



## ***AMENDED***

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# **STANDARD OPERATING PROCEDURES**

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## **SENIOR ESTATES GOLF and COUNTRY CLUB 1776 Country Club Road, Woodburn, OR 97071**

*Active 55+ Community*

### **REVISIONS**

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

**SECTION ONE** SOP-1 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 are 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]

### **STANDARD OPERATING PROCEDURES**

Full Review made and approved March 2024.

Updated March 5, 2024

1. Redundant or language addressed in the higher governing documents have been removed.
2. Some spelling and grammar have been corrected.

Revised and approved 4-23-2024 new 2.2-6C4.

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

## **FORWARD**

Our Standard Operation Procedure document is intended to help with many regular occurring operations for our Association not described in other governing documents.

For further explanation, or more detailed information, refer to the Articles, Declarations, Bylaws, Rules and Regulations, Enforcement Resolution.

### **Legal Name**

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

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

Woodburn Estates & Golf, registered January 21, 2015

In 2024 the Association will gradually change back to use of our corporate name as approved by the board of directors to start January 1, 2024.

### **Association**

References to Association means our current legal name or assumed business name, as noted above.

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## 1. Management Structure

1.1 Emergency. The Manager(s) are familiar with Emergency procedures. [7-28-2020]

**1.1-1 Health Emergency.** Oregon Health Authority and CDC guidelines will be followed and implemented if a State or Federal emergency or pandemic is declared. [7-28-2020]

**1.1-2 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 Weather Conditions.** Weather Conditions or power outages may cause issues on the golf course, tunnel or at the Association buildings. Closures for safety or damage prevention may be necessary for our members or employees.

## 1.2 Board Reports and Motions.

**1.2-1 Regular Board Meeting Motions.** All Board Motions must be submitted to the Secretary's electronic inbox by Saturday morning before the Tuesday Board Meeting for inclusion in the agenda via Bugle Blast. [2-28-2023]

**1.2-2 Regular Board Meeting Reports.** Committee Reports must be in the Secretary's electronic inbox by Monday morning before the meeting to be printed and given to each Board Member prior to the meeting. [2-28-2023]

**1.2-3 Motion Format.** 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 Governing Document article number else company name else item name. [6-30-2020].

## 1.3 Background Checks

**1.3-1 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.

### **1.3-1A Schedule.**

Board Officers, Directors, and Employees at the first of each year.  
Candidates - When applications are received by the Board.

**1.3-1B Included in Background Check.** Information from prior ten (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.

**1.3-1C Determination.** The Manager will obtain the background check reports and provide to the President, Rules Chair, and Treasurer for review and determination whether there are any issues which relate to the person's truthfulness or ability to perform the specific tasks

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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]

**1.3-1D Board Member Agreement Documents.** The following documents are required to be signed each year by all Board Members. [6-11-2019] [3-28-2023]

- Background Checks
- Confidentiality and Non-Disclosure Agreement
- Conflict of Interest
- Annual Affirmation Statement

**1.3-1E Employee Drug Tests.** Employment at Senior Estates Golf and Country Club is contingent upon passing a non-DOT Urine Drug Screen test, as the Association is a zero-tolerance workplace for drugs. Employees, who in the course of their employment are required to operate Association motor vehicles requiring insurance and licenses, will be required to successfully pass an Oregon Department of Motor Vehicle (ODMV) check before operating any vehicle.

**1.3-1F Employee Agreement Documents.** The following documents must be signed each year by all employees. [8-27-2019]

- Background Checks
- Confidentiality and Non-Disclosure Agreement
- Conflict of Interest
- Annual Affirmation Statement

**1.3-1G Volunteer Background Policy.** The policy is a separate document titled Senior Estates Golf and Country Club Volunteer Background Screening Policy which outlines the full policy about background checks. [8-27-2019] [10-25-2022]

## **2. Board Chairs and Committees**

**2.1 Officer Election.** In a separate regular meeting of the board in November the newly elected and continuing board members shall elect a President, Vice President, Secretary and Treasurer as the only agenda item in the meeting. The newly elected officers do not take office until January first.

The officer election meeting may be held on the same day as the regular monthly meeting but must be opened and adjourned separately.

**2.1-1 Committee Selection.** In the first regular meeting of the board in December, the newly elected President will appoint standing chair position for the following year.

**2.1-2 Committee Member Appointments.** At the first regular meeting in January committee members will be approved as nominated via motion by each committee chair. During the year committee members proposed for special or Ad hoc committees will be approved through chair nomination and board approval.

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**2.1-3 Committee Eligibility.** Eligibility to serve on standing and Ad Hoc committees is limited to property-owning members of the corporation. Each committee chairperson and committee members serve for a period of one (1) year or the duration of the project. All committees are subject to reconstitution effective January 1st. A brief description of each committee position is below.

**2.1-3A** 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 except for service on the Budget committee. [9-26-2017]

## **2.2 Standing Committees**

**2.2-1 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 are not limited to the following:

**2.2-1A 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 due to scheduling conflicts.

**2.2-1B New Member Activities.** Initiating new activities, shows, and other entertainment that meet the needs and acceptance of the members of the Association.

**2.2-1B1 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.

**2.2-1B2 Bulletin Boards.** Keeping the bulletin boards current.

**2.2-1C Coffee Hour.**

**2.2-1C1 Schedule.** Coffee hour is a regularly scheduled event that happens every Thursday at 10 a.m. in the auditorium with entertainment and information for the members.

**2.2-1C2 Organizer.** Coffee Hour is under the Activities Chair but is usually run by a volunteer organizer.

**2.2-1C3 Auditorium Reservation.** Volunteer organizer must complete an annual reservation of auditorium and confirm that contact information is correct.

**2.2-1C4 Annual Reporting.** Volunteer Organizer shall report at least annually to the Activity Chair, and more often if applicable.

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**2.2-1C5 Money Collected.** Money collected at Coffee Hour is taken to the office.

**2.2-1C6 Reimbursements.** Reimbursements are allowed for purchase of coffee, donuts, or regular expenses after submittal of a reimbursement request and receipt of purchase.

**2.2-2 Architectural Planning Committee.** The Architectural Planning Committee Chairperson has authority over all matters pertaining to deed restrictions, including changes to home/garage exterior or property landscaping.

**2.2-1A Review and Approval of Architectural Requests.** 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]

**2.2-1B 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]

**2.2-1C Guidance.** This Committee is guided by the provisions of the current governing documents of the Association 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]

**2.2-1D Committee Meetings.** The Architectural Committee meets as needed 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., the owner is not at home), completion of the inspection might be delayed. [7-25-2017]

**2.2-1E 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]

**2.2-3 Golf Committee.** The Golf Committee Chairperson is the Board member with oversight of the “playability” of the golf course by soliciting monthly input from committee meeting from operations and maintenance. [3-2-2021]

**2.2-3A Chairs the Golf Committee.**



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**2.2-3A1** 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.

**2.2-3A2** For many golf organizations, this committee is more often referred to as the Green committee, the common name listed in the USGA and OGA Rulebook.

**2.3.3A3** The Board of Directors Golf Chairperson may add one (1) non-voting member of their choice to the Golf Committee.

**2.2-3B Tournament Schedule.** The Golf Chair presents the annual tournament schedule early each year for Board approval, including major tournaments and organized play as requested by the Men’s Club, the Women’s Club, and other tournaments organized by individual groups.

**2.2-3C 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.

**2.2-3D 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.

**2.2-3E Golf Course Maintenance.** The Golf Chairperson is responsible for developing and maintaining an on-going plan for golf course repairs and improvements, and capital improvements and purchases. Assists the Manager(s) and Budget Committee in the preparation of an annual departmental budget, and the employment agreements with the Golf Professional and the Golf Course Superintendent.

**2.2-3F Golf Course Staffing.** Is familiar with staffing levels, requirements, operations, and maintenance needs.

## 2.2-4 House Committee

### **2.2-4A Reporting.**

**2.2-4A1** The House Chairperson reports monthly to the Board of Directors on the operation of the clubhouse complex, including any plans for changes or expenditure.

**2.2-4A2** 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]

### **2.2-4B Clubhouse Maintenance.**

**2.2-4B1 Physical Complex.** Maintains all physical aspects of the clubhouse complex, golf course, and RV lot including structures, parking lot, walkways, furniture, fixtures,

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equipment and supplies, heating, cooling, and the utilities.  
[2-26-2019]

**2.2-4B2 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.

**2.2-4B3 Clubhouse Structure and Systems.** Coordinates all matters affecting the clubhouse structure and operating systems through the Manager.

**2.2-4B4 Repairs and Replacement.** Develops and maintains an on-going plan for major repairs and replacement of structures and equipment.

**2.2-4B5 Emergency.** Familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

**2.2-5 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 are not limited to the following:

**2.2-5A New Member Welcome.** Welcome, in person, all new residents to the Association and explain the various opportunities for participation in club activities.

**2.2-5B New Member Orientation.** Hold regular orientation meetings (receptions) to welcome new members and enable them to meet current Board members.

**2.2-5C 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.

**2.2-5D Assessment, Dues, and Fees explanation.** Explain the assessment, dues, and fees structure at newcomer receptions.

**2.2-6 Rules Committee.** The Rules Chairperson is the principal Board member in the matter of formulating or revising the various Association governing documents. [8-23-2022]

**2.2-6A Understanding the Rules.** The Rules Chairperson should understand the Association governing documents. [8-23-2022]

**2.2-6B Relevance.** The Chairperson should ensure that those documents are kept up to date.

**2.2-6C Enforcement.** The Chairperson will coordinate efforts in the enforcement of the various rules expressed in those documents.

**2.2-6C1 Enforcement System.** To enforce the provisions of the corporation's governing documents, the Chairperson will establish a system for processing notices of alleged violations. [8-23-2022]

**2.2-6C2 Enforcement Resolution.** The Enforcement Resolution document explains the violation procedures to be followed and the method of fines. [3-28-2023]

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**2.2-6C3 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]

**2.2-6C4 Rules Chair** – The Rules Committee Chair, with notification to the President, the Vice President and/or the Operations Manager, shall communicate directly with our attorney(s) concerning governing documents and complaints. [4-23-2024]

**2.2-7 RV Park Committee.** The RV Committee Chair will be responsible for Board oversight in the management of the RV lot.

**2.2-7A 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]

**2.2-7B 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]

**2.2-7C RV Park Fees.** The RV Park Committee is responsible for making recommendations pertaining to fees and usage for the RV Park.

**2.2-7D RV Park Security.** The RV Park Committee is responsible for the security and monitoring of the RV Park and recommendations for improvement or changes.

**2.2-7E Emergency.** Familiar with Emergency procedures and maintains an “in-house” standard operating procedure.

**2.2-8 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]

**2.2-8A 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 by the N&V Editor or Marketing PC chair. [2-28-2023]

**2.2-8B 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. new or deleted activities will be updated and provided by the Association Office.

**2.2-8C Bugle Blast.** Marketing PC will oversee and coordinate the publication of announcements on the Association e-blast named Bugle Blast. The Bugle Blast is to be used for important and emergency communications to members and associates.

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**2.2-8D 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 members and the viewing public, timely, and at the conclusion of events, removed from the Reader Boards.

**2.2-8E 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.

**2.2-8F Social Media.** Marketing PC will oversee and post to board approved social media. 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]

**2.2-8G Website.** Marketing PC will oversee the content and maintenance of the current website. The 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]

**2.2-8H Advertising.** All advertising materials including, but not limited to, posters, banners, brochures, and flyers will be approved by the Marketing Communications/Publications Committee prior to distribution. The approved Association logo, where possible, must be on the advertising material. [9-24-2019] [8-23-2022]

## **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 the date and time of the event by the contact company. The Activities chair will review the 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 an 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.

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**4.1-3 Annual Financial Report.** This report is produced by the accounting firm used by the Association each year after the audit or review is completed. One copy is given to each Board member, and two (2) copies are retained in the office files: One copy to the permanent file and one (1) 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]

## **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 money from donations made in memory of someone, usually with no specific purpose attached to them. It is the responsibility of the Board of Directors to approve the use of any 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.

## **4.3 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.

**4.3-2 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]

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

**4.4-1 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 the Board of Directors. If a Board Member goes outside this procedure and

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causes the Association to incur expenses, that Board Member will become solely responsible for said expenses. [2-26-2019]

**4.4-1A 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.

**4.4-1B 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.

**4.4-1C 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.

**4.4-1D 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.

**4.4-1E 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.

**4.4-1F Written Bids.** The vendor or contractor will be asked to provide a written bid or cost quotation that addresses the stated specifications. Such a bid or cost quotation shall include any written guarantees as applicable.

**4.4-1G 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 (2) projects currently underway, two (2) projects completed within the previous year, and two (2) projects completed at least five (5) years previously. All references will be contacted and questioned as to:

**4.4-1G1** Timeliness.

**4.4-1G2** Project costs and overruns.

**4.4-1G3** Satisfaction with the work performed.

**4.4-1G4** Contractor communication.

**4.4-1G5** Satisfaction with workers and subcontractors.

**4.4-1G6** Rehiring the contractor.

**4.4-1G7** What could have made the project better?

**4.4-2 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.

**4.4-2A Bid Selection**

**4.4-2A1** Consideration will be given to the bid cost.

**4.4-2A2** Previous experience with the contractor or vendor.

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- 4.4-2A3 Uniqueness of the service or product.
- 4.4-2A4 Physical location of the bidder.
- 4.4-2A5 Responses of the bidder's references.
- 4.4-2A6 Proof of bond and insurance. [8-27-2019]
- 4.4-2A7 CCB license search. [8-27-2019]

**4.4-3 Approval of Bid.** The selected bid will be brought to a Board meeting for approval.

**4.4-4 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.

**4.4-5 Project Accountability and Responsibility.** 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.

## **5. ADVERTISING**

### **5.1 Publication Advertisers.**

**5.1-1 News & Views.** Association 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 day of the month for published ads.

**5.1-2 Phone Directory.** The phone directory is an annual publication following the bid process as specified in the SOP.

**5.1-3 Offensive materials.** 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. Advertisements by the Country Cottage Restaurant in either publication is 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

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

Country Club and is maintained in keeping the Articles of Incorporation.  
[3-2-2021]

## **5.2 Business Solicitations and Advertising.**

### **5.2-1 In the Clubhouse.**

**5.1-1A Marketing Materials.** Commercial enterprises may place business cards, pamphlets, or other promotional material on the business card rack and/or bulletin board located near the restaurant.

**5.1-2B Not Endorsed.** It is not the intent of the Board of Directors to endorse any commercial product or service.

**5.1-3C 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.

**5.1-4D Offensive Materials.** Materials deemed to be offensive will be removed by the Activities Director or Manager.

**END of SOP**

Rules Chair \_\_\_ on file\_\_\_\_\_ Date: April 24, 2024  
**Andrew Nordby**