

**Operations Committee
Policies and Procedures
Ludlow Maintenance Commission, Inc.
Adopted - September 15, 2007**

A. Authority and Jurisdiction

The LMC Board of Trustees recognizes the Operations Committee as one of the standing committees of the Association. Acting under Bylaws, Article V, Section 1(c), the board has delegated to the Operations Committee the responsibility for monitoring board-approved standards of aesthetics, safety and maintenance for all buildings, grounds and physical facilities of the corporation except those undeveloped greenbelt areas that are managed by the Greenbelt Committee. In addition, the committee is directed to monitor the appearance of individually-owned developed properties, as outlined in Rules and Regulations – Regulation I, Land Use.

B. Committee Mission

1. Monitor the operation and maintenance of all buildings, grounds, and physical facilities of the corporation.
2. Monitor common areas and amenities throughout the community to maintain the beauty, safety and serenity of the area for the benefit of all. This includes but is not limited to: Beach Club and Bridge Deck buildings and grounds; Kehele Park, tennis courts, sports courts, parking areas, and RV storage lots.
3. Monitor individually owned properties for exterior appearance and maintenance except when under construction during which time the Architectural Control Committee shall be responsible.

C. Organization and Reporting

The committee shall be reorganized following the Association's Annual Meeting each April. The committee shall be composed of at least five members who shall be approved by the board, and include two trustees. The LMC General Manager shall be an ex-officio member of the committee. The committee normally meets twice each month. The committee chair or delegated secretary shall maintain a list of current members and keep written minutes of its meetings, which shall be submitted to the board prior to its regular monthly meeting. The chair shall guide the committee to develop its own objectives and plan of action. These objectives and plans shall be periodically reviewed by the committee.

D. Operating Principles

1. Meetings are normally held twice each month at the LMC Beach Club. Contact Beach Club staff for specific dates and times.
2. The committee shall review its policies and procedures annually and submit any proposed changes to the board for approval.
3. The committee shall review facility policies annually and submit any proposed changes to the board for approval.
4. Operations Committee meetings are open meetings and member input is welcome.

5. Committee members shall be assigned an area of North Bay and monitor, at least monthly, individually owned properties for exterior appearance and maintenance in accordance with LMC Rules and Regulations.
6. The committee shall work with the General Manager to coordinate and facilitate amenity and facility needs of the LMC properties.
7. Effective May 19, 2007, all tree and view issues are referred to the Architectural Control Committee of LMC.

E. Duties of the Chair

1. Develop a calendar of meetings.
2. Prepare meeting agendas. Agendas will be sent out to members of the committee, via email, in a timely fashion prior to the meeting.
3. Preside at committee meetings. If, for any reason, the chair cannot be present at a meeting(s), the responsibilities of chair will be delegated to another member of the committee.
4. Ensure that an accurate record is kept of all meetings. In accordance with the LMC Record-Keeping policy, the committee shall provide the General Manager a copy of approved minutes/records of all committee meetings. Preparation of minutes may be delegated to a committee member
5. Communicate and report to the Board of Trustees on a regular basis.
6. Send letters of violation to LMC members as needed.

F. Enforcement Procedures

When the Operations Committee members observe a violation or a violation is reported to the committee by an LMC member the following steps will be taken by the Operations Committee.

1. The suspected violation will be placed on the agenda for discussion at the next committee meeting. Following discussion, the committee will decide whether it is appropriate to proceed to item #2 below for additional investigation or to proceed to item #3. (Violations of LMC Regulations that have a time limit, such as RV parking, will be brought directly to the Operations Committee chair and General Manager so that a violation form letter can be sent to the property owner.)
2. If an LMC member reports a violation, two members of the committee will be assigned to investigate and will report back to the committee at the next meeting.
3. Following investigation, if it is agreed that a violation has occurred, a letter will be sent from the committee chair to the owner of the property that identifies the specifics of the violation and a deadline for compliance.
4. If the owner of the property resides in Port Ludlow and has not achieved compliance within the allotted time, the committee will make a good faith effort to schedule a face-to-face meeting with the owner and two committee members. This meeting shall be documented by the committee members. If the owner of the property is not a resident of Port Ludlow, a second letter will be sent again identifying the specific violation and a set deadline for compliance.
5. If after the above steps have been followed and compliance still hasn't been achieved, the Operations Committee will inform the property owner by mail that this matter is being forwarded to the LMC Board of Trustees for their action.