

Adams Ridge Homeowners Association

Committee & Project Management Policy & Procedures

Policy Group Name: Adams Ridge Home Owners Association	Policy Name: Committee & Project Management Policy & Procedures	Policy Number: ARHOA – 1.0	Date: 6/27/14
---------------------------------------------------------------------	------------------------------------------------------------------------------	------------------------------------------	-------------------------

I. INTRODUCTION

This document defines the policy and procedures that govern committees and projects under the management of the ARHOA Board of Directors (Board).

II. RATIONALE

To disclose to all parties in the community the policy and procedures that govern committees and projects under the management of the Board.

III. GOALS AND OBJECTIVES

The goal is to maintain effective communication and reporting between the board and committees and between the Board and project managers.

The objective is to develop and maintain highly functional committees and completed projects that are on time and within budget.

IV. POLICY

Committees and Project Managers shall be responsible for managing the activity defined by the ARHOA Board of Directors as required by the following procedures.

Committees shall:

- Select a manager
- Provide a yearly preliminary plan with scope and budget no later than October 1st of the previous year.
- Report on activities and performance to the ARHOA Board of Directors accepted plan at monthly board meetings and at the annual homeowner meeting.
- Receive compensation based on guidelines adopted by the ARHOA Board of Directors
- Communicate directly with the clubhouse manager for assistance and all correspondence.
- Get approval from the board for announcements such as email blasts, newsletters or marquee information.

Project Managers shall:

- Provide a project plan with estimates to the ARHOA Board of Directors for the defined project and report status at the monthly board meetings.
- Manage the project to the accepted ARHOA Board of Directors plan and report on status.
- Large projects shall be managed by the property manager.

- Small projects shall be managed by a board member utilizing the Small Project Submission Form which identifies the project, documents approvals and payment of invoices. The project manager of a small project will work directly with the clubhouse manager to ensure that all pertinent information is sent to the property manager for record, reporting and payment of invoices.
- Small projects can be defined by the board or they can be emergency repairs, replacements or removal with a value not to exceed \$ 5,000 with the approval of a board member.

The ARHOA Board of Directors is responsible for the performance of committees and projects. This document may be revised or amended at any time by the ARHOA Board.

V. Managing Committees

Each Committee will have an assigned Committee Manager which will be responsible for effectively managing and controlling all projects and activities in their assigned area.

The following guidelines are designed to assist in the creation, assignment and definition of activities for each Committee Manager

- The assignment of Committee Managers will take place following the annual HOA board meeting each year
- Committee Managers will act in the capacity of Committee Manager for the term of their elected position to the board and is in addition to their assigned role on the Board of Directors unless deemed unable or not willing to perform the assigned duties
- Committee Managers will be responsible for the oversight and management of all projects, activities and resources designated for their area
- Committee Managers are responsible for maintaining and controlling the budget for their responsible area
- Committee Managers of the Landscape and Common area, Clubhouse and Pool will be responsible for the following aspects of a project designated for their area
 - Project scope
 - Project initiation
 - Project bids and estimates
 - Selection of vendors
 - Project priority and scheduling
 - Completion of the Small Project document
 - Securing of two approvals for the Small Project document
 - Submission of the Small Project document to Facility Manager
 - Tracking of project status
 - Reporting on project status at monthly board meetings until closure
 - Project follow up to determine work was done in compliance with authorized work
 - Project closure and request for payment through Facility Manager
 - Committee Managers must yield projects to the proper area for resolution.
 - While performing their normal day to day activities should a Committee Manger or Board Member notes a deficiency that falls into another committee's responsibility, they are required to notify the Committee Manager of that area of the deficiency for action
 - No Committee Manager may assume responsibility for another areas project unless approved by the presiding board President
- The presiding board President is responsible for oversight of all committees areas and should address any issues or concerns that a Committee Manager is not fulfilling their responsibilities

- Should a Board member not be able fulfill the duties of their Board position or is unable to effectively manage a committee area, the board member may be asked to step down from their position on the board
- All Board members are required to manage at least one committee area with the exception of the Board President.
- The Board President may temporarily fill in as an acting Committee Manager until another Board member can assume those responsibilities
- The Board of Directors presiding President has overall authority over each of the Committee Managers and may relieve a Committee Manager of his or her responsibilities if necessary for the benefit of the community.
- The President may override decisions of the Committee Managers if it is in the best interest of the community at large but must have the majority approval of the remaining board members other than the one in question
- One individual may have oversight over more than one area if deemed necessary

Committee Managers are expected to

- Following the processes and procedures for their assigned committees as defined
- Conduct activities in accordance with HOA Covenants and By-Laws
- Execute the duties of their assignments in a professional manner
- Collect, store and report on the status of projects and assignments in their assigned area
- Assign a priority to each project based on the supplied guidelines
- Suggest improvements to the committee procedures

The following managing committees and positions will be created to ensure the oversight of community projects and committees are effectively managed

- Community Engagement & Communication
- Landscape and Common Area Management
- Clubhouse Management
- Pool Management
- Community Inspection and Enforcement
- Facility Manager

Committee Guidelines and Procedures

The following is a composite summary of committees and their associated areas of responsibility

- Community Engagement & Communication
 - Website maintenance and administration
 - Facebook maintenance and administration
 - Marquis notifications
 - Email Lists and distribution
 - Community Newsletter
 - Recreation committee oversight
- Landscape and Common Area Management
 - Common area landscape maintenance other than Clubhouse and Pool
 - Common ground lighting other than Clubhouse and Pool
 - Retention and Detention ponds
 - Community areas including courts and playground
- Clubhouse Management
 - Clubhouse general maintenance and upgrades

- Clubhouse common area including parking, landscaping and lighting excluding pool
- Pool Management
 - Pool Management
 - Pool Maintenance
 - Pool common area including landscaping and lighting and all pavilions
- Community Inspection and enforcement
 - Community Inspection committee oversight
 - Homeowner notifications and follow up

Committee Responsibilities and Guidelines

Community Engagement and Communication

The Community Engagement & Communication Committee will act as the communication liaison between the Home Owners Association and the community. They will be tasked with ensuring the community is informed, in sufficient time, to act on or be involved in any scheduled events the association conducts on a yearly basis. They will also manage and direct the activities of the Recreation Committee to ensure the committee is fulfilling their commitment and executing their functions in a timely and effective manner.

The manager of this committee must be knowledgeable of website and Facebook administration and must stay abreast on the community event calendar. They must also be well versed in the use of email, email lists and constructing newsletters. An overall knowledge of all Social Media tools is helpful. The manager of this committee should be prepared to review and comment on the activities of the committee at the monthly board meeting and provide summary at the annual HOA meeting.

Procedures

Community Engagement & Communication

- The manager of this committee should solicit for a backup or intern to assume the responsibilities of webmaster and Facebook Administrator should the committee manager not be available
- Maintenance and updates to the association website should be made in a timely fashion
- Scheduled events should be communicated to the community no less than one week prior to the event using Facebook, website, community and email blast
- Expired or stale website content must be removed or updated and not permitted to remain on the site no more than two weeks
- Maintain community email list on a regular basis removing invalid addresses as necessary
- Distribute community email notifications when requested
- Distribute a community newsletter with sufficient advance notification to inform the community of the spring, summer and fall events
- Present summary of activities at monthly board meetings as appropriate
- Present a yearly budget at the annual budget meeting in October for approval

Recreation Committee oversight

- Verify Marquis has been updated seven (7) days in advance of an event
- Verify that the community marquis event has been removed within 3 days of the completion of the event
- Verify event chairs have been reimbursed for any personal expenses related to the event
- Monitor events to ensure they are properly staffed
- Consult with Treasurer as needed to verify event budget requests are within budget guidelines
- Present event budgets if Event Chair is unable to attend monthly meeting
- Verify funds are distributed to the committee in a timely fashion to minimize purchasing impact
- Verify that unused event funds are returned to the general fund in a timely fashion
- Provide and support and guidance to the committee in the selection and execution of events as needed
- Monitor volunteer pool to determine that there are sufficient resources to provide the necessary event coverage. Assist Event Chair in soliciting additional resources when necessary
- Schedule Recreation Committee Chair to attend month board meeting to present upcoming budget requests and to provide updates on previous events
- Work with Recreation Committee Chair to present a yearly budget at the annual budget meeting in October for approval

Landscape and Common Area Management

Landscape Management is responsible for the maintenance and upkeep of the common area landscape; this includes all trees, shrubs, flowers, mulch beds and lighting other than those in and around the Clubhouse or Pool area. Also included are all common area detention and retention ponds and community areas including but not limited to the tennis and basketball courts, volleyball court, pavilion, playground equipment and surrounding grounds.

Regular inspections of the common areas should occur to recognize deficiencies in the common area grounds that need attention. Periodic inspection of the community areas should be made to determine if maintenance or replacement is required to any area or equipment

Scope of Work

- Maintenance of common areas does not include the Clubhouse or Pool areas.
- Inspection of the common areas should be scheduled no less than monthly
- Identify deficiencies and items needing replacement or maintenance
- Document deficiencies in an ongoing log in order to track the deficiencies
- Documented deficiencies should be prioritized as to the effect on the community
- Secure bids from no less than two(2) vendors for all repairs or replacement items totaling more than \$2,500. Present bids for board review and approval at next monthly meeting
- Contractor must be on site to oversee and inspect all work items for projects greater than \$2500.

Clubhouse Management

The Clubhouse Management Committee is responsible for the general maintenance and upkeep of Clubhouse and surrounding grounds including parking, shrub and flower beds, water and lighting.

The Committee Manager should have knowledge of buildings and landscape and have the ability to determine building deficiencies that require attention.

The manager of this committee should make regular inspections of the inside and outside of the facility and identify any defects that need attention. This includes plumbing, lighting, electrical and clubhouse assets such as chairs, tables and appliances. It also includes items such as painting, roof and landscape maintenance in and around the clubhouse area. Periodic inspection of these areas should be made to determine if maintenance or replacement is required and report on these findings to the board on a monthly basis as well as provide a status of large or relevant projects at the annual HOA meeting.

Procedures

- Inspection of the clubhouse and grounds should be scheduled on a regular basis but no less than monthly.
- Identify deficiencies and items needing replacement or maintenance.
- Document deficiencies in an ongoing log in order to track the deficiencies.
- Prioritize each deficiency using the Project Assignment and Priority Procedure in this document.
- Large scale projects over \$2500 must be approved by the board at the next monthly meeting unless they are assigned priority 1 or 2.
- Follow the Small Project form procedures listed below.
- Present summary of projects at monthly board meetings.
- Present a yearly budget at the annual budget meeting in October for approval.

Pool Management

The Pool Management Committee is responsible for the general maintenance and upkeep of the pool and surrounding grounds including shrubs and flower beds, water, lighting and all associated equipment used in the area. During open season a dedicated full time pool manager is in charge of life guards and scheduling as well as determining if closure is warranted due to weather and also oversees all aspects of pool use and safety. The pool manager shall also oversee inspection of the pool prior to opening and prior to closing to determine if maintenance is required. Finally the Pool manager will oversee the distribution and collection of pool passes, and assist with the coordination of the swim team and lessons. The pool manager will be paid through an hourly rate established and approved by the board. The pool manager reports to the pool committee manager.

The Pool Manager should have knowledge of all aspects of pool management, including staff management, scheduling of staff, pool equipment, and water analysis and have the ability to make decisions relating to the use of the facilities. The Pool Manager must maintain composure under all type of situations.

The manager of this committee should make regular inspections of the pool and surrounding grounds during season and report on these findings to the board on a monthly basis as well as provide a status of large or relevant projects at the annual HOA meeting.

Procedures

- Inspection of the defined areas should be scheduled daily during season
- All equipment should be inspected for safety and operability. Deficient equipment should be removed from use as soon as possible and scheduled replacement ordered as needed
- Regular maintenance and cleaning of pool equipment as required including Lifeguard stations
- Close attention to pool temperature, water balance and chlorine levels must be tested every 2 hours that the pool is open for use and adjusted as required
- Provide for weekly testing of pool water by an independent laboratory
- Pool chemical supplies must be checked periodically to ensure proper quantities are on hand prior to the opening of the pool and during open season
- Lifeguard equipment must be inspected as required
- Lifeguard suits are to be ordered yearly as needed
- Hire sufficient certified lifeguards to staff the pool facility pre-opening to post-closing of the pool
- Create and maintain a schedule for lifeguards from May 26th thru September 9th each year
- Maintain a minimum of three (3) lifeguards on duty for all shifts that are considered to peak times, one of which may be the pool manager. Peak times are defined as high volume of participants and/or projected seasonally excellent weather
- An assistant pool manager and head lifeguard will be trained to back up the pool manager to the level that the assistant pool manager or head lifeguard can assume all the duties of the pool manager when needed
- Implement and supervise adherence to all health and safety codes by the entire staff
- Instruct pool/lifeguard personnel for the following procedures
 - Pool Vacuuming
 - Brushing pool
 - Cleaning of skimmer baskets
 - Cleaning of waterline tiles
 - Backwashing of filtration system
 - Removal of trash
 - Maintenance of water level
 - Inspection of filtration equipment for proper operations
 - Testing, balancing and adjusting of pool water chemistry
 - Cleaning of pool furniture
 - Pool safety
 - Stocking and cleaning of restrooms
- Collect pool employee payroll timecards for payroll processing and submit to Facility Manager
- The pool management are responsible for the opening and closing of the pool each year by overseeing a qualified pool maintenance company as well as painting as required and storage all pool related items during the off season
- Removal of individuals due to infractions of pool regulations or safety

- The pool manager may also refuse use of the facility to any individual as deemed necessary, including failure to present a pool pass, non-payment of HOA fees or any other situation that they feel may impact public health or safety
- Develop and implement all aquatic programs and activities to include but not limited to swim lessons, both group and private, and organization of a swim team
- Pool pass distribution and pool rental
- Maintain a sign-in log for all residents and keep records of daily pool attendance
- Occasional power-washing of the deck should take place to maintain a safe and clean environment.
- Present summary of pool operations at monthly board meetings during open season
- Present a yearly budget at the annual budget meeting in October for approval

Community Inspection and enforcement

The Community and Enforcement Committee is responsible for the inspection of all residents not covered by another HOA board. Inspections should be scheduled annually each spring and fall. Periodic informal random inspections are also required throughout the year. The Committee Manager is also responsible for reporting any findings of any independent inspections to the Management Company for action and resident notifications. The Management Company must create and maintain a log of violations in order to ascertain recurring violations. A summary of this log should be presented at the monthly board meeting

The Committee Manager should have a thorough knowledge of the By-laws and Covenants of the Association in order to interpret violations as they occur. They should also have the ability to manage, coordinate and assign tasks to community volunteers should a volunteer community inspection and enforcement team be formed.

Procedures

- Solicit for community inspection committee volunteers annually using the Community Engagement & Communication committee as needed
- Train volunteers so that they are aware of by-law violations
- Inform volunteers of their restrictions in the inspection of the community
- Secure prominently colored vests for volunteer use that identifies them as an authorized member of the inspection team
- Present a yearly budget at the annual budget meeting in October for approval

Annual Inspection

- Define inspection teams and leads. Each team should have a minimum of 2 team members. 4 team members is best
- Define community areas to be inspected and assign teams to each area
- Coordinate date(s) for inspection. If there are insufficient volunteers to cover all communities in one inspection, multiple inspection dates may be required
- Community Inspections should be scheduled in the Spring but no later than Memorial Day
- Provide inspection logs for volunteers to log violations
- Provide training on inspection so that volunteers understand violations
- Formal inspection should include both front and rear of homes
- Collect logs and compile at end of inspection
- Record violations in a permanent log to identify recurring violations

- Identify recurring similar violations on current violations based on history
- Present violation log to Facility Manager for action and notifications
- Coordinate a second inspection of the violations 2-4 weeks after notification
- Log unresolved violations and present to Facility Manager to apply fines as required
- Report at next monthly meeting on the results of the annual inspection

Random Inspections

- Notify volunteers that at any time of the year they may randomly inspect any property from the road. Only the front of homes can be randomly inspected as it is not a scheduled event
- Volunteers should log any violations and report to Committee Manager
- Volunteers should not confront homeowners regarding any violation
- Volunteers may also report any violations that they notice during their day to day activities
- Committee Manager should compile violations in the permanent log and identify recurring issues
- Committee Manager should notify Facility Manager of violation with history if appropriate for action
- Present summary of random inspections at monthly board meetings

Facility Manager

The Facility Manager will act as the Liaison between the community and the association. They are responsible for all functions that occur within the clubhouse and for the collection of rental fees and scheduling for both the clubhouse and pool. They will act as the secretary at all Board meetings and to maintain association documents. They will interact with all board members and Committee managers as well as the accountant and will be responsible for the Clubhouse Management as defined within this document.

The Facility Manager must be knowledgeable and experienced in office management. This is a full-time position.

- Reports to President of the Board & Board Members
- Answer phone calls
- Check and respond to email
- Clubhouse rental and scheduling
- Entering of passcodes and reenter notification of assigned code
- Pool rental and scheduling
- Schedule appointments for Clubhouse viewing
- Attend all sessions of the Board
- Compose correspondence to residents as requested
- Create and update letters, rental agreements, logs and other documents as needed
- Coordinate mailings to community
- Process approved alteration requests and send approvals or request additional information as required
- Log payroll for processing weekly and transmit to accounting for processing
- Purchase and stock clubhouse supplies as needed
- Schedule vendor and contractor appointments

- Work in conjunction with the Community Inspection and enforcement Manager to confirm that all residents are listed as members of the association on an annual basis
- Deposit cash receipts from homeowners, fines, rentals and pool
- Copy vendor and contractor invoices as received and present to accountant for payment. Send copies monthly to Treasurer for review
- Inspect clubhouse upon arrival and note any discrepancies in accordance with the clubhouse checklist
- Accept deliveries for clubhouse
- Keep inventory and purchase clubhouse supplies as needed
- Work with Committee Managers as requested
- Perform other tasks as requested by the President

VI. MANAGING PROJECTS

Large projects will be managed within the property manager's system.

Small project will be managed by a project manager and board member using the Small Project Form.

The form should contain the following information

- Project Name
- Project Number (assigned by Facility Manager)
- Project Description
- Project Manager
- Contractor
- Estimated Cost
- Actual Cost
- Start date
- Completion date
- Performance rating of contractor (1-10, 1 being best)
- Committee Manager
- Second board approver
- Date paid
- Comments on completed project

Small Project Form Procedure

Priority 1 and 2 Deficiencies

- Generate a Small Project form
- Solicit bids from preferred vendor list for the area in need
- Contact at least one other board member for approval
- Projects over \$2500 must be approved by the presiding President and/or Treasurer
- Projects that are required to correct a hazard, safety or emergency may be approved by the Committee Manager without a second approval
- Select vendor based on best judgment and price
- Notify vendor of awarded project

- Determine vendor schedule when work can be completed
- Verify and inspect completed project
- Contact Facility Manager for next available Project number
- Complete and submit Small Project form to the Facility Manager
- Notify Facility manager that project was completed so that payment can be requested.
- Close project on log

Priority 3 and 4 Deficiencies

- Generate a Small Project form
- Solicit bids from preferred vendor list for the area in need
- Select vendor based on best judgment and price
- Present Small Project form at the next board meeting for review and approval
- Notify vendor of awarded project
- Determine vendor schedule when work can be completed
- Verify and inspect completed project
- Contact Facility Manager for next available Project number
- Complete and submit Small Project form to the Facility Manager
- Notify Facility manager that project was completed so that payment can be requested.
- Close project on log

Priority 5 Deficiencies

- Maintain deficiency on project log
- Present all priority 5 deficiencies at the next scheduled budget meeting

VII. Projects assignment and prioritization

Projects will be prioritized based on the following level of criticality. Project priority should be included on the Small Project Form prior to submission

1. Issue poses a risk to public health or property damage
2. Issue is an immediate need that needs to be completed as soon as possible
3. Issue is a repair or replacement item to avoid additional future costs but can be scheduled when services can be contracted
4. Issue should be completed within the budget year but is not an immediate need
5. Issue is not an immediate need and can be completed in the next budget year

ARHOA Small Project Form

PROJECT #: YYYY-### _____

PROJECT NAME: _____

PRIORITY: _____

PROJECT DESCRIPTION: _____

PROJECT MANAGER: _____

CONTRACTOR: _____

ESTIMATED COST: _____ ACTUAL COST: _____

DATE STARTED: _____ DATE COMPLETED: _____

PERFORMANCE RATING: _____ APPROVED BY PM: _____

APPROVED BY: _____

APPROVED BY BOARD: MM/DD/YYYY DATE PAID: MM/DD/YYYY

COMMENTS ON COMPLETED PROJECT:
