



Lake Ballinger Estates

Operations Manual

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I. Introduction

Welcome and Purpose

This Operations Manual serves as a comprehensive guide for the Board of Directors, property managers (if applicable), and other designated personnel responsible for the daily operations and maintenance of Lake Ballinger Estates, a 128-unit condo community in Mountlake Terrace, Washington.

The manual outlines the association's established practices for maintaining the property's sprawling grounds, clubhouse, pool, exercise room, sauna, and other amenities. Clear procedures and best practices are outlined to ensure the smooth functioning, safety, and longevity of the community's assets. These are intended as guidelines only and are not requirements. The Board may vary from these guidelines as determined by the Board in its sole discretion.

Benefits of this Manual

By providing clear instructions and established procedures, this manual aims to:

- o Promote efficient day-to-day operations: Streamlined processes minimize confusion and ensure timely execution of tasks.
- o Maintain property value: Consistent and effective maintenance practices contribute to the overall well-being and value of the community.
- o Facilitate informed decision-making: Clear guidelines empower the Board and management to make informed choices regarding maintenance needs and vendor selection.
- o This manual will be a valuable tool for maintaining a thriving and well-maintained community at Lake Ballinger Estates.

II. Association Structure

The **Board of Directors** is responsible for the overall governance and management of Lake Ballinger Estates. The Board consists of five elected members, including the following officers:

- President
- Vice President
- Treasurer
- Secretary
- At-Large Member

Responsibilities

The **BOARD OF DIRECTORS** is responsible for the overall governance and management of Lake Ballinger Estates. Primary responsibilities include:

- Overseeing the financial health of the association
- Developing and approving the annual budget
- Establishing and enforcing association rules and regulations
- Approving contracts for maintenance and services
- Hiring and overseeing property management
- Overseeing insurance coverage
- Overseeing approving capital improvement projects

Election Process

Board members are elected by the homeowners at the annual meeting. Nominations for the Board can be submitted by homeowners in writing to the current board secretary or property management company representative, prior to the annual meeting or take nominations from the floor during the annual meeting. Elections are typically conducted by secret ballot at the annual meeting. Board members who are up for re-election must receive the approval of at least a majority of the votes cast at the annual meeting (if quorum is established).

Term Limits

Board members serve a term of one (1) year. Board position terms are staggered.

Meetings

The Board of Directors meets regularly monthly. Special meetings may also be called as needed.

Committees

Lake Ballinger Estates utilizes committees to support the Board of Directors in various aspects of community management. Currently established committees include:

- Community Committee
- Facilities Committee
- Finance Committee
- Governing Documents Committee
- Landscaping Committee
- Safety Committee

Committee Charters & Responsibilities

The **COMMUNITY COMMITTEE** is established by the LBE Board to foster a respectful, informed, and connected residential community through social, educational, and owner-representative activities that are consistent with the Association's Governing Documents and applicable law. The committee acts in an advisory capacity to the Board and has no independent decision-making or enforcement authority.

The **FACILITIES COMMITTEE** is established by the LBE Board to support the Board in fulfilling its responsibilities for the maintenance, repair, replacement, and physical safety of the common and limited common areas at Lake Ballinger Estates, as described in the Amended and Restated Declaration ("Declaration") and House Rules. The Committee's primary purpose is to:

- Assist the Board in planning and prioritizing facilities and infrastructure work.
- Provide technical review and recommendations on maintenance, repair, and capital projects.
- Facilitate communication between homeowners, the Facilities Chair, Facilities Lead, contractors, Property Management, and the Board on facilities matters.

The **FINANCE COMMITTEE** is established by the LBE Board to assist the Board in understanding and planning the Association's financial position, including operating results, cash and reserve balances, accrued expenses and receipts, and reserve-study-based funding needs. The committee acts in an advisory capacity only and has no independent authority to adopt budgets, levy assessments, sign contracts, or bind the Association. The committee members are owners, not professional accountants, bookkeepers, or investment advisers, and the Association's day-to-day bookkeeping, financial statement preparation, and balance-sheet administration are performed by the contracted Property Management company and outside professionals as determined by the Board.

The **GOVERING DOCS COMMITTEE** is established by the LBE Board to review, evaluate, and recommend updates to the Association's governing documents so they are clear, internally consistent, and compliant with applicable law.

The **LANDSCAPE COMMITTEE** is established by the LBE Board to provide oversight, planning, and recommendations related to the Association's common-area landscaping. The Committee supports the Board by monitoring contractor performance, gathering owner input, and promoting consistent landscape standards for the community.

The **SAFETY COMMITTEE** is established by the LBE Board to assist the Board of Directors and Property Management of Lake Ballinger Estates in promoting a safer residential environment by noting apparent safety concerns and promoting risk-reduction practices. The Committee's activities are discretionary and do not create a duty to inspect, monitor, or ensure the safety of the property, residents, or guests.

Note: All committees act in an advisory capacity to the Board and have no independent decision-making or enforcement authority.

Committee Management

The Board of Directors appoints a Board Chairperson for each committee. The Board Chairperson serves as a communication link between the committee and the Board and ensures committee activities align with Board priorities.

Committees meet regularly to discuss issues, develop recommendations, and prepare reports for the Board. The Board reviews committee recommendations and makes final decisions on proposals.

III. Financial Management

Annual Budget & Operating Reserves

The annual budget for Lake Ballinger Estates is developed through a collaborative process involving the Board of Directors. A key factor in budget development is the annual reserve study, which helps assess funding needs for future maintenance and repairs. The Board also considers the current financial state of the association, including any unexpected expenses from the prior year and anticipated utility cost increases based on research and communication with local authorities.

The Board is actively seeking resident participation in the budgeting process. Homeowners are encouraged to express interest in serving on the Finance Committee, which would further enhance resident input and expertise in financial matters. (A minimum of three committee members are required for the initial meeting to occur)

Operating Reserves

The association maintains operating reserves to ensure the long-term financial health of the community. These reserves may be used to cover unexpected expenses, major repairs, and capital improvement projects that may arise beyond the scope of the annual budget.

Dues & Assessments

Homeowners are responsible for paying monthly dues to support the ongoing operations and maintenance of the association. Special assessments may be levied on an as-needed basis to fund major projects or other common expenses. Collection of funds and accounting are conducted by the contracted property management company, with oversight of the Board.

Financial Reporting

The association's Treasurer prepares a monthly financial report that details the association's income, expenses, and current financial standing. These reports are available to homeowners through the association's property management company.

Audit

The Board of Directors is committed to ensuring the financial transparency and accountability of the association. An annual audit is conducted by a qualified independent auditor.

Fiscal Year

The association's fiscal year runs from March 1st to February 28th (29th in a leap-year) of the following year.

IV. Property Maintenance

The Board, with the assistance of the property manager and the owner-representative Facilities Committee, reviews the work of vendors and contractors, schedules preventive maintenance tasks, and annual projects to ensure the proper functioning of Lake Ballinger Estates' property and amenities.

Daily/Weekly Tasks *(Suggested schedule for tasks authorized by the LBE Board)*

- o Groundskeeping: The Landscape Committee often identifies and addresses minor landscaping needs and assists the contracted landscape vendor to keep LBE clean and presentable.
- o Common Area Inspections Observations: LBE utilizes a contract vendor who reports observed faults and maintenance concerns to the board for review and repair
- o Facility Inspections: LBE engages contracted maintenance and pool service providers to perform routine inspections and common maintenance. Residents reports and owner-representatives committee observations are submitted through the maintenance work order system for follow-up and resolution.
- o Work Order Management: Once reported concerns are submitted through the Work Order system, either the property manager will assign the task to a selected contractor or, as fitting, assign the task to be resolved by the respective LBE committee.
- o Documentation: Property Management maintains a record of Work Orders as well as reported and scheduled maintenance by contractors and vendors.

Emergency Response (As of April 2026, contact the following):

LIFE THREATENING, FIRE, OR MAIN WATER BREAK (state it is main water line break) then CALL 911.

1.) Property maintenance emergency concerns: BEST Management: 800-232-7517.

2.) Electrical emergencies:

 Illumination Electrical: 206-200-4968

 Pride Electric: 425-454-3665

Scott Electric: 253-205-5912

3.) Plumbers

Best Plumbing: 206-633-1700

Jim Dandy Plumbing: 206-948-6260

4.) Main Water line break

City of Mountlake Terrace number: 425-670-8264

AFTER HOURS, call 911: State it is a Main-Water line break.

Monthly Tasks *(Suggested schedule for tasks authorized by the LBE Board)*

- o *Plumbing & Electrical Systems:* Inspecting plumbing fixtures and electrical systems for leaks, damage, or safety hazards and addressing any concerns identified.
- o *Downspouts & Gutters:* Checking downspouts and gutters for clogs or needed repairs to ensure proper water drainage.
- o *Pool Maintenance:* Implementing a regular schedule for cleaning the pool, monitoring water quality, and maintaining a safe and inviting pool environment.
- o *Clubhouse & Restrooms:* Ensuring the clubhouse and restrooms are clean, well-stocked with supplies (soap, toilet paper, etc.), and available for resident use.

Annual Tasks *(Suggested schedule for tasks authorized by the LBE Board)*

- o *Exterior Building Maintenance:* Inspecting the exterior of buildings for signs of wear, damage, or needed repairs. Scheduling painting, roof maintenance, and repairs to windows, doors, and siding as needed.
- o *Landscape & Grounds:* Evaluating the effectiveness of landscaping services and collaborating with landscapers to maintain a well-manicured and attractive property.
- o *Fire Safety:* Checking fire extinguishers for expiration dates and ensuring fire evacuation routes are clear of obstructions.
- o *Exterior Lighting:* Conducting regular audits of exterior lighting and addressing any repairs or replacements needed.
- o *Winterization:* Sending out communication to residents regarding turning off internal shut-off which feeds the exterior faucet. Instructing residents to leave the external faucet up to 1/2 turn open so freezing water can escape pipeline. Once shut-off and valves are properly positioned the exterior valve is to be covered with appropriate weatherized covering.

Vendor Management

The association maintains relationships with reputable vendors and contractors directly or through the property management company. For larger projects, competitive quotes are obtained to ensure cost-effective solutions. All vendors and contractors must be licensed, bonded and insured.

Budgeting and Documentation

A dedicated maintenance budget is developed and reasonably adhered to throughout the year unless deviation is necessary in the Board's discretion. Detailed records are maintained of maintenance activities, expenses, and vendor contracts for historical reference.

VI. Meetings & Communication

Board Meetings

The Board will hold owner meetings and executive sessions in accordance with LBE's governing documents.

Annual Meetings

Annual meetings will occur before the end of the current fiscal year, or, if postponed, any changes to the annual budget will not take place until after the annual meeting has occurred and will not be made retroactive. Ideally the Board will hold the annual meeting no later than the end of January.

Communication

The association prioritizes clear communication with residents. We encourage residents to report maintenance concerns through established channels. Regular updates may be provided on maintenance activities and schedules to keep residents informed.

A private URL is maintained for an LBE website, currently www.lbehoa.net

Bulletin boards are maintained as designated property for notices, flyers etc. may only be posted with prior board member approval.

Office drop-box is maintained for receiving hard copies from residents.

VII. House Rules

Lake Ballinger Estates is committed to fostering a respectful and enjoyable living environment for all residents. The association's House Rules play a vital role in achieving this goal. These House Rules outline expectations regarding noise levels, pet restrictions, parking regulations, guest policies, and other important community guidelines.

Obtaining a Copy of the House Rules

A copy of the House Rules is provided to all homeowners upon move-in. Additional copies are available on the Lake Ballinger Estates web page under "LBE Documents".

Residents are encouraged to familiarize themselves with the House Rules and adhere to the established guidelines. This promotes a harmonious living environment and ensures a smooth-running community.

VIII. Record Keeping

Lake Ballinger Estates maintains a comprehensive set of records to ensure transparency, accountability, and historical reference. Record keeping is a collaborative effort between the Board of Directors and the association's property management company.

Types of Records Maintained

- *Meeting Minutes:* Minutes from Board of Directors meetings, committee meetings, and annual homeowner meetings are stored for future reference.
- *Financial Records:* Detailed financial records, including budgets, invoices, receipts, and financial statements, are maintained to ensure sound financial management.
- *Association Documents:* Governing documents, such as the Declaration of Covenants, Conditions, and Restrictions (CC&Rs), Bylaws, and Articles of Incorporation (if applicable), are carefully preserved.

- *Insurance Policies:* Copies of current insurance policies covering the property and association activities are kept on file.
- *Maintenance Records:* Records of maintenance activities, repairs, and service calls are maintained for future reference and to inform preventative maintenance planning.

Resident Access to Records

Homeowners have the right to access certain association records upon written request. Please refer to the association's governing documents or contact the property management company, for details regarding the record access process.

Record Retention

The association adheres to statutory requirements for record retention, ensuring important documents are preserved for the appropriate timeframe.

VIII. Dispute Resolution

The Lake Ballinger Estates governing documents outline procedures for resolving disputes that may arise between residents or between residents and the association. These procedures promote fair and efficient conflict resolution. Residents are encouraged to familiarize themselves with the association's dispute resolution process as outlined in the governing documents.

IX. Amending Governing Documents

The process for amending the association's governing documents is outlined in the association's governing documents. This typically involves a vote by the homeowners. Residents are encouraged to refer to the governing documents for specific details regarding the amendment process.

XI. Review & Update Schedule

Frequency of Manual Review & Updates

Lake Ballinger Estate's Operations Manual may be reviewed annually, during the fiscal year and updates made by determination by the Board.