

FINANCE:

Financials:

RCSC ended the month of July with a Net Operating Deficit of (\$8,545) which was \$194,169 favorable to budget. The Facilities division Net Operating Deficit was (\$137,803) and \$24,800 favorable to budget due to Wages and Benefits being \$14,006 under budget. The Finance division Net Operating Deficit was (\$260,972) and \$61,785 favorable to budget due to Wages & Benefits \$38,302 under budget and Audit fees \$30,000 under budget due to timing. The Operations Net Operating Excess was \$723,609 and \$174,160 favorable due to Assessment income \$80,311 over budget and Wages & Benefits being \$40,352 below budget. Golf generated a Net Operating Deficit of (\$333,379) which was unfavorable to Budget by (\$66,576) due to Golf Income being below budget by (\$74,005).

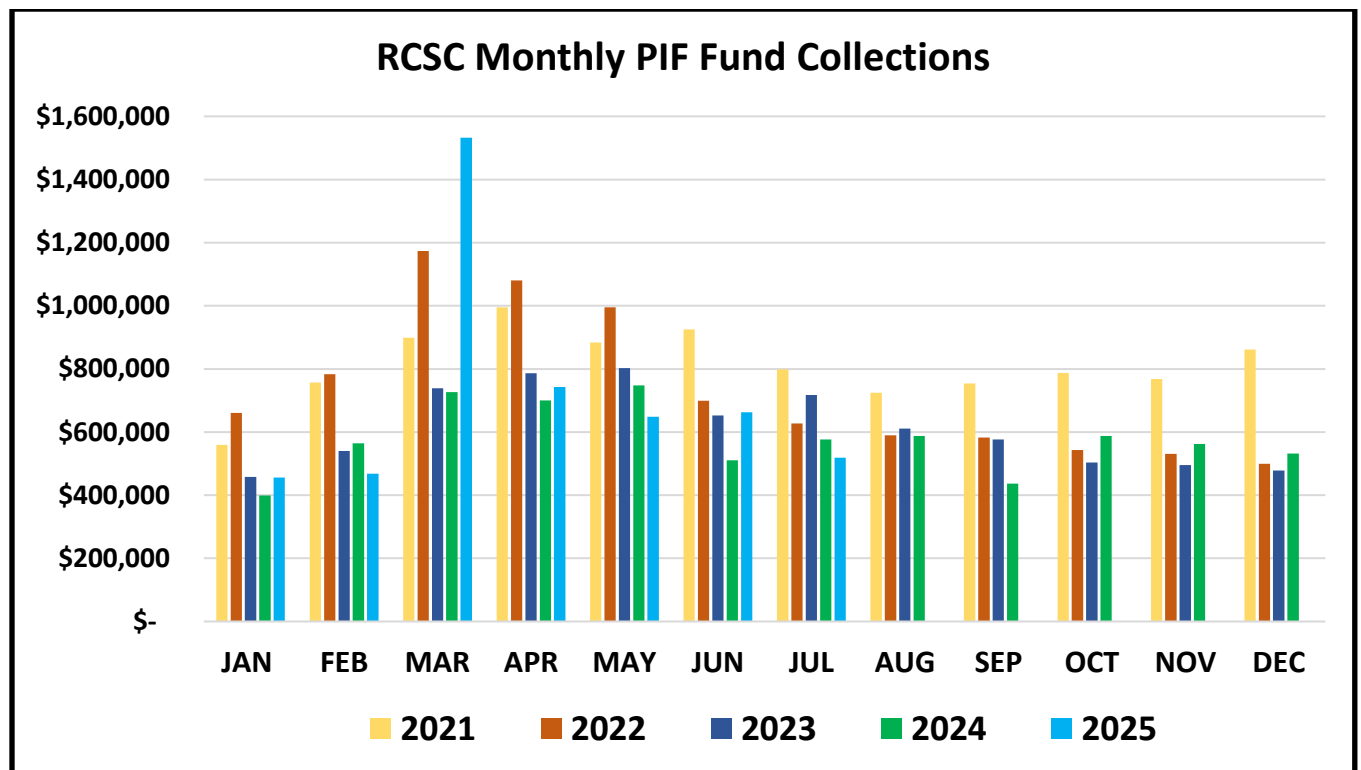
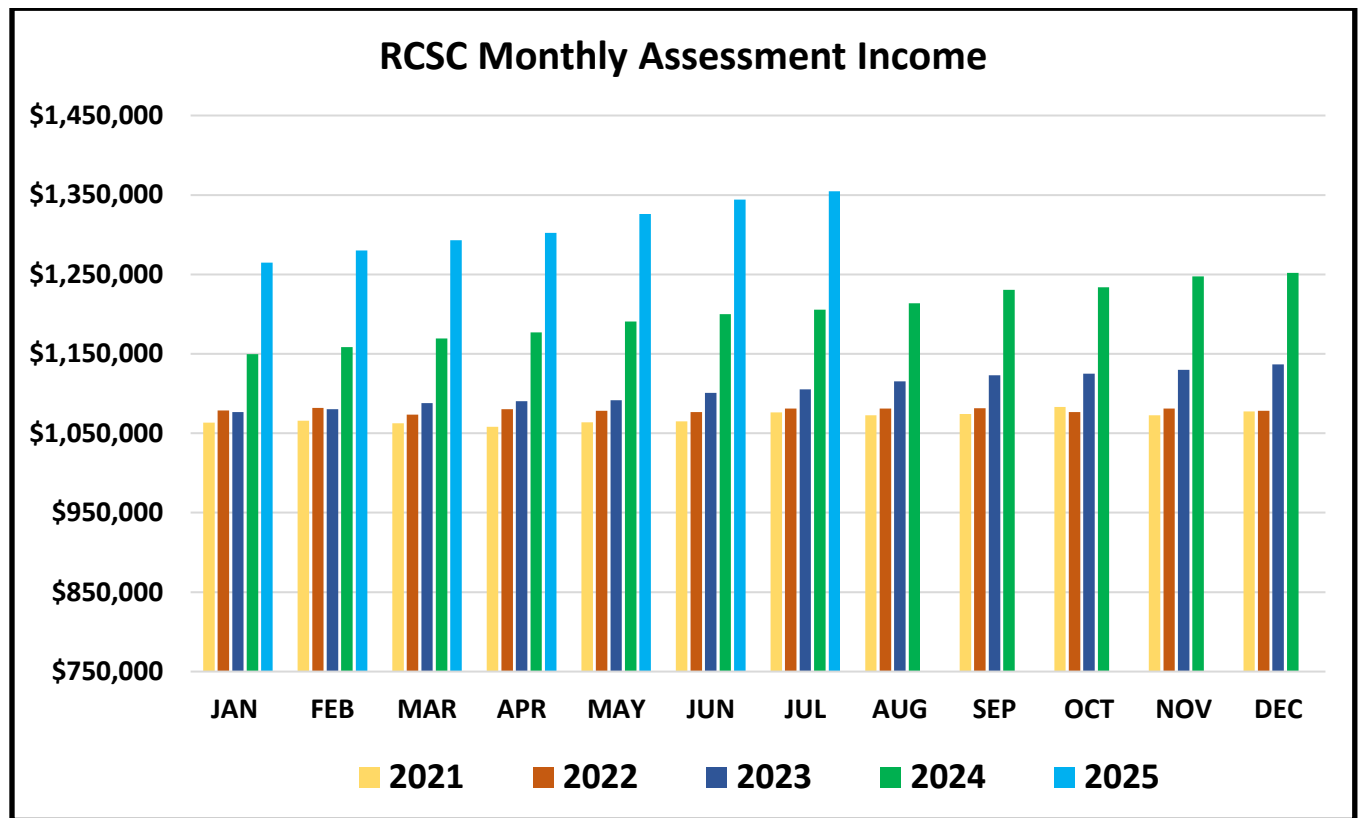
Year to Date, Net Excess from Operations was \$2,396,847 and higher than budget by \$297,731. All divisions at RCSC were favorable to budget in Net Operations year to date except for Golf, which was (\$508,441) unfavorable to budget due to Golf income being below budget by (\$799,130). Total Income for RCSC was \$17,111,622 and less than budget by (\$717,059) due to Golf Pass income (\$365,324) below budget, and Public greens fees (\$201,768) less than budget. This unfavorable variance in Income was offset by total Operating Expenses being \$913,708 under Budget, due to Wages & Benefits being \$799,525 under budget, Equipment under budget by \$125,143, and Gas \$103,059 under budget. YTD PIF collections were \$5.0 million and higher than budget by \$1.5 million. YTD CIF collections were \$2.1 million and higher than budget by \$1.2 million year-to-date.

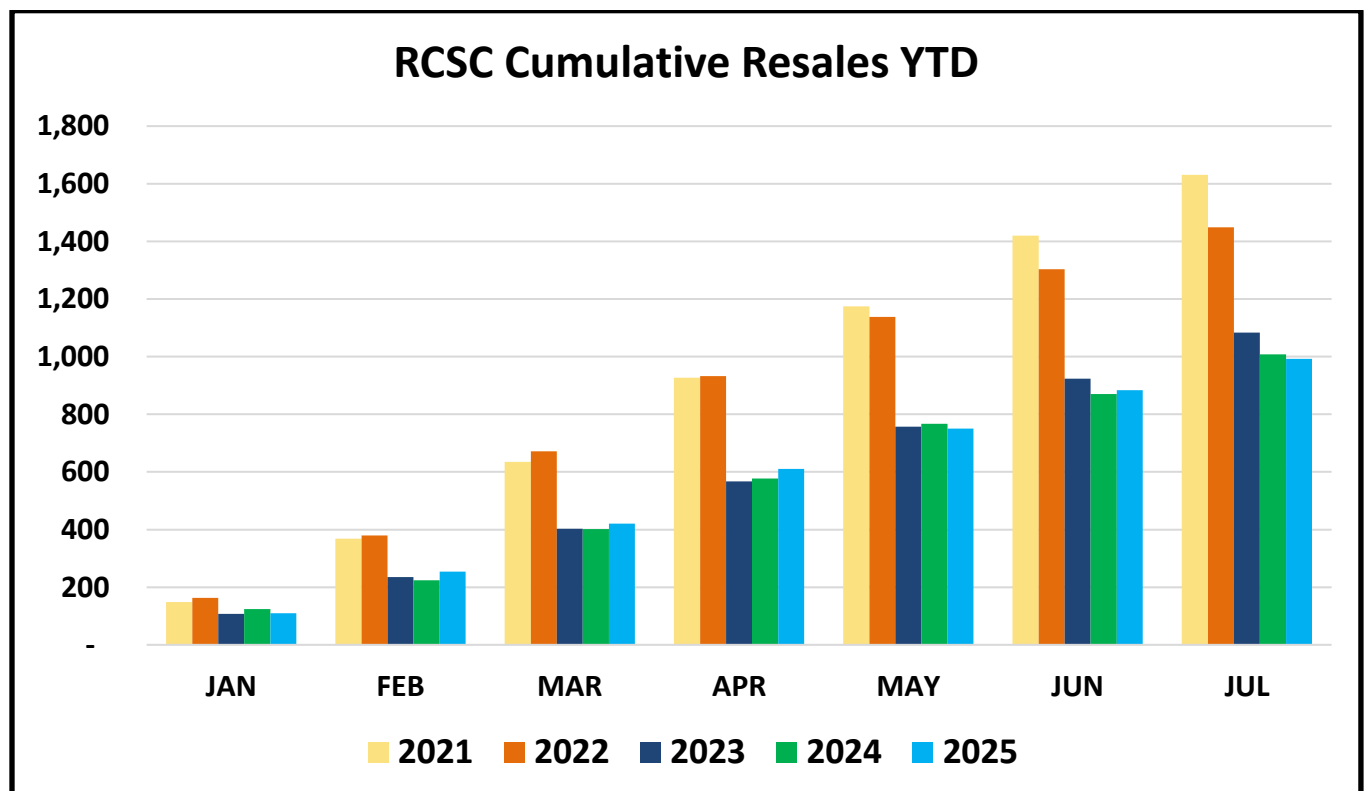
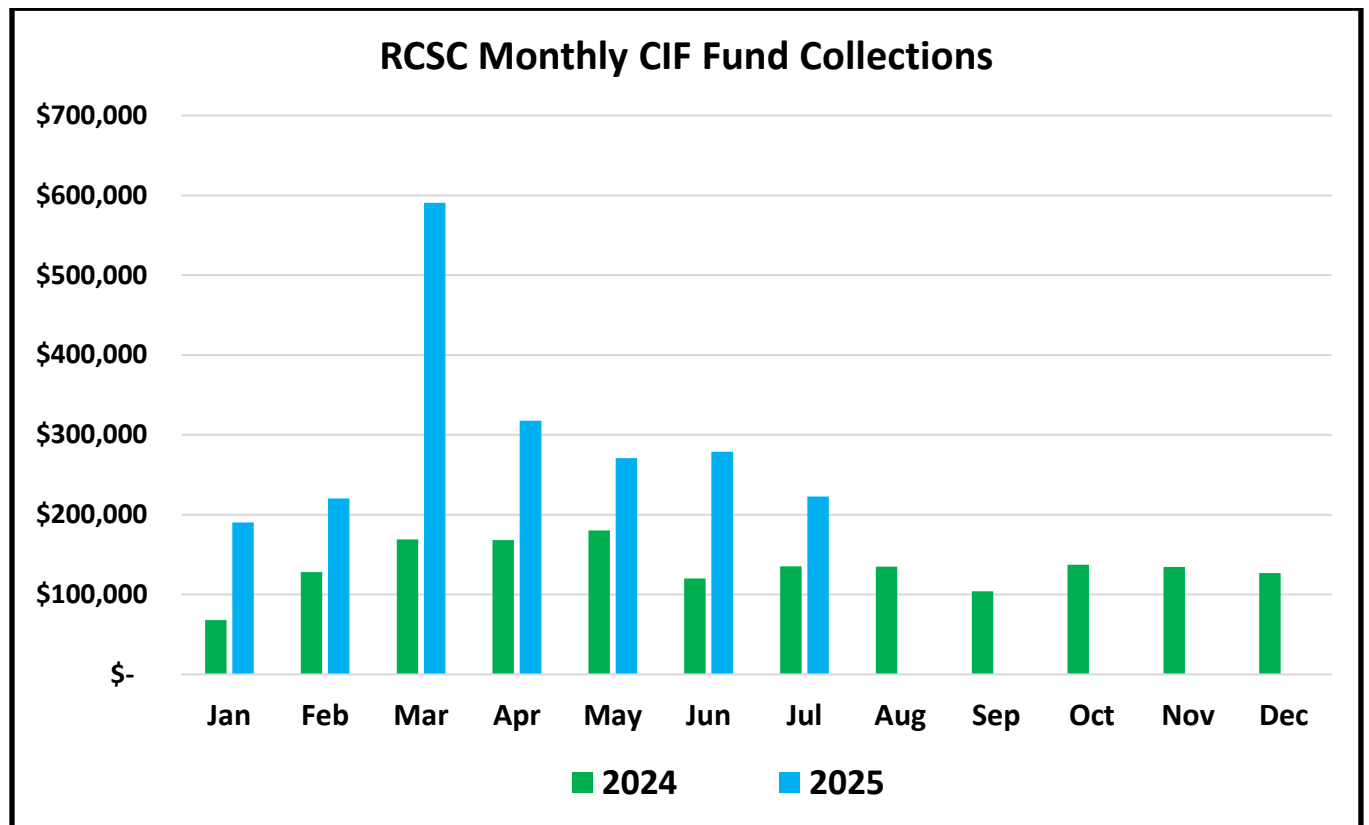
Cardholder Services:

Payments on past due assessments in July were 16.1% of past due balances. Overall accounts receivable increased in the month by 2.0% and are up 11.2% from the end of 2024. Overall receivables for past due balances increased in July by 1.6%. June assessments went 30 days past due at a rate of 6.9%, and May assessments went 60 days past due at a rate of 2.1%.

Payments from third-party collection firms totaled \$23,171 in July and totaled \$249,661 year to date. Payments made through the online Web Portal totaled \$239,513 from 391 property owners in July. Year to date, Portal payments totaled \$2,164,272 from 3,543 property owners.

In July, property transfer balances increased by 2.0%. Outstanding balances related to property transfers represent 58% of all receivables and 57% of past due balances. July trustee sale notices on Sun City AZ properties decreased by one to 18, and properties owned by lending institutions remained at 6.





RCSC Management Report: August, 2025

Safety & Compliance:

With Board approval, RCSC will sunset the Customer Engagement Platform effective August 30. The platform was originally implemented in 2024 to replace paper comment cards. Despite outreach and training efforts, Member usage remained low, and the platform did not provide the functionality or engagement expected. All registered users will be notified prior to deactivation, and alternative feedback methods will be communicated to the membership. Feedback will continue to be collected and incorporated into the development of the new RCSC website, which is expected to better meet the needs of Members.

In the month of July, Safety investigated 50 incidents, bringing the year-to-date total to 347. Each incident is handled in accordance with RCSC Bylaws to ensure alignment with board-approved policies. These efforts contribute to a safer environment for members and employees while enhancing efficiency and response across RCSC operations.

July 2025 Incident Reports by Category / Location:

RCSC PROPERTY INVOLVE	RCSC Property Damage	Medical/Injury/Slip/Trip/Fall Refused Medical	911 - Medical - Refused Transport or Not Required	911 W/TRANSPORT - MEDICAL	911 FOR INJURY/SLIP/TRIP/FALL - Refused Transport or Not Required	RCSC BP10 Violations	Other Conduct Policy Violations	*MCSO - Trespass <small>*includes reports of trespassers w/out MCSO reports</small>	MCSO Reports/Calls for Service Non-Trespass	TOTAL INCIDENTS BY LOCATION
Bell Recreation Center		4					1			5
Bell Lanes				1						1
Duffeland Dog Park										
Fairway Recreation Center						3				3
Grand Center										
Lakes East Golf Course						1				1
Lakes Golf Maintenance										
Lakes West Golf Course										
Lakeview Lanes		1								1
Lakeview Recreation Center		2				3	3	1	1	10
Marinette Recreation Center		1				1	4			6
Mountain View Rec Center										
North Golf Course							1	1		2
North Golf Maintenance										
Oakmont Recreation Center		1					6	4		11
Quail Golf Maintenance										
Quail Run Golf Course										
Riverview Golf Course										
Riverview Golf Maintenance										
South Golf Course						2				2
South Golf Maintenance										
Sunbowl Incl Softball								1	1	2
Sundial Recreation Center		2		2				1		5
Willow Golf Maintenance										
Willowbrook Golf Course										
Willowcreek Golf Course	1									1
TOTALS	1	11		3		10	15	8	2	50

RCSC Management Report: August, 2025

Year to Date 2025 Incident Reports by Category / Location:

RCSC PROPERTY INVOLVED	RCSC Property Damage	Medical / Injury / Fall (Refused Medical)	Medical / Injury / Fall (w/Transport)	Conduct / Policy Violations	MCSO Calls	TOTAL INCIDENTS BY LOCATION
Bell Recreation Center	8	16	2	21	1	48
Fairway Recreation Center	1	11	2	15	3	32
Lakeview Recreation Center	3	8	2	23	7	43
Marinette Recreation Center		23	7	22	2	54
Sundial Recreation Center	3	19	3	18	2	45
Sunbowl Property incl Softball		10	2	2	3	17
Oakmont Recreation Center	1	9	1	25	14	50
Lakes E/W Golf Course	3			5	1	9
South Golf Course	1	1	2	4		8
Riverview Golf Course				3	1	4
Willow Golf Course	4	2	1	5	1	13
Other	4	5	3	10	2	24
TOTALS	28	104	25	153	37	347

Human Resources:

In the month of July, HR opened 111 positions, and filled 15 open positions, leaving 6 open positions at RCSC. Year to date, HR has opened 81 positions and filled 87 open positions. The average time to fill an open position in July was 19 days. Our new Manager of Human Resources – Matt Hansen - started with the RCSC in early July and has been getting up to speed on our HR policies & procedures, and our benefits programs.

Information Technology:

In July, the Information Technology team received 225 new service requests, and closed 205 requests by month end, leaving 26 tickets remaining open. Year to date, IT has opened 1,002 service requests and closed 979. On average, IT closed service requests in less than one day in July.

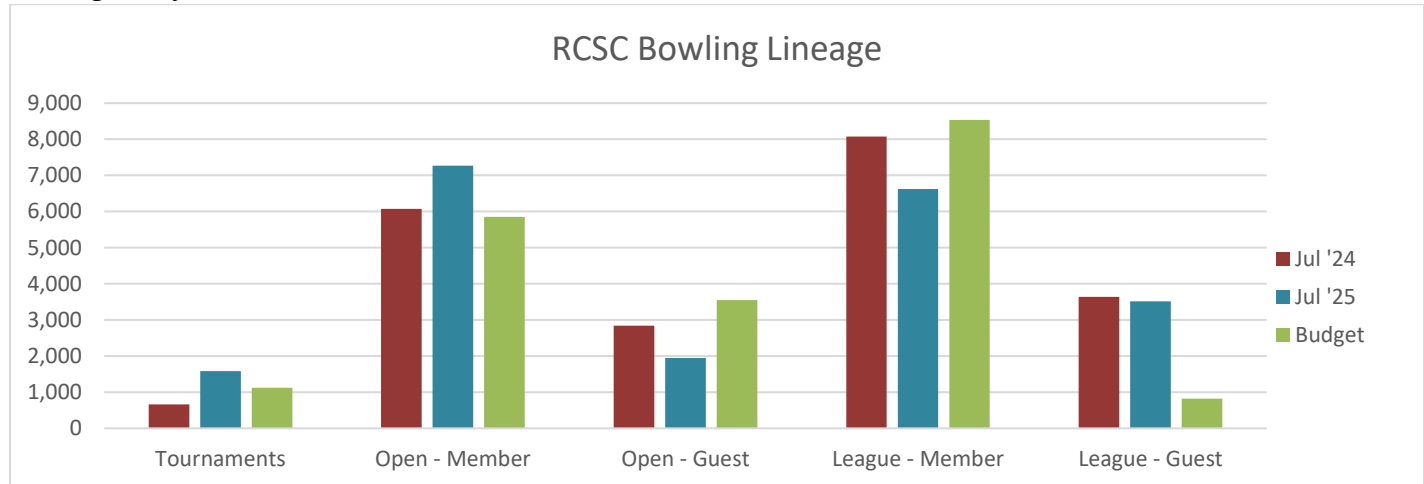
IT's most significant accomplishment this month was the successful completion of the network cutover. Everything went according to plan, and all systems were fully operational immediately afterward. While we encountered minor issues with TEG and the Portal, they were quickly resolved. All RCSC locations are now connected through the Cisco SD-WAN, which has significantly improved overall network performance across the organization. Staff at the golf courses and centers have noted noticeable improvements in network speed, Wi-Fi performance, and overall stability. We've also received similar positive feedback from the clubs. This upgrade also lays the groundwork for the upcoming implementation of our new VoIP phone solution and the organization-wide Access Control system.

RCSC Management Report: August, 2025

OPERATIONS:

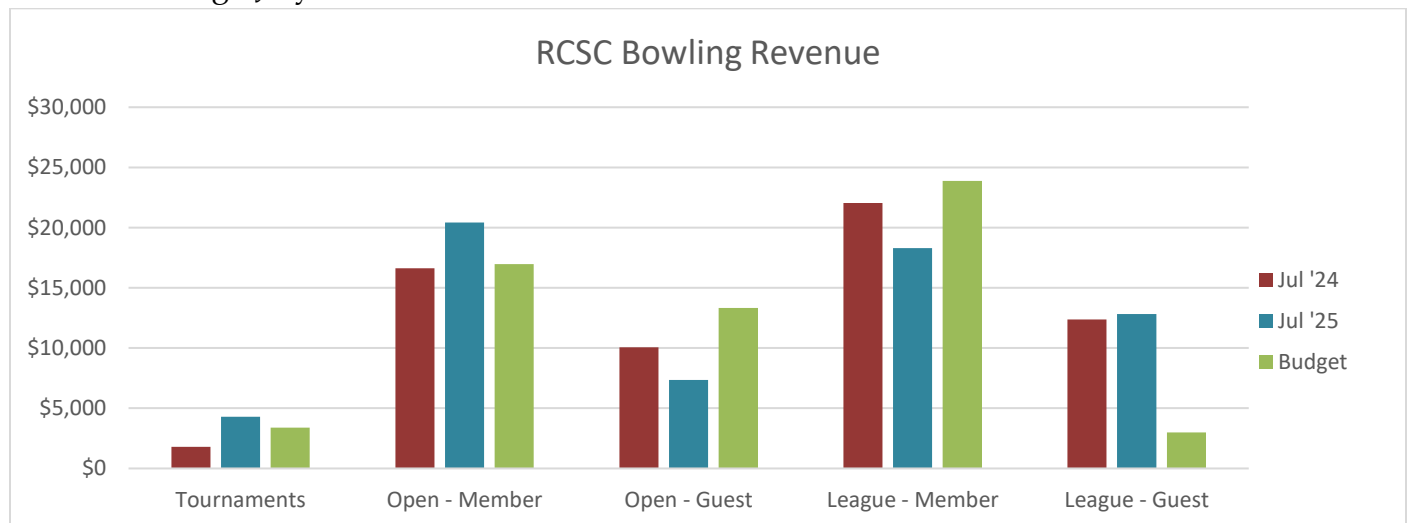
Bowling:

In July of 2025, Bowling lineage totaled 20,933, compared to 21,290 in July of 2024, a decrease of 357 games. Year to date lineage through July 2025 totaled 190,307 lines, compared to 188,807 through July 2024, an increase of 1%.



	July '24	July '25	Budget
Tournaments	660	1,584	1,127
Open - Member	6,076	7,272	5,852
Open - Guest	2,839	1,947	3,551
League - Member	8,076	6,618	8,533
League - Guest	3,639	3,513	820

Bowling Revenue in July 2025 totaled \$63,170 which was a small increase over the July 2024 revenue of \$62,912. Year to date, 2025 Bowling revenue is \$582,410, or 6% greater than the total revenue through July of 2024.



	July '24	July '25	Budget
Tournaments	\$1,801	\$4,283	\$3,380
Open - Member	\$16,616	\$20,418	\$16,969
Open - Guest	\$10,064	\$7,357	\$13,318
League - Member	\$22,059	\$18,293	\$23,893
League - Guest	\$12,373	\$12,820	\$2,992

Activities:

As of July 21, 2025, there have been 179 private room rentals booked, and 86 event reservations completed for the year. All 2025 contracts, W-9s, and check requests have been finalized, while COI updates remain ongoing. In addition, season passes and individual tickets for the new mini season have gone on sale. Efforts also continue with interviewing talent and researching options for future entertainment.

Media Studio/AV:

In July, several projects were completed and advanced across video production, event support, and facility upgrades. The Finance 101 video edit was finalized, the AED training video was completed and posted on YouTube, and another *Your Money at Work* segment for July was produced. A “Summer So Far” video highlighting the Hot Fun Outta the Sun series was also completed, along with multiple radio updates for closures. Additional content was filmed in connection with an updated Facility Schedule Sheet, and research was conducted on the best method for streaming board meetings via YouTube, with testing scheduled in August to prepare for streaming in September. Progress continued on the next center video featuring Sundial Recreation Center, and the Mountain View Update script was recorded, paired with presentation slides, and published on YouTube. The team also provided full support for four Hot Fun Outta the Sun events, handled load out, setup, and video production for the Ring That Bell event, and arranged equipment use and returns. Technical upgrades included installing an SDI video matrix switch to streamline Sundial Auditorium video routing, preparing and placing orders for new equipment at Quail Run—including loudspeakers, an amplifier, microphone, and wall plates—and creating a proposal to replace aged amplifiers at Lakeview Pool, which has been ordered. Coordination took place with IT for a network upgrade cutover and with Accel Electric to replace a failed tablet lighting control at Sundial. Additional requests at Quail Run involved augmenting the Pavilion PA system with six new loudspeakers and added cabling, as well as specifying, quoting, and ordering four new speakers for the Pro Shop. Finally, training began toward Dante Certification to further enhance audio capabilities.

Communications:

Continued training on the new website backend and began daily training sessions, revamped the Club Directory in the Update publication, and met with the full team along with Eddy Renio, Director of Golf, to discuss a new communications strategy.

Clubs:

July monthly attendance has been received and processed, and 2026 club reservations are now complete with calendars emailed to club presidents for review. An informational document was also created for new presidents taking office this winter, highlighting Board Policy 12 and outlining the club reports due throughout the year. In addition, the club promotion form has been updated and will be shared next month, allowing clubs to promote special events through the Rec Radio station, e-blasts, digital street signs, and center monitors. A grandchild event survey was distributed to club presidents to gauge interest in participation, with results to be presented at the September COC meeting for discussion on next steps. Work also continued with the Communications Coordinator on enhancing club web pages.

Welcome Center:

Number of visitors (walk ins) 209

Top four reasons for visits:

- Picked up club brochures
- Direction Assistance
- Escorting people around to all the various activities at Bell Center
- Picked up the Independent Newspaper

New Member Information: 29 visitors were new members and wanted to learn more about the activities here in Sun City

105 phone calls, of which 45 you could not hear the person on the other end. The remainder of the calls: 22 were residents, 3 were nonresidents and 2 were realtors

Had 48 volunteer slots for the month of July resulting in 144 volunteer hours

FACILITIES:

Projects:

Recently Completed

Bell Recreation Center

- Three ADA door openers for Artistic Stained-Glass Club and the Craft Village restrooms. Completed 7/25, cost \$12,447; contractor: Accel Electric & Quality Lock
- One ADA opener for Crafts Club. Completed 7/25, cost \$4,103; contractor: Accel Electric & Quality Lock

Fairway Recreation Center

- Seal Coated the West parking lot. Completed 7/25, cost \$19,282; contractor: Roadrunner Paving
- HVAC – central plant & boiler updated. Completed 7/31, cost \$137,550; contractor: WD Manor Mechanical Contractors, Inc.
- Upgraded lighting to LED high bay fixtures in the Woodshop. Completed 7/19, cost \$12,215; contractor: Voss Electric

Lakeview Recreation Center

- Cement corrections on the hill pathways and around the attendant station by the lake. Completed 7/25, cost \$104,225; contractor: Legarda LLC
- Lakeview Lanes – changed the lighting over the lanes to T8 florescent. Completed 7/31, cost \$22,735; contractor: Voss Electric

Sundial Recreation Center

- All pool heaters have been upgraded to high efficiency with new PVC exhaust. Completed 7/8, cost \$114,539; contractor: Master Pool Repair
- HVAC system replaced in the Fitness Room. Completed 7/8, cost \$34,475; contractor Six Star AC Cooling & Heating
- Sewer lines were relined under the Natatorium building. Completed 7/11, cost \$103,350; contractor: Sunland Plumbing

Willowbrook/Willowcreek Pro/Snack Shop

- Seal Coated the parking lot. Completed 7/17, cost \$73,317; contractor: Rose Paving
- Replaced grease trap at the Snack Shop. Completed 7/14, cost \$4,089; contractor: Sunland Plumbing

Lakes Maintenance

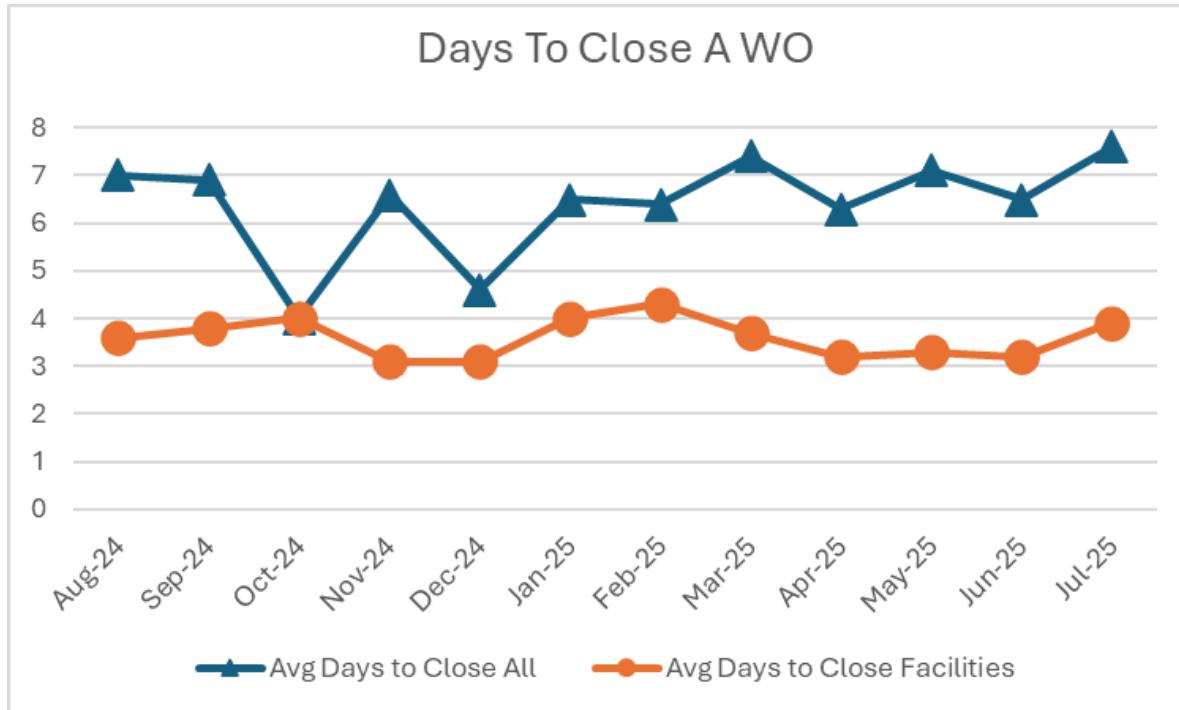
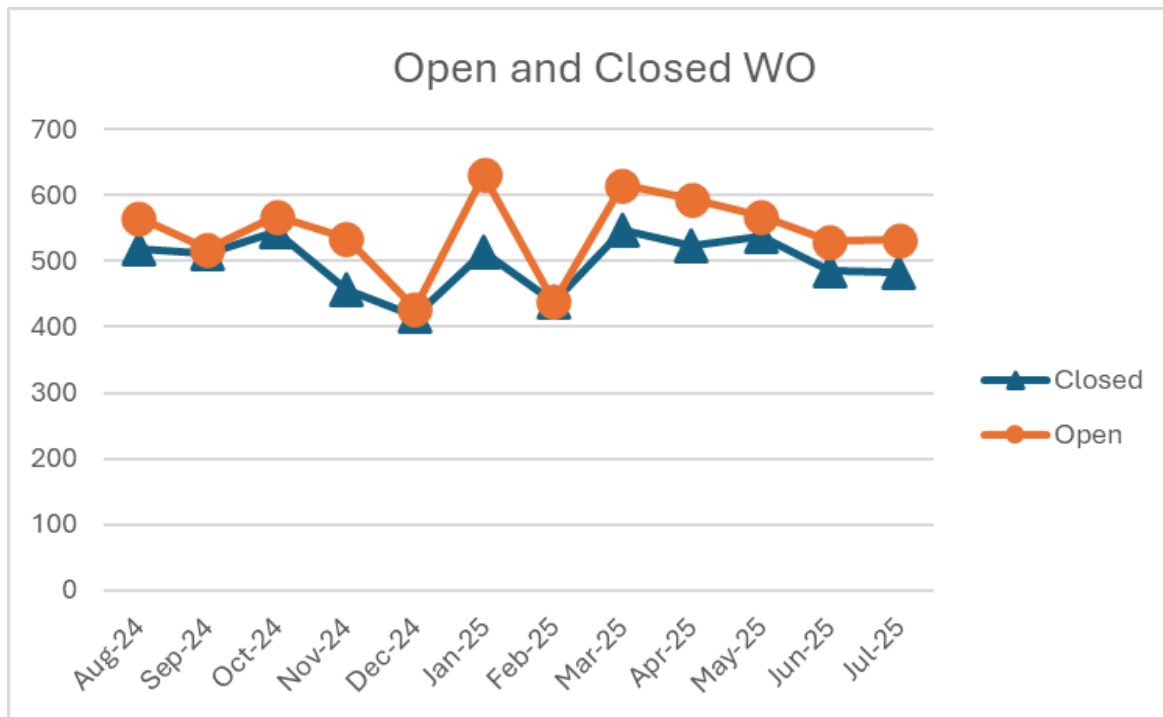
- Seal Coated the parking lot. Completed 7/26, cost \$4,624; contractor: Weems Asphalt

Riverview Pro Shop

- Painted the Pro Shop and Cart Barn. Completed 7/8, cost \$15,150; contractor: Exquisite Painting

RCSC Management Report: August, 2025

The Facilities Department opened 533 new work orders in July and completed a total of 484. The average time to complete a work order was 7.6 days. Year to Date 3,532 are completed, July started with 90 open.



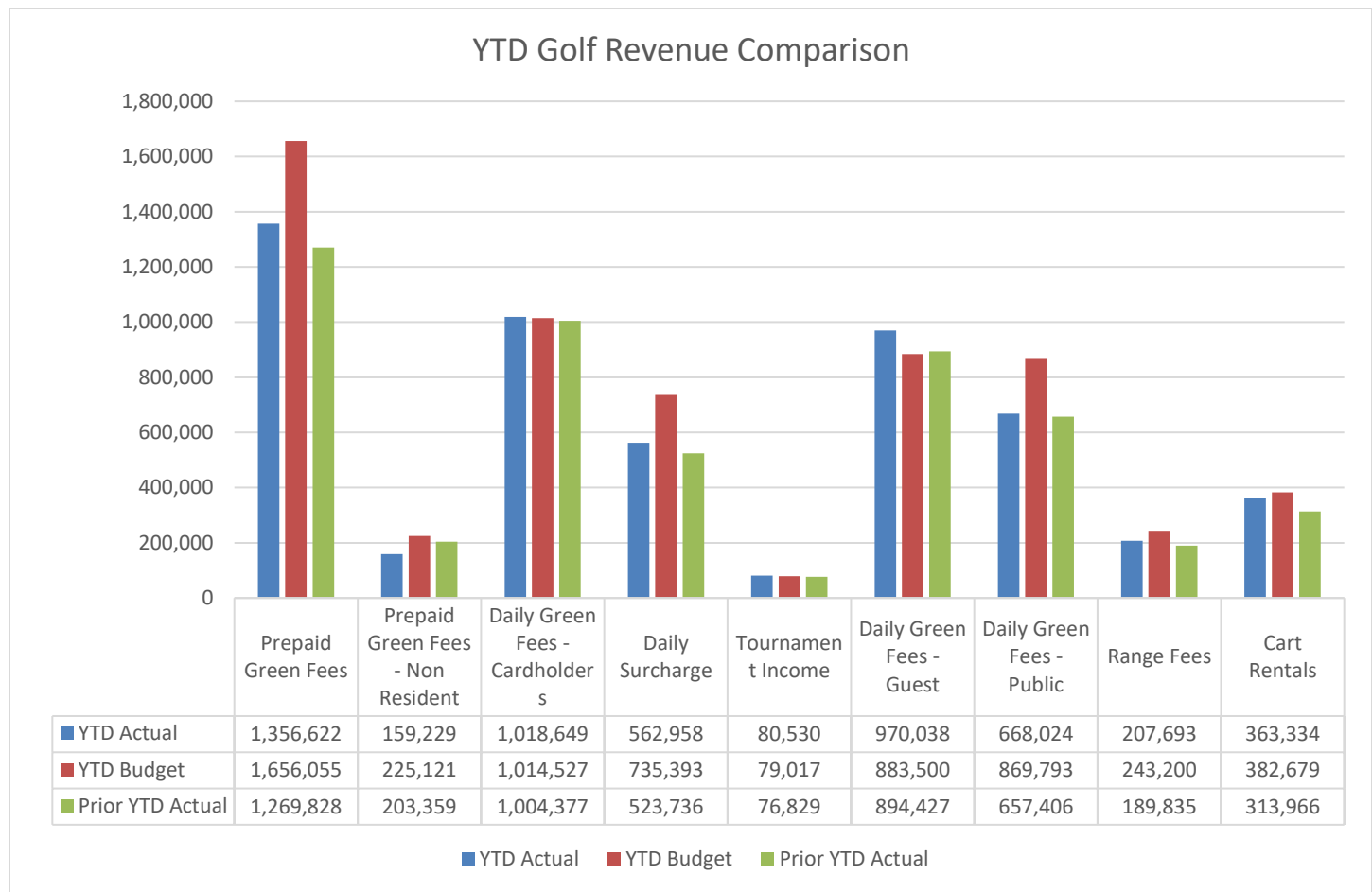
GROUNDS:

LAWN BOWLS SPEED		LAWN BOWLS MOISTURE	
Bell North	10.0	Bell North	12.8
Bell South	9.7	Bell South	13.1
Lakeview West	10.2	Lakeview West	14.0
Lakeview East	9.8	Lakeview East	15.0
Oakmont	9.5	Oakmont	12.3
Mountain View	9.5	Mountain View	9.8

- Mowing, rolling and cleaning ditches three times a week
- Mowing the ballfield twice a week
- Grading the infield four times a week
- ½ inch cores were pulled the last week in July
- Leveling of the greens will start mid-August in preparation for the US open

Other Grounds Activities –

- Trimming palm trees
- Cleaning outside of centers
- Mowing both Lakeview and Sun Bowl once a week

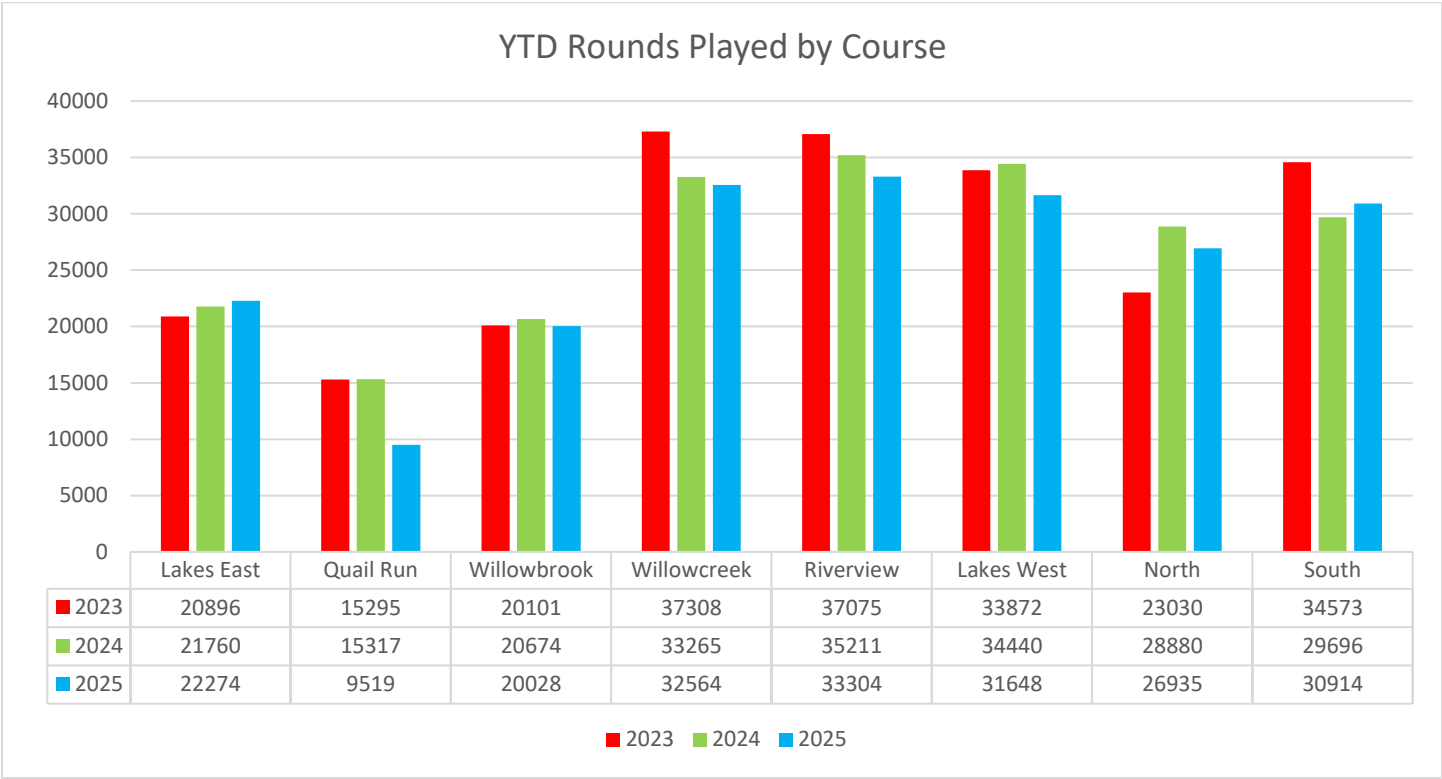


Through July year-to-date (YTD), total income stands at **\$6,057,995**, short of the budgeted **\$6,858,890** but showing an increase from the prior year's **\$5,771,440** which is roughly 4-5% increase YOY.

Prepaid Green Fees, Surcharge and Public Green Fees show the largest deficit to budget.

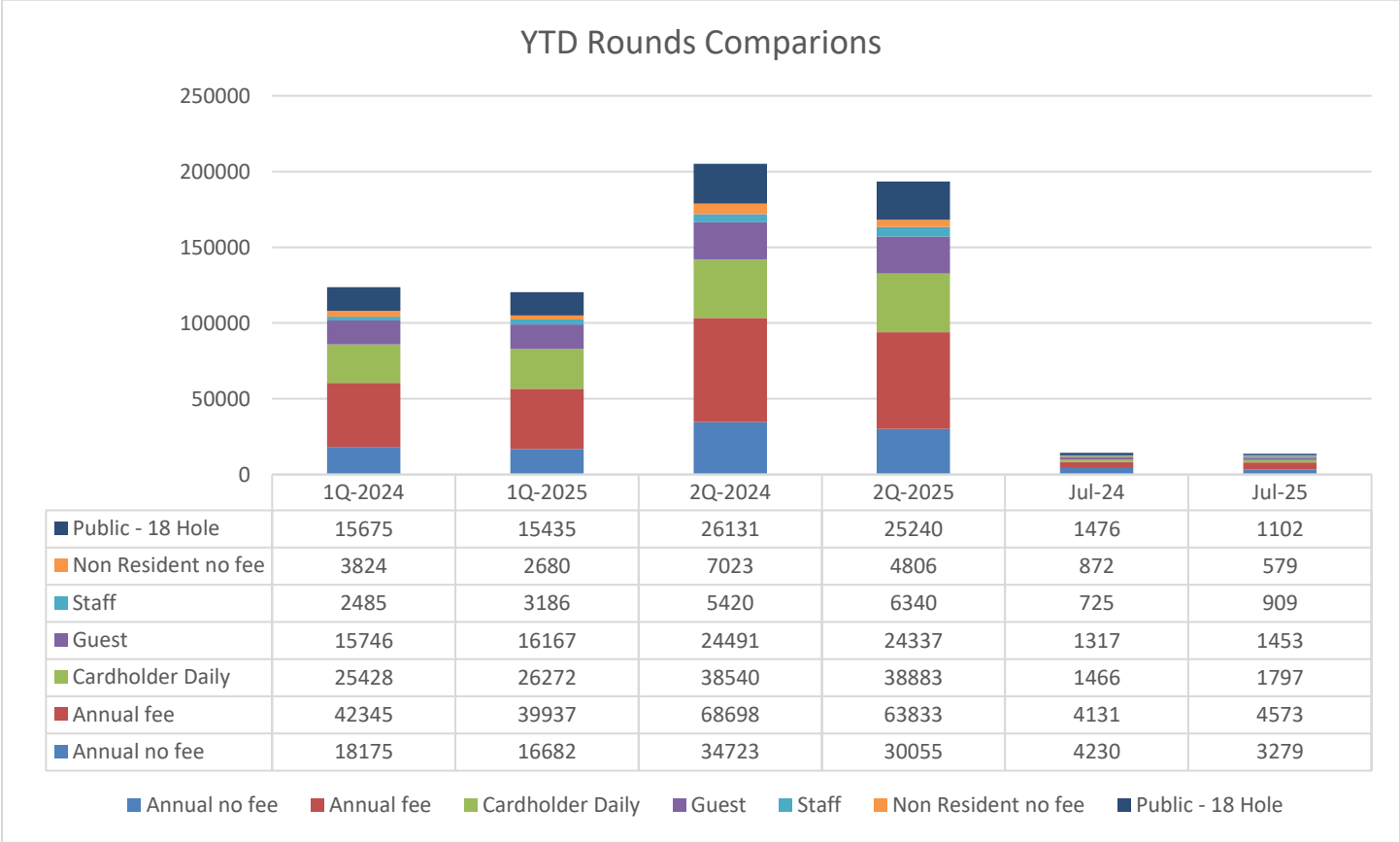
Merchandise Sales are behind as well but our offerings are less than desirable but that will change as we have a plan to increase our merchandise sales through increased inventory and branding of each golf shop.

Although we are showing a deficit in terms of budget, we are showing a YOY increase, and our expenses are being monitored with operating expenses staying below budget.



Summary

In 2025, total rounds played across the eight golf courses reflect a **moderate overall decline** compared to prior years, with noticeable shifts in course popularity and usage patterns.



Superintendent Update (Chuck Hyppa)

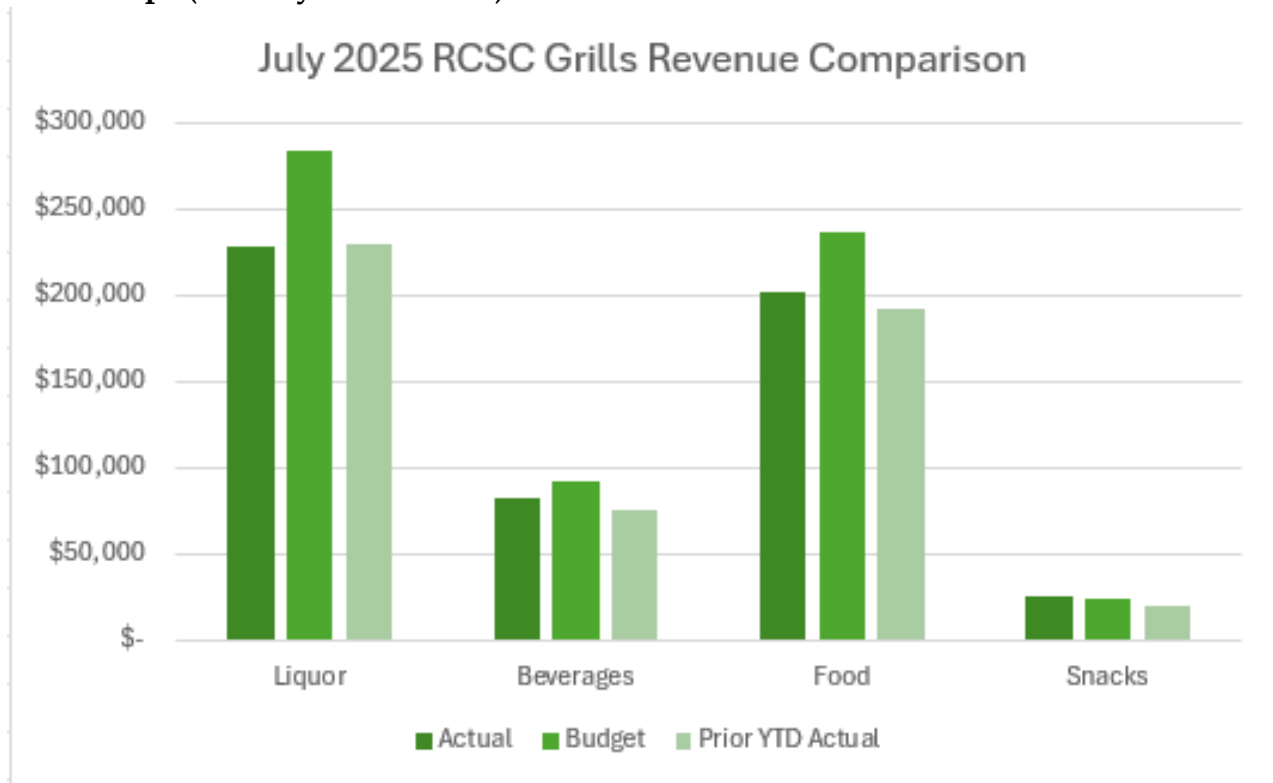
The month of July brought consistent high temps with barely a drop of rain. However, the golf courses have responded to the high temps and mild humidity. With 45 days until we begin Fall overseeding our focus is weed suppression and promotion of Bermudagrass. We are seeing great improvement throughout our fairways and green banks in terms of Bermuda recovery. The greens at all courses handled the aerification as planned. We have continued our bi-weekly light topdressing of sand to maintain consistent ball roll and pace. Palm tree trimming took place in July, and we have completed South, Quail, North, Lakes E/W and Riverview. They are finishing up at Willow by the end of next week. The Quail renovation is complete excluding some minor punch list items that include swing arm repair and relevelling of sunken areas. The turf at Quail looks good and we are excited to continue the grow in and maturation of the course. As a reminder within the first calendar year of re grassing we will not be able to spray any Herbicides to aid in weed suppression due to the new turf. When Quail opens this fall expect to see some areas where summer weeds are prevalent but be assured that next summer, we will be very aggressive in our post emergent control of these weeds.

Quail Update:

All construction on Quail has been completed: Marvin Mills will be out to do a punch list for the irrigation system. The Tiff Tuft is growing in, and the coverage looks very healthy. There are a couple of areas that might need to be sodded in the rough. We did a walk through with Gary Brawley on July 15th and he was very pleased with how the turf is progressing.

The Golf Shop renovation began on Monday July 18th with the demo of the bathrooms and the shop. Flooring, countertop and color palate has been chosen for the shop. We are hopeful that all supplies and fixtures will arrive on time so that they can be installed and ready for our October opening.

Snack Shops (Lindsey Armentrout)



July-August 2025 Golf Snack Shop Grills Update

North

Quiet times at the North Grill with sales averaging around \$1600-\$1700 per week. We cleaned the clutter that was under the grill and are working on detailed cleaning of the shelves in the storeroom. Keeping an eye on prior sales records, as we need to discuss adding our seasonal employee and when. We are tracking hourly sales. This helps to schedule accordingly, as certain days are consistent.

-Jim DeLaTorre

Riverview

I just wanted to let you know that working at Riverview is my absolute favorite job ever. I have worked in corporate jobs most of my adult life, and I say, this is the best! My coworkers are great, I have an awesome manager, and most of my customers are awesome. I think in the past 4.5 years, I may have had 2 or 3 unruly customers; the rest are great!

My customers tell me that they come to Riverview because of the service, cleanliness, and the food. I am proud to be an "RCSCite"!!

-Bunny Wolfe

South

At South, we are still the awesome team we've always been and have new things happening. I think beer sales are getting better, and food is about the same, for July and August. Brian's leaving was bittersweet, as we knew it was what he needed. But sad to see him go. Then it seems we hit the jackpot with Eddie. He is very friendly and informative. Also, he is easy to listen to and talk to. I believe he and Lindsey will make a strong team and better our Snack shops/ Grills. I like the thought of us being called The Grill. The golfers seem to like Eddie and his experience. They think he will do an excellent job! He visits the courses and shops often. That's also a plus! We are all in a good place.

-JP

Lakes

A lot of positive changes are coming to us all. Recently, a shift was felt by many, as the Golf Pro and Grill Shops are teaming up to take on some light-duty cleaning work to help our outstanding custodial staff. It's nice to see when people come together to support one another, get the job done, and all for the betterment of the bigger picture. I'm proud of our team!

Upon Eddie's brilliant suggestion, we are looking forward to a fresh sort of "rebranding" of the Snack Shops, towards a name that better describes the establishments that we are. We're playing around with some name titles like: Grill, Café, Bistro... What do you think?

I am excited that we are already having conversations with those who want to pre-arrange parties and events that Lakes will be catering for in the upcoming months. During these events, we make great community connections and extra revenue for the house. With Eddie's help, we are looking forward to a profitable year, as we add value to our menu, value to our name, and show people what great eateries they have, literally in their own backyards!