

**Country Club of Arkansas**

**Board of Directors**

**Standard Operating Procedures**

# The Country Club of Arkansas Property Owners Association

501 Commerce Drive, PO Box 13685, Maumelle, AR 72113

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# Board of Directors Standard Operating Procedures

## PREAMBLE

The Board of Directors (BOD) has established these Standard Operating Procedures (SOP) for use by Board Officers and Board Members and for review by Country Club of Arkansas Property Owners Association (CCoA POA) residents. These procedures ensure that the Association's business is conducted uniformly and fairly without regard to race, religion, economic status, sexual orientation or identity. The procedures further ensure that critical areas of operation are completed in a timely manner and describe which Officer or Board Member is responsible to complete particular tasks. These SOPs cannot account for every possible eventuality. When no specific guidance is provided, the BOD will discuss and collectively determine the most logical course of action.

Board Officers of the CCoA POA consist of positions, such as, but not limited to a President, Vice President, Secretary and Treasurer. Other BOD positions -- Board Members -- may be added, as required, by a unanimous BOD vote.

Board Officers and Board Members are collectively referred to as the Board of Directors, the Board, or BOD and shall comply with this SOP. The Country Club of Arkansas Property Owners Association can also be referred as the CCoA POA, POA, or the Association.

The Standard Operating Procedures (SOPs) describe the Board's operating guidelines. Board Members must fully understand and comply with their Duties and Responsibilities, be familiar with other Board Members' Duties and Responsibilities, and fully understand how all work in conjunction with one another to form a well-managed POA.

These SOPs cannot possibly be digested with one reading. All Board Members are expected to refer to this document with ongoing frequency to ensure a smoothly-run operation.

## CODE OF CONDUCT

The Board of Directors represent the Property Owners Association (POA) and will maintain a respectable demeanor at all times. BOB members will not discredit the BOD, other BOD members, the Association or its residents and will at all times conduct business in a courteous, respectful, impartial, honest, and professional manner.

### 1. Confidentiality

The BOD is in a position of trust within the POA. When required for the purpose of conducting CCoA POA business, confidential, private identifiable information (CPII) pertaining to POA members may be made available to the BOD. CPII will not be disclosed outside of the BOD unless required by law.

Disclosure of lot/property owner Dues information to title companies (e.g., balance due, liens, etc.) is required by law for the normal conduct of property sales and/or mortgage refinancing purposes and is not considered non-releasable CPII.

## 2. Handling of Concerns/Suggestions/Comments

A BOD member receiving a non-formal/unofficial concern/suggestion/comment from a POA resident shall not comment, agree, or disagree, but shall advise the sender of the proper procedure for documenting and addressing it by requesting the sender submit a [Concern Form](#).

## COMMUNICATIONS

The BOD is comprised of CCoA resident volunteers and receive no compensation. There is no office location or business phone number. BOD members work from their homes and are not required to disclose or provide their personal phone number to conduct CCoA POA business. The sole method of contact with the BOD is electronically at [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com) or by filing a [Concern Form](#). For Dues-related questions, the contact address is [dues@ccoapoa.org](mailto:dues@ccoapoa.org).

### 1. Email

All BOD members will check the [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com) email account daily. The Treasurer has the added responsibility of also checking the [dues@ccoapoa.org](mailto:dues@ccoapoa.org) account. Responses will be provided within 1-2 business days by the BOD member whose duties and responsibilities the inquiry pertains to.

All gmail responses should be Cc'd to the [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com) account so other BOD members can stay abreast of BOD business as well as providing a historical record and reference point so similar inquiries are not provided conflicting responses or guidance.

The Board President may use email to obtain feedback on issues or items requiring BOD input or when making a decision. The President shall clearly state in the subject line and text of the email “**Advisory**” or “**Vote Required**” to identify the correspondence’s requirements.

- Emails requiring a vote are to be used only when items are time-sensitive and require immediate action to ensure the welfare of the Association or the timely conduct of POA business (e.g., approving repairs, bids, etc.)

Emails requesting information of a sensitive nature from parties outside of the CCoA POA or requesting BOD action must be cleared through the President before a reply is made. In the President’s absence, the Vice President shall be consulted.

### 2. Forms

The BOD may occasionally be requested to fill and submit forms on behalf of POA residents by title or leasing companies seeking CCoA POA information. With the exception of specific Dues information, most of the information on these forms can be gathered from the Bills of Assurance (BOA) and the Bylaws -- it is public information. Unless required by law, no BOD member is

required or can be compelled to provide their name or signature on these forms. If a signature is required, consideration should be given to consulting the BOD's legal representative to ensure there are no legal liabilities. Forms requiring a legally-mandated signature will be signed by the BOD President.

In most cases, or if legal counsel advises not signing the form, the form may be filled and submitted with the name and signature block left blank. Since the information provided on these forms is public information and can be filled by a resident requesting the information, a recommendation will be made to the requestor that he/she sign the form as their own since they are the interested party. The BOD only provides the service of filling out the form.

## DUTIES & RESPONSIBILITIES

The Board of Directors operates within a system of checks and balances to ensure oversight, accountability and audit measures are in place to facilitate an efficient corporate-like operation that executes the business of the CCoA POA in accordance with (IAW) the Association's Bylaws and this SOP.

The following indicates the BOD's hierarchy and the *minimum duties and responsibilities required to manage the Association's business*. BOD Members are expected to devote whatever time is required to accomplish your Duties & Responsibilities. For most Board Members that may be 2-8 hours per week. For the Treasurer, considerably more, especially during the lead up to sending Dues Invoices and Past Due notices, but especially between the months of December thru March during the processing of dues payments. In the event of unfilled/vacant positions, the President will assign duties and responsibilities to other BOD members, as required. Under no circumstance will a vacant position's duties and responsibilities go unattended or unaccomplished. See this section and the [RECURRING TIMELINES & DEADLINES](#) table in the Appendix for a summary of BOD Member duties.

If at any time a Board Member becomes overwhelmed with their Duties & Responsibilities due to extenuating circumstances, he/she will communicate this information to the Board President. The Board President, after consideration, may *temporarily* assign duties to other members up until which time the duties can be resumed by the Board Member with primary responsibility. The expected date as to when this will occur will be communicated and understood by all involved parties.

### 1. All BOD Members

All BOD Members will:

- Fully understand this SOP's guidance, especially as it pertains to their specific Duties & Responsibilities
- Be well-versed with:
  - The Country Club of Arkansas Bylaws
  - The Country Club of Arkansas Bills of Assurance (all Phases; all are very similar)
- Set personal calendar reminders as per their specific [RECURRING TIMELINES & DEADLINES](#) summary

- The President and Vice President will set personal calendar reminders for all positions to ensure no task is left undone in case of vacancies, absences, and/or resignations
- Manage and organize a filing system of their POA activities and keep records pertinent to their duties and responsibilities
- Maintain a copy of the most current CONTINUITY SHEET on their computer for quick access to BOD Contacts and other pertinent information. See DropBox  
<Governance><CONTINUITY>

The filing system can be hard files or electronic. If electronic, copies shall be stored on two separate devices as backup. The backup device will be updated quarterly.

## 2. President Duties

The Board President is the Chairman of the Board and Chief Executive and represents the CCoA POA in all official and legal capacities therein. He or she oversees and is responsible for all BOD activities, supervises and directs Board of Directors' actions to ensure compliance with their individual duties and responsibilities, and ultimately acts in the best interest of the POA.

The President assigns additional tasks as they arise. Prior to assigning additional tasks, he or she will weigh each BOD member's workload, task's complexity and timeframe to ensure an equitable distribution of work among BOD members.

Additionally, the President will:

- Coordinate and set meeting dates and location
- Approve meeting agendas
- Moderate over all meetings or assign an alternate in case of unavoidable absence
- In case of BOD member absences or vacancies, assign those duties and responsibilities, as required
- In case of Treasurer absence,
  - Check the dues@ccoapoa.org account daily
  - Check the PO Box IAW this SOP
- Approve/sign contracts with contractors in support of POA business
- Hire/terminate contractors and employees in support of POA business
- No later than (NLT) January 10, file the Association's 501(c)(3) non-profit status with the Arkansas Secretary of State
- NLT April 15, coordinate, file and sign IRS Federal & State Tax Returns
  - Maintain/file hard copies and/or transfer digital copies to DropBox
- NLT October 1, email (primary) to all POA members with emails on file and postal mail for those without emails on file (secondary), the ballot for new Board Officers, Board Members, and other volunteers, as required
- Oversee legal aspects and obtain legal opinions to matters pertaining to the CCoA POA
- Annually approve, as required, the Vice President's mileage log/claim
- Responsible for the training of new Board Members
  - Provide the Initial Training Log to new BOD members
  - Provide a digital copy of this SOP and the applicable Continuity Sheet (from DropBox)
  - Discuss expectations of a BOD member
  - Track progression of the Training Log and confirm completion with the Secretary
- Provide windshield tour of CCoA POA to new Board Members



- Amend this SOP, as required, to ensure the business of the POA is accomplished

### 3. Vice President Duties

The Board Vice President (VP) is deputy to the President and assumes his/her duties & responsibilities any time the President is unable or unwilling to discharge his/her duties.

Additionally, the VP will:

- Track [Concern Form](#) (CFs) and ensure compliance IAW this SOP
  - Coordinate with the Treasurer on the submitter's [Dues status](#) IAW this SOP
  - Assign CFs to self and BOD members, as required, to ensure an equitable distribution of work among BOD members
  - Upload/save the [Concern Form Tracking.xls](#) to DropBox (end of month)
- Seek, research, compile and put forth a vote to the BOD for the approval of request for price (RFP/bids requests) for short- and long-term contract as per the [Purchases](#) section of this SOP
- Approve/reject mileage log/claim reimbursements IAW the [Mileage](#) section of this SOP
- NLT August 15, send an email (primary) or US postal mail for those without email (secondary), to all POA members for a "call for volunteers" for new Board Officers, Board Members, and other volunteers, as required
  - The email/letter will contain a deadline for responses of September 15 (30 days)
- NLT September 30, compile a list of BOD volunteers and submit a Ballot proposal to the President
- NLT November 30, audit the Treasurer's financial records
- As required, comply with the [Security](#) section of this SOP

### 4. Secretary Duties

The Board Secretary will:

- Manage & update web page as required
- Record the BOD (quarterly) & CCoA POA (biannual) Meeting Minutes
- Publish the Minutes on the CCoA POA web site NLT two (2) weeks after the meeting(s)
- File and/or release property liens with the Pulaski County Courthouse within 30 days of determination and IAW the [Delinquencies, Liens & Actions](#) section of this SOP
- NLT January 10, coordinate with the President for filing of the Association's 501(c)(3) non-profit status with the [Arkansas Secretary of State](#)
- NLT March 30, coordinate with the Treasurer and mail the Overdue Notices
- NLT September 30, research [county records](#) for the purpose of obtaining an updated list of names and addresses of *delinquent* or *overdue* POA members
  - NLT October 15, Provide address corrections to the Treasurer
- NLT December 15, coordinate and ensure the mailing of the Dues Invoice Letter
- In the event of a Vice President vacancy or absence, the Secretary assumes all responsibilities associated with the processing and tracking of Concern Forms
- Provide required initial training documents described in the [New Board Members](#) section
- Collect completed Initial Training Log(s) and place into DropBox

## 5. Treasurer Duties

The Board Treasurer is the bookkeeper and maintains physical control of the Association's checkbook and bank deposit booklet. He or she manages and records all revenue received and expenses incurred by the Association and is responsible for tracking and ensuring the POA's financial health and solvency. Accordingly, in the performance of said duties he or she will:

- Daily, check the [dues@ccoapoa.org](mailto:dues@ccoapoa.org) account
  - Answer title companies' dues status requests pertaining to home sales or refinancing
    - Request new owner names and email address from title company making inquiries
    - Include the (1) Welcome and (2) Dues letters with the response and request the title company include the letters with the Closing documents (regardless of sale or refinance). See [DropBox](#) <Correspondence><Standard Responses>
    - Fill out and return forms pertaining to the same, if applicable
    - Set 4-month calendar reminder to check [county records](#) and verify new owner information; update Access accordingly
      - ✓ Monthly, update MS Access with the new owner's contact information (name, mailing address, if different than property address, and email). Refer to the [Pulaski County Resources](#) section of this SOP
- Manage a tracking, filing, and recording system for all financial transactions as follows:
  - Microsoft Access for Dues
  - Quicken for all POA monetary transactions
    - Reconcile Quicken with bank statements and invoices (end of month)
- Check the Dues status of residents submitting Concerns Form and inform the VP as per the [Concern Form](#) section of this SOP
  - Notify the VP (or alternate) if a submitter is more than 1 year overdue
- Weekly, check the [PO Box](#) as per the applicable section of this SOP
- Monthly, download, save, and perform detailed reviews of utilities' invoices to find irregularities (i.e., unusually high water bill may indicate a water leak)
- Monthly, disburse payments to the Association's contractors, utility companies, business establishments (e.g., hardware/landscape supplies, etc.), and for services rendered
- Monthly, download, reconcile and file/save the Associations bank statement
- Monthly, for historical purposes, upload file copies of MS Access and Quicken to [DropBox](#)
  - Microsoft Access: DropBox <Dues><ACCESS DB>
  - Quicken: DropBox <Accounting><Quicken>
- Monthly, notify and coordinate with the Secretary, as required, for the filing and releasing of Liens IAW the [Delinquencies, Liens & Actions](#) section of this SOP
- NLT March 1, coordinate with the President for filing of IRS tax reporting
- Develop and present to the President and the BOD
  - NLT June 30, the present year's mid-year budget
  - NLT November 1, the following year's forecast annual budget
- NLT August 30, provide a list of all *delinquent* and *overdue* property owners for use by the Secretary for his/her actions IAW their applicable [section](#)
- NLT November 15, update and ensure accuracy of the Access database owner's contact information in preparation for mailing of the annual Dues Invoices (in Dec)
- NLT December 1, propose annual Dues amount recommendations to the President

## 6. Committee Member Duties

Committee Chairpersons and Committee Members will perform duties as directed by the Board President. See [RECURRING TIMELINES & DEADLINES](#). There may multiple Chairpersons (1 per committee) and multiple Committee Members per committee. Officers may also be Committee Chairs.

## 7. Vacation or Other Absences

In the event of vacations or other absence, the BOD member will inform the President. In the event the absence will be 1 month or longer, the President will assign that member's duties and responsibilities, as required, to other Board Officers and ensure no duty or responsibility goes unattended for an extended period of time.

Exception: Treasurer absence. Prior to an absence of 5 business days or longer than 9 consecutive days, the Treasurer will email the current copy of the Access database to the President. The president will, on a daily basis, check the [dues@ccoapoa.org](mailto:dues@ccoapoa.org) account to answer POA dues inquiries from title companies processing home sales and refinances. During the absence, the President will check the [PO Box](#) as described in this SOP.

## 8. Voting Responsibilities

Due to the small size of the BOD, a vote is required from all BOD members. If a vote occurs during a meeting of the Board, any absent BOD member(s) will vote via email or proxy.

Exception: If a vote occurs during a BOD meeting that clearly resolves a resolution (an absent dissenting vote would not change the outcome) the missing member's vote will be recorded as "Absent" unless the absent member still desires their vote be counted.

BOD members will cast their vote to represent the best interest of the POA IAW this SOP's [Preamble](#) and [Code of Conduct](#) and without regard to bias or personal agendas. If a vote ends in a tie after all present and absent member have cast their vote, deliberations will continue until a resolution is reached. If a resolution cannot be reached, the vote will be tabled for a later time or abandoned without resolution as determined by the Board President.

## 9. Maintaining Records

All BOD Officers and Members are responsible for maintaining records/copies of documents associated with the business of the POA. These records serve as a historical data for BOD business and provide follow-on BODs with the required information (baseline) to conduct business according to historical methods.

The BOD maintains a DropBox account and it is the preferred method of records and documents storage and reference. When receiving hard copies, every effort should be made to digitize them and place them in DropBox.

## 10. Security

The CCoA BOD maintains several on-line accounts requiring an ID and Password to log in. All BOD members will be given account privileges to the (1) gmail and (2) dues email accounts and

the (3) DropBox account. Access to other accounts, all pertaining to finances, will be as determined by the President solely on a temporary need-to-know basis in the case of vacancies resulting in another BOD member assuming other responsibilities which are not normally his or her own. Once the temporary account privilege is no longer required, it will be terminated as described below. The President and Treasurer will have access to all accounts.

Whenever a BOD member resigns, is removed from the BOD, or temporary account privileges are no longer required, account privileges will be terminated by changing the account Password for all the accounts the BOD member had access to. Additionally, anytime an account is suspected to be compromised (hacked); it's password will be changed.

Under no circumstance will an inactive BOD Member have access to BOD accounts.

Exception: A [Board Advisor](#) will retain account access privileges as they pertain to the training of the replacement BOD Member.

Passwords should be \*Str0nG\*P@zzW0rdz\* consisting of a minimum of 8 characters comprising of letters, numbers, and special characters. Common and easy to break passwords such as 12345678, password, qwerty, etc. are prohibited.

Password changes / new passwords will be updated in the Continuity Sheet and Board members requiring account access will be provided the new password.

## **11. Administration - Continuity Sheet**

The Continuity Sheet contains the contact information for all entities the BOD does business with or has done so in the past. There are 2 versions of this sheet: (1) Full and (2) Limited.

The Full version contains the IDs & PWs to all accounts. It is password-protected and only the President and Treasurer have access. The Limited version is not password-protected, but lacks the login information to financial accounts. Copies of the applicable sheets are in DropBox.

## **12. P.O. Box**

The BOD maintains PO Box 13685 at the Maumelle post office. There are 2 keys; one key is held by the President and the other by the Treasurer. The PO Box will be checked as follows:

- **Jan-Apr:** Checked at least twice weekly to ensure timely collection, processing, and depositing of Dues checks and other correspondence
- **May-Dec:** Checked at least once weekly to ensure timely collection and processing of correspondence

The Treasurer is primary and the President secondary in case of Treasurer absence.

## **12. Pulaski County Resources**

The following sources should be referenced as they pertain to lot owners and property data and the maintenance of the Access database.

### **PAGIS - Land Ownership**

- <https://www.pagis.org/webapps/wab/land/>

### **Pulaski Country Treasurer (Tax Assessor)**

- <https://public.pulaskicountytreasurer.net/>

### **Pulaski County Records (Mortgages, Liens, etc.)**

- <http://realestatesearch.pulaskiclerk.com/search/index.php>

### **Pulaski County Property Search**

- <https://www.arcountydata.com/search.asp>

## **BOARD OF DIRECTORS and PROPERTY OWNERS ASSOCIATION MEETINGS**

The information contained here is in addition to information in the CCoA POA Bylaws.

### **1. Quarterly Meetings**

The BOD shall meet at least once per quarter to oversee and discuss the business of the Association in an expeditious and orderly manner. Meetings will not exceed two hours in length.

### **2. Special Meetings**

Special Meeting will be called by the President to address unfinished business from (a) the Quarterly Meeting (b) address items brought up during the bi-annual POA meeting or (c) to address time-sensitive matters. Special Meetings are closed to the public.

### **3. BOD Meeting Procedures**

Board Officers and Board members shall follow The Standard Code of Parliamentary Procedure (formerly the Sturgis Standard Code of Parliamentary Procedure).

The President shall act as the Moderator but any Board Officer may act as Moderator in absence of the President.

POA residents (lot owners not on the BOD) may attend the Quarterly BOD meeting under the following conditions and restrictions:

- POA residents shall be respectful, courteous, and civil at all times
- POA residents shall not interfere with the business of the meeting or comment without approval from the Moderator, usually the Board President
- POA residents shall follow the meeting agenda and the Standard Code of Parliamentary Procedure required by the BOD
- POA residents will only be given a platform to speak if they have submitted a Concern Form and notified the Board President of their desire to address the BOD within 10 days of

the meeting. The member's intention to address the BOD will be included in the agenda. Comments will be limited to 3 minutes

- POA residents not on the BOD will not vote or make their vote preference known
- Residents disrupting the meeting's decorum or residents interfering with BOD business will be asked to leave
- If a resident refuses to leave, the meeting will be adjourned. Within 72 hours of adjournment, the President will schedule a Special Board Meeting to conclude unfinished business. This Special Meeting will be closed to POA residents
  - The adjournment, the circumstances leading to the adjournment, and the Special Meeting will be recorded and published as 2 separate Meeting Minutes

#### **4. BOD Meeting Agenda**

The Board President & Officers shall work together to prepare and approve the meeting's agenda. The final agenda and relevant, supporting information shall be provided to the BOD for review at least five (5) days prior to the meeting.

Items shall be placed on the agenda as follows:

- The Board President will request Meeting Agenda items from BOD members NLT ten (10) days prior to the meeting
- Agenda items shall be prioritized by the Moderator and may be assigned time limits
- Agenda items will include information and background summary to educate the BOD on the subject matter prior to the meeting
- Recurring / Mandatory Agenda Items (N/A for Special Meetings):
  - The VP will conduct a review of Concern Forms since the previous Board Meeting and their status
  - The Treasurer will conduct a budget review
  - These items cannot be tabled to the next meeting
- If a motion/vote is required, a written motion shall be submitted at the same time. Written motions shall include date for approval, intention of the motion, rationale, and benefits for the Association, along with any additional information pertinent to the motion
- For Board votes, if a BOD Officer cannot attend the meeting, he or she will designate another BOD member as their proxy
- Last-minute agenda items and motions are discouraged unless an immediate or urgent need to the wellbeing of the Association exists
- The Moderator, at his own discretion, may add last-minute agenda items. 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
- Added Agenda items shall be documented in the Meeting Minutes
- Items not covered within the meeting's 2-hour limit shall be tabled for the next meeting
- 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. Property Owner Association (POA) Meetings**

As per the Bylaws, POA meetings will occur twice per calendar year in April and October and will be conducted as follows:

- The BOD shall work together to secure guest speakers and prepare and approve the meeting's agenda
- All BOD members will attend the meeting
- The meetings location must be able to accommodate a minimum of 100 occupants
- The meeting will be scheduled for 6:00 PM
- The meeting's duration will be from 6:00 - 7:30 PM
- In the event of lengthy discussions, the meeting will be adjourned at the 2-hour point
- POA members will be notified of the meeting one month in advance by:
  - Mass email for those residents with emails on record, and
  - Signage placed at the 4 CCoA entry points:
    1. Maumelle Blvd & Country Club Pkwy
    2. Maumelle Blvd & Orleans Drive
    3. Maumelle Blvd & Montpellier Drive
    4. Country Club Pkwy & Diamond Park Lane (traffic circle)
- The BOD President will moderate
- BOD members and POA residents shall be respectful, courteous, and civil at all times

## 6. Meeting Minutes

The Board Secretary is responsible for recording the Meeting Minutes and shall publish the Minutes on the CCoA POA web site within two (2) weeks of meeting(s).

## CONCERN FORMS

Concerns Forms (CF) are used to address Bylaw, Bills of Assurance and/or Municipal Code violations, safety concerns, and to alert the BOD to other issues such as, but not limited to brush/weeds overgrowth, common areas in need of repair, drainage/flooding issues, etc. When a member of the Association desires to file a concern, he/she will be instructed to complete a CF found on the Association's website at [www.ccoapoa.org](http://www.ccoapoa.org). The completed CF shall be submitted either electronically via email at [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com) as an attachment (primary method) or through use of the postal mail service (secondary).

### 1. Filing a Concern Form

All Concern Forms must be, signed, dated and include the submitter's property address, email, and phone number. All information will be kept confidential and used solely by the BOD for processing and tracking.

Only POA members in good standing -- not overdue by more than 1 year in Association Dues and in compliance with their Bills of Assurance, will have their concerns addressed by the BOD.

### 2. Receipt of a Concern Form

Upon receipt of a CF, the Board Treasurer will check the submitter's dues status to determine if the submitter is in good standing within the POA and relay the submitter's status to the Board VP. A submitter that is more than 1 year overdue will not have a CF processed until dues are paid (\$0 balance).

The Vice President will:

- a. Assign tracking numbers using the following format: *yyyymmdd - submitter's last name*
- b. Enter the CF into the [Concern Form Tracking.xls](#) sheet in [DropBox](#) <Concern Forms>
- c. Provide a receipt response to the submitter within 5 business days of receipt
- d. Tack and document the CF's progress to closure

Incorrectly filled, inappropriate, or CFs submitted by POA members not in good standing within the CCoA POA will be returned to the submitter with additional instructions.

### **3. Disposition of Concern Forms**

The BOD has 30 days to review and respond/finalize a CF. If necessary, the 30-day review process may be extended an additional 30 days and communicated to the submitter. All CF communication with the submitter will be by email (primary) or letter (secondary) in order to provide tracking and to create a historical written record of communications. If the CF is being handled by a BOD member other than the VP, the VP will be Cc'd in all communications with the submitter.

The BOD member assigned a CF will review, research, and present a resolution to the VP and the BOD. Although not required, a site visit of the area in question can be extremely beneficial. Should a CF require immediate attention which cannot be addressed or resolved electronically (email), the President may call a special meeting of the BOD for resolution.

Once the BOD has decided on a course of action, the VP will inform the submitter of the decision.

### **4. Bills of Assurance or Municipal Code Violations**

Upon receiving a concern involving Bills of Assurance Violation (BOA-V) or Municipal Code Violation, the BOD shall investigate the concern for validity. If the violation is determined to be valid, an official notification on CCoA POA letterhead shall be presented to the violating resident at the address of record via USPS Certified Mail. The notification will explain the violation as it pertains to the corresponding Bills of Assurance or Municipal Code\* and indicate a deadline for having the violation corrected. The POA resident/lot owner shall have a right to make an appeal to the BOD. Upon request, the BOD may allow additional time for the member to correct the violation.

BOA-V notifications will be either a Concern Form filed by the POA or on CCoA POA letterhead. The notification will include, as minimum, the lot number and property address, owner name(s) of record according to Pulaski County Records and date of notification.

\*For Municipal Code violations, the BOD will first contact the applicable city's [Municipal Code Office](#) (Maumelle or North Little Rock) and have the city address the violation before the BOD gets involved. In such a case, the submitter will be notified that the concern has been forwarded to the city for resolution. The VP will follow up with the city at the 25-day point to determine the CF's disposition and determine if an extension to the 30-day deadline is required. If the city determines the DRV is outside their scope, the BOD will take action to resolve the violation.



If a Municipal Code violation exists, aside from taking the actions in the previous paragraphs, file a Concern with the city using the respective SeeClickFix reporting site. The CCoA POA has accounts for both Maumelle and North Little Rock. Login information for each can be found in the Continuity Sheet.

#### **Maumelle**

- <https://seeclickfix.com/maumelle/report>
- [https://seeclickfix.com/web\\_portal/Wdrp8CKRaJkGSg5dpR21nyii/report/category](https://seeclickfix.com/web_portal/Wdrp8CKRaJkGSg5dpR21nyii/report/category)

#### **North Little Rock**

- <https://seeclickfix.com/north-little-rock/report>

### **5. Unresolved Bills of Assurance Violations Concerns**

If a BOA-V remains uncorrected beyond the specified timeframe, the resident/lot owner shall be advised that the BOD, acting on behalf of the POA, will correct the violation at its expense and invoice the property/lot owner for the POA's incurred expenses. An invoice will be mailed via USPS Certified Mail and the resident/lot owner will have 30 days from the receipt date to submit full payment of the invoiced amount. Failure make full restitution to the CCoA POA within the allotted time will result in a lien and/or civil action against the property and its owner. Under no circumstance will the CCoA POA enter into an installment plan with the lot/property owner.

### **6. Maumelle and North Little Rock Resources**

The following should be referenced to research municipal codes and permits as they pertain to Concern Forms research and resolution, when applicable.

#### **Maumelle** (501-851-2500, Ext. 228)

- [http://nlr.ar.gov/government/a\\_z\\_department\\_list/code\\_enforcement](http://nlr.ar.gov/government/a_z_department_list/code_enforcement)
- [https://library.municode.com/ar/maumelle/codes/code\\_of\\_ordinances](https://library.municode.com/ar/maumelle/codes/code_of_ordinances)

#### **North Little Rock** (501-791-8581)

- <https://www.maumelle.org/534/Building-Code-Enforcement-Permits>
- [https://library.municode.com/ar/north\\_little\\_rock/codes/code\\_of\\_ordinances](https://library.municode.com/ar/north_little_rock/codes/code_of_ordinances)

## **FINANCE and ACCOUNTING**

The CCoA POA is registered with the Arkansas Secretary of State as a non-profit 501(c)(3) organization and will not enter or hold any income-generating activities such as, but not limited to interest-bearing bank accounts, investments, issuing of bonds, entering into partnerships, etc. The CCoA POA's primary source of income is obtained through the collection of the Association's annual dues and through contracts with city agencies as reimbursement for the maintenance of property (e.g., Entergy's street lights).

### **1. Financial Responsibility**

The BOD/CCoA POA will, at all times:

- Maintain financial responsibility of CCoA POA funds
- Maintain solvency <sup>§</sup>
- Deposit funds/income into a single non-interest bearing bank account
  - The bank account will be identified as servicing a non-profit 501(c)(3) organization
- Track/document income & expenses via check or electronic means (PayPal, Venmo, etc.)
  - Cash transactions are strictly prohibited

At no time will the BOD/CCoA POA:

- Start a project or repair for which it lacks funding
  - In the case of insufficient funding, the project will be deferred to the following year or be broken into phases that can be paid with available funds
- Fall into debt
- Take out loans
- Enter into installment plans with lot/property owners or businesses
- Accept cash payments
- Enter into bartering agreements
- Embark upon or initiate income-producing ventures

<sup>§</sup>The CCoA POA will maintain no more than a 50% surplus/excess of invoiced annual funds. The surplus is intended to ensure the POA's solvency and to address unforeseen/unbudgeted repairs and/or projects

*Example: 1,000 properties @ \$50 annual dues equals \$50,000 in invoiced dues. Therefore the maximum 50% surplus would be \$25,000*

## **2. Purchases**

The BOD shall put forth a best effort to obtain services through submitting request for price (RFP/pricing bids) from at least three (3) separate sources involving the purchases of a service or an item expected to be in excess of \$1,500.00. If two or more bids meeting the criteria of the RFP cannot be obtained, a single bid may be accepted with concurrence of the BOD President. The BOD shall review bids at regular meetings or by email. The BOD shall have the ability to approve any bid as long as it represents the best interest of the Association. In the event the lowest bid is not awarded or the BOD decision reflects inability to secure more than two bids, an explanation shall be included with the final decision.

## **3. Budget**

The BOD shall establish an annual budget in advance for each fiscal year. The budget shall be finalized NLT December 15 for the next fiscal year (before Dues Letters go out).

## **4. Annual Dues Determination**

The BOD will determine and vote on the POA's annual dues based on the budget and the guidelines set forth in the [Financial Responsibility](#) section.

## 5. BOD Personal Expense Reimbursement

Expenses incurred by BOD members in conjunction with their duties or for purchases made in the interest of the Association will be reimbursed according to the following guidelines:

- Any single purchase exceeding \$100 must be pre-approved by the President
- A receipt (paper or electronic) must be provided showing item(s) purchased with date and amount of purchase
- The receipt must be only for POA items. A combined receipt showing personal purchases will not be accepted or approved for reimbursement
- Reimbursements will only be made by check from the CCoA POA bank account
- Reimbursements will not be made in cash
- Receipts and reimbursements will be recorded and filed by the Treasurer as per the [Duties & Responsibilities](#) section of this SOP
- The Treasurer, or in the case a Comptroller is in possession of the POA checkbook, will not self-reimburse. Only the President or Vice President are authorized to sign a check for Treasurer (or Comptroller) reimbursement
  - Under no circumstance will a BOD member self-reimburse (write a check to him or herself)

## 6. Mileage

BOD members may be reimbursed mileage expenses once per calendar year only if the expense was disallowed in the Itemized Deductions section of their individual Federal Income Tax Returns as follows:

- Mileage claims/logs must be for trips associated with CCoA POA business
- The BOD member must maintain a detailed log which will include date, miles traveled, and purpose for the trip. See [example](#) in the last page of this SOP
- For verification purposes, miles must be reported as shown in Google Maps
- Mileage Logs will be submitted once per year NLT January 31 for the period covering January 1 - December 31 of the previous year
- The Vice President will review and approve Mileage Logs NLT February 28. The Board President will review and approve the VP's mileage claims
- Reimbursement will be calculated as per the IRS's mileage rate table for the tax year in which they are claimed
- Inactive BOD Members (retired, resigned, or removed from the BOD) may submit mileage claims for the portions of the previous year in which they served, including Board Advisors
- The Vice President (or President) will direct the Treasurer to disburse reimbursements to applicable Board Members NLT April 1 of the year in which they are claimed
- BOD members are disallowed from "double dipping". That is, claiming and being reimbursed by *both* the POA and the IRS
  - Any BOD member discovered to be "double dipping" or misrepresenting his/her mileage claim will return the money he/she fraudulently received and be removed from the BOD for cause. No exceptions.

## ASSOCIATION DUES & REVENUES

### 1. Dues Invoice

The Dues Invoice notification/letters will be mailed NLT December 21 of each year and shall be addressed according to the lot owner listed with the Pulaski County Tax Assessor provided by the Board Vice President. The invoice shall advise the lot owner that Association dues are required and must be paid on or before January 31 of the same year, payable to CCoA POA.

### 2. Disposition of Dues & Revenues

All monies received through the 25th day of the month shall be deposited in the POA's bank by the last day of the month in which it was received.

When dues payments are received, the Treasurer will record the name or entity issuing the check, lot number and property address, date, check number or PayPal/Venmo transaction ID as applicable, and the amount received into the dues Access database.

For paper checks, lot, check#, and amount received will be included on the bank deposit slip.

Before recording a dues payment, the Treasurer (or Comptroller) will ensure the accuracy of the payment (lot #, owner name, and address) to ensure the credit is applied to the correct property. This is especially true when accomplishing a PayPal and/or Venmo batch update of MS Access.

A lot/property owner, or other entity, issuing a check with insufficient funds will be made aware of the transaction NLT 90 days after its occurrence. Bank penalties associated with the transaction will assessed to the applicable property and recorded into the Access database.

### 3. Delinquencies, Liens & Actions

Annual dues payments are due by January 31 of every year and are considered overdue if not received by February 28 at which point a \$10 annual late fee will be assessed on March 1. Lot/property owners are considered delinquent if dues payment is not received by May 30.

Lot/property owners who owe more than \$200 or for which dues exceeding 3 or more years are owed, are considered grossly delinquent and the BOD shall implement the following measures:

- The Vice President will review grossly delinquent accounts to determine if the mailing address is correct and Invoice and Overdue letters were sent
- If the lot owner information is deemed accurate and the Dues Invoice and Overdue notices were sent, a NOTICE OF LIEN FOR DELINQUENCY will be filed with the Pulaski County Clerk and a copy of the lien sent to the lot owner (ref: CCoA POA Bylaws, Article VII Section 6.1)
- The lien will only be released if the lot/property owner (1) can show definitive proof that BOD records indicated an incorrect mailing information for the amount in dispute or (2) after full payment of all monies due the CCoA POA

Additionally, if the delinquency is suspected to be the result of gross negligence or refusal to abide by the Association's Bylaws which indicate dues are mandatory, the BOD may seek

restitution by any and all legal measures (e.g., collections or legal adjudication). If collection, the BOD will send a letter to the lot owner as listed by the Pulaski County Assessor records advising them of the delinquent dues amount including any late fees and that the matter has been turned over to a collections agency.

If Invoice or Overdue notices are returned by the postal service or if the mailing address is determined to be incorrect, the VP will search through the [Pulaski County Records](#) to obtain a correct name and mailing address. Once obtained, an Overdue notice will be mailed to the correct address along with an email and Overdue letter as an attachment to the email on record.

All lot owners and landlords have access to the Bylaws and are responsible for the mandatory annual dues. Claiming to not have received notifications is no excuse. Thereby, in fairness to loyal and responsible POA members which loyally pay their dues, forgiving of late fees and other assessments will be approved by the Board President, in writing, on a case-by-case basis, and only for extreme extenuating circumstances (e.g., prolonged illness, hospitalization, prolonged estate settlements, etc.).

## **LAPTOP**

The President will retain control of the CCoA POA laptop. Its intended use is to be as a repository for all CCoA POA business information and as a backup source for BOD and DropBox electronic files.

## **LEGAL REPRESENTATION**

The CCoA POA will retain legal counsel and representation from a reputable legal practice specializing in, and capable of providing legal opinions regarding POA matters. The law firm must be capable of representing the POA in any legal matters which may arise, to include trial representation (e.g., lawsuits against BOD members or the POA).

## **AR SECRETARY OF STATE FILING**

The CCoA POA is registered with the Arkansas Secretary of State as a 501(c)(3) non-profit corporation, (**AR SOS File#: 811019240**), and is required to renew/refile annually to remain in "good standing".

- <https://www.sos.arkansas.gov/>
- [https://www.sos.arkansas.gov/corps/search\\_corps.php?DETAIL=390035&corp\\_type\\_id=&corp\\_name=&agent\\_search=&agent\\_city=&agent\\_state=&filing\\_number=811019240&cmd=](https://www.sos.arkansas.gov/corps/search_corps.php?DETAIL=390035&corp_type_id=&corp_name=&agent_search=&agent_city=&agent_state=&filing_number=811019240&cmd=)

To refile, go to the link below. Go to the **Domestic Non-Profit** section and under Annual Report for Domestic Nonprofit Corporation - NPD-5, enter file# 811019240 and select "Start Form".

- [https://www.ark.org/sos/corpfilings/index.php?form\\_id=63](https://www.ark.org/sos/corpfilings/index.php?form_id=63)

## INSURANCE

Insurance will be secured and maintained IAW the Country Club of Arkansas Property Owners Association Bylaws, [Section IV](#).

## BOARD OF DIRECTORS STRUCTURE

The Board of Directors is intended to have a minimum of 5 members as described in the CCoA POA Bylaws.

### 1. Vacancies

Any vacant positions not filled during the annual POA ballot process or which become vacant due to resignation, death, or removal of a Board member, may be filled by the BOD at any time as per the following guidelines:

- Candidates must be recommended by a BOD member in good standing
- Candidates must be in good standing within the POA:
  - Complying with their applicable Bills of Assurance
  - Not have active CFs filed against their property for which resolution is pending
  - Must be current on all CCoA POA dues (\$0 balance)
- If there are multiple candidates for the same position, the BOD will elect the new BOD member through a simple majority vote
  - In case of a tie, the BOD will deliberate until a single candidate is selected
  - If the tie cannot be broken, the position will remain vacant and the candidates may submit their candidacy during the normal October election cycle

In the event a Board position remains vacant, the duties and responsibilities associated with the position will be spread out and assigned to the remaining Board members by the President of the Board IAW with the [Duties and Responsibilities](#) section of this SOP.

### 2. Term Limits

As per the CCoA Bylaws, BOD members are elected for a minimum 2-year term. If a new BOD member is elected to replace an outgoing BOD member, the outgoing BOD member is requested, but not required, to avail him or herself for a period not to exceed 90 days to provide overlap and training to the replacement BOD member.

### 3. New Board Members

Board Members must be self-starters, which is to say you are expected to do your assigned Duties & Responsibilities without supervision. That is not to say you are expected to fully understand your duties from the onset which is why you should ask questions as you settle into the job. Ultimately however, your duties and responsibilities are yours and yours alone.

New Board members will be provided with digital copies of the [Initial Training](#) and [Training Log](#) along with copies of the Bylaws, this SOP, and the appropriate Continuity Sheet (full or restricted). As a minimum all Board members will have access to [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com), [dues@ccoapoa.org](mailto:dues@ccoapoa.org) and DropBox accounts. Other account access will be established IAW their [Duties and Responsibilities](#) and the Continuity Sheet.

Should a new member experience difficulty obtaining account access, they will contact either the President or Treasurer for assistance. These officers have access to all accounts and will ensure the member experiencing difficulty is authorized access to the requested account before providing assistance.

For a new President, Secretary, or Treasurer, bank account check writing privileges are required. A new signature card will be required for all signatories; this new card replaces the previous card. New members will need to go through the bank's application process and provide the required information and governmental background checks. Once complete, the new member will pick up the new signature card and "walk it" to the other members for their signatures before returning the completed card to the bank.

New members will also be offered an optional POA orientation tour. This will be a "windshield tour" to discuss the POA's layout and discussion of current and past issues. The tour will include maintenance of common areas, location of sprinkler RPZ valves, and how to identify sprinkler zones shutoff valve locations (blue stripe). Any knowledgeable board member can host the tour.

### 4. BOD Retirement & Resignation

If for any reason a BOD member cannot or will not serve out his or her term, or no longer wish to serve on the BOD, they will tender their resignation, in writing, to the President using the [Resignation Letter](#) of this SOP.

It is requested, but not required, that the resigning member provide a minimum 2-week notice and that he or she avail themselves for a maximum period of 90 days after the resignation date to train the replacement Board Member. If a retiring/resigning Board Member agrees to avail themselves to train a replacement, he/she will serve in the capacity of Board Advisor.

The resignation letter will include the effective date of the resignation and whether or not the member will avail him or herself as a Board Advisor.

Until a permanent replacement is in place, the President will ensure the resigning member's duties and responsibilities are assigned to other BOD members. The 90-day post-resignation period will not be used, nor is an expectation that the resigning member will continue with his/her duties and responsibilities.

## 5. Board Advisor

A Board Advisor is a retiring/resigning Board Member who agrees to avail themselves for a period not to exceed 90 days of the resignation effective date for the purpose of training his/her replacement and ensuring a smooth transition within the BOD. He or she can terminate this agreement at any time prior to the agreed expiration date.

Board Advisors may be invited to a BOD meeting during their term but are not required to attend. Board Advisors do not possess voting privileges, but may be consulted on their opinion regarding CCoA POA issues at BOD meetings.

Board Advisors will not be included in CCoA POA business emails without their expressed consent.

## 6. Removal From the BOD

A BOD member can be removed from the BOD for any of the following:

- The BOD member cannot, or will not serve out the term of their elected position
- Shows a repeated pattern of failing to accomplish their duties and responsibilities
- Becomes delinquent, defined as being absent from 3 meetings in a 12-month period
- Is disruptive to BOD processes and/or POA business
- Violations of the [Preamble](#) and [Code of Conduct](#) sections of this SOP
- Behavior unbecoming a Board Officer
- Behavior not in the interest or well-being of the POA
- Behavior or actions which reflect poorly on the BOD and/or the POA

Prior to removal, the BOD member will be given an opportunity to correct the described deficiencies. If not corrected in a timely manner as determined by the President, the BOD member will be asked to “resign with dignity”. If there is a refusal to resign, the President will put forth a vote for removal and the other BOD members will vote on removal. All BOD members must vote and the vote must be unanimous with no proxy or “Absent” votes allowed. The BOD member in question will not vote.

## 7. Comptroller (optional)

The Board President -- after a BOD vote -- may hire a Comptroller to accomplish limited Vice President, Secretary, and Treasurer duties and responsibilities as they pertain to Dues tracking (maintaining the Access database), making deposits, and payments and filing and releasing liens. An *Agreement Document* (contract) on CCoA POA letterhead will be executed specifically delineating Comptroller Duties and Responsibilities, the agreed annual salary and the amount of equal monthly payments. The President and all parties to the agreement will sign and date the document.

Comptroller Duties and Responsibilities will be written, clearly delineated and understood by the Comptroller, Vice President, Secretary and Treasurer to ensure no gaps in duties and responsibilities or duplication of work. The Comptroller will be knowledgeable with the [DUTIES & RESPONSIBILITIES](#) section of this SOP as they pertain to his/her assigned duties.



The Comptroller is considered “primary” for his/her assigned duties and the Vice President, Secretary, and Treasurer “secondary” in the event the Comptroller is unable to accomplish his/her primary/assigned duties.

The Comptroller is considered an employee of the Association and not a BOD member. He or she does not have BOD voting privileges.

The Vice President will oversee and audit the Comptroller, ensure there are no gaps in duties, and that the business of the Association is being conducted as described in this SOP and the signed Agreement Document.

## **DISSOLUTION OF THE BOARD OF DIRECTORS**

As per the Bylaws of the Country Club of Arkansas, the Board of Directors is intended to have a minimum of 5 active Board Members. If at any time the number of vacancies are such that the BOD can no longer function as a cohesive entity in the best interest of the CCoA POA, any remaining BOD member may put forth a motion to the BOD to dissolve the BOD and hire a commercial management company or individual(s) to manage the business of the POA. In such a case, the following procedures will be followed:

1. All BOD members must vote and the vote must be unanimous. Proxy voting is not allowed. No vote will be marked as “Absent”
2. If the resolution to dissolve the BOD is passed, the BOD will proceed as follows:
  - a. Dissolution will not be final any earlier than 4 months after the vote
  - b. A postal service and email notice will be sent to all POA lot owners of the BOD’s decision to dissolve
  - c. The communication will include:
    - i. A final call for volunteers to take over the duties of the current BOD
    - ii. A statement that without a volunteer BOD, a for-profit management company will be hired and residents can expect substantial dues increase (over \$1,000 annually to cover for both CCoA POA’s working capital and the management company’s fees and salaries)
  - d. Simultaneously with 2c., the BOD will commence the task of searching for a commercial management company IAW the [Purchases](#) section of this SOP
  - e. If after 60 days a new volunteer BOD is not in place, the outgoing BOD will select a management company and finalize a contract with the newly-hired company
  - f. The contract will include as non-negotiable and permanent provisions that the management company will, as a minimum:
    - i. Abide by the Country Club of Arkansas Bylaws
    - ii. Abide and enforce applicable Bills of Assurance
    - iii. Abide by the current (most recent) CCoA POA SOP as it pertains to [Duties & Responsibilities](#)
    - iv. Address CCoA POA concerns as per the [Concern Form](#) section
    - v. Not allow the CCoA to fall into a state of disrepair
    - vi. That at any time, a new volunteer CCoA POA Board of Directors can take over and replace the management company without incurring fees or penalties

- vii. That the current (most recent) CCoA POA SOP will be posted and retained on the CCoA POA web page in perpetuity for reference and use in the future for volunteer Board of Director reference
  - a. This provision does not preclude the management company from creating and publishing its own SOPs as long as they meet the overarching guidelines of the volunteer BOD SOP
- viii. A simple majority vote of the Association, in accordance with the Bylaws, can terminate (fire) the management company's contract and replace it with a new management company

### **CCOA POA WEB SITE**

The purpose of the CCoA POA website, <http://www.ccoapoa.org>, is to provide an avenue for communication and information between the BOD and the association's membership/POA.

The web site and email shall not be used as a member social forum or chat room or for use of lengthy discussion. If a POA member requires information not available on the web site, the member shall contact the BOD at [ccoapoa@gmail.com](mailto:ccoapoa@gmail.com) or submit a Concern Form.

New information must be approved by the BOD prior to posting on the web site.

## APPENDIX

### RECURRING TIMELINES & DEADLINES

BOD Members will set the following into their personal calendars and ensure deadlines are met.

The President and Vice President will set all deadlines into their personal calendars to ensure BOD Members are meeting their deadlines and to ensure deadlines are not missed in case of absent/unfilled BOD position(s).

BOD Member	Due Date	Task
<b>ALL</b>		
	daily	Develop, manage, and organize a tracking and filing system for accomplishment of duties
	daily	Check <a href="mailto:ccoapoa@gmail.com">ccoapoa@gmail.com</a>
	January 31	Turn in Mileage Log to Vice President
<b>PRESIDENT</b>		
	quarterly	Coordinate and set BOD meeting date and location
	quarterly	Coordinate and set BOD meeting agenda
	semi-annually	Coordinate and set POA meeting date and location (in APR & OCT)
	January 10	Renew 501(c)(3) filing with the <a href="#">Arkansas Secretary of State</a>
	April 15	File CCoA POA IRS Taxes
	October 1	Email / mail new BOD Members' ballot to POA residents
	*	<i>In the event of Treasurer absence</i>
	daily*	Check <a href="mailto:dues@ccoapoa.org">dues@ccoapoa.org</a>
	daily*	Respond to title companies' dues requests
	as required	Confirm completion of Initial Training Log
<b>VICE PRESIDENT</b>		
	daily	(as required) Process / track <a href="#">Concern Forms</a>
	daily	(as required) Obtain pricing bids per the <a href="#">Purchases</a> section
	quarterly	Provide Concern Form update (@ each BOD meeting)
	February 28	Approve (or reject) Mileage Logs
	March 15	Send approved Mileage Logs to Treasurer (for disbursement)
	August 15	Send "call for volunteers" email/mail (w/September 15 deadline)
	September 30	Compile a list of volunteers & submit ballot proposal to President
	November 30	Audit Treasurer's books
<b>SECRETARY</b>		
	as required	Track Initial Training Log completion of New Board Members
	as required	Store completed training logs into DropBox
	quarterly	Coordinate and set BOD meeting date and location
	quarterly	Manage & update web page
	semi-annually	Coordinate and set POA meeting date and location
	qtrly+semi annual	Record Meeting Minutes
	qtrly+semi annual	Publish Minutes to the web site within 2 weeks of the meetings
	monthly	File and/or release property liens after determination

## APPENDIX

	January 10	Coordinate w/President: filing Association's 501(c)(3) non-profit status w/the <a href="#">Arkansas Secretary of State</a>
	March 30	Coordinate w/the Treasurer & mail the Overdue Dues Notices
	September 30	Update mailing list of overdue & delinquent property owners
	October 15	Provide the Treasurer an updated mailing list of overdue & delinquent property owners
	December 15	Coordinate & mailing of the Dues Invoice Letter
	as required	Collect Initial Training Log and place into DropBox
<b>TREASURER</b>		
	daily	Check <a href="mailto:ccoapoa@gmail.com">ccoapoa@gmail.com</a> & <a href="mailto:dues@ccoapoa.org">dues@ccoapoa.org</a>
	daily	Respond to title companies' dues & forms requests
	daily	Set 4-month reminder to verify/update new property owners
	daily	Manage/update Microsoft Access
	daily	Manage/update Quicken
	daily	Check dues status of owners submitting <a href="#">Concern Forms</a>
	weekly	Check <a href="#">PO Box</a>
	monthly	Download, review & save current month's billing statements
	monthly	Download, reconcile and file/save the Associations bank statement
	monthly	Disburse payments to contractors & employees by due dates
	monthly	Download, reconcile and file/save the Associations bank statement
	monthly	Reconcile Quicken with bank statements and invoices
	monthly	Make bank deposits by end of the month ( <a href="#">Revenues</a> )
	monthly	Move current copy of Access to DropBox (end of month)
	monthly	Move current copy of Quicken to DropBox (end of month)
	monthly	Move previous month's billing statements to DropBox (end of month)
	monthly	Update Access with new property owners and email
	monthly	Coordinate and notify Secretary for filing/releasing of liens
	March 1	Coordinate w/President for filing of IRS Taxes
	April 1	Disburse Mileage Logs reimbursements as directed by VP/President
	June 30	Develop and present end-of-year budget to BOD
	August 30	Provide list of overdue and delinquent Dues residents to Secretary
	November 1	Develop and present next year's budget forecast to BOD
	November 15	Ensure Access accuracy in preparation for Invoice Letters
	December 1	Propose next year's annual Dues amount
<b>COMMITTEES</b>		
<b>BEAUTIFICATION</b>		
	Spring	May-June (dependent on weather conditions and budget): Activate sprinkler system @ <a href="#">Central Arkansas Water</a> (CAW)
	"	Have RPZ valves (x4) tested (Sprinklerman as of 2021)
	"	Ensure RPZ valve testing is received by CAW
	Fall	Oct - Deactivate sprinkler system @ <a href="#">Central Arkansas Water</a>

**APPENDIX**

**MILEAGE LOG**

<b>BOD Member Name</b>		<b>Calendar Year Jan-Dec 20xx</b>
<b>Date</b>	<b>Miles</b>	<b>Purpose</b>
<i>6/1/20xx</i>	<i>27</i>	<i>File liens at Pulaski County Courthouse</i>
<b>Total Miles</b>		

**APPENDIX**

<Copy & Paste between the lines into a new document and submit to the Board President>

.....

[date]

Resignation Letter

I, \_\_\_\_\_ submit my resignation from the Country Club of Arkansas Board of Directors effective (immediately, or indicate date) \_\_\_\_\_.

I volunteer/do not volunteer (circle one) my services as a [Board Advisor](#) for an additional 30, 45, 60, 90, n/a, days (circle one) to help in the training and smooth transition of the person replacing me. I understand the Board Advisor position is a non-binding agreement between me and the Board of Directors and I can revoke it at any time prior to the timeframe I have specified.

During my time as a Board Advisor, I give/do not give (circle one) consent to be included in CCoA POA emails and other communications which are outside the scope of training of the Board Member replacing me and understand I can reverse this decision at any time.

Respectfully,

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Office Use Only**

The Board Advisor position terminates on \_\_\_\_\_ (indicate date or n/a) at which time accounts access will terminate. See [Security](#).

\_\_\_\_\_  
Personal calendar date set  
President's initials

.....

## APPENDIX

### GLOSSARY

**BOA** - Bills of Assurance

**BOA-V** - Bills of Assurance Violation

**BOD** - Board of Directors

**CCoA** - Country Club of Arkansas

**CCoA POA BOD** - Country Club of Arkansas Property Owner's Association  
Property Owner's Association

**CF** - Concern Form

**CPII** - Confidential, private identifiable information

**IAW** - In accordance with

**NLT** - No later than

**POA** - Property Owner's Association

**RFP** - Request for price (pricing/bids requests)

**SOP** - Standard Operating Procedures

**USPS** - US Postal System (regular mail)

**VP** - Vice President

## NEW BOARD MEMBER INITIAL TRAINING

### INITIAL TRAINING

(also provide the Training Log on the next page)

This initial training is intended to provide new Board Members with their initial understanding of CCoA POA business and Board of Directors operation and processes. It is not comprehensive and new Board Members are encouraged and expected to ask questions of the more experienced Board Members as they settle into the job.

This training is self-paced. You have 2 calendar weeks to accomplish it. Estimated time to accomplish all tasks is 8 hours. A new President, Secretary, or Treasurer have an additional week (3 weeks total) in order to establish Arvest Bank account access.

The Standard Operating Procedures (SOPs) describe the Board's operating guidelines. You need to fully understand and comply with your Duties and Responsibilities, be familiar with other Board Members' Duties and Responsibilities, and fully understand how all work in conjunction with one another to form a well-managed POA.

The SOPs cannot possibly be digested with one reading. All Board Members are expected to refer to the SOPs with ongoing frequency to ensure a smoothly-run operation.

You are expected to devote whatever time is required to accomplish your Duties & Responsibilities. For most Board Members that may be 2-8 hours per week. For the Treasurer, considerably more, especially during the lead up to Dues Invoices and Past Due notices, but especially between the months of December thru March during the processing of dues payments.

The CCoA POA is a registered small business and you are being hired for a job. If at any time while going through this training you realize the time demands are more than what you are willing to devote to the Board and/or the CCoA POA, please don't waste your time or ours. Let the Board know and we will release you from the Board and your responsibilities. This job is not intended for everyone. There is no shame in realizing that -- the earlier the better.

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Trainee Initials

<TRAINING LOG ON REVERSE SIDE>

**Do not print the Training Log on the next page. Instead download the fillable Training Log from DropBox and email to the new BOD Member/Trainee. Once completed, the Trainee will email the completed form to the Secretary**



## NEW BOARD MEMBER INITIAL TRAINING

### TRAINING LOG

Name \_\_\_\_\_

Board Position \_\_\_\_\_

TASK	DATE
1. <a href="mailto:ccoapoa@gmail.com">ccoapoa@gmail.com</a> - send & receive test email*	
a. Establish cell phone contact with all members	
(1) *Include your cell phone # with test message	
(2) *Request everyone provide you their cell #	
(3) Send & receive test text	
<b>Standard Operating Procedures (SOPs)</b>	
1. Board of Directors Structure, Section 3 - New Board Members	
2. Duties & Responsibilities	
a. Understanding of my specific Board Position Duties & Responsibilities	
3. SOPs read in their entirety	
4. Set calendar event reminders (Recurring Timelines & Deadlines)	
<b>Continuity Sheet <sup>1</sup></b>	
1. Review	
2. Establish all required account access <sup>1</sup>	
3. <a href="mailto:ccoapoa@gmail.com">ccoapoa@gmail.com</a> - send & receive test email	
4. <a href="mailto:dues@ccoapoa.com">dues@ccoapoa.com</a> - send & receive test email	
<b>Drop Box</b>	
1. Establish account access	
2. Review layout (including sub-folders)	
<b>CCoA POA web page (<a href="http://www.ccoapoa.org/">http://www.ccoapoa.org/</a>)</b>	
1. Review in entirety / understand layout	
<b>CCoA POA Bylaws</b>	
1. Read in their entirety	
<b>President, Secretary, or Treasurer (only)</b>	
1. Apply for CCoA POA bank account access at Arvest Bank	
2. Obtain new signature card	
3. Obtain signatures from required Board Members	
4. Return signature card to Arvest Bank	
<b>CCoA POA history (Mr. John Todd)</b>	
<b>Windshield tour of CCoA POA</b>	
<b>Complete - Return digital copy (scan or picture) to the Board Secretary</b>	

<sup>1</sup> The applicable Continuity Sheet (restricted or unrestricted) will be supplied to you. Only the President or Treasurer can provide a restricted Continuity Sheet and its associated password to open it.