



President's Report to the Board of Directors and Residents February 21, 2021

Residents and Members of Swann Keys Civic Association,

On behalf of the entire Board of Directors and Staff we hope this update finds you healthy. Spring is right around the corner. Although things have been very quiet in Swann Keys, the SKCA Board and Staff have been hard at work. Richard Schofield our Maintenance Man has returned to work and is as healthy as ever. We are all blessed that Richard is back.

We are pleased to report our financial position, year-to-date, is very good. We are under budget for the year and our cash projections for the remainder of the year are excellent. Wilma Denton continues to shine as our Treasurer.

On February 4th, we performed a routine update to our water distribution pumps. The update involved the replacement of a control board with a newer component. The update was uneventful with no impact to the community. This update was covered under warranty. It is critical we continue with regular updates and upgrades to our water plant equipment. We have had good dependable water for over 8 months with our new equipment and ZERO outages related to water production.

Your Board and Budget Committee has been working hard on your Fiscal Year 2022 Budget (June 2021 thru May 2022). Our new accounting software and chart of accounts has worked out great, allowing us to better manage and forecast costs. We have eliminated large buckets of miscellaneous expense accounts giving us better tracking and reporting capabilities. We are happy to report that our operating fees will remain at \$900.00 for Fiscal Year 2022. Our FY22 Budget has full funding of our Operational Expenses and Capital / Reserve projects. The complete budget and video will be available to the community for those not able to attend our February Board Meeting.

The Long Range Planning Committee has concluded their work and will be presenting our SKCA Long Range Plan to the community and Board of Directors on March 21st during our March Board Meeting. This team of volunteers did an outstanding job! The Long Range Plan highlights key projects that should be considered over the next 10 years and includes funding models.

It's hard to believe, but work has already started on planning for the opening of our pool. You can remember last year there was a struggle to get lifeguards and strict COVID requirements. I have been working with our Pool and Lifeguard Management Company on staffing and anticipated challenges. At this time, it appears the L-1 Visa Program will allow foreign students into the country this year. Last year a huge challenge was getting local lifeguards. If all goes according to plan the Pool may reopen for Memorial Day. It is far too early to determine what changes the Government may make to COVID restrictions or Visa programs. We will keep the community updated. We are on our last year of a contract with the Pool Management Company and will rebid the contract next year in 2022.

Work continues on our boat ramp legal issues. Extensive survey work and legal research is about to be completed on the East Side ramps. Property owners will receive copies of the revised plats and an agreement document for their review. Work on the West Side ramps continues. As always, we are doing everything in our powers to avoid litigation on this matter.

Our updates to QuickBooks and OneCall customer data is just about complete. These systems needed significant work to synchronize your information. The new Resident's Portal on the Swann Keys web site is working great. Each week we receive updates to phone numbers and email addresses. Since we started last year, we sent 74 emails to the community which represents over 20,000 emails. Resident comments have all been positive. We will continue to do our best to keep you informed.

Our 2021/2022 Board of Directors Nominations has closed. Nominees have until February 24th to submit their resumes and proof of ownership to the Nominations Committee. The Nomination Committee is reporting a good response to the nomination request with many new candidates. We are excited. This year it is critical that you seriously consider your vote for the Board of Directors. It is essential that your Board of Directors continues to work together as a team. There are numerous projects ahead and many other challenges that will need to be addressed by next year's Board of Directors. We need to keep moving forward.

As always, if you have any questions, concerns or would like to discuss the future of Swann Keys please feel to reach out to me or any Board Member. You have a great Board who is always here for you. The easiest way to reach us is through the Residents Portal online or emails. My email is Jeffm.swannkeys@gmail.com.

Looking forward to working with all of you on shaping the future of Swann Keys.

Respectfully submitted
Jeff Markiewicz,
President, SKCA 2020/2021
Jeffm.swannkeys@gmail.com

CLUB HOUSE NOTIFICATION - EFFECTIVE February 12, 2021

December 3, 2020

WILMINGTON, Del. – Governor John Carney and the Delaware Division of Public Health (DPH)

Governor Carney and DPH will institute a universal mask mandate statewide, requiring Delawareans to wear a cloth face covering anytime they are indoors with anyone outside their immediate household. Delaware has had a public mask mandate since April 28, requiring Delawareans and visitors to wear a cloth face covering in public settings where social distancing is not possible.

December 10, 2020

WILMINGTON, Del. – Governor John Carney on Thursday signed the fourth revision to the omnibus emergency order, announcing additional restrictions to confront the winter surge of COVID-19 hospitalizations in Delaware. Additional restrictions include: Indoor gatherings at businesses or indoor spaces open to the public must be limited to the lesser of 30 percent of the venue's stated fire capacity, or 10 people.

January 8, 2020

WILMINGTON, Del. – Governor John Carney on Friday signed the fifth revision to the omnibus emergency order, continuing the restrictions, including the Stay-at-Home advisory and universal indoor mask mandate, to combat the increase in COVID-19 hospitalizations in Delaware. Beginning today, the 10 p.m. curfew at Delaware restaurants and bars will be lifted, but establishments still must have signage prominently displayed on the table stating that parties must be from the same household and share messaging on masking compliance.

February 12, 2020

Indoor Gatherings/Events: All gatherings or events held within any business or indoor space open to the public (including, but not limited to: food and drink establishments; commercial lodging; convention centers; houses of worship; pools; senior centers; and those in parks and recreation facilities or at facilities without a stated fire code occupancy) shall comply with the gathering requirements set forth by this Twenty-Seventh Modification. **Indoor gatherings or events at any business or indoor space open to the public of up to the lesser of thirty percent (30%) fifty percent (50%) stated fire occupancy or ten (10) people** (e.g. weddings and receptions, graduations, birthday parties, funeral receptions, etc.) and private indoor gatherings or events of up to ten (10) persons (e.g. dinner parties, house parties, birthday parties) are permitted in Phase 2 under the following conditions:

February 16, 2021 - Delaware Health Safety Protection Officer statement to Swann Keys via email:

"The current mandate still only allows 10 people for an indoor gathering."

February 19, 2020

Indoor gatherings or events at any business or indoor space open to the public of up to the lesser of thirty percent (30%) fifty percent (50%) stated fire occupancy or ten (10) people or twenty five (25) people (e.g. weddings and receptions, graduations, birthday parties, funeral receptions, etc.) and private indoor gatherings or events of up to ~~ten (10) persons~~ **twenty five (25) people** (e.g. dinner parties, house parties, birthday parties) are permitted in Phase 2 under the following conditions:

SKCA Guidelines for COVID-19.

Community Center

Closed until restrictions are lifted and Board votes to reopen.

Club House

Since these are strong advisories and not mandates, the Club House can remain open until further notice.

ALL USERS OF THE FACILITY MUST FOLLOW PUBLISHED SANITIZATION PROCEDURES IN ADDITION TO THE PROFESSIONAL SANITIZATION SERVICES THAT ARE IN PLACE.

EFFECTIVE DECEMBER 14TH, ALL USERS OF CLUB HOUSE ARE REQUIRED TO WEAR FACE MASKS ACCORDING TO THE ADVISORY AT ALL TIMES.

NO MORE THAN 25 PEOPLE CAN BE IN THE CLUB HOUSE AT ANY TIME.

STAY SAFE AND HEALTHY DURING THESE DIFFICULT TIMES. SIGNS HAVE BEEN POSTED AT THE ENTRANCE OF THE CLUB HOUSE.

SKCA Office

The office is open for business but remains closed to visitors. Residents / Owners needing to do essential business may call the office to coordinate document exchanges and other activities that require entry into the office. Strict adherence to the COVID-19 Guidelines are in place.

Financial Snapshot

January 2021 / Fiscal Year 2021

Account and Cash Summary			
Operations Accounts			
PNC Checking - Ending 9681	\$	126,120.15	
M.M. Savings - PNC - 6328	\$	110,095.25	
Business Checking - Bank of Ocean City - 5459	\$	2,334.82	
Petty Cash	\$	200.00	
		\$ 238,750.22	
Reserve / Capital Accounts			
MM Savings - Bank of Ocean City - 4468	\$	124,279.76	
Bank of Ocean City - Reserve CD	\$	101,504.36	
		\$ 225,734.36	
Total Operations / Reserve Accounts		\$ 464,484.58	
Accounts Receivable / Payable Summary			
Accounts Receivable			
Accounts Receivable - Maintenance Fees			
0 - 30 Days	\$	-	
31 - 60 Days	\$	2,400.94	
61 - 90 Days	\$	-	
91 and Greater	\$	8,472.41	
Total Maintenance Fees Receivable	\$	10,873.35	
Other Accounts Receivable	\$	-	
		\$ 10,873.35	
Accounts Payable		\$ 4,348.19	
Operating Budget Expenses			
Monthly Operating Budget Performance			
Budgeted Expenses for Month	\$	34,355.00	
Actual Expenses	\$	23,796.75	
Under / Over Budget for Month	\$	10,558.25	Under Budget
Annual Operating Budget Performance			
Annual Budgeted Expenses to Date	\$	274,840.00	\$412,260.00 Annually
Annual Expenses to Date	\$	255,976.99	
Under / Over Budget for Year	\$	18,863.01	Under Budget for FY2021
Annual Capital / Reserve Projects Performance			
Capital / Reserve beginning balance June 1, 2020	\$	297,758.98	
Planned Projects	Budget / Estimate	Revised	Spend
Boat Ramp- I - West Side	\$ 27,000.00	\$ -	\$ -
WoodPiling- Club House - Marina - Phase 1	\$ 37,000.00	\$ -	\$ -
Completion Water Plant Upgrades (1/2 Cost)	\$ 68,196.00	-	\$ 68,196.00
Swimming Pool Sand Filter - Phase 1	\$ 1,230.00	\$ -	\$ -
Capital / Reserve Contingency	\$ 10,250.00	\$ 7,750.00	\$ 2,500.00
Unplanned Project			
Boat Ramp Legal Fees (thru Dec 1)	\$ -	\$ -	\$ 4,795.00
Pintail Lift Covers	\$ -	\$ -	\$ 4,975.00
Totals	\$ 143,676.00	\$ 7,750.00	\$ 80,466.00
Under / Over Budget	\$ 63,210.00	Under Budget	
Capital / Reserve Fund Estimated May 31, 2021	\$	154,082.98	

Community Critical Path Projects / Tasks

#	Item	Notes	Lead	Status
1	Pool, Park Club House	<ul style="list-style-type: none"> Pool Closed for season Park and Club House remain open. 	Jeff Markiewicz	DONE
2	Water Plan Renovations	<ul style="list-style-type: none"> Renovations Completed – Monitoring and adjustments ongoing 	Bill Althoff	DONE
3	New Accounting Software and Chart of Accounts Installed	<ul style="list-style-type: none"> Continue to make adjustments – Steady state at this point. 	Wilma Denton	DONE
4	Lift Station & Power in Canals	<ul style="list-style-type: none"> DEC Power Project is on hold per DEC. Need to explore Power Conversion for stations. 	Ronnie Young	ACTIVE
5	Lift Station Covers	<ul style="list-style-type: none"> BOD Approved Pin Tail Prototype Cover Being manufactured at this time 	Ronnie Young	ACTIVE
6	Boat Ramp Signage	<ul style="list-style-type: none"> Installed 	Ronnie Young	DONE
7	No Wake Signage	<ul style="list-style-type: none"> Several signs install – will be installed in spring. 	Ronnie Young	ACTIVE
8	New East Side Boat Ramp	<ul style="list-style-type: none"> Issue with adjoining Property Owners being addressed. Ronnie & Lori are exploring Lift Gates to secure ramps. Other improvements are being explored including Boat Registration Stickers. Begin Construction – Mid October 2020 – Close ramp for winter Ready Spring of 2021 - DELAYED 	Ronnie Young Jeff Markiewicz	DELAYED
9	Bulkhead Replacement Community Center	<ul style="list-style-type: none"> Contract awarded for Section 1 – Lawes Point Road Side Contract for Sections 2 and 3 dependent upon FY22 Budget Approval Work to being September 2021 	Ronnie Young	DELAYED
10	Community Survey	<ul style="list-style-type: none"> Closed Survey on Aug 17th. Present to BOD and Community on Sept 20th. 	Lori Monroe	DONE
11	Long Range Planning Committee	<ul style="list-style-type: none"> Long Range Plan Completed 	LRPC	DONE
12	Residents Checks	<ul style="list-style-type: none"> Continues – Great work Dan 	Dan Cavanaugh	DONE
13	Energy Usage Study	<ul style="list-style-type: none"> With new COA we can now track energy usage more effectively. Review options for Energy Savings – ie: why do we cool large areas 24/7 	?????	Not Started
14	Web Site Management	<ul style="list-style-type: none"> Have started self-posting content 	Tom Tompkins Jeff Markiewicz	DONE
15	Image and Identity	<ul style="list-style-type: none"> New format for communications pieces Redesign of News Letter Templates 	Tom Tompkins	Not Started
16	Dog Bag Stations	<ul style="list-style-type: none"> Installed 	Bill Althoff	DONE
17	Community Communications Plan	<ul style="list-style-type: none"> Work started almost finalized by Tom and BOD Will be shared with the community soon. Excellent Job! Tommy. 	Tom Tompkins	DONE
18	OneCall EMAIL Notifications	<ul style="list-style-type: none"> Enable / Built OneCall Email Notifications Sync up and ask community for emails address updates. Took significant work but all is in place. Still soliciting email addresses. 	Jeff Markiewicz	DONE
19	Build Online Customer Portal for Residents	<ul style="list-style-type: none"> Forms Online for (1) Communications to Staff / BOD (2) Maintenance Requests (3) BOD Nominations 	Jeff Markiewicz	DONE

2020/2021 Board of Directors Summary of Community Accomplishments Since May 17th, 2020

1	Implemented Daily Proper Checks
2	Removed dangerous Putt Putt Course
3	Started weekly Operations Meetings with Staff and Leaders
4	Started monthly Community Update Videos and President Reports to community
5	Designed, Conducted and Compiled Community wide Survey – Released on 9/20
6	Implemented new processes for Cash Reimbursements
7	Changed Petty Cash Processes
8	Installed new Accounting Software / System
9	Converted all historical Accounting Transactions
10	Implemented new Payments Approval Processes
11	Designed / Implemented new Chart of Accounts
12	Implemented new “Financial Snapshot Report” for the community
13	Provided detailed Financial Summaries / Treasurers Report Timely
14	Reconciled Check Book / Payments back 10 years +-.
15	Started Webex / Teleconference for Board and other meetings
16	Updated / New Community Center Rental Contract
17	Installed new Security System for Office to protect sensitive resident information.
18	Installed / Repaired new Security Cameras
19	Began regular meetings with Shady Park Property Manager
20	Completed Water Upgrade Project
21	Started Boat Ramp and Marina Replacement Projects
22	Developed all Documentation, Signage and Procedure required to open Covid Safe Facilities
23	Opened Pool, Park and Community Center on July 8 th , while many communities closed
24	Updates to Sewage Lift Stations (Doors, Guiderails, Power)
25	Started process to rewire / reconfigure all West Side Sewage Lift Stations
26	New Boat Ramp Signage / No Wake Signage Installed
27	Started routine cutting of Laws Point Drainage Ditches
28	Installed Commercial Grade / Kid Safe Mulch in Playground
29	Updated Basketball, Volleyball, Horseshoe Pits
30	Web Site / Timely Postings of News and Events
31	Dispatched team for Safety and Property Damage Notification during Tropical Storm Isaias
32	Removed dangerous pool chairs / equipment from pool area
33	Developed Covid procedures for Clubhouse Fall opening
34	Continued Wellness Checks
35	Assisted Property Owners who were quarantined with finding vendors for maintenance / lawn care
36	Introduced new community engagement activities, Picture, Sign Contests
37	Passed Motion to add consistency with SK Common Area Parking – No parking on Marina Grass
38	Installed Pet Bag Stations in critical areas
39	Responded to urgent Laws Point Road power replacement project
40	Formed Long Range Planning Committee / Completed work on SK Long Range Plan
41	Synchronized QuickBooks, Survey and OneCall Customer Information
42	Developed a BOD and Community Communications Plan
43	Implemented OneCall Email Updates to the Community – Synchronized email addresses in OneCall
44	Developed and Implemented Residents Online Portal Forms for better communications on SK Web Site
45	Developed options for retaining ownership of community Boat Ramps. Continues
46	Addressed December 2020 COVID-19 Surge following Governor Strict Guidelines – Club House remains open
47	Follow new Budgeting Process to more accurately track and develop the FY22 Budget – Opened meeting to residents
48	Planning for Spring COVID compliant opening of Pool 2021 with Lifeguards
49	
50	