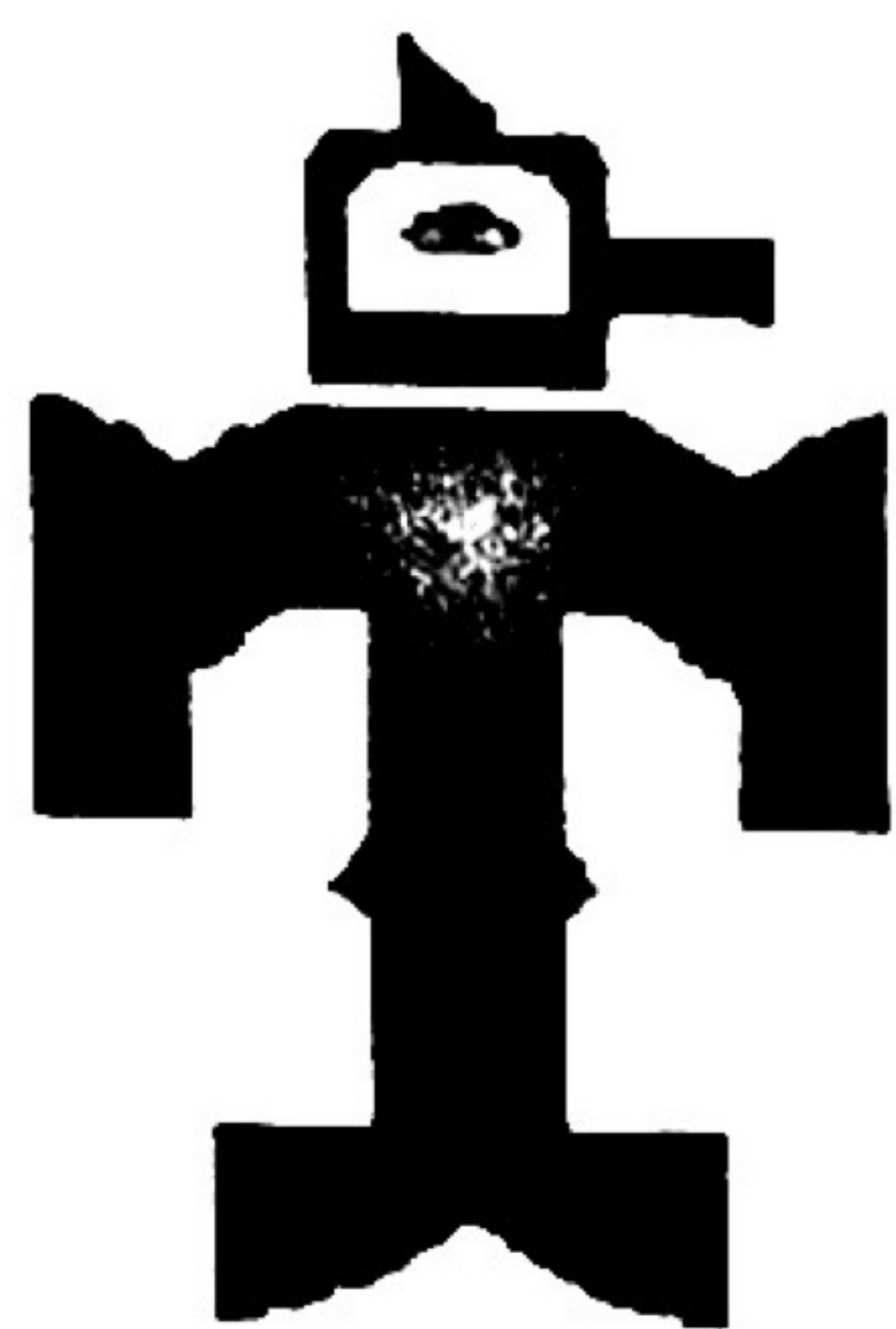




Totem Pole Park

Condominium Owners Association

4 Totem Pole Rd. Freedom, NH. 03836

Operations Manual

Revision 6.0

Dated: May 1, 2023

Approved and Issued by: Totem Pole Park Board of Directors

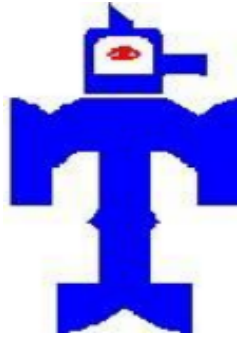
President: Kimberly Lauranzano

Members:

Scott Crockett
Rick Danforth
Valerie Morse
Tom Nagle

Kimberly Lauranzano
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Appendix A to the Management Company Contract Revision 2.0



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PREFACE ~ THE OPERATIONS MANUAL

• PURPOSE

The Operations Manual, (otherwise identified as the Manual), is designed to be used as a minimum requirement, unless stated otherwise, for Management Companies, (otherwise identified as Management), who are bidding. It is also an appendix to the Management Contract for all aspects of the operation of Totem Pole Park, (otherwise identified as TPP or the Park). In addition to being enclosed in the original bid packages sent to prospective Management Companies, it shall be made available to both the Management Company and TPP's Board of Directors, (otherwise identified as the Board or Directors), at other times.

• FORMAT, LAYOUT, AND DESIGN

The Manual is organized by season, beginning with the operation and closing of the Park during the Late Season. It then continues with Off Season operations and opening of the Park, Early Season operations, and, finally, Park operations during the Peak Season. The remaining sections of the Manual discuss the water system, sewer system, electrical, telephone and a brief overview of the cable TV system. Sections 2 through 5 are designed to be used as guidelines for operational aspects of the Park, while sections 6 through 9 have been developed primarily to aid in the understanding, maintaining, and operation of specific systems. Chapter 10 contains diagrams, forms, specific care instructions, etc.

• USING THE OPERATIONS MANUAL

It is recommended that any potential candidate considering applying for the position of Management Company read this Manual in its entirety prior to submitting a bid for management services. When a new Management Company is selected, the Manual should again be read in detail by the Management Company. Any questions regarding specific functions or operations which may not be clear shall be discussed, and then resolved, with the TPP Board of Directors in a timely manner so that neither Management, nor the Association, experience frustration, misinterpretation, or other problems.

The Manual shall be considered a policy and procedures manual and an appendix to the Management Contract. As specific situations arise, the Manual shall be referred to as a minimum requirement, unless stated otherwise. It shall prove to be a valuable reference tool for both routine and non-routine operations and anticipated problems, which will certainly arise from time to time. As an example, by their very nature, water and sewer system problems may prove difficult to resolve and could involve any number of solutions. The Manual shall help to determine the nature and extent of problems, as well as recommendations and remedies during times of any outages. In the event that all else fails, the Manual shall direct the reader to an outside source for technical assistance.

• OWNERSHIP OF THE OPERATIONS MANUAL

The Operations Manual is the property of the Condominium Unit Owners Association of Totem Pole Park, (otherwise identified as the Association), and shall not be shared by the Management Company without explicit and written permission. The Association may elect to provide copies, or portions of this document, to any other parties who are in a "need to know" position.

CHAPTER 1 ~ OVERVIEW

1A THE CONDOMINIUM CAMPGROUND CONCEPT

GENERAL DESCRIPTION

Totem Pole Park is classified as a seasonal Condominium Campground open for unlimited occupancy by Unit Owners and guests from May 1 through October 31. The Off Season begins November 1 and ends April 30. During the Off Season, the Park may only be used by Unit Owners in accordance with the Winter Agreement, (Amended 2007). The Park is closed to overnight occupancy from November 15 through December 15 except for the Management Company residence and potential apartment rentals. There is absolutely no year round living allowed except as incorporated into the Declaration.

The Condominium Campground Concept allows that each of the 456 campsites available to Unit Owners is owned by the Association, but individual Unit Owners have exclusive rights to their sites. Upon the purchase of a site in the Park, Unit Owners automatically become a member of the Totem Pole Park Condominium Unit Owners Association. In accordance with our Use Regulations, Unit Owners are responsible for the upkeep and appearance of their specific campsites, while the Association is responsible for the overall upkeep and operation of the Park's common and commercial properties.

In addition, each Unit Owner owns an equal, undivided interest in all of the common and commercial properties with all of the other owners. Common property is defined as all of the property with improvements not shown as an individually surveyed campsite on the Master Survey Plan of Totem Pole Park. The common property includes, but is not limited to, all of the recreational facilities, roads, water and sewer systems, Community Building, Beach Hut, Post Office, Registration Office, Management Company residence, bathhouses and Maintenance Building. The commercial property is described as: Store, Snack Bar, rental residences attached to the store, Arcade, and the Laundromat.

The Association's affairs are governed by a Board of Directors. Members of the TPP Board of Directors are elected on a rotating schedule at our Annual Meeting of the Association. The Annual Meeting, held each year on the third Saturday in September, is similar in nature to a Town Meeting, or stockholder meeting. It is a meeting whereby new business, old business, and items which concern all Unit Owners are discussed and resolved. The Annual Meeting is also the forum at which the Association votes on specific changes to TPP's Condominium Instruments. TPP's Declaration of Condominium, By-Laws, and Use Regulations, (our Condominium Instruments), are comprehensive legal documents pertinent to the specific operation and governing of the Park. **NOTE:** TPP's Internal Control Policy is an additional operational tool which Management is expected to read, comprehend, and follow.

1B GENERAL PARK INFORMATION

GEOGRAPHIC LOCATION

Totem Pole Park is located in Carroll County, New Hampshire in the town of Freedom. TPP is approximately 100 miles north of Boston. Lake Winnepesaukee is located about 25 miles to the west and North Conway, New Hampshire, a well known 4 season resort area, is roughly 25 miles to the north. The most direct route from Boston is to follow US 95 north to Portsmouth, New Hampshire. In Portsmouth, follow Route 16 and the Spaulding Turnpike north to the town of West Ossipee (about 55 miles). In West Ossipee, follow Route 41 East about 1/2 mile to the Ossipee Lake Road. Turn right on the Ossipee Lake Road and follow it for 4.2 miles to Pequawket Trail. Turn right on Pequawket Road and follow it for 1 mile to the main entrance of Totem Pole Park.

THE PROPERTY - PHYSICAL CHARACTERISTICS

Totem Pole Park includes 456 campsites, common use land, a Manager's residence, space designated for housing a limited amount of Management staff, and commercial properties. The Park consists of approximately 90 acres and has roughly 800' of lakefront property directly on Ossipee Lake consisting of picnic areas, a paved boat launch, and a large, sandy, crescent shaped beach approximately 450 ft long. TPP is not located in any flood plains and has good drainage. All roads within the Park are paved and in satisfactory condition. Approximately 5 acres of common property require mowing and fertilizing, with approximately 15 acres of common property designated for recreational use.

Each of the 456 campsites has 5 way hookups, which include water, sewer, electric, telephone and cable TV. Each campsite has an average size of 60' X 60', while the commercial properties vary in size. All utilities located on each campsite are underground. Individual campsites are relatively level with varying degrees of privacy between sites and many are wooded.

THE FACILITIES

Totem Pole Park has the following recreational facilities:

- Large, sandy, beach with designated swimming area
- Paved boat launch with loading/unloading docks
- 2 lakefront wooded picnic areas with grills
- Tennis and pickleball (1 paved court)
- Basketball (1 paved full court, 3 paved half courts)
- Volleyball (1 court)
- Shuffleboard courts
- Miniature Golf Course
- 30' X 60' Pavilion
- Softball Field with underground sprinkler system
- 7 Horseshoe pits in 2 locations
- 8 Playground areas with various equipment
- 3 Bocce Courts
- 1 Gaga Ball pit

Facilities other than recreation include:

- 2 wells for drinking water
- 5 sewer systems
- 2 guest parking areas
- Boat, boat trailer and utility trailer storage areas
- RV storage areas

THE BUILDINGS

The following buildings are owned by the Association:

- Management Company Residence
- Registration Office at entrance
- Post Office
- 5 Bathhouses with showers
- 50' X 100' Community Building (heated, with full kitchen, and restroom facilities.)
- Beach Hut (activities building for equipment loan and storage)

- Maintenance Building (with overhead door, garage area, workshop, equipment storage rooms)
- Well house (location of underground water storage tanks and electrical controls.)
- Commercial building housing the Store/Snack Bar, 2 apartments, rest rooms, storage areas and Arcade
- Laundromat housing 8 leased washers and 6 leased dryers
- Infrastructure Shed with storage behind for spare septic pumps, etc.

1C THE CONDOMINIUM UNIT OWNERS ASSOCIATION

GENERAL DESCRIPTION

The Condominium Unit Owners Association at Totem Pole Park consists of all Unit Owners of the 456 campsites. The Unit Owners of record have one vote for each campsite owned. Voting rights do not exist for the community and commercial properties. The Unit Owners of each campsite are assessed an annual Condominium fee; the amount and purpose of which is determined at the Association's Annual Meeting. The Association has a business meeting once each year during which the Association selects the Management Company, (if necessary), elects a Board of Directors, and votes on other items such as the budget, special assessments, and changes to our Condominium Instruments.

TOTEM POLE PARK'S BOARD OF DIRECTORS

The TPP Board of Directors is comprised of five members. Candidates for the Board are elected at the Annual Meeting. Directors are elected in staggered terms so that the entire Board is not replaced at the same time. Directors vote among themselves to determine the Association Officers. These Directors and Officers make specific decisions, and engage in designated activities, as required by NH RSA 356-B, our Internal Control Policy, and our Condominium Instruments, (Declaration, By-Laws, Use Regs).

The TPP BOD shall review the activities of Management to ensure that they are being conducted as specified in the Management Company's contract and related documents, (i.e., Operations Manual, Internal Control Policy, Condominium Instruments). Management must be prepared to discuss activities with the Board upon request and must be prepared to address any issues raised by the Board. Should the Board find the Management Company not to be in compliance with the contract or other documents as noted above, it shall be considered a breach of contract by the Management Company and the Board shall take the necessary actions to ensure that Management is conducting activities as specified in the contract. Should the Management Company not sufficiently address the breach of contract and/or not instruct the Manager and other Management staff assigned to TPP to properly conduct activities to avoid a breach of contract in the future, then the Board shall take further action.

AUTHORITIES/RESPONSIBILITIES OF THE TPP BOARD OF DIRECTORS

The Board is empowered to act on behalf of the Association relative to most business matters. Those items which may be decided by the Board include: expenditures of funds for items as may be needed for the day to day operation of the Park, disputes regarding Use Regulations, grievances, etc. The Board acts as a liaison between the Management Company and Association to provide direction and guidance to the Management Company. Generally, the Board makes decisions as requested by the Management Company that involve day to day operations of the Park, but also has the authority to overrule decisions made by the Management Company which are determined to not be in the best interests of the Association. The Board may elect to defer a decision on any item to the Annual Meeting where the entire Association may determine the outcome.

1D THE CAMPGROUND MANAGEMENT COMPANY

GENERAL DESCRIPTION

The term *Management Company* refers to a specific company, individual or group, which is contracted by, and acts on behalf of, the Association. The Association contracts with the Management Company to provide for all basic services relative to the full operation of the Park for the next year, (or years), as determined by the Association. It is expected that the Management Company has first hand experience, and is totally familiar, with the operation of a Condominium Campground. It is further anticipated that the Management Company is fully knowledgeable as to the customary services and equipment requirements which shall allow for the successful operation of the Park. The Management Company is expected to provide all necessary personnel and equipment to fulfill its obligations as required by the contract with the Association, TPP's Internal Control Policy and Condominium Instruments, in addition to the responsibilities listed in the TPP Operations Manual.

Based on the TPP Operations Manual and Internal Control Policies, as well as the Management Contract, the Management Company must submit a detailed line item bid to the TPP Board of Directors for their approval. The Board shall present a contract to the Management Company, the cost of which is included in the annual budget presented to the owners at the Annual Meeting. The Management Contract, and other documents as noted herein, identify specific areas of responsibility, services to be provided, and other items consistent with any business arrangement between contracting parties.

PRIMARY DUTIES AND RESPONSIBILITIES

Primary functions of the Management Company include total responsibility for closing and opening the Park, maintaining the Park during the Off Season, securing/training/supervising the staff needed to operate the Park throughout the year, ordering all materials and supplies required to open/operate/close the Park or commercial properties, operating the Store and Snack Bar, coordinating and funding ongoing entertainment activities for children of all ages/families/adults during the Early and Peak Seasons, and, of course, the actual operation of the Park in accordance with the Management Contract and related documents. Specific duties and responsibilities for each of these areas, some of which are identified as *minimum requirements* for that particular situation, are addressed in detail within the text of this document, (the TPP Operations Manual), the Internal Control Policy, the Management Contract, and/or TPP's Condominium Instruments. It is essential that the Management Company become familiar, and adhere, to all the content. Questions or concerns are to be raised to the Board. A cordial relationship is essential between the Management Company, its employees, Unit Owners, and the TPP Board of Directors. It is further essential that mutual respect and professionalism exist between Management and members of the Association.

AUTHORITIES AND REPORTING PROCEDURES

Management is responsible for all day to day operations of the Park and decisions relative to the employees of the Management Company. All employees of the Management Company report directly and exclusively to the Management Company. Duties include, but are not limited to, the development of activities and entertainment schedules, daily routines for maintenance, trash removal, security, commercial property management, etc. - given expectations outlined in pertinent documents. Additionally, Management has the responsibility to maintain continuity of flow at the boat ramp and docks on the 3 busiest holidays, as well as expected heavy usage days, (i.e., Dockfest). This could include, but is not limited to, the provision of a shuttle service from ramp to parking.

Management has the authority to, and shall, enforce any and all Use Regulations and to discuss violations of these regulations with Unit Owners as necessary. Management also has the authority to review, approve or deny, and monitor building permits in accordance with our Condominium Instruments. Management does not report to individual Unit Owners. The Board, (or designees), reserves the right to make related decisions in the event concerns are raised or decisions are appealed by a Unit Owner. In the event of a dispute between a Unit Owner and Management, the Board has the authority to mediate and overturn decisions made by Management if deemed not in the best overall interests of the Park.

Management shall report to the Board relative to any non-routine item, which may not be covered within the contract between the Management Company and the Association.

RECORD KEEPING REQUIREMENTS

Management is required to keep records for the Association of all Unit Owners with current addresses and telephone numbers. This list shall be provided to the Board when directed. Records must also be kept of those Unit Owners involved in a violation of Use Regulations and By-Laws. This includes, but is not limited to, the interventions and actions taken as a result of an infraction and associated dates, (i.e., warning, written notice, fine, Board notification, police intervention and actions, etc.). Records of license plate numbers, vehicle identifications, etc. are also the responsibility of Management. Additional record keeping includes oversight of active and inactive gate keys, the provision of Post Office keys, boat and other registrations, etc.

Additionally, Management is also required to maintain adequate records for the operation of the Park in the following areas:

- Drinking water testing
- Water and septic system weekly and monthly reports
- All licenses or permits needed to operate the Park and commercial properties
- Inspection reports
- Inventories, (i.e., of retail products, cleaning supplies, equipment, etc.)
- All invoices and receipts associated with the operation of the Park and commercial properties
- Sales records
- Any additional records necessary to comply with TPP's Internal Control Policy and our Condominium Instruments

DEALING WITH NON-ROUTINE SITUATIONS

● IRATE CAMPSITE OWNERS

From time to time, it is likely that people shall become upset concerning some aspects of the Management Company's duties and responsibilities. There is no hard and fast rule about how to handle an upset person. Each situation is different. A workable solution is to simply remove yourself from the situation without explanation. It is never a good idea to "fuel the fire" with equally unkind words. As you leave the situation, a remark to the effect that you would not treat the other person in that manner and that the person owes you an apology has, in many cases, solved the problem.

● UNREASONABLE REQUESTS BY UNIT OWNERS

Just say no. Don't be afraid to refuse to do something that shall compromise your relationship or professionalism. Contact the Board if concerns arise.

- **MISCELLANEOUS DIFFICULT SITUATIONS**

Don't get into them. It is never a good idea to become great friends with someone that you shall eventually have to remind about the rules. The best rule is to be friendly, but not to over extend a friendship that may eventually cost you the respect of other Unit Owners.

1E OVERVIEW OF PARK OPERATIONS

This section is designed as a broad overview of functions and services required for the successful operation of the Park. It is well suited for review by a potential Management Company candidate to determine the overall scope of the Management Company duties and Park operations.

EQUIPMENT OWNED BY THE ASSOCIATION

The following equipment is owned by the Association:

- Refrigerator, Freezer, stainless steel table, microwave, popcorn machine, and 2 stoves in the Community building
- Large screen TV, DVD, and VCR in the community building
- Public Address system in the Community Building & Bingo Equipment
- All chairs and tables in the Community building
- Pumps and controls for water and sewer systems
- Equipment to turn water valves
- Miscellaneous dishes, plates and kitchen equipment in the community building
- Benches, picnic tables and grills located in picnic areas and playgrounds
- Beach Rake
- All playground equipment and bike racks
- Fiberglass canoes
- Paddleboat
- Rowboat
- Kayaks - children and adult-sized
- Paddleboard(s)
- Paddle Boat dock, loading/unloading docks, swim buoys
- All life jackets, oars, paddles, rackets, balls, nets, horseshoes, bocce equipment
- Board games, arts & craft supplies, Bingo cards and chips
- Pavilion
- All Miniature golf equipment
- Owners car passes
- All water and sewer piping and fittings
- All spare electrical panels and wiring
- Any items purchased with Association Funds in the past and in the future

MINIMUM EQUIPMENT/TOOLS TO BE SUPPLIED BY THE MANAGEMENT COMPANY

A complete assortment of common hand tools are required by the Management Company to operate the Park. They include hammers, saws, screwdrivers, pliers, wrenches, sockets, rakes, shovels, etc. In addition to both power and hand tools, some specialty tools are needed by the Management Company to open and close water valves and for general plumbing repairs. Tools for opening water valves may be constructed by Management or purchased. A tool management system shall allow for quick and easy location of both tools and equipment when needed in a hurry.

Other equipment required to properly manage the Park:

- All furnishings in the Manager's residence and trailers for Management staff
- File cabinets, desks, copiers, computers, phones, fax equipment and office supplies
- Machine rake or heavy screen for maintaining the beach
- All power equipment (saws, drills, sanders, weed whackers, mowers, chain saw, air compressor, etc.)
- All small tools (wrenches, screwdrivers, hammers, rakes, shovels, sockets, etc.)
- Snow removal equipment
- Vehicles to move aggregate as needed to fill sink holes, mow, plow, haul debris, transport staff, etc., (i.e., tractors, utility RTVs, trucks, riding mowers)
- tools needed to repair and paint Association owned property
- ladders
- Other equipment as determined necessary given the duties outlined in the Management Contract, Operations Manual, Internal Control Policy, and/or Condominium Instruments

NOTE: It is necessary that the Management Company obtain and maintain appropriate liability coverage and other insurance for the Management Company, equipment/resources, and/or Management employees.

SUPPLIES AND EQUIPMENT REQUIRED

Management is required to stock all "replaceable" items needed to operate the Park such as paper towels for cleaning, toilet paper for the bathhouses and Community Building, fluorescent light bulbs, standard light bulbs, keys, etc., (primarily supplies used in the normal day to day operations of the Park). Management is also required to supply any paint which may be required for normal maintenance of common property, (exclusive of buildings), such as fencing at bathhouses, benches owned by the Association, etc. All hardware normally needed in the day to day operation of the Park shall be supplied by Management. Specifically, this includes a variety of screws, nails, nuts and bolts, replacement parts for activities equipment. While there is no standard list of hardware required, basically anything which must be repaired, requiring standard hardware. As is the case with tools and equipment, the storage of supplies in a specific area and location shall make it easier for Management to inventory and order supplies as they are needed. **NOTE:** *The Association shall pay for/own all supplies purchased by Management on behalf of the Association. Equipment purchases shall be discussed in advance with the Board if reimbursement is expected.*

REQUIRED AND RECOMMENDED VEHICLES

All vehicles used in the operation of the Park must be provided by the Management Company. Management is solely responsible for the operation and use of all vehicles owned by the Management Company. A truck is required by the Management Company to remove trash from trash barrels to the dumpsters and for general use within the Park. Additionally, it is recommended that a pickup truck be utilized by Management for general use outside the Park. Management Company should have at least two plow vehicles for winter snow plowing. All vehicles must be maintained by the Management Company and kept in good operating condition. Electric golf carts, gas powered ATV and/or utility RTV may be used, if desired, by Management. The advantages of using golf carts within the Park are ease of use, safety, and low noise level. Golf carts are safer than cars or trucks due to the high visibility and low speeds of operation. They are also excellent for patrolling the Park when in use by security personnel. Gas powered ATV type vehicles shall only be used during the day primarily for maintenance. Security shall only use electric vehicles at night.

PLANNING FOR STAFF HOUSING

The Association will provide a Manager's Residence to be occupied year round. Additionally, it will offer limited space for the housing of Management staff. The two staff lots within the maintenance area, have been designated for use by the Management Company, its agents, and employees, during the term of this contract by mutual agreement between the Management Company and the Board from April 1 to November 15. During the period from November 16 to March 31, temporary overnight occupancy is permitted for employees to assist in maintenance or plowing as required. All associated utilities are to be covered by the Management Company, which is also responsible for furnishing the residence and providing the trailers for the Management staff. With exception for normal wear, the maintenance and damages to the Management Company's residences or assigned grounds is the responsibility of the Management Company. The Management Company shall keep the Manager's residence, and the staff lots staff, free of clutter, debris etc. while adhering to Use Regulation # 6. **NOTE:** The Board reserves the right to inspect the Manager's Residence and associated grounds assigned for use by the Management Company with a 24-hour notice, but may enter without notice in the event of an actual or perceived emergency, (as determined by the Board or Emergency Responders).

THE EARLY SEASON (MAY 1 THROUGH MEMORIAL DAY WEEKEND)

During the Early Season, Management continues to prepare the Park for Peak Season, (having begun in the Off Season). While there are the ongoing "to dos" in relation to the maintenance and cleaning of the grounds and buildings, as well as the water and septic system management, (which shall all be ready for use as of May 1), unique needs arise with the return of the Unit Owners. As an example, the dumpsters need to be available and monitored for proper use; the Registration Office shall be manned by Management on a regular basis throughout the month, (times TBD); the Store and Snack Bar are opened for Memorial Weekend only; and entertainment is offered, (all coordinated, publicized, and staffed by Management). Additionally, the hiring and training of additional Management staff may still be necessary, (having begun in the latter part of the Off Season).

PEAK SEASON (MEMORIAL DAY THROUGH LABOR DAY)

The Peak Season begins on Memorial Day and ends Labor Day. It is usually the most preferred time of the year for Unit Owners enjoying the Park. That said, it is also usually the most demanding, sometimes stressful, time of the year for Management. The tasks necessary to maintain the Park's grounds, equipment, and facilities, (to ensure access, safety, and appearance), increase exponentially and, rather than occurring intermittently, often become daily or weekly "to dos". Additionally, Management is also responsible for the coordination and staffing of a complete activities and entertainment program offered for Memorial Day weekend and weekends during the month of June. Thereafter, they are responsible for the coordination and staffing of a comprehensive daily activities and entertainment program beginning in July and continuing through Labor Day. Beyond that, Management is also responsible for manning the Registration Office and providing Security to address concerns as they arise.

With the increase in Unit Owners and guests enjoying the Park, meeting the needs of the Association requires employing and supervising a sufficient number of well-trained and reliable staff for a multitude of positions, (i.e., Store or Snack Bar sales staff, Maintenance, Security, Activities Director and Counselors, Registration staff, etc.). The number of staff and/or the hours they work, as well as duties, shall be determined by Management in conjunction with the Board at least seasonally, (and more often if deemed necessary by either the Board or Management). **NOTE:** *Management's hiring and training of staff begins well before the PEAK Season, but may still be needed during it. Certainly, the effective support of the staff hired by Management remains critical to the successful operation of the Park.*

THE LATE SEASON (AFTER LABOR DAY THROUGH OCTOBER 31)

This time of year is hectic, yet everything is winding down simultaneously. If they've not done so already, Unit Owners are preparing their campsites for the colder weather and are required to leave the Park on or by October 31, (unless a *Winter Camper*). During this season, Management is not expected to coordinate or staff activities, nor operate the Store and Snack Bar. As such, Management staffing requirements decrease considerably. A Manager, p/t Security, Maintenance, and p/t Registration Office staff remain required, however.

Of note are two events of great importance to Unit Owners which occur during this season - the Association's Annual Meeting held on the 3rd Saturday in September and the weekend surrounding Columbus Day. While Management is not responsible for coordinating either event, assistance from Management is needed, (i.e., Security and Maintenance staff). Beyond that, Management is also racing against the weather and time to ensure all seasonal equipment is stored properly - having been cleaned, maintained, etc. in preparation for a return to use in the late spring. Equipment and supplies needed for the Off Season, (i.e., shovels, plows, roof rakes, salt), shall be readied. Community and Commercial buildings require thorough cleaning and winterization, while the financial records, grounds, water and septic systems, etc. are prepared as directed for the Off Season.

THE OFF SEASON (NOVEMBER 1 THROUGH APRIL 30)

The Off Season is often a time of calm interspersed with times of urgency, (i.e., storms, power outages, downed trees, Early Season readiness). In preparation for this season, Management shall have hired and trained a Winter Manager, (not necessarily the same Manager who is employed during the remaining seasons). Ongoing responsibilities of Management during the Off Season includes supervising and remaining available to the Winter Manager, as well as the Board, in the event of emergencies or "to dos" that can not be delayed. Management is also responsible for ensuring Park-wide daily walk or drive throughs occur to monitor/respond to the security and condition of the Park, plowing/sanding and salting designated areas in the Park, maintaining the Year Round Bathhouse, and preparing for the Early/Peak Seasons, (in the late winter/early spring and sometimes weather dependent).

Between November 15 through December 15, Unit Owners can remain at the Park until 7pm each night, but are not permitted to remain overnight. This tends to be a quiet time in the Off Season during which Management can prepare further for the winter months ahead, attend to loose ends, and wind down from the Peak Season. Thereafter, Unit Owners who are identified as *Winter Campers*, (having paid for plowing and committed to the Winter Camping Agreement), can remain overnight as of December 16. Facilitating the Unit Owner's access to their campsite and safety within the Park is a priority.

NOTE: *Regardless of the season, positive interactions between Management staff and Unit Owners, as well as professionalism, and the timely completion of expected "to dos" with the quality required, remains of utmost importance. If Management has related questions or concerns, they are to be brought to the attention of the Board via the Board President or a designee.*

NOTE: *Comprehensive details concerning the Management's responsibilities specific to each season can be found in Chapters 2 and beyond.*

CHAPTER 2 ~ LATE SEASON PARK OPERATIONS AND CLOSING **(AFTER LABOR DAY - OCTOBER 31)**

2A GENERAL PROCEDURES **OVERVIEW**

The closing of the Park is considerably less complex than the opening of the Park. However, if things are not done correctly, or equipment is mishandled when being stored for the Off Season, you will regret it in the spring. This section begins with the first task Management must plan to accomplish, namely the successful closing of the Park in the Late Season. All water lines and buildings must be winterized, equipment stored as appropriate, and the Park readied for the Off Season as rapidly as practical to prevent frozen water lines and/or damage to facilities.

Meanwhile, Unit Owners are also preparing for the Off Season and many depart on or before Columbus Weekend, (with a departure deadline of October 31 unless they've registered as Winter Campers). Management is not expected to coordinate or staff activities, nor operate the Store and Snack Bar, but any financial obligations must be completed to allow the Association for year-end accounting purposes. At this point, Management staffing requirements change considerably. A Manager, Security, Maintenance, and Registration Office staff remain as required.

Two significant events occur during this season - the Association's Annual Meeting held on the 3rd Saturday in September and Halloween activities celebrated throughout Columbus Day Weekend. Management is not responsible for coordinating either event, but assistance from Management, including Security and Maintenance staff, is needed. The Board, and a representative from the Special Events Committee, will be in touch as necessary.

2B CLOSING OF BUILDINGS

The majority of the Association's buildings must be thoroughly cleaned, pest-proofed**, and secured for the Off Season. The Manager's residence is not in need of closing as it is used year round.

****NOTE:** *Pest-proofing in or around Association-owned buildings shall include the use of products that are not harmful to other animals or people, in addition to ensuring as many entrances into the buildings are as blocked or tightly closed as possible. As chemical repellents or traps can be a health or sanitization hazard, it is expected that Management use alternative methods to repel pests, (i.e., mice, squirrels, insects). Alternative methods to repel mice, (and possibly other unwanted guests), include:*

- **Starve Them**
- **Use Natural Ingredients**
- **Plug Holes**
- **Other - TBD**

BATHHOUSES

Bathhouse water lines must be drained and "blown out" beginning in about mid October. The Year Round bathhouse, (Unit 1), located in the middle of the Park, shall remain open year round. In case of a drop in temperature to the mid twenties during October, it may be necessary to close all other bathhouses early. After mid October, one bathhouse should be sufficient to accommodate the Unit Owners who remain until the end of the season.

The bathhouses are winterized by first pumping out the toilets with a bilge pump to remove all water in the tanks and bowls. The lines are drained by opening the shutoffs in the rear of each bathhouse and attaching a compressor to a faucet or sink. All of the faucets and lines are opened and the lines are blown free of water with the compressor. The faucets are then closed. The toilets and traps in the sinks must be protected by adding non toxic antifreeze to each toilet bowl and each sink trap. The toilet bowls require a small amount of antifreeze (1 to 2 cups) and the toilet bowls require about one quart each. Care must be taken to ensure that each toilet tank is completely wiped out and free from water. These tanks crack very easily in cold weather.

Each bathhouse is equipped with a short removable section of pipe which must be removed to create an air gap between the system and the building. This section must be removed and stored for reuse when the system is placed into service. This shall prevent any inadvertent recharging of the structures. The hot water heaters at each bathhouse must be drained. After turning the hot water heater off and turning the gas off at the source, simply remove the drain plug and drain the hot water heater. Add anti-freeze and put the plug back in when you are finished and you're ready for spring.

Once the bathhouses have been winterized, closed signs should be posted and doors secured by long screws and boards nailed to the fences to discourage use of the facilities after they have been closed.

Closing the **Commercial Properties**, (Apartments, Arcade, Snack Bar, and Store), requires particular attention to ensure they are thoroughly cleaned to be less attractive to unwanted pests and guests, (think mice who might be attracted to the warmth and any food particles left behind). The safe use of rodent deterrent products is also a necessary precaution. The Management Company is expected to complete a walk through to ensure everything was cleaned as required. In the event concerns arise, they need to be remedied. Ensuring the properties are secured and not accessible during the Off Season is also expected.

In early September, the Store and Snack Bar employees, (Management Company staff), shall have cleaned all surfaces, (floors, counters, shelves, walls, refrigeration, doors, etc.). Additionally, they shall have sanitized and properly stored all equipment and tools, (i.e., housing smaller items in tightly enclosed containers). The Apartments and Arcade shall also have been cleaned by Management staff. Like the other buildings, the Laundromat needs to be winterized, cleaned, and secured. **NOTE:** *While the washing machines located in the Apartments need winterizing, the washing machines in the Laundromat are leased and not the Association's, nor Management's, responsibility to winterize. Touching base with the leasing company regarding timelines and obligations, however, shall be Management's responsibility.*

Once the Commercial Properties are no longer in use for the season, the water lines shall be blown out then antifreeze added to existing traps and toilets.

The **Registration Office** requires no special close up procedures. Things such as office supplies or records which may need to be referred to during the Off Season should be removed to the Management Company's residence as of November 1. The doors to the building and windows must all be checked to ensure that everything is locked.

The **Post Office** doors must be locked after the Postmaster has taken the lock off the outside mailbox and it has been wrapped or stored inside the front of the building.

The **Beach Hut** must have a piece of plywood screwed to the frame of the window to prevent any curious trespassers from seeing the equipment stored inside. All equipment must be checked for damage and stored appropriately.

If the **Community Building** is used for winter storage, the floor shall be protected and items stored out of the way in the event it is used by Unit Owners with permission. The doors and windows must all be checked to verify that they are locked and secured. The underneath doors must be locked or secured to prevent unauthorized entry. The electrical panel must be checked to determine that nothing is inadvertently left on. The stoves and water heater switches must be left in the off positions. It is a good idea to leave the breakers for the lights on in the event you need to enter the building sometime during the Off Season. The sump pump under the Community Building, in the South East corner, must be removed from the pit for the winter. Leave it in place as long as possible before freezing weather. The Community Building is drained entirely by gravity from underneath the building. Simply turn the water off into the building and drain the lines by opening the water faucet under the building. As with the bathhouses, the toilets and sinks, (both in the bathrooms and kitchen), must have non-toxic antifreeze added to them to prevent cracking and freezing during the cold weather. The toilets must, of course, have all the water removed from the bowls and tanks first, then they are ready for antifreeze. Don't forget to blow out the On Demand hot water heater which is located outside in a cabinet on the North East corner of the Community Building.

The **Well House** and **Maintenance Building** also require no special procedures for the Off Season with the exception of closing and insulating the vents. The gas heater must be operational in the Well House. Make sure that the doors are locked and you're all set.

2C CLOSING OF FACILITIES **RECREATIONAL FACILITIES**

While this section deals with the closing of the Park in the Late Season, (October 31), many of the items mentioned in this section shall have been completed by mid-October rather than later in the season. Recommendations are given as to suggested timing for each of these items.

- *By early October, ...*
 - the swim lines are easily removed by reversing the procedure for installing them, (refer to Chapter 4). Basically, the lines are untied at each corner from the blocks at the bottom of the lake. They are then untied at each corner to form 3 main sections of swim buoys. Two sections shall be approximately 100' long and one section shall be 200' in length. The ropes and buoys are carefully brought to the beach where they are carried and placed under the Community Building in long rows so as not to become tangled.
- *After Columbus Day Weekend, but before October 31, ...*
 - the boat and jet ski docks must be removed carefully using equipment that shall not damage them as they are moved. They shall be inspected for damage which is to be reported to the BOD prior to Oct 31. Any damage shall be repaired if needed before May 15, (weather permitting), and definitely no later than Memorial Day.
 - paddle boats, kayaks, paddleboards, canoes, and picnic tables shall be removed from the waterfront area. They are to be stored under the Pavilion. It is a good idea to place the ends of the canoes on blocks of wood to keep them from resting directly on the ground. If repairs are needed, put them in the Maintenance area so they can be worked on in the Off Season. the 2 volleyball nets shall be removed.

- the paddle boat dock shall be removed anytime after the paddle boats have been put away for the winter. The paddle boat dock is taken from the water by unbolting the posts from each corner and carrying the float (dock) up onto the picnic area. The paddle boat dock is chained to the tree near the canoe rack where it remains for the winter. The pipes which have been removed from the lake are placed underneath the paddle boat dock or in the Beach Hut.
- the handicapped accessible swing shall be removed and stored, then caution tape placed around all playground equipment on the beach area.
- *On or as close to Oct. 31 as possible ...*
 - the rowboat is taken out of the water. This allows Unit Owners to access their boats or moorings.
 - caution tape shall be put around the bocce courts and the equipment stored safely.
 - the horseshoe pits must have 4' or longer lengths of PVC pipe placed over the stakes to keep people from tripping over the stakes when they may be buried in the snow.
 - the tennis and pickleball nets & frames are to be removed. Store the nets, frames and tarps in the Snack Bar's screened porch.
- *Other ...*
 - The basketball courts require no closing. Nets are left on the rims.
 - The gaga ball pit requires no special closing operations.

2D MISCELLANEOUS

In the process of closing the Park, there are a few routine, yet miscellaneous, tasks to be completed.

Management shall be responsible for collecting and recording winter plow fees, creating a list of the owners who will be winter camping and creating the map of TPP highlighting the streets to be plowed. The list and map will be provided to the Town of Freedom's Fire Chief. Checking the campsites for any plowing concerns, and following up with the Unit Owners as necessary, is required.

Overflow for boat parking presently exists in the beach parking lot. The parking lot shall be blocked to traffic to decrease damage when the ground becomes saturated and soft in the late winter/early spring. Access to the boat/jet ski storage and dumpster area shall also be blocked until May 1- again to prevent damage to surface areas.

Dumpsters shall be removed or locked during the Off Season. Also, remove all septic filters from the septic fields. Refer to Chapter 7 for more information and procedure. Management shall inspect for any trees which are in danger of collapsing during the winter from ice or heavy snow loads. Additionally, the tree line on the northerly side of the ball field on both sides of the drainage ditch must be thinned by cutting any new growth, then pruning and trimming trees which are thriving. Trees must also be trimmed along the West side of the road running from the ball field to the boat launch so as to facilitate boat launch parking. Any dead trees must be reported to the Board. **NOTE:** *The reason for pruning and thinning new growth is to allow existing trees enough room to grow. Birch trees tend to grow in clumps and are subject to "crowding." They need to be thinned to prosper. Once a clump of birches starts to "droop," the outside trees should be cut to allow the inner trees enough room to survive.*

NOTE: While closing, winterizing, and/or storing equipment, identify any areas of concern, (i.e., damage, missing inventory, items to be replaced), and determine next steps with the Board.

CHAPTER 3 ~ OFF SEASON OPERATIONS OF THE PARK **(NOVEMBER 1 - APRIL 30)**

3A OFF SEASON STAFFING - DUTIES & RESPONSIBILITIES **OFF SEASON STAFFING**

Off Season staffing, (other than closing the Park), requires Management to provide a Winter Manager to reside at the Manager's residence and oversee the Park to assure there is sufficient manpower to perform tasks as outlined in this Manual. **NOTE:** *Neither the Winter Manager, nor the Management Company, is expected to be on call 24 hours a day. A telephone number must be posted at the Manager's residence, as well as a message on the Registration Office's answering machine, informing callers how to access assistance from Management.*

Duties and responsibilities include, but are not limited to:

- Making at least 2 trips through the Park daily to assure that everything is secure - one shortly after 7pm to ensure non-Winter Campers have left the Park and once again in the morning to monitor the condition of the Park as a whole, Association-owned buildings, and the exterior of Unit Owner campsites. Needless to say, Management shall immediately address any unusual activity, lack of adherence to our Use Regulations, limbs or trees down, and any illegal construction or access.
- Recording, monitoring and analyzing water and septic system data readings - pumphouse weekly and septic monthly, (November through March), then weekly in April.
- Re-installing the sump pump under the Community Building early in March and all septic filters shall be re-installed in April. Refer to later chapters for more information.
- Being available in the event of emergencies, i.e., site accessibility after a storm, Year Round Bathroom concerns, accidents, Park damage, etc., **OR** in the event a "to do" identified by the Board cannot wait until the Early Season to be addressed.
- Cleaning the Year Round Bathhouse daily during the week and twice daily during the weekend. This shall include trash removal, supply replacement, sanitization of all surfaces, (i.e., sinks, toilets, paper towel dispensers, door handles, switches, shower stalls/curtains, floors, etc.).
- Plowing, sanding, salting, and snow removal as contracted.
- Completing minor repairs to equipment or facilities, as time permits, to be better prepared for the opening of the Early Season.

NOTE: *If the Winter Manager will be unavailable, (i.e., vacations, personal time, more than 24 hrs.), the Management Company shall provide backup coverage.*

THE MANAGER'S RESIDENCE

The Manager's residence is provided for the exclusive use of the Manager and requires that the Manager, (or the Management Company's representative - such as the Winter Manager during the Off Season), reside in the residence year round. The Management Company is responsible for general maintenance and all utilities in the residence, including fuel oil, electricity, propane, and telephone service. **Ensuring the residence and the surrounding grounds, including the driveway, is accessible to the Manager, and others as necessary, (i.e., Emergency personnel, the Board in the event of an inspection, Unit Owners needing to speak with the Manager), is essential year round, but that much more important during the Off Season due to the impact of weather conditions.**

TELEPHONE AND MAIL RESPONSIBILITIES

The Park's telephone number is (603-539-4420). Messages can be left on the answering machine. The Park's phone messages should be monitored for emergencies or urgent Association business which needs to be brought to Management's and/or the Board's attention.

Without delay, the Winter Manager is responsible for forwarding all Association mail received through the Park to the appropriate persons. This may include notifications for water testing, miscellaneous permits, etc.

OFF SEASON PARK ACCESS

During the Off Season, the entrance gate shall be kept closed. All Unit Owners and most vendors are issued security cards which open the electric gate. In instances where the vendor does not enter the Park very often, the Winter Manager, or his designee, shall meet the vendor at the entrance gate to allow access. Police and Fire officials must be given security cards to allow them access to the Park.

Only Unit Owners who have a Winter Camping Permit, (displayed in a window or door visible from the road), may occupy their sites overnight from November 1 through April 30, (excluding November 15 to December 15 when the Park is officially closed to overnight occupancy). All other Unit Owners must leave by 7pm, (unless earlier overnight has been granted by the Board - weather dependent).

Water Access - The water pump across from the Registration Office must be kept clear of snow and ice. A barrel of sand must be accessible to Winter Campers. The outside spigot on the side of the heated bath house must also be kept clear of snow and ice. Both the pump and the spigot are to remain operational throughout the Off Season.

3B EMERGENCIES DURING THE OFF SEASON

The Winter Manager must be prepared to deal with a number of emergencies at the Park. While there is no one plan that shall work in every situation, it is necessary that certain procedures be followed to assure proper handling and the minimizing of any property damage.

FIRE 603-539-2284 OR 800-552-8960 or 911

Whether there is a fire on common property or on an individual campsite, it must be dealt with immediately. The Fire Department must be notified at once. Without question, an uncontrolled fire in the Park presents a potential for massive destruction. Always err on the side of caution.

POLICE EMERGENCIES 603-539-2284 OR 800-552-8960 or 911

Unlike fire emergencies, there is no standard procedure for dealing with police emergencies and situations. Using common sense is the most important factor to be considered. As a rule, call the police only in cases where they are absolutely needed. Threatening to call the police is fine, however calling them and then retracting the call tends to wear old with the police quickly.

RESCUE VEHICLE ACCESS 603-539-2261 or 911

The handling of rescue vehicle access is extremely important and must be treated as such. Again, there are so many situations that may require the calling of rescue personnel that common sense must prevail over a set procedure in many instances. General procedures for admitting rescue vehicles are similar to those of fire vehicles. If there is only one person in the Park and it is not possible to meet the rescue vehicle at the gate, specific instructions must be given to the dispatcher for directions within the Park.

NOTE: *Do not presume that emergency personnel know which way to go - they may need assistance in reaching the proper site(s).*

It is very important to make sure that all roads to the victim within the Park are clear of vehicles and that no one unknowingly interfere with the access of the rescue personnel by parking a vehicle, or snowmobile, etc. in a position which hampers the rescue personnel from reaching the area. Once the rescue personnel have arrived on the scene, every care must be taken to minimize interference by other people who may also be at the emergency scene. People must be directed out of the way of rescue workers and an exit path must be cleared for the rescue vehicle.

Management shall keep a record of the emergency, including the time that it was determined to call rescue, the time that the call was placed, the time of arrival, and the time of departure from the scene of the emergency. It is very important that all times are noted. While the most important decisions are to get help quickly, once everything is over, people may begin to question how and why things happened and subsequently how the emergency was handled.

NOTIFICATIONS IN EMERGENCY SITUATIONS - PRIORITY AND PROCEDURES

In the event that a real emergency of some type has occurred during the Off Season, it shall be necessary to notify the Association. This may be accomplished by notifying the President of the Board of Directors first. In the event s/he is not available, then any Board member may be contacted. Because of the many possibilities of occurrences that may require notification of the Association, it is a good idea to over react rather than not notify someone. Once a good working relation is developed between the Board and the Manager/Winter Caretaker it shall be second nature when to notify someone.

NOTE: *In the event of any emergency, or unusual situation, a file, or form shall be filled out to keep track of dates, times, what happened and how or why, who was involved and notified, when they were notified, how they responded, who said what to whom, and anything else of significance.*

AUTHORIZATIONS AND PROCEDURES FOR EMERGENCY REPAIRS

In the event that emergency repairs must be made to Association owned property, facilities or equipment, the first step is to assess the damage and determine what must be done temporarily to minimize any further damage. Once this is determined, it is the Winter Manager's responsibility to notify the Management Company and Board to receive authorization to proceed with the recommended repairs. Obviously, if no one is available to contact, then emergency repairs should be made using good judgment. Permanent repairs must not be made without the proper Board of Directors concurrence. All conversations and notifications made regarding emergency repairs shall be outlined by Management and provided to the Board in the event of questions that may occur at a later date.

INDIVIDUAL UNIT OWNER NOTIFICATION

In the event that the Winter Manager observes something amiss on an individual campsite, the Unit Owner must be notified. No repairs, or access to the campsite should be allowed until s/he has been notified. This is a general rule and should be interpreted as such. Every effort should be made to contact the Unit Owner immediately. In the event that it is not possible to contact the Unit Owner, then the Management Company shall accept full responsibility for any repairs that are made without authorization of the Unit Owner. Once s/he has been notified of the situation, it is the Unit Owner's responsibility to make, and/or arrange for repairs. It is not the responsibility of the Management Company to repair, arrange for repairs or inspect individual campsites.

Be prepared, the Unit Owner may ask for recommendations as to what needs to be done, (and may even ask the Management Company to address concerns if feasible). At this point, whatever decision is made occurs between The Management Company and the Unit Owner. It is not the responsibility of the Association. If, for instance, the Unit Owner asks Management to go on to the property and “fix the roof,” or cut up the tree and stack it up by the shed or something, Management IS UNDER NO OBLIGATION TO DO SO. If you want to do it, fine. If not, then the Unit Owner should understand. In the event of a disagreement regarding the Management’s responsibility for an individual campsite, it is a good idea to keep a record of what happened, when, how, etc. Keep the Board informed of such requests, decisions, and actions.

NOTIFICATION OF THE INSURANCE COMPANY

It is the Association’s responsibility to notify the insurance company of any Park damage. However, from a practical standpoint, it is likely that the Association shall request that Management notify the insurance company and perhaps complete any forms or questionnaires regarding the incident. Keeping the Board abreast of the status of a claim is the responsibility of Management.

3C THE MAINTENANCE BUILDING

USE OF THE MAINTENANCE BUILDING IN THE OFF SEASON

The Maintenance Building is divided into two main sections; the garage area and a workshop area. The garage area on the north end of the building is accessed by one 16 foot overhead door and has the capacity for the inside storage of two vehicles. The workshop area is accessed through two outside doors and a door from the garage area. Three storage rooms with built-in shelves are located at one end of the workshop area. One storage room also houses a toilet and sink that are drained and winterized. The middle storage room is used as a storage area for hardware and paint, (moved to the Year Round Bathhouse to prevent freezing). The third room is used by the Association to store plumbing and electrical supplies and the security cameras. Power to cameras must be left on.

The Maintenance Building must be accessible during the winter in order to get at any equipment which may be needed and to be used exclusively for TPP-related tasks. The garage area is a good place to store any vehicles which may be needed. A small furnace in the shop area is sufficient to heat both rooms in the event Management desires to work in the building when the weather is colder. The garage area of the building and the main door to the building should be plowed free from snow to allow access. Additionally, a large area surrounding the garage doors should be plowed. The Maintenance Building should be checked by the Winter Manager periodically to ensure that everything is secure and that any vehicle or equipment needed is operable and accessible. The electric heaters should also be checked to make sure that they’re operating and that nothing has frozen.

3D SNOW PLOWING, SANDING, AND SALTING

SNOW PLOWING PROCEDURES AND GUIDELINES

There is no “Best Way” to plow. Roads are to be plowed first, then driveways. So long as the excess snow is removed from the indicated roads, the specifics are up to the operator of the equipment. General requirements for snow removal are that the main roads, (see Plowing Map), shall be plowed to permit access to Unit Owners, as well as to emergency vehicles. Roads on which Winter Campers are residing shall be plowed according to the Winter Camping Map. Plowing shall be done whenever there is more than three inches (3") of snow. The gate area must be sanded 15 feet before the entrance gate and 15 feet before the exit gate. Intersections must always be plowed in order to allow large emergency, "fire truck" turning access.

A snow plowing diagram, (or a list of all the roads and campsites that should be plowed), indicates those roads and driveways which must be kept free from excess snow accumulation. **NOTE:** *In the event of unusually heavy snow amounts, it may be necessary to have snow pushed back from the roads with a loader or “wing type” plow. This is especially true of large amounts of snow early in the winter.*

The North end by the maintenance area and the road leading to the boat launch area must be plowed free from snow. Additionally, a hydrant located on the West side of the property near the pond must also be kept free from snow. Snow is generally pushed to the side of the hydrant and stacked. The main roads of the Park must be cleared of snow to permit access of Unit Owners during the winter months. Unit Owners shall be advised of the roads that shall be plowed and should also be encouraged not to plan to enter the Park during a snowstorm or immediately after a storm. Further, they should also be cautioned that they are responsible for removing vehicles that may become stuck or trapped by snow.

TIMING OF PLOWING

When a major snowstorm occurs, the timing of plowing is very important. This is done to minimize double work. The exception to the rule is that if a forecast is for several more inches, or days of snow, then it is a good idea to get started plowing so that you shall be assured that you can get through when the snow stops. Plowing must be done whenever it snows more than three inches. The Unit Owners should be aware that 24 hours is required after the snow has ended to complete all of the plowing.

PRIORITY OF ROADS TO BE PLOWED (see Plowing Map)

All of the roads shown on the plowing diagram must be plowed on a regular basis. Priority wise: The main roads as designated by the Fire Chief, then the roads which provide access for Winter Campers, then the driveways. Any roads plowed due to the presence of Winter Campers must be plowed to the end of the road or if a circle to the exit of the circle. Under no circumstances shall a snowbank be left in a road that's required to be plowed by the Town.

PROTECTION OF DRAINS/VALVES ON PLOWED ROADS

Before plowing begins, while the roads are free from snow, each valve located on the road, (see plowing diagram), must be marked with a hollow core cement block and a stake extending upward. When plowing, care must be taken to avoid damaging these valves and covers.

PROTECTION OF PROPERTY

When plowing, snow must not be plowed in such a way as to damage individual Unit Owner property or property owned by the Association. Specifically, plowing too close to the edge of roads may damage fencing, landscaping or in ground lighting. The roads must be plowed to the full width of the roads as they are narrow to begin with. To add to that, generally the edge needs to be pushed up onto sites because of large amounts of snow. All roads and intersections, as designated by the Fire Chief, must be plowed to a width to allow for emergency vehicles, ambulances and fire trucks. Passage is needed on the main roads. As winter goes on, the roadway shall generally become narrower as excess snow accumulates on the sides of the road. Care must be taken during the first plowing to assure that plowed snow does not damage property, but that the road must be plowed to a width to allow all Emergency vehicles access as more snow is plowed and accumulation gathers on the road shoulders.

PLOWING THE MANAGER'S RESIDENCE

The Manager's residence should be plowed or shoveled to allow for vehicles and access into the building from the rear door or the front entrance.

PLOWING THE MAINTENANCE AREA

The Maintenance Building must be plowed in such a manner as to allow total access around the building and the overhead door to be opened and access into the building allowed from the overhead door and the front door (on the West Side of the building). When plowing snow in the maintenance area, a wide area should be plowed by the overhead door to allow for turning and access into the building for trucks. A passageway from the main north/south road to the building should be wide enough to accommodate all equipment. The North end and West Side of the building should have snow removed entirely. It is recommended that a path be cleared around the entire building in the event that access to the building is required from the East. **NOTE:** *The area surrounding the dumpsters does not require clearing since the dumpsters are closed for the Off Season.*

BLOCKED ROADS TO BE PLOWED

In the event that a roadway requiring plowing is blocked by a vehicle, every effort must be made to find and notify the owner of the vehicle and have it removed. In the event that the owner of the vehicle is unwilling or unable to remove the vehicle, the Board shall be notified. It is the vehicle owner's responsibility to promptly remove stuck vehicles on common roads within the Park.

EQUIPMENT FAILURES

In the event of an equipment failure which prevents Management from plowing and clearing snow as agreed, it is the Management Company's responsibility to repair the equipment in a timely manner or to make alternate arrangements for plowing.

BACK UP PROCEDURES

The Management Company shall have a back-up plan which shall guarantee snow removal promptly after a storm has ended.

SANDING AND SALTING

It is important that no salt be used to melt snow when plowing. It may be far less costly to provide a barrel of sand at areas where ice may prevent access. The areas that must have barrels of sand for safety are at the front entrance, both sides of the gate near the winter well supply area, and the winter bathhouse. The Management Company shall sand an area of not less than 15' long x 12' wide on each side of the gate. **NOTE:** *At no times are roads to be salted due to the potential for environmental damage. Pet-friendly salt is to be made available at the Year Round Bathhouse.*

OTHER

The Management Company is not responsible for damage done to property by any vehicle not belonging to the Management Company. As an example, the Management Company should assume no responsibility for a Unit Owner going off a road and through someone's fence on their campsite.

3E OFF SEASON TROUBLESHOOTING

NO HEAT OR ELECTRICITY IN THE MANAGER'S RESIDENCE

Electricity outages within the Park should be reported to Eversource at 603-323-8583.

- Heating problems – Eastern Propane 800-562-6283
- Loss of electricity - Eversource 603-323-8583

RUPTURED WATER LINES

If the water lines were properly drained, there should not be a ruptured line in the main system. If this occurs, it will likely do so when the line thaws in the early spring. When it happens, the as-builts for the water system shall determine which valves need to be closed off. (Remember all water lines are fed from two ends - so that at least two valves shall need to be closed off.) Once the problem has been located, a determination should be made to re winterize the lines or leave them as they are until they are activated. In general, making repairs to the water system during the winter is not a good idea. The frozen ground, frozen pipes and general conditions tend to make repairs difficult at best. *Best solution - make a temporary repair and wait until things thaw - you'll have no trouble finding out the extent of the damage when all the lines are thawed.*

VANDALISM

In the event of vandalism or unauthorized entry into common buildings or theft of property, notify the police and the Board. Make a list of damage and inventory any missing equipment or property.

3F PREPARATIONS FOR OPENING THE PARK

It is important that Management begin planning during the Off Season for the remaining seasons. Entertainment requires early scheduling and certain activities require pre-planning to assure their success. Additionally, work schedules and staffing requirements may be set during late winter and hiring may begin as early as February or March for the seasons ahead. Lastly, there are a number of Park preparations required during the Off Season to be ready for the start of the Early Season, (May 1).

WHEN TO BEGIN

The key to opening the Park on time is planning. As one season draws to a close, jot down things that you have learned during the season regarding personnel, activities, ideas for next year, recommendations from Unit Owners, and basically anything you might forget over the winter.

DEVELOPING A SCHEDULE

The absolute easiest way to prepare for opening the Park is to set up a schedule of what needs to be done by what date and how long it may take to do. Schedules may be set up for maintenance functions, such as turning on the water, ordering supplies and products, etc. In order to use a schedule effectively, a workable master plan should be utilized which cross references people with tasks to be completed.

EQUIPMENT AND SUPPLIES

As soon as time permits, a workable inventory of all replaceable items should be made. By conducting an accurate inventory of supplies on hand and determining the amounts of supplies used during the season, you shall be in an excellent position to determine requirements for the next season. Paper goods and cleaning supplies should be ordered in early April, while items which may take longer to arrive may be ordered as early as March. Remember, when items arrive, you'll need to pay for them. In short, plan ahead as to when you'll need things and order accordingly. All supplies shall be paid by the Association. This inventory should cover everything from forms and car passes to life jackets, golf balls and canoe paddles.

The following is a guideline of timing for ordering of supplies:

<u>MONTH</u>	<u>ORDER</u>
FEB.	ARTS & CRAFTS SUPPLIES
MAR.	FORMS/CAR PASSES CLEANING SUPPLIES
APR.	ACTIVITIES EQUIPMENT NETS/GOLF BALLS/ PADDLES/ETC. PAPER PRODUCTS

HIRING AND PLANNING FOR STAFF (Refer to Chapters 4 & 5)

The time to plan for staffing and hiring is during the Off Season. There is no magic formula to determine the correct number of staff to be used at any given time. Weekday staffing needs are considerably different than weekends and holidays as far as staffing is concerned. As Unit Owners plan their vacations, the Manager should plan to staff accordingly. For instance, the first week of July is traditionally very busy, as many people tend to take the Fourth of July week as a vacation week. Needless to say, the staffing must be sufficient to accommodate all functions during that period. The last two weeks of August tend to be considerably less busy as families are getting ready for school and there are traditionally fewer people in the Park.

As a rule, staffing should be set to provide for the operation of normal services, (not holiday levels), during the Peak Season. If it is determined that there are too few staff members in a specific area, cross utilization of personnel can quickly solve the problem if it is handled correctly. More specifically, it is a good idea to hire more people to work fewer hours than to hire fewer people and have them work longer hours. First, people tend to be more content and have better attitudes when they have enough time off to enjoy themselves and they don't have to work every waking moment, and secondly, there are usually people who would like to occasionally work a few extra hours when you get in a bind.

While it is difficult to staff for someone else, the following is a **guideline** of staffing requirements. Additionally, other chapters contain more in depth job descriptions and information regarding start dates, hours, qualifications, etc. Much, ideally all, of the hiring, background checks, and training shall occur in advance of, or no later than by, the first few weeks of the Early Season.

REGISTRATION OFFICE	2 PERSONS (APPROX. 24 HOURS EACH)
MAINTENANCE	2 PERSONS (APPROXIMATELY 30 HOURS EACH) 2 PART TIME PERSONS (APPROX. 15 HOURS EACH)
BATHROOM AND GENERAL CLEANING	2 PERSONS (APPROXIMATELY 25 HOURS EACH)
SECURITY	(NEEDS VARY BASED ON DAYS, TIMES, HOLIDAYS)
ACTIVITIES DIRECTOR	1 PERSON (APPROXIMATELY 50 HOURS)
ACTIVITIES COUNSELORS	4 PERSONS (APPROXIMATELY 30 HOURS EACH)
ON-SITE MANAGER	1 PERSON (YEAR ROUND OR SPLIT PER SEASON)
STORE/SNACK BAR MANAGER	(NEEDS VARY BASED ON DAYS, TIMES, HOLIDAYS)
STORE/SNACK BAR STAFF	(NEEDS VARY BASED ON DAYS, TIMES, HOLIDAYS)

A FEW HIRING TIPS AND GUIDELINES:

Don't hire anyone under the age of 16. Review all child labor laws for employees between the ages of 16 to 18. When someone tells you what hours he or she shall work, don't hire them if you can't live with it. As a rule when somebody says, "I won't work weekends," don't hire him or her. The people who have to work weekends shall resent them and usually when someone dictates their requirements to you before they're hired - you're in trouble.

NOTE: *All seasonal employees, regardless of age, or if they've been employed by the Management Company on behalf of the Association in the past, are required to participate in CORI and SORI checks yearly - with the Management or their employees absorbing the associated costs.*

PLANNING AN ACTIVITIES PROGRAM (See Chapter 5 for further details.)

One of the highest profile aspects of managing the Park is the Activities Program. A great deal of care should be taken to incorporate new ideas with some tried and true activities. In order to keep the program fresh, it is recommended that new activities be introduced each season. These activities are not necessarily meant only for children. Teens and adult activities need to be modified from time to time. Prior to planning an Activities Program, all of the previous year's activities schedules should be reviewed for ideas. Additionally, if not familiar with a comparable organized activities program, it is advisable that a meeting be held with the Board for some guidance as to what the current thinking regarding the Activities program shall entail.

GETTING NEW IDEAS AND MAKING THEM WORK

Finding new ideas for activities is easy. Keep your eyes open and they'll come to you. Other campgrounds and resorts are good sources for activities ideas, as well as cruise lines and internet resources, etc. Implementing ideas is even easier. When you develop a new activity, make up the rules so that they make sense and modify them if you have to as you go. There are many places online that have ideas for kid's activities and adult activities. If you know scout leaders or parents of young children, they'll be able to help you produce a host of new offerings.

PERMITS AND LICENSES

In order to open the Park in the Early Season, the Management Company needs to obtain a number of permits and pass inspections. All costs associated with these shall be the responsibility of the Management Company. **NOTE:** All permits, licenses, related contracts, and testing results shall be available in one location, (i.e., well labeled binders), in the Registration Office for Management and BOD review. It shall also be uploaded to one or more designated digital locations, (i.e., our DropBox account). Either the BOD, or a designee, will be responsible for the digitizing, while Management is responsible for maintaining and forwarding the hard copy.

The following is a list of those that must be completed:

<u>TYPE OF PERMIT</u>	<u>TIMING</u>	<u>REFERENCE</u>
LIQUOR LICENSE	TBD	
DRINKING WATER	APRIL, JULY	SECTION 6E
GROUNDWATER	NOT CURRENTLY NEEDED	
CAMPFIRE PERMIT	PRIOR TO MAY 1	CARROLL CHASE - FIRE WARDEN

TOWN DUMP PASSES	WHEN NEEDED	\$20 AVAILABLE AT DUMP
ASCAP LICENSE	APPLICATION IN MAIL	FEE VARIES
MPLC LICENSE	APPLICATION IN MAIL	
MOVIE	APPLICATION IN MAIL	FEE VARIES
BINGO LICENSE	APPLICATION IN MAIL	\$25 (UNDER REVIEW)
FCC LICENSE	OPTIONAL IF USING VHF RADIOS	
LICENSED WATER SYSTEM	APPLICATION IN MAIL	
STATE SWIM LINE PERMIT	PRIOR TO MAY 1	

LIQUOR LICENSE

The Management Company is responsible for securing a 6-month NH liquor license annually, as well as the liability insurance under the Management's name.

DRINKING WATER LICENSE

It is imperative that the Manager has a sound understanding of the requirements for drinking water testing and analysis. Basically, testing is required each April and July. A test bottle must be picked up at the Laboratory for Drinking Water Testing in Concord, NH. The test must be conducted according to their instructions and submitted to the lab, (preferably prior to the 10th of the month.) The Association currently has a service contract with F.X. Lyons for all periodic water sampling and lab services.

GROUNDWATER LICENSE

Originally, TPP was required to submit groundwater for testing and analysis twice each year, in April and October. A total of 10 sampling points, (from the drilled wells), were required and bottles for sampling were purchased at the lab in Concord. As a result of several consecutive years of satisfactory results, Totem Pole was advised in 1993 that this testing was no longer necessary and has been discontinued. No further groundwater testing is anticipated.

CAMPFIRE PERMIT

Prior to opening the Park in the Early Season, a campfire permit must be issued by the Fire Chief. There is no fee for this permit. Simply call the Fire Chief in late April and request an inspection of the Park. Generally, the Fire Chief goes through the Park and looks at campsites to make sure that fireplaces are not located in unsafe locations. A permit is issued on the spot and no further permits are required for the remainder of the year. **Caution:** *The fire permit is issued for cooking only. Unit Owners should be advised that no burning of brush, pine needles, or leaves is permitted in their fireplaces. Violations may result in the Campfire permit being revoked.*

DUMP PASSES

The Town of Freedom has a dump which may be used by residents of TPP for the disposal of leaves, brush, scrap lumber, etc. The Town of Freedom has determined that Unit Owners may obtain a two year dump pass for a fee, (current rates apply). Dump passes may be obtained at the Town Office or the dump. Management is responsible for securing their own dump pass as well.

ASCAP LICENSE

This license from the American Society of Composers, Authors and Publishers Society (ASCAP) is required if any music is played at the Park. A fee may be determined and a check sent. The fee is based on live entertainment costs. The Manager shall receive a fee schedule and an application for the ASCAP license in the mail automatically.

MPLC LICENSE

The Motion Picture Licensing Corporation requires an umbrella license to show any commercially available movies at the Park. This license application arrives via mail and a check must be sent.

BINGO LICENSE

A license must be received from the State of NH for BINGO games. The renewal application shall be sent automatically. A form is required to be filed with the state for each BINGO game played. In the past, the form filing was waived for campgrounds, but is under revision and most likely shall be required in the future. (It's a fairly complicated form and requires names of winners, jackpots, etc. We have been advised that failure to file the form shall result in a loss of license.)

FCC LICENSING

In the event that the Manager uses 2 way VHF radios, (highly recommended), a license from the federal Communications Commission is required to control the channel and frequency authorization. Currently, the frequency being used by the Manager is 154.57. Fees and requirements are available from the supplier of radio equipment.

LAWN AND SHRUB CARE

A schedule of fertilizing should be determined in the Off Season so that it may be budgeted. It is recommended that all of the common grass areas, (with the exception of the duck pond area), be fertilized twice each year. Approximately 150,000 square feet need to be fertilized. (See fertilizer map).

The mowing and trimming scheduling is dependent upon how quickly the grass grows. During the Peak Season, all common areas need to be mowed on a weekly basis. Weed whacking is again dependent on the rate of growth. As a rule, Thursday and Friday are good days to mow and weed whack so that everything looks good for the weekend.

The ball field has an underground sprinkler system that should be used when things are very dry. The system has 6 separate zones, which are turned on by the use of valves located on the East Side of the field. No more than 2 valves should be turned on at a time. The ideal time to sprinkle is at night. Each zone should run for about 45 minutes. Refer to Exhibits and Schedules in Chapter 10.

INSPECTING THE PARK FOR WINTER DAMAGE

As snow begins to melt, the Park should be inspected for damage due to snow, runoff, flooding, plowing, etc. By checking early for damage, it gives you plenty of time to plan for repairs. Any storm damage should be assessed, and a cost estimate prepared and submitted to the Board. Authorization to make major repairs should be received prior to repairs being made. If repairs can be made prior to the opening of the Park, do it.

NOTE: Roads are very “soft” in the early spring and should be driven on carefully. Avoid admission of heavy trucks during this time period.

PLANNING FOR TRASH REMOVAL

It is necessary to have a schedule for trash removal during the season. As a rule, the dumpsters should be emptied on Wednesdays during the Early Season and Late Season and twice a week, (Mondays and Fridays), during long weekend weeks. During the Early and Late Seasons, it is advisable to secure 4 or 5 dumpsters so that there is enough room for all the trash produced. As the Association is charged for each dumpster emptied, no matter how full it is, it is essential Management create a monitoring and labeling process to inform users which dumpster is open, full, or not yet accessible. It is the responsibility of Management to lock dumpsters that are not to be used yet.

MAY 1 OPENING READINESS

A great deal of preparation is required prior to May 1 to ensure the Park is accessible, safe, and presentable. To ensure the Park is ready for the May 1 Opening, the cleaning of the roads, and common areas, (including the beach/shore line), shall be started as early as the second week in April - weather permitting. The water turn on process shall begin in the 3rd week of April - weather permitting. Additional preparation includes:

- Roads must be free of all debris, (i.e., pine needles, rocks, branches). Sweeping the roads should be accomplished as soon as possible after the snow has melted. The most effective method of road cleaning is the use of a commercial road sweeper. Additional methods such as blowing the roads is an option. Care must be taken to ensure debris is not transferred to a Unit Owner's site and that the debris removal method does not damage Unit Owner property.
- The roads within the Park shall be inspected for any damage that may have occurred as a result of storms, heavy equipment, or any other reason. A visual inspection of each road shall indicate the extent of any damage and what repairs are required.
- All road edges throughout the Park, in addition to the wooded areas across from Laundromat, next to Pump House, surrounding playgrounds and storage areas, shall be cleared of all dead wood, broken branches, trash, etc. Also, check the trees for broken branches that may not have fallen and address them if a safety concern.
- Test and repair equipment particularly as broken water lines are not uncommon early in the season.
- Meet with the BOD to confirm hours of store and snack bar operation, while also prioritizing other to dos surrounding the commercial and community properties - while addressing any concerns that have risen or are anticipated.
- The beach shall be machine groomed and the shoreline cleared of debris.
- The majority of picnic tables shall be in place at the start of the season - having been previously inspected for possible damage and painted or repaired if needed.

DRY WELLS

Management shall contact a local vendor at the beginning of April to clean out all the dry wells in the Park. Locations:

- East White Birch Lane approximately sites 261 & 262
- West White Birch Lane & Tribal Trail site 287
- Winter Haven Lane approximately sites 266 & 267
- Bear Post Rd site 256
- Chippy Lane site 234
- Arrowhead Lane site 221 – 222
- Chippewa Lane site 201
- Cherokee Lane site 91
- Seminole Way site 157

CHAPTER 4 ~ EARLY SEASON PARK OPENING AND OPERATIONS (MAY 1 - MEMORIAL DAY WEEKEND)

4 A GENERAL PROCEDURES

The Park opens May 1 for unlimited occupancy by Unit Owners. It tends to be a hectic time as the Park is still in the early stages of opening and an increase in population is usually accompanied by an increase in demands on staff, infrastructure, etc. As noted in Chapter 3, a great deal of preparation is required prior to May 1 to ensure the Park is accessible, safe, and presentable. Inevitably, concerns arise, (i.e., water leaks requiring temporary shutdowns, Unit Owners not using the dumpsters properly or needing gentle reminders about various Use Regulations, etc.), and patience is required. The basic functions required by the Management during the Early Season are setting up the recreation facilities as quickly as possible and further cleanup of all buildings and common property. More specifically:

- The Community Building shall be opened as of May 1 and available for use by the Association with Management and/or Board approval. No planned activities by the Management Company are available until Memorial Day weekend, however.
 - Trash cans must be placed around the Park and emptied regularly.
 - The boat and jet ski docks shall be installed based on water level, but no later than the weekend before Memorial Day.
 - Swim lines shall be installed per State regulations or based on a variance given by the State. Swim line attachments are installed in the water and on land.
 - All playground areas shall be roto-tilled and disinfected and all playground equipment inspected at a minimum of two times prior to August - one week prior to Memorial Day weekend and once after July 4th week, but before August first. Upon each inspection, a written report shall be provided to the BOD and infrastructure committees confirming the condition of both the grounds and equipment, as well as any related recommendations, (i.e., equipment repairs or replacements needed).
 - Horseshoe pits must be turned, and fill added if needed.
 - The tennis/pickleball court must be pressure washed per the instructions provided by Advantage Tennis, (see appendix).
 - Daily monitoring of the dumpsters shall include closing and locking full dumpsters and opening empty ones. Ensure dumpsters are not filled over the tops and monitor for any items left outside the dumpster and/or forbidden items dumped into them. If other than regular household trash is left near or in the dumpsters, review surveillance cameras to find the violator and follow up accordingly.
- REMINDER:** *During the Early and Late Seasons, it is advisable to secure 4 or 5 dumpsters so that there is enough room for all the trash produced. As the Association is charged for each dumpster emptied no matter how full it is, it is essential Management create a process to inform users which dumpster is open, full, or not yet accessible and to lock dumpsters that are not to be used yet.*
- All Association-owned buildings must be inspected for minor and/or major repair or pest damage. All minor repairs must be conducted by maintenance personnel. Major repair needs must be brought up to the Board or designees. If requested, the Management Company shall solicit a minimum of two bids to repair the damage.
 - Gutters that were removed for the winter must be re-installed. Those not removed must be clear of accumulated leaves and pine needles.
 - Ensure the Early Season training and staffing needs have been met in relation to maintenance, cleaning, security, and the Registration Office, in addition to activities offered, and the preparation/operation of the store/snack bar.
 - The pavilion, mini golf, and other recreational equipment shall be set up during this period.

- The handicap swing must be installed on a swing set closest to where it will be needed.
- Bocce courts must be raked and rolled.
- All propane devices must be lit and tested for proper operation by a licensed gas operator no later than May 7. Any problems call Eastern Propane. (Eastern Propane 800-562-6283)

OPENING, CLEANING AND MAINTENANCE OF THE BATHHOUSES

The first priority for cleaning is to get the bathhouses cleaned. A general inspection of the bathhouse, lighting, fencing and exterior should be conducted prior to usage to assure that the overall condition of each bathhouse shall be satisfactory for use. All exterior protection which may have been used, (boards, rope, etc.), shall be removed and each bathhouse should be swept and cleaned. As soon as the water is on, each stall needs to be completely cleaned and all toilets checked for operation and damage. Bathhouses can be easily checked for winter damage when the water is activated by flushing each toilet several times and running the water in the showers and sinks. Thereafter, daily cleaning is necessary.

OPENING, CLEANING AND MAINTENANCE OF THE COMMUNITY BUILDING

Prior to Memorial Day and after Labor Day weekend, the Community Building is utilized by the Association. From Memorial Day weekend through Labor Day weekend, it is utilized by Management on behalf of the Association. Cleaning the Community Building is a relatively easy task and should be accomplished as soon as practical as it is utilized almost as soon as it is opened. Any items that were stored in the building should first be removed, and then a visual inspection of the floor should be conducted to determine if any finish work is required on the floor prior to opening the building. Sanding and resealing the floor is a one-day job and requires about three days of no traffic on the floor. Usually, the last week of April is a good time to resurface the floor. Other than during the Off Season when typically not in use, Management is responsible for ensuring the Community Building is prepared for each event and is cleaned as needed thereafter. This may entail setting up specialized seating arrangements, sweeping popcorn after a night of bingo, decorating, facilitating access to the kitchen, etc. Being aware of the Activity Schedule and communicating with key stakeholders shall be necessary on an ongoing basis. Volunteers will typically help to set up for special events if asked.

The water system should be turned on and the water/plumbing and hot water heater tested for any damage. The on-demand Propane Water Heater is located in a closet outside on the northeast wall of the building. The electrical panel is also located in the kitchen on the north wall. All breakers are clearly marked.

NOTE: *Leave the stove breakers on unless someone is using the stove or oven. It is common that people place items on top of the ranges, as they are not used frequently. A severe fire hazard exists otherwise.*

CLEANING THE MAINTENANCE BUILDING

By cleaning the Maintenance Building prior to the season, you can usually get a good idea what's where and what equipment needs to be replaced. There is no guideline as to how to clean the building. Common sense and a good system for storage of equipment and supplies are all that's required.

OPENING, CLEANING, AND MAINTENANCE OF THE BEACH HUT

As the Beach Hut does not have running water, nothing special has to be done when opened beyond a thorough cleaning, the removal of plywood from the south window, and the testing of the "front" window to assure that the pulley mechanism is functional. Thereafter, the Beach Hut will need to be swept of any general debris and locked up nightly.

NOTE: *While the Maintenance staff shall prep the Beach Hut at the start of the season, the Activity Counselors shall be responsible for implementing a cleaning and lock down process.*

The equipment in the Beach Hut shall be regularly inventoried, checked for damage, and stored safely by the Activity Counselors on duty as well. Particularly as the Counselors tend to be teenagers, a checks and balance system is recommended, (i.e., monitoring of resources and record keeping to occur by the Activity Director and building access after hours to be monitored by security).

The Beach Hut shall be open and staffed on Memorial Day weekend and Labor Day weekend Saturday and Sunday from 9am to 5pm and on the subsequent Monday from 9am to 3pm. During weekends in June, it is open and staffed from 9am to 5pm on Saturday and 9am to 3pm on Sundays.

OPENING, CLEANING, AND MAINTENANCE OF THE REGISTRATION OFFICE

Prior to opening the Registration Office, it shall be thoroughly cleaned and organized so that the people working in the office know where everything is located. The telephone should be checked, and an answering machine set up to inform people of hours and take messages if needed. In a nutshell, if everything has been regularly cleaned and organized by the Registration Office staff, the Registration Office can be opened by unlocking the door and turning on the lights.

The Registration Office must be staffed from May 1 through October 31. Hours of operation shall be as follows: from May 1 to the 3rd Saturday in June and after Labor Day Weekend through October 31, Monday through Thursday, the Registration Office shall be open from 10am to 2pm; Fridays from 10am to 5pm; Saturdays from 8am to 5pm; and Sundays from 8am to 3pm. From the 3rd Saturday in June through Labor Day Weekend, Monday through Friday 9am to 5pm; Saturday and Sunday from 8am to 5pm.

Issuing vehicle passes is straightforward. There are three different types of passes, visitor passes, seasonal passes and permanent passes. All visitors entering the Park are required to have visitor passes. A pass is issued to the visitor and the dates of departure and site number are written on the front of the pass. The visitor pass should have a 10 MPH reminder stamped on the rear of the pass. The visitor should be reminded about the speed limit. The pass is hung from the rear-view mirror with the information side facing the front. The visitor pass is valid only until the date of departure as written on the front of the pass. A seasonal pass is issued to those frequent visitors and family members (as requested by Unit Owners). No seasonal passes should be issued unless specifically requested by a Unit Owner. The exception being for a seasonal renter of an Owner's site. The seasonal pass is designed to eliminate the large number of permanent passes issued to friends and family members. The seasonal pass is a different color each season and is hung from the rear-view mirror as the visitor pass. The basic difference between the visitor passes and seasonal pass, is that the seasonal pass is retained by the person and may be used for the entire season, reducing the necessity of frequent visitors having to stop and register at the Registration Office each time they enter the Park. The seasonal pass should have the year, site number and license number of the vehicle written on the front. Permanent Owner car passes are initially issued to each Unit Owner for \$2 each. These passes are numbered window decals. As each pass is issued, a record is made of the pass number, description and license number of the vehicle and campsite number. These records should be available in the Registration Office so that a particular vehicle may be identified by a pass number, license number or vehicle description. Replacement Owner passes may be issued by the Registration Office staff when new vehicles are purchased for a replacement fee of \$2. This fee shall be collected by the Registration Office staff, recorded, and deposited on behalf of the Association. Suppliers in marked vehicles may be exempted from being issued passes as desired. Employees of the Management Company should be issued seasonal passes.

OPENING, CLEANING, AND MAINTENANCE OF THE COMMERCIAL PROPERTIES

The Commercial Properties consist of the Store and Snack Bar, 2 Apartments, Arcades, and Laundromat. Opening each of the properties entails a thorough cleaning, turning on the water where applicable, ensuring all equipment is operational, and that the facilities are otherwise ready for occupancy or use. **Once open, the Store and Snack Bar are to be cleaned by the Store and Snack Bar staff.** The Apartments are to be cleaned by the cleaning staff after each renter departs, (generally weekly). They require vacuuming, sweeping, surface cleaning/sanitization, and ensuring the kitchens, bathrooms, bedrooms, and other living spaces are ready for new renters. The cleaning staff shall also clean the Arcade and the Laundromat daily. This entails sweeping and surface cleaning. As the washing machines are leased, the leasing company shall be contacted by Management to prepare them. Any maintenance concerns are to be addressed in a timely manner by Management. If concerns exist that can't readily be addressed by Management, (i.e., a stove replacement), Management shall address such with the Board as soon as the concern is known.

CLEANING THE COMMON AREAS

A general cleanup of common areas shall be started as soon as melting of snow allows. It shall continue throughout the year as appropriate.

- The picnic areas by the beach shall be raked and cleared of dead brush, tree limbs, etc. Picnic tables shall be moved from the rear of the Beach Hut, inspected and placed throughout the picnic areas.
- The parking lot by the beach shall be inspected for gullies or washouts which need to be filled.
- The beach shall be cleared of debris as it washes on to the shore and shall be inspected to determine if any damage or erosion occurred during the winter. If any erosion has occurred, the Association shall be notified, and a plan established to remedy the problem.
- The beach shall also be "dragged" or raked with a York rake attached to a tractor to level it and provide a pleasant appearance.
- All recreation facilities shall be swept and cleared of any debris as quickly as practical. This includes the tennis court, basketball courts, Mini Golf area, Pavilion and shuffleboard courts.
- All common playgrounds need to be cleared of debris.
- Playground equipment should be tested and inspected to determine its worthiness for the season.

OPENING THE RECREATION FACILITIES

Opening the recreation facilities should be accomplished using a phased in approach. Specifically, open those areas first that shall get used first.

- The tennis net & pickleball nets shall be installed for use starting the first weekend in May. Tarps to cover the pickleball nets, when not in use, are also installed at each end of the tennis court.
- The Beach Hut must be opened, swept, and staffed for Memorial Day weekend.
- Soccer nets must be put into position as early as practical.
- All playground equipment shall be inspected, playground areas rototilled and disinfected at least one week prior to Memorial day weekend. Written report provided to the BOD and infrastructure chairman for each playground unit in the park. This shall also be done anytime after July 4th week, but prior to August 1.
- As a safety rule, canoes, kayaks, paddleboards, and/or paddleboats should not be made available until inspected and the lake has warmed up enough so as not to be dangerously cold in the event that someone tips over. They all, however, shall be installed prior to Memorial Day weekend.
- Water sport equipment and supplies shall be checked for damage such as leaks or tears, missing parts, etc., and repaired prior to being placed into use for the season.

THE BOAT DOCKS

Placing the docks into position requires the use of a pick up truck. The docks should be placed into position so that a short ramp from the shore may be used. If properly marked when taking them out, it shall be easier to know where to place them the following spring. **NOTE:** *The lake rises and falls quickly. The tendency to place the docks out very deep should be weighed against the cost to replace them or find them when hard rain causes the lake to rise quickly, and they float away.*

The paddleboat dock is positioned at the west end of the beach area directly in front of the Beach Hut outside of the swim lines. The dock is a floating dock, which is secured by a standard dock kit, which consists of 4 corner posts driven into the bottom of the lake and attached through sleeves at each corner of the dock. The height of the dock is adjusted by tightening the bolt at each sleeve for the desired height as water levels rise and fall. A ramp to the boat dock is placed on shore and supported in the middle. Chains should be secured to the dock and paddleboat(s) should be placed facing toward shore on each side of the dock. No paddleboats should be dragged up onto the shore for any reason.

The 2 loading/unloading boat docks should be put into position as early in the season as is practical. Most boat owners use these docks regularly. Each dock is located on the boat ramp with enough distance between them to easily accommodate 2 boats. There should also be enough room on the outside of each dock to accommodate an additional boat. In other words, 4 boats should be able to use the loading/unloading docks simultaneously. A 3rd smaller dock is also placed by Management to allow for jet skis to launch.

THE PAVILION

The Pavilion is directly east of the shuffleboard courts on a cement area 30' X 60". Prior to opening the Pavilion area, it should be inspected for damage. The lights should be checked, and the electrical wire run from each pole to the box located at the south end of the Pavilion. The wire is plugged into the outlet on the outside of the box. Inside the box there is a breaker that must be turned on to provide electricity to the Pavilion. An additional electrical breaker is located in the electrical box located on the pole east of the mini golf course. The breaker is marked "tent lights" and must be in the on position to provide power to the Pavilion. The main breaker is located outside the Commercial Property.

THE SWIM LINES

The installation of the swim lines must be completed by Memorial Day weekend and be installed according to State regulations. The lines are in 3 sections. 2 sections are **75'** long and the third section is **200'** long. The lines consist of nylon rope with plastic lobster buoys secured at intervals by plastic ties. These lines are used to delineate the swimming area so that boats do not enter the swimming area.

4B TURNING ON THE WATER SYSTEM See chapter 6

4C PREPARING AND OPENING THE ROADS PROCEDURES

The paved roads at Totem Pole Park were constructed using an asphalt penetration method. The system, which was completed by New Hampshire Bituminous, uses a finely graded base of gravel with a forced penetration of hot oil into the gravel base. The roads are then "back sanded" and rolled. The key to a successful finished product is to let the roads "cure" without any traffic. The roads were done when there was relatively no traffic and were allowed to sit until well hardened. Although the roads were done in 2015, they still tend to be somewhat soft in the early spring so care should be taken to avoid abuse.

Extremely heavy loads such as 10 wheel, fully loaded trucks and all vehicles towing trailers should be instructed to be extremely careful and not to turn the wheels when stopped. It is recommended that any heavy trucks be discouraged from using the roads in the early spring.

As noted previously, the roads need to be cleared of any debris and inspected for safety as soon as the snow melts, (and repaired if necessary). Throughout the year, Management shall continue to keep the roads clear, inspecting them regularly for concerns that require attention. Obviously, any noticeable damage to the roads or common areas shall be noted during this process and repaired as needed.

MAKING REPAIRS

Storm damage repair usually consists of washouts on some of the hills in the Park. This damage is easily repaired by adding crushed gravel (which the Manager should have on hand in the maintenance area for such an occasion.) The crushed gravel is simply loaded into a dump truck and shoveled into the affected area. After the washout has been repaired, the fill should be packed to prevent it from any further washouts. Road repairs, which may include potholes, broken edges or areas where the surface has been broken also need to be fixed when noticed.

The use of cold patch and driveway sealer or crack filler makes this job relatively easy. When a hole is discovered in the asphalt surface of the road, it should be cleaned out and a layer of sealer placed in the hole. When this is completed and the sealer has been set, the hole is filled with a cold patch, (which Management should have on hand). The cold patch is packed firmly to fill the entire hole, then is packed by driving on it or rolling it to provide a smooth, secure surface. The sealer acts as an adhesive surface to prevent the cold patch from crumbling when placed into the hole. Damage to the edges of the road is handled in much the same manner, using a cold patch to prevent further deterioration.

4D MANAGEMENT COMPANY PERSONNEL **OVERVIEW**

The overall success of a particular Management Company shall be in large part evaluated by the quality of personnel employed. This section deals with guidelines for recruitment, selection and general considerations relative to personnel. These are only recommendations as it is presumed that any qualified Management Company shall have considerable experience in this area.

GENERAL STAFF CONSIDERATIONS

Hire good people, work with them, pay them well and listen to what they have to say. It shall pay off. When hiring a complete new staff, don't skimp on hiring. Over staffing a bit shall help when the first employees decide to quit in the middle of the season or are terminated for any reason. If you hire people on a part time basis in some areas, generally you can work out the details to increase hours for those employees who work out great and to decrease hours for anyone who doesn't. In other words, if you hire 3 Activities Counselors, work them all 50 hours a week and one of them quits, you pretty much need to hire another and have them completely trained and ready to go - immediately which is not a realistic situation. If, however, you hire 4 people and work them each 30 to 40 hours per week, your options are a bit better. Chances are that you can adjust the schedule and work around the missing employee.

If a particular employee tends to be undependable, disinterested in the job, or has a tendency to make things difficult in general, don't accept a lot of invalid excuses. Review the situation, make an honest determination and if warranted, make a change. It shall make your life easier in the long run and everyone else shall quickly come to the conclusion that you won't accept substandard performance.

On the other hand, if an employee's performance is exceptional, praise and recognition is always appreciated. Cross training and utilization of employees is another way of covering positions due to absences, employees quitting or being fired, etc. By having employees skilled in a number of areas, there is always the possibility that there shall be somebody to work with when the schedules get jumbled. **NOTE:** *Personal use of cell phones shall be discouraged during working hours.*

Record keeping for employees is, obviously, extremely important. A record of hours worked, days off and general employee information is required. Additionally, you must have a record of withholding information for each employee for tax purposes and have a current, valid address to provide tax information to the employee at the end of the calendar year. It is necessary that the Management Company provide Workers Comp Insurance for its employees. Bottom line, all payroll services and employee records are the responsibility of the Management Company. **REMINDER:** *As referenced in Chapter 3, the State of New Hampshire has specific laws pertaining to the hiring of anyone under the age of 18. These laws should be checked and hiring done based on current laws. The penalties for violating the Youth Labor Laws are costly in both dollars and future compliance requirements. As a practice, don't hire anyone under the age of 16 unless you're prepared to be aware of every aspect of their employment including hours, days worked, job duties, etc.*

The following are **guidelines** and **recommendations** for qualifications:

THE MANAGER

To be successful, the person responsible for the day to day operation of the Park should have a sound understanding of the day to day demands and a successful campground management background. While it's not that important that the person initially have a wealth of knowledge regarding the Park, it is important the he or she be extremely dependable, well organized, and able to deal with a variety of situations ranging from personnel matters to enforcing Use Regulations and By-Laws and dealing with unhappy Unit Owners. Critical thinking skills, strong communication and collaboration abilities, an ability to diffuse instances of conflict, and creativity, in addition to possessing a pleasant personality and the ability to get along well in a workplace environment, are desirable as well. A positive frame of mind and a willingness to work long hours with relatively little time off during the Peak Season is also a primary consideration. It is preferable to hire someone who has knowledge of the time requirements necessary and the flexibility required regarding irregular meal times, etc.

REGISTRATION OFFICE STAFF

Staff who work in the Registration Office should have good telephone manners, be personable, and organized. Basically, they need to answer the telephone, take messages, and provide information and forms to Unit Owners. They are also required to check all vehicles entering the park, only allowing entry to the park of authorized vehicles and owners. They shall issue car passes, handle money in the manner designated, maintain and update records, and have a strong knowledge of the Park and its operation.

MAINTENANCE STAFF

The hiring and training of qualified Maintenance staff is a key to a successful operation. The Maintenance crew should include someone who is familiar with plumbing, electrical and general repairs of equipment and buildings, as well as someone who can operate equipment such as tractors, chain saws, mowers, etc. The Maintenance staff and the Manager shall discuss tasks to be completed, time frames, priorities, completion status, and concerns daily.

CLEANING STAFF

The only time you'll hear about how clean something is, is when it's not. The hiring of Cleaning staff should be done with a great amount of thought. Cleaning needs to be done 7 days a week. Rainy days are especially busy for Cleaning staff. A good schedule for cleaning is to have all of the bathhouses cleaned early in the morning (before 7am), then the common buildings and a final cleaning of the bathhouses after people have had morning showers at about 11am. **NOTE:** *Cleaning of the apartments shall occur weekly after the renters depart. Any concerns regarding the condition of the apartment shall be brought to the Manager's attention immediately, (who is then to inform the Board).*

SECURITY STAFF

The hiring of a Security staff should be done with the understanding that sometime during the season, each person hired must be required to enforce the rules by speaking with a Unit Owner who has a different opinion of what is correct. Security staff should have common sense, good judgment, and a thick skin. Generally speaking, mature people tend to command the most respect from the people they shall have to deal with. In other words, it's probably not a great idea to hire someone 18 years old for security.

Security staff should be courteous and trained to respect the people they come in contact with within their duties. While you don't want people complaining about Security staff, you also don't want people complaining about the lack of enforcement. If someone calls you every 5 minutes regarding a security problem, you have the wrong person in Security. On the other hand, if you never hear about any problems from the Security staff, you also probably have the wrong type of staff.

ACTIVITIES DIRECTOR

Probably the most visible position in the Park, other than the Manager, is that of the Activities Director. The person responsible for providing recreation and activities shall likely come into contact with everyone at some time or another. This person has a very high profile position. You'll need someone who is organized, good with both children and adults, and creative. The position requires a high degree of energy and enthusiasm. Teachers tend to be ideal for the position as they have summers off, are used to working with kids and adults, are organized and usually they're looking for summer jobs. The job requires a person who is friendly, enthusiastic, well organized and able to improvise quickly. This person must be responsible for creating and implementing activities and recreation programs for both children and adults. The Activities Director also must be able to schedule and supervise a number of Activities Counselors. Basically, the first qualification is someone who wants to do the job, can have fun doing it and has a nice personality. **Hint:** *Hire the right person - don't settle - be selective. The Activities Director can make you or break you.*

ACTIVITIES COUNSELORS

The Activities Counselors are equally as important as the Activities Director as they are the people responsible for everyone having fun while being safe. A strong candidate truly enjoys leading and engaging others of all ages, abilities, and interests in a wide array of recreational activities. S/he demonstrates initiative, can adapt an activity in the moment, is energetic, is not addicted to a cell phone, appreciates physical/outdoor activities, as well as the rainy day alternatives, and can think creatively or problem solve in the moment. An awareness of ways to support positive peer interactions, recognize and address bullying, and facilitate respect for all are also ideal characteristics.

The daily activities programs and events are led and supervised by Activities Counselors. As a rule, it is a fun position and usually there are a number of Unit Owner's children who have an interest in working at Totem Pole. A word of warning, however; it's easier to hire them than fire them when they have a site at the Park.

The disadvantage of hiring Owner's children is that all of their friends want to "hang around" with them while they are working. This is not good and needs to be addressed prior to hiring. As a rule, 3 to 4 Activities Counselors can provide all of the activities and recreation for the summer. A minimum age of 16 should be absolutely adhered to for Activities Counselors.

Activities Counselors should be instructed as to what is expected of them and given a set of do's and don'ts for the position. A training session should be established each season to review specific activities, rules and expectations. This session shall take place prior to Memorial Day, (not always possible, but as early as practical). Daily activities begin during the last week of June and continue through August to Labor Day weekend. As Labor Day approaches, some Counselors shall have to leave for school. This is usually not a problem as occupancy drops off considerably and many activities do not happen due to a lack of participation. **NOTE:** *It is recommended that the Activities Director and all Counselors meet weekly to review the week's activities and discuss which activities need to be modified, deleted, etc.*

SNACK BAR/STORE MANAGER

The Manager of the Snack Bar and Store oversees all related operations. This includes staff hiring, training, scheduling, supervision, evaluation, and discipline if needed. It also includes assisting Snack Bar and Store staff in the event that it becomes extremely busy and more hands on deck are needed for a short period of time, (or calling additional staff if needed). Ordering and monitoring inventory, assessing what is working/not working in relation to service and the bottom line, facilitating the opening and closing of both the Store and Snack Bar, and the management of all monies and records are additional responsibilities. The Snack Bar/Store Manager shall be reliable, patient, a strong leader, an effective communicator, and experienced in the operation of a retail establishment, as well as a Manager.

SNACK BAR STAFF

Snack Bar staff take, prepare, and serve food/beverage orders. They also handle money, notify the Manager if concerns exist, (i.e., inventory running low), and are expected to practice food safety hygiene at all times. Thoroughly sanitizing and otherwise cleaning all surfaces and kitchen tools/equipment is an essential part of the job - both in the snack bar itself, but also in the dining area. Take advantage of any down time to maintain the cleanliness of the snack bar and the dining area. The ability to appropriately engage with a customer, make change, work well under duress, follow directions, and meet both quality and output expectations are minimal requirements.

STORE STAFF

Anyone working in the store must be 18 or older as alcoholic beverages are sold. The ability to manage and make sales with accuracy and speed, while also monitoring for the possibility of theft, replacing inventory when low, (i.e., restock coolers during any down time that occurs), and the ability to make change both quickly and correctly are essential skills. As time permits, maintaining the cleanliness and positive appearance of the store is also required. As with the Snack Bar staff, Store staff must demonstrate the ability to appropriately engage with a customer, work well under duress, follow directions, and meet both quality and output expectations are minimal requirements.

NOTE: *Know that the Board will be overseeing costs associated with employment of Store and Snack Bar staff, (i.e., rates of pay, hours worked, tasks completed). Keeping operational expenses within the Association-approved budget is critical. Management shall be prepared to rectify concerns raised by the Board if and as they arise.*

DRESS CODES FOR EMPLOYEES

Employees must wear staff shirts or some other sort of identification that identifies people as employees of the Management Company. Generally speaking, laws prohibit you from requiring an employee to wear a uniform unless that uniform is supplied by the employer. Golf type shirts are usually comfortable, relatively inexpensive and easy to care for.

VEHICLE/GOLF CART USE BY EMPLOYEES

All motor vehicles owned by the Management Company should be operated within the Park by licensed drivers only. The speed limit of 10 MPH must be strictly observed by all employees of the Management Company. As a rule, truck caps should be removed if possible, during the season to provide better visibility. Don't allow any employee to drive any vehicle in any manner that you would not want everyone in the Park doing. If you find that any employees continuously do not obey speed limits or drive carelessly within the Park, do not let them drive vehicles within the Park.

The use of electric golf carts within the Park provides a number of advantages for transportation for the Management Company and its employees. Golf carts are especially helpful for Security if they are used correctly. They are quiet and easy to get in and out of. If used for security, they should be stopped at each checkpoint for one minute so that the Security staff can listen. Like vehicles, golf carts must be operated properly and safely. If any employee operates a golf cart recklessly, they should not be allowed to use them.

COMMUNICATIONS RADIOS

The use of two-way VHF radios is a tremendous help in the Park. It is the simplest, fastest way to communicate from one end of the Park to the other. Virtually all of the key personnel should have a radio that they take with them while on duty. A radio should also be placed in the Beach Hut, Store, and the Registration Office to be used as required. The Manager should have a radio at all times in the event of an emergency. All Security staff should absolutely have radios for communications. A good way for Security to communicate with each other without bothering you all night long is to provide 2 radios with 2 frequencies and all other radios with only one frequency. The Manager and the head of security use the radios with 2 frequencies. When the Manager goes to bed, his radio is turned on to the second frequency. Security can talk on the main frequency without bothering anyone. If there's a problem, the head of security can switch to channel 2 and call the Manager.

Radios and radio repairs are available from Oxford Hills Communications in Oxford, Maine 207 -743-6690 or Ossipee Mountain Electronics in Moultonborough 476-5581. A FCC license is required for VHF radio usage. The Radio supplier should be able to provide the application for you. The license is good for 5 years. ***NOTE:*** *A number of Unit Owners have scanners that intercept radio signals. When you talk on the radio, as people are listening, don't say anything over the radio that you may regret later. If it needs to be a private conversation, don't use the radio.*

EMERGENCY FIRST AID TRAINING

It is a good idea to see if you can have someone provide a training course for both employees and Unit Owners who are interested in learning about first aid procedures. These courses have been taught in the past and are well received. It is best if they are done early in the season. It is also good to know who to call on in the event of a situation requiring a trained first aid person.

4F SUPPLIES AND FORMS

THE REGISTRATION OFFICE

Supplies for the Registration Office consist of the usual items needed in any office environment. Paper, pencils, pens, staples, etc. Office supply stores are located in Portsmouth NH, North Conway NH, Rochester NH and Portland, Maine. Specialized forms for the Registration Office such as car passes, registration forms for camper check in, etc. are available through Jenkins Business Forms Mascoutah, IL. They have a catalog and are widely used in the camping industry. They may be contacted at 800-851-4424.

MAINTENANCE AND CLEANING SUPPLIES

Primarily, supplies for cleaning and maintenance can be obtained in North Conway. The toilet paper system used in the bathhouses is a Cormatic system, featuring double Cormatic dispensers and using 6500 rolls. This system is virtually tamper proof, provides extra rolls and is available from any paper supply distributor. Mops, buckets, bleach, sanitizers, brooms and all other cleaning supplies are also available in North Conway.

CHAPTER 5 ~ PEAK SEASON PARK OPERATIONS **(MEMORIAL DAY - LABOR DAY)**

5A MANAGER DUTIES AND RESPONSIBILITIES

This subsection, (5A), deals with those responsibilities and duties of the Manager for the day to day operation of the Park. The duties and responsibilities of the Manager are varied and numerous. This individual should have the responsibility to make day to day decisions, which involve virtually every aspect of the operation. As such, this person must have first hand knowledge of what's going on in the Park.

Each day, Management must make a personal inspection of the Park to see if anything needs to be fixed or if any maintenance function is not on schedule. This also gives the Management an opportunity to keep the Park free of debris and litter that may be noticed along the way. Any violations of Use Regulations are usually noticeable at this time as well. The Manager should have a daily schedule for employees, so they know what is expected of them when they come to work. Depending on what the Manager desires, a schedule may be posted someplace where it shall be seen each morning (or night), or a meeting may be held with employees outlining the day's activities. This doesn't mean that every employee needs to meet with the Manager every day. If a good system is set up, then the Manager should have some key people who shall take responsibility for establishing priorities and scheduling certain functions within specific areas.

A weekly review of all operations within the Park should be conducted by the Manager. Specifically, a review of activities in progress, security procedures, a check of the overall cleanliness of the facilities. Basically, anything within the control of the Manager that he or she usually delegates to someone should be reviewed by the Manager to ascertain on a regular basis that things are being done correctly.

BUILDING PERMITS

The building permit system at Totem Pole is designed to allow for consistency in campsite modifications. The Building Permit Committee is responsible for printing, issuing, reviewing and approving Totem Pole building permit applications. Any modification to a campsite requires a Totem Pole building permit. Town Building Permits are also required for any construction of raised decks, sheds, add-a-rooms, screened porches and screened canopies. A town building permit is not required for landscaping modifications, fences, platforms on the ground, sprinkler systems, lighting or other minor changes such as signs, patios, clotheslines, etc. An Association Site Alteration permit must be filed for these alterations.

When a Unit Owner is planning a campsite modification requiring a Totem Pole building permit, the first step is for the Unit Owner to pick up an application which consists of 4 parts, the TPP application, the Town of Freedom building and Zoning applications and the drawing form. Each application for construction requires a separate sheet showing an elevation drawing and a Plan view of the Site (overhead view). Completion of the form is self-explanatory. The forms should be completed by the Owner or contractor responsible for the construction and the form should be submitted to the Building Permit Committee for approval. In those instances where elevation and site plan drawings are required, those drawings should be submitted with the cover form. The Building Permit Committee reviews the form for the type of modification requested to assure that the type of request is consistent with Park regulations and further to review the application to be assured that the construction of the project is also consistent with Park regulations. When the Building Permit Committee receives the requests, the bottom portion of the form is completed as to date received, date reviewed, and final disposition. Those changes that are relatively straight forward are approved and a building permit is issued by the Building Permit Committee.

The easiest way to return building permits to Owners is to post a sign outside the Registration Office that reads “Please pick up Building permits” and place the Site numbers on a separate sheet of paper for all those which are ready. Conversely, a sign outside the registration Office on the message board which reads “Please check with the office” for any Owner who has a request which requires further information or cannot be approved, is also an easy way to track down Owners. The permit numbering system currently in use is as follows: site number, last 2 digits of the year, # of the request by that Campsite Owner for the current year. Once each permit is issued, it is the Unit Owner’s responsibility to post the permit on the job site, just as a town permit would be posted.

Approving minor items such as placement of sod, landscaping items, walkways, clotheslines, lighting, tree removal, etc., requires a Site Alteration application form and written approval by two of the Building Permit Committee members. Fences also do require a written permit to be posted. When issuing approvals for fences it should be noted that only 2 rail open fences are permitted. They may be placed along the site abutting paved roads and 1 return section is allowed on each side of the Site. No additional fence may be placed between Sites for privacy, whether on the side or rear of the Site. Fences placed along the road must be placed far enough off of the road so as not to impede vehicles and plowing in the winter. A general rule is 5 to 6’ from the paving on main roads and 3 to 4 feet from paving on the interior roads within the Park. When approving Sheds, refer to Use Regulation #28Z. As a rule, sheds should be located no closer than 1 to 2 feet from the boundary lines.

If in doubt as to the validity of a request or construction technique, send the owner of the site to the Building Permit Committee. Town of Freedom Building Permit Application and Zoning Forms may be available in the Registration Office, but are also available in the town offices or on the town’s website. A supply of these forms may be obtained by calling The Town of Freedom Code Enforcement Officer or can be printed from the Town of Freedom’s website. All Town building permits require that a fee be submitted with the application. Each Town permit should also be accompanied by an approved Totem Pole Building Permit Site drawing. Town permits should be mailed by the Unit Owner to the Town Office, Freedom, NH 03836 or dropped off in person. They shall be reviewed and returned directly to TPP. The Town Office hours vary so a Unit Owner shall be encouraged to review that website. One to two weeks should be allowed for the processing of Town building permits. **NOTE:** *Review TPP’s website and Condominium Instruments for further details.*

COLLECTION AND DISTRIBUTION OF ASSOCIATION MAIL

Mail that is received by the Manager for the Association should be given to the President of the Board without delay. Official mail from the State of New Hampshire may indicate problems with a water test or some other concern. The Manager should make note of any “official” mail and follow up with the President after it has been received. Routine mail may be placed in the “slot” of the door to the rear of the Registration Office. Outgoing Unit Owner mail should be placed by him/her in the mailbox located on the Post Office Building at Totem Pole. The Manager has nothing to do whatsoever with the Post Office other than keeping it open, general cleaning, and providing keys to the Post Office boxes for new Unit Owners.

INVENTORYING AND ORDERING SUPPLIES

The Manager should conduct, or have someone conduct, a periodic inventory of supplies to assure that you don’t run out of toilet paper, trash bags or cleaning supplies. This is important and easily overlooked. Don’t just rely on the salesman or cleaning person. It takes time to order and receive special sizes of trash bags and cormatic toilet paper. These items may not always be readily available.

DEALING WITH EMERGENCIES

The basic difference in dealing with emergencies during the Peak Season and at other times is the numbers of people who shall be present. There is no difference in procedures. There is only a question of keeping onlookers out of the way. In the event of a fire on the property, the fire department should be notified quickly, and people should be placed at the entrance to the Park, instructing the trucks where to go. **The fire trucks do not obey the 10 MPH speed limit within the Park. Assign one person to each road the trucks shall be traveling on to act as a coordinator and keep everyone off the road.**

Incident reports should be used whenever deemed necessary to record situations, which may later require additional information or recollections. This is especially true of workers comp claims for employees. Accurate record of any accident should be compiled and filed for future reference.

MISCELLANEOUS MANAGER DUTIES

The Manager is responsible for everything that occurs at the Park in one way or another. Make sure that you have 2 sets of backup keys to all of the buildings, (and make sure that keys are stamped, so you know what the keys unlock). Make sure that you can handle all routine functions when someone quits or is sick at the last minute. Have a good back up plan. Organize everything you can think of and make notes about everything else when you discover that you missed something.

Assign a staff member with a green thumb to the care of the plants by the front entrance and the apartments. The maintenance of the flower beds by the apartments and the front entrance is an ongoing responsibility of Management. This entails yearly power washing of the stone barriers, ongoing weeding and watering, and the planting of both additional perennials and annuals, (with the costs of supplies funded by the Association within a predetermined budget).

5B THE REGISTRATION OFFICE

GENERAL

The Registration Office is the focal point for all Unit Owners and visitors. The personnel employed in the Registration Office act as a liaison to the Manager. The primary functions are answering the telephone, providing messages to Owners, giving out information and passes to visitors and Owners for a variety of things. Any message received by the Registration Office personnel which is considered an Emergency should be delivered promptly to the Site. In the event of a death or serious emergency, it is recommended that when delivering the message, the Unit Owner be told that the message is being delivered because the person giving the message indicated that it was an emergency. Refer to Chapter 4 for additional details.

NOTE: *As the Peak Season winds down the Registration Office staff shall collect winter camping applications and fees. They must maintain a spreadsheet of all Unit Owners who sign up to winter camp. Management will share the list with the BOD and turn in a completed map to the Town of Freedom. Management will work with the BOD liaison regarding related tasks.*

CAMPSITE RENTALS BY OWNERS

Unit Owners who rent their sites make their own arrangements for the collection of fees, check in and disbursement of keys to their sites if necessary. Renters must register at the Registration Office and receive a visitor pass with the date of departure. It is recommended that renters also receive a set of campground rules. Renters are subject to the same rules and regulations as everyone else. The Unit Owner is responsible for the actions of their renters. Any violations of Use Regulations or By-Laws must be handled in the same manner as all other violations. The Unit Owner shall be advised and, if necessary, the renter shall be asked to leave.

5C RECREATION AND DAILY ACTIVITIES

ENTERTAINMENT

The following entertainment schedule must be followed:

- Adult Bingo must be provided each Tuesday and Friday from Memorial Day through Labor Day in the Community Building.
- Teen Dances with a disc jockey, (can be a Activities Counselor), must be provided each Friday from Memorial Day through Labor Day under the Pavilion.
- Hourly weekend activities must be provided from 10:00am to 5:00pm on Memorial Day weekend, each weekend in July and August and Labor Day Weekend. The Beach Hut shall be open from 9:00am to 5:00pm on these same weekends.
- Live Bands must perform on Saturday and Sunday evenings of Memorial Day, Labor Day weekends, each Saturday evening in July and August, and July 4th.

THE WEEKLY ACTIVITIES SCHEDULE

Developing a schedule for activities is one of the responsibilities of the Activities Director. The schedule needs to be completed and enough copies printed so that they may be distributed at the Registration Office beginning Friday afternoon for the week. In developing the schedule, a variety of activities should be offered for all age groups. The basic schedule during the mid-season should offer at least one activity each hour during the week and more than one each hour for different age groups on weekends.

Activities for small children, (ages 3 to 7), should be very low level with a minimum amount of time for each activity due to the short attention spans normally associated with young children. Good activities include singing songs, reading stories, short puppet shows and playing easy games. Activities for children in this age group should be held in the Community Building when possible, with the doors closed to prevent wandering. One specific Activities Counselor is recommended to work with the younger children. There is always shyness among this age group and by using one person, that shyness is usually overcome more quickly. Parents should always be encouraged to attend these activities and sit quietly with their children or, if they prefer, at the back of the room to observe. One activity, which has traditionally proven popular among this age group, is Kiddie time. A variety of things can be done with the children which may allow mom to have some time of her own. It is a good idea to offer Kiddie time at the same time period rather than to change from morning to afternoon. Arts and craft projects for this age group can be very simple and need not be professional. Anything from painting rocks to outlining hand prints on paper is acceptable. If children are timid and don't want to come to an activity, don't force them to participate.

Activities for children ages 8 to 12 comprise the majority of the activities program in terms of numbers of different activities and games offered. This age group is the easiest group to please. For the most part, activities in this age group are self-explanatory. Capture the flag, soccer, hole in one contests, basketball, kid's volleyball, sand sculpture contests, guessing games, treasure hunts, scavenger hunts, canoe and paddle boat races and just about anything else that kids play. Activities for this age group also include some special Totem Pole events such as Pillo Polo, Washer Toss, Fat Bat Ball, Meteor Ball, and Ultimate Frisbee. Basically anything you can think of, they'll play. This age group is the easiest to please relative to activities.

Activities for teens consist of a few basics: basketball, volleyball, soccer, softball, teen dances and that's about it. Any adult activity can be classified as 13+ so as to include teens. The truth is that relatively few teen activities actually are popular. Seeking their input for activities is recommended.

Adult activities have proven to be popular in some instances. Horseshoe tournaments are very popular and well attended. Cribbage is also popular with a few people. Other types of activities for adults can include tennis tournaments, day outings, family canoe trips, etc. Adult dances have also proven to be popular. The key to adult dances is to hold them in the community building and restrict anyone under the age of 18 from entering the building. This allows adults to dance without kids sliding all over the floor and running around. A good two piece group playing hits from the fifties and sixties seems to work well. Whenever an adult dance is held, a separate dance for everyone else (families) should also be held under the Pavilion.

ARTS AND CRAFTS

Arts and craft programs for children ages 8 to 12 should be designed with ease of completion in mind. A 20 to 30 minute project completion time is ideal. It usually takes about 10 minutes to get set up and organized and about the same amount of time to clean up. One hour can be scheduled for the project that shall allow the counselor(s) to get to another activity. A variety of projects are available through commercial Arts and craft supply facilities. Generally, projects for children at Totem Pole have been held to less than \$2.00. The cost of materials is passed on to the children with the average cost being \$1.00. A maximum of \$2 fee should be charged for Arts and Crafts.

Adult projects are usually done with the help of a volunteer Unit Owner as a leader. As a rule, Management has had relatively little involvement with adult crafts as the Unit Owners have organized and conducted their own projects from time to time. Associated costs for materials will be the responsibility of those participating. Purchasing the materials will be the responsibility of the sponsors - whether Management or a Unit Owner.

SOFTBALL/VOLLEYBALL/BASKETBALL

Team games such as softball, volleyball and basketball are self-explanatory and have proven to be popular with those aged 13 and up. Teens and adults will usually mix well in these instances and some good games have resulted. All games are traditionally co-ed. A Counselor is required to provide scoring and to dispute rulings relative to out of bounds, etc. It is generally better to have a Counselor supervise rather than to play on one particular team.

FIELD GAMES

The term *field games* is used to describe low level games such as kickball, dodgeball, etc. Basically, these games are games that children play at recess in school. There are several different versions of some games including capture the flag, kick the can and Frisbee golf. The games require from 12 to 30 children and rules can actually be modified to fit the number of kids on each team. Specialized games like Frisbee golf are simply a group of people with frisbees aiming at a number of specific targets in order. The lowest score after all the targets have been hit wins.

TOURNAMENTS

The one area where rules should be strictly adhered to is when dealing with tournaments. At Totem Pole, the weekly horseshoes and cribbage tournament have become a way of life. However, in all reality, you won't have to worry about these tournaments. They basically run themselves. The participants know the rules and format of these events. **Hint:** *Prior to running a horseshoe tournament for the first time, get together with some of the participants and find out what things they'd like to see incorporated into the tournament. It shall make things considerably easier. Horseshoes are taken very seriously - treat it as such.*

MINIGOLF

The Minigolf course can be used for a number of specialized events, including a hole in one contest. Each person plays the entire course and the person(s) with the largest number of holes made in one shot wins. Other games such as the lowest round played, or “bank shot”, (like in billiards), competition can also be used to freshen minigolf competition.

MISCELLANEOUS ACTIVITIES

Treasure or scavenger hunts are popular with both children and adults depending on how they’re handled. Treasure hunts might involve hiding different colored painted rocks in an area. Each color rock is worth a certain number of points. The person, or team, collecting the most points in a specific time frame wins. Try to keep hunts in handicapped accessible areas. Treasure hunts for both kids and adults can be handled in a number of ways. One of the most popular ways is to hide a key that opens a lock, which secures a prize. Then clues are given at specific intervals. Clues can be written in verse, or a series of numbers. Anything that shall eventually help to decipher the whereabouts of the key can be used as a clue. Be sure that you don’t give too much information in each clue. If you have 6 or 7 clues and the key is found after the first clue, everyone shall be disappointed. Treasure hunt prizes in the past have ranged from a canoe to a jar of Wampum. Scavenger hunts can be designed for kids, families or adults by tailoring the items to the age group. Try to keep hunts in handicapped accessible areas.

Sand castle building contests are always a hit among kids on the beach. They’re easily run by one Counselor. The Counselor starts everyone off at a certain time and judges each entry 30 to 45 minutes later. Winning categories can be numerous. Best overall, Best use of a “wall”, best use of a “stick”, even best use of a “parent.” Tallest sand castle, closest to the water, furthest from the water. etc. The possibilities are as endless as the number of entries. Assure that all holes are filled in when sand castle building contests are completed to avoid injury from others walking the beach at night or next morning.

The Pet show is also a fun event for everyone. People register their pets, and each owner is given an opportunity to show off his/her pet for a few minutes. The judges award certificates to the pet owners for such things as smartest, sleekest, lowest to the ground, bravest (the small kitten next to the German Shepherd), best eyes, best legs, prettiest face. The key is for everyone to win a certificate.

Horse Racing is also very popular and can be done during the day or in the evening as an evening activity. An oval track can be laid out under the tent with either sidewalk chalk or tape and divided into 10 sections. 6 horses are “run” using dice to move to each section of the track. The first “Horse” to cross the finish line wins. Wooden replicas of horses can be built and programs printed if you wish. You can get as complicated as you desire. In general, it’s well received if run correctly.

SPECIAL ACTIVITIES

A variety of special activities have been run in the past at Totem Pole. These include the Survivor, Olympics, The Totem Pole Cup, July 4th activities and parade and road races. The success of these events was due largely to the amount of effort involved on the part of the Activities staff involved. There are no special sets of rules or recommendations for each event. Be sure to have some activities that individuals who experience physical challenges can participate.

RAINY DAY ACTIVITIES

Rainy day activities are held on those days when outside activities cannot be run due to the weather. It’s always a judgment call as to when to set a rainy day schedule.

Once you change to a rainy-day schedule, stick to it at least until the afternoon. Don't keep changing from one to the other. As early as possible, rainy day schedules should be published and posted throughout the Park in widely used locations to promote the schedule. Developing a rainy-day schedule is easy. Actually, you can have 2 or 3 rainy-day schedules ready to go in advance. Keep a record of which schedule you used last time and use the next one. Rainy day activities obviously need to be held indoors or under the pavilion. Some good rainy day activities are arts & crafts, a rainy-day movie, family BINGO (one free card for everyone Kid's Games (nerf ball, Etc.), board games (Monopoly, checkers, cards, Parcheesi, etc.), ping pong tournaments in the Community Building. During rainy days you should always open the Community Building early in the day for people to come and dry off, read a book or whatever.

ACTIVITIES OUTSIDE THE PARK

A number of popular activities have been held outside the Park such as Oxford Casino, Fun Spot bingo, Saco River canoe trips, mountain climbing trips, hikes and even a traditional evening cruise on Lake Winnepesaukee aboard the Mt. Washington. These activities usually involve some cost to the participants and require advance reservations. The Saco River canoe trip has been conducted through Woodland Acres, Camp-N-Canoe in Brownfield, Maine (207)-935-2529.

THE BEACH HUT

During July and August, the Beach Hut is open daily from 9am to 5pm. Watersport equipment is loaned out to Unit Owners in hourly increments and paddleboats by the half hour. Any child under the age of 16 must have a written permission slip from a parent, which allows that child to use a boat. This permission slip must be completed for every loan for boats, kayaks and canoes or once at the beginning of the season for other non-water items and filed at the Beach Hut for future reference. Management is responsible for implementing the liability protection process upon Board and legal approval.

Sports equipment is also loaned out to people and a record is held at the Beach Hut as to who has what. When the returned equipment is not returned, it is the responsibility of the Manager to see that it is returned. Once returned, life jackets should be assessed for damage, cleaned, and allowed to air dry. In the event that any equipment is deliberately broken, vandalized or misused, the Manager should see that arrangements are made for repair or replacement by the person responsible. In the normal course of the season, it is not unusual to replace canoe paddles, softballs and life jackets due to normal wear and tear. Items needing replacement should be brought to the attention of the Board at one of their meetings for approval.

If the use of the tennis/pickleball court becomes an issue you may have to have the court reserved through the Beach Hut. An hourly schedule for the day is booked as people request tennis/pickleball times. Care should also be taken not to reserve the court for any times that it shall be needed for scheduled adult tennis/pickleball or any tournaments. Future court times should not be allowed as people tend to book the court every day at a specific time, then don't show up.

THE WATERFRONT

The waterfront at TPP consists of the beach, swimming area, picnic areas adjacent to the beach and the boat launch area. TPP does not accept responsibility for safety at the waterfront in the form of lifeguards. People are advised to swim at their own risk. Staff in the Beach Hut should have means of communicating, (VHF radio), in case of an emergency or if there are rule infractions needing management attention. The beach becomes very busy on hot weekends. Don't plan to schedule "beach football" during the busiest part of the season, especially on a weekend. Sand castle building contests are also better left to weekdays.

Don't allow any boats in the swimming area for any reason or swimming in the Mooring field or boat dock areas. The mooring area is commonly referred to as the mooring field. It is located directly West (right) of the beach and swimming area. There is a published list of owners who are assigned to each mooring. This area is controlled by the Association and the Manager has no responsibility for policing the mooring field except to keep people from swimming or operating jet ski type apparatus in that area. Occasionally boats break loose from their moorings and drift into other boats and/or the swimming area. The Manager should be notified if this occurs so that the boat owner can be contacted. Obviously, although the Manager is not responsible for boats and moorings, if a boat is being damaged or causing damage to another boat, the Manager should make every effort to remedy the situation.

As noted elsewhere, Management is responsible for monitoring and facilitating the flow of traffic at the boat docks. This shall include the shuttling of owners to and from their trailers on busy weekends or holidays. Management, however, is not responsible for assisting someone in docking, loading, or unloading.

5D NIGHTLY ACTIVITIES AND ENTERTAINMENT

TYPES OF NIGHTLY ENTERTAINMENT

NIGHTLY ENTERTAINMENT

When planning for next season's entertainment, refer to the previous year's entertainment rating schedule. Each year, rate the popularity of each nightly entertainment offered. Remember that no matter what you offer for entertainment, some people shall like it, some people shall love it and some people shall hate it. The trick is to try to get an overall feel for the entertainment.

A calendar should be prepared showing all of the dates that entertainment is needed. By looking at the budget, (which should have been prepared as part of a Management Contract), you can begin planning a nightly schedule for entertainment. A spreadsheet of costs per month shall help to establish a starting point. **Hint:** *Don't put all your entertainment dollars in one basket. Don't spend considerably more money on one entertainer than others. Not everyone shall share your enthusiasm for it. Most likely, it won't be worth the extra money and it shall make all the other entertainment look bad.*

Sunday night through Thursday night there shall be nightly entertainment in the park. If owners are willing to supply entertainment to the park that can be worked out with management. Currently, Music Bingo (Sunday nights) and Karaoke (Thursday nights) are put on by owners. The nightly activities at Totem Pole range from movies and group activities such as Tournament night, Carnival night and BINGO to professional entertainers, bands and disc jockeys. At least twice a month in July and August outside entertainment must be offered such as but not limited to (comedian, impersonator, singers, magician, hypnotist). At least one event each month must be family oriented.

THE PAVILION

The Pavilion allows for activities to be held in the Community Building and under the Pavilion simultaneously. This comes in handy for BINGO nights that require no one under the age of 18 to be in the building. A separate function, usually a teen dance, can be held under the Pavilion. Adult dances should be held in the Community Building and family dances can still be held under the Pavilion.

Performers have a habit of driving up next to the Pavilion to unload equipment and leaving their vehicles right there. They should be told to move all vehicles prior to the beginning of the performance.

It is also necessary to have at least one, preferably 2, security people in the area when using the Pavilion for dances. The area gets very busy, and the Mini Golf course and shuffleboard courts become gathering places for large groups of kids. A visible security presence usually helps to discourage any vandalism or horseplay. Providing power to the Pavilion, there is a panel on the outside of the Commercial Property. **Hint:** *When you're planning to use the Pavilion, check all the lights and outlets well in advance.*

THE COMMUNITY BUILDING

One of the keys to success for nightly entertainment is to provide staffing, (a Counselor who can maintain order during performances). When setting up the Community Building for magicians, clowns, etc., the best arrangement seems to be a semicircle of tables and chairs, which face the east wall. Make sure you have a couple of open spots for wheelchairs. The entertainment can be set up on the east wall between the windows. There are spotlights, which illuminate the area, and everyone usually has a good field of vision. There may be times when you want to set the building up "the long way" with the entertainers at the south end of the building facing north. **Hint:** *Live bands need to be told to "back it down a notch", as the acoustics in the building are difficult with loud music. Keep telling them to turn it down until you are happy. As a rule, live bands are better off playing outside under the Pavilion.*

HIRING ENTERTAINMENT

There are several things to consider when hiring entertainment. A calendar should be prepared showing all of the dates that entertainment is needed. By looking at the budget, (prepared as part of the Management Contract), you can begin planning a nightly schedule for entertainment. A spreadsheet of costs per month shall help to establish a starting point. Basketball lights and field lights should remain on with a coinciding "movie night" or game played to allow parents the opportunity to enjoy a band with children simultaneously entertained. When booking a band for a 2 1/2-hour performance, make sure they know that they should take one break. Some bands think they have to take a break every 20 minutes.

BOOKING KIDS ENTERTAINMENT

Don't be afraid to book kid's entertainers. Clowns, jugglers, magicians, etc. When booking a magician, make sure s/he's good for adult audiences as well. Magicians tend to go over poorly at TPP.

ADULT DANCES

Adult dances have proven to be popular with a group of older adults. A DJ playing oldies is also good entertainment for adults and can be scheduled for the middle of the week when the population of TPP is predominantly decreased. **NOTE:** *Do not admit anyone under the age of 18 to any adult dance. Stand at the door and don't give in. You'll take some heat from adults with small children, but the reason it's for adults is that they can dance, (and possibly partake of adult beverages), without kids present. Use the Community Building for adult dances. Run a family dance at the same time under the Pavilion.*

NIGHTLY ENTERTAINMENT WITHOUT COST

There are several forms of nightly entertainment that you can offer during slower times, (weekdays), that don't cost as much to provide. Movies, BINGO, family games, tournament nights, talent and variety shows featuring "Park talent." For example, the 2022 Summer entertainment included:

Sunday ~ Music Trivia Monday ~ Trivia Tuesday ~ Bingo

Wednesday ~ Family Game Night Thursday ~ Adult Karaoke Friday ~ Bingo and Teen Dance

Saturday ~ Band

BINGO

1) Bingo starts at 8:15pm on Friday with an Early Bird coverall on a single red sheet sold for 50 cents apiece. Regular Bingo starts at 8:30pm on a book of 5 sheets, (Blue, Orange, Green, Yellow, & Pink), sold for \$1.00 a single sheet. 2 games played on each color. Speedball sold on a single black sheet for 50 cents apiece. In season, (July & Aug.), bingo is also held on Tuesday night. Early Bird at 7:15pm and regular Bingo starts at 7:30pm. Doors open one hour before the start of the early bird. Last game of the night is a coverall speedball on a black sheet. Generally, BINGO lasts about 1 1/2 hours. Doors to the Community Building should open 1 hour prior to the start time to allow everyone to get their cards and find seats. On busy weekends and holidays, you'll probably need to find extra tables and chairs. The set up for BINGO requires a BINGO system, (preferably an electronic board and BINGO ball machine, as well as BINGO balls and a backup set). The BINGO board should be mounted on the east wall of the Community Building.

2) Bingo Law: Management shall abide by NH Law in running BINGO in the park. This information below is subject to change when the State of NH RSA 287-e12. (SEE Exhibit XX) All revenues received from the sale of Bingo cards in any game or series of games on any one calendar day shall be paid out to the players. No funds can be utilized for any expenses related to running BINGO. Currently it is funded by the bingo 50/50 for supplies which runs a raffle at each game. 50/50 also supplies all the paper game sheets. The 50/50 raffle also funds Kids Bingo 4 times per season. Memorial Day weekend, 4th of July week, Christmas in July & Labor Day weekend. Kids Bingo is controlled by the State of NH. RSA 287-E13. Bingo 50/50 account is controlled by the TPP BOD via the Treasurer.

Bingo is run by the activity section of the Management Company. It is controlled by the State of NH. RSA 287- E 12. 3 employees are required to run Bingo. 1.) Sale of cards, figure out distribution of money taken in & payoff winners in each game. 2.) Security, sales of speedball game and run second electronic board above sales window. 3) Sell early bird COVERALL tickets & call games. Single Red = Early Bird, Bingo sheets consisting of a book of 5 sheets. Single Black = Speedball. The Management Company supplies bingo daubers for sale at the sales window. (Currently \$1.00 each.)

3) BINGO IS TAKEN VERY SERIOUSLY AT TPP. Make sure that the BINGO caller has a good calling voice and that the game is well organized. The following format has worked in the past relative to payoffs:

EARLY BIRD COVERALL Played on Red single sheet

GAME 1 - REGULAR GAME Played on Blue sheet

GAME 2 - SPECIAL GAME Played on Blue sheet

GAME 3 - REGULAR GAME Played on Orange sheet

GAME 4 - SPECIAL GAME Played on Orange sheet

GAME 5 – WILD BALL SPECIAL Played on Green sheet

GAME 6 - SPECIAL GAME Played on Green sheet

GAME 7 - REGULAR GAME Played on Yellow sheet

GAME 8 - SPECIAL GAME Played on Yellow sheet

GAME 9 - SPECIAL GAME Played on Pink sheet

GAME 10 - COVERALL Played on Pink sheet

SPEEDBALL Played on Black Single sheet

The payoffs may, of course, be adjusted downward depending on the amount of money collected. It is not uncommon in the early spring to have a regular game pay \$15 or \$20 and a special game, (double postage stamp, picnic table, letter T, letter X, big picture frame, small picture frame, etc.), pay \$20 to \$40. When a winner has been called for each game, the caller asks, "Any more bingos?" 3 times then closes the game.

MOVIES

Without a doubt, the easiest nighttime activity you can offer is a movie. However, it is also the least popular activity. Consider alternative locations, the target audience, (generally younger children accompanied by family members), accompanying themed activities, (i.e., snacks, crafts, dress codes which relate to the movie), the weather, etc. Do not rely on movies as a weekly event. Like most things, such an activity will be appreciated in moderation, but can easily become an activity that breeds disinterest. **Hint:** *Have the DVD checked and cleaned early in the spring to eliminate problems later on. Check out all of the equipment well prior to needing it.*

PROFESSIONAL ENTERTAINERS

When dealing with professional entertainers, be aware of any special needs or requirements that the entertainer may have. These things include such items as a dressing room, (the center room in the Community Building works just fine), a stage, a sound system, a specific ceiling height, etc. Also, make sure that the entertainer has accurate directions to TPP and that the entertainer also knows how long a trip it shall be. Confirm show times and have the entertainer arrive at least one to two hours early.

SPECIAL FUNCTIONS

You'll no doubt want to provide some special entertainment during the course of the season. You may decide to do a dinner theater, murder mystery, talent show, puppet show, whatever. There are no special rules and guidelines to ensure the success of any of these types of events. Basically, you need to plan well ahead and provide for all of the contingencies you can. If you are providing adult functions, you'll need to have a separate activity for families. If you're providing family and/or teen functions, you'll want to have a couple of extra security people available to help if needed.

EVALUATION OF NIGHTLY ENTERTAINMENT

When you have a professional entertainer, or if you do something special, find out what people think about it. People at TPP are not shy. If you ask someone how they liked the show, they'll tell you. Remember however, everyone has different tastes. You need to get the overall flavoring for a particular activity. There are some people who shall hate everything and others who shall love everything you do. The key is to find out from a random sampling what they thought. If you notice that half of the people left in the middle of the performance, then you have your answer. Also, you can use your judgment. If you thought it was not good, then most likely, others shall agree with you. The two best times to ask people what they thought about the performance are as they are leaving and the next day. Ask them what they thought as they leave and when you see other people the next day, casually ask them. The more honest answers come the following day after people have talked to each other and there aren't a hundred people around then when you are talking to them.

5E ASSOCIATION FUNCTIONS AND ACTIVITIES

GENERAL

The Association provides a number of functions and activities. They must be coordinated with the Manager well in advance so as not to conflict with Activities and entertainment planned by the Manager. The Manager has no actual duties for the special functions other than to provide any assistance that may be needed in relation to facility preparation and normal security presence. In general, the Association does an excellent job providing special functions. They are usually well organized and well attended. Check with the Activities Director well in advance of the season to see what's on the docket and when it's planned. The Manager and the sponsors shall coordinate those dates. The Manager has no actual duties for the special functions other than to provide any assistance that may be needed at the last minute and normal security presence.

The Manager, in conjunction with the event sponsor, should determine what that activity shall entail regarding time and facilities. No major management activity should be held simultaneously, especially when an Association fundraiser is planned. Examples of Association functions and activities include: Craft Fairs, Penny Sale, Potluck Dinners, and Yard Sales.

5F THE POST OFFICE/LIBRARY

GENERAL

The Post Office at TPP is actually a sub-Post Office of the Town of Freedom. The building is divided into 2 sections, the front and the back. Only the Postmaster has a key to the rear door of the building. This ensures that no one can enter the building and tamper with the mail. The front of the Post Office is open all the time, 24 hours a day. **NOTE:** Also located in the front is a volunteer-run library containing donated novels, magazines, puzzles, videos, games, etc. Items are exchanged on an honor basis. Management is not responsible for the organization of the materials or operation of the library.

Each Unit Owner has an individual Post Office Box for personal use. This box may be used to receive mail at TPP during the season. A standard mail forwarding form is completed by the Unit Owner and provided to the Post Office. These forms are available from the Freedom Post Office and may be handed out from the Registration Office. The correct address for forwarding mail to TPP is:

Name
(Site Number)Totem Pole
Street Address
Freedom, NH 03836

The Post Office boxes are numbered to correspond with the campsite numbers and emergency 911 address. At this time, most of the keys have already been distributed. A backup key for each Post Office box is located in the Registration Office in a box. Keys are difficult to replace if lost. Freedom Hardware, Route 25 in Freedom has replaced some in the past. The Post Office box and key number are written on the envelope containing the key. The only responsibility the Manager has regarding the Post office is the building should be cleaned every day and lights replaced when needed.

5G MAINTENANCE

GENERAL

While the term maintenance covers a lot of ground, it is relatively easy when organized correctly and scheduled properly. Management is responsible for all maintenance to all common areas, facilities and buildings and is not responsible for providing maintenance for individual campsites. A schedule should be prepared by the Manager for those maintenance functions that are repetitive and can be scheduled on a daily basis. It is conceivable that a staff of 2 or 3, well trained, capable people can handle all of the maintenance functions at the Park.

MOWING AND TRIMMING

One day each week should be established as the day that all mowing and trimming shall be done. With the use of a tractor and/or commercial 48" mower, this can easily be accomplished using 2 people. It is recommended that the mowing and weed whacking be scheduled for a Thursday so that it shall be completed for the weekend. If the weather is bad, Friday is still available. If rain is forecast for both days, then you have to adjust accordingly. Mowing and trimming shall not be done on a weekend. A diagram of all mowing and weed whacking that needs to be done on a regular basis is included in Chapter 10. It is recommended that one person mow and the other weed whack. It may not always be necessary to mow each area each week. This depends on the rate of growth of the grass. There is no recommended order of mowing and trimming.

The entrance is the first thing anyone notices at the Park, so that is an obvious area to keep looking good. Septic fields A, B, D and E, the ball field and the pond area are the other major areas to be mowed. The other areas indicated on the mowing diagram can easily be completed in part of a day.

The Manager shall make arrangements to fertilize the areas shown on the Fertilizer diagram included in Chapter 10. Approximately 150,000 square feet should be fertilized once or twice each season, depending upon rain conditions. Fertilizer may be purchased locally. Some fertilizers can be put on anytime and others must be applied just before rain. The fertilizer designed to be applied just prior to rain is less expensive as the spread ratio is greater. However, you have to be careful. If it is not watered in a well, it shall burn the grass. Approximately 15 bags of this type of fertilizer should do the job.

THE BEACH AREA

Maintenance of the beach area includes the parking lot, the picnic areas, the beach, the boat launch area, the kayak/canoe storage area, and all of the common areas surrounding the Beach Hut, Store and Snack Bar, Apartments, and Community Building. A daily clean-up routine in these areas must be performed early each morning. Any holes in the beach from sandcastles etc. must be filled in every morning. The Manager should also have noticed these items on the morning inspection tour of the Park. The morning routine must also include the sweeping or blowing of the tennis, basketball and shuffleboard courts, as well as the floor of the Pavilion. In the case that it rained the day or night before, the tennis court shall be blown to dry up the court. This shall be done as early as possible; many owners start playing by 7:30am.

DAILY MAINTENANCE ROUTINES

After the morning routine has been completed, a daily routine must be continued to clean and remove any necessary trash from the rest of the Park. This routine is similar to the morning routine in that each section of the Park is inspected for trash, litter, and any broken or missing equipment. A visual inspection of each playground area is made and equipment is visually inspected to assure that it is in proper working order. During mid-morning, (except in those instances where there is an abundance of trash), the daily trash pickup is made up of all the waste containers located throughout the Park. The use of trash can liners in the cans make this job relatively straight forward. The bags are removed from the cans, new bags inserted, and the full bags are emptied into the dumpsters. The removal of trash from receptacles is easily a one-person function and with the use of a dump truck should take approximately one to two hours to complete. During the normal course of the daily maintenance routines, any litter, debris or trash noticed on the roads or edges of roads should also be picked up and disposed of in the dumpsters.

5H ROUTINE CLEANING OF BUILDINGS

GENERAL PROCEDURES

As with the morning and daily maintenance routines, a daily cleaning routine shall help to organize the job of cleaning and overall make things easier.

Traditionally, the job of cleaning all of the buildings at TPP has been handled by one person, but as a rule, this is not a great idea. If the cleaning person becomes ill or leaves, there is no back up, not a good situation to be in as good bathroom cleaning people are difficult to find. When you get a good cleaning person, or persons, pay them well. They deserve it.

THE BATHHOUSES

The bathhouses shall all be cleaned by approximately 7am. At that time, the cleaner(s) can clean the Community Building and then the Post Office.

After people have taken morning showers and all of the other cleaning has been done, the cleaners should go back through the bathhouses in mid-morning to clean them again, so they'll be all set for nighttime. This routine is a good one in that it allows the bathhouses to be clean early in the morning when people first get up and they're clean again in the evening for people to take showers at night.

A daily cleaning routine for early morning cleaning consists of checking each bathhouse to make sure that there is toilet paper available in each stall, (in the holders, not on the floor). Each toilet should be checked to ensure that everything is working properly. The showers are checked and given a thorough cleaning, so they'll be ready. The outside area of the bathhouse and each stall is swept at this time. In general, the early morning is the time for an inspection and light cleaning of the bathhouses. At about 10am, the bathhouses are cleaned thoroughly. This consists of using bleach and a commercial disinfectant for each toilet and shower. The sinks are washed with a bathroom cleaner, and the mirrors should be cleaned with glass cleaner. Bathroom cleaning supplies are available through Conway Paper Co., in Conway, NH. Rubber gloves, a good strong toilet brush, sponges, paper towels, glass cleaner and spray bottles containing necessary disinfectants and cleaners make the job less difficult. The cleaning people have to carry a variety of items. The use of a carrying caddy to hold cleaning supplies and several spray bottles is an easy way for them to have these items on hand. On the holiday weekends, the bathhouses shall be checked several times during the day, especially in the Commercial and Community Buildings.

Once a week, each bathhouse is thoroughly hosed out. A hose is actually used on the inside of each stall and shower. After hosing down each stall, they are cleaned and wiped down. There is no magic formula as to when each unit should be hosed down - so long as it is done weekly.

NON-ROUTINE MAINTENANCE

There is nothing quite so aggravating as going into a bathhouse and discovering that someone has purposely vandalized it or plugged up toilets by stuffing paper into the toilets, so they won't flush. There are also instances when you'll discover that someone has purposely used the floor or walls for a toilet. It is not pleasant; however, it happens and must be dealt with. The first order of business is to clean things up. There is no easy way to do it. Just do it. If a toilet can't be unplugged easily by the cleaning people, they should put an out of order sign on the door and tell the Manager and the maintenance personnel about it. Broken toilets and showers are also out of the area of expertise of the cleaning people. These items should also be reported to the Manager and maintenance personnel as soon as they are noticed to determine next steps.

A procedure should be established with the cleaning people as to handling emergencies and non-routine items. In the event of a major water leak or other emergency, obviously the cleaning people should be able to contact someone immediately, regardless of the time of day. Exterior maintenance of the bathhouses consists primarily of paint and replacement of screening, fencing and some boards from time to time. These items should be scheduled as needed.

COMMUNITY BUILDING

The Community Building must be cleaned as needed. This consists of sweeping the entrances to the building, cleaning the bathrooms, picking up and disposing of any trash in the trash receptacles and litter which may be strewn about. The floors are swept daily in both the hall and the kitchen. If the kitchen is dirty, then it too should also be cleaned. The daily cleaning routine for the Community Building should take no more than one hour. In addition to daily cleaning, the floors in the Community Building should be washed when dirty. In any event, they should be washed Saturday morning and Sunday morning. Additionally, the floors must be washed as needed.

A bucket, commercial mop, large and small brooms, dustpan, brush, and large dust mop are required to properly clean the building. The floor is washed using a mild detergent. From time to time, the windows need to be washed. Other maintenance is relatively minor. Occasionally a bulb or a windowsill may need to be replaced. The exterior of the building is maintained by the Association.

POST OFFICE

Cleaning the Post Office consists primarily of sweeping the entrance and floor in the front of the building. This should be done every day and is a quick job taking no more than 20 minutes or so.

REGISTRATION OFFICE

The Registration Office is cleaned and vacuumed once each week. The trash should be collected each day either by the cleaning people or the maintenance people when they are doing the trash pickup.

BEACH HUT

The Beach Hut should be swept clean every day by the Activities Counselors on duty. There tends to be a lot of sand on the floor, and it needs to be swept periodically. A schedule can be set up for the floor to be swept each morning and night, which shall help to keep things looking better.

MAINTENANCE BUILDING

The Maintenance Building must be cleaned and swept by the maintenance people when time is available. This is usually a good rainy-day project. For some reason, the interior of the building will always probably look cluttered. This is due to the fact that it probably is. If you have people in maintenance who keep the area clean, it is a big plus. In any event, once or twice each season, the building shall have an overhaul to put everything back into its rightful place. You'll be surprised how many missing tools turn up. Don't be obsessed with the cleanliness of the interior of the building, just set aside time to clean it.

The exterior of the maintenance building is in good condition. The yard area needs to be picked up often. The trash shall be emptied both inside and outside the building as it is needed and any miscellaneous items that are stored up against the building or directly outside the doors shall be removed.

51 SECURITY

GENERAL SECURITY FUNCTIONS AND PROCEDURES

Security at TPP consists of the responsibility to maintain and enforce the Use Regulations and By-Laws, and to permit access to the Park only to those persons who are Owners, guests of Owners or others who may have business relating to the Park and/or its operation. Responsibilities also include checking the shoreline and moorings. Owners of any unauthorized watercraft utilizing a mooring or owners of any watercraft tied up on the shoreline must be told to remove their watercraft immediately. If an owner or owners refuse to remove their watercraft, then the Manager must be called to resolve the situation. Security must maintain an accurate and detailed log of any and all security issues that occur within the Park. The log must be reviewed and approved by the Manager and available to the Board upon request. Failure to maintain, review, and approve this log shall be considered a breach of contract.

The following schedule for security coverage in the Park must be provided by Management:

- Management, (i.e., the Manager or a designee), shall be contacted in the event of an emergency.
- To man the Registration Office and electronic gate from June 15 until Labor Day, a person must be in the Registration Office Monday through Friday 9:00am to 5:00pm, Saturday and Sunday 8:00am to 5:00pm.

- Security is needed within the Park from May 1 to the Tuesday after Labor Day on a daily basis from 5:00pm until 1:00am, (1 person during the week through June; 2 people thereafter on the weekends or holidays and otherwise as needed).
- On Friday and Saturday nights a third security person must be in the Registration Office from 5:00pm to 10:00pm and another provides security coverage in the Park from 10:00pm to 2:00am.
- In addition, consider requesting that a Freedom Police Officer intermittently patrol the Park on Saturday and Sunday nights from 10:00pm to 2:00am on holiday weekends.

CHECKPOINTS AND PATROLS, AND RESPONSES

A simple 10 checkpoint patrol shall ensure that the entire Park is patrolled approximately every 20 minutes. The ideal security transportation is the use of electric golf carts by Security. The staff patrolling the Park begins at the Registration Office and proceeds south on the main road to checkpoint #1. At this point, Security should stop the golf cart and listen for approximately one minute to determine if there are any disturbances. If not, then proceed to the next checkpoint where the same routine is conducted. This procedure is followed for each checkpoint until arriving back at the entrance. Security should remain at the entrance for approximately 10 minutes and the routine is then repeated. As part of the nightly routine, Security must check the vehicle parking at the north end of the Park to ensure that no vehicles are parked to the west of the fence area by the wells or boats parked in the visitor parking area behind the store.

In the event that during the security rounds some type of disturbance or violation is discovered, Security should stop and politely talk to those persons involved. During the next trip, slightly more time may be allocated for stopping at any area where there may have previously been a disturbance. The Security staff in the Park should be aware that large groups of people on sites may be loud until they think that Security is in the area. At that point, they may be very quiet. It doesn't take long to figure out how often Security is coming through a particular area. The routine should be varied as it is needed to provide effective security coverage throughout the Park. In the event that warnings do not appear to correct a concern, call the Manager and let the Manager handle the situation. Most of the time there won't be a problem that the security personnel can't easily handle. However, when there is one, they should not hesitate to call the Manager for help. Usually, the Manager shall have a calming effect on the situation, and everything can be taken care of in a few minutes.

It is important that Security understand that they are employed to patrol and maintain the serenity of the Park. Security who yell, threaten or are rude should be terminated. Ideally, no one shall ever think that they have been treated unfairly by Security. It is not uncommon to have people complain about the Security staff. While there are always two sides to every story, unless a large number of unrelated people begin to complain about the same type of unfair treatment, most likely there is no problem. Teens are especially fond of complaining about Security. They are also especially fond of tending to torment the Security staff in a variety of ways. Generally, the simplest, most effective way to deal with teen security is to "get names." Most likely, that shall get everyone's attention when Security records names and/or license plate numbers. Usually, this procedure solves any problem. If Management receives a complaint about Security staff, act on it accordingly to prevent a recurrence of the situation in the future. NEVER: Tell people who the person(s) is/are who may have complained about the problem. ALWAYS: Be sure of the facts before making any decision(s). Things are not always what they seem to be- especially late at night. ***Hint:*** *If the Manager and/or the Security staff look the other way, for whatever reasons, then both shall lose respect in the long run. If the problem needs to be solved, solve it.*

Management must have an office in the Park sufficient for the purpose of overseeing all Park security and should the Manager have to be away from the Park, there must be a Management Representative on call from November 01 to April 30 and on site from May 1 through October 31. The Manager shall have the ability to be contacted at all times in the event of an emergency. The cell phone number must be posted on the website and at the Registration Office so that Owners, if a situation warrants it, can call the cell phone and reach the Manager or a person designated by the Manager to take the calls. A monthly review of security procedures and all activities involving security procedures and staff must be conducted by the Manager to ensure proper compliance with the Management Company's contract. The results of this review must be included in the security log that the Manager maintains.

SECURITY VIOLATIONS AND EMERGENCIES

In dealing with security situations, above all be fair. Don't overreact to a situation without knowing all the facts and hearing both sides of the story. The real truth probably lies somewhere in the middle. Try to deal with the situation in the light of day, (the next morning). The immediate problem should always be to diffuse things, not necessarily solve them. This is especially true when alcohol is involved, and people have had too much to drink. Teen problems are especially frustrating. The old rule that you can't tell people about their "kids and dogs" seems to be true. No matter what you as the Manager or the security personnel do, chances are you'll be criticized the next day. The best solution is simply to get everyone under control and quiet down, (preferably on their own site(s)). A very effective way to reduce tensions when needed is to guarantee that you, the Manager, shall take a look at everything in the morning. You may already know what you're going to do about it, but don't get everyone riled up at 2am. Get everyone in bed and sleep on it. Hopefully the next day everyone shall have a different attitude. Owner violations are somewhat difficult to deal with. As the Manager you can't "kick them out." They own their property. In the worst case, when people are out of control, you can call the Police. This should be the absolute last option. When you do this, you've made a life-long enemy. If you can resolve the problem, do it. It usually does no good to call the Police when you have unauthorized trespassers. More often than not, by the time the Police arrive, the violators are long gone. In those instances when you must call the Police, you must keep records of who, what, when, where and why. Be professional, courteous and after you've explained the situation, get out of the way and let the Police handle things. It is not uncommon that a neighbor, (not necessarily from the Park) may call the Police because of noise or some other concern. If this happens, deal with it. Cooperate fully and hopefully you or the security personnel's attitude shall help to set things straight. **NEVER LET SECURITY PERSONNEL MAKE THE DECISION TO CALL THE POLICE. THE MANAGER HAS TO MAKE THIS DECISION.**

The Manager must be advised of any non-routine situation that cannot be handled or resolved by the security personnel. Security personnel should deal with routine security matters. The Manager must take the tough ones.

CHAPTER 6 ~ THE WATER SYSTEM

6A SYSTEM OPERATION **OVERVIEW OF THE SYSTEM**

NOTE: The Park's water system is in the process of an upgrade. The results may change the water system winterization process. Until such time that more is known, an awareness of past procedures may be of assistance to Management when considering the needs associated with the closing of the Park.

The water system at TPP is fed from two wells located at the north end of the Park on the East side of the main north/south road (Reservation Trail) west of the boat storage area. Both well heads are protected by large pilings. Water is pumped from the wells via a submersible pump located in each well to an underground water storage facility (Well House) located just east of Campsite 410 on East Sioux Lane,

The Pump House contains the controls, wiring and 3 water storage tanks that contain approximately 5,000 gallons of water. The tank room is located in the basement of the pump house approximately 7 feet underground, accessible from an interior stairway inside the pump house. Water is pumped from the Well House throughout the Park via main and secondary water lines. All main water lines consist of 2" & 3" PVC lines. Those which are designated as year-round are buried a minimum of 6' below ground while those designated as seasonal are buried at a 2' depth. Each campsite is supplied with water via a 1" or 1 1/4" PVC line and serviced by one 3/4" hose bib. Additionally, each bathhouse, the Community Building, the Management Company's residence, the laundromat, and the store/snack bar are provided water from the system.

While these procedures shall allow for the entire water system to be drained and protected against freeze up, it is not necessary to follow each step exactly as outlined. These procedures, as outlined, shall require 2 people approximately one week. It is essential that the Management Company have people performing this task who are versed in operating water systems. That being the case, they shall no doubt develop their own routine. In fact, the entire northeast side of the Park may actually be shut down in less than 4 hours by blowing out all the lines at once from Site 9 or 10. Simply close enough valves in the center section and south section of the Park to allow enough pressure to build, open all the faucets in the northeast section of the park and blow out the lines. As the lines are drained and blown out, all valves must be closed to prevent any water going to the Management Company residence from leaking around any partially defective valves that may be down line. Once a successful system has been developed, 2 qualified people can drain and winterize the entire water system in approximately one week.

SYSTEM CONSTRUCTION AND COMPONENTS

Detailed specifications relative to construction, components, measurements and schematics of the water system are found in the registration office:

- W - 1A - Water System Details - (System specifications, piping schematics, typical trench sections)
- W - 1B - Water System Schematic (Schematic of main lines, valves, drains, hydrants, blow offs)
- W - 1C - Water & Sewerage as-built (Schematic of all Campsites - 5 pages)

AS BUILTS

The As-Builts provide a detailed schematic of the entire water system. The As-Builts for the water & sewer system consist of 5 separate pages. Each page provides a specific section of the park. At the bottom of each page, the user is referred to the page on which the adjoining section is located. The scale of 1" = 40' is used throughout, allowing the user relatively accurate measurements for locations of underground lines and valves. It is important to note that any changes made relative to the moving of water or sewer lines on individual campsites shall not be reflected in any as-built drawings. Further, it should be noted that the As-Builts are intended as a reference tool - Not as a plan for exact measurements or scaling purposes.

THE BASIC SYSTEM (referred to As-Builts for valve numbers)

Begin by closing valve 111, (the Management Company residence). Valve 109, (the year round mobile home located on Campsite #46), must also be closed if the mobile home is to have water during the off season. These valves must be reopened after all water lines have been drained and all valves except those for the main line have been closed. Close the 2 exit valves at the well house, (#1 and #3), thus turning off all the water to the entire Park. Valve #1 shall be reopened when the system has been completely drained and all valves are closed. Attach a drain hose at the store and run it to the ditch between system C and the ball field. Open all drains and blow offs as indicated on schematic except drain #6 at Site 201. Allow the system to drain naturally. Attach blow off riser to drain 6 at Site 201. Blow out the main line from the Maintenance Building to the store.

EAST SIDE OF THE PARK

- Blow out Sites 1 - 3, close valve #130
- Blow out Sites 6 - 13, close valve # 126
- Blow out sites 14 - 23, close valve #122
- Drain Bathhouse #6, blow into main, close valve #119
- Blow out Sites 24 - 27, close valve #118
- Blow out Sites 28 - 37, close valve #117
- Blow out Sites 38 - 45, close valve #112
- Blow out Registration Office, close valve #105
- Close valve #110
- Blow out spigot at entrance
- Blow out Sites 46A - 48A, close valve #101
- Drain Bathhouse #1 and close shut off
- Blow out Sites 49 - 56, close valve #98
- Blow out Sites 57 - 64, close valve #94
- Blow out Sites 65 - 74, close valve #91, 83
- Blow out Sites 78 - 79A, close valve #82
- Blow out Sites 83 - 92, close valves #79, 80, 81, 84
- Blow out Sites 95 - 114, close valves # 51, 75, 76, 77, 78
- Blow main line again

CENTER SECTION OF THE PARK

- Blow out Site 396, close valve at each end # 8, 128
- Blow out Site 377, close valves 12, 124
- Blow out Site 357, close valves 16, 120
- Blow out Site 317, close valves 20, 114
- Close valve 22 (north of Site 304)
- Blow out Site 297, close valves 21, 106
- Blow out Site 337, close valves 19, 115
- Blow out Site 278, close valves 26, 103
- Blow out Site 261, close valves 28, 102
- Drain Bathhouse #4, close valve 60
- Blow out Site 242, close valve 61, 97
- Blow out Site 230, close valves 62, 96
- Blow out Site 220, close valves 68, 93
- Blow out Site 218, close valve 90
- Blow out Site 216, close valve 70
- Drain Bathhouse #2, close shutoff
- Blow out Site 156, close valves 55, 73, 87
- Blow out Site 202, close valves 71, 57
- Blow out Site 204, close valves 69, 58
- Drain Bathhouse #3, close shutoff
- Blow out Site 206, close valves 67, 58A
- Blow out Site 208, close valves 41, 66
- Blow out Site 210, close valves 65, 36
- Blow out Site 189, close valve 64, 32, 72
- Blow out Site 155, close valve 74
- Blow out Site 127, close valves 45, 50
- Blow out Site 115, close valve 46

SITES 421 - 456

- Blow out Sites 424, 425, 433, 442, and 452
- Close valves at East End as each is blown out

NW SECTION OF THE PARK

- Blow out Site 407, close valve 6
- Blow out at Site 410A, close valve 14
- Close valve 104 near Site 278 (main line)
- Open valve 1 at well house
- Open valves 111, (109 optional)
- Close drains and blow offs

USING THE AS BUILTS

The As-Builts are a valuable aid which may be used to pinpoint the location of valves, drains, water lines, etc. In the event of a water leak which requires that a portion of the system be turned off, the As-Builts shall help to quickly determine which valves must be turned off to minimize the impact on other campsites. Most campsites are supplied with water which is fed from two directions.

More specifically, usually a minimum of two valves must be turned off before water flow shall be restricted to an individual Campsite. By utilizing bi-directional flow, specific segments of the system can be segregated without impact to the rest of the Park. This feature becomes especially important during the morning hours in Peak Season when water use is in considerable demand. In the event of a situation requiring that water be shut off, the first thing to do is study the As-Builts to determine which valve(s) shall need to be turned off. For instance, if a water leak was discovered in the vicinity of Campsite 393, by checking the water system schematic, you shall quickly determine that the main water line servicing that area of the Park is regulated by valve #128, located on the northeast corner of Campsite 396 and valve #8, located between campsites 390 and 403. With a bi-directional flow of water, both valves must be turned off to stop the flow of water. After determining the valves to turn off on the water system schematic, the location of the line servicing the site may be determined. In this example, a total of 13 campsites shall be without water while the repair is being made. When the source of the leak has been determined (after digging), an evaluation of the problem and the tools and components required to fix it can be made. Unless the water is gushing, it is advisable to locate the source of the leak before turning the water off. With this approach, the tools and parts needed for repair can be located and ready prior to turning the water off in order to minimize the downtime for those campsites which shall be without water.

TURNING ON THE WATER

Prior to activating the water system, the wells and pumps must be disinfected, flushed and tested for bacteria. This should be coordinated with F.X. Lyons or the current holder of the service contract. Certainly, the most noticeable aspect of opening the Park is the activation of the water system. The system needs to be fully turned on when the Park opens on May 1. It is desirable to have the water on at least a week prior to May 1 so that any leaks can be repaired. It is not unusual that leaks may show up a week or 2 after the water is on. Two people are needed to turn on the water. While the actual job is time consuming, it is relatively straightforward if everything is organized correctly, and the system was turned off and drained properly. Activating the water system is simply a matter of opening all of the valves systematically and slowly to prevent any water hammer effects.

All sites are fed from the water system in 2 directions. This means that if only one valve is closed, the site shall still have water from the other direction. Refer to the "Water System Schematic" at the front of the As Builts. The Park water is turned on in a phased approach beginning with the north end first. The following explanation of procedures for activating the water system for the entire Park is described in detail. A complete valve checklist is located in the appendix and should be referred to when opening the water system. Begin by opening the valves numbered 1 - 10 and valves 128 - 129. This shall activate the water on Campsites 387 - 410A. At this point, each Campsite is physically inspected to ensure that the water is on and that there are no leaks that are visible. The water is run on each campsite for about 30 minutes to remove any sediment that may be located in the lines. Then, the faucets on each Campsite are turned off. Valves 11, 12, 13, 16 and 120, 121, 123, 124, 125, 127 are then opened, providing water to Campsites 347 - 386. The same procedures are followed for the campsites, allowing the water to run and then turning off the water at each campsite. Opening valves 17 - 23 and 106, 107, 113, 114, 115, 116 shall complete the activation of the water system for Campsites 287 - 346. Again, the same procedures are followed to inspect each campsite, allowing the water to run, then turning off the water at the spigot at each campsite. Campsites 413 - 420 are activated by turning on valves 14 and 24. Campsites 1 - 45 are activated by turning on valves 130, 126, 122, 118, 117, 112. Once this has been completed, the entire north end of the Park now has water. The water for the remainder of the Park is turned on in the same manner. There is no particular order necessary to turn on a particular area of campsites. A good general rule is to segment the Park into sections to turn on.

The bathhouses should be turned on separately and inspected for leaks. Bathhouse #6 (the brick one located at the north end of the Park) is turned on with valve 119. **Recommendation:** *Turn on the water to the campsites by section, then when you are sure that there are no obvious leaks in that section, turn on bathhouses in that section.* **Hint:** *Check each section daily for wet spots that indicate underground leaks.*

The Master Schematic shows the location and number of each valve in the Park. All water valves must be turned on to provide water to the entire Park. A Water Activation check list is provided in the appendix with a phased in approach to turn on the water to the entire Park. You may elect to turn on any section you choose in any order. The obvious preference is to begin at the water source and work away from the area. In other words, if you try to turn on the water at the extreme south end of the Park first, you'll need to turn on a number of valves to feed the section.

THE BATHHOUSES

Turning on the water to the Bathhouses is simply a matter of turning on the one valve that feeds each individual bathhouse, and reinstalling the short section of pipe to eliminate the "air gap" between the structure and the water system. The faucets and toilet valves should all be open as the valve supplying the water to the bathhouse is opened. The water should run to remove any deposits of sediment from the lines. The recommendation for activating the Bathhouses is to turn on Bathhouse #6 first - a week or so prior to the beginning of the season. Bathhouse #6 may be turned on by simply opening valves 1, 129, 127, 125, 123, 121 and 119. (Refer to the Water System schematic) As you shall notice, valves 1, 129, 127, 125, 123, and 121 are main line valves and valve 119 is the valve that actually feeds bathhouse #6.

Once the water has been turned on at the bathhouse, a thorough cleaning of toilets, showers and sinks must be done. All toilets, showers and sinks should be closely inspected to determine the extent of any leaks or damage that has occurred over the winter. Damaged toilets should be repaired or replaced as necessary and any ruptured lines fixed quickly. Water may be turned off at Bath #6 if necessary for making repairs by simply turning off valve 119. In the event that temperatures in the mid twenties, or lower, are forecast after the water is on, procedures should be taken to prevent lines from freezing. The easiest way to prevent freeze ups from occurring is to leave the water running. While a trickle is enough to keep lines from freezing, it is difficult to have a steady stream of water without turning on faucets to a medium level of flow. **Hint:** *If you are going to turn on the water in bathhouses to prevent freeze ups, tell everyone and do it late in the evening. People shall naturally be good Samaritans and turn off the water if they don't know.*

Hot water is supplied to each bathhouse via propane hot water heaters. These water heaters must be lit and tested. It is recommended that the propane supplier provide this function. The current supplier of all propane to the bathhouses is Eastern Propane in Rochester, NH 1-800-562-6283 or 603-332-2080.

THE COMMUNITY BUILDING

The water into the Community Building is turned on by opening valve 48 (refer to the Water System Schematic.) The procedures for turning on the water are the same as those for the bathhouses. All lines should be opened and run to remove sediment and toilets and sinks should be checked for damage.

TOOLS AND COMPONENTS NEEDED

The tools and supplies required for working on the water system include specialized tools to open and close the shut off valves which have long handles and a gate valve head, (a recessed square head which fits over the gate valve and is turned a quarter turn to open or close the valve). There are three size gate valve heads used.

The specialized, shut-off tools should be located in the Maintenance Building. It is recommended that a minimum of two shut off tools for each size gate valve be inventoried. In addition to the obvious tools required for opening and closing the gate valves, shovels and standard non powered tools, you'll need a supply of 1", 1 1/4" and 2" PVC piping, T 's and straight connections, clamps, some extra 3/4" hose bibs, PVC cement and all of the other standard plumbing items things such as torches, solder, etc.

If the water leak is detected to be below a paved road, it shall most likely be necessary to call in a backhoe to excavate the area. The year-round pipes located below the paving are at a depth of 6'. Digging them by hand and locating the source of the trouble is not a viable alternative.

6B - THE PUMP HOUSE AND WELLS OVERVIEW

The water system operates 24 hours a day, 7 days a week. Water is collected in three underground storage tanks located in the Well House and pumped throughout the Park as needed. There are two wells which provide water to the storage tanks. Each well has its own pump and its own set of controls. The three storage tanks are pressurized via the pumps and during heavy usage times an air compressor. The pumps are set to begin pumping when the pressure in the tanks falls to 53 PSI and to automatically shut off when the pressure in the tanks reaches 58 PSI. An auxiliary air compressor shall come on automatically whenever the flow rate out of the tanks exceeds the inflow rate of the pumps to help maintain pressure in the system.

It is imperative that certain checks and readings are made on a daily and weekly basis to assure that everything is operating correctly. Each week, AT APPROXIMATELY THE SAME TIME, a reading should be taken of the amount of water used during the previous period. This is done not only to determine the total water usage, but to see if there are any indications of excess water usage which may indicate a water leak which has yet to be detected. Keep a logbook of readings to determine trends or potential problems with the system.

DAILY OPERATION

A weekly water meter reading can be quickly and accurately taken by entering the Tank Room and recording the total number of gallons indicated on the meter at the output pipe and each of the input pipes. The meter is labeled # 1 & 2 . This figure should be recorded in a **Daily** log and compared with that of the previous period. Water usage on weekends is significantly higher than that on weekdays. While it is not unusual to see differences of 10% to 25% each day, a sudden difference of 150% from a Tuesday to a Wednesday in late September would most likely make you begin to think that there may be a leak somewhere. It is a good idea to set up a chart by day of the week for water consumption. The more information you have available to you, the easier it is to plan ahead and to be prepared for the unexpected. While the person is recording water usage, the following checks should be made of the Well House operation in general.

BALANCING THE WATER LEVELS

A sight tube is located on the front of each tank and a piece of thread or string at the water level shall indicate the level of water in each tank. Each tank is pressurized via the pumps and the air compressor located on the north end of the Well House above the 1,000-gallon storage tank on a shelf. The tanks are kept at roughly 2/3 water and 1/3 air.

When the pump comes on, the 1,000-gallon tank shall begin to fill with water and the water level in the sighting tube may go to the top of the tube. This is normal. The tanks shall eventually balance themselves. If, however, one tank is full and the others are much lower, then the tanks probably need to be balanced. This may be accomplished by opening and closing a number of valves. Until the user is totally familiar with this procedure, professional assistance should be called in. F.X. Lyons is familiar with the Pump House operation and can provide technical and emergency service as needed.

F.X. Lyons
603-528-1032 (Home); 1-800-222-5742 CODE 52752 (Beeper)

PRESSURE READINGS

IS THE SYSTEM OPERATING CORRECTLY?

A weekly check should be made to determine that the pumps are operating correctly. A look at the pressure gauge located on the top of the 1,000-gallon storage tank shall indicate the current pressure reading. This reading should be between 53 and 58 PSI.

PUMPS AND CONTROLS

Each pump has its own motor starter and control switch. The motor starters are located on the main floor of the Pump House above and on either side of the Control Cabinet. The pump control switches are located on the face of the Control Cabinet. The Control Cabinet contains an alternator to alternate, which pump shall be the Lead Pump and which pump shall be the Lag Pump. When the pressure in the tanks drops below 53 psi, the Lead Pump No. 1 shall come on and the Pump No. 1 red indicator light on the Control Panel shall light up. If after a preset period of time the pressure is still not up, the Lag Pump No. 2 shall also come on and the Pump No. 2 red indicator light on the Control Panel shall also come on. Once the pressure is back to normal, the pumps and indicator lights shall both shut off and the control cabinet shall designate Pump No. 2 to be the Lead Pump and Pump No. 1 to be the Lag Pump the next time the pressure drops. The purpose for this is to distribute the workload evenly between the two pumps. The “HAND-OFF-AUTO” switches (HOA) should normally be in the “AUTO” position. If for some reason the pump fails to operate, switch the HOA to “OFF” press the reset button and switch back to “AUTO”. The hour meters on the face of the Control Cabinet records the total number of hours each pump has operated.

If for some reason a pump must be taken out of service, switch the HOA switch for that pump to “OFF” The system must never be put in the “HAND” position unless the pressure gage is constantly monitored by someone to make sure that the pressure does not exceed 60psi. Putting the HOA to “HAND” bypasses the automatic controls and the pump shall continue to pump water into the tanks exceeding the allowable pressure and cause the pressure relief valve to activate. The pressure relief valve is designed to be a Safety Valve to protect the system from over pressurization by releasing water out through an overflow pipe running to the outside of the Pump House. If the Pressure relief valve does activate, place both HOA Switches to “OFF” and investigate the problem. Possible causes for this could be a failure of the pressure switch to shut down the pumps, or a faulty pressure relief valve. Once the pressure is lowered back to normal operating pressure, the pressure relief valve should automatically close, and the water shall stop coming out of the overflow pipe. The HOA switches can then be put back to “AUTO”. If the problem persists, switch both HOA switches to “OFF”. Call for professional assistance.

In order to continue to provide an uninterrupted water supply to the Park, constantly monitor the pressure gauge and once the pressure drops below 40 psi, put one HOA switch to "HAND". Continue monitoring the pressure gauge and when the pressure reaches 60 psi, switch the HOA to "OFF". Continue this process until the system has been professionally serviced. It is recommended that a qualified water operator be on staff and that prior to actually operating the system, a qualified professional provides a training session for normal and emergency operation of the system.

LOSS OF POWER

In the event of a power outage of more than 10-minute duration, both pumps must be switched to the "OFF" position on the control panel. Exterior gate valves # 1 & 2 must be completely closed. Each valve is operated with a "T" handled gate key with a 2" square socket on the end. It shall take about 17 full revolutions to go from full open to full closed. This key is located near the front door to the pump house next to the light switch. Open all faucets in the public bathhouses. Once power is restored put both pump switches in the auto position. Next open gate valve # 1 one full turn. Wait 2 minutes and open ½ turn. Continue this process until the valve is fully opened. Perform the same procedure on valve #2. It doesn't matter what sequence the valves are closed or opened so long as they are opened very slowly.

Restoring water to the Park using this procedure fills the system slowly and reduces the possibility of causing damage to the system or individual units from any possible water hammer effects.

6C TROUBLESHOOTING PROBLEMS

If there is a problem with the water system, get all the facts. What is the problem? When was it first noticed? Is it getting worse? The more information you have, the easier it shall be to diagnose the problem. If you see a wet spot or puddle on the road when there should be none, take a minute and look for bubbles which shall indicate a leak. Don't panic if you have a water leak. Some leaks can wait until there are fewer people who shall be impacted. Try not to turn off the water at peak times during busy days. Other than a water leak, which is obvious, the first place to begin is in the Well House. If you know what to look for, the problem shall be identified in a matter of a few minutes. The most frequent problem in any water system is a lack of water pressure. If this is the case, simply switching pumps and controls should remedy the situation immediately. However, find out why it happened and get it fixed.

LOW WATER PRESSURE

Check the pressure at the 1,000-gallon tank. If everything's fine, the problem is probably on an individual Campsite. (Sand in the water line, a leak, etc.) If the pressure is below 53 PSI and the pump is not working, press the reset button on the Control Panel and switch the HOA to "HAND" to see if the pump shall come on. If it does not, switch back to "OFF" and repeat the same procedure on the second pump. If the first pump does come on, then the problem may simply be a breaker which has tripped or a blown fuse.

In the event, the water pressure is still above 53 PSI turn one pump to help bring the water pressure back to normal slowly but keep a very close watch on the pressure gauge as mentioned above.

AIR IN THE WATER

Occasionally, (generally early in the season - when the system is first turned on), an excess amount of air shall be present in the water. It should clear up in a day or two. However, check the Pump House to make sure the tanks have an equal amount of pressure (air).

If there is a problem with the tanks being “balanced,” call someone to balance the tanks. The presence of excess air is not a problem requiring that the system be taken offline.

CATASTROPHIC SYSTEM FAILURE

Call for help immediately!

FLOODING OF THE WELL HOUSE

With 5,000 gallons of water located 7’ below ground, if something breaks and the water empties from the tanks, the Tank Room is going to fill with water. If this occurs, immediately switch both hoist switches to “off” and switch the pump circuit breakers to off in the main breaker panel the sump pump should begin to pump water out via a hose to the outside - call for help. Do not attempt to switch the hoist switches or pump circuit breakers if there is any danger that you shall be standing in water. It should not be necessary to throw the main breaker. Doing so will shut down the power to the entire pump house and shut off the sump pump

6D SUMMARY

ASSUMPTIONS AND CONCLUSIONS

The operation and maintenance of the water system can be very complex unless care is taken to analyze and evaluate things before any trouble occurs. It is very important that periodic checks are made to ascertain that everything is working correctly. Don’t wait for something to go wrong - check the pumps, controls and water levels on a regular basis.

CHAPTER 7 ~ THE SEWER SYSTEM

7A OVERVIEW

Totem Pole Park's Wastewater Treatment System consists of 5 separate collection systems feeding into 5 separate Presby Enviro-Septic Wastewater Treatment Systems serving a total of 456 sites. The Systems are labeled "A" thru "E". There is an additional Duplex Pump System utilized as a lift station behind the Commercial Property Building labeled as System "F". Each of the Collection Systems is comprised of 6" to 8" PVC pipe sections connected to 4' diameter precast concrete manhole structures at all street Intersections and changes of grade or alignment. The collection system empties into a 9,000 Gallon Precast Concrete Septic Tank which then empties into a Precast Concrete Pump Chamber that has a capacity of 600 Gallons per vertical foot. The Pump Chambers are fitted with 2 Duplex Submersible Pumps secured to a set of lifting rails and lifting chain as well as a set of float switches that control the pumps. The float switches are set to activate on Low Water Level, Lead Pump On, Lag Pump on, and High-Water Alarm. There is an Electrical Control Panel located immediately adjacent to each pump Chamber which contains the runtime meters for each pump. The runtime meters are to be read on a regular basis to provide an indication as to how well the system float switches are operating as well as the efficiency of the pumps themselves.

Each leach field has its own independent venting system. During the Peak Season, activated charcoal filters are attached to the High Vents. In the Off-Season, in order to maintain proper airflow, these filters need to be removed and properly stored. This will be further discussed later in the following section.

Street laterals are constructed of 6" or 8" PVC pipe connected to precast concrete structures. Service connections are constructed of 4" PVC pipe. There are situations where two or more units may be connected to the same service line. Refer as-builts for Plan and Profile drawing which consists of 31 pages divided into 4 sections of individual systems, manholes, laterals and services to campsites. Each System has its own binder that has complete information. To include but not limited to contractor information, as-builts, construction photos, and much more helpful information about the systems.

System A pages 11-18

System B pages 19-24

System C pages 25-30

System D pages 31-35

System E pages 36-41

7B SYSTEMS OVERVIEW

SYSTEM "A"

Located adjacent to the most northerly corner of Reservation Trail and Piper Trail, this system was designed to accommodate 95 sites. The design capacity of the System is 9,419 gpd. Historical data indicates that these pumps are each operating at approx. 52.8 gpm. The Electrical controls for this system are located on a pedestal adjacent to the Pump Chamber. The Pump Chamber is accessed through a BILCO single leaf aluminum hatch cover.

SYSTEM “B”

Located adjacent to the most northerly corner of Reservation Trail and Mohegan Run, this system was designed to accommodate 103 sites. The design capacity of the system is 9,930 gpd. Historical data indicates that these pumps are each operating at approx. 44 gpm. The Electrical controls for this system are located on a pedestal adjacent to the Pump Chamber which is accessed through a BILCO single leaf aluminum hatch cover.

SYSTEM “C”

Located on Lakeview Lane adjacent to Campsite # 116. This system was designed to accommodate 65 sites. The design capacity of the system is 12,323 gpd. Historical data indicates that the pumps are each operating at approx. 52.8 gpm. The Electrical controls for this system are located in the small wooden shed adjacent to the Pump Chamber. The Pump Chamber is accessed through a BILCO double leaf aluminum hatch cover.

SYSTEM “D”

Located on Indian Head Trail at Shanty Lane. This system was designed to accommodate 104 sites. The design capacity of the system is 9,360 gpd. Historical data indicates that the pumps are each operating at approx. 118.75 gpm. The Electrical controls for this system are located on a pedestal adjacent to the Pump Chamber. The Pump Chamber is accessed through a BILCO double leaf aluminum hatch cover.

SYSTEM “E”

Located on Tribal Way at the end of Hummingbird Lane West, adjacent to Campsite # 327. This system was designed to accommodate 69 sites as well as the Park Laundromat. The design capacity of the system is 10,000 gpd. Historical data indicates that the pumps are each operating at approx. 118.75 gpm. The Electrical controls for this system are located on a pedestal adjacent to the Pump Chamber. The Pump Chamber is accessed through a BILCO double leaf aluminum hatch cover.

SYSTEM “F”

Located to the Northwest rear corner of the Commercial Property Building This system was designed to accommodate the Community Building, the two apartments, the restrooms and the Grease Pit from the Snack Bar. The Electrical controls for this system are located in a Control Cabinet attached to the exterior wall of the Men’s Restroom. The pump Chamber is accessed through a Cast Iron Manhole Frame and Cover.

Also connected to System “F” is a 1,000-gallon Grease Trap Chamber located near the rear door to the Commercial Building, Access to this chamber is through a standard Cast Iron Frame and Manhole Cover. There is also a separate 2,000 Gallon Holding Tank outside of the Rear Door to the Community Building connected to this system. Access to this chamber is through two standard Cast Iron Frames and Manhole Covers.

VENTING SYSTEM “A”

During the “Open Season”, from May 1 to Nov. 1, System “A” Pump Chamber is vented through a 4” Vent capped with a 4” FERNCO flexible coupling connected to a Tee Shaped Charcoal Filter with a capacity of about 1 pound of activated charcoal. The Leach Field is vented through four 4” PVC High Vents approximately 13 feet above grade, each capped with a 4” X 6” FERNCO flexible connector and a 6” Tee shaped Charcoal Filter filled with approximately 10 pounds of activated charcoal. Additionally, there are four unfiltered Low Vents approx. 3 feet above grade located at the Northeast Corner.

During the “Off Season” from Nov. 1 to May 1, the 6” Tee filters on the two High Vents closest to site 48 are removed and replaced with double 90-degree elbows to form a candy cane type of vent. The two vents closest to site 47 must be connected to the two taller 4” PVC Vents attached to the adjacent 35 ft. wooden Utility Pole.

SYSTEM “B”

During the “Open Season”, from May 1 to Nov. 1, System “B” Pump Chamber is vented through a 4” Vent capped with a 4” FERNCO flexible coupling connected to a Tee Shaped Charcoal Filter with a capacity of about 1 pound of activated charcoal. The Leach Field is vented through two 6” PVC High Vents approximately 13 feet above grade, each capped with a 6” X 6” FERNCO flexible connector to a 6” Tee shaped Charcoal Filter filled with approximately 10 pounds of activated charcoal and two unfiltered Low Vents approx. 3 feet above grade located at the Northeast Corner of the leach Beds for a total of two High vents and two low vents.

During the “Off Season” from Nov. 1 to April 30, the 6” Tee filters on the two High Vents are removed and replaced with double 90-degree elbows to form a candy cane type of vent.

SYSTEM “C”

During the “Open Season” from May 1 to Oct. 31, System “C” Pump Chamber and Septic Holding tank are both vented through 4” Vents capped with 4” FERNCO flexible couplings connected to Tee Shaped Charcoal filters each with a capacity of about 1 pound of activated charcoal. The Leach Field is vented through two 6” PVC High Vents approximately 13 feet above grade, each capped with a 6” X 6” FERNCO flexible connector to a 6” Tee shaped Charcoal Filter filled with approximately 10 pounds of activated charcoal and two unfiltered Low Vents approx. 3 feet above grade. These vents are located on Aztec Lane between Campsites #129 and #128 and between Campsites #124 and #125 for a total of two High vents and two low vents. During the “Off Season” from Nov. 1 to May 1, the 6” Tee filters on the High Vents are removed and replaced with double 90-degree elbows to form a candy cane type of vent.

SYSTEM “D”

During the “Open Season”, from May 1 to Oct. 31, System “D” Pump Chamber is vented through a 4” Vent capped with 4” FERNCO flexible coupling connected to Tee Shaped Charcoal Filter with a capacity of about 1 pound of activated charcoal.

The Leach Field is vented through one 6" PVC High Vent approximately 13 feet above grade, capped with a 6" X 6" FERNCO flexible connector to a 6" Tee shaped Charcoal Filter filled with approximately 10 pounds of activated charcoal and one unfiltered Low Vents approx. 3 feet above grade. These vents are located on Chippewa lane opposite sites 209 and 210.

During the "Off Season" from Nov. 1 to April 30, the 6" Tee filter on the High Vent are removed and replaced with double 90-degree elbows to form a candy cane type of vent.

SYSTEM "E"

During the "Open Season", from May 1 to Nov. 1, System "E" Pump Chamber is vented through a 4" Vent capped with a 4" FERNCO flexible coupling connected to a Tee Shaped Charcoal Filter with a capacity of about 1 pound of activated charcoal. The Leach Field is vented through two 6" PVC High Vents approximately 13 feet above grade, each capped with a 6" X 6" FERNCO flexible connector to a 6" Tee shaped Charcoal Filter filled with approximately 10 pounds of activated charcoal and unfiltered Low Vents approx. 3 feet above grade located at the Northeast and Southeast Corners of the Leach Beds for a total of two High Vents and two Low Vents. During the "Off Season" from Nov. 1 to May 1, the 6" Tee filters on the two High Vents are removed and replaced with double 90-degree elbows to form a candy cane type of vent.

SYSTEM "F"

During the "Open Season", from May 1 to Nov. 1, System "F" Pump Chamber and Septic Holding tank are both vented through a single 4" Vent capped with 4" FERNCO flexible couplings connected to Tee Shaped Charcoal Filter with a capacity of about 1 pound of activated charcoal. This vent is located approximately 30 feet west of the Pump Chamber. There is no Leach Field Associated with this System as this discharge is connected to System "C" Pump Chamber.

PUMPING

In order to prevent premature failure of the Systems and to prevent solids from building up in the Septic Holding Tanks and the Grease Trap, it is necessary to pump out each chamber in the spring of each year, preferably after the park is open and operating. This must be done prior to Memorial Day Weekend. This includes Systems A thru F, the Grease Trap at the Snack Bar and the Holding Tank at the Community Building as described below.

SYSTEM "A"

Septic Tank Capacity of 9,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just to the north of the Pump Chamber just beyond the wooden fence enclosure.

SYSTEM "B"

Septic Tank Capacity of 9,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just to the south of the Pump Chamber just beyond the wooden fence enclosure.

SYSTEM "C"

Septic Tank Capacity of 9,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just to the south of the Pump Chamber.

SYSTEM “D”

Septic Tank Capacity of 9,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just to the north of the Pump Chamber just beyond the wooden fence enclosure.

SYSTEM “E”

Septic Tank Capacity of 9,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just to the north of the Pump Chamber just beyond the wooden fence enclosure.

SYSTEM “F”

Septic Tank Capacity of 4,000 Gallons. Access to the Tank is gained through three Standard Cast Iron Frames and Covers located just to the north of the Pump Chamber.

COMMUNITY BUILDING

Septic Tank Capacity of 2,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located just north of the Community Building.

SNACKBAR GREASE TRAP

Capacity of 1,000 Gallons. Access to the Tank is gained through two Standard Cast Iron Frames and Covers located within in the Chain Link Fence Enclosure just to the north of the rear door of the Snack Bar.

MONITORING

In order to ensure that each system is working properly, periodic readings of the runtime meters on each of the Six Systems (including the Lift Station) must be recorded weekly into a spreadsheet that is shared with the Board of Directors or its designee via document sharing. This document must be saved and kept on file for future reference. This must be performed on a weekly basis, preferably on the same day of the week to ensure that they accurately represent the actual usage of each Pump in the System for that period. This is done to determine if there is excess usage of any pump, which may be an indication of some type of malfunction.

ELECTRICAL CONTROLS

Each of the systems has its own Pump Control Panel located adjacent to the Pump Chamber. Inside of the panel there are two runtime meters Labeled Pump No. 1 and Pump No. 2. These are the numbers that need to be recorded. Additionally, there are some circuit breakers also located in the Pump Control Panel. At the time of the readings, these should be visually checked to ensure that they are in the **ON** position. There is a three-position switch labeled **ON, OFF, AUTO** that controls the pumps. Check to make sure they are in the **AUTO** position. There is also a switch to manually sound the alarm and trigger the warning light on top of the Panel. This switch should be put in the **TEST** position to ensure that it is operating properly. After the test has been completed the switch needs to be returned to the **ON** position. A quick visual inspection of each hatch must be made to ensure that the necessary padlocks are in place to prevent any unauthorized entry.

PUMP CHAMBERS

It is important to maintain proper water level in chambers to ensure proper operations. The levels are controlled by a series of float switches which should only be adjusted by qualified personnel. Each pump chamber is equipped with a warning system that includes a warning light and an audible alarm to indicate one of the following:

1. Low water alarm: pump may be stuck in run mode and water level is low.
2. High water alarm: pumps may have failed to come on as required and the water level is too high.
3. Seal failure: The waterproof seal where the electrical wire enters the pump has failed and water has entered the pump casing.

NOTE: It is not uncommon for these warning lights to go in for a short period or time periodically. If the light remains on for more than a few hours, some action must be taken to remedy the situation.

LEACH FIELDS

It is extremely important that no vehicles are to be permitted to drive over or park on any leach field. Any digging on or near any septic system the As-Builts must be reviewed to ensure no damage is done to the system. IE any additional playground equipment that may need to be installed must not damage the leach field chamber system or piping.

TROUBLESHOOTING

In event of sewer back up, the As-Builts should be consulted to determine the flow and location of manhole covers. The manhole covers must be systematically removed to determine the location of the blockage. If street laterals are free and clear the issue may be in the service connection. Once the location of the issue is determined management should try and clear the line with sewer snake. If unsuccessful the line may need to be dug and sections of pipe replaced.

CHAPTER 8 ~ THE ELECTRICAL SYSTEM

8A THE MAIN SYSTEM

SYSTEM OVERVIEW

The electrical system within the Park is the sole responsibility of **Eversource**. Their offices are located in Chocorua, New Hampshire. Their telephone number is 603-323-8581. The Electrical system is virtually maintenance free. Any problems relative to electricity which affect more than one individual Campsite, most likely are the result of an Eversource problem. A quick call to their offices shall usually solve the problem, or at worst, identify the trouble and the projected length of any outage.

While there are some overhead lines within the Park, most lines, including all of the individual Campsite lines, are underground. Typically, the underground electrical lines are buried in trenches at a depth of 30". Underground telephone lines are also buried in the same trench at a typical depth of 18" to 20". In all instances, a marker tape is placed at a typical depth of 12" to warn anyone digging that they are about to expose underground lines. Electrical lines, which pass beneath roads, typically run through a 4" PVC line under the road. Each campsite is metered separately and has its own electrical pedestal capable of supporting 100 amps of service. Each pedestal initially contained a 30-amp electrical outlet and a separate 20-amp outlet, each with their own breakers. Many of the campsites now contain a 50-amp panel, which allows for a 50-amp outlet required for many park models and motor homes. These panels also contain a separate 20-amp outlet as well. Both the 30 amp and 50-amp panels are available through Rockingham Electric in North Conway or Laconia Electric in Laconia, NH. They are referred to as 2g3 and 2g5 panels respectively. A few campsites utilize 100-amp panels, which basically consist of double 50-amp outlets. These are primarily used for those RVs with all electric appliances.

SYSTEM POWER OUTAGES

It is not unusual for the electrical system to experience frequent blips, or "hiccups" in the line where the power goes off for a second or two. While this is annoying when digital clocks must be reset frequently, they usually do not cause any permanent damage. There are relatively few long-term outages. Occasionally a traffic accident involving an electrical pole shall result in electricity being unavailable for a period of time while repairs are made. The most damaging situation involving the electrical system are "brown outs" where the electricity required to operate appliances and electric motors is less than that which is required. When this situation occurs (extremely infrequently), all motors (including refrigerators) should be turned off until the problem is repaired. It is very important to turn off the pumps in the Well House as well as the pumps in each of the control panels located on each of the 5 septic systems. (Refer to Chapter 7 - The Septic System.)

8B ~ THE COMMON AREAS

PAVILION

The Pavilion electrical system is controlled by the breaker that is located in the wooden storage box at the south end of the Pavilion. The breaker is located on the left side of the double doors and is activated via a lever, which turns on the electricity when in the down position. This wooden storage box should be locked when not in use. The breaker in the wooden box is fed from the breaker located on the utility pole directly to the east of the miniature golf course.

The breaker which controls the miniature golf course, the activities board and the pavilion lights is fed from a breaker located outside the commercial property in the fence. **Hint:** *Check all of the lights and outlets in the Pavilion early in the season so you'll know how to get power to the Pavilion. If you follow each breaker and switch sequentially, beginning at the outside circuit breaker, located on the fence behind the apartment in the commercial property, you should have no trouble. The simplest way to test everything is to have one person in the Pavilion and another at the circuit breaker with 2-way radios.*

MINIGOLF

The electrical outlets for the revolving obstacles in the miniature golf course are located directly under each green in a shallow pit. Each electrical outlet is in an outdoor, weather protected box, with enough slack so that the outlet may be pulled out adjacent to the obstacle so that the obstacle may be plugged in. Once the obstacle is plugged in, the electrical box should be placed under the green and the green moved into the desired position. The outlets for the miniature golf course are controlled from the breaker box located on the utility pole just east of the golf course. The box should always be locked to prevent tampering. The breaker box on the utility pole is controlled from a breaker located on the fence behind the apartment on the commercial property. The lights on the mini golf course are activated by turning on breaker in circuit breaker box located on fence behind apartment

BEACH AREA AND OUTSIDE LIGHTING

The beach area and boat launch areas contain a total of 4 outside pole lights (2 by the beach and 2 by the boat launch.) Each light is equipped with an electric eye, which activates the light during darkness. There are 2 other pole lights with electric eye sensors adjacent to the store on the west (one near mini golf and one near the Kids Club), 2 more at the entrance to the Park and one at the Post Office. If a specific light is not operating, test the electric eye by taping the sensor to eliminate the light and if the light still doesn't come on, it probably needs a new bulb. You shall notice that the bulbs are special bulbs that may be purchased through any electric supply store - such as Laconia Electric in Conway. Circuit breakers for the outside lighting at the beach, boat launch and minigolf area are located in the electrical box on the south end of the pavilion.

SEPTIC SYSTEMS (Refer to Chapter 7)

Electrical control panels are located at each of the septic fields. They are fed from a main breaker located directly adjacent to the large control panel. In addition to the main breaker, each pump (4 at each location) has its own breaker within the control panel. Extreme care should be taken when opening the control panel and turning off breakers. This should only be done by a qualified, knowledgeable operator to assure personal safety.

8C ~ THE COMMON BUILDINGS

COMMUNITY BUILDING

The lighting in the Community Building consists of 4 rows of fluorescent lights and 2 sets of spotlights in the main room. The electrical panel is located in the center room of the building on the north wall.

The breakers are self-explanatory and labeled as follows:

#1 OUTLETS FRONT WALL	#2 OUTLETS REAR WALL
#3 OUTLETS FRONT WALL	#4 OUTLETS REAR WALL
#5 CRAWL SPACE LIGHTS	#6 LIGHTS ROW 1
#7 LIGHTS ROW 4	#8 LIGHTS ROW 3
#9 LIGHTS ROW 2	#10 OUTLETS KITCHEN
#11 SPOTLIGHTS FIREPLACE	#12 PADDLE FANS
#13 SPOTS STAGE AREA	#14 OUTLETS KITCHEN
#15 OUTLETS KIT COUNTER	#16 STORAGE ROOM OUTLETS/LIGHTS
#17 OUTLETS KIT COUNTER	#18 BATH OUTLETS/LIGHTS
#19 LIGHTS KITCHEN	#20 REFRIGERATOR
#21 OUTLETS KIT COUNTER	#22 ELECTRIC HEAT BATHROOMS
#23 HEATER FRONT CORNER	#24
#25	#26 RANGE
#27 HEATER REAR CORNER	# 28
# 29	#30 RANGE
#31 ELEC HW HEATER	#32
#33	#34 EXHAUST FAN

BEACH HUT

The beach hut has 2 20-amp breakers in a small panel on the southeast corner of the building adjacent to the door. They control the outlets in the building and the outlet on the exterior of the north side of the building.

REGISTRATION OFFICE

The Registration Office has a circuit breaker box located in the back room closet of the building. The breakers in this box control all of the Registration Office, as well as 2 outside lights at the entrance to the Park. The breakers in the Registration Office are labeled as follows:

1 A FLOODS	B REGISTRATION OFFICE
3 A REGISTRATION OFFICE	B SPARE
5 A 1500 FLOOD	B OUTLET BACK ROOM

In addition to the breaker box, the outside lights to the building are controlled from a switch in the back room labeled KEEP THIS SWITCH ON. The security light at the Post Office is controlled from a switch in the back room also. This switch is labeled SECURITY LIGHT.

POST OFFICE

The Post Office building electrical outlets and lights are controlled from Breaker #20 in the Management Company's Residence.

MAINTENANCE BUILDING

The Maintenance Building has a circuit breaker box located in the electrical/plumbing storage room (the first storage room on the right as you enter the building from the small door facing west). The breakers are labeled as follows:

1 LIGHTS	2 GFI OUTSIDE OUTLETS
3 LIGHTS	4 OUTLETS STOREROOMS/SHOP
5 LIGHTS	6 CABLE TV HUT
7 OUTLETS GARAGE	8 OUTLETS CARPENTER SHOP
9 OUTLETS WORKBENCH	10 OUTLETS GARAGE
11 OUTLETS CARPENTER SHOP	12 OUTLETS WORKBENCH
13 ELECTRIC HEATER	15
17 ELECTRIC HEATER	19

MANAGER'S RESIDENCE

Consult the Management Company for the location of all electrical circuit breakers.

BATHHOUSES

Each of the 5 bathhouses contains their own circuit breaker panel which is located on the rear of each bathhouse in a protected (locked) wooden box which is part of the building. The exception to this is bathhouse #6, (the cement bathhouse located in the north end of the Park). The circuit breakers for bathhouse 6 are located in the water heater room located on the north end of the building. All of the water heaters for the bathhouses are propane water heaters.

WELL HOUSE (See Chapter 6 The Water System)

Chapter 6 contains all of the information relative to the Well House. The main disconnect for the Well House is located upstairs. In the event that the Well House floods, turn off all circuit breakers upstairs, then the water valves located downstairs.

AS BUILTS

The As Built drawings for the electrical system which depict all underground electrical lines to each Campsite as well as all above ground electric lines and utility poles within the Park are located in the Registration Office.

CHAPTER 9 ~ THE TELEPHONE/CABLE TV SYSTEMS

9A THE TELEPHONE SYSTEM

GENERAL

The telephone system at Totem Pole Park is serviced via Fairpoint Communications.

NEW SERVICE FOR INDIVIDUAL CAMPSITES

Owners in the Park may request to see the as built to locate where the telephone services are located and assistance from Management maybe required,

TELEPHONE LINES IN COMMON BUILDINGS

The Registration Office has one telephone line currently into the building. The line, 603-539-4420 is used as the main telephone number to Totem Pole Park. The main line phone jack is located on the front wall (east wall) of the building. The Manager's Residence has a total of 2 telephone lines in the building. The Park's second line is used as a FAX line 603-539-4402. There are jacks for both lines in the office of the Manager's residence. There are no telephone lines into the Community Building, The Beach hut or the Maintenance Building. Pump house has a line 603-539-6367

9B THE UNDERGROUND LINES

AS BUILTS

A complete schematic of all of the underground telephone lines is located in the Registration Office. The designator for underground telephone lines is UT on the as built drawings. The telephone lines are buried in the same trench as the electric lines. The telephone lines are buried approximately 12 inches below the surface, approximately 8 to 12 inches above the electric lines. All buried telephone lines are buried below marker tape indicating the presence of buried lines. In the event that digging within the Park uncovers a section of marker tape, dig no further as buried lines are present. **NOTE:** *Always call Dig Safe and consult the as built drawings before digging or allowing anyone else to dig. The placement of fence posts is especially dangerous as post hole diggers often tear the marker tape without any warning.*

INDIVIDUAL CAMPSITES

Each Campsite is serviced by underground telephone lines allowing each campsite to have telephone service if desired. No action is required by the Manager relative to the provision of telephone service to individual campsites. It is worth noting that when a telephone service is installed to an individual campsite, the service is provided to a telephone pedestal provided by the telephone company. Unless specifically requested by the Unit Owner, the telephone company simply places the pedestal and wires for the telephone service onto the campsite. It is the responsibility of the Unit Owner to make arrangements for the telephone lines to be run into their recreational vehicle. This tends to be a source of confusion for Unit Owners as they are used to phone service being wired directly to their homes.

9C THE CABLE TV SYSTEM

BACKGROUND AND SYSTEM OVERVIEW

The Cable TV system is owned and operated by: Spectrum.

AS BUILTS

A complete schematic of the underground lines as originally constructed is available in the As Built drawings. As with all underground lines, the As Built drawings should be consulted prior to digging. If any doubt exists concerning the location of Cable TV underground lines, Spectrum should be contacted directly. **NOTE:** *These drawings and specifications refer to the original cable TV system as originally planned and installed. No changes to the system by Spectrum are reflected in the drawings.*

INDIVIDUAL CAMPSITES

The system as originally installed provided for Cable TV access to each individual Campsite. The Cable TV underground lines were provided to the electric pedestal and the TV lines, (coaxial), were attached to the base of the pedestal and labeled via a number or letter directly on the cable for identification. From each individual campsite, the cable TV line was run to a remote pedestal which controlled a number of campsites. Each remote pedestal contained between 6 and 12 individual campsite cables. By connecting the cable from an individual campsite to the remote pedestal, the Cable TV signal was activated.

CHAPTER 10 ~ EXHIBITS & SCHEDULES

NOTE: Other exhibits included the Site Map with roads highlighted for plowing, tennis court surface care directions, an equipment inspection form, and a diagram of the Ball Field Sprinkler System. Exhibits & schedules are on file in cabinet #2 in the Registration Office.

NH RSA 287-e12 as written below as an exhibit:

287-E:12 Bingo for Private Campgrounds and Hotels. –

Any private campground or hotel may conduct bingo games provided:

- I. The price to be paid for a single card or play under this section shall not exceed \$0.50.*
- II. The campground or hotel shall conduct no more than 2 game dates of bingo in any one calendar week.*
- III. All revenues received from the sale of bingo cards in any game or series of games on any one calendar day shall be paid out to the players. The total value of all prizes, tokens, or awards used, given, offered, or awarded in connection with any one game on any calendar day shall not exceed a payout value of \$500, or series of games on that same day shall not exceed a payout value of \$2,000.*
- IV. Games shall be operated only by persons on the staff of the campground or hotel. Such staff shall operate the games without compensation from the bingo revenues.*
- V. The games of bingo shall be open only to persons 18 years of age or older who are bona fide guests at the campground or hotel.*
- VI. No campground or hotel shall act as an agent for operating games of bingo when it is unlawful for such campground's or hotel's principal to operate bingo games.*
- VII. The campground or hotel shall have been in existence for at least 2 years in the city or town in which the bingo games are to be conducted.*
- VIII. The campground or hotel shall maintain a current list of bona fide guests.*
- IX. The campground or hotel shall not have been established solely for the purpose of operating bingo games.*

Source. 1983, 417:1. 2011, 259:14, eff. Sept. 11, 2011. 2016, 170:2, eff. Aug. 2, 2016. 2018, 295:1, eff. June 25, 2018.

SEPTIC AND WATER METER READINGS

Pump House

DATE: _____		PRESS _____	GPM _____	COMP. _____
Pump No. 1	Pump No. 2	Inlet Meter No. 1	Inlet Meter No. 1	Outlet Meter
SEPTIC SYSTEM "A" Piper Trail				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?
SEPTIC SYSTEM "B" Mohegan Run				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?
SEPTIC SYSTEM "C" Lakeview Lane				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?
SEPTIC SYSTEM "D" Shanty Lane				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?
SEPTIC SYSTEM "E" Hummingbird				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?
Commercial Property "F" Behind Apt "A"				
Pump No. 1	Pump No. 2	Pumps in AUTO	Breakers On?	Check Alarm?