

As you can see if you have been looking around Sun City, or attending Board and Committee meetings, or just talking with friends, many changes are underway. We are focused on putting our new Mission, Vision, and Values into practice. Spending time, attention, and resources where it makes sense, to improve as much as possible, as soon as possible, for the members, the staff, and the corporation.

We are hiring new staff at or much closer to market rates, improving wages and salaries of current employees, to reduce turnover and increase satisfaction for everyone. Turnover is expensive in terms of dollars and results. We want results that translate into high quality service and attractive amenities allowing our vision to be realized and maintained.

We had a great Discover Sun City last week right here, it was packed, parking spaces were filled, both morning and night. We listened to past comments, bigger area, plenty of seating, no interruption for presentations. Perhaps next year we will add a third hour in both the morning and evening.

Home delivery of the New Year's Edition of the Sun City Update has been well received. Bigger print, more information that is easier to find, people seem to love it, and many have never seen one before.

I must say the home delivery aspect has been challenging, it has been a long time since my paper route of about 300 Cleveland Plain Dealers in the 60's, but my golf cart and myself are enjoying the exercise, and visiting with my neighbors has been great!

We are about two thirds done with home delivery, and we hope to be finished before February. The February Sun City Update will be available at the normal rec center locations, pro shops and snack bars.

I want to conclude with where I started, speaking about change, while change is a given, we cannot avoid it, it happens...

It happens to our bodies, our families, our communities, the world, even space, the universe itself is always changing...

None of these truths make it easy...

Change can be tough to take.

My goal is to continue to use logic and reason, to make the best decisions every day, the best changes every day, big and small, to improve all of our lives, here in Sun City.

Thank you!

Matthew