

RHVNA
Royal Highlands Village
Neighborhood Association, Inc.

RHVNA
Policies and Procedures

RHVNA
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RHVNA Policies and Procedures

Introduction

The Policies and Procedures of the Royal Highlands Village Neighborhood Association, Inc., (RHVNA) are adopted for the purpose of protecting the interests of the members of the Association by assuring proper procedures in decision making and the expenditure of the funds of the Association and by assuring that those in positions of significant decision-making authority carry out their duties responsive to the best interests of the members of the Association. The Policies and Procedures are intended to support adherence to the Restrictive Covenants and By-Laws of the Association and in no case will supplant or contradict the Restrictive Covenants or By-Laws, which will take precedence over any policy or procedure that should be in conflict.

I. Fiduciary Responsibility

RHVNA is a corporation that has a Board of Directors, Officers, and Committees that serve the interests of the members of the Association. The Directors, by the Restrictive Covenants of the Association, its By-Laws, and created legal precedents, have fiduciary duties to the Association. All committee members that have significant decision-making authority have a fiduciary responsibility. It is important that all Board Members and Committee Members understand their fiduciary obligations and the prevailing laws and other rules governing the operation of the Association.

A. Duty of Care

The first duty pertains to the Board's actions related to RHVNA matters. This duty (the level of competence expected of a Board Member) can be defined as the care that a prudent person would exercise in a like position under similar circumstances. Hence, becoming a Board Member of RHVNA carries with it an obligation to take Association matters seriously, and to devote time to the consideration of issues facing this Association. Board Members may not "rubber stamp" the proposals of the Association's officers or committees without running the risk of breaching their fiduciary duty of care to the organization.

B. Duty of Loyalty

The second fiduciary duty imposed on Board Members is one of loyalty to the Association. Board Members are required to make decisions based on what is best for the Association, not what may be advantageous to them personally or to a particular constituency within the Association. Once the Board of Directors makes a decision, each Board Member, even those who may have opposed the course of action chosen by the Board, must act consistently with that decision. Disagreement and difference of opinion are permitted and appropriate, but Board Member actions inconsistent with Board decisions are not.

C. Duty to Preserve Confidential Information

Board Members must not disclose to others information that the Board has determined to be confidential, such as, communication between the Board of Directors and legal counsel, information specific to individual members, or confidential information of committees or task forces.

D. Avoiding Personal Liability

Because RHVNA Board Members are volunteers, they have no interest in exposing their personal assets as a consequence of their activities on behalf of the Association. Generally speaking, Board Members will have no personal liability in connecting with their Board service, provided they have acted in good faith and applied fair procedures. Even if they exercise poor judgment, Board Members are not at risk for liability as long as they did not act recklessly or engage in criminal misconduct.

II. Conflict of Interest

A. Application of Policy

This policy is intended to supplement, but not replace, federal and state laws governing conflicts of interest. It applies to Board Members and Committee Members with significant decision-making authority. Board Members and Committee Members covered under this policy, as well as their relatives and associates, are referred to as “interested parties.”

B. Conflict of Interest Defined

A conflict of interest may exist when the interests or concerns of an interested party may be seen as competing with the interests or concerns of RHVNA. A financial interest is not necessarily a conflict of interest. A financial conflict of interest exists only when the Board decides a person with a financial interest has a conflict of interest. There are a variety of situations that raise conflict of interest concerns including, but not limited to, the following:

1. **Financial Interests** – A conflict may exist where an interested party directly or indirectly benefits or profits as a result of a decision, policy or transaction made by RHVNA. Examples include situations where:
 - a. RHVNA contracts to purchase or lease goods, services, or properties from an interested party.
 - b. An interested party is an investor in or employee of a company submitting a proposal for providing compensated services for RHVNA.
 - c. An interested party accepts free or reduced cost services from a RHVNA contractual service provider.
 - d. An interested party receives compensation for services normally provided to the Association on a voluntary basis.
 - e. An interested party is provided with a gift, gratuity, or favor of a substantial nature from a person or entity that does business or seeks to do business with RHVNA.
 - f. An interested party is gratuitously provided use of the facilities, property, or services of RHVNA.
 - g. RHVNA adopts a policy that financially benefits an interested party.
2. **Other Interests** – A conflict also may exist where an interested party obtains a non-financial benefit or advantage that he/she would not have obtained absent his/her position on the RHVNA Board or on a committee. A conflict of interest exists only when the Board of Directors decides there is a conflict. It is, however, important for Board and Committee members to avoid even the appearance of a conflict of interest. Examples include where:
 - a. An interested party seeks to obtain preferential treatment by RHVNA for himself/herself or another interested party.
 - b. An interested party provides preferential treatment to a specific resident or homeowner rather than applying policy evenly to all owners or residents.
 - c. An interested party seeks to make use of confidential information obtained from RHVNA for his/her own benefit or of another interested party.
 - d. RHVNA adopts a policy that provides a significant nonfinancial benefit to an interested party.

C. Disclosure of Potential Conflicts of Interest

1. An interested party is under a continuing obligation to disclose any potential conflict of interest as soon as it is known or reasonably should be known.
2. Disclosure statements will be submitted as follows. The disclosure will be made in writing. In the case of Board Members or Committee Members, the disclosure statements shall be provided to the President and Secretary of the RHVNA Board. In the case of disclosure by the President of the Board, the disclosure statement shall be provided to the Vice-President of the Board who will act in lieu of the Board President regarding this disclosure.
3. Any member of the association may raise a question of conflict of interest regarding anyone. The issue should be addressed in writing to the President of the Board. If the concern is regarding the President of

the Board, the issue should be addressed to the Vice President of the Board. The Secretary of the Board of Directors shall file copies of all disclosure statements with the official corporate records of RHVNA.

D. Procedures for Review of Potential Conflicts

Whenever there is reason to believe that a potential conflict of interest exists between RHVNA and a Board Member or a Committee Member, the Board of Directors shall determine the appropriate response.

1. This shall include, but not necessarily be limited to, invoking the procedures described below with respect to a specific proposed action, policy or transaction.
2. The designated reviewing official has a responsibility to bring a potential conflict of interest to the attention of the Board promptly for action at the next regular meeting of the Board or during a special meeting called specifically to review the potential conflict of interest.

E. Procedures for Addressing Conflicts of Interest

Where a potential conflict exists between the interests of RHVNA and an interested party with respect to a specific proposed action, policy or transaction, the Board of Directors shall consider the matter during a meeting of the Board. RHVNA shall refrain from acting until such time as the disinterested members of the Board of Directors of RHVNA have approved the proposed action, policy or transaction. The following procedures shall apply:

1. An interested party who has a potential conflict of interest with respect to a proposed action, policy or transaction of the corporation shall not participate in any way in, or be present during, the deliberations and decision-making vote of the RHVNA with respect to such action, policy or transaction. However, the interested party shall have an opportunity to provide factual information about the proposed conflict and/or action, policy, or transaction. Also, the Board may request that the interested party be available to answer questions.
2. The disinterested members of the Board of Directors may approve the proposed action, policy or transaction upon finding that it is in the best interests of RHVNA. The Board shall consider whether the terms of the proposed action, transaction or policy are fair and reasonable to RHVNA and whether it would be possible, with reasonable effort, to find a more advantageous arrangement with a party or entity that is not an interested party.
3. Approval by the Board of Directors shall be by vote of a majority of Directors in attendance at a meeting at which a quorum is present. An interested party shall not be counted for purposes of determining whether a quorum is present, or for purposes of determining what constitutes a majority vote of Directors in attendance.
4. The minutes of the meeting shall reflect that the conflict disclosure was made to the Board, the vote taken, and, where applicable, the abstention from voting and participation by the interested party. Whenever possible, the minutes should frame the decision of the Board in such a way that it provides guidance for consideration of future conflict of interest situations.

F. Violations of Conflict of Interest Policy

If the Board of Directors has reason to believe that an interested party has failed to disclose a potential conflict of interest, it shall inform the person of the basis for such belief and allow the person an opportunity to explain the alleged failure to disclose. If the Board decides that the interested party has, in fact, failed to disclose a possible conflict of interest, the Board shall take such corrective action, as the Board shall determine.

III. Contracts

In the case of larger expenditures of funds or contracting for services of significant importance to RHVNA, the RHVNA Board of Directors will assure that the Association's interests are protected through proper contracts or other documents that set forth a clear understanding of the obligations of each party under the arrangement,

specifications for work or materials provided under the contract, the financial relationship, and the rights of termination.

Only the President of the Board and the Treasurer are authorized to sign contracts and both signatures are required. All active contracts will be in the safekeeping of the Association Treasurer and expired contracts will be kept on file in accordance with current law.

IV. Financial Management

A. Association Budget

1. In the fall of each year, the Board will request that all Committee Chairs submit to the Treasurer a proposed budget for their respective areas of responsibility for the coming year.
2. The Treasurer will submit to the Board of Directors at its last meeting prior to the RHVNA Annual Meeting a proposed Association Budget for the Board's review, modification, and action to recommend the Association's fiscal year budget for approval by the membership at the RHVNA Annual Meeting.

B. Incurring Expenses

Committee Chairs may authorize expenditures within the approved budget for each Committee, except as specified below:

1. Expenses that exceed \$500 or more, but less than \$2,000 and are not already approved specifically as a line item in the approved budget or in a contract with a vendor, require advance Board review and approval.
2. Expenses anticipated to be \$5,000 or more and not already in a Board approved contract require a minimum of three (3) written competitive bids that adhere to specifications provided in the request for bids. The Committee will recommend to the Board approval of one of the bids, considering both cost and quality, for review and approval prior to a commitment to the vendor.
3. In the event of the necessity of an expenditure that exceeds \$500 but is less than \$2,000 and cannot await the next meeting of the Board and if this expenditure has been reviewed at least by phone or by email by the Committee members, the Committee Chair may request approval by the President of the Board of Directors, who will seek proper Board consultation as indicated.

C. Bill Paying Procedures

1. The Treasurer is responsible for paying all statements or invoices after review and approval by the appropriate Committee Chair.
2. The Treasurer will provide clarification of the purpose of payment, if not routine, to the second Signatory signing the check.

D. Bank Account and Signatories

1. At the first meeting of the new Board each fiscal year, a resolution will be passed designating the authorized signatories for the Association bank account and the Treasurer will provide all required documentation to the bank.
2. The designated signatories must include the President and Treasurer, and two other Board members, typically the Vice President and the Secretary.

E. Audit

1. Prior to the end of each fiscal year, the Treasurer will provide to the Chair of the Audit Committee the financial records of the Association for review and auditing.
2. The report of this audit will be provided to the Board prior to the RHVNA Annual Meeting and summarized for the membership at the RHVNA Annual Meeting.

V. Board Meetings

The Board of Directors will comply with all stipulations of the Association By-Laws and Covenants. The following policies and procedures are for the purpose of the proper fulfillment of the responsibilities of the Board as set forth in the By-Laws and Covenants.

A. Attendance at Board Meetings

1. Board members are expected to attend each Board Meeting and notify the President if unable to attend.
2. If a Board member misses three regularly scheduled meetings during the year, the Board will review this Board member's status and make a determination as to whether the Board member should be asked to step down and be replaced by a member with more time to devote to the Board responsibility.

B. Communications

1. Each Board member will serve as liaison to one or more committees and facilitate communication between assigned committees and the Board.
2. In order to assure effective communication and coordination with the Board and committees, significant information or happenings should be communicated to the Board President.
3. The Board will make every effort to keep all members of the Association informed regarding significant actions of the Board and concerns that come to the attention of the Board and are of importance to all residents and owners.
4. Specific knowledge about any resident within the Association that might be sensitive or embarrassing to the resident will be shared with any Director, with the entire Board, or with Committee Chairs or members only on a "need-to-know" basis. Directors or Committee Members having this knowledge will hold in confidence any information that might reflect badly on a RHVNA resident or owner.

C. Responsibilities

1. Board Members are responsible for becoming familiar with the By-laws, Restrictive Covenants, Policies and Procedures and Rules and Regulations of the Association.
2. A key responsibility of the Board is to protect the fairness of process in its own decision-making and in the decisions and actions of committees and to set a tone of respect and fairness within the community.

D. Operating Procedures

1. The Board will operate with openness and proper process, following the principles of Robert's Rules of Order, to assure that all Directors' voices can be heard and to assure that decisions are arrived at fairly.
2. No Director may speak for the Board except as the Board has made a collective decision regarding a matter.
3. Directors will seek to support the events and activities of the Association.
4. Once the Board arrives at a majority decision, all Board members will support the collective decision of the Board.
5. To the greatest degree possible, the Board will work through appropriate committees for review, recommendation, and action related to Association issues and concerns.
6. Unless the timing of essential action precludes prior review by the appropriate Association Committee, all issues and concerns will be referred to the Chair of the appropriate Committee for Committee review. If the Board must act on a matter, it will make every effort to consult the appropriate Committee Chair prior to taking action. If Board action related to the issue is not required, the Committee will take appropriate measures to deal with the issue or concern; if Board review or decision is required and can be deferred to a subsequent Board meeting, the Committee will meet to review the issue and report its conclusions and recommendations back to the Board as soon as possible for Board action.

VI. Committees

The specific Committees designated to carry out the business of the Association are set forth in the Association By-Laws. The following policies and procedures related to each Committee is for the purpose of assuring fairness and soundness of decision-making and to fulfill the fiduciary responsibility of all persons in significant decision-making positions in behalf of the Association. The Board is responsible for ensuring that Committee Chairs have the information and materials required to carry out their responsibilities efficiently.

A. Committee Membership and Leadership

1. The By-Laws state that each Committee shall consist of not less than two (2) members. Additionally, the President of the Association shall be an ex-officio member of all Committees but shall not vote except to break a tie.
2. The Board of Directors appoints Committee members annually, with active solicitation of volunteers from among RHVNA members and residents.
3. No member of the Association may serve on more than two (2) Committees at a time.
4. The Board will constitute each Committee based on the total needs of the Association with the objective of achieving balance within and across Committees.
5. The Nominating Committee recommends Committee Chairs. The Board makes the final determination and appoints the Chair of each Committee.
6. Current Board members may not serve on the Nominating Committee.
7. Nominating Committee members may not be placed on the slate of Directors for election at the Annual Meeting but may be recommended as Committee Chairs and are eligible for Director nomination from the floor at the Annual Meeting.
8. Directors on the Board will not serve as Chairs of Committees, unless there are compelling reasons, which will be documented in the minutes.
9. The Board will designate a Director to serve as Board Liaison for each Committee.

B. Committee Operational Guidelines

1. Each Committee should have a face-to-face meeting at least twice during the year or as often as necessary to carry out the Committee's responsibilities.
2. All decisions related to the expenditure of funds and substantive decisions within the area of responsibility of a Committee will be made with the participation of at least three Committee Members (or two if there are only two Committee members).
3. In the event of urgent matters, Committee Chairs should communicate as soon as possible with the Board Liaison or the Board President.
4. Committee Chairs may request of the President a place on the agenda to meet with the Board about any matter and may attend any meeting of the Board, as may all members of the Association.
5. The Chair should submit a written annual report from the Committee prior to the December meeting of the Board. The report will be presented at the annual meeting.
6. The Chair should submit to the Treasurer a statement of anticipated budget needs for the following year.

C. Committees and Responsibilities

The following are the Committees and specific responsibilities set forth in the By-Laws, followed by specification of duties that may be modified by the Board from time to time:

1. **Architectural Committee:** "Responsible for administering Article VIII and XI of the Covenants and acting on other matters pertaining to the exterior appearance of the Property." Responsibilities include the following:
 - a. Ensures the overall integrity of the complex, maintaining reasonable conformity while allowing for controlled individuality. Conformity and limits of individuality shall be decided on a case-by-case basis.

- b. Reviews homeowner requests for approval of proposed townhome exterior modifications and, if the committee unanimously approves or disapproves, forwards the recommendation to the Board for action. If the committee is not in agreement about the request, they forward the request to the Board for decision. In either case, the owner/resident is advised of Committee action, referral of the request to the Board, and the Board decision.
 - c. Coordinates with other committees as necessary.
- 2. Audit Committee:** “Responsible for reviewing the books of the Association on at least a semi-annual basis.” Responsibilities include the following:
- a. Coordinates with Treasurer for dates of proposed reviews.
 - b. Conducts semi-annual reviews if Association books are maintained manually.
 - c. Conducts annual reviews if Association books are maintained on a computer with a commercially recognized accounting program.
 - d. Conducts all reviews in accordance with generally acceptable standards by recognized Accounting Associations.
- 3. Clubhouse Committee:** “Responsible for maintaining the clubhouse and scheduling its use.” Responsibilities include the following:
- a. Manages Clubhouse use:
 - Schedules use of the Clubhouse and maintains user log.
 - Checks after each use of the Clubhouse to ensure that the Clubhouse is left clean and in order.
 - Collects the Clubhouse use deposit and rent fee, and gives to the Treasurer at the end of each month.
 - Maintains records of fees.
 - b. Maintains adequate supplies, such as, toilet paper, paper towels for rest rooms, paper towels for the kitchen, cleaning supplies in restrooms and in kitchen, extra light bulbs of various sizes, large plastic bags for large garbage container in hall by kitchen, medium size bags for garbage cans at the pool, and small white bags for liners for waste baskets in restrooms.
 - c. Maintains the Clubhouse
 - Replaces light bulbs when needed.
 - Has heating and cooling equipment checked each year.
 - Has annual termite inspection completed.
 - The annual report should include the number of times the Clubhouse was used, the amount of money collected, and other pertinent information.
- 4. Common Grounds/Sprinklers Committee:** “Responsible for preserving and maintaining all landscaping and lawns in the Common Areas. “Responsible for repairing, maintaining and operating the sprinkler system of the Association.” Responsibilities include the following:
- a. Enforces the Association rules concerning signs, antennas, pets, garbage, and trash, driveways, front lawns, parking of vehicles and any other listed lot restrictions found in the Association By-Laws.
 - b. Obtains maintenance contract proposals 60 days before expiration of existing contract and makes recommendations to the Board of Directors for award of a new contract.
 - c. Deals with the contractor on work to be performed on the common areas and approves the bills.
 - d. Contracts for maintenance and repair of the sprinkler system and approves the bills.
 - e. Puts out the Bulk Trash sign out on the appropriate day. (The sign is stored in the pool pump room.)
 - f. Presents a proposal and cost for any project outside regular lawn and sprinkler maintenance to the Board of Directors for approval before initiating work.

5. **Fence, Walls and Gate Committee:** “Responsible for repairing and replacing all fences, walls and gates of the Association, which border the Common Areas.” Responsibilities include the following:
 - a. Obtains quotations from contractors for repair and replacement of fences and gates.
 - b. Receives and prioritizes requests from owners/residents for repair and replacement of fences and gates.
 - c. Contracts with contractors for work to be done.
 - d. Supervises contractor work and forwards approved invoices to Treasurer for payment.
 - e. Makes written request to Board for replacement or repair expenses that exceed the budget limit.
6. **Finance Committee:** Advises the Board and the Treasurer regarding matters related to financial management of the Association and to create recommendations and products that will support the Board in carrying out its fiduciary responsibility. The Committee will have four members, including the Treasurer and three non-Directors with the requisite experience and expertise for the responsibility. The Committee will be chaired by one of the non-Board members. The President will be an ex-officio member of the Committee. The Committee will meet at least quarterly with a focus determined collaboratively by the Committee and the President. The Committee will be responsible for carrying out the requisite activities to achieve the following:
 - a. review the trajectory of income and expenses of the Association;
 - b. develop operational expense and extraordinary expense projections for seven to ten years, applying an estimated rate of inflation for basic operational expenses and anticipated major periodic expenses at the appropriate time interval and periodically update these projections based on the ongoing financial experience of the Association;
 - c. develop refined estimates of major costs for which dedicated reserves must be developed and the rate of allocation required to establish and maintain the requisite reserves;
 - d. identify potential unexpected major expenses;
 - e. forecast when a dues increase will be essential for maintaining financial viability;
 - f. recommend or review for adequacy an Investment Policy that is appropriate for the size of the RHVNA, based on two criteria in the investment of Association funds: a) the safeguarding of RHVNA funds and b) maximizing investment return on funds within sound investment parameters; and
 - g. recommend and update as indicated written fiscal policies and procedures that set forth how the finances of the Association will be managed and reported.
7. **Insurance Committee:** “Responsible for recommending to the Board of Directors that insurance necessary for the Association, including but not limited to that insurance set forth in Article VII and Article IV, section 4.2.5 of the Covenants.” Responsibilities include the following:
 - a. Determines the insurance needs for the Association In consultation with the Board.
 - b. Obtains information needed to submit insurance quote requests.
 - c. Solicits quotations from Insurance companies 90 days prior to expiration of the Association Insurance Policy.
 - d. Recommends to the Board of Directors a carrier for the next year, after careful analysis of quotations,
 - e. Obtains from owners any documentation related to required insurance coverage.
8. Records and monitors any Association insurance claims processed throughout the policy year.
Newsletter Committee: “Responsible for periodically preparing and distributing the Association Newsletter.” Committee Chair responsibilities include the following:
 - a. Serves as Editor of the Newsletter, titled “The Piper.”
 - b. Prepares the Newsletter periodically and distributes it to all residents and owners. The Newsletter includes information about the Association and its residents, serving to:
 - Informs owners and residents of important Association or neighborhood news.
 - Provides legal or regulatory information that affects our residents.

- Helps create a sense of community by reporting personal information about residents, such as, travel, births, visitors, family news, want ads, comments and other human-interest items.

9. Leadership Development Committee: “Responsible for reviewing, selecting and nominating candidates for Board of Director positions. In addition, responsible for recommending committee chairpersons to the Board of Directors.” Responsibilities include the following:

- a. Solicits from the membership those who are willing to serve on the Board of Directors for a two-year term, at the call of the Board President in the fall.
- b. Ensures that in even numbered years, four new Board Members are required, and in odd number years, only three.
- c. Provides the recommended list to the Board President by January 1, prior to the RHVNA Annual Meeting.

10. Reports recommendations at the RHVNA Annual Meeting, for election by the owners.

Paint Committee: “Responsible for painting all exterior wall surfaces, including garage doors, gutters and front doors.” Responsibilities include the following:

- a. Confers with the Board of Directors, Architectural Committee, and owners/residents to determine when the complex should be painted.
- b. Obtains bids from qualified contractors to paint the entire complex. At least three written bids following specification must be obtained for the job.
- c. Confers with the Architecture Committee to assure adherence to architectural guidelines.
- d. Informs owners/residents of the painting plan and works with the contractor to minimize disruption to owners/residents.
- e. Oversees the painting of the complex.
- f. Maintains a copy of the formula of the paint used.
- g. Facilitates the provision of touch-up paint to owners/residents between complex paintings.

11. Pool Committee: “Responsible for repairing, maintaining and operating the pool and its related equipment.” Responsibilities include the following:

- a. Serves as custodian of the keys for distribution to owners/residents of the Association; maintains an adequate supply of keys and issues keys when requested by owner/residents; and maintains a file of keys distributed.
- b. Updates pool rules as needed and approved by the Board; distributes pool rules to all new Association members through the Welcoming Committee; and informs residents of pool rules and enforces them.
- c. Ensures that the pool rules contain a “No Smoking” policy.
- d. Coordinates cleaning and maintenance of the pool, including selecting the pool service company and working with them to ensure proper service and minor repairs.
- e. Monitors conditions of pool furniture, pool deck, and proper depth of water in pool, adding water whenever the depth above the floor of the skimmer inlet is less than one inch.
- f. Checks status of restrooms and adds supplies as needed.
- g. Monitors unauthorized use of the pool and takes measures to ensure visitor policy adherence.
- h. Stores pool area furniture in the ~~closet~~ **storage** area of the ~~men’s restroom~~ from October until early April.
- i. Ensures proper cleaning, maintenance, and repairs of pool restrooms.
- j. The annual pool budget should include monthly operating costs, reserves, and major improvements when required.
- k. Chair approves bills for service or repairs.

12. Security Committee: “Responsible for coordinating the safeguarding efforts of the Association.” Responsibilities include the following:

- a. Coordinates with the Lake Highlands division of the Dallas Police Department activities that may affect the Association, relying on calling 911 only when clearly necessary.
- b. Remains alert to act of vandalism that proves to be harmful to our property or people; and reports vandalism to a member of the Board of Directors.
- c. Recommends to the Board rules and regulations that enhance the security of the community and encourages members to adhere to rules and suggestions.
- d. Reports to the community security-related issues and elicits resident cooperation.
- e. Encourages members to replace burned out lights, keep the light sensor switch for light in the front gate area operational, and keep garage doors closed.
- f. Reports to the Board, for Board action, members who fail to abide by recommendations after three reminders.
- g. Reports suspicious activities to a Board member for Board action.

13. Social Committee: “Responsible for planning and coordinating social events and activities for the Members of the Association.” Responsibilities include the following:

- a. Develops as early in the year as possible a plan for socials for the year.
- b. Arranges for a hostess for each social and assists with socials as needed.
- c. Assists Clubhouse Committee to decorate for socials, such as, Christmas.
- d. Approves expenditures for socials.
- e. Coordinates with Clubhouse Committee to maintain supplies required for socials, such as, paper goods, coffee, tea, sugar, cleaning products, etc.
- f. Informs hostess for each social of basic responsibilities:
 - Food plans and assignments
 - Decorations and set-up
 - Preparation of invitations for printing and distribution
 - Recognizes guests, illnesses, etc., at each social, which may be conducted by the President or someone else.

14. Sunshine Committee: “Created by the Board to be responsible for staying alert about residents who may be ill or have special needs, providing information to residents and coordinating response to special circumstances or needs of residents.” Responsibilities include the following:

- a. Sends a get-well card to members who are sick and sends appropriate “happy” cards to members with good news.
- b. Submits to the Treasurer a request to send \$50 to the charity of choice for residents who have passed away.
- c. Sets up a “food chain” of meals to be provided by Association members if deemed appropriate, and checks to see if their Church is planning to provide food.
- d. Continues to follow the condition of sick members, paying special attention to homes with one member and notifies the Board of any members who need special help.

15. Welcoming Committee: “Responsible for greeting and providing new residents with information pertaining to the Association, including copies of its Restrictive Covenants, By-Laws, Policies and Procedures, and Rules and Regulations.

- a. Delivers a welcome letter from the Committee to the new owner or resident requesting a “bio.” If no response from first letter is received, a second letter will be sent after a reasonable time lapse.
- b. Visits the new owner/resident within two weeks of the resident’s move-in.
- c. Informs new owner/resident of RHVNA rules, regulations, and covenants; and answers questions or refers the owner/resident to appropriate Committee Chair or Board member.
- d. Obtains a “bio” from the new owner/resident, such as, names, children, birthdays, hobbies, interests, etc., to be announced in the RHVNA newsletter. This is optional.

- e. Obtains “In Case of Emergency” (ICE) information to be kept on file in case an emergency arises that requires the Committee to contact the person that the owner/resident has designated to call in case of an emergency.
- f. Provides a Welcome Packet to the new owner/resident that will include:
 - RHVNA Restrictive Covenants and By-Laws
 - Summary of Association Policies and Procedures
 - Summary of Association Rules and Regulations
 - RHVNA Directories
 - List of Board Members and Committee Chairs
 - Clubhouse Rules and Regulations, and Check Lists
 - Pool Rules and key to pool gate
 - Current copy of RHVNA Newsletter (The Piper)
 - Other information, such as, trash pickup times, bulk trash pickup times, special reminders, etc.
- g. Informs the Committee’s Board liaison when additional packet materials are needed. The Board will assure that the Committee Chair receives revised copies of updated policy, procedure, rules, or Association membership lists.

16. Other Committees

The Board of Directors may appoint other committees, as required.

VII. Association Rules & Regulations

- A. The Board of Directors is empowered to make Rules and Regulations that are to be adhered to by all Association members and owners/residents. The Board must approve all Rules or Regulations proposed by Association Committees. No Rules and Regulations can be at variance with the Restrictive Covenants or By-Laws of the Association. All Rules and Regulations will be in writing and of sufficient clarity and specificity to be understood by all owner/residents.
- B. The Board will assure that Rules and Regulations are reasonable, enforceable, essential for the protection of Association property and safety of residents, and do not represent unnecessary intrusion into the rights of owners/residents.
- C. The Board will communicate new or modified Rules and Regulations to all owners/residents within seven days of adoption.
- D. Committee members are generally responsible for enforcing the rules that relate to the Committee’s area of responsibility; however, all Board members and members of the Association share responsibility for assuring adherence to the Rules and Regulations.
- E. A current set of Association Rules and Regulations will be maintained and available to all owners/residents.

VIII. Sale or Lease of Association Town Homes

- A. The Association Restrictive Covenants require that the Association be given a “first right of refusal” when an owner receives a formal written offer to buy or lease the property.
- B. Property owners are required to transmit to the President of the Board or Treasurer notification of an offer to sell or lease and the specific terms of the offer.
- C. The Association, as a corporation, may exercise the option by agreeing to the terms and conditions of the offer and payment within ten (10) days of written notification by the owner of intent to sell or lease. The intent of this clause is to protect the Association in the event that the property has been damaged by fire or there is a clear risk that the property will not be restored to the specifications of the Association.

- D. The Treasurer of the Association shall be contacted to ascertain any fees or penalties due by the selling party and an estoppel letter will be furnished to the Title Company. The estoppel letter sets forth the Association's right of first refusal if this is exercised and/or the status of dues and/or assessments.

IX. Association Records

Except for current financial, insurance, or contractual documents kept in safekeeping by the Treasurer because of necessity in carrying out the Treasurer's functions, all Association documents will be kept in a central place in the Association's Clubhouse or other location designed by the Board.

- A. Financial, contractual, insurance, and tax documents will be retained to meet regulatory standards.
- B. The Board will determine the specific documents that shall be retained and the length of time they will be kept, in accordance with current law.
- C. Documents related to the history of the Association, as determined by the Association History Committee, will be kept permanently.
- D. The Board will designate a member to be responsible for the maintenance and safekeeping of the records.

X. Policy and Procedure Changes

- A. Changes to these Policies and Procedures may be made from time to time, as the Board deems appropriate.
- B. Significant policy or procedure changes will be communicated within seven days of adoption to all owners/residents, indicating changes approved by the Board.