

SHEARWATER
POOL OPERATION PROCEDURES

DURING OFF-SEASON

1. POOL MANAGEMENT COMPANY (PMC)

- a) Perform monthly inspections of the pool area and buildings and submit reports to the condominium Management Company (MC) with a copy to the Pool Committee (PC).
- b) When any issues are identified in those reports, ensure the appropriate action is taken to remedy the issue and notify the MC and PC.

2. POOL COMMITTEE

- a) Monitor monthly inspection reports performed by the PMC to verify they're complete & on time; if not, verify that the MC is following up on any missing or delayed reports.
- b) When any issues are identified in those reports, follow up with the MC to ensure any needed actions are taken.
- c) Participate as needed in discussions between the MC and Shearwater Board of Directors (BOD) regarding issues or necessary repairs identified during the previous year pool closing walk-through or during the year.
- d) Send any budget requests to the BOD Treasurer by the end of February each year in order to be included in the condominium budget planning process, and in the Annual Meeting Notice package sent out to unit owners at least 15 days before the annual meeting in April. Include in the pool budget:
 - contract payments (with scheduled dates)
 - estimates from the PMC for other items including permit and chlorination fees, restocking costs, supplies, etc.
 - estimates for any repairs to the pool and buildings in the pool area (after reviewing competitive estimates obtained by the MC)
- e) Review the contract renewal proposal from the PMC, ask the MC to request proposals from other companies as appropriate, and prepare a recommendation for the BOD (ensure that any contract includes licensing and annual maintenance for the automated external defibrillator [AED]).

3. CONDOMINIUM MANAGEMENT COMPANY

- a) Verify that the PMC conducts regular monthly inspections per the contract, and sends the inspection report
- b) Review with the PMC and PC any necessary repairs, obtain competitive bids as required, and discuss them with the PC and BOD.
- c) Provide any estimates or other information needed by the PC to compile the annual budget request for the BOD Treasurer by the end of February each year.
- d) Obtain the contract renewal proposal from the PMC, request proposals from other companies as appropriate, and review with the PC
- e) Ensure that any contract includes licensing and annual maintenance for the automated external defibrillator (AED).

POOL OPENING

1. POOL MANAGEMENT COMPANY

a) Staffing

- Hire and schedule qualified lifeguard staffing
- Post the pool permit and certification for each lifeguard in a visible location

b) Furniture

- Clean the furniture (except from upholstery) with a cleaning solution on the top and the bottom including straps, and bring it out to the pool deck
- Spray pool cushions with Scotch Guard to protect them during the season
- Bring out all pool furniture and place it around the pool

c) Supplies

- Provide all supplies as agreed in the contract (first aid kit, bathroom supplies, etc.)
- Provide to the MC copies of invoices for any supplies purchased

d) Setup

- Prepare the pool for use
- Post the pool opening notice with hours
- Create the new Facility Binder and store in the pool office
- Include the Shearwater Lifeguard Task List in the Facility Binder or post it in the pool office
- Post the Bathroom Cleaning List in both bathrooms

2. POOL COMMITTEE

a) Staffing

- Verify that qualified staffing is in place and appropriate permit & certifications are posted

b) Furniture

- Rearrange the furniture around the pool as desired
- Free-cycle any furniture that is past useful life

c) Supplies

- Ensure that standard items to be provided by Shearwater are in place (e.g. trash cans, buckets, brushes, etc.)
- Verify that all supplies to be provided by Shearwater per the contract are in place

d) Setup

- Get assistance in bringing out the planters; obtain flowers left over from the landscaping company to add to the planters. If plants have to be purchased, work with the Landscaping Committee on budget and approval.
- Ask lifeguards to water the plants; monitor daily or as needed
- Verify that the MC has activated the phone in the pool office prior to pool opening
- Verify that the hours, task lists and cleaning lists are posted
- Verify that the Facility Binder is in place in the pool office

3. CONDOMINIUM MANAGEMENT COMPANY

- Activate and test the telephone in the pool office prior to pool opening

DURING THE SEASON

1. POOL MANAGEMENT COMPANY

- a) Ensure that lifeguards show up on time; provide immediate alternate staffing if delays exceed the time indicated in the contract
- b) If pool opening delays exceed the limit allowed in the contract, deduct the agreed amount from the next installment payment
- c) Ensure bathroom, office and pool cleanliness is maintained, trash is emptied daily and appropriate supplies are in place per the contract
- d) Store umbrellas and cushions in the pool office at the end of each day
- e) Conduct weekly inspections and report any issues to the MC and the PC
- f) Escalate immediately any issues or required repairs to the MC and the PC

2. POOL COMMITTEE

- a) Operations
 - Escalate to the PMC if lifeguards don't open the pool on time
 - Periodically verify that logs are being filled out accurately
 - Periodically check bathrooms and pool rooms for cleanliness and presence of supplies
 - Verify that umbrellas/etc are stored appropriately at the end of the day
 - Verify that the PMC supervisor is conducting weekly inspections and that any issues are resolved in a timely manner
 - Serve as the point of contact for Shearwater residents if there are issues at the pool
- b) Pool parties:
 - Before pool opening, prepare a list of planned events (catered parties, cocktail parties, pot luck gatherings, etc.) along with an estimate of date/time, theme and cost (if any)
 - Pool events may include:
 - Pool opening party: in June
 - Happy Hours/Cocktail Hours: in July and August
 - Pool closing party: beginning of September
 - Review planned dates and expenses (if any) with the BOD ahead of time (the BOD will arrange for the notice(s) to be put in the newsletter)
 - If the events are pot luck, no funding will be involved; however if any of the events does involve expenses:
 - Verify with the Treasurer what payment method should be used; ideally checks from attendees should be made out to Shearwater so disbursements can be handled the same way and there's an official record of income & expenses for future reference
 - Solicit volunteers to contact owners and accept reservations; put out a flyer with those people as contacts
 - Collected money ahead of time from all people who sign up to ensure costs are covered

- Coordinate the deposit of these attendance fees, and payment of any expenses with the MC

3. CONDOMINIUM MANAGEMENT COMPANY

- a) Ensure that contract terms are being met and review any issues with the PC if they are not
- b) Verify any invoices received from the PMC against the contract, or review with the PC, prior to payment
- c) If any of the pool events involves expenses, manage deposit of any attendance fees and payment of any invoices with the PC

POOL CLOSING

1. POOL MANAGEMENT COMPANY

- a) Clean and store all furniture
- b) Store all items in the appropriate room and remove all trash, empty containers, expired chemicals and other supplies
- c) Winterize the pool
- d) Conduct final walkthrough of the pool area and rooms
- e) Report to the PC and the MC any issues that should be brought to Shearwater's attention (e.g. repairs, purchases, etc.)

2. POOL COMMITTEE

- a) Verify that furniture is cleaned and stored properly, trash and other items are removed, and the pool area is left in clean and organized condition
- b) Identify any furniture that needs to be replaced; discard or free-cycle unwanted furniture
- c) Discard all plants; clean and move planters inside the pump room
- d) Accompany PMC during the final walkthrough and ensure their final report is complete
- e) Follow up with the MC and/or the BOD on any issues that require attention

3. CONDOMINIUM MANAGEMENT COMPANY

- a) Work with the PC to resolve any outstanding issues

YEAR ROUND

1. POOL MANAGEMENT COMPANY

- a) Prepare a PC report for each condo meeting and forward to the MC for inclusion in the materials
- b) For reports during the off-season, include any issues identified during the pool management company monthly reviews and the PC periodic checks, or indicate no issues found.
- c) During the pool season, attend condo meetings to present the PC Report, or send a delegate to present it

2. CONDOMINIUM MANAGEMENT COMPANY

- a) Make the contractual payments to the PMC in a timely manner per the contract
- b) Verify any other invoices received from the PMC prior to payment in consultation with the PC