

# **CSA Maintenance Department**

## **Programs and Standards**

## Goals and Objectives

- 1) **Goal**  
To keep our workers safe and eliminate worker's compensation claims.  
Zero claims is our goal.  
  
**Objective**  
Continue with the very successful ongoing safety/training program.
- 2) **Goal**  
Recruit and retain quality personnel. Maintain an annual turn-over rate of 10% or less.  
  
**Objective**  
Continue to utilize employee referrals, adhere to a stringent Drug/Alcohol Policy, and continue with reoccurring annual training and certification programs.
- 3) **Goal**  
Always make a positive first impression. Strive to be proactive in our support of owners and work to receive positive comments in this regards.  
Goal is zero complaints.  
  
**Objective**  
CSA personnel will always present a professional and uniform appearance.
- 4) **Goal**  
Demonstrate good public relations skills and cooperation at all times.  
Goal is zero customer service complaints.  
  
**Objective**  
CSA Maintenance personnel will always be friendly, courteous and helpful to property owners and their guests. Past examples of this include employees helping property owners change flat tires or repair bikes broken down on the bike trails, helping property owners with broken sprinklers etc.
- 5) **Goal**  
Ensure landscape areas are always fresh and clean. Supervisors will inspect these areas weekly and take corrective action as needed. Prevent member complaints about the appearance of these areas. Periodically survey the membership to ensure their expectations are being met.

**Objective**

Maintain the high standards of property appearance our members expect.

6) **Goal**

Keep roadsides safe by trimming all undergrowth and limbs that block the line of sight along roadways and road crossings. Ensure all tree limbs hit by large trucks that overhang the roadways are trimmed to prevent future impacts. Through monthly inspections strive to prevent member complaints in these areas.

**Objective**

Keep roadways safe and overall landscape appearance at a high standard.

7) **Goal**

Keep all mail boxes uniform in appearance and type. Work closely with POA's within Sea Pines to identify unsightly mailboxes, contact owners and request and assist them in taking corrective action. Strive to reduce annual mailbox work orders by 10% annually.

**Objective**

Well maintained and standardized mailboxes throughout the plantation.

8) **Goal**

Ensure that all supervisory personnel have a clear understanding of the Town Land Management Ordinance (LMO) requirements and restrictions and maintain a solid and sound working relationship with the Town of Hilton Head. Ensure all work is in compliance with the LMO and prevent code violations.

**Objective**

All work is in compliance with Town ordinances and CSA takes advantage of all opportunities for joint projects that benefit both entities.

9) **Goal**

Ensure all storm drains are identified and locations are known and marked throughout the plantation. Maintain an inventory list and conduct monthly inspections to ensure drains are clear and functional. Also, inspect all drains following each rain event clearing away any accumulated debris that is restricting water flow. Strive to reduce drainage complaints in these areas by 10% annually.

**Objective**

To make locating all drains quick and easy and expediting any required work.

**CSA Maintenance Department  
Program Requirements and Standards**

- Maintain Sea Pines Plantation to be the leading private community on Hilton Head Island and the surrounding area.
- Respond to requests in a timely manner with calls returned same day or next business day.
- Complete 90% work orders within 5 working days of request.
- Respond to emergencies 24 hours a day, 7 days a week.
- Conduct weekly routine checks and reviews of all roads and open space to detect potential problems.
- Update Reserve Study annually to reflect all work performed.

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### **Roadside Mowing and Maintenance**

- Mow roadsides weekly in growing season (April through September), bi-weekly or as needed in off season.
- Mow all accessible CSA lagoon banks with slope mower on a weekly basis during growing season and as needed in off season.
- Clean as needed to keep roads clear of limbs, leaves and pine straw.
- Perform daily, including weekends, litter patrol of main roads and weekly litter patrol of all roads.
- Repair and clean out roadside drainage ditches as needed and replace them if required.
- Periodically clean out all inlet piping into lagoons to prevent water from backing up and overflowing drainage area.
- Beginning in late fall, complete annual rye grass over-seeding of primary roads. Reseed, if necessary, later in the year.
- Twice a year fertilize and apply weed control to primary roadside grass and all ornamental shrubs.
- Annually trim vegetation and overhanging limbs along roadways.
- Clean clogged storm drains during and after rain events.

### **Open Space Mowing and Maintenance**

- Mow and trim common areas which are accessible on a regular basis during the growing season (April through September).
- Keep areas adjacent to residential properties and main roadways clear of fallen limbs and on an annual basis remove and trim appropriate branches. Tag all dead trees and apply for removal permits and once permits are received, remove the trees.

### **Beach Walk Mowing and Maintenance**

- Mow, trim, blow and clear beach walks of fallen limbs every two weeks in the summer and on an as needed basis in the winter.
- Annually clear beach walks of overhanging tree limbs and heavy underbrush and edge.
- Clear beachwalks of overhanging limbs, heavy underbrush and edge on an annual basis or when needed to address any safety concerns.
- Clean storm drains during and after rain events.
- Repair wooden beach walkways as needed, i.e. broken or loose boards. Make major repairs and rebuild walkways during the off-season (October through March).
- Inspect beachwalks and boardwalks annually for tripping hazards.
- Trim vegetation back by 1 foot on either side of beachwalk and overhanging branches to at least 8 feet above.

### **Bike Path Maintenance - 17 miles**

- Conduct daily litter patrol and blowing to keep main bike paths clear of limbs, leaves and pine straw. Conduct weekly litter patrol of all other bike paths.
- Mow grass areas next to bike paths weekly during growing season and in the off season as necessary.
- Clear bike paths of overhanging limbs, heavy underbrush and edge on an annual basis or when needed to address any safety concerns.
- Continually monitor bike path condition via patrols. Annually review and update the established maintenance plan and contract out required paving as delineated in the 3 year Maintenance Plan.
- Annually replace all crosswalk and stop bar markings if needed.
- Annually prune roots on all bike paths.
- Trim vegetation back by 1 foot on either side of bike path and overhanging branches to at least 8 feet above.

### **Greenwood and Ocean Gates**

- Conduct litter patrol daily.
- Mow, blow, trim and edge every 3 days.
- Apply herbicides, fungicides, insecticides and pesticides as needed.
- Rotate plant material 4 times annually.
- Fertilize plant beds and grassy areas as needed or at least twice annually.
- Over seed turf areas with annual rye in October
- Spread fresh pine straw in appropriate areas on a quarterly basis.
- Repair, adjust and regulate irrigation system as needed.
- Clean storm drains during and after rain events.
- Conduct daily housekeeping of gate houses, to include waste and debris pickup.
- Clean all rest rooms twice weekly.
- Mop and dust all facilities weekly.
- Conduct or contract all necessary facility maintenance, i.e. painting, electrical, carpentry, etc.
- Clean all building windows quarterly.

### **Tower Beach Club**

- Conduct litter patrol daily.
- Mow, blow and trim weekly.
- Apply herbicides, fungicides, insecticides and pesticides as needed.
- Fertilize plant beds and grassy areas as needed or at least twice annually.
- Spread fresh pine straw every quarter.
- Repair, adjust and regulate irrigation systems as needed.
- Clean storm drains during and after rain events.
- Conduct housekeeping, empty trash receptacles, clean rest rooms, blow decks and inspect area daily in season (April through September) and 3 times weekly when not in season (October through March).
- Power wash all boardwalks and restrooms annually.

### **CSA Administration Building**

- Conduct litter patrol M-F.
- Mow, blow, trim and edge weekly.
- Apply herbicides, fungicides, insecticides and pesticides as needed.
- Rotate plant material quarterly.
- Fertilize plant beds and grassy areas as need or at least twice annually
- Over seed turf areas with annual rye grass every October.
- Spread fresh pine straw quarterly.
- Repair, adjust and regulate irrigation system as needed.

- Clean storm drains during and after rain events.
- Conduct house keeping, empty trash receptacles and clean 9 restrooms weekly or as needed. Conduct facility maintenance, i.e. paint, electrical, carpentry, etc., as needed.

#### **Additional Service Locations**

- A. Plantation at Greenwood Drive
- B. Plantation at Lighthouse Road
- C. Streets in Harbour Town
- D. Fraser Circle and Lighthouse Road
- E. Lighthouse Road at Sea Pines Drive
- F. Sea Pines Drive at South Beach Lane
- G. Baynard Cove Road at Old Military Road

- Conduct litter patrol daily.
- Mow, blow, trim and edge weekly.
- Apply herbicides, fungicides, insecticides and pesticides as needed.
- Rotate plant material quarterly.
- Fertilize plant beds and grassy areas as needed or at least twice annually.
- Over seed turf areas with annual rye every October.
- Spread fresh pine straw quarterly.
- Repair, adjust and regulate irrigation system as needed.
- Clean storm drains during and after rain events.

#### **CSA Lagoon Maintenance**

- Chemically treat lagoons as required to prevent algae growth, duckweed and other aquatic plant growth. Chemical applicators must be certified by the state and their certifications kept current. Chemical applications will be applied with strict adherence to manufacturer specifications.

- Trim adjacent limbs when required and remove any that have fallen in the water.
- Annually cross section and measure average depths to determine if dredging is needed. Review and update maintenance program annually.

### **Yard Waste Pick Up and Disposal**

- Provide weekly pick up of property owners yard waste at each home or designated pick up point and deliver waste to chipper site.
- Put all yard waste through the tub grinder and grind into mulch.
- Deliver mulch to property owners as requested via work orders.
- Haul any excess mulch to the landfill to meet DHEC storage requirements for the chipper site.

### **Insect Control**

- Conduct mosquito spraying every Monday and Thursday evening on every road and cart path in the plantation when the nighttime temperature is above 60.
- Ensure all standing water and non-flowing drainage ditches are treated with larvicide's to prevent the hatching of mosquitoes.
- Ensure that all Fire Ant hills and Yellow Jacket nests found in open spaces areas are treated when reported to the office or when found by employees.
- All CSA chemical applicators must be certified by the state and their certifications kept current.

### **Roadway Maintenance Repair and Paving - 77 miles**

- Immediately repair all reported potholes, washouts and sink holes.

- Annually evaluate and recommend to the Maintenance Committee, the roads to be repaved and update the 3 Year Maintenance Plan as required.
- Annually determine and contract any required centerline striping and pavement marking of roads.
- Replace centerline and pavement edge reflectors semi-annually as needed.
- Take immediate action to address all drainage problem areas in roadways and repair with CSA crews or contractors.
- Clean out storm drains annually and after rain events as needed.

#### **Drainage Maintenance and Repair**

- Monitor and adjust all drainage control structures and pumps to alleviate flooding due to heavy rainfalls.
- Conduct monthly inspection of all drainage control structures and pumps in the Master drainage system. Also conduct quarterly inspection and clean all screens in the Lawton Canal pump system.
- Conduct drainage ditch cleanout, deepening, widening and vegetation clearing as required to maintain appropriate water flow.
- Annually remove, inspect, clean and make any necessary repairs to the three submersible pumps at the Lawton Canal pump station.
- Use temporary and/or portable pumps to control any localized drainage problems when necessary.
- Maintain appropriate water levels in the Master Drainage System, as well as selected lagoons and systems, to present a pleasant appearance.
- Annually inspect and when required, clean out all drainage pipes with sewer machine to alleviate and help prevent blockages in the piping system.
- Annually inspect drainage piping for collapsed or failed sections and make necessary repairs with CSA crews or contractors.

- Clean out storm drains annually and after rain events as needed.

### **Sign Shop**

- Make, install and maintain all traffic control, street, directional and informational signage on Sea Pines roads and common areas.
- Make and install villa numbering and identification signs when requested via work order and bill appropriately.
- Make and install all house number signs that are required by the Town of Hilton Head Fire and Rescue Service.
- Install new and replacement mailboxes and nameplates when requested by work order or as necessary and bill the property owner accordingly.
- Prepare special signs for use within the plantation and charge for this service. ARB approval required before sign work is done. The sign shop carpenter does incidental construction within the forest preserve, along beach walks and other locations within the plantation as necessary.

### **Forest Preserve Maintenance**

- A part time preserve ranger maintains the Fish Island picnic site, walking trails, boardwalks, observation decks and boat storage area. Weekly maintenance includes brush removal, litter pick-up, blowing off hard surfaces and trash removal.
- Grade, level and trim back roadside brush on roads in the forest preserve, annually.
- Maintain and mark fire trails so that the fire department can access most areas in the forest preserve to fight fire at any time. Maintenance includes road grading and brush removal/trimming.
- Treat forest preserve lakes for algae growth, duckweed, etc. As part of normal lagoon maintenance. The CSA wildlife biologist is responsible for overall wildlife habitat management in the forest preserve. This includes maintaining fish habitat, lake fertilization and fish stocking.

- Conduct all necessary repairs to the boardwalks, observation decks and picnic pavilion.
- Prepare, plant and maintain the Warner Plahs Wildflower Field.

### **Litter and Debris Maintenance**

- Patrol on a daily basis, including weekends and holidays, primary and secondary roads and all the common areas adjacent to these roads including the Tower Beach facility. Patrol all other roads weekly.

### **Athletic Field at Hilton Head Prep**

- Mow, trim and mow the slope of the athletic field regularly in the growing season in accordance with CSA/Prep School agreement.

### **Mechanical Services**

- Identify, monitor and conduct all preventative maintenance and routine repairs. This includes oil and filter changes, replacement of belts, hoses, batteries, water pumps, electrical, tires, etc. on all CSA maintenance equipment.
- Conduct small engine repair on lawn mowers, weed eaters, etc., as necessary to keep equipment in working order.
- Repair all large equipment such as the front-end loaders, tractors, Gradall, etc. as necessary to keep equipment in working order.
- Conduct required regular maintenance and service of tub grinder.
- Repair and service the large trash trucks, including the Mack roll-off, as required to keep vehicles in working order.
- Conduct regular testing, maintenance and service of the 12" and 6" flood pump and other 2" to 4" pumps as required to ensure they are always operational.

### **Other Services**

- Schedule and have personnel available for immediate response 7 days a week, 24 hours a day, if needed for a weather event, wind, rain, etc.
- In the event of a hurricane CSA crews are required to report to work as soon as Emergency Management Services clears the plantation for entry by emergency workers.

### **Recurring Annual Winter Maintenance**

- A. Conduct root pruning, edging and trimming back overgrown shrubs.
- B. Dead wood trees, clear vines, clear vegetative debris to maintain open spaces.
- C. Power wash at Tower Beach, entrance gates, fences, CSA building, and maintenance shop area.
- D. Clean all roadside signs.
- E. Clean all mailboxes.
- F. Clear drainage ditches, catch basin and repair grates.
- G. Clear vegetation at intersections for line of sight and fill low shoulders.

### **Special Event Requirements**

- Install rope along roadsides for the Heritage Golf Tournament, approximately 1 week before event.
- Prepare power line and stable lots for parking for Heritage and Fourth of July events.
- Begin clean up immediately after Heritage Golf Tournament is over.