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*AMENDED*

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## STANDARD OPERATING PROCEDURES

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### SENIOR ESTATES GOLF & COUNTRY CLUB

1776 Country Club Road, Woodburn, OR 97071

DBA



### REVISIONS

Revised March 22, 2016 – The Standard Operating Procedures (SOP) was split into 2 Sections

**SECTION ONE** being the Standard Operating Procedures that is not posted but is open to the Board Chairs, their committees, and the public as needed. This section ends after Section 5. [3/22/2016]

Renamed from SOP-1 to SOP – **Standard Operation Procedure** [7-28-2020]

**SECTION TWO** SOP-2 will remain as the private side, being operating procedures known to the Board Officers, Manager, and Maintenance in their day-to-day operations. This section starts with Section 6, Office Procedures. [3/22/2016]

Renamed from SOP-2 to SSP – **Standard Security Procedure** [7-28-2020]

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Revised & Approved 2017: April 25 & Nov. 28, Alcohol; Aug. 22, Committees.

Revised & Approved 2018 – June 26, Enforcement; Background Checks, Nov. 27.

Revised & Approved 2019 – Various; Feb. 26, Aug. 27, Sept. 24.

Revised & Approved 2020 – Various; June 30, July 28, Aug.25, Oct. 27, Nov. 24.

Revised & Approved 2021 – Jan. 26, Web, Various, March 2, May 25, July 27, Oct. 26, Nov. 23, Dec. 14, Covid Policy.

# **SOP – Standard Operating Procedures for Board & Members**

## **FORWARD**

For your convenience, this document contains Standard Operating Procedures for Senior Estates Golf and Country Club.

It is not inclusive, but to be used as a guide to the Manager, Office Staff, and those employees or Board Members as is appropriate. It is meant as a members-only document.

Items that Rule's Committee 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 Senior Estates Golf and Country Club.

### **Legal Name**

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

### **Assumed Business Name (ABN)**

Woodburn Estates & Golf, registered January 21, 2015

### **Association**

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

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# SOP – Standard Operating Procedures for Board & Members

## 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 (DBA Woodburn Estates & Golf) is a non-profit corporation formed according to Oregon Revised Statutes (ORS), Section 61.385 (now Chapter 65).

**1.1.2 Operating with the Manager.** [See Bylaws, Section 7]

**1.1.2-A Emergency.** The Manager is familiar with Emergency procedures and maintains an “in-house” standard operating procedure. [7-28-2020]

**1.1.2-B Emergency Oregon.** State of Oregon, Oregon Health Authority and CDC guidelines will be followed and implemented. Upon approval by the Board, the Manager has the expressed authority to file a complaint for those members who do not comply with pandemic-imposed rules. The Board may implement fines and suspension of member(s) that refuse to follow these guidelines including suspension for (30) thirty days of all privileges associated with membership. Removal of status of a member *in good standing* will be enforced. [7-28-2020]

**1.1.2-C Member Medical Exemption.** A member claiming a covid-19 mask medical exemption must provide written medical documentation from their medical physician, upon request. [7-28-2020]

**1.1.2-D Emergency Cooling Area.** When temperatures are 95 degrees and above the association has rooms available for members only as a cooling area.

**1.1.3 Professional Services.** Annually or within 20 days of contract renewal(s) or contract changes, the association manager will update the Board of Directors on the selection, terms, and payment of Professional Services, but not limited to attorney, accountant services/CPA, and insurance carriers. [5-25-2021]

### 1.2 Board of Directors.

**1.2.1 Elections -** See Bylaws, Section 5.3

**1.2.2 Nominating Committee -** See Bylaws, Section 5.3-1.

**1.2.3 Term of Office – Resignations, Removal, and Replacement** Three (3) directors shall be elected annually for a term of three (3) years. See Bylaws, Section 5.4.

**1.2.4 Board Reports and Motions.**

**1.2.4-A** 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 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.

**1.2.4-A1** All Board Reports and Motions must be in the Secretary's electronic inbox by 4 pm Thursday before the Tuesday Board Meeting for inclusion in the agenda. [6-30-2020]

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- 1.2.4-A2** Motions must be in the Secretary’s electronic inbox by 4 pm Thursday for inclusion in the Bugle Blast. [6-30-2020]
- 1.2.4-A3** These deadlines do not prohibit motions after these deadlines, per Roberts Rules. [6-30-2020]
- 1.2.4-A4** At the discretion of the President and Secretary an updated agenda may be posted or available at the meeting with motions not meeting the deadline, as time allows. [6-30-2020]
- 1.2.4-B** Recording of Meetings. Meetings will not be recorded by members of the board or members in attendance at the meetings. Only the Board of Directors Secretary has permission to record meetings. [10-25-2016] [8/27-2019] See Bylaw 5.5-2.
- 1.2.4-C** Noncompliant Members recording at the meetings do so in violation of the Bylaws and will be asked to put away their recording device. [10-25-2016] See Bylaw 5.5-2A.
- 1.2.4-D** Motions will be coded with this format for the duration of the motion: YYYY-MMDD Type #Item. The code for the motion, including date shall not change. Amendments to the motion will add Amend to end of motion name. Code Definition as follows: YYYY-MMDD the starting date when motion to be presented at Board of Directors meeting. TYPE would indicate which rule document, else committee name. #ITEM would either be the CCR article number else company name else item name. [6-30-2020]
- 1.2.4-E** Using Robert’s Rules of Order, the following should be followed:
  - 1.2.4-E1 The Board member will be recognized by the chair or presiding officer.
  - 1.2.4-E2 The maker of the motion will be identified in the minutes.
  - 1.2.4-E3 State the Motion by saying I move to, or I move that.
  - 1.2.4-E4 A second is required and does not need to be identified in the written minutes.
  - 1.2.4-E5 No Second - If a motion is not readily seconded, the presiding officer should ask if there is a second.
  - 1.2.4-E6 If there is not a second, the motion is dead and a failed motion. No Discussion is allowed.
  - 1.2.4-E7 If there is a second, the presiding officer will repeat the motion, state that the motion has been moved and seconded and ask for discussion.
  - 1.2.4-E8 Discussion.
  - 1.2.4-E9 An amendment may be added to the main motion, as follows, I move to amend the motion.
  - 1.2.4-E10 A second is required and does not need to be identified in the written minutes.
  - 1.2.4-E11 Vote for the Amendment first and then vote for the main motion.
  - 1.2.4-E12 Failure to pass the amendment does not change the main motion.

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- 1.2.4-E13 Voting - After discussion has ended, the presiding officer asks for a vote stating all those in favor say “Aye”. Then ask for all those opposed by saying “no.”
- 1.2.4-E14 The presiding officer shall announce the vote and whether the motion passed or failed.
- 1.2.4-E15 A member of the board may ask for a hand or name count if there is a question whether the motion passed. (Division of the house)
- 1.2.4-E16 The motion and motion voting results are entered in the minutes as a permanent record.
- 1.2.4-E17 There are other options for motions, including, but not limited to: POSTPONE INDEFINITELY (Kill a motion), QUESTION (end the debate), TABLE (lay aside for later in the meeting or at another time). [7-28-2020]

**1.2.5 Motions.** From here-on all CCR motions must come to the Rules Committee for review before coming to the Board of Directors. [6-30-2020]

**1.3 Board Officers.** The four (4) Board officers are elected annually by, and from among, the Board of Directors. Each officer has a one-year term of office. See Bylaws, Section 7.

**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.

**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 keeps a complete record of the proceedings of the corporation, membership meetings, 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. The Secretary has check-signing authority.,

**1.3.4 Treasurer.** The Treasurer is responsible for providing guidance on how the funds of the corporation should/could be invested. The Treasurer is responsible for verification that deposits, disbursements, and investments of funds are correctly recorded and accounted for. The Treasurer is responsible for the annual budget, and by request through the Manager, shall request any financial reports required to prepare for the annual budget. The Treasurer also has check-signing authority. [8-27-2019]

**1.4 Background Checks.**

**1.4.1 Background Check Procedures.** All Directors, Officers, Candidates for Board positions, and prospective employees will be required to sign a release allowing the Association to conduct a Background Check. Background checks will be performed on all Board Officers, Directors, and Employees at the first of each year. Background Checks on candidates for Board positions will be performed when applications are received by the Board. The Background Checks will include information from the prior ten



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(10) years regarding criminal convictions, bankruptcies, other legal actions to which the person has been a party, and other information in the public record which may affect the person's ability to serve as an Officer, Director, or Employee. The Manager will obtain the background check reports and provide these to the President, Rules Chair, and the Treasurer for review and determination of whether there are any issues which directly relate to the person's truthfulness or ability to perform the specific tasks required by the position. Each background check will be independently reviewed on a case-by-case basis. Any concerns noted will be taken to the Board of Directors for resolution. If a Background Check is determined to be unacceptable, a Special Board Meeting will be called to discuss the background check in executive session. The subject of the Background Check may be invited to participate in the meeting at the discretion of the Board. [11/27/2018]

**1.4.2 Board Member Agreement Documents.** Before being seated on the board all new members of the Board of Directors must pass a FCRA approved criminal background check showing no criminal history. The following documents are recommended to be signed each year by all Board Members. [6/11/2019]

**1.4.2-A** Background Checks

**1.4.2-B** Confidentiality and Non-Disclosure Agreement

**1.4.2-C** Conflict of Interest

**1.4.2-D** Annual Affirmation Statement

**1.4.3 Employee Background Checks and Pre-employment Screening.** The Manager shall initiate a FCRA approved criminal background check on any prospective employee, to ensure that the prospective employee has no criminal history. In addition, all employment at Senior Estates Golf and Country Club is contingent upon passing a non-DOT Urine Drug Screen test, as Senior Estates Golf and Country Club is a zero-tolerance workplace for drugs. Employees, who in the course of their employment are required to operate Senior Estates Golf and Country Club motor vehicles requiring insurance and licenses, will be required to successfully pass an ODMV check before operating any vehicle. The following documents must be signed each year by all employees. [8-27-2019]

**1.5.3-A** Background Checks

**1.5.3-B** Confidentiality and Non-Disclosure Agreement

**1.5.3-C** Conflict of Interest

**1.5.3-D** Annual Affirmation Statement

**1.4.4 Volunteer Background Policy.** The policy is a separate document titled Senior Estates Golf and Country Club Volunteer Background Screening Policy. That policy outlines the full policy about background checks, as established under the Fair Credit Reporting Act (FCRA) at Senior Estates Golf and Country Club. The company chosen as the approved provider to conduct the background checks is Good Hire, which meets FCRA criteria and certification. [8/27/2019]

## 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.

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**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 (1) year. All committees are subject to reconstitution effective January 1st. A brief description of each position follows:

**2.1.6-A** To increase participation in the government of the corporation, homeowners and members of the Board of Directors may serve on no more than two (2) standing committees with the exception of service on the Budget committee, which may include those who already serve on two (2) committees. [9/26/2017]

**2.1.7 Ad Hoc Committees.** Ad Hoc committees may be appointed by the Board for specific purposes to meet the Board's management needs for limited periods of time. Each Ad Hoc committee will expire at the end of the calendar year or when their specific purpose is finished, whichever comes first. Each Ad Hoc committee will be named to avoid confusion with other Ad Hoc Committees or regular committees which may not be described within this document. Each Ad Hoc committee will be chaired by a Board member reporting to the Board with their progress. Committee members will be property-owning members of the corporation. [8-25-2020]

**2.1.8 Advertising.** All advertising materials including, but not limited to, posters, banners, brochures, and flyers will be approved by the Communications/Publications Committee prior to distribution. The approved Association logo, where possible must be on the advertising material. [9-24-2019]

**2.2 Activities Committee.** The principal responsibility of the Activities Chairperson is the promotion of the Association 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 regarding 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

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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-A Coordinate.** Coordinating each year at the beginning of the budget process with the House Chairperson regarding 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-B Bulletin Boards.** Keeping the bulletin boards current.

**2.2.2-C Set-up.** Setting up Board meetings and special events.

**2.2.2-D 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-A Schedule.** Coffee Hour is held on a regularly scheduled day in the Association auditorium.

**2.2.3-B Organizer.** Coffee Hour is under the Activities Chair but is usually run by a volunteer organizer.

**2.2.3-C Auditorium Reservation.** Volunteer organizer must complete an annual reservation of auditorium and confirm that contact information is correct.

**2.2.3-D Annual Reporting.** Volunteer Organizer shall report at least annually to the Activity Chair, and more often if applicable.

**2.2.3-E Money Collected.** Money collected at Coffee Hour is taken to the office.

**2.2.3-F 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 Manager.

**2.2.4-A 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 the Association are to submit a Compliance Certification Request to the Architectural Planning Committee as well. [7/25/2017]

**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

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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. [7/25/2017]

**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 follow 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. [7/25/2017]

**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 the City Building, Planning, or Public Works Departments. [7/25/2017]

**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 ten (10) 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 (e.g., owner not at home), completion of the inspection might be delayed. [7/25/2017]

**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 the Association buildings and property for licensing and construction. [7/25/2017]

**2.4 Golf Committee.** The Golf Committee Chairperson is the Board member with oversight of the “playability” of the golf course by soliciting monthly input from green meeting from operations and maintenance. [3-2-2021]

**2.4.1 Chairs the Golf Committee.**

**2.4.1-A** 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 Manager, Golf Professional, and Golf Course Superintendent are advisors to the Golf Committee with no votes.

**2.4.1-B** For many golf organizations, this committee is more often referred to as the Green committee, the common name as listed in the USGA and OGA Rulebook.

**2.4.1-C** The Board of Directors 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, the Women’s Club, and other tournaments organized by individual groups.

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**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 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.

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

**2.4.6 Golf Course Staffing.** Is familiar with staffing levels, requirements, operations, and maintenance needs.

## 2.5 House Committee

### **2.5.1 Reporting.**

**2.5.1-A** The House Chairperson reports monthly to the Board of Directors on the operation of the clubhouse complex, including any plans for changes or expenditures.

**2.5.1-B** The Chairperson is responsible for the development of plans for any new facility or structure, or alteration of any existing structure within the clubhouse complex including the RV lot. [2/26/2019]

### **2.5.2 Clubhouse Maintenance.**

**2.5.2-A Physical Complex.** Maintains all physical aspects of the clubhouse complex, golf course, and RV lot including structures, parking lot, walkways, furniture, fixtures, equipment and supplies, heating, cooling, and the utilities. [2/26/2019]

**2.5.2-B Coordination on Condition of Restaurant.** Coordinates 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-C Clubhouse Structure and Systems.** Coordinates all matters affecting the clubhouse structure and operating systems through the Manager.

**2.5.2-E 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-F Emergency.** 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 the Association 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 the Association and explain the various opportunities for participation in club activities.

# SOP – Standard Operating Procedures for Board & Members

**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 and Regulations.

**2.6.4 Assessment, Dues, and Fees explanation.** Explain the assessment, dues, and fees structure at newcomer receptions.

**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, the Rules and Regulations, Standard Operating Procedures (SOP) and the Standard Security Procedures. (SSP) [7-28-2020]

**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-A Enforcement System.** 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.

**2.7.3-A1** Normal procedure may start with a phone call by the Rules Chair or designated committee member, with hope to resolve the issue.

**2.7.3-A2** If not resolved, a personal visit by the Investigative team will be made and reported back to the Rules Committee.

**2.7.3-A3** If a violation is determined, a first (1st) letter will be sent by regular mail, with stipulated date for response, usually ten (10) days.

**2.7.3-A4** A second follow-up by the Investigative Team may be needed before a second letter goes out.

**2.7.3-A5** If no response and the violation has not been corrected, a second letter will be sent, regular and certified mail, with notification that a hearing may be requested. The fines schedule will also be sent.

**2.7.3-A6.** Total non-compliance may go to legal counsel.

**2.7.3-A7** EXEMPTION – In those times that the committee feels there is a danger to members of the committee, personal visits can be skipped with a call or letter being the first contact. [6/26/2018]

**2.7.3-B Document Actions.** The committee will document the actions taken.

**2.7.3-C Follow-up Actions.** The committee will document any required follow-up actions to determine that the violation has ceased or been corrected.

# SOP – Standard Operating Procedures for Board & Members

## 2.7.4 Alcohol Rules

- 2.7.4-A Member Groups and Committees.** The Association has a limited-on-premises alcohol license. (ORS 471.178). The Association will uphold the rules from OLCC (Oregon Liquor Control Commission) that applies to our license. [12/21/2017]
- 2.7.4-A1** Wine may be brought to club and organized events but must be corked (opened) by Oregon State Certified servers.
- 2.7.4-A2** Beer must be purchased and opened on site through Country Cottage or the Pro Shop, or as part of an association event.
- 2.7.4-A3** No hard liquor is allowed on the premises.
- 2.7.4-A4** At least two (2) substantial food items must be served.
- 2.7.4-B 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.
- 2.7.4-B1** Names of Servers and proof of a valid server’s permit.
- 2.7.4-B2** Temporary Sales License signed by the City of Woodburn.
- 2.7.4-B3** A list of at least two (2) substantial food items that will be served, as required by ORS rules. [4/25/2017]

## 2.7.5 Covid Policy for indoor activity with ten (10) or more people

- 2.7.5-A** Entry – A Proof of Vaccination or a test with a negative result within 72 hours must be presented.
- 2.7.5-B** One (1) person from each group of ten (10) must be the dedicated person in the group to verify the procedure in part one of this section.
- 2.7.5-C** This policy is effective December 14, 2021.
- 2.7.5-D** The Country Cottage restaurant is exempt.

- 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 a list of current registration of property stored and ability to move property in case of an emergency. [2/26/2019]

**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. [4/30/2019]

**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 Emergency.** Familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

# SOP – Standard Operating Procedures for Board & Members

- 2.9 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:

## **2.9.1 Expenditures**

- 2.9.1-A Identify Need.** Identify needed major expenditures for equipment, repairs, and projects pertaining to the corporation's real and personal property, both future and existing.
- 2.9.1-B Latitude to Recommend.** The Committee has the latitude to recommend major expenditures beyond those recommended by the various departments.
- 2.9.1-C Request Cost Estimates.** Request of each department head that cost estimates, in present-day dollars, be obtained and submitted to the Committee with their recommended equipment, repairs, and projects.
- 2.9.1-D 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.

**2.9.2 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.

**2.9.2-A Board of Directors and Budget -** All Board of Director committee chairs will assist the Treasurer and the Budget Committee in the preparation of an annual departmental budget for operating revenues, expenses, and capital expenditures. [3-2-2021]

- 2.10 Marketing Publications/Communications Committee.** The Marketing PC, for short, is the Committee responsible for all printed and electronic publications for this Association. [5-25-2021]

**2.10.1 News & Views.** Marketing PC oversees the content and publication of the Association. The publication is called the *News & Views*.

Articles for publication must be submitted by the deadlines given by the *News & Views* office. Articles will be printed as submitted, although spelling or grammatical errors may be corrected with the approval of the author.

**2.10.2 Phone Directory.** Marketing PC 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.

**2.10.3 Bugle Blast.** Marketing PC 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.

**2.10.4 Reader Boards.** The Association committees and groups provide Marketing PC information to be posted on the Reader Boards. The posts must be informative, relevant to the Association members, appropriate in content for



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members and the viewing public, timely, and at the conclusion of events, removed from the Reader Boards.

**2.10.5 Marketing Assistance.** Marketing PC will assist in the Association marketing programs by promoting and displaying content provided for the *News & Views*, Bugle Blast, Directory, Reader Boards, and other media.

**2.10.6 Social Media.** Marketing PC will oversee and post to any social media (e.g., Facebook, Twitter, Instagram, etc.). Posts are of general interest and special events. Marketing PC reserves the right to approve requested posts as to applicability for the platform. Recurring posts are not allowed. [9-24-2019]

**2.10.7 Website.** Marketing PC will oversee the content and maintenance of the current website. General content of the website requires committee approval and, if required, 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. [7-28-2020] [1-26-2021]

## 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 of Day-only parking. The form must be completed with date and time of event by the contact company. 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 (e.g., 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.

## 4. Financial Matters

### 4.1 Reports.

**4.1.1 Monthly Financial Management Reports.** The accountant produces monthly reports and provides them to the Board Treasurer and the Manager. Prior year reports are maintained and accessible from the QuickBooks database. Such reports are for use and dissemination only within the Association.

**4.1.2 Financial Reports for the Membership.** Year-to-date profit and loss statements are available to the Association membership.

**4.1.3 Annual Financial Report.** This report is produced by the accounting firm used by the Association 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 the Association.

**4.1.4 Preparing and Signing Checks.** Checks for payroll are normally prepared by the accountant using the Automated Data Processing (ADP) program. [8-27-2019]

# SOP – Standard Operating Procedures for Board & Members

## 4.2 Funds.

### **4.2.1 Operating Fund - See Bylaws, Section 6 [12-14-2021]**

### **4.2.2 Reserve Fund - See Bylaws, Section 6 [12-14-2021]**

**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 Cart Path Repair Fund.** Golf cart registration fees are deposited into this dedicated fund and are to be used for cart path maintenance and improvements. Projects for cart 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 cart 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 [10/24/2017]

## 4.3 Money Management

**4.3.1 Fiduciary Responsibility.** The Board of Directors, having fiduciary responsibility for the corporation, sets policy consistent with the Bylaws for investments and the day-to-day handling of money. The cash resources of the Association will be managed in a conservative manner with minimum risk.

## 4.4 **Budget Management - See Bylaws, Section 6 [12-14-2021]**

**4.5 Specifications, Bids, and Contracts.** The following procedures will be followed in the procurement of services, equipment, or supply items.

**4.5.1 Request for Bid.** The 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. No Board Member is authorized to engage a vendor for any work without full approval of Board of Directors. If a Board Member goes outside this procedure and causes the Association to incur expenses, that Board Member will become solely responsible for said expenses. [2-26-2019]

**4.5.1-A 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, and compliance requirements to be provided to bidders.

**4.5.1-B Project Schematics and Drawings.** Each new building, remodel, or renovation project must include a schematic, drawing, or design

# SOP – Standard Operating Procedures for Board & Members

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-C Project Contingencies.** The age of the existing buildings requires that 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-D 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 the Association is advantageous to the Association, three (3) bids may not be required depending on the relationship and board approval.
- 4.5.1-E Project Budgets.** All projects will have an initial budget estimate to determine if the project is feasible during the current fiscal year. The initial budget will be used as a guideline in evaluating submitted bids.
- 4.5.1-F 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 is to include any written guarantees as applicable.
- 4.5.1-G 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:
  - 4.5.1-G1** Timeliness
  - 4.5.1-G2** Project costs and overruns
  - 4.5.1-G3** Satisfaction with the work performed
  - 4.5.1-G4** Contractor communication
  - 4.5.1-G5** Satisfaction with the workers and subcontractors
  - 4.5.1-G6** Rehiring the contractor
  - 4.5.1-G7** What about your project could have gone better?

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

## **4.5.2-A Bid Selection**

- 4.5.2-A1** Consideration will be given to the bid cost
- 4.5.2-A2** Previous experience with the contractor or vendor
- 4.5.2-A3** Uniqueness of the service or product
- 4.5.2-A4** Physical location of the bidder
- 4.5.2-A5** Responses of the bidder's references
- 4.5.2-A6** Proof of bond and insurance [8-27-2019]
- 4.5.2-A7** CCB license search [8-27-2019]

**4.5.3 Approval of Bid.** The selected bid will be brought to a Board meeting for approval.

# SOP – Standard Operating Procedures for Board & Members

**4.5.4 Awarding of Contract.** The standard ORS 701.305 contract will be used to document in writing between the Association and the contractor or vendor. Prepared by the 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 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 are 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 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 thirty (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 not exempted.

**4.6.2 Associates.** Associates are delinquent if they have not paid their dues and fees by January 31 and July 31 each year. If 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 thirty (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-A 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

# SOP – Standard Operating Procedures for Board & Members

late fees accruing at 1.5% per month (simple). Statements are sent out on the last day of the month for the ads that were published.

**4.6.3-B Phone Directory:** The phone directory is an annual publication following the bid process as specified in the SOP.

## 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.

**5.2 In Publications.** Articles or 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 Phone 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 Country Cottage Restaurant in either publication will be free of charge. The restaurant is a Senior Estates Golf and Country Club operating department leased to a manager for the convenience and enjoyment of the residents of Senior Estates Golf and Country Club and is maintained in keeping the Articles of Incorporation. [3-2-2021]

**END of SOP**

**Rules Chair \_\_signature on file\_\_\_\_ Date: December 31, 2021**

**Carol Bolton**

**The following Exhibits added per Bylaws section 9.**

# SOP – Standard Operating Procedures for Board & Members

## SENIOR ESTATES GOLF AND COUNTRY CLUB

### BOARD OF DIRECTORS

#### SCHEDULE OF FINES - EXHIBIT A

1. Using a Lot for non-residential purposes in violation of Senior Estates Golf and Country Club documents.  
\$ 500 – 1<sup>st</sup> offense  
\$1,000 – 2<sup>nd</sup> offense  
\$1,500 – 3<sup>rd</sup> and successive offenses
2. Unauthorized raising, breeding, keeping, or permitting of animal on lot.  
\$150 – 1<sup>st</sup> offense  
\$250 – 2<sup>nd</sup> offense  
\$350 – 3<sup>rd</sup> and successive offenses
3. Dogs off leash in common areas, failure to remove pet defecation on common area, allowing animals to be a nuisance to other owners.  
\$100 – 1<sup>st</sup> offense  
\$200 – 2<sup>nd</sup> offense  
\$300 – 3<sup>rd</sup> and successive offenses
4. Improper parking or vehicle storage on personal property.  
\$100 – 1<sup>st</sup> offense  
\$200 – 2<sup>nd</sup> offense  
\$300 – 3<sup>rd</sup> and successive offenses
5. Driving Golf Carts on common grounds without current Cart Tags.  
\$100 – 1<sup>st</sup> offense  
\$200 – 2<sup>nd</sup> offense  
\$300 – 3<sup>rd</sup> and successive offenses
6. Using any Lot or part of the Common Areas as a dumping ground for trash or rubbish.  
\$25 – per day
7. Failure to maintain exterior of home in compliance with Senior Estates Golf and Country Club documents.  
\$ 500 – 1<sup>st</sup> offense or notice  
\$1,000 – 2<sup>nd</sup> offense or notice  
\$1,500 – 3<sup>rd</sup> and successive offenses or notices
8. Unregistered vehicle in RV Storage.  
\$150 – 1<sup>st</sup> offense  
\$250 – 2<sup>nd</sup> offense  
\$300 – 3<sup>rd</sup> and successive offenses
9. Erecting or using a temporary structure on any lot.  
\$50 – per day
10. Illegal Parking on Common Area and in RV lot.  
\$150 – 1<sup>st</sup> offense  
\$250 – 2<sup>nd</sup> offense  
\$500 – 3<sup>rd</sup> and successive offenses
11. Failure to comply with setback, maximum height, minimum yard, or minimum house size requirements.  
\$150 – 1<sup>st</sup> offense  
\$250 – 2<sup>nd</sup> offense  
\$500 – 3<sup>rd</sup> and successive offenses
12. Other continuing violations of the Declarations, Bylaws, Rules and Regulations, Design Guidelines, and Construction Regulations of the Association.  
\$100 – 1<sup>st</sup> occurrence  
\$200 – 2<sup>nd</sup> occurrence  
\$300 – 3<sup>rd</sup> and successive occurrences

When fines start, the member is no longer in good standing and access to amenities is prohibited.

# SOP – Standard Operating Procedures for Board & Members

## SENIOR ESTATES GOLF AND COUNTRY CLUB

### BOARD OF DIRECTORS

#### SCHEDULE OF FINES - EXHIBIT B

1. Renting a home in violation of the CC&Rs.  
\$1500 – 1<sup>st</sup> offense  
\$2000 – 2<sup>nd</sup> offense\*
2. Unregistered vehicle in RV storage.  
\$150 – 1<sup>st</sup> offense  
\$250 – 2<sup>nd</sup> offense  
\$500 – 3<sup>rd</sup> and successive offenses
3. Unregistered residents living in home.  
\$5 – per day
4. Minor children (under 18) in home as permanent residents.  
\$100 – per child 1<sup>st</sup> offense  
\$200 – per child 2<sup>nd</sup> offense  
\$500 – per child 3<sup>rd</sup> and successive offenses\*
5. Failure to complete homeowner application within 10 days of purchase, inheritance, or any other form of title transfer.  
\$ 500 – 1<sup>st</sup> notice  
\$1,000 – 2<sup>nd</sup> notice  
\$1,500 – 3<sup>rd</sup> and successive notices\*
6. Failure to comply with HUD FHA age requirements for 55+ Communities.  
\$ 500 – 1<sup>st</sup> month  
\$1,000 – 2<sup>nd</sup> month  
\$1,500 – 3<sup>rd</sup> and successive months\*
7. Violation of behavioral rules (e.g. alcohol, tobacco, golf, swimming pool, billiard room, bullying, or similar rules).  
\$100 – 1<sup>st</sup> offense  
\$200 – 2<sup>nd</sup> offense\*\*  
\$300 – 3<sup>rd</sup> and successive offenses\*\*\*

\* When fines start, the member is no longer in good standing and access to amenities is prohibited.

\*\* Access to area of violation suspended for 30 days with no refund of any fees.

\*\*\* Access to area of violation suspended for calendar year with no refund of any fees.

## SENIOR ESTATES GOLF AND COUNTRY CLUB

### BOARD OF DIRECTORS

#### SCHEDULE OF FINES - EXHIBIT C

#### FINES FOR BANKS, MORTGAGE COMPANIES, AND FLIPPERS

Failures to complete member application within 10 days of closing	\$ 500.00
1. Failure to complete member application for each additional 10 days	\$1,000.00
2. Failure to meet applicant age requirements	\$1,500.00
3. Failure to meet ownership – individuals on title. <b>NO corporations, LLCs, etc.</b>	\$1,500.00

#### LATE FEES AND FINANCE CHARGES:

Late fees of 10% are assessed on past due accounts when paid after the due date.

Finance charges are assessed on past due balances at the rate of 1.5% of balance due or 18% per annum.