

To: Clearwood Board President  
From: Mitch Waterman  
Subject: General Manager Report for December 2019

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### General Operational Issues

- Received risk evaluation report from our Insurance company on playgrounds (including tennis and basketball courts) and common facilities (Maintenance and Admin. Building). Multiple safety issues were identified. Highest priorities were immediately repaired. Balance are either being scheduled in first quarter or are being submitted to Finance Committee to obtain funding.
- Have agreed with Insurance Agent new 2020 quote will include a separate cost for Earthquake Insurance on our water tanks.
- Attempting to return Radar Gun back to Kustom Signals. This is still under negotiation.
- Based on discussions about the fence being cut, Staff is evaluating the value of our existing cameras to determine if they are sufficient. This will probably expand into a larger evaluation of all our network systems which includes computers, telephones, and camera systems. We will be reviewing all these contracts over the next several months.
- Maintenance Staff remain prepared to respond with snow plowing, sanding, and de-icing as weather dictates.
- Seasonal bathroom shutdown is complete. We have experienced some vandalism in bathrooms (Reichel) during the month.
- Projects completed by Maintenance December 2019:
  1. Bad water meters replaced on Blue Hill Drive and Overlake Loop.
  2. Replaced entry lights at pool building.
  3. Installed motion sensor lights at Sunset and Rampart bathrooms.
  4. Repaired safety issues identified by Insurance Company at Hi-Lo and Pool Playgrounds.
  5. Repaired 6 safety issues at Maintenance shop identified by Insurance Company.
  6. Removed and repaired multiple failing street signs.
  7. Brought in a dumpster and filled dumpster for disposal of metal scrap. Will ship out and await salvage payment.
  8. Frequent road cleanup post windstorms to ensure travel safety.
  9. Clean up of bridges over lakes and clearing of out-flow from Blue Lake into Clear Lake
- Staff performed an initial Capital evaluation of 2020 projects identified in the Reserve Study and 2019 projects from the study that were incomplete or not initiated.
- Initiated action item follow-up list post Staff Meetings.

### Board and Policy Issues

- Performing the additional efforts outlined in Change Order;
  1. Special election in December resulted in passage of all four measures.
  2. Updating Bylaw Book to reflect approvals from December Membership vote and will submit to Board for formal approval in January.
  3. Updated Rules and Regulations Book and submitted to Board; pending formal acceptance.
- Awaiting BOD response on review of Water Plan.

- This remains an open issue - Herb Schaff, a community member, has been representing Clearwood to regulatory agencies for the past several years in addressing the needs of our lakes. As the "point of contact" person for most of these activities Herb is seeking to retire and has talked with Malinda to replace him in this role. Herb gave Malinda and I a briefing of his efforts, and the requirements for this most important effort. This role is demanding technically, administratively and needs a clear assignment by Governance to ensure it is properly managed and reported back to the Association. This remains an open issue.
- This remains an open issue - As requested, provided Board with draft Board Policy outlining the role of the Board/ Committee Liaison.
- Prepared three Financial Requests for submission to the Finance Committee for their review and forwarded to the Board who approved two as follows:
  1. Repair of Sweeper Truck
  2. Hi-Low Playground Border Replacement
- This remains an open issue - Board requested options be provided to restrict vehicles over 5 tons.
- Board approved the repair of Sunset Beach by replacing fallen brickwork and backfilling with same. This will be performed as staff time allows.
- The video equipment order has been held pending reissue of a credit card. The first live stream was conducted successfully at the December Informational Meeting with the use of Management Team personal streaming equipment.
- Conducted and facilitated multiple Town Halls and a Special Membership Meeting on December 14<sup>th</sup>, 2019.
- Assembled volunteers to count ballots.
- Propose Community establish policy and procedure for voting and ballot counting process.

#### Finance Committee

- With the Board's December action rescinding consolidation of Roads/ Water with Finance Committee, the previous Draft Finance Committee Charter formalizing their process requires redevelopment.
- Will be submitting funding requests in January for:
  1. Repair of Well 2 Pump

#### Roads and Water Committee

- There is no Charter or description of role or responsibility that is defined outside of the ByLaws.
- Management needs to be informed of Committee leadership so we may involve them in ranking of 2020 Capital projects.

#### Violations Committee

- Violations Committee voted to accept their Charter and Procedure; will be resubmitting its charter and policy to the Board for approval in January.

#### Well 5 Status

- Awaiting an estimate for the installation of a pump to perform a 72-hour pump action at the request of the Department of Health.

## Legal, Insurance and Finance Issues

- District Attorney held prosecutorial meeting with CCA management, TCSO Detective, Counsel and Forensic Auditor. Meeting is characterized as successful.
- Posted status of embezzlement action on website to keep the Membership aware of the process.
- Have drafted new collection's letters and payment plan for Board review in January.

## January Actions to Follow

- Board will begin to receive policies and standard operating procedures for review and approval in the areas of Finance, Maintenance Operations, and Administrative Services.
- Management Staff will be seeking Board direction and guidance in preparing post management contract a Professional Property Management Services.
- Work with Finance to finalize Charter and Policy and initiate charter and policy discussion with ACC.
- Requesting Board hold either extended meeting or second Board meeting in January to discuss strategic planning.
- Review and Organize outdated Admin Manual, Operating Resolutions, Board Resolutions and Finance Resolutions.