

Members

Rob Gally and Jennifer Monson-Silverman (co-chairs), Russ Horn, Carl Reindl, Peter Sollberger, Teval Gally, Chris Matthy, Mark Knaus, Bill Simolike, Deb and Keith Malantonio, Andy Rance.

Responsibilities of the Property Committee

Appointments

The Property Committee shall be made up of a chairperson and several committee members selected by the chairperson. So that the Committee's responsibilities may be fulfilled effectively, it would be advantageous if the chairperson and some of the committee lived on the grounds year 'round. The Property Committee is open for communication with all committees at PFLA.

The Property Committee's responsibility is to oversee and maintain the Association's physical facilities, grounds, and common space, and to assure that the same are maintained in an attractive and safe condition. The Property Committee is accountable to the Board for the employment and performance of a Caretaker and any other employees or contractors engaged by the Committee to maintain and/or improve the Association's physical facilities. The required qualifications of any hired Caretaker are provided in the PFLA Employee Handbook.

The Committee is to submit a budget to the Finance Committee for inclusion in the Association's annual budget. The Committee's budget is to be based upon a prioritized list of projects, approved by the Board of Directors, and upon a best estimated cost. When seeking contractors for completion of construction, maintenance or other contracts, at least three bids are desired, but not required. A sole bid contract is allowed with contractors with which the Committee has a favorable working experience, and for small projects.

Guidelines and Priorities

The Property Committee shall plan, implement, and oversee its fall, winter, spring, and summer requirements. The Committee shall establish basic guidelines, priorities and duties for the smooth operation of the Association's property and physical facilities, including specific guidelines and priorities for the Association's Caretaker and his or her assistant(s) or a Contractor that performs the duties of a caretaker. These guidelines, priorities and duties shall be submitted to the Board of Directors for review and approval.

Effective On-Grounds Supervision

The Property Committee chairperson shall personally supervise the work of the Caretaker or Contractor (referenced as the Caretaker in this Manual). If the chairperson does not live on the grounds, or is for some other reason unable to supervise the Caretaker, he or she shall appoint one person who will serve as the Caretaker's Supervisor.

D. Effective Communication

All members of the Property Committee and PFLA's president shall receive notification of the time and place of regular monthly Property Committee meetings. They shall also receive all communications pertinent to the work of the Property Committee and to the work of the Caretaker. When needed, the Caretaker's supervisor (if other than the Committee chairperson) and, if necessary, the Caretaker/Contractor, shall be asked to attend the Property Committee meetings. At all Property Committee meetings, the minutes shall be kept for the permanent record of the Committee's work and decisions.

Review of Caretaker's Performance

The Caretaker's workload shall be reviewed by the Property Committee at scheduled monthly meetings, or more frequently if required. An evaluation shall be made of his work performance, attitude and compliance with the Committee's directives. The Caretaker's supervisor shall provide the Board of Directors with an annual review of the Caretaker's performance, along with a recommendation for any increase in salary and/or bonus no later than the November Board meeting. The Board shall consider this review and recommendation before implementing any salary increase. Any written review made with Board of Director's revisions should be maintained in a personnel file.

If the Committee concludes that the Caretaker's employment should be terminated, such recommendation shall be presented by the Committee Chair to the Association President, the Executive Committee, and the Board of Directors for appropriate action. Under normal circumstances, the Property Committee or the Caretaker is expected to give one month, but no less than, two weeks' notice of termination.

The Committee's Budget

At regular monthly meetings, the Property Committee shall review its budget against actual expenses and work within the limits of the approved budget. Should any unusual extra expenses be incurred, the Property Committee shall notify the Finance Committee.

The Property Committee shall make recommendations to the Finance Committee for the Association's annual budget for the coming year during the month of March.

The Committee's Reports to the Board

The Property Committee shall submit oral or written reports at the regular meetings of the Board of Directors. It shall also present any requests for unusual or major capital expenditures to the Board for approval.

The Committee's Report to the Association

The Chair shall submit a written annual report of the Property Committee's work for inclusion in reports to the Association at the Annual Meeting in June.

Annual PFLA Clean-Up Day

The Property Committee shall designate a chairperson to organize, plan and run the Annual PFLA Clean-Up Day. This chairperson and the Caretaker will be present to organize, supervise and coordinate the overall work effort on the Clean-Up Day.

Responsibilities of PFLA Members in Relationship to the Property Committee and Caretaker

For good order and for the efficient operation of PFLA, lines of accountability and communication have been established within the area of responsibility of the Property Committee. This includes all employees and contractors who are under the Committee's responsibility for supervision. Association members are asked to honor these lines of accountability and communication in fulfilling their own needs and responsibilities.

Lines of Communication

It is the responsibility of Association members to bring all creative suggestions, constructive criticism, and personal requests that relate to the Property Committee to that body.

Association member suggestions, criticism and requests that relate to the Caretaker and his or her assistants must be addressed to the Caretaker's supervisor (the Property Committee **Exhibit A: Paradise Falls Lutheran Association – Summary of Service Assignment** Chairperson or his or her designee).

If a Member's problem cannot be resolved by the supervisor, he or she will pass the matter on to the Property Committee and Board of Directors for resolution.

The only exceptions in this chain of communication are: (a) in the case of an emergency when immediate action by the Caretaker, during his working hours, would prevent extreme hardship or damage to property, injury or loss of life; or (b) if a member notices vandalism or a break-in in an unoccupied cottage, and immediately notifies the Caretaker or his supervisor of the problem.

Responsibilities of the Caretaker's Supervisor

For good order, as well as for clear lines of accountability, the PFLA Caretaker shall report directly to the person designated as his supervisor. That supervisor shall be the Property Committee Chairperson, or an individual designated by the Property Committee Chairperson and approved by the Board of Directors.

Qualifications of the Supervisor

He or she must have the ability to plan and to oversee the work of the Caretaker. A thorough understanding of the Caretaker's job requirements is essential for the Supervisor. Experience in or exposure to maintenance operations is desirable.

In addition, and of utmost importance to the position, the supervisor must be able to relate well with people. Of equal importance to the supervisor are the skills necessary to plan, oversee, and evaluate the Caretaker and all aspects of the work of the Caretaker and of any part-time employees.

Responsibilities of the Supervisor

The supervisor shall meet regularly with the Caretaker. In addition, he or she maintains and reviews the Caretaker's daily work reports. Based on thorough knowledge of the Caretaker's general, seasonal, and daily duties, the supervisor will assist the Caretaker in prioritizing and in planning.

Since the supervisor is accountable to the Property Committee and Board of Directors, he or she will make the Caretaker's work reports and time sheets readily available to those bodies for review.

In addition, the supervisor is responsible for keeping a record of the Caretaker's vacation and compensatory time and forwarding those records to the Board upon its request. He or she also is the person to whom the Caretaker entrusts a phone number or address where he or she can be reached in case of emergency when he or she is absent from the PFLA grounds for an extended period of time, for whatever reason.

Any complaints or grievances of Association members that concern the Caretaker are to be addressed to his supervisor. The supervisor will either resolve the issue brought to his or her attention or they will report the complaint or grievance to the Property Committee and the Board of Directors.

Updating Caretakers Annual Job Duties

This will be an ongoing process to ensure that the Property Committee Chair understands what is done on a regular basis, what time of year and the job sequence to complete the task. A manual will be developed.

Caretaker's Summary of Service Assignment

Exhibit A: Paradise Falls Lutheran Association – Summary of Service Assignment

Maintenance, Repairs and Improvements

- Maintain Association appearance and ensure repairs are noted and completed in a timely manner.
- This includes maintenance, repairs, and improvements for Association buildings, grounds, vehicles and equipment: Common grounds areas (to include the beach), dam, water and reservoir pumps (checked three times a week while in operation), Association roadways, public restrooms, garage, Social Hall, Gate Lodge (to include heating system), Lounge, Tea Room, Recreation Storage Building and the Gate Lodge apartment and workshop. This requires regular Association inspections, creation of signs, housekeeping, leaf, snow, and debris removal, winterizing Association buildings, inspection and recharging of fire extinguishers, storage and repair of benches, tables, picnic tables, etc. in preparation for and throughout each season.
- Set-up and clean-up of Association events (annual meeting, opening & closing picnics, yard sale, etc)
- Assist on-site contractors if assigned by Property Committee Chair or his/her designee.
- Ensure that all service requests are recorded and communicated appropriately to Property Chair.
- Report all maintenance/repair emergencies and hazards immediately to Property Committee Chair or designee.
- Provide weekly garbage and recyclable collection and disposal and ensures the dumpster area is orderly with unobstructed access.
- Snow removal from all Association roads and individual members' driveways when available.

Safety and Security

- Learn and ensure compliance with all Association, local, state and federal safety rules.
- Ensure that unsafe conditions are corrected and reported in a timely manner.
- Direct staff to follow a "safety first" principle and participate in required safety training.
- Perform bi-weekly drive-around and off-season monthly walk-around to ensure grounds' safety.
- Report all issues to Property Chair and/or local or state police.
- Assist the Association in escorting and prosecuting willful trespassers, vandals and others who are suspected of criminal activities on Association property.
- Lead emergency efforts for the Association. Ensure proper response and handling of all Association emergencies with staff, residents, and buildings within Association guidelines to minimize liabilities (i.e., criminal activity on community, employee/resident injuries, fires, floods, freezes, etc.).

Administrative

- Ensure all paperwork is accurate, complete, filed and submitted on a timely basis: (i.e. safety checklists, machinery and equipment maintenance records, work orders, current inventory records, timesheets, contractor invoices and quotes.)
- Maintain an emergency key board for members' cottages.
- All Property Committee requests or emergency requests are responded to (cell phone or email) within a timely manner (within an minimum of 24 hours.)
- Participate in training to comply with new or existing laws.
- Meet regularly with and take direction from the Property Committee.

Personnel Oversight

- Ensure efficiency and safety of staff through ongoing training, instruction, and leadership.
- Coordinate maintenance schedule and assignments with Property Committee Chair.
- Ensure all administrative processes involving personnel are handled on a timely basis (i.e., time sheets, reimbursements, safety checklists, work orders, contractors invoices and quotes)
- Along with the Property Committee Chair, organize, supervise and coordinate the overall work effort of the annual Association Clean-Up Day.

The items above are a brief summary of areas of focus. It is understood that as I gain more insight into the organization and its needs the priorities may shift and change. It is understood that those changes will be discussed and the above summary modified to ensure we are calibrated on expectations.