

Procedure and Identification:

1. Grounds Maintenance:

- 1.1 All properties considered common properties that are in the active park will be incorporated into the ground's maintenance.
- 1.2 The following areas are identified as common properties: This list can be modified at supervisors or Board Director's discretion.
 - boat dock areas (Leisure, Deer and Groundhog).
 - areas adjacent to all bath houses.
 - areas adjacent to the Kountry Kitchen, Clubhouse, Pool and Pro Shop.
 - areas adjacent to playgrounds, basketball and tennis courts.
 - front entrance area.
 - long term RV/boat storage lot.
 - leaf/brush landfill and front lot
 - area around fishing pond.
 - Leisure Beach
 - areas around wastewater pumping stations and waste water plant.
 - areas adjacent to Deer and Phelps Pavilions.
 - areas adjacent to security and accounting office.
 - miscellaneous areas that have been deemed common properties.
- 1.3 The grounds maintenance shall include, but not limited to, grass mowing, weed eating (including ditch banks), brush/leaf removal, minor tree trimming, downed tree limb removal, bath house cleaning and trash pick-up. The supervisor may add additional duties as needed. It is not the

intent of this procedure that ancillary duties such as tree removal, stump grinding or stump removal be included in this procedure.

- 1.4 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.
- 1.5 A Grounds Maintenance log shall be kept outlining time frames for certain aspects of grounds maintenance. Grass cutting, weed eating, leaf removal, bath house cleaning and trash pick-up should be regularly scheduled. This schedule should be created by the supervisor or lead man. Other duties such as minor tree trimming and general clean up should be performed on an as is needed basis to be determined at the discretion of the supervisor or lead man. The schedule is to be kept as a log to document work performed. Technicians performing the work should initial and date the schedule as work is completed. The log should be accurate and up to date at all times. The log should contain the following information:
 - work being performed
 - locations involved
 - technicians performing work
 - total hours worked
 - dates work being performed
 - additional notes/comments

2. Building Maintenance:

- 2.1 All buildings in the park with the exception of various activities storage buildings, will be incorporated into building maintenance.
- 2.2 The following is a list of buildings which maintenance shall maintain: This list can be modified at supervisors or board director's discretion.
 - Kountry Kitchen/Maintenance
 - Security Office
 - Club House
 - Administrative Office

- All bathhouses
- Pro Shop
- Waste water control building
- Pool building
- Deer and Phelps pavilions
- Water tower

2.3 The building maintenance shall include, but is not limited to, gutter cleanout, minor window glass replacement, door and window repair and or adjustment, minor plumbing and electrical repairs, minor exterior and interior repairs, minor painting and floor repairs. The supervisor may add additional jobs as needed. It is not the intent of this procedure that ancillary duties such as major construction, i.e., additions, structural repair, roof replacement, exterior siding installation or other items requiring a building permit be included in the procedure.

2.4 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.

2.5 A Building Maintenance log shall be kept to document work performed. The log should be accurate and up to date at all times. The log should contain active and completed work orders pertaining to building maintenance issues. The work orders should contain the following information:

- work needed
- building needing work
- person reporting issue
- reporting date
- work starting date/time
- work completed date/time
- total hours worked
- technicians performing work
- materials used
- additional notes/comments

3. Road and Culvert Maintenance:

- 3.1 All properties considered road, ditch, and culvert maintenance that are in the active park will be incorporated into facilities maintenance.
- 3.2 The road, ditch, and culvert maintenance goal is to keep ditches open and clear of gravel and debris for good water flow. The property owner has the responsibility to keep leaves, gravel, dirt, trash and limbs out of their ditches and keep culverts inlets and outlets clear. If ditches become filled with gravel/dirt due to excessive water run-off, maintenance will clear ditches to facilitate adequate water flow. Rip rap will be provided at property owner's request to place around inlets and outlets of culverts to reduce hydraulic erosion of soil. It is the property owner's responsibility to install the rip rap. In the event a culvert becomes plugged, maintenance will clean out or replace the culvert.

Maintenance will address street issues. They will repair potholes, add crush and run to gravel roads and grade roads as needed. Maintenance is also responsible for all road signage and speed bump markings.

- 3.3 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.
- 3.4 A Road and Culvert Maintenance log shall be kept to document work performed. A separate log sheet will be created for each village. An inspection schedule will be created by the supervisor to regularly inspect the roads, ditches and culverts in each village. The log should be accurate and up to date at all times. The log should contain active and completed work orders pertaining to road, ditch and culvert issues. The work orders should contain the following information:

- work needed
- area/lots involved
- person reporting issue
- reporting date
- work starting date/time
- work completed date/time
- total hours worked
- technicians performing work
- materials used

-additional notes/comments

4. Equipment Maintenance:

- 4.1 All equipment in the park, owned by River Ridge, with the exception of various disposable tools and equipment, will be incorporated into the equipment maintenance.
- 4.2 The following is a list of River Ridge equipment: This list may be modified as needed.
- Bobcat
 - Backhoe
 - Pumping Truck
 - Side-by side ATV
 - Service Trucks
 - Hauling Trailer
 - Zero turn mowers
 - Weed eaters
 - Blowers
- 4.3 The equipment maintenance shall be completed per a written maintenance schedule which is to be developed by the supervisor or lead person. Each piece of equipment to be maintained shall be identified. A log will be started and a maintenance schedule for all service work and preventive maintenance (PM's) shall be entered into the log. It should contain information such as regularly scheduled services (state inspections, oil changes, etc..), as well as daily checks (fluids, tires, lights, mirrors, body damage and brakes). Vehicles and equipment shall be cleaned periodically and all trash removed daily. Any damage or mechanical issues with vehicles or equipment shall be reported to the supervisor immediately and documented. Supervisor and Board Director shall decide on next course of action. All other maintenance will be according to factory recommended service.

- 4.4 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.
- 4.5 The Equipment Maintenance log books will be reviewed by the supervisor or lead person. It should be dated and initialed by the maintenance supervisor or lead person on a regular basis. It should contain information such as property damage, work orders that are written, necessary repairs that are needed and date they were repaired, equipment failures and repairs. The log should be accurate and up to date at all times.

5. Waste Water Maintenance:

- 5.1 All waste water equipment will be incorporated into the facilities maintenance.
- 5.2 The waste water plant is a site specific area and will require extra attention on behalf of the plant operator. The plant operator will be trained on the proper procedures to run/monitor the system. The operator will be required to perform daily checks on the system as well as collecting samples for testing. These checks are made to provide early detection of problems to avoid long term shutdown. The daily checks by the operator should include, but are not limited to:

- all blowers
- all pumps
- system auger
- all visible piping
- the holding pond
- the aerator
- chemical pumps
- all monitoring equipment

****Any issues suspected/found should be reported to supervisor or lead person as soon as possible. Supervisor/Director of Maintenance will decide if repairs can be performed by River Ridge technicians or if an outside contractor is required.**

- 5.3 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.
- 5.4 A Waste Water systems log shall be kept and each piece of equipment shall be identified. A PM schedule shall be created for all electrical, mechanical and piping systems. PM and calibrations of all monitoring equipment to be performed per manufacturers specifications. All service work shall be documented by a work order and maintained in the log book. The work order should contain the following information:

- repair needed
- person reporting issue
- system involved
- technicians performing work
- reporting date
- work starting date/time
- work completed date/time
- work actually done
- total hours
- material needed
- additional notes/comments

The log books will be reviewed by the supervisor or lead man. It should be dated and initialed by the Maintenance Supervisor or Lead Man on a regular basis. The log should be accurate and up to date at all times and include the weekly log signed by our license provider.

****The system log is a separate log from the sample log****

6. Utilities Maintenance:

- 6.1 All utilities in the park located on common properties, except for electrical in mobile home area and contractor's communication cables, shall be incorporated into the facilities maintenance.
- 6.2 The utilities maintenance shall include maintaining, repairing and replacing if necessary the water, sewer and electrical systems throughout the park on common property. Property owners are responsible for the

installation and maintenance of the water, sewer and electrical systems on their property. Supervisor and/or Board Director, at their discretion, may assist property owners with utility issues. The following is a list of the equipment/systems that are incorporated into the River Ridge utility system: This list may be modified as needed.

- water tower
- all pumping stations
- sewer lines
- water lines/meters
- electrical lines/pedestals (camping villages)

6.3 The Board Director of Maintenance and/or the Board of Directors will resolve conflicts on inclusions of additional duties.

6.4 A Preventive Maintenance log shall be created to annually inspect all electrical pedestals/meters and distribution centers located in the camping villages. Inspections should be performed to ensure equipment is in proper working condition and have not been altered. The log shall be maintained in the maintenance office. The following checks should be made:

- pedestals are properly secured into the ground
- non-tampering clips are still intact
- meters/pedestals have not been altered
- all circuit breakers and receptacles are functioning properly
- conductors are in good condition (no sign of overheating)
- all electrical connections are tight
- no foreign matter located inside enclosures
- cleanliness
- improper use of pedestals by property owners

****Any issues discovered with the pedestals, meters or distribution centers should be reported immediately to the supervisor and documented. A work order should be created and the issue should be addressed as soon as possible****

6.5 A Utilities Maintenance log shall be kept to document all work performed on River Ridge utilities. Periodic checks should be scheduled for the

water tower, all pumping stations and electrical equipment located throughout the camping villages. All service work shall be documented by a work order and maintained in the logbook. The work order should contain the following information:

- work needed
- area/lots involved
- person reporting issue
- reporting date
- work starting date/time
- work completed date/time
- total hours worked
- technicians performing work
- materials used
- additional notes/comments

7. Job Descriptions:

- 7.1 **Board Director.** The duties of the Board Director includes, but are not limited to; providing oversight (counsel, discipline and supervision) of the supervisor, overseeing the operations of the maintenance department as related to budget, employee's employment status, resolving disputes with property owners and employees, assisting with scheduling of outside work and contractors, work order tracking and coordinating work between River Ridge Departments.
- 7.2 **Supervisor.** The duties of the supervisor includes, but are not limited to; informing Board Director of weekly maintenance schedule, assigning daily work to maintenance employees, setting job priorities, planning future work, ordering material, conducting interactive pre-shift briefings with employees (including safety concerns), scheduling any training which may be required, meeting with property owners to discuss work needed, counselling employees when necessary and various administration duties which may be required. ****Prioritizations of job assignments may be altered by Board Director at his/her discretion****
- 7.3 **Assistant Supervisor/Lead Electrician.** The duties of the assistant supervisor/lead electrician includes, but are not limited to; requesting material, check on daily job progress, assist technicians when needed,

report to supervisor any issues or concerns and address any electrical issues which may occur. **Supervisor may change job assignments at his/her discretion**

7.4 **Maintenance Laborer/Technician.** The duties of the maintenance laborer includes, but are not limited to; notify supervisor and/or Board Director of any issues requiring maintenance attention, assist/perform minor building repairs, assist/perform utility repairs, assist/perform road/ditch/culvert work and assist/perform different aspects of grounds maintenance, including grass cutting, weed eating, trash pick-up and bath house cleaning. Laborers may also be required to perform equipment maintenance and cleaning when needed. Laborers may be required to operate lawn equipment, backhoe's, Bobcat's, service trucks and various other pieces of equipment. All work is to be performed to all current safety standards.

7.5 **Waste Water Plant Operator.** The duties of the waste water plant operator is to monitor the operation of the waste water plant and perform the sample collections required by the State of Virginia. The operator is required to monitor the electrical, mechanical and piping systems associated with the waste water plant and report any issues to the maintenance supervisor. The operator is also required to perform sample collections from different locations in the system. Some samples are to be tested on site and their readings are to be recorded in log books located on site. Additional samples are to be collected and given to the maintenance supervisor to be transported to a local lab for testing.

NOTE: Workers may be cross trained for different job descriptions to provide greater flexibility for the maintenance department. This may be done at the Board Directors and/or supervisors discretion.

8. General Notes:

8.1 Work orders can be submitted by property owners, maintenance personnel and board members. The work orders are to be submitted to the accounting office for distribution to maintenance. The accounting office will maintain the original copy for their records and provide a copy to the maintenance department. Once maintenance has completed the work order, the supervisor or lead person shall ensure all pertinent

information has been recorded on the work order. The supervisor shall maintain a copy of the completed work order for his/her records and shall provide a copy of the completed work order to the accounting office so it may be filed with the original work order.

- 8.2 Work order prioritization should be based on importance of work being performed. Safety concerns to people and possible damage to property should take precedence over general work.
- 8.3 Jobs may arise which may fall outside of normal work duties. It is up to the Board Director and/or supervisor to determine if job should be performed and who should be assigned to perform the work.

Board Members Concurrence: Signature and date.

TERRY MILLIGAN *Terry L. Milligan*

PAUL HARVEY *Paul Harvey*

ANNE SINGLETON *Anne Singleton*

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