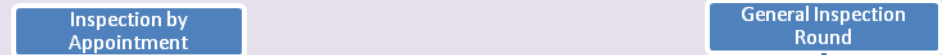


Home Pool Assessment System



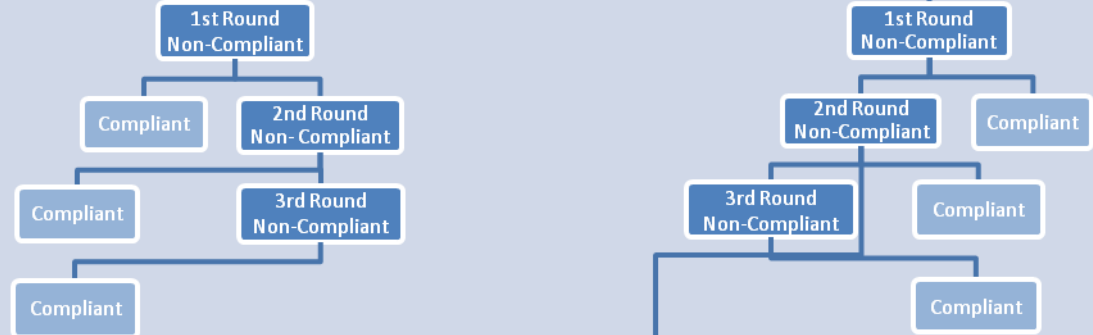
Stage 1: RLSS Customer Contact

- Homes are mailed to book an appointment
- Homes that do not book after 7 days are contacted via phone
- Homes that cannot be contacted by phone are sent mail to contact RLSS as soon as possible



Stage 2: RLSS Pool Assessor

- Homes can book an appointment with an Assessor
- General Rounds are conducted street-by-street
- Complete Assessment Program has 6 week timeframe
- Stage 2 will comply the vast majority of pools (> 85%) and allow Program to focus on more difficult pools via Case Management phase.



Stage 3: Case Management

- Escalation Report provided to Council of pools that did not comply at completion of Stage 2 Assessment Program.
- Recommendation on whether to :
 - delay re-appointment (due to construction),
 - refer to Council for action.
- RLSS provides a Case Management Service in consultation with Council and depending on Council requirements.
- Case Management is an additional service.
- A Flexible Fee Schedule is used based on chosen course of action.

