



Ponderosa Community Club Association Manager Report for 2017

Following is a partial list of work highlights completed during 2017.

- Fill Potholes
- Well # 2 wiring repair
- Well # 2 clean rheostat
- Nitrate test
- Sweep Roads & Clean Ditches

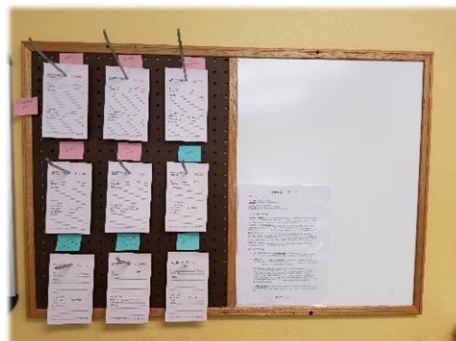


- Lariat tree removal
- Calibrate prv's
- Exercise emerg h20
- Burn/clean up pile
- Flush hydrants
- Flush blowoffs
- Exercise dist valves
- Booster pump building
- Clubhouse Water Leak

- Clean park area & Set up volleyball
- Clean up maintenance area
- Lawnmower repair
- Water chamber leaks & repairs
- Stetson stop sign
- Sprinkler system
- Fire dept septic locate
- Open & Close Pool 7 days/wk
- Well draw down test
- Repair Big Toy



- Interstate truck project
- Meter readings
- Saddle & Cayuse Tree removal
- Annual Water Quality Report
- Complete 2nd Water Mgr. Cert
- Initiate work order system

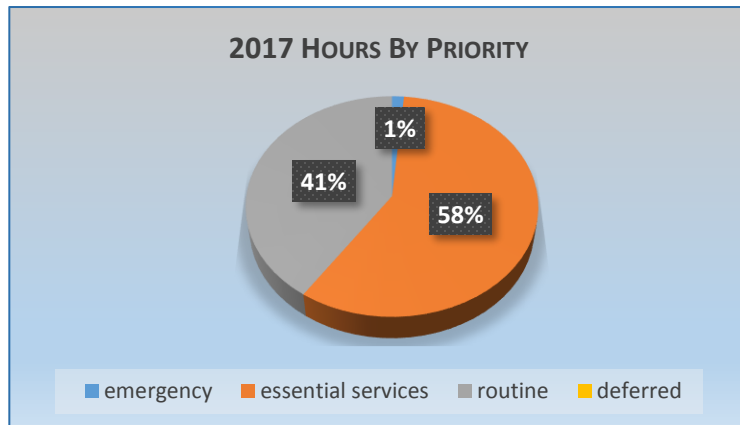


PRIORITY 1 - EMERGENCY: Service requests that are submitted to report conditions that affect the life, health or safety of members of the Community **or** conditions that present a potential safety or health issue that may become an emergency if not addressed within one work day.

PRIORITY 2 – ESSENTIAL SERVICES: Daily, weekly, monthly, or seasonally assigned tasks that support maintenance activities for Community assets such as the water system, pool, buildings & grounds, and roads & equipment. Includes Fixed tasks, (work that needs performed on a regular basis)



PRIORITY 3 – ROUTINE: Routine maintenance reflects the majority of requests for work and/or information services received from Community Members and Committees. This work is scheduled on a First-In/First-Out basis in coordination with pending scheduled work, including higher priority items and emergency work. Includes Events (work that is unrelated to asset maintenance or corrections)



PRIORITY 4 – DEFERRED: Service requests submitted for “special projects” can be prioritized as deferred, pending receipt of funding and/or Board Approval.

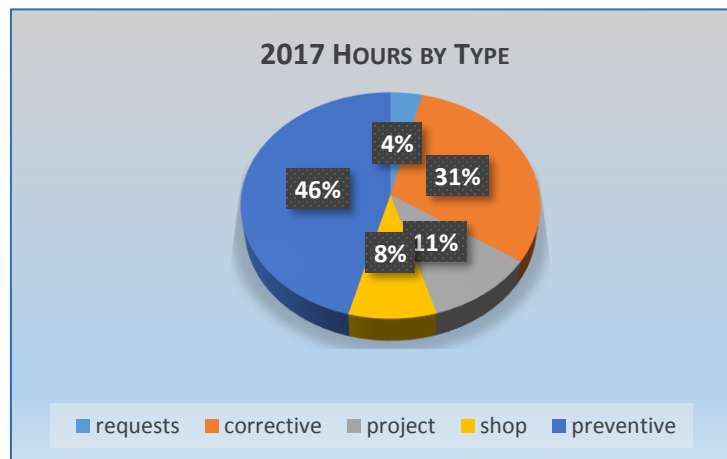
Administrative & Managerial

Be sure to congratulate Andy Lee, who with the support of the Ponderosa, completed the difficult course work & testing to earn The Water Works Operator Certification - so we now have 2 qualified operators for our system!

Administrative & Managerial

Jillana and I had some office projects in 2017 also. We reviewed all the records pertinent to the lawsuit to provide for our legal team, we are busy bringing numerous policies and procedures up to date for inclusion in our new webpage, and we have reconfigured both our computers and bookkeeping ledgers for improved supervision and control.

- Service Work** (customer requests)
- Corrective** (restoring a failed asset)
- Project** (ongoing multi day tasks)
- Shop Time** (cleaning, procurement, paperwork, travel time, meetings)
- Preventive** (proactive orders designed to prevent failure)



Winter Office Hours: Tues. – Sat. 12pm – 5pm – closed Sunday & Monday Office and non-emergency message phone 763-0320, and pccmgr@nwi.net or pccoffice@nwi.net