

# Transcription of Podcast 336:

## John MacDonnell

Thursday, June 16, 2022

### SPEAKERS

Vanessa Ayon, Manny Guadarrama, John MacDonnell, Connie King

**Note:** This transcription was computer-generated and may contain typographical errors.

#### **John MacDonnell** 00:10

Hello Sun City Shadow Hills Big John here. I've got a big podcast today I've got special guests, which is very exciting though have our assistant general manager, Vanessa Ayon but have Manny from the restaurant, I'm gonna have Connie from lifestyles. So just wanted to say that it's hot out there. So make sure everybody is taking lots of water with them and make sure if you're out and walking around and you have any problems, make sure you flag somebody down and get some help because we have our security team out there. And they will be happy to stop and help you. We're going to start off today with Connie. Connie. Good afternoon to you.

#### **Connie King** 00:53

Well, good afternoon to you as well, John, and I'm glad to be here. Nice. Thank you for the invitation.

#### **John MacDonnell** 00:59

Yes, most definitely. What's going on in lifestyles?

#### **Connie King** 01:01

Well, let me tell you what's going on and lifestyles to get your pens and your papers and your calendars. And take some notes because we have some wonderful information, exciting activities that are coming up our first one, we really want to make sure that everyone gets this information on June 30, which is Thursday, June 30. At 7pm. We are going to repeat our concert under the stars summer series starring Johnny Mesa and Steve Alaniz. So you don't want to miss that. And like last time, chateaus will be there providing the bar and they make some mean mean Bloody Mary's over there. Lifestyle, we'll be providing free snacks as long as they last. So we hope that we will see you there's no reservation that is needed to show up, bring your lawn chairs, just in case if you need to sit down on the grass area and enjoy the music. Nice. So that'll be coming up on June 30.

#### **John MacDonnell** 02:16

Okay. Is that all we're doing a lot of sales, I'd say under lifestyles.

#### **Connie King** 02:21

Oh, yeah, we let's do more. Okay, Monday, July 4, at 10am. From 10 to four, we will be having a fourth of July activities event celebration, it will kick off with the golf cart parade. And if you were there last year, you knew exactly how much fun you had participating in the golf cart parade, decorating your golf

cart. This year we're doing those special twist. It is going to be of fun for the whole entire family. So we are encouraging you to bring your grandchildren, your children, aunts, uncles cousins. So to make it a family affair. Our paper our own paper crafters have volunteered to do arts and crafts for the key is so we're hoping that you come out. Enjoy the meal, you must sign up on Eventbrite if you are participating in the golf cart parade only, but you would like to have a meal you still would need to sign up. There is also a section on there for you to register, how many of you grandchildren would be attending, so we hope you take advantage. We know that some people are still making some decisions. But we want you to get in before we sell out.

**John MacDonnell 03:51**

Okay, so let me ask you a question. And Connie. So, the golf cart parade is going to start at 10am. So people will have their golf carts decorated. And we'll go down Sun City Shadow Hills like we did last year. I think we had. Gosh, I want to think we had I think we had 67 golf carts last year. It was amazing. It was a great, great kickoff to summer. So this year we'll have the golf cart parade and then we're going to have a pool party. We're gonna have games food and music. So the golf cart parade there's no entry fee whatsoever to participate in the golf parade. But when people come back, you're gonna have food and festivities. That is the \$12 fee that you sign up for now to do the golf cart parade. They don't have to sign up on Eventbrite. Right?

**Connie King 04:36**

Correct.

**John MacDonnell 04:37**

But to do the food and festivities and everything, it's best to sign up on Eventbrite. And that way you will get account know what, how we how we're doing with food and quantities and everything.

**Connie King 04:46**

Correct. Only \$12 You get a wonderful holiday meal. children under five, five and under eat for free.

**John MacDonnell 04:57**

Nice. So you said some Paper Crafters are so we have people coming in that you have scheduled into to make the events even more exciting for the families.

**Connie King 05:06**

One of our is one of our clubs, and they have volunteers who are excited to come in and do some activities. And you even if the grandchildren didn't want to do the activities, you're more than welcome to participate because they have some amazing arts and crafts items that I think is great for everyone to enjoy. That's cool. I think I think I'd like to see what the paper crafters is all about. So and then there'll be games as well. It will be games and we'll be swimming, children's swim hours are going to be from two to five. Okay, I'm on Monday, Fourth of July, as well. Okay, is that all lifestyles, houses? And well, no, we have more goodness, there's more coming. Okay, what's your new homeowners orientation on July 8. So we hope that everyone who has not attended Julie Johnston with comedy night with That's Entertainment has given two tickets for us to raffle off. So please, you don't want to miss the orientation on July 8 at 10 o'clock in the ballroom. And John...

**John MacDonnell** 06:21

Please tell me

**Connie King** 06:22

...we're off to the races.

**John MacDonnell** 06:24

Oh, my goodness. Well, as I've said to a lot of people here and we actually have a jockey lives that lives here in the community. I've heard his name is Mel. And I gotta tell you, I was in his house one day, and it blew my mind because he actually had a picture on the wall of the Santa Anita racetrack where I lived. And I said, Wow, that's kind of neat. You have all that nice as well. I used to race out there. I said, Well, my uncle was a jockey. And you couldn't tell by my size because he was he was married in by the way. But he was a jockey Ralph Neves. And Ralph used to ride with him. And it just blew my mind. And he knew my grandfather from the track and it was just it's a really small world when you when you talk to people about different things they do. So what's going on with Del Mar,

**Connie King** 07:08

so del Mar August, Thursday, August the fourth, we will be heading to the races. Again, you must sign up on Eventbrite. We depart at 10am we return and eight and it's \$58 a person for more information, you can contact the lifestyle front desk, or you can go online and check out Eventbrite.

**John MacDonnell** 07:32

Wow, that's really cool guy for this whole \$58 That's a transportation and entry and then people can bring their water and things for the bus ride and all that

**Connie King** 07:42

and we provide snacks on the buses.

**John MacDonnell** 07:44

Nice. So does that also guarantee all their betting to for \$15? Betting's on their own? Okay. Anything else?

**Connie King** 07:54

Yes, in September, we will be having our getaway. And it is a two night three day Laughlin trip. I know a lot of our homeowners who enjoy traveling with us had been asking for us to do something, since we have not done anything since 2019. So this will be the first overnigher that we have for 2022. And we're excited about it. So it is called enjoying Loughlin. So we encourage everyone again to sign up. We have double occupancy rates as well. So it's single rates. And we're going to have a ball in Laughlin. Wow, that's really cool. So I think this is what the board approved. At the last meeting it was this overnigher Yeah, and we're hoping we're hoping possibly that the board will approve more overnighers you have more that you have in the in the mix of yes, we do. And hopefully I know that a couple of people have heard this over and over again. But hopefully in 2023, we can go ahead and take

our trip to the Grand Canyon in Sedona. So that's the one that we've been working on. And hopefully we can have those details finalized soon.

**John MacDonnell** 09:12

You know, that that really brings to the forefront of what lifestyles is all about is having these events available to the community. And people can pick and choose what they want to do and what fits in their wheelhouse, you know, and have fun with it. So, Connie, the lifestyles team is doing a fantastic job of putting events together. And I think this community as a whole appreciates that 100%. So we may not say it, but they do appreciate it

**Connie King** 09:40

and they do and we really appreciate the feedback. Another point I wanted to make in terms of expanding our educational portion. On the 28th of June, we're doing our Age Well Drive Smart with Indio's CHP they will come out and do a presentation, check with your insurance companies first, because the certificate in most cases, the insurance companies will give you a discount up to 25% off of your insurance once you present the certificate, but not all insurance companies participate. So please check with your insurance company to make sure that they also offer that benefit as well.

**John MacDonnell** 09:50

Sure. Right. So we don't we don't guarantee what the percentage exact but, but they can check with their insurance companies on what it could be. But actually, it could be as high. Sure what what's going on, I see a note of the cookbook as well,

**Connie King** 10:40

let me tell you about the cookbook. We are almost there. Yay. We have about 150 submissions. Our target is to start putting the get the book together in August. If we put the book together in August, we are assured that you would have it before the holidays. If you would like to present the cookbook as a wonderful holiday give to your friends and your families. Nice. That's great. Anything else from lifestyles? We hit We'll be here all week, John. So I'm going to take it up to September. I know we have our outdoor concert in October on October the 30th. We will be featuring the doors and we're asking since this is going to be a combination of our Spooktacular Halloween event. Come in costume if you so desire.

**John MacDonnell** 11:40

That's great. That'll be a lot of fun. That's for sure.

**Vanessa Ayon** 11:43

Yeah. How about the directory? Connie, I know that guys and Joe finalize the directory, which is amazing. A special shout out to Gus and Joe for finalizing that. That was fantastic.

**Connie King** 11:53

And thank you, Vanessa, for reminding me of that we have gone through the community knows that the directory is here. I think, Gus, we've gone through maybe about four boxes already. And he's piling up

more. So feel free to come by get your directory. And, and thank you for participating and supporting the lifestyle events.

**John MacDonnell 12:15**

Right. That's great. Okay, well, that's a lot of stuff on lifestyle. So I'm telling you, you've got a lot of things planned. And I'm sure there's a lot more in the works. Know that the lifestyles committee works really hard in their meetings to get a lot of these events put together and sent out. So our next special guests is Manny is here, man. He's here from the restaurant. And man, he has some updates on what's going on at the restaurant so that you folks will hear it directly here from him, Manny?

**Manny Guadarrama 12:47**

Well, good afternoon, John, first of all, thank you for having me. Good afternoon to the community. You know, I'm excited to be here and present the upcoming events for the restaurant. I'm gonna start with great news. starting June 21. We are reopening for breakfast. So we are going to be open from 8am to 7pm. Tuesday through Sunday. We're still close on Monday. But we're moving forward.

**John MacDonnell 13:20**

So let me ask you a question about that, Manny. So I know the board, the board has been striving really, really hard to try and get you guys as much as we can as far as the board is concerned. So we have we were looking for some additional employees that Troon would hire because, you know, we at Sun City Shadow Hills don't have employees, but we encourage our vendors to get as many employees as we can and we do what we can have the opportunity for them to do so. You have found people now that we'll be able to run our breakfast?

**Manny Guadarrama 13:53**

We have found people John

**John MacDonnell 13:55**

hats off to that.

**Manny Guadarrama 13:56**

Yeah, it's been a struggle. But we're excited. Like I said, we're moving forward very quickly, you know, after we finished the season, and we're just excited to get somewhat back to normal. the community's gonna love that. I know our staff loves that. We love that. You know, it's, it's very, it's a very positive environment right now.

**John MacDonnell 14:18**

That's good. So anything special on the menus that are changing or not? How's it going

**Manny Guadarrama 14:24**

nothing special for the breakfast menu. We're going to continue the same menu that we have. We're just you know, expanding our from Tuesday through Friday. In the near future, we will change the menu for breakfast. We are however changing our lunch menu and that's going to take place also on Tuesday. So we want to do our grand breakfasts, reopening by offering a regular breakfast and then

offering a new lunch menu as well. We invite everybody to join. So please give us a call and make reservations. We know it's going to be a busy day.

**John MacDonnell 15:00**

That's great. Are we have any specialty nights coming up,

**Manny Guadarrama 15:04**

we do, actually, the 22nd will be our pasta night for the month of June, then we're gonna take a little bit of a break and Saturday we'll have our prime rib on the 28th of June, we're gonna have just two guys. And I want to take this time to thank everybody that called and reserved, and I want to apologize to everybody who was not able to get in, unfortunately was fortunately was it was a very popular event. And we sold out within the first 45 minutes. So because of the popularity, we're going to talk to the guys from just two guys, and see if we can offer maybe another concert night with them, or maybe a second concert night during the month just to be able to accommodate more people. Following that on June 29, we have Southern Comfort. So a lot of the people in the community have been asking for that. So please give us a call and reserve for that reservations are now open. In the month of July, though, to celebrate our independence there we'll be having the bar for Fourth of July here with lifestyles. On the sixth. On Wednesday, the sixth, we'll be offering the Texas barbecue night. July 13, we'll be offering a pass the night. And then just keep the Fourth of July theme going on July 20/20. We'll be offering a burger Town USA. Okay, so many. So the menus that you have, how far out do you put online where the menus are where people can see this, like the specialty events that I'm sorry, the calendar, I bet the county calendar is about two weeks before the end of the month. So this calendar will probably be up by Friday.

**John MacDonnell 16:58**

Okay, so that so this is a preview to July. Nice, that's great. So they can go online and see what the calendar is that the rest of the month. Okay, that's cool. I was gonna ask a question, I kind of slipped my mind. Oh, I know what it was. So you always stick to the rule that when an event is happening, you put it out for reservations two weeks prior to the event, is that correct? Correct. And so nobody has any opportunities to get on that. Until that opens up fair and square to the entire community.

**Manny Guadarrama 17:35**

That is correct. And um, with that said, I mean, I've said it before, on the view articles, and I've put it online before is we don't take any reservations prior to us opening. So just a reminder, when calling in for reservations on specialty nights, please call back, you know, and speak or call and speak to a server or a hostess. We will not be honoring voicemail reservations, because that it would be unfair to everybody else who's calling in, you know, when we open,

**John MacDonnell 18:10**

correct? Yes. That's very fair. Okay, cool. All right. Anything else going on?

**Manny Guadarrama 18:16**

No, that's

**Vanessa Ayon** 18:17

a question. Is there a waitlist that you could get on if you don't get to have a reservation

**Manny Guadarrama** 18:22

there, there is a waitlist, actually, the way our reservation log is set up as soon as we fill up. We already have a waitlist. Ready.

**Vanessa Ayon** 18:31

Okay, great.

**Manny Guadarrama** 18:33

And we do confirm reservations that we can before the event that we anybody who's on the waitlist has an opportunity to get into the specialty night.

**John MacDonnell** 18:43

I'll tell you what, specialty nights are great. I know that a lot of this community loves those specialty nights. And it puts out it puts out a great feeling to the community when you do those specialty nights. So congratulations on that. Manny, thank you very much for being here today. I appreciate that.

**Manny Guadarrama** 18:58

Thank you.

**John MacDonnell** 18:59

I have Vanessa Ayon has a couple of things. Vanessa wants to talk to everybody about this concern about the 2.99 charge from Frontier was

**Vanessa Ayon** 19:09

thank you so much. Well, you know, everyone else gets to talk about fun events, fun, specialty nights, and I get to talk about not so fun items like fees. But anyway, I'm glad to be able to come on here and be able to clear that up. We were made aware that frontier sent out a mass email to their customers regarding a paperless billing, a fee for billing, it's a printing fee. The way to remove that fee is to go on to their website and sign up for paperless billing. However, we understand that most of our homeowners don't have other services on top of the bulk internet HOA service. So if you do not have any other service on top of the HOA, internet, the bulk internet service You will be unaffected by the \$2.99 cent printing fee.

**John MacDonnell** 20:07

So let me ask the question then. So if, if you are paying for frontier in your HOA dues, and that's all you have, then you're okay to continue doing what you're doing because you don't get a bill already. Anyway,

**Vanessa Ayon** 20:23

that's correct. That is exactly what Frontier has advised us of. Everyone else does have to go online and register for paperless billing, if that is what they would like to do.

**John MacDonnell** 20:33

So that's if they have TV, or telephone, okay, and they're getting a bill. So if you get a bill in your mailbox, and you're gonna get a \$2.99 cent charge, unless you call frontier and say, I don't want my bills anymore, well, you're gonna get a bill anyway. But at least it will come online on the computer instead of instead of an A paper bill. So I imagine this is what's going to happen with all of our bills. Pretty soon, everybody's gonna start charging us to send us our bills now. So we'll be paying service charges on top of our bills, which is great,

**Vanessa Ayon** 21:05

right. So there's two options to sign up for paperless billing, one would be to go online on frontier.com. The other would be to call at 844-660-0648. And let them know you would like to sign up for paperless billing to avoid that printing fee.

**John MacDonnell** 21:21

Cool. So the next question I have for you Vanessa is I know we get a lot of people asking us about wanting to work again, these retired people are wanting to work and the HOA Sun City Shadow Hills does not have employees. We've tried to explain this before, that we hire management companies to do the jobs for us in our community. So we as homeowners don't employ anybody. But we do have great volunteers, volunteers that volunteer for the board, volunteer for the Committee's volunteer for desks like lifestyles. What what's the process with that? In a nutshell,

**Vanessa Ayon** 22:05

that's correct. We have wonderful volunteers that make the world go round here. If you are interested in volunteering some time over at the lifestyle desk, or maybe even at the restaurant, I'm not specifically sure what type of volunteer tasks or jobs are available. But please do send me an email, let me know what you would be interested in. And we can definitely reach out to that department to see if we can find some volunteer tasks or work for you absolutely

**John MacDonnell** 22:33

Nice. So that you did get to do something fun, because volunteering is fun for a lot of people because they enjoy it, it gets them, it gets them outside and it gets them into enjoying other neighbors and people in the community, which is great.

**Vanessa Ayon** 22:45

Oh, appreciate all of our volunteers

**John MacDonnell** 22:47

very much. So one of the things I wanted to talk about is the DRC has been putting in the view articles about different subjects that happen around our community. And you can go online, correct, you can go online to the HOA website and see the old view magazines and articles. subsequently,

**Vanessa Ayon** 23:09

Absolutely, we have full archives of our view magazines, you can definitely go on there and view a PDF version of it.

**John MacDonnell** 23:15

So you can go in and review a lot of the things that different committees and people like DRC have put out there. And the reason why I bring this up is because there are a lot of things that are happening in the community that people are moving in and not realizing that they are in an HOA, okay, and HOA does have a lot of limitations on what you can do on the exterior of your homes. One of the things that is most important is when you do want to do an improvement on your house is that you come to the HOA office, and you fill out a home improvement application, which is called an HIA the DRC has done a wonderful job and putting the HIA together so that you it's very easy to read. And you can read all that information and fill out the pertinent parts of it and return that so that you can get your application into the DRC. Now that DRC is the design review committee. So it's very important that you read those articles. Take a look at them. Because there's, like I said, there's a lot of things that are happening in the community that need to be addressed. So the next thing I want to tell you and I don't want to confuse you about this, but I know there's been a lot of talk about people are asking about the blue trash cans. Well, I want you to understand waste management is in the process right now of changing the trash cans on us. If you have the trash cans that you had for a long time, don't worry about it right now because it's not going to be you. It's only the people that are coming in new or people who have destroyed trash cans. The trash is going to be changing its color. The recycling is going to be a different color. And the green waste is now going to be all Organic and greenways. So, I'm going to be calling waste management in in the next couple of months to give us a rundown on what their changes are going to be so that you'll get a full explanation on that. Just know that if you don't have a blue trashcan, it's okay. It may be a new resident or maybe a resident that has a destroyed trashcan that had to be replaced, and they are not sending out the red maroon trash cans anymore. So want to check with Connie, Connie? Was there anything else you had?

**Connie King** 25:33

No, I just wanted to say thank you to Shadows for being there and supporting us. The board, of course is well, and the HOA office and staff as well. So as the communication team, and all the departments really are very instrumental in making sure that all of our events are successful. And they are safe

**Vanessa Ayon** 26:01

I just want to say we truly are a Dream Team.

**Connie King** 26:05

Definitely.

**Vanessa Ayon** 26:05

So happy to have this team.

**Manny Guadarrama** 26:09

I agree. Thank you, Connie. Thank you board. Thank you, Vanessa, you guys make this job easier for everybody. And thank the community as well for all the support that they provide to us.

**John MacDonnell** 26:23

I really liked the fact that we get together and, and get a little touch of each of the different areas for a podcast that's a little longer podcast than normal. But it's an information podcast and you can scoot through it to find the areas that you want to listen to if it's something that's not on your interests in the podcast, but it was a great job today. Thanks everybody for being here. Like I tell you every time I get a chance it's very hot out there. For your pets. Make sure you're not walking your dogs on the asphalt because we definitely don't want to have them burning their feet. Remember, a good way to know is if your foot is on the asphalt and it's burning. So as your dogs and that is a very important thing.

**Vanessa Ayon** 27:06

One final thing if you're out there walking or jogging, and for whatever reason you run out of water or don't have water with you. And you see a patrol officer please flag them down. They are equipped with iced water for you at this time during these very hot summer months. So they're there for you.

**John MacDonnell** 27:22

There you go. Okay, Sun City Shadow Hills. I appreciate you and I look forward to seeing you out there in the community. Have a great day. Thank you for your time. Bye.