



Landfall

LANDFALL COUNCIL OF ASSOCIATIONS
(LCOA)

OPERATIONAL GUIDE

Recommended by the LCOA Finance Committee & Approved by the LCOA Board of
Directors.

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Council of Associations Mission Statement

The mission of the Landfall Council of Associations (LCOA) is to promote the safety and welfare of the residents and provide for a high quality of life within the Landfall Community. The LCOA will coordinate functions of the owners' associations within Landfall and provide for the maintenance, preservation and control of the shared common areas.

This will be accomplished by providing leadership through the governance structure as detailed in the Master Cross Access Easement and Maintenance Agreement. Homeowner associations have delegated certain powers and authority to the LCOA to coordinate the maintenance, preservation and control of the shared common areas within Landfall.

The LCOA will maintain the community's appearance, infrastructure, security, and financial health, and enforce appropriate standards in order to sustain the beauty, character and architectural integrity of our community.

The LCOA will continue to foster and encourage positive relationships within the greater Wilmington community and all applicable governmental agencies.



Council of Associations Long Range Operations Plan

This plan is designed to serve as the primary guide for the Board and Committees to provide directions for setting priorities for management, development of annual budgets, and for exploration of best practices and technology to achieve a first class community. The following areas of focus and objectives have been identified to assist with support of these goals:

SECURITY

The LCOA recognizes the significant value and level of importance that residents expect from our Security Department. Using a community friendly approach with a high degree of professionalism, the Security Department provides:

- 24 hour controlled property access
- Periodic assessment of perimeter areas
- Vehicle patrols
- Resident house checks available upon request
- Emergency response in coordination with local authorities
- Traffic management
- Enforcement of Rules and Regulations including pet control

To accomplish the above stated goals, the LCOA will:

- Review annual staffing requirements
- Assess staffing performance and training requirements
- Provide training access and resources
- Maintain CPR/First Aid certifications
- Implement perimeter security recommendations
- Explore security best practices and technology

INFRASTRUCTURE MAINTENANCE

The shared common areas and infrastructure within Landfall will be maintained to ensure that the integrity of these facilities is preserved. The LCOA will:

- Evaluate road conditions and resurface, repair and stabilize road systems according to the 30 year road maintenance plan
- Monitor, evaluate, repair and maintain storm water drainage areas according to the annual budget plan
- Maintain all street lights with bi-weekly evaluation of security reports
- Evaluate retention ponds to ensure compliance with the Retention Pond Guiding Principles:
 - Maintain water quality and manage storm water systems
 - Stabilize pond banks where Landfall COA infrastructure is threatened
 - Control water levels in ponds when needed to maintain water quality, manage storm water systems, or protect the Landfall COA infrastructure
 - Interact with individual property owners or associations that may contract with Landfall COA for additional pond related services, some of which may require Architectural Review Committee (ARC) approval (bank improvements, water level, aesthetic enhancements, etc.)
- Review grounds and facilities, sidewalks, and nature trails annually

COMMUNITY APPEARANCE

The overall natural and scenic beauty is a significant element of the Landfall community. In an effort to continue this accomplishment, the LCOA will:

- Perform common area maintenance as required
- Beautify the shared common areas using seasonal plantings
- Perform ongoing ARC maintenance inspections of Landfall homes and landscaping for compliance with Landfall's Rules and Regulations

BUILDINGS

Evaluate and maintain all Landfall COA buildings to the LCOA standards in conjunction and in accordance with the Capital Improvement Fund Reserve Study.

EQUIPMENT

Evaluate and maintain all LCOA equipment and vehicles as required. All equipment and vehicles will be serviced and repaired as needed to ensure premium operation and safe working conditions.

FINANCE

The LCOA is committed to providing timely, accurate, clear and complete information by conforming to the highest level of ethical standards for financial governance. The LCOA will:

- Contract and provide for a third party annual independent audit
- Develop operating budgets
- Work closely with the LCOA Committees including Covenants & Security, Architectural Review, Communications, Finance and Building & Grounds for recommendations of the annual capital priorities
- Utilize periodic competitive bidding for all capital expenditures and service contracts above \$10,000 excluding services such as legal and financial
- Formulate and review the reserve study annually in order to maintain reserves that assure funds are available for the repair and/or replacement of major shared common area components, and for any unforeseen situations with a current target annual balance of \$3,000,000 to \$5,000,000.
- Follow the delinquent assessment Financial Collection Policy

EMPLOYEES

It is recognized that the employees are the LCOA's greatest asset. In order to assure premier implementation of the objectives identified herein, the COA will:

- Review annual staffing requirements
- Assess staffing performance and training requirements
- Evaluate wage scale annually for each specific employee position to ensure we are providing competitive, at a minimum, median wage ranges to retain and acquire quality staff
- Provide training access and resources
- Recognize employees who perform in superior or outstanding manners
- Maintain quality of supervision

RESIDENT SATISFACTION AND PARTICIPATION

The LCOA is dedicated to achieving a high level of resident satisfaction. The LCOA will:

- Perform resident satisfaction surveys at least every three years and evaluate suggestions for improvement
- Maintain long term cooperation with the Country Club of Landfall through regular meetings
- Include the Landfall COA Operational Guide on the community website
- Utilize the communications technology to keep owners informed of significant items of interest
- Identify and encourage residents who are willing to be members of the LCOA Board, LCOA committees and community volunteers
- Encourage resident attendance at annual/community meetings