



## Community Manager's Year in Review May 2010 through April 2011

The Shelter Bay Community employees continue to carry out day-to-day duties for the general operation of the Community, and to undertake special tasks at the direction of the Board of Directors. Eleven full-time and two part-time permanent staff, in addition to four seasonal pool guards are employed to fulfill the multiple needs of the Community and its subsidiary, Shelter Bay Company.

### OFFICE ADMINISTRATION

Administrative staff provide support to community residents, Board and Committee members, volunteers, and the Manager. Most notable efforts are summarized:

- In conjunction with the Eco-Sense Committee, Kendra Emerson coordinated the fourth annual Shredding Day, held on May 22, 2010, with a successful turnout of an estimated 100 participants, including members of the Swinomish Tribal Community.
- The online Bill Pay feature was launched for payment of monthly billings.
- Office Secretary Britt Gjolmesli provided ongoing monitoring of the Lot Files in the office lobby, noting actions needed to complete the permitting documents, or refunds to be processed. In addition, she supervised the lower pool operations, the summer pool guard supervisor, and pool attendants.
- Britt supported the Community Volunteer Coordinator Zayna Cline with development and maintenance of the volunteer data base.
- Executive Secretary Debbie Byrd provided continuous support to the Board, and the Rules and Eco-Sense Committees, producing meeting agendas, minutes, and resolutions. This year, she was instrumental in doing the needed research and drafting of the language for revised committee guidelines and policy, including research on the Federal Fair Housing Act as it relates to portions of the Community's Protective Covenants. Ms. Byrd also developed the annual election materials and provided valued support at the Annual Meeting/Election in support of the Board Secretary.
- Committee Secretary Pam Foss provided secretarial support for four standing committees and one ad-hoc committee, preparing meeting agendas, supporting documents, minutes, and follow-up phone calls and letters to members.
- Bookkeeper Pat O'Mara accurately maintained the Community and Company financial records, as acknowledged by the Auditor's clean opinion of our financial reports and processes.
- The Manager completed the Community's first comprehensive Capital Facilities Plan, which was adopted by the Board of Directors in March 2011.
- Staff spent significant time coordinating with owners, banks, and servicers in support of foreclosure proceedings and collection of association dues and charges owed on these accounts. Received over \$168K in past due balances (doubtful collections) on these foreclosed properties as a result of diligent effort.

## **COMMUNITY UTILITIES, FACILITIES AND GROUNDS**

The Maintenance Department works to maintain and improve the Community water and sewer utilities, storm water drainage and ditches, greenbelts, recreational facilities, and other common areas and buildings. The crew also supported many of the capital improvement projects throughout the year. Highlights of the annual activity are summarized:

### **Water Utility**

- Submitted initial Water Use Efficiency Report to the Washington State Department of Health, and issued the 2009 Consumer Confidence Report to all water customers in accordance with Washington State Department of Health requirements.
- Mark Eisen and Bob Connolly completed required training to maintain their Water Distribution and Operator Certifications; Mr. Connolly obtained his certification as a Cross Connection Specialist, which is now a requirement of Group “A” water systems such as Shelter Bay’s.

### **Sewer Utility**

- Bob Connolly conducted an educational tour of the Waste Water Treatment Plant (WWTP) for members of the Board of Directors.
- Received certificate of recognition for performance quality of the Waste Water Treatment Plant (WWTP) laboratory. The tests performed and data reported is used by the U.S. Environmental Protection Agency and the Department of Health in determining efficiency of the WWTP, proficiency of our operators, and for certifying the laboratory and the issuance of the WWTP operating permit.
- Robert Vandeventer, Mark Eisen, Herbert Emerson and Bob Connolly completed required training to maintain their WWTP Operator Certifications.
- Submitted the annual Biosolids Report to the Washington State Department of Ecology, and submitted the renewal permit application for the National Pollutant Discharge and Elimination System (NPDES) from the U.S. Environmental Protection Agency.

### **Ditches and Drainage**

- Mr. Connolly participated in a work session with various committee and board members, focused on maintenance of community ditches and the storm water management system.
- Completed drainage system installations along the greenbelt on Skokomish Way and other greenbelt areas.

### **Roads**

- Provided on-site support for the contractor and engineer for the road improvements completed during the Summer of 2010.

### **Other Miscellaneous**

- Supported Committee requests for lot boundary identification, drainage evaluations, greenbelt debris pickup, and surveillance camera system maintenance.

## **MARINA OPERATIONS**

- Processed all quarterly marina rent due to the Tribe/BIA, in accordance with the terms of the Master Lease.
- Harbormaster Brad Exley continues to provide daily monitoring and routine maintenance to the docks. He also oversaw the selection and installation of an aluminum finger dock prototype at Slip B-7.
- Marina Administrator Britt Gjølmesli produced monthly billings to all members, and worked on delinquent account collections.

## **LEASE ADMINISTRATION**

- Continued to provide services to Shelter Bay Company for the administration of the Master Lease and subleases.
- Processed 38 Assignments of Sublease as a result of property sales; 9 Assignments of Sublease for individuals doing estate planning; and processed 24 requests dealing with refinances. Five (5) of the property sales transactions involved foreclosed properties, and there are currently 7 properties in some stage of foreclosure.
- Processed annual Master Lease payment to the Tribe/BIA; and provided record of Assignments of Sublease to the BIA, in accordance with the terms of the Master Lease.
- Annual Sublease billings were added to the new billing system database for the Company.
- Received over \$10,000 in past due balances (doubtful collections) on foreclosed properties as a result of diligent effort.

## **CAPITAL PROJECTS SUMMARY**

Several capital projects were completed during this year, or are currently underway, as summarized:

- Additional Electrical Service Connections in RV Storage Lot - The work was completed, adding electrical service to sixteen (16) stalls.
- Road Improvements – Road improvements were made throughout the Community, including Klamath Drive (near Martha's Beach), Shoshone, Klickitat, Snoqualmie, Chilkat, Queets, Spokane, and several locations for repairs on Shelter Bay Drive, in addition to work at the front entrance.
- Division 2 Tract L North Basin Spot Dredging – Permits from the Army Corps of Engineers and Swinomish Tribe have been obtained, and a contractor work scope is under development to be issued with Requests for Proposals, with the goal being to obtain responsive proposals and completing the work within the next open-water window running from July 16, 2011 through February 15, 2012.
- Drainage Treatment – To prevent the re-accumulation of sediment in the North Basin and marina, upland drainage systems and catch basins have been installed at the outfalls near Lots 169/170, and 149/150. Drainage pipe and catch basins are being installed through the golf course, and should be completed in the near term. A storm water treatment installation is planned for the discharge point near Lots 146/147, and will require engineering support to size and specify the design. This work is planned for Summer 2011.

- Lower Pool Replaster – The lower pool was replastered last fall and has been curing over the winter months. The pool will be ready for the upcoming 2011 season.
- New Computer for Office Secretary – A new computer was procured and successfully installed for the Office Secretary, to replace the outdated 6-year old system. The new computer has updated software and performs at a much faster rate, thus improving overall efficiency.
- Water Booster Station Improvements – The services of CHS Engineers have been retained to develop the detailed specifications and bid package for the replacement of the old and inefficient pumping system in the pump house located at the maintenance shop. The project schedule targets Fall of 2011 for completion of the project which will involve the installation of a temporary by-pass and pumping station to sustain water distribution while the new pumps are permanently installed inside the pump house.
- Greenbelt Landscaping – The greenbelt between Lots 205 and 206 has been landscaped with low maintenance native plants, designed to grow with a low height profile so as not to obstruct view for uphill residents. The project is nearly complete with only the placement of additional bark chips needed to finish up the fresh and natural look of this greenbelt.
- Emergency Driveway – The county permit has been obtained, and a contract awarded for the construction of a gravel driveway located off of Pull and Be Damned Road and Shelter Bay Drive, near Lillooet Court. The work will be completed prior to mid July of 2011.

Respectfully Submitted,



Judy Grosvenor  
Community Manager