

Country Club of Arkansas Property Owners Association

Standard Operating Procedures

Preamble

The Board of Directors (“BOD”) has established the attached Standard Operating Procedures (“SOP”) for the operation of the Officers and members of the Association. The procedures insure that the Association’s business is conducted uniformly and fairly without regard to race, religious beliefs, or economic status. The procedures further insure that critical areas of operation will be completed and describe who is responsible to complete particular tasks. Board Officers of the Country Club of Arkansas Property Owners Association (“CCOAPOA”) consist of positions, such as, but not limited to, a President or Director, Secretary, Treasurer, and Vice-President. A board member may also serve as an officer. The Board Officers and members of the CCOAPOA shall comply with the SOP.

Code of Conduct

I. Conduct

- a. Board Officers of the CCOAPOA represent the Association and shall maintain a respectable demeanor at all times. The Board Officers shall not discredit the Association or its members and shall conduct all business in a courteous, respectful, impartial, honest, professional manner.

II. Confidentiality

- a. Board Officers are in a position of trust within the Association. At times, confidential information pertaining to members of the Association may be made available. No Board Officer shall disclose said information unless required by law.

III. Officer Handling of Concerns/Suggestions/Comments

- a. Board Officers shall not represent another member’s concern/suggestion/comment as their own.
- b. A Board Officer receiving a non-formal concern/suggestion/comment from a member of the Association shall not comment, agree, or disagree, but shall advise of the proper procedure for documenting and addressing it.

Concerns

I. Filing a Concern

- a. When a member of the Association desires to file a concern, he/she shall be instructed to complete a concern form found on the website at www.ccoapoa.org. The completed form shall be submitted either through the postal mail service or electronically through email, as an attachment, to the proper address indicated on the form. A Board Officer may manually provide the complainant with a form, but submission to the board will only be accepted by the two methods mentioned in this section (a photocopy of the concern form can be found on page 7 of this SOP).
- b. All concerns must be fully completed, signed, dated, with address and phone number given. The name and address shall not be voluntarily given out.

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II. Receipt of a Concern

- a. All concern forms received that have been properly completed shall be presented for review at the next scheduled BOD meeting. Should a concern require immediate attention, the President may call a special meeting of the BOD to decide on a resolution for the concern.
- b. The Board Secretary shall be responsible for coordinating review, responding, and recording of concern forms.

III. Disposition of Concerns

- a. The BOD has 30 days to review and respond to a concern form. Once the BOD has reviewed a concern form and decided on a course of action, the complainant shall be informed of the decision. If necessary, the period may be extended by notification to the complainant. A final decision or extension may be presented through writing, email, phone, or in person.

IV. Receipt of Deed Restriction Violation Concerns

- a. Upon receiving a concern involving Deed Restriction Violation ("DRV"), the BOD shall investigate the concern for validity. If the DRV is determined to be valid, an official notification on CCOAPOA letterhead shall be presented to the violating member. The notification shall document the number of concerns received, explain the violation as it pertains to the corresponding Phase's Bills of Assurance, and indicate a deadline for having the violation corrected.
- b. The member shall have a right to make an appeal to the BOD decision. The BOD may allow additional time for the member to correct the violation.

V. Unresolved Deed Restriction Violation Concerns

- a. If a DRV remains uncorrected beyond the timeframe provided, the member shall be advised that civil action may be imposed if corrections are not made.
- b. All DRV notifications must be fully completed, signed, dated, with address and phone number given. The name and address shall not be voluntarily given out.

Board of Directors Meetings

I. Meetings

- a. BOD shall meet at least four times per year to oversee the business of the Association.
- b. Unless otherwise assigned, the President shall act as the meeting Moderator. Any Board Officer may act as meeting Moderator.
- c. The BOD meeting shall be conducted in a manner that covers all business expeditiously, thoroughly, and under no circumstances shall the meeting exceed two hours in length at one sitting.
- d. For all meetings, Board Officers and its participating members shall follow The Standard Code of Parliamentary Procedure (formerly the Sturgis Standard Code of Parliamentary Procedure by Alice Sturgis).
- e. Members of the CCOAPOA are welcome and may attend BOD meetings under the following conditions:
 - 1) Member(s) shall be respectful, courteous, and civil at all times.

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- 2) Members shall not interfere with the business of the meeting or comment without approval from the President or meeting Moderator.
- 3) Member(s) shall follow the meeting agenda and the standard code procedure required by the BOD.
- 4) Members will only be given a platform to speak if they have properly submitted a concern form describing their intentions prior to the meeting and it has been placed on the agenda.

II. Agenda

- a. The Board President & Officers shall work together to prepare board meeting agendas.
- b. Agendas with all relevant information shall be provided in a timely manner prior to the BOD meeting and available to all Board Officers for review.
- c. Items shall be placed on the agenda as follows:
 - 1) Items for the agenda shall be forwarded to the Board President in a timely manner prior to the meeting.
 - 2) If a Board Officer cannot attend the regularly scheduled meeting, a proxy may be assigned.
 - 3) Proxy votes shall only apply to old business that has been previously discussed.
 - 4) Agenda items shall be priority and a time limit may be assigned as part of the BOD approval of the agenda. Any items not covered within the two-hour period shall be tabled for the next meeting agenda. Special meetings to address tabled items shall require a majority vote and only be held when a specific item or issue is time sensitive.
 - 5) The President or meeting Moderator may add last minute agenda items during the BOD meeting. A call for last minute agenda items shall only occur immediately following a meeting call to order. At no other time during the meeting can agenda items be added. A unanimous vote from the BOD in favor of adding the item shall be obtained.
 - 6) Added Agenda items shall be documented in the meeting minutes.

III. Meeting Minutes

- a. Minutes from the BOD meetings shall be posted on the CCOAPOA web site within two weeks of receiving approval.
- b. Unless otherwise assigned, the Board Secretary shall be responsible for recording meeting minutes. Any Board Officer or member of the Association may be assigned to record meeting minutes.

IV. Email

- a. The Board President may use email in obtaining feedback on issues or items requiring Board Officer input or when making a decision or statement. The President shall clearly state in subject line and text of the email “**advisory**” or “**requires official vote**” to immediately identify the correspondence requirements.
- b. An email “requiring official vote” is to be used only when items are extremely time sensitive and require immediate action to insure the welfare of the Association.

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- c. Emails requesting information involving parties outside the CCOAPOA must be cleared through the BOD before a reply is made.

Association Web Site

I. Website

- a. The purpose of the CCOAPOA website is to provide an avenue of communication/information between the BOD and the membership.
- b. The Association's web site and email shall not be used as a social forum for members, chat room, or for discussion of issues in lengthy detail.
- c. If a member of the Association requests information not available on the web site, the member shall submit a concern form. The BOD shall discuss and assist the member with obtaining the correct and proper information. Lengthy and numerous email communications shall be kept to a minimum.
- d. All information placed on the web site must be approved by the BOD prior to posting.
- e. Any response to a member's request for additional information must be cleared through the BOD prior to sending.

Finance and Accounting

I. Purchases

- a. The BOD shall put forth a best effort to obtain services through submitting request for price ("RFP") with at least three separate sources involving purchases of a service or an item totaling \$1500.00 or more.
- b. If two or more bids, meeting the criteria of the RFP, cannot be obtained, then a single bid shall be acceptable. The BOD shall review each bid at a regular meeting.
- c. The BOD shall have the ability to approve any bid so long as it represents the best interest of the Association.
- d. In the event a lowest bid is not awarded or the BOD decision reflects inability to secure two or more bids, an explanation shall be included in the meeting minutes.

II. Financial Record Review

- a. The BOD shall review the financial records of the Board Treasurer at least once a year. Prior notice to the Treasurer shall occur at least 30 days before conducting the audit.

Association Dues

I. Budget

- a. An annual budget shall be prepared in advance for each fiscal year.
- b. The BOD shall assess dues in accordance with Article I, Section 1.6, Subsection (k), and Article VI, Subsection (e) of the CCOAPOA By-Laws.
- c. The budget shall be finalized no later than December 31, for the next fiscal year.

II. Annual Dues Determination

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- a. The BOD shall assess and adjust annual dues in accordance with the bylaws for each member of the Association based on the total budget amount.

III. Vice President Duties

- a. The Board Vice President is responsible for coordinating, contacting, or researching the County Tax Assessor records during the month of December of each year for obtaining an updated list of names and addresses of all members of the CCOAPOA.

IV. Secretary Duties

- a. The Board Secretary shall be responsible for coordinating the mailing of dues statements and, upon request, a copy of the budget on or before January 31, to every Association member. The Secretary shall also be responsible for coordinating and managing a filing system for all pertinent Association records, except those involving Board Treasurer responsibility. The filing system can be either of hard files or electronic. If electronically filed, copies or duplicates shall be stored on two separate devices as backup. The backup device shall be updated monthly.

V. Treasurer Duties

- a. The Board Treasurer shall be responsible for managing and recording all revenue received and expenses incurred by the Association. The Treasurer shall also be responsible for coordinating and managing a filing system for all monetary transactions. The filing system can be either of hard files or electronic. If electronically filed, copies or duplicates shall be stored on two separate devices as backup. The backup device shall be updated monthly. The Treasurer is also responsible for coordinating with the Board President for filing with the Arkansas Secretary of State and the IRS tax reporting on a yearly basis.

VI. Mailing of Dues

- a. The dues statement shall be addressed ~~according~~ to the current lot owner listed with the County Tax Assessor using the updated CCOAPOA member list provided by the Board Vice President.
- b. The statement shall advise the lot owner that Association dues are required and to avoid late fees, payment must be posted no later than February 28. Accounts containing a balance after April 1 are subject to late fees.

VII. Receiving of Dues & Revenue

- a. All monies received shall be deposited within ten business days following receipt of the payment.
- b. When dues are received, the Board Treasurer shall record the date, check document number, the lot number and address, the person issuing the check, and the amount.

VIII. Delinquent Accounts

- a. The BOD shall send a second dues notice to lot owners who have failed to meet the February 28 deadline.
- b. The notice shall be mailed by April 31 informing the lot owner their account is now delinquent and late fees have been incurred. The delinquent account will continue to incur late fees until dues are paid and account is made current.
- c. If dues for a lot remain unpaid, the BOD shall implement the following:

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- 1) The BOD shall be responsible for reviewing all delinquent accounts to determine if the address is correct and that notifications have been sent.
- 2) The BOD shall determine an appropriate avenue to pursue collecting the pass due amount.
- 3) When filing for collection, the Associations legal counsel shall send a letter to the lot owner, advising that the delinquent dues amount including any late fees have been turned over for collection. The BOD shall comply with Article VII Section 6.1 of the CCOAPOA By-laws.

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CONCERN FORM

Address or location where alleged concern is occurring: _____,
Maumelle, AR 72113

Description of alleged concern:

When the Association BOD receives a concern, the Officers will investigate the concern to make a determination if it is, in fact, a violation of the Country Club of Arkansas POA Deed Restrictions. If the Officers deem that the concern is valid they will send a letter to the violator's address, requesting the property owner correct the situation by a reasonable date specified by the Officers. If the homeowner does not correct the problem, legal action may be pursued.

*** OTHER CONCERNS NOT ASSOCIATED WITH DEED RESTRICTIONS***

Your concern:

What do you want done to resolve your concern?

Address: _____ Phone: _____

Date: __/__/__

Printed Name

NOTE: All concerns must be signed using printed name, dated, addressed and phone number given. Please allow 30 days for the concern to be processed, investigated, and response provided.

Your name and address will not be voluntarily given out.

E-mail fully completed form to:

cacoapoa@gmail.com

Or

Postal Mail to:

CCOAPOA

Attn: Residential Concerns

P.O. Box 13685

Maumelle, AR. 72113