

SURFSIDE HOMEOWNERS ASSOCIATION BOARD OF TRUSTEES - 2010 GOALS

CATEGORY/GOALS	PRIORITY	RESPONSIBILITY	IMPLEMENTATION/TIMELINE
<p style="text-align: center;">SAFETY</p> <ul style="list-style-type: none"> ● Provide safety training – Job and building related ● Safety First for all ● Complete Safety Program Plan 	1	GM Water Supt.	<p>Continue monthly educational sessions with staff through use of safety videos from L & I and any other sources - ONGOING.</p> <p>Ensure that all work places are equipped with PPE, fire extinguishers, first aid kits and any other safety equipment needed to maintain a safe workplace – March 2010.</p> <p>Complete Safety Program Plan and implement all procedures upon completion - March 2010.</p>
<p style="text-align: center;">EMPLOYEES AND STAKEHOLDERS</p> <ul style="list-style-type: none"> ● Customer Satisfaction ● Show leadership to members and staff – Retain open discussion ● Continue cross training of employees ● Maintain lot owner values by implementation of a scheduled maintenance and replacement plan for all Surfside buildings, structures and infrastructure. 	2	GM Water Supt. Board	<p>Ensure customer satisfaction through implementation of office procedures as approved by the Board. Maintain a “customer comes first” attitude. ONGOING</p> <p>Board to support staff as needed and maintain an open door policy with members, staff and other Board members. Project a positive, can do attitude. IMPLEMENT IMMEDIATELY</p> <p>Cross train employees in all departments of Surfside as needed. Avoid an individual staff person solely responsible for a job function. ONGOING</p>
<p style="text-align: center;">ASSETS</p> <ul style="list-style-type: none"> ● Fish & Waterways – finish implementation of fish plan (Bass added to waterways) ● Maintain maintenance schedule. ● Long term maintenance ● Clean up waterways – maintenance plan ● Maintain bridges ● Get more pipe in the ground (4,000/5,280 feet) ● Create completion dates for maintenance items 	3	GM Water Supt.	<p>Initiate contact with Bass fish supplier to obtain fishery supply in spring.</p> <p>Develop maintenance schedule for Water/Field Services operations – JANUARY 2010</p> <p>Set up long term maintenance schedule for buildings, equipment and vehicles – JANUARY 2010</p> <p>Develop maintenance program to clean up all waterways – JANUARY 2010</p> <p>Maintain bridges – INSPECTION APRIL 2009/EVERY 5 YEARS FOLLOWING</p> <p>Continue main replacement project – MINIMUM 4,000 FT PER YEAR</p> <p>Develop timeline schedule to complete identified maintenance issues – JANUARY 2010</p> <p>Update asset inventory report – YEARLY/ONGOING</p> <p>Update depreciation program policy – MARCH 2010</p>

<ul style="list-style-type: none"> • Maintain asset inventory report • Complete update of depreciation program plan 			
<p style="text-align: center;">FINANCIAL</p> <ul style="list-style-type: none"> • Cut costs of water/maintenance department • Reduce budget • Reduce operations budget by 5% • Limit budget to 0% increase • Reduce operating costs • No dues or assessment increase • Live within our means – manage budget so we don't have special assessments • Financial performance <ul style="list-style-type: none"> 1. Keep costs below budget levels 2. Make good decisions on funding • Limit budget • Establish Reserve Fund Policy 	4	GM Water Supt. Board	<p>Reduce costs in all departments with more efficient use of time. Identify specific projects and prepare weekly timeline to identify dates to complete projects. – JANUARY 2010</p> <p>Assess staffing, supplies, equipment and material requirement for daily operations and compare funding needed to achieve with current expenditures in budget line. ONGOING</p> <p>Develop Reserve Fund Policy – MARCH 2010</p>
<p style="text-align: center;">OPERATIONS</p> <ul style="list-style-type: none"> • Address the RV storage as it is impacted by Water Department storage. • Maximize operational efficiencies – Office & Field (do it right the first time) • Water Department – Get and stay in compliance with State regulations and water quality. • Accurate visibility of inventory levels – Water Department • Stocking plan for supplies visible and maintained • Reduce price increase to homeowners by managing business efficiently. • Review complaint process - Streamline 	5	GM Committees - (Land & Buildings and RV/Storage) Board Compliance Officer	<p>Reassess RV Storage Facility – Fees/number of spaces both with power and without. JANUARY 2010</p> <p>Fine tune operations in field and office. Establish goals for individuals and job responsibilities – JANUARY 2010</p> <p>Resolve outstanding issues with DOH with regard to water quality – IMMEDIATE ACTION</p> <p>Set up an inventory plan per building – JANUARY 2010 – ONGOING</p> <p>Set up program to replenish stock as needed – JANUARY 2010 – ONGOING</p> <p>Continue to obtain quotes on material/supplies to obtain best price – IMMEDIATE</p> <p>Review complaint process and streamline through consolidation of functions – JANUARY 2010</p>