time data to assess food quality and service. Members of our committee welcome your comments and suggestions, and are happy to forward them to management.

We hope you stop by our restaurants, and enjoy all of the new menu offerings!

Golf Committee – Bill Holl, Chairman

The calendar has turned from winter to spring, and that means the start of the tournament season has arrived here at Reynolds Lake Oconee. Our first event, the St. Patrick's Day Couples Tournament, was a sellout and everyone enjoyed a great day at The Landing followed by a great Irish dinner at The Sandy Creek Barn.

As we look to April, we have The Spring Invitational at The Creek Club on April 15th. This tournament is a fantastic event where one member hosts three guests for a round of golf, dinner, and access to the honor stations throughout the tournament. Everyone always enjoys themselves. The April 21st 9 & Dine at The Creek Club has already sold out, but there is still room to enter the April 18th Couples Twilight at The National.

In May, we have our two big member guest tournaments. The Women's Member Guest is being played at The Landing and at Great Waters on May 5th and 6th. The Men's Member Guest is being played at The National and at Great Waters on May 12th – 14th. The golf and food & beverage professional staffs are ramping up their game in order to make both of these tournaments special for both members and guests.

Beginning in April, the following tournaments will open for registration: Couples Twilight at The National on May 16th, Creek Club Gourmet Golf on May 26th, and the Couples Memorial Day Summer Kick Off at The National on May 30th. In addition, we have made a change with the Men's, Women's, and Couple's Match Play events by beginning the matches one month earlier than last year. This will make scheduling matches much easier as play has expanded by one full month. All three of the Match Play events are open for registration on April 1st as well. Be sure to register early, as all of these great events are sure to sell out!

Green Committee – Joe Kraus, Chairman

After 13 inches of rain in December, 2016 opened with only slightly better weather. For the first two months, we had another 6 inches of rain and 20 of 60 days with rainfall. Finally, our courses

are drying out, and our Agronomy teams are getting to their delayed winter projects in anticipation of a great spring for golf. Specifically, here are some of things happening at our courses.

At the Plantation, everything is moving along as planned in spite of the wet weather conditions. If you didn't know, the course is scheduled to reopen on May 1. Trees have been strategically removed or limbed up, improving sight lines and increasing sunlight and airflow to heavily shaded areas. Thousands of plants, including Loropetalum, Azaleas, and Rhododendron, along with new groundcover and decorative grasses have been added. Bunkers have been upgraded with the Better Billy Bunker system and filled with new, white sand. Water features on #s 2, 12 and 18 are being cleaned up and restored with new stone and are now functional. The greens have come in beautifully, utilizing the new and improved Penn A-1 bentgrass. Even the ball washers are being given a new home in flag stone platforms. It is fantastic; wait 'til you see it!

Our other courses continue to be prepared for the better weather ahead. As is the case during our winter months, drainage work has been completed at all of our courses. The Agronomy staff is laying sod by the truckload, fertilizing, and putting down pre-emergent for weed control. They are repairing problems that surfaced throughout the winter, i.e. the sink holes on Bluff #1 and Oconee #4. This work could not be addressed until these areas dried out so that heavy equipment could be moved onto the course. And yes, everyone is aware of the Cove #1 problem, and they are working to engineer a solution.

A success story has been the overseeding effort at Great Waters. It has been the course to play this winter. It's absolutely gorgeous and the ryegrass fairways have helped to create drier and more playable conditions. The Linger Longer Invitational was just held on a fantastic course this year.

One of the best ways to appreciate the handiwork of our Agronomy staff and to learn what goes on behind the scenes at our golf courses is to take a Golf Course Maintenance Education Tour, newly named as the Agronomy Education Tour. You will learn all about the equipment and processes as well as meet some of the guys who do all of the work. There is an opportunity to ask questions and get firsthand knowledge about what it takes to keep our courses in great shape. We just completed a Tour at Great Waters on March 30. If you are interested in attending a future Tour, contact Joe Kraus at udhs62@gmail.com.

Finally, we really are blessed to have a truly dedicated agronomy team. They do a terrific job! Sure, every now and then they might create a rut while trying to do some maintenance activity, but they fix far more than they create. **Help them out, stay on the paths when asked; stay out of wet areas whenever you see them, fix your divots; rake the bunkers and enter and leave them from the shallowest area you can; repair your ball marks, and report any problems**

you see as soon as you can. I'll bet they'll be repaired by the time you see it again. If you see one of the superintendents, introduce yourself and thank him for the work he does. He deserves it!

RPOA Committee – Jim Owens, Chairman

The RPOA staff and Advisory Committee met on March 8, 2016 with 9 of the members and 6 of the staff present. Lou Benjamin attended the meeting to introduce himself and summarize the Members at Large (MAL) role on the Board of Advisors

Financials - The Association financials through February were reviewed showing revenues and expenses tracking close to budget.

Roads Committee - Our roads are in good shape going into spring with very little freeze damage due to a mild winter. Repainting of the speed bump striping on Brown's Ford was finished. Inspection of our 92 miles of roads has commenced. The plan is to complete the inspections by end of March, get the bid package out mid-April, and start the road repairs first of June. Club Point Circle at Landing has been re-paved.

Landscape Committee - All entrance areas are in great condition heading into spring. Cul-de-sac mulching is underway and will be completed in March. Double grind mulch will be used in most areas. Irrigation systems are being started up and run as needed heading into spring. Rain gauge control of entrance systems has been installed. Two new fountains, one each in Long Cove and Angel Pond and funded by the company, have been installed. The ongoing maintenance of these will be the responsibility of the RPOA.

Safety and Security - The intersection of Pine Grove Road/Brown's Ford and Linger Longer continues to experience multiple failures to obey the stop signage. Stop sign and speeding citations are and will continue to be issued when violations are observed. It is incumbent on all residents and their visitors to do the right thing and keep our community safe. We are still getting complaints about under-aged drivers operating golf carts on Garners Ferry Rd. Anyone observing this situation or golf carts that are not street ready should contact Security (706-467-3140) immediately.

ARB Committee - New home applications remain fairly strong. 61 single-family homes and cottages are currently under construction. The Rooftop reports are available on the www.reynoldslakeoconee.net website.

LCA Committee - We have in excess of 75 Limited Common Areas (LCAs) in the community. Having a point person for communications with the RPOA staff is very important to the

establishment of LCA budgets and assessments. About 80% of the LCAs have such a person with the goal of reaching 100%. Consideration is being given to having “term limits” on point persons to encourage those in LCAs to become more involved in the affairs of the property.

Other Business - The Armor Ford odor control system has been manufactured and shipped from Texas. It will be installed in due course. Piedmont Water will operate and maintain odor control systems once installed.

Parking lot and exterior lighting improvements at the Plantation Commons are being developed with plans to carry out the upgrade as soon as they are ready.

Chairman’s Notes - Trash on our streets and roads creates an unsightly and costly problem to maintain. A thousand or more eyes on the lookout for trash being thrown from vehicles can be a deterrent to this irresponsible practice by taking license numbers and reporting it to Security.

Tennis and Recreation Committee – John Flock, Chairman

The regular bi-monthly meeting was held Monday, March 14, 2016 at 2:00 P.M.

Tennis - The Tennis and Events subcommittee reported that 68 people attended the Member Tennis Appreciation Banquet. Those who went on the Naples Tennis Trip played well and had very positive comments. St. Patrick’s Day was the season team kick-off with 48 players participating.

Upcoming events include the Tennis Pro Exhibition, the Easter Round Robin, Master’s Week activities and the Member Guest Event. The summer Junior Tennis Camp registration began March 1.

The two (2) new clay tennis courts are nearing completion, bringing our clay court total to six (6) at the Lake Club.

Recreation - Kyle Eurey, Recreation Manager, was introduced and welcomed by the Committee.

Recreational Program highlights since our last report are:

1. Gazebo fitness classes are in operation and well attended.
2. The Father/Daughter Dance had 180 participants.
3. Pickleball Socials and play have been well attended.

Upcoming events include the annual Easter Eggstravaganza, Easter Egg Hunt (10,000 eggs) and Rec Fest. Summer Camp registrations began March 1, and all are available online.

Marinas - The Plantation dock renovation has been completed and looks fabulous. This will enhance the area for these upcoming events: the 25th Annual Spring Member Guest Bass Tournament on 4/13; Poker Run on 4/16; Wine Tasting Cruise on 4/23; and the On-Water Boat Show on 5/7.