

2011 President's Letter

I would like to express my sincere appreciation to the members who attended our Annual Meeting on January 25, as well as to those who submitted their proxies. We received much valuable input and great suggestions from the members who were present. The purpose of this letter is to update everyone on our activities over the past year and tell you about some exciting upcoming changes at Cardinal Hill. Please review the highlights following this letter.

Thank you for your valuable input on the survey we conducted last year. It helped us to clearly identify issues and areas of interest. All of the survey results were sorted and distributed to the appropriate board members for review and action in the off-season and were instrumental in our planning for the 2011 season. Members are always welcome to send in comments or suggestions to our email address (chsrcvienna@chsrc.com).

Our primary responsibility is to offer a safe, fun, and family-friendly facility for our members, their families and guests to enjoy. I am pleased to report that during the 2010 season we had no major accidents or acts of vandalism at Cardinal Hill. We are in sound financial shape and our waiting list is very robust. We currently have a membership waiting list of 300 plus families. Our swimming, diving, and tennis teams had very successful seasons last year and are continuing to thrive and grow.

2010 was the fulfillment of a dream that many of us have shared for a number of years – the renovation of our aging facilities at Cardinal Hill. It was not an easy task. We persevered through “Snowmagedon,” a complex building permit process and the brunt of the Fairfax County bureaucracy. In the end I think you will agree that it was well worth the effort. The renovation was completed in time to open for the 2010 season and with a budget overrun of less than \$10,000 on a \$1.5 million dollar project. I would like to recognize Mark Stahl, who served as our Owner's Representative during the renovation. Without Mark we would have not opened on time last season. Thank you Mark!

2010 was a year of great change. We completely renovated our facilities and changed our pool management company. We also welcomed roughly 100 new families as members. We had our share of challenges and certainly had some glitches along the way and we appreciate the patience of our members during this process. Through our review of your input on the member survey, we have identified and implemented changes to correct any problems going forward.

Finally, please join me in thanking our departing board members Bill Haase, John Jarosz and Stephanie Sedgwick for their service to Cardinal Hill. We also welcome new board members Chris Ford, Carleen Knauf, and Dan Hassett.

We are looking forward to another enjoyable season at the best swim and tennis club in Northern Virginia! Best wishes to everyone for a wonderful summer.

Warmest regards,
Glenn Powell, President

Cardinal Hill Highlights

Facilities

Cardinal Hill now has a fully renovated clubhouse and tennis facility. A special favorite is the new, expanded cabana with ceiling fans and skylights. We have new fencing, new decking, new landscaping, a freshly recoated parking lot, and a fully ADA accessible facility. Not so noticeable but perhaps most importantly we have replaced and upgraded our infrastructure (electrical, plumbing, and structural).

However, our job is not finished yet. Due to permit delays we were not able to complete all of the upgrades to our snack bar. As part of the snack bar upgrade we will add a grill and fryer as well as much needed storage for the swim and dive teams. We will also correct issues with the snack bar ventilation and cooling that caused a number of heat related problems last season. There were also issues in the clubhouse with the water pressure, drainage in the locker rooms and our locker room flooring. All of these problems will be corrected prior to pool opening this spring.

We also have plans to continue to upgrade our tennis facilities this year. Contingent on county approval, we have approved the addition of lights on our pro court. This will provide our teaching pros with an additional lighted court, opening up other lighted courts for member use.

Snack Bar

We have entered into a new 4-year agreement with the Greek Grill to operate our snack bar. Our menu selections have continued to expand and catering options were offered for adult and children's parties. The addition of the grill and fryer will allow us to offer kid-friendly menu items such as grilled cheese sandwiches and lower priced adult fare. We are very pleased with our snack bar and thank Bill at the Greek Grill for a job well done.

Pool Operations

In 2010 we hired a new pool management company, Crystal Aquatics, which was selected through a rigorous competitive bid process. As with any major change, we had some first season glitches. After a thorough review with Crystal Aquatics, an improvement plan was negotiated and approved by our operations committee to correct the problems from 2010, and we have retained Crystal Aquatics for the 2011 season. It is important to note that this decision was reached after carefully reviewing the member comments from the end-of-season survey with Crystal Aquatics. One area we fully expect to see improvement is with our pool management staff. Crystal Aquatics has developed a management plan specifically for Cardinal Hill that will ensure a more experienced and more mature management staff. Like last year, front desk and tennis personnel will still be hired and managed by Cardinal Hill.

We repaired the walls and resurfaced all three of our pools. We replaced the main pool drains for compliance with the Virginia Graeme Baker Act and replaced the hair/lint strainer on the main pool filtration system. We removed all of our permanent guard stands and replaced them with portable guard stands. Finally, we installed pool covers on all three pools which is expected to extend the life expectancy of the resurfacing by 50 – 75%.

We are looking forward to another safe and fun pool season.