

Managers Report 8.18.25

General:

Membership:

Resident Membership Type	2024 Total	2025
Family	152	135
Couple	29	28
Individual	14	13
Senior Couple	29	26
Senior Individual	35	29
Non-Resident Membership Type	2024 Total	2025
Family	130	117
Couple	10	4
Individual	19	16
Individual Tennis Only	21	23

- Tennis Membership
 - Collected memberships from participants in Plus 1
 - For fall session, I've requested Plus 1 to ask new and returning participants to show a receipt of membership before participating in any programming.
- All Membership Rates have been prorated-except for the individual tennis membership
 - Will prorate individual tennis membership after Plus 1 participants have all signed up.
 - Any new participants who have not played with plus 1 in the past year will be allowed the prorated rate.
- Tricon Legal Inquiry Update:
 - Accepted offer of \$5000 from Tricon
 - Working with Seph on how to collect or apply funds to bills
- Woodland Pool, Parking, & Gym Use
 - Gym: Notified Paul Montoy Wilson & Woodland that LRD will no longer take part in managing or coordinating gym use.
 - Woodland is concerned of backlash from community if LRD pulls out of agreement
 - Who will provide insurance?
 - Parking: Woodland asked to purchase memberships instead of paying the parking rate.
 - 2025 membership year ends in February, a new membership will need to be purchased to continue parking until the end of the school year.
 - Would we allow other members to park daily in the lot?
 - Pool: Woodland will be renting pool space from us during closed hours.
 - Finalizing the agreement & payment this week.
- Water Polo Lease
 - Boys have reduced their days to Tues/Thurs, might add Wednesdays later.
 - Girls Polo will not be leasing the pool this fall but might renew in the winter
 - I have reached out to other polo clubs and a scuba diving company to fill the lease.
 - SHP is looking for pool space

Managers Report 8.18.25

- Exceptions: How to properly balance between rigid-rules-based-no-exception and neighbor-friendly-exceptions-supported (see list after manager report)
- **Programs:**
 - Aquatics:
 - M/T/Th Masters is ongoing
 - August Registration: 7
 - Sept: Registration: 5
 - Intro to Masters will begin in September
 - Swim Lessons
 - Have two instructors who will continue teaching throughout the year
 - Fitness swim to start on Sept 8
 - Previously took a week off every month, but w ongoing for the entire month
 - Pickleball:
 - Setting up clinics with a pickleball pro
 - Starting with 3 x week: Wed, Friday, Saturday 11-12:30pm
 - \$20/mem, \$25/nm
 - Eric offered to donate his time for a while then possibly split the revenue

Community Events

- ✗ Previous Vintage Sunday on 8/3
- ✗ Jaws movie night on 7/29 had approx. 15 people
- ✗ Karaoke on 7/30-no traction
- ✗ LG Recert course-3 participants (including Sarah).

Upcoming Community Events: Classes & Events

- 8/23- Community Hub Emergency Drill & Training
- 8/30- Bike Repair Workshop
- 8/31-Vintage Sunday
- 9/1-Labor Day
 - ☐ Inflatable basketball hoop
 - ☐ BBQ
 - ☐ Terrigal Burn @ 6-8pm
 - ☐ Mr Frostee truck @ 5-7pm from Karen Fryling
- 9/27 Largest pet parade hosted by Jody, Daisy & June Leng
- Nov or Dec- AARP Driver Safety hosted by Ellen Tafeen

Facilities:

- Tennis court resurfacing started today
 - Pickleball lines will not be painted on court 3 and will be painted on court 1 instead.
 - Spoke with Vintage today, could be finished at the end of the week.

Managers Report 8.18.25

- Possibly patch the parking lot by the drain-quoted at \$7,000
 - Budget for complete resurfacing next year. Water is collecting under the asphalt causing it to rise and crack.
- Parking Lot is crumbling-especially near the drain within the circle
- Taking inventory, organizing and storing summer items and equipment
- Path expenses are attached

What's Next:

- Brainstorming membership options that could best fit LRD, is easy to manage and a platform to make it easily accessible.
 - Rolling membership
 - Auto renewal to replace early bird, non-auto renewal to replace late bird. (Our current platform can allow for auto renewals_
 - Rolling membership, never have to prorate (trying to figure out how we can manage that with our platform)
- Starting to budget for 2026

Exception List:

- list of various exceptions staff has encountered.
 - Asking for early bird rate because they missed the deadline or didn't know membership was open for registration
 - Drop in for daily pass as non/member & non-residents (because they used to come here all the time)
 - Allowing floaties in the pool
 - hitting partner on the tennis courts who claims to have paid guest fees in donation
 - Late registrations past registration deadline
 - Booking a standing swim lesson appt with an elderly client because she doesn't know how to sign up online.
 - Non-member who was visiting a non-member resident asked to drop kids at the pool
 - Former member but current non-member asked to hold a reunion party
 - Former member but currently a nonmember who was visiting family from out-of-town asked for a one-time guest pass.
 - Glass on pool deck 'because they will be careful' and staff didn't want to rock the boat by holding a firm line.
 - Couple or individual members bring adult children to LRD because the family is in town
 - Members used the wading pool before 11am.
 - Asked to have lemonade stand out front
 - Non-member wanted to have a pool party at LRD and have a friend who was a member 'sponsor' the party
 - Insisted on a prorated tennis membership for the upcoming season despite playing in plus 1 programming for nearly a year

Managers Report 8.18.25

- 4-5 requested a resident membership rate because they used to be long time laderans even though they no longer live in ladera. 1 was accommodated
- 1 person who has a tennis-only non-resident individual asking to bring a guest to use pool (pay daily rate)
- Pay for programming on a monthly rate rather than all at once
- people bringing guests for tennis and never paying
 - Do not have a definitive number on how many
- people who pay guest fees for tennis, but feel like they shouldn't need to - tennis requires 2 people at least so why should I have to pay?
 - Do not have a definitive number
- people who have listed large family as living in their house and on the family membership (e.g out of town grandparents who visit for the summer)
- registration platform keeps anyone who was previously listed on the membership account even though the membership type may have changed.
- Deleting any old patrons would disrupt data and it was recommended we do not clear the entire membership database.
- Other thoughts:
 - Unclear guest policies
 - Unclear what is included in each membership category
 - Assumptions based on previous policies
 - Do we have the right options to capture what the neighborhood is looking for?
 - Staff considers liability, precedents and how to guide staff