

# Repair and Maintenance Mandate

Consensus October 3<sup>rd</sup>, 2015

## **Mission**

The Repair and Maintenance (R&M) Team is responsible for keeping the Trillium Hollow constructed property in good working order. This includes the monitoring, maintenance, repair, and/or replacement of physical property systems and components that sustain the community. R&M efforts seek to enable the community to maintain low costs of operations while maximizing the life expectancy and intended functionality of common elements, critical infrastructure, systems and components.

## **Composition/Membership/Organization**

We strive towards a standing team of 6-10 members. Its members are volunteers and can serve as long as they choose. Although no special skills are required to be on the R&M team, members need to be willing to find their role in one or more of the following:

- Provide administrative oversight and/or support to organize R&M work efforts through convening and/or facilitating meetings, note taking, posting meeting minutes, and communicating with community members
- Actively engage in learning and monitoring critical systems and components
- Act as project managers for insourced and/or outsourced maintenance, repair, and/or replacement
- Assist project managers as needed

The R&M team selects a team lead that is prepared to serve for 24 to 36 months. The team lead is responsible for managing team operations with consideration given to individual strengths and availability. The leader keeps the team on task by ensuring adherence to the R&M Maintenance Program and Procedures. Further, the team lead ensures R&M reporting to the HOA:

- A review of tasks completed
- Upcoming projects
- Team members' contributions
- Requests for new team members
- Requests for non-team member assistance for special tasks

We operate with a convener responsible for calling meetings, drafting agendas, etc., and team members who volunteer to take responsibility for each of our tasks and projects.

Valuable member qualities include cooperative team-centered interpersonal relationship traits, logical deductive reasoning and troubleshooting skills, attention to detail, capacity to comprehend complex systems, project management abilities, and resolve to follow a task through to completion.

## **Meetings**

R&M meets bi-monthly at a minimum to discuss and acknowledge work accomplished since the last meeting, to cover topics of interest and ongoing projects, and introduce new projects to be undertaken by the team. R&M also holds meetings as needed to address failing or failed systems or components requiring time-sensitive maintenance or repair services.

## **Transparency**

Team meetings are open to all community members. We report to the community through our published meeting minutes, which include the status of projects, decisions, and expenditures. Additionally, R&M strives to communicate all planned and unplanned repair efforts, especially when it applies to life safety systems or critical utility outages.

However, emergency meetings are not generally advertised due to time constraints. R&M will specifically invite individuals from Legal/Financial, Landscape, and/or Buildings and Grounds as applicable to the emergency situation at hand. Emergency situations directly affecting the community (e.g. loss of hot water, inoperative elevator, etc.) will be communicated by a single source R&M advocate to avoid confusion and provide team members the time and space they require to address the situation in the most time efficient and cost-effective manner.

## **Functions/Responsibilities**

The R&M team is responsible for all tasks related to the maintenance of, and repair and replacements to the general common elements of physical structures that are not already covered under the purview of other team mandates. To clarify, a few teams have taken on the responsibility of some Reserve Study maintenance plan items (e.g. gutter cleaning). R&M is responsible for all other Reserve Study maintenance plan items. Further, R&M will accomplish additional tasks the team feels are important to the overall functioning of Trillium Hollow property. Specifically, R&M will:

- Assess and provide annual input to the Reserve Study maintenance plan
- Develop, implement, and maintain Trillium Hollow Maintenance Program and Procedures informing and expanding upon the Reserve Study maintenance plan to insure the maximum useful life and optimum performance of components
- Oversee and support the Workshop subcommittee to:
  - Equip and maintain the Workshop
  - Provide safety and operating guidelines
  - Organize the workshop for maximum utility
- Oversee and support the hot tub subcommittee
- Maintain a list of emergency service repair contacts and preferred contractors
- Prepare annual budget; anticipate and include future anticipated expenditures in the annual budget preparation
- Manage outsourced services: inspection, maintenance, repair, and replacement services
- Manage service contracts and insurance claims in coordination with Legal/Financial

- Collaborate maintenance and repair efforts that are crosscutting with other teams' areas of interest (e.g. Landscape, Buildings and Grounds, etc.)

Resident generated service requests pertaining to non-emergency and non-common areas are not R&M's responsibility.

### **Authority and Funding**

The team is empowered to self-organize to perform its work and make decisions in a cost-effective manner while maximizing the useful life of and optimum performance of systems and components.

For life threatening emergencies, call 911. For maintenance emergencies or system outages, a minimum of three R&M Team members are required to make an assessment of the skills or licensing needed to perform the tasks to determine whether R&M or an outside contractor should be used to perform the work. If there is no consensus or less than three R&M Team members are available, an outside professional must be used or an emergency R&M meeting held, time permitting. Non-emergency maintenance and repair decisions require a team meeting.

The R&M Team is authorized to make all decisions involving routine and preventative maintenance, and scheduled and emergency repairs involving costs that fall within its approved operating budget without approval of the plenary (DLA Level 4). Emergency repair work, as defined in the R&M Maintenance Program and Procedures, is authorized if it does not exceed HOA contingency fund limits and/or reserve funds if applicable (DLA Level 3); R&M will bring to the plenary if time allows. All non-emergency repairs or replacements exceeding its approved operating budget reserves must be brought to plenary (DLA Level 1 or 2 as defined in the Legal/Financial mandate). Reserve projects and their associated costs will be communicated and completed as required.

Funding comes from the Trillium Hollow annual operating budget and reserves. The R&M team will present its annual budget, including capital projects and their estimated costs in order of priority, for community approval at the annual budget fair.

### **Emergency Powers**

In an emergency situation that impacts common property, R&M will coordinate with the Legal/Financial Team to respond to the emergency, including: contacting insurance, signing contracts for emergency repairs, and negotiating with contractors if necessary.

#### **Resources:**

Reserve Study Maintenance Plan  
Maintenance and Repair Records

#### **Addendums:**

Trillium Hollow Maintenance Program and Procedures  
R&M Emergency Service Repair Contacts and Preferred Contractors  
Contractor Information Sheet