

SOP One – Operations
Senior Estates Golf and Country Club
DbA WOODBURN ESTATES & GOLF
1776 Country Club Road, Woodburn, OR 97071
A Planned 55 Plus Community
Standard Operating Procedures
SOP ONE – FOR BOARD & COMMITTEE USE

March 22, 2016 – SOP was split into 2 Sections

SECTION ONE being the Standard operating procedures for the association that is not posted but is open to the Board Chairs and their committees and the public, as needed. This section ends after Section 5, Business Solicitations and Advertising. [3/22/2016]

SECTION TWO will remain as the private side, being operating procedures known to the Board Officers, General Manager, Office Manager and Maintenance in their day to day operations. This section starts with Section 6, Office Procedures. [3/22/2016]

July 25, 2017 updated for 2.3 Architectural Planning
Revised and Approved February 27, 2018



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FORWARD – SECTION ONE

For your convenience, this document contains Standard Operating procedures for Woodburn Estates & Golf.

It is not inclusive, but rather to be used as a guide to the Association Manager, Office Staff and those employees or board members as is appropriate. It is not meant to be a public document.

Items that Rules deemed as sensitive have not been put in this document.

It is not a governing document.

For further explanation, or more detailed information, refer to the Articles, the Declarations, the Bylaws and the Rules and Regulations of Woodburn Estates & Golf.

Legal Name

Senior Estates Golf and Country Club, registered April 10, 1967

Assumed Business Name (ASBN)

Woodburn Estates & Golf, registered January 21, 2015

Association -

References to Association means our current legal name or assumed business name.

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Senior Estates Golf and Country Club Db a Woodburn Estates & Golf

1. Management Structure, Board of Directors, and Committees

1.1. Description of Organization

1.1.1 Non-Profit Corporation

Senior Estates Golf and Country Club is a non-profit corporation formed according to Oregon Revised Statutes (ORS), Section 61.385 (now Chapter 65).

1.1.2 Operating with a Board of Directors

The Board of Directors operates under an elected nine-member Board of Directors, all of whom are property-owning members of the association.

1.1.3 Board Directs Association Manager

The Board of Directors manages the corporation through the Manager hired for the Association, an employee who reports directly to the Board President see section 1.3.1.

1.2. Board of Directors

1.2.1 Elections

Board members are elected at the Annual Meeting.

1.2.2 Nominating Committee

The Board of Directors forms a nominating committee to seek candidates to stand for election by the membership to the three Board positions being vacated. The forming of the nominating committee, the nomination process, and the election process are described in detail in the Bylaws.

1.2.3 Term of Office

Three (3) directors shall be elected annually for a term of three (3) years. A Director's term of office shall commence on January 1, following election and shall terminate at the Organizational meeting in December, following the election of his or her successor.

1.2.4 Resignations and Removal of Board Members

Directors shall hold their offices until the expiration of the terms for which they were elected and are serving, their resignation, or their removal from office, whichever occurs first.

1.2.5 Replacement of Board Members

When a Board position is vacated, the President will, within 30 (thirty) days and with Board of Directors' approval, appoint a member in good standing to fill the vacated position for the remainder of the term. However, a member of the board who resigns or is removed

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shall not be appointed within the same year to a newly vacated board position with a longer, or shorter, remaining term.

1.2.6 Board of Director Meetings

An agenda will be prepared for each regular and special meeting. The President is responsible for determining the content of each agenda, based on his or her knowledge of matters to be discussed, and after consultation with other Board members and the Association Manager. No later than two (2) working days prior to the Board meeting the agenda will be posted on the corporate bulletin board and will be placed in each Director's office correspondence tray or emailed.

1.2.6-1 Recording of Meetings

Meetings will not be recorded by members of the board or members in attendance at the meetings.

1.2.6-2 Noncompliance

Members who record at the meetings will be asked to put away their recording device. A second request at the same or at a following meeting may include a request to leave the meeting. [8/23/2016]

1.3 Board Officers

The four Board officers are elected annually by, and from among, the Board of Directors. Each officer has a one-year term of office.

1.3.1 President

The President is the chief executive officer of the corporation, having general supervision over the corporation's business, property and employees, subject to the control of a majority of the Board of Directors. The President is an ex-officio member of all committees. The President presides at all meetings of the Board and members, signs all membership certificates and has check-signing authority. The President coordinates the activities of the Board officers, and the standing and ad hoc committees through their chairpersons, ensuring that there is a concerted effort in managing the business of the corporation; and communicates with all corporation members, periodically through *News & Views*, to inform them of Board actions and contemplated actions. The President works directly with, and supervises, the Manager of the Association.

1.3.2 Vice President

In the absence or incapacity of the President, the Vice-President performs the duties of that office. The Vice President has check-signing authority.

1.3.3 Secretary

The Secretary has custody of the corporate seal, minute book, and membership records. The Secretary keeps a complete record of the proceedings of the corporation, membership meetings, and meetings of the Board of Directors, mails notices of all membership meetings to the members, and performs such duties as may be delegated by the Board of Directors.

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The Secretary has check-signing authority, and signs membership certificates and other corporation documents as required.

1.3.4 Treasurer

The Treasurer is responsible for the funds of the corporation and the legal documents of corporate ownership. The Treasurer is responsible for deposits, disbursements and investments of funds; the keeping of financial records; and the production of monthly and quarterly financial reports. The Treasurer assists in any financial audits; is responsible for the annual budget; and files annual financial reports required by county, state and federal agencies. The Treasurer has check-signing authority.

1.3.5 Association General Manager

The Association General Manager is a salaried, exempt employee hired to manage the day-to-day operations of the Association. Included in his duties is supervision of its office, employees, property, grounds, and facilities management. The General Manager is responsible for assisting in the preparation of the annual Operating and Reserve budgets, providing long-range planning, and providing management continuity. As General Manager of a Home Owners Association, he must remain aware of critical issues facing HOAs, revisions to the Fair Housing Act, and Planned Unit Development regulations. As the representative of the Association to outside organizations and communities, the General Manager shall project Woodburn Estates & Golf in a manner that entices the public to seek us out as an exceptional place to live. It is expected that he will ask for and seek input from Board members, owners, guests, management agents, social or professional groups, and if necessary, legal counsel. The General Manager is charged with increasing awareness of WEG through community outreach, creative use of publications to market our Association, and creation of goals and objectives to ensure marketing funds are used effectively. The General Manager serves at the pleasure of the Board and reports directly to the Board President. [3/27/18]

1.3.5.1 Emergency

Is familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

1.4 Background Checks

1.4.1 Employee Background Checks

The board shall initiate a criminal background check on any prospective employee, to ensure that the prospective employee has no criminal history. Employees, who in the course of their employment, are required to operate Woodburn Estates & Golf motor vehicles requiring insurance and licenses will be required to successfully pass a DMV check before operating any vehicle.

1.4.2 Board Member Background Checks

Before being seated on the board all new members of the Board of Directors must pass a criminal background check showing no criminal history.

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1.4.3 Volunteer Background Policy

The policy is a separate document titled *Woodburn Estates & Golf Volunteer Background Screening Policy*. That policy outlines the full policy about background checks, as established under the Fair Credit Reporting Act (FCRA) at Woodburn Estates & Golf. The company chosen as the approved provider to conduct the background checks is Been Verified . [8/28/2018]

2. Standing Committees

2.1 Committee Organization

2.1.1 Chaired by Board Member

There are several standing committees, each of which is chaired by a member of the Board.

2.1.2 Collective Advisory for Board

These committees provide a collective advisory body for the Board of Directors.

2.1.3 Committee Authority

The Board may delegate limited authority to one or more of the committees but retains responsibility and overriding authority in all matters involving committee action.

2.1.4 Committee Heads

Before the first regular meeting of the Board constituted at the beginning of each business year, the person elected Board President shall appoint chairpersons of standing committees and submit those appointees to the Board for approval at that meeting.

2.1.5 Committee Member Appointments

Committee members are then selected by the chairperson and approved by the Board.

2.1.6 Committee Eligibility

Eligibility to serve on standing and Ad Hoc committees is limited to property-owning members of the corporation. Each committee chairperson and other members of that committee serve for a period of one year. All committees are subject to reconstitution effective January 1st. A brief description of each position follows:

2.1.6.1 To increase participation in the government of the corporation, home owners, and members of the Board of Directors may serve on no more than two standing committees with the exception of service on the Budget committee which may include those who already serve on two committees. [9/26/27]

2.1.7 Ad-hoc Committees

Ad hoc committees may be established by the Board for specific purposes. The appointment of ad hoc committee chairpersons and the selection of committee members are subject to the same rules as those applying to standing committees.

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2.2 Activities Committee

The principal responsibility of the Activities Chairperson is the promotion of Woodburn Estates & Golf as a good place for members to live and enjoy themselves through participation in activities for senior citizens. The Activities Chairperson coordinates with the Membership Chairperson in regard to new members; monitors use of recreational facilities and equipment within the Association and maintains active liaison and coordination with the House Chairperson, Golf Chairperson and the Golf Professional. The Activities Chairperson is key advisor to the Board of Directors in matters concerning usage of recreational facilities and equipment. Specific duties include, but are not limited to:

2.2.1 Review Events

In conjunction with the Member Services and Data Coordinator in the Business Office, making an annual review of scheduled outside activities and special events. After the review, a schedule should be prepared for the coming year. Contact should be made with outside organizations to ensure that certain activities and special events are not lost for lack of action.

2.2.2 New Member Activities

Initiating new activities, shows and other entertainment that meet the needs and acceptance of the members of the Association.

2.2.2.1 Coordinate

Coordinating each year at the beginning of the budget process with the House Chairperson in regard to equipment or building modifications that may be desirable. In coordination with the House Chairperson, periodically check the kitchen area and its equipment.

2.2.2.2 Bulletin Boards

Keeping the bulletin boards current.

2.2.2.3 Set up

Setting up Board meetings and special events.

2.2.2.4 Budget

Assists the Association Manager and Budget Committee in the preparation of an annual budget information and data as needed.

2.2.3 Coffee Hour

2.2.3.1 Schedule

Coffee Hour is held on a regularly scheduled day in the Association auditorium.

2.2.3.2 Organizer

Coffee Hour is under the Activities chair but is usually run by a volunteer organizer.

2.2.3.3 Auditorium Reservation

Volunteer organizer must complete an annual reservation of auditorium and confirm that contact information is correct.

2.2.3.4 Annual Reporting

Volunteer Organizer shall report at least annually to the Activity Chair, and more often if applicable.

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2.2.3.5 Money Collected

Money collected at Coffee Hour is taken to the office.

2.2.3.6 Reimbursements

Reimbursements are allowed for purchase of coffee, donuts, or regular expenses after submittal of a reimbursement request and receipt of purchase.

2.2.4 Drones at Activities

Drones are only allowed on the association common grounds with prior written approval of the activity chair, activity chairperson for each event and the association President or general manager.

2.2.4-1 Noncompliance

Members or groups that bring drones on the common property without permission as stated in 2.2.4 above will be asked to take down the drone. A second request may include a request to leave the common area.

2.3 Architectural Planning Committee

The Architectural Planning Committee Chairperson has jurisdiction over all matters pertaining to deed restrictions, including changes to home/garage exterior or property landscaping. Owners desiring to make modifications to the exterior of their home or their property are to submit an Architectural Planning Committee Approval Request to the Committee. Owners or their agents selling a home in Woodburn Estates and Golf are to submit a Compliance Certification Request to the Architectural Planning Committee as well. [7/25/17]

2.3.1 Review and Approval of Architectural Requests

All building plans such as alterations to existing building, the construction of fences, wall, and other structures, as well as proposed modifications to existing landscaping must be approved prior to work commencing. Once work on a project approved by the Architectural Committee is complete, a re-inspection will be performed to ensure the work conforms to the original plan. [7/25/17]

2.3.2 Review and Approval of Compliance Certification Requests

Prior to closure of home sales, a Compliance Certification inspection must ensure the property and existing structure are in compliance with current regulations. If non-compliant issues are found, they will be reported to the property owner or agent for resolution. Once the issues are resolved, closure of the sale may proceed. [7/25/17]

2.3.3 Guidance

This Committee is guided by the provisions of the then current governing documents of the Association (Declarations of Restrictions and Rules and Regulations) and local City Ordinances. Questions concerning interpretation of Association governing documents will be resolved at the level of the Board of Directors. Questions pertaining to City Ordinances will be resolved at City Building, Planning or Public Works Departments. [7/25/17]

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2.3.4 Committee meetings

The Architectural Committee meets weekly to assign inspections to committee members, discuss questions brought before the committee, and to identify areas that should be referred to specific City departments for clarification. Results of assigned inspections are normally available within 10 (ten) days of receipt in the office. Committee members will visit the property to perform their inspections and if access to required areas is not available (owner not at home, for example), completion of the inspection might be delayed. [7/25/17]

2.3.5 Advisory role to other Committees

The Architectural Committee chair, and possibly committee members, will provide advice to other committees pertaining to building and remodeling projects for Woodburn Estates and Golf buildings and property for licensing and construction. [7/25/17]

2.4 Golf Committee

The Golf Committee Chairperson is the Board member with cognizance over the Golf Department in terms of golf course operations and maintenance. This includes supervision of the Golf Professional and the Golf Course Superintendent. The Golf Committee Chairperson:

2.4.1 Chairs the Golf Committee.

2.4.1.1 This Committee consists of the following voting members – Board of Directors Golf Chairperson, a representative of the Women’s Club, a representative of the Men’s Club, and the Men’s and Women’s Handicap chairpersons. The Association Manager, Golf Professional and Golf Course Superintendent are advisors to the Golf Committee, with no votes.

2.4.1.2 For many golf organizations, this committee is more often referred to the Greens committee, the common name as listed in the USGA and OGA.

2.4.1.3 The Board of Director Golf Chairperson, at his or her discretion, may add one (1) non-voting member of their choice to the Golf Committee.

2.4.2 Tournament Schedule

Presents the annual tournament schedule early each year for Board approval. The Golf Chairperson may require Board approval for major tournaments and organized play as requested by the Men’s Club and the Women’s Club and other tournaments organized by individual groups.

2.4.3 Golf Course Rules & Etiquette

The Golf Chairperson will submit any proposed changes to “Golf Course Rules & Etiquette” to the Board of Directors for consideration and approval.

2.4.4 Golf Course Policy

Provides the Association Manager and the Golf Course Superintendent with direction in policy matters, general guidance regarding operations and maintenance, and requests from the membership as processed through the Golf Committee.

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2.4.5 Golf Course Budget Plan

Responsible for developing and maintaining an on-going plan for golf course repairs and improvements, and capital improvements and purchases.

2.4.6 Golf Course Staffing

Is familiar with staffing levels, requirements, operations and maintenance needs.

2.4.7 Golf Course Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget, the employment agreements with the Golf Professional and the Golf Course Superintendent.

2.5 House Committee

2.5.1 Reporting

2.5.1.1 The House Chairperson reports monthly to the Board of Directors on the operation of the clubhouse complex, including any plans for changes or expenditures. The House Chairman Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

2.5.1.2 The Chairperson works with the Architectural Committee Chairperson to obtain City of Woodburn permits when required and is responsible for the development of plans for any new facility or structure, or alteration of any existing structure within the clubhouse complex.

2.5.2 Clubhouse Maintenance

2.5.2.1 Physical Complex

Maintains all physical aspects of the clubhouse complex, including structures, parking lot, walkways, furniture, fixtures, equipment and supplies, heating, cooling, and the utilities.

2.5.2.2 Coordination on condition of restaurant

Coordinating with the Activities and Golf Chairpersons on the operation and condition of the restaurant in matters that affect the structure and operating systems.

2.5.2.3 Clubhouse structure and systems

Coordinates all matters affecting the clubhouse structure and operating systems through the Association Manager.

2.5.2.4 Repairs and Replacement

Develops and maintains an on-going plan for major repairs and replacement of structures and equipment, in conjunction with the budget committee.

2.5.2.5 Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

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2.5.2.6 Emergency

Is familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

2.6 Membership Committee

The responsibilities of this committee are to foster an increased awareness and understanding of Woodburn Estates & Golf by members and to promote goodwill and understanding among members. Specific duties include, but are not limited to the following:

2.6.1 New Member Welcoming

Welcome, in person, all new residents to Woodburn Estates & Golf and explain the various opportunities for participation in club activities.

2.6.2 New Member Orientation

Hold regular orientation meetings (receptions) to welcome new members and enable them to meet current Board members.

2.6.3 Deed Understanding

Ensure that new residents are aware of deed restrictions, and that they have copies of the Declaration of Restrictions, Articles of Incorporation, Bylaws and the Rules & Regulations.

2.6.4 Assessment, dues and fees explanation

Explain the assessment, dues and fees structure at newcomer receptions.

2.6.5 Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

2.7 Rules Committee

The Rules Chairperson is the principal Board member in the matter of formulating or revising the various Association rules, regulations and standard operating procedures.

2.7.1 Detailed Understanding

To that end, the Rules Chairperson should have a detailed understanding of the Declaration of Restrictions, Articles of Incorporation, Bylaws, Standard Operating Procedures, and the Rules and Regulations.

2.7.2 Relevance and Currency of Rules

The Chairperson should ensure that those documents are kept up-to-date.

2.7.3 Enforcement

The Chairperson will coordinate efforts in the enforcement of the various rules expressed in those documents.

2.7.3.1 Enforcement system

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To enforce the provisions of the corporation's governing documents, the Chairperson will establish a system for processing notices of alleged violations (from written complaints by members).

- a. Normal procedure may start with a phone call by the Rules Chair or designated committee member, with hope to resolve the issue.
- b. If not resolved, a personal visit by the Investigative team will be made and reported back to the back to the Rules Committee.
- c. If a violation is determined, a 1st (first) letter will be sent by regular mail, with stipulated date for response, usually ten (10) days.
- d. A second follow-up, by the Investigative may be needed before a second letter goes out.
- e. If no response and the violation has not been corrected a 2nd letter will be sent, regular and certified mail, with notification that a hearing may be requested. The fines schedule will also be sent.
- f. Total non-compliance may go to legal counsel.
- g. **EXEMPTION** – In those times that the committee feels there is a danger to members of the committee, steps (b) and (d) can be skipped with a call or letter being the first contact. [6/26/2018]

2.7.3.2 Document Actions

The committee will document the actions taken.

2.7.3.3 Follow up Actions

The committee will document any required follow up actions to determine that the violation has ceased or been corrected.

2.7.4 Alcohol Rules

MEMBER GROUPS and Committees

Woodburn Estates & Golf has a limited-on-premises alcohol license. (ORS 471.178). Woodburn Estates & Golf will uphold the rules from OLCC (Oregon Liquor Control Commission) that applies to our license. [12/21/17]

1. Wine may be brought to club and organized events but must be *corked* (opened) by Oregon State Certified servers.
2. Beer must be purchased and opened on site through Country Cottage or the Pro Shop, or as part of an association event.
3. No hard liquor is allowed on the premises.
4. At least two 2 (two) substantial food items must be served.

OUTSIDE Servers:

Must comply with all rules under Member Groups and Committee rules above.

Events that bring in outside servers must provide the following to the office before the event.

1. Names of Servers and proof of a valid server's permit.
2. Temporary Sales License signed by the City of Woodburn.

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3. A list of at least 2 (two) substantial food items that will be served, as required by ORS rules. [4/25/2017]

2.7.5 Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

2.8 RV Park Committee

The RV Committee Chair will be responsible for Board oversight in the management of the RV lot.

2.8.1 RV Park Repairs and Maintenance

The Chairperson will develop and maintain an on-going plan for RV Lot repairs and improvements in conjunction with the budget committee.

2.8.2 RV Park Use

The RV Park Committee is responsible for establishing the guidelines for how, when and by whom the RV Park is to be used.

2.8.3 RV Park Fees

The RV Park Committee is responsible for making recommendations pertaining to fees and usage for the RV Park.

2.8.4 RV Park Security

The RV Park Committee is responsible for the security and monitoring of the RV Park and recommendations for improvement or changes.

2.8.5 Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

2.8.6 Emergency

Is familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

2.9 Maintenance Supervisor

2.9.1 Supervision

Supervises maintenance and custodial personnel, ensuring that they perform their duties and have the necessary equipment and supplies.

2.9.2 Accountability

Provides control and accountability over house supplies and equipment.

2.9.3 Swimming Pool

Maintains the swimming pool and spa and provides for their operation.

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2.9.4 Clubhouse Furnishings

Maintains clubhouse furnishings and replaces such items when necessary in conjunction with the House Chairperson.

2.9.5 Clubhouse Security

Ensures that the clubhouse is secured daily at 9:00 p.m. and re-opened at 5:00 a.m. each day.

2.9.6 Clubhouse Repairs

Works with the maintenance supervisor to develop and maintains an on-going plan for major repairs and replacement of structures, including the Restaurant.

2.9.7 Clubhouse Grounds

The committee is responsible for overseeing the maintaining of shrubs, grass and trees within and around the clubhouse area.

2.9.8 Budgeting

Assists the Association Manager and Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses and capital expenditures.

2.9.9 Emergency

Is familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

2.10 Budget Committee

The purpose of the Budget Committee is to consider and make recommendations regarding the corporation’s future real and personal property. Committee responsibilities include, but are not limited to the following:

2.10.1 Expenditures

2.10.1.1 Identify Need

Identify needed major expenditures for equipment, repairs and projects pertaining to the corporation’s real and personal property, both future and existing.

2.10.1.2 Latitude to Recommend

The Committee has the latitude to recommend major expenditures beyond those recommended by the various departments.

2.10.1.3 Request Cost Estimates

Request of each department head that cost estimates, in present-day dollars, be obtained and submitted the Committee with their recommended equipment, repairs and projects.

2.10.1.4 Recommend to Board

Recommend to the Board of Directors, in writing and by October 1 of each year, major equipment, repairs and projects, with assigned priorities within each department and estimated costs in present-day dollars, for inclusion in the succeeding budget year’s Reserve Budget.

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2.10.2 Advises Other Committees on Budget Issues and Development

The budget committee chairperson and/or committee members assist other committees in developing budgets for their area and the generation of profit and loss statements where appropriate to monitor committee expenditures.

2.11 Publications/Communications Committee

The Publications/Communications Committee is responsible for printed and electronic publications for the Association.

2.11.1 News and Views

Publications/Communications oversees the content and publication of the Association twice monthly – every 2nd and 4th Friday – publication called the “*News and Views*.” No political or offensive articles may be printed. Articles for publication must be submitted by the deadlines given by the *News and Views* office. Articles will be printed as submitted, although spelling or grammatical errors may be corrected, with the approval of the author.

2.11.2 Directory

Publications/Communications is responsible for obtaining advertising to support the publication of the annual Association Telephone Directory. New member updates, changes to telephone numbers and email addresses, personnel updates, and new or deleted activities will be provided by the Corporate Office.

2.11.3 Web Site

Publications/Communications oversees the content and maintenance of the Woodburnestatesgolf.com website. General content of the Woodburnestatesgolf.com website requires approval of the Board of Directors. Verification must be made to ensure items posted on the website do not violate copyright restrictions. Updates to the website will be timely to ensure current and correct content is displayed. Web appropriate technologies will be used to create and maintain the website. Open source (free) software providing widgets or other add-ons are prohibited.

2.11.4 Bugle Blast

Publications/Communications will oversee and coordinate the publication of announcements on the Bugle Blast. The Bugle Blast is to be used for important and emergency communications to members and associates.

2.11.5 Reader Boards

Woodburn Estates & Golf committees and groups provide Publications/Communications information to be posted on the Reader Boards. The posts must be informative, relevant to Woodburn Estates & Golf members, appropriate in content for members and the viewing public, timely and at the conclusion of events, removed from the Reader Boards.

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2.11.6 Marketing Assistance

Publications/Communications will assist in the Woodburn Estates & Golf marketing programs by promoting and displaying content provided for the *News and Views*, Bugle Blast, Directory, Reader Boards, and other media.

2.11.7 Budgeting

The Publications/Communications will develop a proposed budget for their annual expenses for submittal to the Budget Committee for review and potential inclusion in the annual budget for Woodburn Estates & Golf.

2.12 Technical (Tech) Committee

The technical committee will help implement controls and procedures that are later approved by the board to expand and improve the technology resources at Woodburn Estates & Golf. The Technology Committee will include 5 (five) voting members and up to 2 (two) non-voting advisors. The two non-voting members of the committee are the General Manager and the President of the Association.

2.12.1 Identify Need

The Tech committee may advise on current or future systems. Systems may include but is not limited to the following; phone systems, computer systems, photo and fax machines, web pages and any other future unknown electronic system as may be identified. [3/22/2016]

2.13 Ad Hoc Committees

Ad hoc Committees are appointed by the Board for specific purposes to meet the Board's management needs for limited periods of time. Each ad hoc committee will be chaired by a Board member. Committee members will be property-owning members of the corporation.

3. Parking Day Permits

Travel agencies or other organizations must fill out an Extended Day Parking Permit form at the office so that the Association will have notice on Day-only parking. The form must be completed with date and time of event by the contact company. See 12.3-2 in the Rules and Regulations for more information and read permit form rules for purpose and more information. Activities chair will review annual approved Association schedules to confirm there are no conflicts with Association activities, in conjunction with other board chairs, as is appropriate. (Example, Golf Chair). No Overnight Parking will be permitted. If there is a conflict with an Association event, the DAY Permit will be denied, including pick-up and drop-off due to possible congestion issues. The company/individual must find off-site parking area in that situation.

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4. Financial Matters

4.1 Reports

4.1.1 Monthly Financial Management Reports

The bookkeeper produces monthly reports and provides them to the board treasurer and the Association Manager. Prior year reports are maintained and accessible from the QuickBooks database. Such reports are for use and dissemination only within Woodburn Estates & Golf.

4.1.2 Financial Reports for the Membership

Year-to-date profit and loss statements are available to the Woodburn Estates & Golf membership.

4.1.3 Annual Financial Report

This report is produced by the accounting firm used by Woodburn Estates & Golf each year after the audit is completed. One copy is given to each Board member, and two copies are retained in the office files: One copy to the permanent file and one to the Manager. The membership is to be advised that the report is available for review in the business office. Members may request and obtain a copy of the annual financial report at the then-current photocopy charge per sheet in the business office. This report is for use and dissemination only within Woodburn Estates & Golf.

4.1.4 Preparing and Signing Checks

Checks for payroll are normally prepared by the contract payroll service. The Bookkeeper prepares checks for accounts payable. Checks require two authorized signatures. Persons authorized to sign checks are the President, Vice President, Secretary, Treasurer and the Manager.

4.2 Funds

4.2.1 General Fund

The General Fund, controlled by the Board, is used for the day-to-day operation of the corporation. All disbursements (including payroll expenses) are made from this fund. Certain savings accounts are part of the General Fund. When a disbursement is to be made, and the funding source is another fund, the money will be transferred from that fund to the General Fund, and disbursement will be made from the General Fund.

4.2.2 Reserve Fund

4.2.2.1 The Reserve Fund is a Board-controlled fund. Consistent with the By-Laws, the Reserve Fund—that receives 100% of the Working Capital Fund Fee is used solely for expenses for common area major repairs, budgeted capital expenditures, or emergencies. It will not be used for day-to-day operations or maintenance.

4.2.2.2 The Board of Directors is responsible for preserving the physical plant and capital equipment by anticipating new or replacement equipment, major repairs and new

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construction; and setting aside funds to protect the corporation against unforeseen catastrophic losses.

4.2.2.3 The Reserve Fund will be maintained at a minimum balance of \$250,000.00 to meet those needs. The effective balance of the Reserve Fund, beyond the \$250,000.00 lower limit, will be determined by updating annually a Reserve Study that includes for consideration those capital improvements, replacements and repairs of \$1,000.00 or more for any single expenditure.

4.2.2.4 The period to be considered in the Reserve Study will be from two (2) to thirty (30) years. Consideration will be given to current replacement cost, estimated remaining useful life and the rate of inflation. The Reserve Study will be brought up-to-date each year concurrent with the annual budget process and prior to the first meeting of the Budget Committee.

4.2.2.5 Disbursements from the Reserve Fund, including earned interest income, are made by transferring the approved payment from the Reserve to the General Fund. All disbursements to vendors will be made from the General Fund.

4.2.3 Memorial Fund

The Memorial Fund is a Board-controlled fund that receives its money from donations made in memory of someone, usually with no specific purposes attached to them. It is the responsibility of the Board of Directors to approve the use of any particular sum of money from the fund for an appropriate purpose. The board will report disbursements made from this fund in *News & Views*.

4.2.4 Special Projects Fund

The Special Projects Fund is a restricted fund that receives its money from donations approved by the Board of Directors with the donors suggesting how the money will be used. It is the responsibility of the Board of Directors to ensure that these funds are used for their designated purposes.

4.2.5 Golf Car Path Repair Fund

Golf car registration fees are deposited into this dedicated fund and are to be used for car path maintenance and improvements. Projects for car path maintenance and improvement will be displayed alongside the Reserve Budget with their costs, the balance of the fund at the start of the budget year, expected revenue in car registration fees, and the projected balance of the fund at the end of the budget year. There will be a financial report showing the debit and credit entries in this fund and a running balance. The commitment to expending money from this fund during the budget year is subject to the restrictions on the Reserve Fund. See section 4.4. [10/24/17]

4.3 Money Management

4.3.1 Fiduciary Responsibility

The Board of Directors, having fiduciary responsibility for the corporation, sets policy consistent with the By-Laws for investments and the day-to-day handling of money. The cash resources of Woodburn Estates & Golf will be managed in a conservative manner with

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minimum risk. The corporation's investment policy puts safety first and yields second, with the primary goal of keeping up with inflation, after taxes. Bank accounts will be kept to a minimum, but sufficient in number and type to provide for segregation of funds, check writing and savings. Certain investments in addition to such bank accounts include those insured by the FDIC and certain securities of the federal government. See SOP 2, 6.5.3 concerning certificates of deposit. Cash-on-hand in the business office will include the cash drawer at the front desk (each with a set upper limit of \$200.00) and cash from daily receipts. [10/24/17]

4.3.2 Operating and Reserve Budgets.

Budget Preparation. The annual budget, as prescribed in the By-Laws, will consist of two (2) parts, the Operating Budget and the Reserve Budget. In addition, there will be an annual budget prepared for the Golf Car Path Repair Fund. Departmental proposals for expenditures from the Reserve Fund and Golf Cart Path Repair Fund will be processed through the Budget committee for recommendation and (with Board approval) inclusion in the Reserve Budget. The annual budget will be prepared by the Budget Committee, usually in July. The Budget Committee reviews each departmental plan with the department head and the Association Manager, and, as a result of those meetings, recommends to the Board of Directors equipment and projects for the succeeding year in the form of a draft Reserve Budget Part of the Operating Budget, but separate from the other expenses, will be a human resources budget, by department, describing employee compensation, cost of benefits, and payroll taxes. The Treasurer schedules a series of special Board meetings to review the draft Reserve Budget, each departmental budget, and the human resources budget. The Board members should, at the end of the special budget meetings, be in agreement on the budget for the succeeding year. The Treasurer presents all three budgets for formal approval by the Board of Directors at the regular November Meeting on the fourth Tuesday of November.

4.4 Budget Management

The annual budget is the financial business plan for the year. The Manager is responsible for managing the corporation's expenses, and Reserve Fund and Golf Car Path Repair Fund expenditures in that plan to the extent that they remain within the approved budget figures. The Board, prior to expenditure, will review each item in the Reserve and Golf Car Path Repair Budgets. The Board reserves the right to approve or disapprove such expenditures. See section 4.2.2.5 above, treating disbursements from the Reserve Fund. The Treasurer will provide periodic reports, either orally or in writing, to the Board of Directors concerning the status of the budget in terms of any major variances among the revenue and expense line items, and the Reserve Fund and Golf Car Path Repair Fund expenditures.

4.5 Specifications, Bids and Contracts

The following procedures will be followed in the procurement of services, equipment or supply items.

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4.5.1 Request for Bid

The Association Manager, with approval of the related Board chair, will prepare and provide specifications to vendors or contractors for the services, equipment or supply item to be procured.

4.5.1.1 Scope of Project

Each project will include a detailed scope of the project including product specifications (dimensions, weight, etc.), special requirements, statement of intended use, compliance requirements to be provided to bidders.

4.5.1.2 Project Schematics and Drawings

Each new building, remodel or renovation project must include a schematic, drawing or design to be used in the estimating process. Where necessary engineers or designers will be employed to ensure the required information is available and has received approval. Selection of the engineer/designer will follow the bid process.

4.5.1.3 Project Contingencies

The age of the existing buildings requires we plan for contingencies which may not be immediately noticeable from the outside. All projects must include an estimate for contingencies which meets the prudent person test.

4.5.1.4 Number of Bids

All projects require a minimum of three (3) bids solicited from area businesses subject to the availability of qualified bidders and the uniqueness of the service except in extraordinary or emergency situations. When situations occur, where continued use of an existing business associate of Woodburn Estates & Golf is advantageous to the Association, 3 (three) bids may not be required depending on the relationship and board approval.

4.5.1.5 Project Budgets

All projects will have an initial budget estimate to determine if the project is even feasible during the current fiscal year. The initial budget will be used as a guideline in evaluating submitted bids.

4.5.1.6 Written Bids

The vendor or contractor will be asked to provide a written bid or cost quotation that addresses the stated specifications, such bid or cost quotation to include any written guarantees as applicable.

4.5.1.7 Bidder References

All bidders will be required to submit a list of job references for similar types of projects. These references will include at least two projects currently underway, two projects completed within the previous year and two projects completed at least five years previously. All references will be contacted and questioned as to:

- (1) Timeliness;
- (2) Project costs and overruns;
- (3) Satisfaction with the work performed;
- (4) Contractor communication;
- (5) Satisfaction with the workers and subcontractors;
- (6) Rehiring the contractor; and

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(7) What about your project could have gone better?

4.5.2 Selection of Bids

Bids received will be reviewed by the Manager and a Director of the Board who is responsible for the area of the corporation affected by the bids.

4.5.2.1 Bid Selection

- (1) Consideration will be given to the bid cost;
- (2) Previous experience with the contractor or vendor;
- (3) Uniqueness of the service or product;
- (4) Physical location of the bidder; and
- (5) Responses of the bidder's references.

4.5.3 Approval of Bid

The selected bid will be brought to a Board meeting for approval.

4.5.4 Awarding of Contract

The standard AIA A-107 contract will be used to document in writing between Woodburn Estates & Golf and the contractor or vendor. Prepared by the Association Manager, the contract will include, but not be limited to: a reasonably detailed description of the product or service being procured, a restatement of the specifications, a schedule for production of the product or service, a method of determining that contracted services are completed and the method and timing of payment to the contractor or vendor. An officer of the corporation will sign the contract.

4.5.5 Project Accountability and Responsibility

The corporation spends large sums of money each year to maintain and enhance the common property. The Board of Directors is responsible to the corporate members for the money spent and is obligated to be kept informed of each project at every step from its proposal, through its funding approval, through the design phase, through the course of the project (including any cost changes) to its end when all its costs are totaled. Each project will have a budget, and the Board should expect the budgeted figure to be met unless a justified change alters the expected cost. It is the responsibility of the project coordinator to keep the Board informed. Because projects will vary in length and complexity, there are no standard forms to be used in project management. It is reasonable for the Board to expect written reports and oral presentations.

4.6 Collections

Not all members pay their assessments, dues and fees promptly; nor do all advertisers in our publications pay their bills promptly. The Manager and Bookkeeper is responsible to the Board for collections from delinquent accounts and will provide the Treasurer of the Board a report of delinquent accounts monthly.

4.6.1 Members

Property owner-members are delinquent if they have not paid their assessments, dues and fees by January 31 and July 31 each year. The Bookkeeper, will send each delinquent

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member a letter stating that he or she is delinquent, asking for prompt payment of the amount owed, informing the member that club privileges are revoked pending payment, and stating that a lien will be placed against the property if full payment is not made within 30-days of the date of this letter. The member will also be informed that the costs involved in recording the lien will be charged to the member's account. If the member is a golfer, his or her name will be provided to the Golf Professional, and he or she will be prohibited from golfing until the account is brought current. Properties that are for sale are no exceptions.

4.6.2 Associates

Associates are delinquent if they have not paid their dues and fees by January 31 and July 31 each year. The Associate is a golfer, his or her name will be provided to the Golf Professional, and he or she will be prohibited from golfing until the account is brought current. If the delinquent account is not brought current within 30-days, the Associate will be suspended from membership. Reinstatement of associate membership is contingent on payment of the delinquent dues paid in full.

4.6.3 Publications advertisers

4.6.3.1 News & Views: Advertisements can be placed in *News & Views* twice monthly. Advertisers provide the ads and decide how often they will appear. The terms for payment are due upon receipt, with late fees accruing at 1.5% per month (simple). Statements are sent out on the last of the month for the ads that were published.

4.6.3.2 Directory: All ads must be paid before advertising occurs. Advertising invoice form shows all costs and deadlines to purchaser. Money due is provided to the office Bookkeeper

5. Business Solicitations and Advertising

5.1 In the Clubhouse

5.1.1 Marketing Materials

Commercial enterprises may place business cards, pamphlets or other promotional material on the bulletin board located near the restaurant.

5.1.2 Not Endorsed

It is not the intent of the Board of Directors to endorse any commercial product or service.

5.1.3 A 30 Day Posting Limit

All posted material must be dated and may be displayed for a period of up to 30-days on the bulletin board.

5.1.4 Offensive Materials

Materials deemed to be offensive will be removed by the Activities' Director or Manager.

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5.2 In Publications

Advertisements of any form that are deemed to be in poor taste or offensive in the opinion of the editor of *News & Views*, the editor of the telephone Directory, or the Board member having oversight of publications will not be accepted for publications. Commercial enterprises which have, through their business practices, attained an unsavory reputation will not, at the discretion of the editor of either publication, or the Board member responsible for publications, be allowed to advertise. Advertisement by the Woodburn Estates Restaurant in either publication will be free of charge. The restaurant is a Woodburn Estates operating department leased to a manager for the convenience and enjoyment of the residents of Woodburn Estates, and is maintained in keeping the Articles of Incorporation.