

TRI-PALM ESTATES & COUNTRY CLUB

MAINTENANCE STANDARDS

Section A of the Property Owners Handbook describes “Management Responsibilities” for the Tri Palm Estates & Country Club. Management must also adhere CC&R’s, Master Declaration, and Settlement Agreement. Copies of these documents are available on the TPUOA web site, tpuoa.net, except for the Settlement Agreement which is available upon request.

Onsite staff shall be trained on the Property Owners Handbook and Maintenance Standards at time of their hiring and annually thereafter. Staff shall also be familiar with the CC&R’s and the Master Declaration. Club House staff shall be made aware daily of areas under repair and the estimated completion date.

Day-to-day Maintenance Standards are detailed below.

GOLF COURSE

- a. Golf course shall be maintained in a manner comparable to other courses in the Coachella Valley. Examples are Heritage Palms, Palm Desert Greens, and Mountain View.
- b. Ongoing maintenance schedule for irrigation that is posted. Monthly Pump and Well maintenance contracts with process put in place to track frequency. On site staff to be trained for weekly review with frequency status.
- c. Olive trees shall be sprayed each year, so they do not cause a mess.
- d. Weeds on course, including greens, shall be sprayed or pulled as necessary.
- e. Brown areas on fairways shall be appropriately addressed until regrowth is established.
- f. Litter and wind-blown debris shall be removed on a continuing basis.
- g. Trees and shrubs in golf course area shall be trimmed bi-annually, or as necessary, considering the species and location of the tree or shrub. Grass at base of trees shall be trimmed without damaging trees.
- i. Trees shall be maintained in their natural shapes and pruned in a manner to select and develop permanent scaffold branches. Eliminate overlaid dead, diseased or damaged growth.
- ii. Trees shall be pruned once every two years if necessary, considering the species and location of the tree. Pruning cuts to be made flush.
- iii. Annual Tree replacement program shall be established and reviewed on a regular basis with Rules, Regulation, & Facility Committee, and at least annually with the TPUOA Board of Directors.
- h. Golf cart paths shall be kept smooth, clear of holes and large cracks. Repairs shall be made as necessary to preserve this standard. Plant and/or weed growth shall be prevented and/or removed from any cracks or other paved areas.
- i. Bathrooms shall be kept painted, in good working order, with working lights and cleaned and sanitized as needed but at least three times each week. Staff shall check each day early in the morning to verify that these standards are maintained.
- j. Areas of standing water shall be roped off on a daily and repaired in a timely manner.
- k. Over-seeding shall be done each October with high-quality golf course seed.
- l. Bare or damaged areas on greens and on tees shall be replaced or repaired, including the placement of sand and seed or sod as necessary, in a timely manner.
- m. Shoe cleaners, rakes, cups, flags, stakes for out-of-bounds, ball washers, and water containers shall be kept clean and replaced as necessary.
- n. Drainage ditches shall be maintained on a monthly basis or more often if necessary.

- o. Each summer at least three tee areas shall be leveled, enlarged or revitalized. Tee areas shall be repaired and maintained in a manner consistent with reasonable golf course standards in order to keep the course in a condition comparable to similar courses in the Coachella Valley.
- p. Each summer the greens shall be evaluated and, when necessary, revitalized by removing the grass and sand and refilling with sand and new grass to make for better greens and drainage. Greens shall be repaired and maintained in a manner consistent with reasonable golf course standards in order to keep the course in a condition comparable to similar courses in the Coachella Way.
- q. Fungicides and insecticides shall be applied on a regular basis to prevent insect and weed infestation. Gopher treatment shall be performed immediately upon notification of a problem. Insect infestations, including red ants, fire ants, beetles, etc. shall be treated –immediately in coordination with Vector Control.

CLUBHOUSE AND ARTS AND CRAFTS BUILDING

- a. The Clubhouse shall be maintained in a manner comparable to like facilities in the Coachella Valley. Example; the Club House at Heritage Palms, Palm Desert Greens, and Sun City.
- b. Air conditioners shall be maintained in working order and repaired or replaced in a timely fashion, normally within two weeks of a reported malfunction. If it is not possible to repair to satisfactory performance, the malfunctioning unit(s) shall be replaced. Air conditioner units shall be cleaned semi-annually, and filters shall be cleaned as necessary to ensure proper operation.
- c. Restroom must be cleaned at least daily; or more often as required. A signed log with the time and date of cleaning is required.
- d. All building roofs shall be maintained in good repair. Repairs to roofs ceiling tiles and walls shall be made within as timely a fashion as possible, normally within two weeks of leak occurrences.
- e. Solar Panels shall be kept in working order and upgraded as required.
- f. All exit lights shall be maintained to meet code requirements and checked weekly for continuous operation.
- g. All window frames, window covers, and doors shall be maintained in good working order and repaired in a timely fashion. Bi-annual check shall be made of security latches, sliding door rollers and rubber seals and caulking around frames. Damaged, deteriorated, and malfunctioning elements shall be repaired or replaced in a timely manner.
- h. Ceiling light fixtures shall be continuously monitored. Burned-out and malfunctioning bulbs shall be replaced immediately.
- i. Clubhouse electrical systems, especially kitchen systems, shall be maintained in good working order at all times, and shall adhere to the Riverside County Electrical Code or equivalent.
- j. Floors shall be cleaned weekly and refurbished or replaced as reasonably necessary.
- k. Garbage areas shall be cleaned daily and garbage shall be kept contained so that animals are not attracted.
- l. Interior walls shall be spot-painted to remove unsightly marks at least annually and the entire surfaces repainted normally every 5 years.
- m. Kitchen exit doors shall be equipped according to all applicable safety codes.
- n. Light fixture covers and fluorescent bulbs shall be cleaned on a regular basis not less than semi-annually.
- o. Restrooms shall be cleaned and sanitized daily. All malfunctions shall be repaired in a timely fashion, normally within one week of report.
- p. Tables and chairs (350) for banquet hall shall be replaced in 2014 and thereafter, shall be kept in good repair and replaced as needed.
- q. Club House security systems shall be maintained and in working order at all times.

SWIMMING POOL AREA

- a. Pool areas shall be maintained in a manner comparable to like places in the Coachella Valley. Examples are: the pool areas at Heritage Palms, Sun City and Palm Desert Greens.
- b. Deck areas shall be repaired, resurfaced and maintained as needed in a timely manner. Total resurfacing is required every 5 years.
- c. Pool area fencing and walls, and the metal canopy over the large spa, shall be kept free of rust, spot primed and painted as needed.
- d. Pools and spas shall be serviced on a regular basis as to maintain optimal health standards and to meet all governmental requirements and cleaned of all debris at least weekly. Swimming pool and spa heaters and pumps shall be maintained by a maintenance contractor in order to ensure that failed or failing pumps and heaters are repaired in a timely manner. Regular cleaning of “bathtub ring” is required. Regular monitoring and repair of pool lights and lighting in pool area shall be conducted daily to ensure the safety of pool-goers and TPE staff.
- e. Broken concrete walls and steps shall be repaired or replaced in a timely manner, normally within two weeks after breaks are reported. Safety conditions shall be addressed and remedied immediately.
- f. Outdoor shower areas shall be cleaned daily and repairs made in a timely manner, normally within one week of report.
- g. Interior showers and bathrooms shall be cleaned and sanitized daily, and repairs made in a timely manner, normally within one week of a reported failure. Staff shall maintain a daily, signed maintenance log.
- h. Pool furniture shall be maintained and cleaned daily. Management shall maintain an annual replacement schedule.

SHUFFLEBOARD, TENNIS & PICKLEBALL COURTS

- a. Shuffleboard and surrounding area shall be maintained and repaired in a timely manner. Shuffleboard area shade cover shall be maintained in good repair and replaced when necessary. Shuffleboard courts shall be resurfaced annually, normally in late September or early October.
- b. Tennis and Pickleball courts shall be cleaned weekly.
- c. Windbreaks and nets shall be replaced as often as needed. "As needed" means; whenever large holes appear, excessive fading occurs, or the item no longer functions as intended.
- d. Tennis and Pickleball court surfaces and stripes shall be repaired/repainted on a regular basis as needed, with any repairs needed to maintain safe play being performed in a timely manner, normally within one week of the need being reported.
- e. Tennis court lighting shall be kept in good working condition, with lights and reflectors cleaned at least semi-annually. Burned out lights shall be replaced immediately upon reported failure.

COMMON AREA MAINTENANCE

- a. All flood spillways shall be maintained in an operational condition at all times.
- b. All park entrances shall be maintained with mowed and irrigated lawns, lighted palm trees, trimmed hedges and seasonal plantings of flowers in planters.
- c. One gardener shall be employed full-time to keep entrances, pool areas, clubhouse area and non-golf areas planted, mowed and in a visually pleasing, condition.
- d. Any broken tiles or irrigation element shall be repaired in a timely manner, normally within one week of reported issue.
- e. Parking lots shall be resurfaced as needed and cracks cleaned out and refilled. Lines shall be re-marked as needed; normally every 3 years.
- f. All lights shall be checked monthly, burned-out bulbs replaced immediately and repairs made in a timely manner, normally within one week.

RV STORAGE LOTS

- a. Fences and gates shall be checked monthly. Any problems discovered or reported with locks or razor wire shall be repaired in a timely manner giving due consideration to the nature of the maintenance needed and the security risks that exist.
- b. Hedges shall be trimmed and cleanup beneath them shall be done on a regular basis as needed, normally on a semi-annual basis.
- c. Security lighting shall be checked monthly and bulbs replaced in a timely manner, normally within two days.

RESTAURANT

- a. All kitchen areas shall be operated according to county health codes to maintain an "A" rating.
- b. General cleaning is required daily.
- c. Staff shall be trained in food and beverage safety when hired. All staff shall be retrained annually.
- d. Bartenders shall not serve intoxicated customers.
- e. Tables and chairs shall be properly maintained and replaced on a regular schedule or as required. This includes the indoor area and the patio.

GENERAL

- a. All work shall be performed by personnel capable of maintaining the amenities in a neat, attractive and inviting condition.
- b. Whenever a time is given in which a particular task is to be completed, the time for performing that task shall begin from the time maintenance or management personnel first become aware of the condition, whether through personal observation or when the condition is first reported to management or maintenance personnel, whichever is earlier.
- c. When the phrase "normally within" followed by a time frame is used, the time frame is provided as a guide to provide the parties with a standard for reasonable performance under normal circumstances. The parties recognize that situations can occur that are beyond the control of management; such as the unavailability of equipment, supplies, qualified personnel or vendors, or other uncontrollable events when the time frames cannot be met despite the best efforts of management. In the absence of these uncontrollable events, however, the time frames are agreed to be a reasonable estimate of the time needed to perform the task.