

Heritage Hills Neighborhood

Property Manager Official Statement of Work and Expectations

The Property Manager of Heritage Hills will be responsible for the general management of the Heritage Hills neighborhood. Per Article 14 of the Declaration of Covenants, Conditions and Restrictions for Sahalee Hills Division 1 (“CCR’s”), any contract for services of the Property Manager may be terminated by the Property Manager or Heritage Hills Board of Directors (“the Board”) without cause or termination fee. In no instance will the contract term exceed three years. Notwithstanding the foregoing, in the event of a termination of services between the Board and Property Manager, the Board and the Property Manager shall make good faith attempts to minimize any disruption of services to the Heritage Hills neighborhood.

The Property Manager role and responsibilities shall include, but not be limited to:

1. Attend board meetings, present property manager report, and assist in administrative tasks.
2. Provide monthly written reports to the Board on the condition of the properties and the status of ongoing projects.
3. Maintain good public relations throughout the neighborhood and interact with board members, homeowners, and the contractors in a positive, respectful and professional manner at all times.
4. Solicit bids from and meet with contractors as directed by the Board.
5. Coordinate and oversee regular contract workers such as landscaper, maid service, and pool maintenance.
6. Coordinate and oversee special contract workers such as tree services, construction, tennis court and sport court maintenance and power washing.
7. Coordinate and oversee tasks with neighborhood volunteers including Block Captains, the Block Captain Coordinator and neighborhood greeter.
8. Coordinate and oversee special projects such as community service for resident youth and Eagle projects.
9. Coordinate and oversee distribution of pool keys when re-keying is necessary.
10. Regularly walk the neighborhood and park and trail system to check on the condition and maintenance of the common areas and properties.
11. Maintain contact with insurance carrier, fire protection, police department, and other agencies having jurisdiction over property to ensure the association is complying with codes and regulations of each agency.
12. Coordinate and oversee the operation of the pool during the summer season including but not limited to scheduling pool opening, scheduling and implementing placing of pool furniture and arranging for plantings in the pool planters, necessary repairs, scheduling of maintenance of heaters, filters, etc. Stock and maintain the pool first aid kit. Stock and

- maintain restroom paper products and light bulbs. Meet with the King County Health inspector for pools two times per season or as otherwise required by King County. Minimize unplanned pool closures. Close pool at end of season.
13. Coordinate and oversee with volunteers to schedule the swimming pool solar covering and provide back up.
 14. Provide back-up for pool chemical checks on summer weekends and as needed on other days. Train weekend chemical check persons.
 15. Coordinate and oversee the installation and removal of holiday decorations throughout neighborhood.
 16. Coordinate and oversee the Heritage Hills garage sale including online advertising and the purchase and distribution of balloons.
 17. Provide logistical support for community activities including the Easter Egg Hunt, Fourth of July parade and Family Campout. Facilitate and oversee volunteer committees as necessary
 18. Investigate resident disturbances, violations, or complaints, and resolves problems in accordance with regulations established by Board of Directors.
 19. When authorized by the Board, respond to resident inquiries and concerns. This includes Heritage Hills' voice mail and email checked daily. The Property Manager may not speak on behalf of the Board unless specifically authorized to do so.
 20. Provide back-up for regular refuse collection.
 21. Make small purchases for the Association as needed. This includes minor repair items and periodic replacement of small tools such as brooms for the tennis courts, paper products for the restrooms, test chemicals for the pool, first aid supplies and holiday decorations. Periodically purchase replacement keys for distribution to new homeowners and to replace lost keys.
 22. Identify, schedule and provide proper notice of meeting places for the Annual and Regular association Board meetings. Place sandwich board signs at entrances as needed for special events, meetings and the garage sale. Deliver sandwich board signs to residents who desire to borrow them for personal garage sales.
 23. Coordinate and oversee the check-out and installation of the volleyball net on the sport court for family or community use.
 24. Serve as a concierge for the neighborhood - residents are welcome to call with questions about the neighborhood, services, sources etc - find the answers for them.
 25. Coordinate and oversee the various volunteer committees, including but not limited to the architectural control committee. The Property Manager is responsible to ensure that each committee has an active chair person designated. In the event there is no designated architectural committee chair person, the Property Manager shall act as the architectural chair person and report directly to the Board regarding those duties.
 26. In addition to the above expectations, the Property Manager shall perform any reasonable work requested by the Board that falls within the Property Manager's qualifications but not otherwise specifically described herein.