

RCSCW

SUN CITY WEST STANDARDS PLAN



January 1, 2014

OBJECTIVE:

The objective of this facilities maintenance and cleaning plan is to develop and represent acceptable ideals for the care and maintenance of the four recreation centers, seven golf pro shops, fairway restrooms and maintenance buildings. It must be understood that his plan is flexible and dependent on the best efforts of the Maintenance Superintendent and crew, and the Recreation Manager and crew to implement the following procedures attentively and with common sense. These objectives will be met within an overall annual operating and capital maintenance budget prepared by the Maintenance Superintendent and the Recreation Manager, and approved by the General Manager and the Board of Directors.

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AIR CONDITIONING (HVAC)



Conditioned air is our #2 priority next to safety; we have over 225 HVAC units throughout all of our facilities and with that, staying on top of a good PM program is a must. We use an Alerton control system to assist us with most of the HVAC units at the 4 Recreation Centers. The system keeps track of the run hours of each individual unit and gives a filter alarm when then preset hours have been reached. The alarm indicates that the A/C units filters need to be changed. All other units that are not controlled by this system have filters done on a weekly to monthly basis depending on the use of the area.

All HVAC units are kept running in good condition by keeping filters changed, replacing parts when needed and replacing units that are in need of extensive repair and are beyond the recommended service life.

All HVAC repairs are prioritized and then performed in a timely manner with the goal of maintaining a comfortable conditioned space at all times.

ROOFS



All roofs are cleaned and repaired as needed by our staff or vendor, most roofs are under warranty by vendor, and so all warranty repairs are made by the vendor.

PAINTING

All painting of exterior and interior of buildings, perimeter walls and ornamental iron is performed on an as needed basis and done in house by Facility Maintenance staff, before beginning any type of painting the surface area to be painted is pressure washed, cracks are caulked and any stucco repairs made. It is then primed if needed and then painted



All paint colors and paint brand are logged and colors are on file at Sherwin Williams. Extra paint is stored at facilities maintenance for quick touch ups when needed...

STRUCTURAL REPAIRS / REPLACEMENT (doors, windows, floors)

Most all repairs and adjustments to doors including closures and locks are performed by facilities maintenance staff on an as needed basis, with the exception of automatic open-type doors. These types of doors are repaired and maintained by a qualified vendor.

Replacement of any glass in windows or doors is performed by a qualified vendor.

All hardwood floors are repaired by qualified vendor all other flooring types are repaired by facilities maintenance staff which also includes any ceramic tile on both floors and walls.



MECHANICAL REPAIRS / REPLACEMENT (plumbing, electrical, lighting)

Mechanical repairs such as plumbing issues and minor electrical issues and changing out burned out lamps and ballasts are handled by the facilities maintenance staff. Plumbing fixtures, drinking fountains are repaired or replaced as needed. We keep a few new replacements on hand for quicker response.

We also make sure our lighting is up to date with the current energy efficient lamps and ballast. We have changed out all of the older T-12 fluorescent lamps to T-8 fluorescent lamps and electronic ballasts, also use LED lighting where needed. Facilities Maintenance purchases all lamps and keeps a stocked supply of all lamps and ballasts used throughout the facilities.



Other Build. Equip. (Security, Fire Alarm / Suppression Systems)

All fire alarm and suppression systems in all facilities are monitored and maintained by Diamond Fire. They are inspected and flushed annually and monitored 24/7. Any repairs are performed on an as needed basis and are budgeted for by Facilities Maintenance. The monitoring facility has an emergency call list they refer to in the event of an alarm. Staff is then notified of the alarm and can respond accordingly.

Security systems are also monitored by Diamond Fire but are maintained by staff and vendor depending on the problem. All security codes are logged and issued by Human Resources Manager and then sent down to the Facilities Maintenance Superintendent to be entered into the assigned security system for that facility. When an employee is terminated the code is removed and marked as used so it does not get re issued to anyone else.



Exercise Equipment Maintenance

Cardio equipment is on a replacement rotation every 3 to 5 years, which keeps repairs down. Any repairs under warranty or not are usually performed by a vendor.

We take care of the maintenance on all other pieces of equipment. We have an inventory of common parts that wear frequently to keep the equipment up and running.

Our goal is to minimize down time, which can be difficult if waiting on parts as some even come from overseas.

All pieces are inventoried and marked with a distinct identification number and repairs are logged for each piece.

We are implementing a Preventative Maintenance program through a local fitness vendor in July 2014; this will reduce down time and keep cardio pieces running longer.



Swimming Pools and Spas Maintenance

The chemistry of all pools and spas are on an automated system, this system takes constant readings of the chlorine and ph. levels and then dispenses chemicals as needed.

We check each of these systems twice per day, every day for accuracy along with the water temperatures. Temperatures are adjusted as needed. Automated systems are cleaned and adjusted every two weeks and the sensors every 6 months.

Filter media is changed on an as needed basis.

Spa water is changed every month on large spas and twice per week on small spas.

Circulation and booster motors are replaced as needed using spare motors in inventory for quicker change out with less down time. The burned out motor are then re built by our staff and returned to the shelf.

All bodies of water are chemically kept within the range that is set by the Maricopa County Public Health Department Codes and they field verify each body of water on an annual basis. We perform a complete water test on each body of water on a weekly basis to assure total balance of water.



Equipment Room for RHJ Pool and Spas



PERSONNEL



(L-R) Kerry Bond-Tech 2, Dave Sorden-Tech 2, Mike Bauserman Supervisor, Russ Boston-Superintendent, Jose Urrea Tech 2, Larry Sypniewski-Tech 2, Don Fulton-Tech 2, Bruce Gratto-Tech 2, Byron Jones-HVAC Tech, Caton Baxter-Tech 2, Carlos Basulto-Supervisor, Ken Crandall-Tech 2, Sandy Lueck-Office Coordinator, Byron Jones Sr.-Tech 2, Carlos Murillo-Tech 2

SUPERVISORS

Both supervisors are on site during normal work hours to direct and supervise the facilities maintenance staff. Mike Bauserman is a certified trainer for fork lift operator and hydraulic lift, also is one of the competent persons in our excavation program. Carlos Basulto who is in charge of pool operations is certified in both AFO (Aquatic Facilities Operator) and CPO (Certified Pool Operator).

STAFF

The supervisors will provide a well-trained and experience staff to perform the duties and functions of the facilities maintenance program. All work will be performed in accordance with industry standards and applicable safety regulations. All maintenance work will be performed so as not to unduly disturb residents, clubs or their patrons.

CLEANING

Recreation Facilities have a 24 hour crew who clean all the recreation centers. Facilities normally close at 9 pm and reopen at 6 am. A night crew takes care of cleaning the swimming pools, spas, locker rooms, and fitness facilities 10pm to 6 am. This gives us the opportunity to clean, sanitize, and disinfect all areas that have heavy usage.

During the day hours, housekeeping continues to refresh restrooms, locker rooms, and classrooms. All large rooms such as the Summit Halls at Palm Ridge and the Social Hall at RH Johnson are cleaned before and after every meeting. These rooms are often flipped three times during one day. Staff is available whenever a facility is open to clean up any problem areas.

Each facility has their own staff of housekeepers and facility assistants. It takes a trained crew to insure that best practices are used in all areas of cleaning. Environmentally friendly chemicals are used, we strive to use LEED and biodegradable products. Given that we service a senior community it is important to be aware of any fumes or smells that cleaning products may produce to reduce any breathing hazards.

Golf Course Club houses and restrooms are cleaned after hours, and there is no need for a 24 hr crew.. Club houses close at 5pm and the crew then comes in to clean. Best practices are used in regards to sanitizing and disinfecting all surfaces, vacuuming, and dusting.

During the summer time when usage is less, deep cleaning takes place. Floors are stripped and waxed, carpets are shampooed, vents are cleaned as needed. Windows at Palm Ridge are contracted on a quarterly basis. Courts such as Pickleball, Tennis, Platform Tennis are blown on a regular basis and cleaned with water on an as needed basis in line with our water conservation effort.

Following is an itemized list of some fixtures to give you an idea of scope:

TOILETS	205
URINALS	67
SINKS/FAUCETS	216
SHOWERS	86
DRINKING FOUNTAINS	117

RENOVATIONS

Competition among Active Adult Retirement Communities continues to impact decisions made by seniors on where they wish to retire. In order to remain competitive it is important that all our facilities reflect the active adult lifestyle and are following current trends in design and look. As facilities become dated, the Association has taken a proactive stance on renovation.

All restroom facilities at all the Recreation Centers have been updated or on a schedule for update. This includes current design in fixtures, color, and features.

Renovations to particular rooms take place as age and wear and tear demand. The 5 year replacement study is relied on to determine in a predictable fashion when renovations need to take place.

Redesigning of areas is addressed as trends and needs arise. Recreation trends and community input determine space redesign based on usage or future usage. These redesigns speak to the progressive nature of the community to remain current and viable.

