

Oak Creek Community Center Q & A

Who Owns and Operates the Swim and Tennis Center?

The Swim and Tennis Center is owned and operated by Oak Creek Golf, LLC (OCG). OCG has no affiliation with the Oak Creek Community Developer, Oak Creek Community Builders, or the Community HOA.

What is the purpose of the S/T (Swim/Tennis) facility and who is able to use it?

The purpose of the S/T facility is to provide a central meeting place primarily for the community residents to use for social gatherings (community and or personal), athletic endeavors (swimming, tennis, and exercise classes, etc.), and meeting purposes. During down time when there are no scheduled events or activities scheduled by community members, the facility can be utilized by non- residents for private functions.

What are the established hours of operation for the Swim and Tennis Club?

There are two separate operating schedules for the S/T center; summer and winter, and vary depending on community demand and support.

Where does OCG derive its revenue from to run the S/T facility?

OCG derives nearly 100% of all its revenue from the developer established mandatory annual social dues owed by each home owner. A very small percentage is derived from functions held at the facility.

Does OCG currently make money from operating the S/T facility and are those dollars reinvested into the facility?

No. Currently OCG forecasts an annual operating lose of between \$50,000.00 to \$75,000.00 dollars a year (assuming 100% collection rate of social dues) operating the S/T facility. At present, the costs associated with the operation of the S/W facility (utilities, payroll, pool contracts, debt service, real estate taxes, etc) far outpace the projected revenues derived from social dues collection and outside events. As such, there are no dollars available to for reinvestment into the facility or for additional amenities or hours.

What need to change so that the S/T facility can be successful and become a focal point for the Oak Creek Community?

Beside the need for additional homes to be built and sold within the community (which will increase the social dues collection base), currently social dues collections are well below any acceptable level. As a result, OCG is forced to limit the hours of operations and the services it provides to its paying social member base which in turn creates more disruption and frustration and further increases the lack of confidence within the community and in turn, further weakens the future viability of the community. In order to reverse this vicious cycle the residents of Oak Creek need to ban together and implement a plan to ensure the prompt payment of all social dues by all non-paying residents so that the community can ensure the future operations of the facilities. Once the social dues delinquency issue is dealt with,

the community will then have better leverage and influence regarding matters related to hours of operation and services provided.

I have heard that a final Use and Occupancy Permit (U&O) has not been issued on the S/T Building. What is the current status related to the U&O?

Currently, the S/T facility is operating with a temporary U&O. OCG has made all the arrangements to complete the work necessary to attain the final U&O and all work should be completed by the early part of July. At that time OCG will ask for a final inspection and obtain a Final U&O.

Once OCG obtains the Final U & O for the S/T facility, is there any additional work or amenities that need to be provided for by OCG related to the S/T facility?

No. OCG has met all its obligations related to size, shape, services, and amenities as required under its agreement with the community Developer.

I was told or promised that there would be additional amenities and or services provided for at the S/T facility. Who is responsible for those claims and or promises?

OCG would advise you to take those issues up directly with the party (the developer; your builder; your sales person) who made that claim or promise. OCG was not made a party to those discussions in which any promises or claims were made and as such can not answer those questions or be held accountable for those amenities or services not being provided for. OCG has met all its obligations related to the s/T facility.

What can I do to bring about a change in current policy and operations at the S/T facility?

The easiest way to propose a change to the S/T facility policy and or operation is to place a suggestion in the suggestion / payment box located on the northerly side entrance of the building. Your suggestion can be completely anonyms or you can add your contact information and suggested hours you can be reached for further discussion.

I have tried to talk with OCG staff members regarding suggestions and change at the facility with little or no success, why is that and how can I be heard?

Do to current circumstances within the community it is near impossible for our current staff to dedicate the time necessary to field and respond to every question, concern and complaint within the community in a timely and effective manner. The best way for your voice to be heard is for you to take the time to state your thoughts in a clear and concise letter and utilize the suggestion box. This way we can clearly understand the concerns and address them accordingly.