



To: Clearwood Board President

From: Mitch Waterman

Subject: General Manager Report for April 2020

General Manager

- **COVID-19 Virus Risk Mitigation – Continued:** In response to the evolving COVID-19 Pandemic, operational adjustments were made in March based on CDC guidelines to limit exposure to CCA employees and CCA community which included strict limitations for cash 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 which are anticipated for the first week in May.
 1. Effective 3/23/20 Clearwood staffing was reduced 2 Maintenance employees and 2 Administrative employees and continues to operate under this standard
 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/M.A. Waterman Consulting disengagement date 6/4/20.
 3. Admin Staff continue to keep the office open 9AM-1PM Monday through Thursday on an alternating schedule. 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 remained on-site working to maintain CCA water system, security controls, and maintain CCA roads.
 5. All other work is on pause pending either an emergency response or post COVID-19.
 6. Management recommended the Board authorize that non-essential staff be furloughed to collect unemployment while they are not working. The staff reduction recommendation was sent to the Board this month and denied; Staff would remain on payroll.
- **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 in March that had been put on pause due to Covid-19 restrictions.
 2. WY and CCA will determine a meeting date in early May to discuss potential solutions.

- **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 in the month of March allowing for contract finalization and signature this month. All 5 contracts for the 72-hr test have been signed and is now in the process of being scheduled. The contractual changes made in the Well 5 negotiation were incorporated into the Well 2 pump and repair project. Materials for this project have been ordered and we are awaiting a schedule.
- **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. Quotes from 2 vendors were obtained (one vendor declined) by Management and a request for funding was submitted to the Finance Committee for their May committee meeting.
- **Kubota Claim:** Clarification was provided to CCA by our insurance carrier regarding the Kubota claim. Should CCA choose to not replace the stolen Kubota, it will receive cash value from insurance. Should CCA choose to purchase a new Kubota in the +\$20,000 range, insurance will reimburse full cost. This will be brought to the Board in May for a final decision.
- **Proposed General Manager Contract:** The current General Manager has given notice and will depart CCA June 4th.
- **OPEN ISSUE - 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. Administration contacted the company again this month and received a date of May 18th to possibly repair the Administrative building alarm. A technician was on-site without notice this month to repair the Maintenance alarm. It was noted that a component was not on causing the alarm to be triggered without cause.
 1. NOTE: The exiting alarm system has a high failure rate, is antiquated by technical standards and will be evaluated for replacement this year.
- **OPEN ISSUE - 2019 Capital Project - You Tube Video Equipment:** 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.
- **OPEN ISSUE - 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.

Accounting/Administration

- **Bank Reconciliations:** All 2019 Bank reconciliations are now complete and have been delivered to the Administrative Office.
- **Water Billing:** The water billings were sent out by the 1st 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. The bank was contacted in April and CCA is awaiting their response.
- **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. This account is seriously in arrears and attempts to work with them to get payment have been unsuccessful. Please note that the owner is two years behind on property tax payments. This property may go up for tax foreclosure sale this year. An evaluation should be conducted to protect monies owed to the Association.

HR

- **HR Contractor:** It was determined upon receipt of the M.A. Waterman disengagement letter and review, that the CCA Board of Directors would take on the hiring of an HR Professional.

Maintenance

General Maintenance:

- **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 was in contact with a mobile welder who came on-site 4/7/20 and repaired the damaged part. Upon repair, the Broce went back into service and a hydraulic hose broke rendering the sweeper out of commission. The GM recommends the Association not spend further funds and search for a dual sweeper. This remains a priority for the Maintenance Department.
- **2019/2020 Capital Repairs & Requests:** Several Capital projects were submitted to the Finance

Committee and Board for the month of April. They are as follows:

- Parks Playground Repairs – Approved at the 4/25/20 BOD meeting.
 - Purchase of material and Work to begin the middle of May.
- Pool Projects 2020 – Rejected at the Finance Committee.
- Hydrant Blow Off Meter – Approved at the 4/25/20 BOD Meeting.

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 April.
- **Water Ph Level:** Average PH level has been 7.4. which is slightly below the standard 7.5 range.
- **OPEN ISSUE - 2020 Water Capital Planning:** Maintenance prepared a list of opportunities to decrease operating costs by replacing water valves with electronic read valves in the month of March. The GM requested the Maintenance Department with the assistance of Administration acquire additional information and set up a meeting a with the sales and manufacturer representative for the Electronic Valves. This meeting will be set up upon alleviated COVID-19 restrictions.

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

Pool

- **Pool Season:** COVID-19 restrictions have limited the progress of hiring for the season this year. A motion was adopted by the Board at the 4/25/20 Regular Meeting to postpone the opening date of the pool due to COVID-19 government mandated restrictions. A date was not specified as the Board would check the status every two-weeks based on governmental changes/adaptations.

Compliance

No Overview available for the Month of April due to COVID-19 employee restrictions.

Appendix A

April 2020 Weekly Maintenance Activities (4 weeks)			
Location	Activity	Date Start	Date End
Water	Daily well check (daily)	Daily	Daily
Water	Took monthly coliform samples and drove them to Spanaway test lab. All came back negative	6-Apr	6-Apr
Shop	Sanded the onsite gas tank and primed all bare spots in preparation for new paint.	6-Apr	7-Apr
Admin	Completed Capital 2 requests for finance committee. Finance committee approved finances for work on playground borders as well as a hydrant meter and 2 laptops for water.	6-Apr	6-Apr
Water Testing	Completed weekly 4x ph test. Avg ph for the month of April is 7.4	weekly	weekly
Water tanks	Monthly Climb completed on both tanks. Hatches opened for visual inspection of inside tanks. Screens on exhaust checked for holes.	7-Apr	7-Apr
Water	Completed weekly tank inspections (4X month)	weekly	weekly
Wells	Took apart caustic system and did a full cleaning using vinegar. Completed Bi-Monthly	7-Apr	14-Apr
Janitorial	All parks trash cans emptied and road trash picked up. Office trash emptied and cleaned. 2x weekly	weekly	weekly
Perimeter park, longmire, sunset, reichell, vine, well 4	Mowing, weed eating and weed spraying completed on all parks listed.	9-Apr	14-Apr
Blue Lake	Maintenance installed three trash cans around blue lake requested by CPC.	13-Apr	13-Apr
Water	Completed ASR for community. This is a state mandated report. Awaiting approval before sent.	15-Apr	16-Apr
Roads	Maintenance staff filled multiple potholes on roads throughout the community with new blacktop material	16-Apr	16-Apr
RV dump	Maintenance put up permanent address sign in place of the spary painted existing sign requested by CPC	16-Apr	16-Apr
Shop	completed first coat of paint on Gas tanks.	16-Apr	16-Apr
Back Gate	Repaired damaged light at back gate.	17-Apr	17-Apr
Mailboxes	Replace 4 mailbox locks for members during month	Upon Request	Upon Request
Office	Mowing, Blowing, Weed eating and weed sparying completed.	20-Apr	20-Apr
Windy Parking lot	Parking lot was cleaned and all weeds sprayed.	20-Apr	20-Apr
Trees	Fell hazardous trees on the corner of Bluewater dr and Blue lake dr. Cleaned up all debris and took wood to wood yard to be cut up into firewood.	21-Apr	24-Apr
Meters	Completed 6 move out readings.	Upon request	Upon request
Outflow spillways	Cleaned out Both out flow spillways from blue lake into clear lake	24-Apr	24-Apr

Appendix A

April 2020 Weekly Maintenance Activities (4 weeks)			
Location	Activity	Date Start	Date End
Front Gate	Complaint was made that cars are able to fit between the rocks and the incoming swing arm. Moved rocks closer in to avoid future entrance.	24-Apr	24-Apr
Wells	Monthly generator running completed at well 1 and 2 to assure function and to exercise motor.	27-Apr	27-Apr
Woodside Dr.	Sign was damaged during tree removal. Repaired sign.	27-Apr	27-Apr
Sunset	Cleaned up vandalism made from the weekend.	27-Apr	27-Apr
Roads	Vac trauck completed vaccuming of the entire community.	28-Apr	29-Apr
Well 4, longmire Ball field,Hi-Lo park,Perimeter park, RV dump	Mowing, weed eating and weed spraying completed on all parks listed.	28-Apr	28-Apr
Roadsides	All roadsides mowed	28-Apr	30-Apr
Perimeter park,Vine Park,Well 1 and 2, Otter Beach, Office	Mowing, weed eating and weed spraying completed on all parks listed.	29-Apr	29-Apr
Longmire,Horsh oe pits,	Mowing, weed eating and weed spraying completed on all parks listed.	30-Apr	30-Apr
Horshoe pits	Added new sand to Horse shoe pits to give a fresh look.	30-Apr	30-Apr
Shop	Oil changed in the Kubota tractor and bobcat escovator.	30-Apr	30-Apr
Pitch and putt field	Cleaned up debris and wood from a fallen tree.	1-May	1-May
Roads	Repaired sink hole in road.	1-May	1-May
Otter Bathrooms,Mad rona beach	Mowing, weed eating and weed spraying completed on all parks listed.	1-May	1-May
Shop	Weekly maintenance and clean up of shop and all tools.	1-May	1-May