



To: Clearwood Board President
From: Mitch Waterman
Subject: General Manager Report for March 2020

****Please note, many of the actions in this report were requested by either the Board or Board President and are out of scope of the current consulting contract for General Manager services.**

General Manager

- ****COVID-19 Virus Risk Mitigation:** In response to the evolving COVID-19 Pandemic, operational adjustments were made based on CDC guidelines to limit exposure to CCA employees and CCA community. Strict limitations were placed on the Administrative office for payment handling, member interface, number of staff on-site and hours of operation. These guidelines were posted outside the office building, on the Clearwood website and disbursed to appropriate gates. As these are unprecedented times, adjustments will be made as federal and state mandates change.
 1. Effective 3/23/20 Clearwood staffing was reduced 2 Maintenance employees and 2 Administrative employees.
 2. The Management Team continues working remotely to ensure the Association is responsive to government directives and preparing plans to enable the Association to swiftly restart Operations post COVID-19.
 3. Admin Staff keep the office open 9AM-1PM Monday through Thursday. The two staff members are on an alternating schedule allowing only one person in the office at a time. While in the office they take cash payments and respond to Member's concerns. Management are ensuring CCA remains functional, current, and available to assist members during this period. When not in the office, staff have taken work home to process.
 4. Two Maintenance workers remain on-site working to maintain CCA water system, security controls, and keep CCA roads open and safe.
 5. All other work is on pause pending either an emergency response or post COVID-19.
- **ZOOM Meeting Implementation/Facilitation:** Due to Federal and State mandates disallowing group meetings (COVID-19), Management and staff were able to implement the use of a teleconference application called Zoom to schedule and facilitate Board/Committee meetings. Management hosted two Special Board meetings.
 - ****At the direction of the Board President, Management conducted trainings for two Directors on how to manage/host a Zoom Meeting.**
 - To allow the Board freedom to schedule and conduct their own meetings, Staff established a separate Zoom account specifically for Board and Committee use.
- ****Weyerhaeuser Culvert:** Management was notified on 3/9/20 of an open 2018 issue regarding Clearwood's immediate neighbor, Weyerhaeuser (WY). WY has been tasked by DNR to address and resolve a water flow issue on their property that must be mitigated by the end of the year. The existing

culvert under their road is undersized and DNR has mandated they mitigate the water impact their road has created. Options include installing a bridge, a larger culvert or remove the road. The area in question was toured by Management and it was determined if WY were to remove the road Clearwood would be negatively impacted. The issue was brought to the Board immediately with the request from the GM for the Board to assign a point of contact (POC) to represent Clearwood and determine CCA's path forward: the GM was voted the POC for Clearwood along with Director Baker.

1. The GM was invited to attend an onsite meeting with WY and DNR 3/31/20 to discuss the culvert.
2. The schedule was put on pause pending return to standard work events post COVID-19.

- ****2020-2021 Annual Insurance NPIP Review:** The annual review was conducted with the NPIP agent March 19th. Clearwood will receive quotes for the policy approximately May 1st with a renewal date of June 1st, 2020. The renewal quotes will include the following:
 1. Quotes for Cyber Risk and Earthquake Insurance for Tanks 1, 2 and pump buildings.
 2. Management has added the RV Dump to the policy and declined to obtain Pollution Insurance for the Pool and Maintenance Building.
 3. The number of metered connections known by the Insurer was incorrect. Once the correct number was provided, Management was informed the cost for metered connections insurance would increase.

NOTE: Staff will be adding equipment and vehicle serial numbers to the Insurance Database and cross check the information against the Reserve Study.

- **Well 2 & **5 Capital Project:** The scope of work and the division of roles and responsibilities for retrofitting Well 2 and performing the 72-hour test for Well 5 were clarified this month. Four different contractors, plus support from CCA maintenance staff, will support both projects. The standard contract that has been in use supporting CCA was significantly modified during negotiations to correctly assign indemnification and responsibility to contractors away from Clearwood. CCA's insurance agent and legal counsel provided reviews and input on these contracts and counsel has concurred on the final versions. The scope is complete for both jobs and contracts are now ready for signature and authorization.
 1. **Cost Adjustments Well 5** – Based on information CCA's Financial Auditor received from Phelps Consulting Group (Forensic Auditor), the actual total funds expended for the Well 5 Project were adjusted down to \$154,345.
 2. **Project Cost Breakdown** –
 - Well 2 Project: Approved 1/13/20 for \$18,650. The bid cost to perform the work is \$16,950. Contract is ready for signature to authorize.
 - Well 5 Project: Approved 10/1/16 for \$750,000. This scope of work including temporary fence, installation of equipment, performing the 72-hour test and monitoring is \$66,865 which includes a 10% contingency. This leaves a balance of \$497,136 in the Well 5 project budget.
- **2020 Capital Project - Engineering Bids for Bridges:** Management created a scope of work and solicited interest from 3 different engineering firms to evaluate CCA's nine bridges. Management is in the process of obtaining these quotes from the vendors. (See Attached Appendix B). Management received two responses and is waiting to hear back from a third; one company submitted a proposal and the other declined. After obtaining professional evaluation quotes, a request for funding will be submitted to the Finance Committee and then the Board for approval.
 1. Management has conflicting information regarding the request to remove the bridges/docks at Otter Beach and requests clarification from the Board.
- **Proposed General Manager Contract:** In response to Board's request, the General Manager submitted a new

contract proposal in February as the original contract ends July 2020. The contract proposal is designed to achieve in-house Professional Property Management by the end of the 1st quarter of 2021; negotiations are on-going.

- **Staff Training Capital Planning:** The Management Team conducted a Capital Training for CCA Department heads the second week of March. This training educated them on the inhouse process of requesting Capital funds and how to properly create Capital Requests. This training created a pathway for better communication and understanding of Management and Department Head roles in the Capital planning process; the response was positive. Staff are now preparing Capital Funding requests that are accurately estimated, correctly descriptive and based on documented requirements.
- **Alarm System:** The alarm system for both the CCA Admin Office and Maintenance shop have had on-going issues with their sensors which has caused Staff to reset the alarm several times in the middle of the night. The Maintenance Shop had the most recent sensor repair on 1/15/2020. Administration contacted the Alarm company in February to set up an appointment for repair as soon as possible; Management is still awaiting a call back for a confirmed appointment.
 1. The exiting alarm system has a high failure rate, is antiquated by technical standards and will be evaluated for replacement this year.
- **2019 Capital Project - You Tube Video Equipment:** Staff Training on equipment setup/take down/editing was conducted the second week of March. An instruction guide will be created for current and future operators of equipment. Management was given the action item by the Board to select a date and time to train Volunteers: Directors Poirier, Burns & Schute volunteered. This training will need to be conducted on-site and schedule was put on pause pending return to standard work events post COVID-19.
- **Hard Drive Removal/Storage:** CCA IT Support company will be on-site at a date TBD, once the COVID-19 Pandemic mandates are no longer in effect, to remove Hard Drives from previously used/excess computers. CCA will retain/store the drives and the remnants will be removed and recycled by PC Tech; the disposal will be recorded for Clearwood records. Storage for the maintained hard drives is TBD.
- ****Embezzlement Update:** The issue is now in the hands of the district Attorney's Office awaiting completion of the Sherriff's Department investigation.

Accounting/Administration

- **Proposed Accounting Manager Contract:** The Accounting Manager submitted a contract proposal as the original contract ended the middle of March. After Finance Committee and Legal review, the Accounting Manager's contract was accepted and signed 3/10/20.
- **Bad Debt Write Off:** There was ~\$500 of uncollectable funds written off as bad debt for 2019 during the bank reconciliation process.
- **Bank Reconciliations:** All 2019 Bank reconciliations are now complete and will be delivered to Administration for appropriate filing.
- **Non-Profit Property Tax Exemption:** The annual Property Tax Exemption was filed with Thurston County 3/25/20.
 - It was requested the contact information be updated to Jennifer Spidle/accoutningmanager@clearwood.org
 - Requested County Auditor to contact Association to update parcels properly for the exempt water parcels.
- **Water Billing:** The April 1st water billings have been prepared and will be received by Member's the

first/second week of April.

- **Renters Fee:** The Board of Director's concurred with the Management Team suggestion to delay the Renter's fee until the July 1st water billing in an effort to support CCA community members who have been financially impacted by COVID-19.
- **Payment Plans:** The Board has communicated to the Membership that Payment plan options are available to any members who are financially harmed by the COVID-19 work stand-down and that the Association will not be the cause of increased stress during these most unusual times. This was a Management Team recommendation.
- **No Interests or Late Fee Payments for first 6 months of 2020.** The Board has communicated to the Membership that no interest or late payment fees will be charged to members for the first 6 months of this year. This was a Management Team recommendation.
- **Letter of Understanding-CCA & Stanley Allison 1995:** There had been a longtime agreement between CCA and a neighboring property owner named Stanley Allison. This agreement stated the terms and conditions under which CCA would provide water service to the Allison's. Circumstances have since changed as the property is now bank owned and the agreement was non-transferable. The Board approved the GM to contact the bank and inquire as to status of ownership and to ask CCA Counsel for advice and guidance on selling or terminating water service.
- **Cat Island, LLC Lien:** A lien was requested to be placed on a Bluewater Drive property on 3/6/20 by the GM. The Lien was recorded on 3/10/20 and a copy was sent to the owner. Legal Counsel will conduct a follow up the first 2-weeks of April. This account is seriously in arrears and attempts to work with them to get payment have been unsuccessful.

HR

- **HR Contractor Disengagement:** The Management Team is in the process of changing to a new HR service provider. Management have obtained an agreement for services from a HR professional on a temporary basis while Management pursue seeking a long-term contractor.
- **Annual Performance Evaluations:**
 - **Employee Reviews:** Annual reviews were completed. The formal signature process will be completed post COVID-19.
 - **PAFS (Personal Action Forms):** Personal Action Forms were completed, and salary adjustments were provided to Clearwood employees consistent with the approved 2020 budget.
- **Accident Prevention:** A sample Accident Prevention Program (APP) was submitted by former HR and is under review. This remains an open issue to be completed post COVID-19.
- **Employee Benefits Update & Review:** The Association's benefits package to its employees remains unchanged. The cost increase was less than anticipated during the budgeting process.

Maintenance

General Maintenance:

- **RV Dump Station Septic Drain Field-ATV Issue:** The GM was notified by the Vice President, Director Garrish, that members were driving ATVs over and around the drain field. Maintenance was asked to inspect the location, upon which they discovered ATV tracks near the PVC Ports that are sticking out of the ground. If this type of activity continues there is a high probability that damage would occur to the exposed PVC ports and would require replacement. To mitigate potential risk of damage, Maintenance immediately placed 3 additional large boulders blocking the ports to prevent ATVs from running them over.

- **Broce Street Sweeper:** The Broce Broom street sweeper was operational as of 2/18/20, however, during use the metal shroud that prevents debris from re-entering the road broke off. Maintenance is in contact with a mobile welder to acquire an estimate for repair and will implement post COVID-19.
- **2019/2020 Capital Repairs & Requests:** All Capital projects were put on hold pending the completion of the staff training on creation of Capital Requests and Capital Planning. The training was completed in March and Management anticipate the submission of three Capital Requests to the first Finance Committee meeting in April. They are as follows:
 - Parks Playground Repairs
 - Pool Projects 2020
 - Hydrant Blow Off Meter

Water Maintenance:

- ****Water Status during COVID-19:** Department of Health assures us that COVID-19 is not transferable through water and they have kept CCA Maintenance Department apprised of regular updates and guidelines during this time. Fortunately, Clearwood standards for CCA water care and service are high, therefore, Management was able to follow suggestions from DOH, ODW and CDC with no change in CCA processes.
 - CDC Quote, "The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19." Follow the link for additional information <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>
- **Water Coliform Samples:** The monthly samples came back clean for March.
- **Water Ph Level:** Average PH level has been 7.5. Normal range is considered 7.5-7.8
- **Water Meter Readings:** Quarterly meter readings were conducted and completed 3/11/20 - 3/19/20.
- ****On-going NWWWS Contract:** Relationship with NWWWS having oversight and license of CCA water system is continuing to work out satisfactorily. CCA Maintenance Department in collaboration with NWWWS are creating an SOP for Emergency Coliform Sampling as well as completed the Consumer Confidence Report (CCR); once approval for the CCR report has been approved by NWWWS, it will be sent to the membership.
- **2020 Water Capital Planning:** Maintenance prepared a list of opportunities to decrease operating costs by replacing water valves with electronic read valves. The GM requested the Maintenance Department with the assistance of Administration acquire additional information and set up a meeting with the sales and manufacturer representative for the Electronic Valves

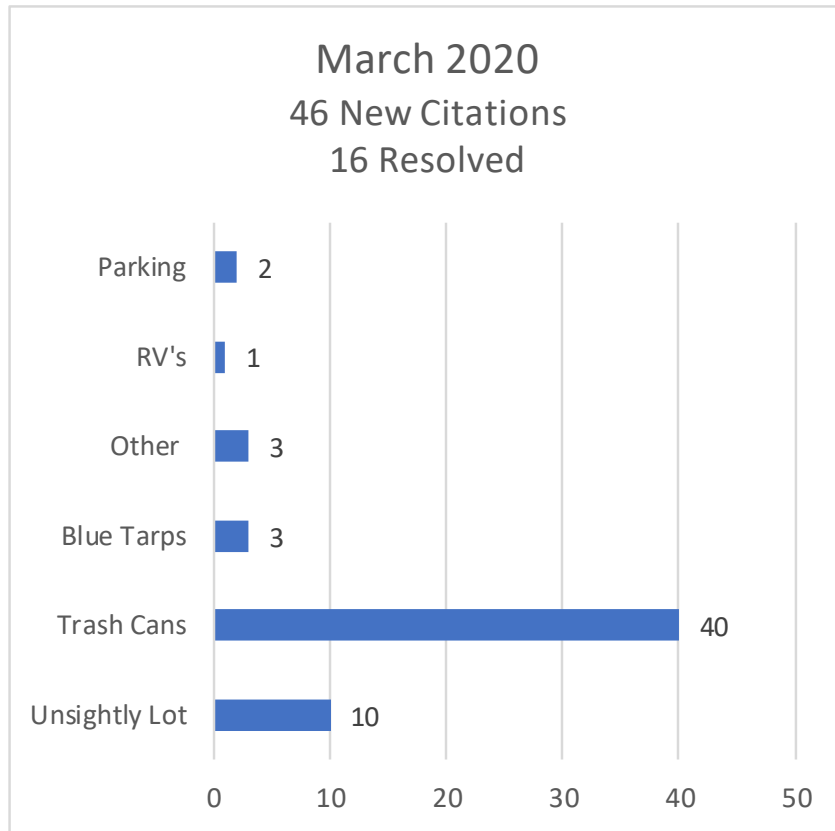
* **Monthly Maintenance Activities:** The Maintenance Department has been addressing various activities/projects in the month of March. Management has been tracking those projects which can be viewed in Appendix A.

Pool

- **Pool Planning Meeting:** A meeting was conducted with the Pool Manager, Maintenance Manager and the GM in March which resulted in the creation of a 2020 Pool Project Capital Request for the upcoming season which will be submitted to the Finance Committee and Board in April.
- **Employee Applications for Pool:** Employee applications for pool season will be ready April 15th. However, application packet pick-up, interviews and hiring are on hold due to COVID-19 situation.
- **Pool Season Schedule:** The pool schedule for the season remains unchanged at this time but is subject to change by government order. Expected opening day is 5/22/2020.

Compliance

Overview for the Month of March

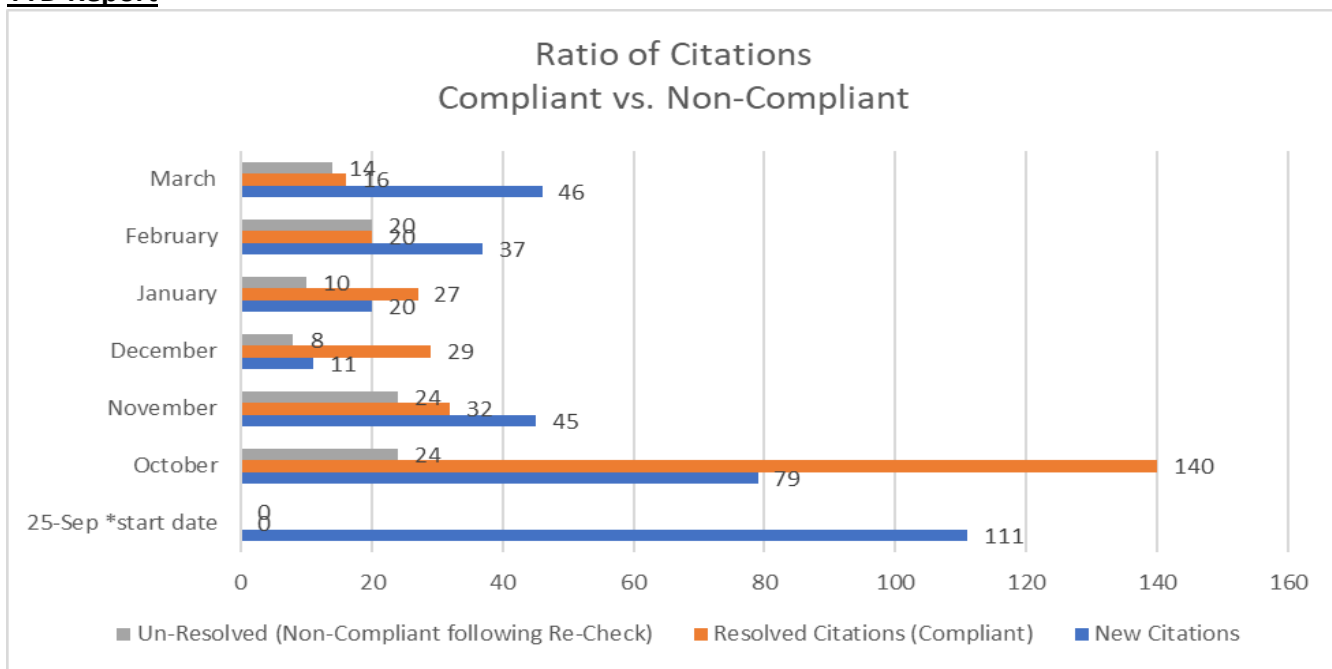


Notes:

0 New RV's to report this month, only following up on RV's reported in February. New citations for RV's will cease after March 31st in accordance with the regulations. 5 Citations were for multiple violations such as Trash Cans and Debris/Furniture in Yard, etc.

Compliance tours and processing of citations suspended as of Wednesday March 25, 2020 until further notice due to COVID19 precautions per GM.

YTD Report



Board of Directors

- Open Issue: Awaiting BOD response on Review of Water Plan.
- Open Issue: Herb Schaff, a community member, has been representing Clearwood to regulatory agencies for the past several years in addressing the needs of CCA lakes. As the "point of contact" person for most of these activities Herb is seeking to retire and has talked with Board President Poirier to replace him in this role. Herb gave Board President Poirier and the General Manager a briefing of his efforts and the requirements for this important effort. Management recommends that this role have a clear assignment by Governance to ensure it is properly managed and reported back to the Association as it is demanding technically and administratively.
- Open Issue: Board requested Management provide options to restrict vehicles over 5 tons.
- Open Issue: Board approved the repair of Sunset Beach by replacing fallen brickwork and backfilling with same was completed, repair did not hold. Maintenance staff will re-evaluate to take a different approach.
- Open Issue: As requested, Management provided Board with draft Board Policy outlining the role of the Board/ Committee Liaison; awaiting feedback.
- Open Issue: Management received response from legal counsel on Counsel's evaluation of Rules and Regulations booklet. Counsel has made numerous suggestions for the Board to consider. Management recommends the Board form a small sub-committee to evaluate the input for Board review.
- Open Issue: The proposed Employee Handbook was reviewed by the former CCA HR Professional and legal counsel, now awaiting Board approval of the Employee Handbook

Committees

- **Finance**
 - Open Issue: 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 by the Committee.
 - Open Issue: Collections policy and letters were submitted to the Committee by Management and are now awaiting their guidance and approval.
- **Roads and Water**
 - Open Issue: With the Board's December action rescinding consolidation of Roads/ Water with Finance Committee, a Charter outlining the roles, responsibilities and relation of this Committee with Finance, Management and the Board needs to be developed.
- **ACC:**
 - Open Issue: The ACC does not have a Board approved Charter outlining the roles, responsibilities and relation of this Committee with Management, Violations and the Board and needs to be developed.

March 2020 Weekly Maintenance Activities (4 weeks)			
Location	Activity	Date Start	Date End
Water system	NW water managers on-site evaluating system operations and performance	1-Mar	19-Mar
Roads and Trails	Storm clean up - all staff - all roads and trails	2-Mar	27-Mar
Shop	Steel piece that holds the broom shroud on the broce broom, weld broke and bent steel piece. Maintenance fabricated new part from flat steel.	2-Mar	2-Mar
Perimeter fence	Repaired fence damaged by car on bald hills road lot 13-028. Brought to our notice by home owner.	2-Mar	2-Mar
Water Testing	Completed weekly 4x ph test. Avg ph for the month of march is 7.5	2-Mar	30-Mar
Water	Took monthly coliform samples and drove them to Spanaway test lab. All came back negative	2-Mar	2-Mar
Reports	Completed reports on bridges for Ashley. Management needed measurements and picture of all bridges throughout the community to send to engineers.	3-Mar	3-Mar
Sunset park	Entire park blown by staff and debris removed, including all beaches, cabanas, parking lots, surrounding trails and playgrounds.	3-Mar	3-Mar
horseshoe lake trail	Cleaned up fallen tree on trail. Identified through daily observations of maintenance staff.	3-Mar	3-Mar
Otter Beach	Picked up debris from CPC work parties at Longmire Beach	3-Mar	3-Mar
Sunset Beach, vine park, and horshoe	Entire park blown by staff and debris removed, including all beaches, cabanas, parking lots, surrounding trails and playgrounds.	5-Mar	5-Mar
Pool	Maintenance staff and pool staff collaborated on cleaning out all cosets and trash at pool building.	6-Mar	6-Mar
Back Gate	During regular inspections of CCA, We found that the back gate was not closing properly. During investigation, there were wires disconnected, that we believe SGA had unplugged causing the magnet that keeps the gate in shut mode to be inoperable. Wire was reconnected, and staff made adjustments to gates to ensure closure.	9-Mar	9-Mar
Water Tanks	During an inspection of our water tanks with our regular weekly visit with NWS, Shawn who is our Rep. examined our overflow pipe and found that the screen that protects contaminants from entering was to large and recommended it be replaced with a smaller screen. Staff took old screen off and replaced with a much smaller screen.	9-Mar	9-Mar
Weyerhaeuser	Received call from adjacent Land Management Team and met with their staff to hear of their planned Culvert work. Contacted GM, jointly toured project and discussed impacts to CCA.	9-Mar	9-Mar
Hi-lo park and sunset park	Entire park blown by staff and debris removed, including all beaches, cabanas, parking lots, surrounding trails and playgrounds.	9-Mar	9-Mar
front gate	Call received that car damaged swing arm at front gate. Staff responded and repaired swing arm.	10-Mar	10-Mar
Windy Beach	Entire park blown by staff and debris removed, including all beaches, cabanas, parking lots, surrounding trails and playgrounds.	10-Mar	10-Mar
Water	Meter readings completed	10-Mar	18-Mar
Roads	Vac truck completed 3 miles of road	10-Mar	10-Mar
Roads	Sweeper truck completed 4 miles of roads	10-Mar	10-Mar
Shop	Trash cans were requested on blue lake. Staff is building trash can holders prior to install to ensure no damage to trash cans. There are currently no trash cans on blue lake trails.	11-Mar	11-Mar

March 2020 Weekly Maintenance Activities (4 weeks)			
Location	Activity	Date Start	Date End
RV dump	Complaint made about off road vehicles driving on mounds around RV dump. One crucial spot was being driven over was our drain field. Staff took boulders to site and set them up to block access to area.	11-Mar	11-Mar
Island between Blue Hills loop and Blue Lake Dr.	Dropped a hazard tree that was leaning over trail and removed all wood to wood yard	11-Mar	11-Mar
Safety	Amerisafe onsite to service all fire CCA fire extinguishers. Extinguishers taken from all CCA buildings and vehicles and serviced at maintenance building.	12-Mar	12-Mar
Shop	Gas tank washed and all decals removed in preparation of repainting tank.	16-Mar	16-Mar
Water tanks	Monthly Climb completed on both tanks. Hatches opened for visual inspection of inside tanks. Screens on exhaust checked for holes.	16-Mar	16-Mar
Back gate	Maintenance staff re graveled parking lot at back gate and filled pot holes.	17-Mar	17-Mar
Roads	Maintenance staff filled multiple potholes on roads throughout the community with new blacktop material	18-Mar	18-Mar
Wells	Monthly generator running completed at well 1 and 2 to assure function and to exercise motor.	19-Mar	19-Mar
Water	Water staff investigated high meter readings in community. Staff found 3 water leaks at houses and 1 bad meter.	19-Mar	19-Mar
Water	Staff replaced bad water meter that was found during quarterly readings lot 03-354	20-Mar	20-Mar
Front Gate	Front gate was constantly beeping due to sensor being out of adjustment. Staff researched and found what sensor was not aligned and made adjustment. Observation made by Admin staff.	20-Mar	20-Mar
Longmire Beach	Entire park blown by staff and debris removed, including all beaches, cabanas, parking lots, surrounding trails and playgrounds.	20-Mar	20-Mar
Water	Completed consumer confidence report for community. This is a state mandated report. Awaiting approval before sent.	25-Mar	25-Mar
Wells	Took apart caustic system and did a full cleaning using vinegar	26-Mar	26-Mar
Trails	Drove all trails to identify storm damage	27-Mar	27-Mar
Trails	Storm damage clean up of trails (all staff)	27-Mar	27-Mar
Capital Project Planning	Developed quote for materials on Pool building capital request	27-Mar	27-Mar
Janitorial	Completed janitorial on all open bathrooms and trash- 2x weekly (8x/ month)	2x weekly	2x weekly
Office	Janitorial cleaning of office building 2x weekly (8x month)	2x weekly	2x weekly
Wells	Daily well check (daily)	Daily	Daily
Shop	Weekly shop cleanup and tool maintenance 1 week (4x month)	Monthly	Monthly
Wells	Flushed caustic system. This has become a weekly project to ensure the caustic system functions properly. Caustic is flushed with vinegar solution to break down any build up.	Weekly	Weekly
Office	Powered air blower road cleaning and debris removal (1x weekly)	Weekly	Weekly
Roads	Roadside trash pick up throughout community	Weekly	Weekly
Water	Completed weekly tank inspections (4X month)	Weekly	Weekly
Utility locates	Completed 5 utility locates	When requested	When requested
Mail boxes	Replace 5 mailbox locks for members during month	When requested	When requested

Engineering Bridge Evaluation Scope:

The Clearwood Community Association in Yelm, WA has nine (9) bridges around their lakes that the Association desires to have evaluated to ensure they are viable, safe and structurally sound to perform the mission for which these walking bridges were originally installed.

The Association desires to have an Engineer perform an evaluation and provide a report back to the General Manager. Where upgrades are required, the Engineer will generate a scope of work by which a general contractor can competitively bid the work to a high degree of confidence.

Scope of work:

Bridge	Length	Width	Comment
Bridge - Arch	51'	6'10"	N/A**
Blue Lake, Lower Spillway	40'	8'6"	N/A**
Blue Lake, Upper Spillway	40'	8'6"	Bridge appears to be sagging.
Bear Island	24'	8'6"	N/A – *see note below
Brookside	20'	8'	Bridge bounces when walked on.
Blue Lake, Inlet	39'	7'	N/A**
Longmire	70'	9'	N/A**
Rampart	111'	8'	Bridge is currently closed due to unsecure handrails. **
Reichel	41'	6'6"	N/A**

*Staff asks what level of effort is required for this bridge to carry a ½ ton pickup with load.

** Handrails on all bridges are attached to the fascia Boards and give residents the feeling they are not safe.

If this project would be of interest to your firm, please inform us by submitting a bid for a project of this size.

See Below Photos of Bridges (No Particular Order):