

ON-SITE HOA Facilities Position for Lake Mirage HOA. a Sub-Association of The Islands.

This is key position that is onsite and whose goal is to: work closely with the Current Property Management Company, along with the HOA Board and Community to keep our Clubhouse and SubAssociation "issue" free. This position is open to LM HOA Owners and is a PT; 1-3 hrs. per week. This position is the on-site point of contact for facilities issues /concerns. It is on call 24/7 in return for one month of current LM HOA fees. This is an ongoing position to be reviewed annually by the Board. Although this HOA position is not a Board Position- it is a critical position to optimize costs and keep the HOA aware of community issues and to provide timely service for our Community. A status report will be required monthly to the Board and Designated Property Management Representative in order to provide documentation for any/all current and potential issues/items.

This position was established when our community was opened in 1987. It has changed over the years based on our needs. In 2006, we were experiencing multiple trespassing and vandalism issues. We also were having expenses that called for more of a hands-on position than to just be on call for issues for the community. The position was revised in 2015 to combine onsite representation, monitoring vendors and providing simple maintenance. Cost savings to the Community have been substantial.

General Position Overview / Expectations for Community, Clubhouse, Pool & Spa Services

1	Community	monitor streets/properties and HOA. Document any concerns for PM/HOA to address. (All areas outside the HOA Property boundaries and Streets per Lake Mirage CCRs are covered by the Master "The Islands" CCRs as their CCRs supersede ours)
2	Pool/ Spa and Clubhouse	Review pool service Contract/tasks with PM/HOA. To ensure pool vendor is providing clean pool condition to meet County requirements: typical expectations from Pool Service Vendors : brush down sides, skim pool for trash,vacuum,wash down deck, check chemicals ,backwash sand filters *not through sewage pipes. Review timing for tasks noted and monitor, and notify PM and the Board accordingly.
	Winter-1x week Summer2x week	if a problem-if applicable take picture, document issue, follow up with PM, periodically check pool for chemical balance ad if needed note issue for pool service to check and document in monthly report to JT/CPV and Board.
	Periodic - baskets, pool/spa	based on weather and pool service times- check skimmer baskets and if full- empty them, check pool/spa post storm for leaves etc. if applicable remove
3	Landscape Oversight	monitor contract work with landscape services-check and advise them if you see something they need to be aware needs service. Check post work for quality check. Any concerns-take picture/advise the PM/HOA Board accordingly based on situation
	Palm Tree Trimming	work with PM-Review list of contractors or use same one from previous year. Assist if needed to get bids for # of trees and help set date for Palm Tree trimming , confirm HOA notified
	Notification	monitor palm tree clean up 1x year, post signage and make sure residents know to keep cars away from Palm Tree trimming/post signs
4	Parties	review requests, check before/after- counters/bathrooms/ deck /chemical test strips if necessary- report any issues/concerns
5	Unauthorized Access	monitor, follow policy for any uninvited users, vandalism etc. notify PM, cc HOA Board if action needs to be taken
6	Emergency	work with PM/HOA for an emergency process-using common sense if an emergency in order to take care of in timely manner. Document in monthly report and as needed- advise the HOA Board- or if time
7	Supplies	send invoice with receipt to PM/HOA as needed- do not have to wait monthly. Approval needed from JT/HOA if over \$50 and not a replacement. If under \$50 and if replacement, no approval is needed. Document in monthly report
	Furniture Replacement	If tables, chairs- existing furniture needs to be replaced. An authorization vote is not needed for replacements - but the HOA Board does need to plan for any expenditure to assure we can afford to replace it. Email PM/HOA Board with recommendation.
8	Communication	determine communication process with PM- including issues you may find with vendors. Note any major issues with note to the CPV and cc HOA Board. Provide pictures.
	Reports	monthly report (Form can be provided) documenting any issues, money spent, recommendations to PM and cc HOA Board
	Meetings	meet with PM/HOA monthly (in person or via phone/zoom, may be requested to report /meet with Board on occasions
	Billing	send invoice monthly to PM/ CPV

Overall- 1-2 hrs. per week in Winter and 2-3 hrs. per week in Spring/Summer/Fall (depending on weather surprises)

1x week for main clean up (30-45 min) (typically 30 minutes per visit/maintenance)

TASKS

#	Time Spent	Item	Details
1	Visual Check	Community	1-2 x week- proactive visual check to catch potential issues and notify PM & HOA Board accordingly
2	1 x week	Areas:	<i>*Actual time depends on weather or heavy usage/parties- especially rain/wind may require more time in pool / club house</i>
	1	Bathrooms & Kitchen	sweep/mop the floor ; clean toilets; clean and wipe down sinks ;tp/paper towels replacement *all cleaning supplies/products provided by the HOA, wipe down/clean counters in kitchen*using special products designated for the countertops
	2	Trash	empty trash from both bathrooms/kitchen-dump into large trash can / on Trash days- put out for pick up and then return
	3	Deck/Clubhouse	set/reset tables chairs/ as needed depending if heavy usage/parties- may require more time
			check/sweep the deck area as needed;sweep out kitchen area clean counters and sink (especially clean up any bird gifts)
	4	Pool/Hot Tub	pool chemical checked- if noted a problem- contact PM via email. Note in monthly report
			check spa cover and hose off if necessary. As needed: skim pool for leaves etc. (* may have to take care of if in between pool service visits).check/empty skimmer baskets between service calls as needed especially in windy/rainy weather conditions
	5	Mechanical-Pump	monitor only-no expectation to handle mechanical/electrical for this area. Visual check main pump filers/skimmer basket - contact PM via text/email. Call if emergency. Make sure noted in report. Follow-up as needed.
	6	Community	visual check and provide follow-up as needed per JD
3	Monthly		
	1	Deck/Clubhouse	sweep/hose down deck, walls, de-spider web all areas, wipe down counters, lights, electrical glass area.
	2	Pool Toys	left over toys - if too many put sign up on bulletin board for people to take their toys home. If no one takes them, throw out.
4	Miscellaneous		
	1	Spa in Summer	May-September - monitor pool/spa conditions- periodic test strips if warranted (parties, heavy usage)
	2	Spa in Winter	Oct-May)-monitor that temp is 101-103 (temp is set in heater for 104- *per Maricopa -can't be higher
		Heater	confirm Spa Heater is off when weather heats up- (usually after multiple days of 100' around after Memorial Day. Put away cover to main storage room. (If worn out- throw out and request from PM/HOA for a new cover needed the next season)
		Pool Cover	hose off as needed. Notify PM/HOA PRN to have pool service cut plastic to put over hot tub in winter (usually purchase makes 2 covers)
	3	Pump(s)	monitor for pre-failure noise and notify PM/HOA to call pool service people/cc HOA Board email
	4	Gates	check gates to assure locks on and no access except for service access. (combinations posted in large storage room)
5	Signage	Varies	depending on situations-as needed request signage as needed from PM/Board for gate and bulletin board (i.e.- pool/Hot Tub etc. out of service.
		Bulletin Boards	Check with JT/HOA, HOA Board for new postings, keep current- (pool area and by mailbox as needed)
6	Storage Rooms		
	1	Main Storage	clean, sweep area
			maintain back up chemicals/test strips for emergency purposes
			supplies fulfillment as needed (paper towels, TP, Trash bags, light bulbs
			misc. repair equipment and/or contact PM/HOA if vendor needs to be called/provided.
			misc. Cleaning equipment -(mops/brooms, hoses/nozzles) Maintain and replace when necessary
	2	Small Storage	clean, sweep area
			extra storage for table/chairs (get rid of bad tables/chairs, replace when necessary- go thru the Board on this give the expense/style desired etc.) lost and found-this can be a mess- post sign on BB as needed then dispose