

**GREENFIELD VILLAGE
RV RESORT ASSOCIATION, INC.
MESA, ARIZONA**

**POLICIES AND PROCEDURES
MANUAL**

UPDATED THROUGH SEPTEMBER 2023

The Policies and Procedures Manual is subject to additions and deletions through Board and Administration action and approval. This document reflects policies and procedures to date. Members of the Association (Lot Owners) are responsible to keep aware of document changes as they are adopted and announced.

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PREFACE

The original edition of this Manual was approved by the Board in 2016. Revisions have updated the information through September, 2023. The Manual is a summary of policies and procedures adopted by the Boards of Greenfield Village RV Resort since May 28, 1994.

This document is divided into four parts:

- I. Introduction and Administration
- II. Board and Administrative Policies and Procedures
- III. Documents supporting Policies and Procedures
- IV. Archive of Policies and Procedures (redundant/no longer in effect)

PART I. Introduction and Administration

“Policy” and “procedure” are defined as mandatory code, course of action, method of conduct for Board directors, management, and staff. The Manual is an organized outline of topics containing the standing (on-going) policies and procedures of the Greenfield Village Board of Directors and represents the voice of the Board to management, to staff, and to the Association

1.1 Reasons for Adoption. The reasons for adopting this Manual include:

- a) Efficiency of having all Board policies and procedures in one place
- b) Ability to quickly orient new Board members to current policies and procedures
- c) Elimination of redundant or conflicting policies and procedures over time
- d) Ease of reviewing current policies and procedures when considering new issues
- e) Providing clear, pro-active policies and procedures to guide the Gen. Mgr. and staff
- f) Modeling an approach for governance that other organizations might use

1.2 Consistency. Each topic in this document is expected to be consistent with the laws of Arizona, the Articles of Incorporation, the CC&Rs, and the Bylaws, all of which have precedence over these Board policies and procedures. The Board will adopt policy and procedure to clarify the CC&Rs and to bring governing documents in line with current Arizona legislation. Except for time-limited or procedural-only Board decisions (approving minutes, electing an officer, etc.) which are recorded in regular Board minutes, all standing policies and procedures shall be included or referred to in this document. The Board and the General Manager, working together, are responsible for developing organizational and administration policies and procedures that are consistent with this Manual.

1.3 Transition. Once adopted by a current Board, these Policies and Procedures are deemed to supersede any past decisions that might be found in old minutes unless a prior Board resolution or contract obligates this organization with regard to a specific matter. Should any actual or apparent conflict arise between the Manual and other policies and procedures or Board resolutions, the matter shall be resolved by the Board.

1.4 Changes. This Manual shall be revisited constantly and shall be frequently reviewed and refined. The General Manager may help the Board formulate new language in the Manual by distributing proposed changes in advance, using agreed-upon format for clarity. Changes to this Manual must be reviewed by the Board. Proposed changes may be submitted by any Board member as well as by the General Manager. Whenever changes

are adopted, a new document (page or insert) shall be printed, dated, and quickly made available to the Board and staff. The previous version shall be archived to Part IV. New pages shall follow the protocol determined for the distribution of documents.

Figure 1 summarizes the roles of the Board and the General Manager with respect to the various actions involved in development of this Manual.

Figure 1. Board Role compared to General Manager Role in Manual Development

<u>BOARD POLICY</u>	<u>BOARD</u>	<u>GEN. MGR.</u>
<u>Formulation</u> Identify needs, then formulate and consider options	YES	YES
<u>Determination</u> Legal opinion required	YES	NO
<u>Implementation</u> Gen. Mgr. responsibility If directors help, they do so as volunteers	NO	YES
<u>Monitoring</u> Formal judgment of results based on goals set by Board	YES	NO

- 1.5 Specificity. Each new policy and procedure will be drafted to follow format of Manual.
- 1.6 Committee Responsibility. The Board and Operational Structure identifies the various Advisory, Processing, and *ad hoc* committees and the governing body to which each reports. These committees are encouraged to recommend changes of the Manual.
- 1.7 Maintenance of Manual Content. The Secretary and Board Clerk shall ensure that all standing policies and procedures are correctly recorded, published, and distributed to directors and management, and to residents when applicable. The Administration Office shall maintain the Manual contents in a computer file; hard copies will be kept in a reference file.

PART II: Board Policies & Procedures

A

ACCESSORY VEHICLES

08/08/14 – Adopted:

Change to the Architectural/Landscaping Regulations Process Manual Article 1, Section 7 to re-define Lot as a parking area for one or two Vehicles and an Accessory Vehicle. Further, Article 3 Section 3.5 & 3.6 permit parking an Accessory Vehicle on either side setback in front of the patio or deck behind the setback. Added Section 3.7 which provides parking place and approach must be covered with pavers properly set in 1 inch of sand (permit required).

ANNUAL HOMEOWNERS MEETING

Annually – Procedure:

Prepare annual working document of timelines for Administration, Board Clerk, Election Tally Committee, Nominating Committee, Post Office.

Prepare Tally Sheet to coincide with Ballot each election cycle

ARCHITECTURAL/LANDSCAPING PROCESSING COMMITTEE

10/25/15 – Adopted:

Board will annually appoint a director as chairman of the Committee – see Arizona Statute 33-1817-1.

02/17/16 – Adopted:

A/LPC Policies and Procedures document. Reviewed annually.

ASSESSMENTS / LATE FEES / INTEREST/PENALTIES

04/08/09 – Adopted:

Eliminate 2% discount on annual assessment paid in full, starting 07/01/09 and every year thereafter.

03/19/14 – Adopted:

Late fee of 10% of amount of total annual assessment in delinquency 30 days after due date. Amended 07/09/14

07/09/14 – Amendment – Adopted:

Prior Policy amended to Late fee of 10% of annual assessment in accordance with Arizona Statute 33-1803. Amended 03/18/15.

03/18/15 – Amendment – Adopted:

Late fee - Amended to 10% of quarterly fee in delinquency or 10% of total assessment if 2 or more quarters in delinquency. Pres. Letter and Executive Session

11/19/14 – Adopted:

Interest to be charged at rate of 12% per annum on any amount in delinquency beyond 30 days. See CC&R 6.10.

ASSISTANCE ANIMAL ACCOMMODATION

03/15/17 – Adopted:

Policies and Procedures - Assistance Animal Accommodation. Document to be distributed to homeowners and to be posted on Greenfield Village website. Policy amended 08/21/19.

08/21/19 – Amendment - Adopted:

Policies and Procedures - Qualified Animal Accommodation as drafted by counsel.

08/21/19 – Adopted:

“Confidential Disability Certification Letter” to replace current “Medical Professional’s Confidential Disability Letter” with regard to Qualified Animals in Greenfield Village.

B

BALLOT COUNT

04/16/96 – Procedure:

Attorney memo permitting ballot return envelopes to be opened prior to voting deadline to ascertain possible duplication of ballots and to verify voter eligibility.

02/15/03 – Procedure:

Memo outlining reporting process of vote results at Annual Meeting.

12/01/13 – Procedure:

Outlines process for Owner, staff, Election Tally Committee to assure confidentiality of ballots returned by FAX or Scan.

01/22/14 – Adopted:

Policy regarding protocol for Owners attending ballot count.

BALLOT ISSUES

05/13/19 – Adopted:

Ballot Issues will be prepared in advance with advice of counsel.

BEAUTIFICATION COMMITTEE

03/16/16 – Adopted:

Beautification Committee Policies and Procedures document. Reviewed annually.

BOARD AND OPERATIONAL STRUCTURE

11/18/20 – Adopted:

Flow chart of respective Board of Directors and General Manager relationships regarding Board, Advisory and Processing Committees, and Staff Departments.

BOARD CLERK

12/09/15 – Adopted:

Instituted guidelines and responsibilities for Board Clerk.

BOARD INVESTMENT COMMITTEE

05/18/23 – Adopted:

Resolution to form Board Investment Committee charged to work with brokerage to be chosen to invest selected funds from Replacement and Repair Reserve Fund and from Operating Fund, interest to be deposited in respective funds.

BOARD OF DIRECTORS MEETINGS

08/18/97 – Procedure:

Board must follow open meeting and notice provisions of Arizona Statute 33-1804 if quorum meets informally to discuss Board matters, regardless whether Board votes or takes any action. Letter from Arizona Attorney General.

12/14/05 – Adopted:

Establish and implement rules for one-half hour Open Forum prior to monthly Board meetings.

08/06/08 – Procedure:

E-mails are not meetings and are not governed by open meeting statutes. Letter from counsel.

08/06/08 – Procedure:

Defines meeting rules governing Open Forum, 'official' Board meeting, Executive Session, Committee meeting. Letter from counsel.

11/12/08 – Procedure:

Defines audience participation at workshops: restricted as long as no decisions on any issues are made. Letter from counsel.

2015 – Procedure:

A quorum of the Board of Directors may meet by means of a telephone conference if a speakerphone is available in the meeting room that allows Board and Association members to hear all parties who are speaking during the meeting. Arizona Statute 33-1804 D 3.

01/20/16 – Amendment – Adopted:

Establish meeting day and time for Board Workshop and Open Forum/Board Meeting annually. Amends 04/09/97 establishing second Wednesday as meeting day.

08/18/22 – Adopted:

Rules regarding video recordings and viewing of recordings of Board meetings.

BOARD VOTING PROCEDURE

04/28/97 – Procedure:

Letter from counsel outlining instances when President votes.

BUDGET PREPARATION AND SPENDING PROCEDURE

03/23/23 – Adopted:

Stipulates timeline for preparing annual Operating and Reserve Budgets. Revision of 11/19/14 and 05/17/17 Procedures.

BUYER'S CONTRIBUTION LEVY

04/15/21 – Adopted:

Renames former Reserve Contribution Fee to Buyer's Contribution Levy.

04/14/21 – Adopted:

Raises Fee from \$750 to \$1,000/purchase, to be paid by purchaser. Amends 11/18/15. Funds to be allocated to either/or both Capital Purchases Account and Replacement and Reserve Fund, as allocated by Board of Directors on an annual basis.

12/16/21 – Amendment – Adopted:

Buyer's Contribution Levy increased to \$1,250/purchase, effective January 1, 2022. Amends 04/14/21 policy of \$1,000. Retains allocation options.

BUYING AND SELLING INFORMATION

01/10/22 – Adopted:

Stipulates guidelines and rules for purchasing and sales of property in Greenfield Village. Revision of 03/22/21 document re: Short-term and Long-term Rentals, Buyer's Contribution Levy.

BYLAW AMENDMENTS

05/13/19 – Adopted:

Instructs counsel to file notice with Maricopa County that Bylaw amendments will no longer be filed by Greenfield Village. (Counsel informed Board that Bylaw amendments no longer require filing with County.)

05/13/19 – Adopted:

Bylaw amendments determined to be placed on annual ballot to be prepared with advice of counsel.

C

CAMERA VIEWING

08/18/22 – Adopted:

Sets rules regarding observing video recordings from perimeter cameras by residents.

CAPITAL PURCHASES ACCOUNT

11/15/17 – Adopted:

Line item in Operating Expense Budget to commit funds toward New Capital Purchases.

11/15/17 – Adopted:

New Capital Purchases Account approved to govern funding of and expenditures from such account.

08/22/18 – Adopted:

Board of Directors and General Manager create list of projects for which New Capital Purchases Account could be used; set up donation policy.

04/15/21 – Adopted:
Capital Purchases Account (CPA). Change of title of New Capital Purchases Account.

03/23/23 – Adopted:
Capital Purchases Account Policies and Procedures document. Assigns Long Range Planning Committee to monitor revenue and expenditures.

CAPITALIZATION

12/09/15 – Adopted:
Instruct management to establish policies for fixed assets in accordance with AICPA accounting and audit principles.

CC&R AMENDMENTS

05/13/19 – Adopted:
CC&R amendments determined to be placed on annual ballot to be prepared with advice of counsel; approved amendments will be filed with Maricopa County by counsel.

CLUB RESPONSIBILITIES

02/18/15 & 03/18/15 – Adopted:
Equipment and maintenance responsibilities outlined for Pickleball, Shuffleboard, and Tennis Clubs.

COMMITTEE POLICIES AND PROCEDURES

3/23/23 – Adopted:
Policies and Procedures for Advisory and Processing Committees to be reviewed annually, superseding previous Policies and Procedures..

COMMON AREA IMPROVEMENT COMMITTEE (CAIC)

03/16/16 – Adopted:
Common Area Improvement Committee Policies and Procedures. Reviewed annually.

COMMON AREA PLANNING COMMITTEE (CAPC)

04/20/23 – Adopted:
Common Area Planning Committee Policies and Procedures. Reviewed annually

COMMON AREA PROJECTS

11/14/12 – Adopted:
All Common Area projects approved by the BOD are the sole responsibility of the General Manager. No other person or committee can authorize changes or payments for any project. Appointed committee members will function only in an advisory capacity to the General Manager with no direct communication with contractors, workers, etc. without permission of the General Manager.

11/20/13 – Administration:

All requests for work to be performed on any part of the Common Area must be by Work Order. Residents will notify Administration Office to report problems, G.M. will handle. NOTE: Per Arizona law, homeowners or residents of an HOA are not allowed to do any construction or renovation in the Common Area unless they are licensed, insured, and bonded by the State of Arizona.

COMMON AREA UTILIZATION COMMITTEE (CAUC)

3/23/23 – Adopted:

Common Area Utilization Committee Policies and Procedures. Reviewed annually.

D

DISTRIBUTION OF LITERATURE WITHIN RESORT

04/04/96 – Adopted:

Distribution of materials to individual homeowners shall not be conducted in any clandestine manner. Unsigned materials will not be left at a homeowner's residence. Matters concerning Resort or Association, but not authorized by Board of Directors, should be sent either by US Mail or put in monthly newsletter as a paid advertisement. Amended 10/11/13

10/11/13 – Amendment – Adopted

Re-adopted above policy, amending underlined portion to: by US Mail.

10/11/13 – Procedure:

Literature may not be made to appear to be a meeting authorized or called by BOD. Literature must be submitted to the G.M. for approval prior to being inserted in mail boxes. G.M. will submit the literature and his recommendations to the President of the Board for final approval. All literature must be signed and show Lot number and date.

DOCUMENT COMMITTEE

02/17/16 – Adopted:

Document Committee Policies and Procedures. Reviewed annually.

E

ELECTION TALLY COMMITTEE

02/17/16 – Adopted:

Election Tally Committee Policies and Procedures. Reviewed annually..

ELIGIBILITY OF VOTES

10/25/15 – Adopted:

Approves concept of 'eligible' votes to be considered in voting processes involving Bylaws and CC&Rs.

ENFORCEMENT POLICY AND FINE SCHEDULE

03/21/19 – Adopted:

Defines policy and up-dates schedule of fines for violations.

F

FEES

02/19/14 – Adopted:

Transfer Fee/Disclosure Fee to be increased incrementally for three fiscal years to \$400 by fiscal year 2015-2016; additional \$100 rush fee if services are to be required within 72 hours. Fee to be deposited in Operating Fund. Amended 01/20/16

01/20/16 – Amendment – Adopted:

Association to retain the current Transfer/Disclosure Fee for all units being transferred at \$400 for FY 2016-2017 and continuing until such time as Arizona law allows an increase.

FUNDING REQUESTS BY CLUBS

12/25/96 – Procedure:

Audit recommends an activities bank account be established to receive and disburse club funds.

04/09/97 – Adopted:

Association will pay for and replace, if necessary, any appreciable capital asset with value of \$500 or more and defined as an item with useful life beyond three years.

11/08/00 – Adopted:

Request for Association funds must be made prior to budget preparation for future (18 months ahead) fiscal year. NOTE: This date has been determined as March 31. Clubs may share in cost of any items to expedite purchase. Amended 03/18/21 and 03/23/23.

03/23/23 – Amendment – Adopted:

Club Funding document further stipulates policies and procedures (timelines) for club requests for funding.

G

GOVERNING DOCUMENT REVISION/STORAGE

01/10/22 – Procedure - Amendment

Outlines process of electronic storage; outlines process of revising, storing, and disseminating governing documents, including posting on Owner Portal. Amends revisions of 12/10/14 through 3/22/21.

H

I

INSURANCE RESPONSIBILITY OF OWNER

09/29/21 – Procedure

Defines requirement and responsibility for Owner to provide comprehensive insurance of property owned in Greenfield Village Resort; tenant insurance highly recommended.

J

K

L

LONG-RANGE PLANNING COMMITTEE (LRP)

04/15/21 – Amendment - Adopted:

Long-Range Planning Committee Policies and Procedures. Document amends 12/09/15 and 3/21/21 to increase minimum requirement per item for inclusion in the Plan from \$1,000 to \$2,500. Further amended 03/23/23.

03/23/23 – Amendment – Adopted

New repair/replacement items recommended if require funds of \$2,500 or more and have at least a three-year life expectancy.

Procedure to include monitoring revenue and expenses for Capital Purchases Account.

Long-Range Planning Committee Policies and Procedures. Reviewed annually.

M

N

NOMINATING COMMITTEE

02/17/16 – Adopted:

Nominating Committee Policies and Procedures. Reviewed annually. Amended 09/16/20.

09/16/20 – Amendment – Adopted:

Amend motion of 2/20/20 re: Committee membership: Committee consist of any homeowner in good standing, including Board members not running for election or re-election to the Board.

O

OPEN FORUM AND ZOOM RULES

12/14/05 through 11/14/14, & Letter from counsel – Procedure:

Policy and Procedure up-dating opportunities for Owners to participate via Zoom in open discussion prior to Open Board of Directors meeting, and to agenda items.

OPERATING BUDGET

2020 – Procedure:

General Manager and Staff assume responsibility for preparation of Operating Budget.

P

PAID POSITIONS

11/12/08 – Adopted:

BOD will not consider application for a paid position of anyone who is a current director on the Board.

PALM TREES/OTHER LANDSCAPING/TRIMMING

01/04/96 – Adopted:

December 1 set as deadline for palm trees to be trimmed by homeowner unless trees deemed a hazard; then trees trimmed by Resort maintenance staff with homeowner being billed accordingly.

11/12/97 – Adopted:

Greenfield Village maintains present policy of homeowner responsibility for own vegetation unless contracted for by the Resort.

11/08/00 – Adopted:

Allow G.M. right to bill homeowner for trimming palm trees and/or any landscaping which grows into sidewalk area or into neighbor's Lot – notice to be sent to homeowner in March.

11/08/00 – Adopted:

Authorizes G.M. to trim all landscaping deemed necessary, and giving height restrictions.

04/08/09 – Adopted:

All provisions of CC&R 7.3 shall be fully enforced. Association no longer financially or otherwise responsible for ensuring that Lot Owner responsibilities are fulfilled. This motion cancels and supersedes motion approved 04/12/06 wherein weed control would be performed at no expense to Lot Owner.

03/19/14 – Adopted:

In order to maintain the pristine appearance of the Resort, permission to remove palm trees will be denied except for tree health or safety issues.

02/17/16 – Adopted:

Resort will assume responsibility for maintenance (trimming only) of the tall palm trees planted by the Resort on front of private Lots beginning in FY 2017-2018, and required funding will be included in the 2017-2018 Operating budget.

Above policies appear to be covered in following:

11/15/18 – Adopted:

Except as set forth herein, pest and weed control, and landscape maintenance, including all trees on the Lot, shall be the responsibility of the Owner. Notwithstanding the

foregoing, the Association shall be responsible for maintenance of Mexican palm, California palm, and hybrids of said species of palm trees located on the Lots (collectively, the Palm Trees). The Association shall determine, in its discretion, the appropriate maintenance of the Palm Trees. Such maintenance may include trimming and periodic skinning as necessary to preserve the health and appearance of the Palm Trees and to avoid potential safety issues.

PET INFORMATION AND RULES

03/26/96 – Adopted:

Written notice sent to all Lot Owners in violation of CC&R 3.13. Owners instructed that their present pets will be 'grandfathered' until such time as one pet dies or the Lot is sold. Owner will not replace pet and will comply with 'one dog, one cat, and such other animal' provision. If Lot is sold, new Owner will comply immediately. Renters with more than one pet will not be allowed in the Resort after September 1, 1996, and Lot Owner shall be responsible to administer this provision.

04/10/02

Pet size – tabled

03/21/18 – Adopted:

Pet Information and Rules document – Defines means of transportation and behavior of pets in Greenfield Village Resort and Citrus Complex Pet Park.

03/18/21 – Procedure:

Pet Rules Information and Rules reviewed and approved.

POOL INFORMATION AND RULES

03/15/17 – Adopted:

Pool Information and Rules document – Defines indoor and outdoor pools and spas hours for adults and children.

03/29/21 – Procedure:

Pool Information and Rules reviewed and approved.

01/04/23 – Procedure:

Pool Information and Rules revised to include adult volleyball hours.

Q

R

RENTAL/SALE ADVERTISING ON WEB SITE

12/08/15 – Procedure:

Establishes types of ads for private listings and costs for same.

REPLACEMENT AND REPAIR (RESERVE) FUND

03/23/23 – Adopted:

Policies and Procedures reviewed and up-dated. New repair and replacement items shall be recommended if they require funds of \$2,500 or more and have at least 3-year life expectancy; such items treated as miscellaneous line item in Plan. Responsibilities include monitoring Capital Purchases Account.

S

SECURITY DEPOSIT AND ESCROW ACCOUNT/CONSTRUCTION BOND

01/04/96 – Adopted:

Security deposit equal to 20% of cost or maximum of \$1,000 on building projects within the Resort and escrow account be revoked.

03/10/99 – Adopted:

Reinstate above policy.

SECURITY AND PERSONAL SAFETY COMMITTEE

2223 – Pending:

Policies and Procedures to be determined.

SOCIAL MEDIA COMMITTEE

03/23/23 – Adopted:

Social Media Committee Policies and Procedures approved. Reviewed annually.

T

TIMELINE OF RESORT RECORD KEEPING

03/14/09 – Procedure:

Article in Arizona Republic specifies period of time to keep HOA financial records, Lot files, removal of directors, Minutes of Open Board of Directors meetings and Annual Homeowner meetings, and written communications to members.

TOWN HALL

12/12/19 – Procedure:

Reinforce Bylaw 3.12 regarding the recording and transcription of comments, questions, and answers during Town Hall by Administration Staff, not Board of Directors Secretary, and distribution in ballot information.

TRADE NAME REGISTRATION

09/15/14 – Recorded:

Use of Greenfield Village Resort as trade name in advertising, non-official correspondence, marketing, etc.

U

V

W

WELCOME COMMITTEE

2019 – Adopted:

Welcome Committee Policies and Procedures. Reviewed annually.

X Y Z

Part II: Administrative Policies and Procedures

A

B

BALLROOM FLOOR

04/14/10 – Adopted:

Placement and use of beverage receptacles in the ballroom; to be set on kitchen counter or floor, or outside on concrete walkway.

BARKLEY VILLAGE

03/03/10 – Procedure:

Letter affirms arrangement that Barkley Village takes complete responsibility of signs on Quinn Circle and Greenfield Village takes care of the palm tree trimming on Quinn.

BID PROTOCOL

04/??/12 – Procedure:

General Manager works with CAIC on this process.

BOARD INVESTMENT COMMITTEE

05/18/23 – Adopted:

Resolution to form Board Investment Committee charged to work with brokerage to be chosen to invest selected funds from Replacement and Repair Reserve Fund and from Operating Fund, interest to be deposited in respective funds.

BULLETIN BOARDS

04/04/98 – Adopted:

Posting of materials will be cleared through Administrative Office or Activity Office and date stamped. All items for posting will be signed by individual or group requesting such posting. No unsigned material will be allowed.

C

CAMERA VIEWING

08/18/22 – Adopted:
Policy on viewing of camera data by residents.

COMMON AREA HOURS/RESTRICTIONS

Summer 2014 – Procedure
Administration Office will be open for business during summer months from 9 am. to 3 pm.

03/07/96 – Procedure:
Billiard Room Hours: Young adults ages 14-17 to be allowed to play billiards with adult supervision on tables designated by Pool Room Committee.

03/07/96 – Procedure:
Satellite Facility: Establish quiet hours at satellite laundry between 11 pm. and 6:30 am.

COMMON AREA PROJECTS

11/14/12 – Adopted:
All Common Area projects approved by the BOD are the sole responsibility of the General Manager. No other person or committee can authorize changes or payments for any project. Appointed committee members will function only in an advisory capacity to the General Manager with no direct communication with contractors, workers, etc. without permission of the General Manager.

11/20/13 – Administration:
All requests for work to be performed on any part of the Common Area must be by Work Order. Residents will notify Administration Office to report problems, G.M. will handle.

NOTE: Per Arizona law, homeowners or residents of an HOA are not allowed to do any construction or renovation in the Common Area unless they are licensed, insured, and bonded by the State of Arizona.

CONTRACTOR HOURS

04/14/99 – Adopted:
From October 1 through April 30, working hours for construction by contractor or homeowner are 8 am. until 5 pm. Monday through Saturday. From May 1 through September 30, working hours for construction by contractor or homeowner are 7 am. until 5 pm, Monday through Saturday, with General Manager consideration.

11/09/11 – Administration:
Contractors must have prior permit approval on record before entering Resort.

COPIES

06/07/96 – Adopted:
Copies made on copiers belonging to Greenfield Village will cost \$0.05 per copy. This policy excludes copies of Villager, B-Tweener, and copies created by staff for use of all

Greenfield Village residents. This policy revokes policy adopted on 12/07/95 that clubs are not to be charged for copies. Club costs increased to \$0.10 per copy by Administration.

2015 – Arizona Statute #33-1805 A:

Requests by homeowners for copies of Association records must be honored within ten business days; Association may charge no more than \$0.15 per page.

D

E

e-CIGARETTES

10/14/15 – Adopted:

Prohibit use of e-cigarettes in Common Areas except where smoking is currently permitted.

F - J

K

KOKOPELLI ROOM

01/27/16 – Procedure:

Schedule for resident and club use of Kokopelli Room.

L – N

O

OPERATING BUDGET PREPARATION

2020 – Procedure:

General Manager and Staff assume responsibility for preparation of Operating Budget

P

PERSONAL PROTECTION

See Resident Reference - registration hand-out

Q

R

RENTAL STANDARDS

08/24/15 – Procedure:

Establishes standards for inventory, property condition, referral.

S - Z

ADVISORY/PROCESSING COMMITTEES

Policies and Procedures

Part III – Documents Supporting Policies and Procedures

Part IV – Archived Policies and Procedures

A

ASSESSMENTS/FEES/PENALTIES/INTEREST

11/03/02, 4/12/06, 3/19/14, 11/18/15 – Transfer/Disclosure Fees, Reserve Contributions history.

07/09/14 – Various letters re: payment of assessment concerning Citrus Complex.

ASSISTANCE ANIMAL ACCOMMODATION

3/15/17 – Amended 8/21/19 with qualifications included by counsel and alternate Confidential Certification letter.

B

BOARD OF DIRECTOR MEETINGS

04/09/97 – All BOD business between April and November of 1997 conducted through US Mail or FAX. Monthly BOD meetings to be held on second Wednesday.

C

CAPITAL EXPENDITURE FUND

03/19/11, 11/14/12 – Allow funds for construction outside of Operating and Reserve Funds; Finance and Budget Committee finalize policy.

CERTIFICATE OF CORPORATE RESOLUTION

06/24/14 – Authorized President Thorstad to execute deeds, contracts of sale, etc. pertaining to acquisition of 4711 E. Main.

COMMON AREA HOURS/RESTRICTIONS

03/ and 04/96 – Hours of use of Arizona Room, Billiard Room, Satellite facilities; hours for opening and closing East and West gates.

COPIES

06/07/96 – Charge to Members and Clubs of \$0.05/copy.

D

E

EATERY

04/14/10 – Established policy and procedure for Eatery luncheon facility, currently Snowbird Café under Activity Director management.

ELIGIBILITY OF VOTES

11/18/15 – Adopted:

Approves concept of 'eligible' votes cast' be considered in voting processes involving Bylaws 3.4, 6.1, and 6.3.

ENFORCEMENT AND FINES

12/10/14 – Replaced by current Schedule.

F

FEES

11/18/15 – Adopted:

Increase Reserve Contribution to \$750/purchase, effective December 1, 2015.

FINANCE AND BUDGET COMMITTEE

02/16/16 – Adopted:

Finance and Budget Committee Policies and Procedures.

FOR SALE SIGNS

04/29/96 – Manager decree re: sign size – this described in A/LP Manual – never adopted by Board.

G - H

I

INTERNET SERVICE PROJECT

03/18/21 – Charged to research resources for Association Members' wider use of internet; final report 2/9/22.

J - L

M

MARKETING COMMITTEE

09/16/21 – Adopted:

Marketing Committee Policies and Procedures. (This committee no longer functions.)

N

O

OPEN FORUM

12/14/05 – Establish half hour period for Members to speak prior to Open Board Meeting;
revised to include Zoom rules.

P

PALM TREES/OTHER LANDSCAPING/TRIMMING

01/04/96 – Rules on palm tree trimming – Resort and Owner

PERSONAL PROTECTION (AND THREATENING SITUATION)

03/10/99, 04/14/10, 04/15/21 – Refer to Administration Office

PET INFORMATION AND RULES

04/14/04 – Establishes rules on number, pet lots, leash, transporting through Resort,
visitor pets; amended 09/30/21 to include pets in Citrus Complex Pet Park.

Q

R

REPLACEMENT AND REPAIR (RESERVE) FUND

11/00/00 – Fund shall not be less than 5% of Common Area value and no greater than
10% of Common Area value as determined by insurance.
Tabled – no further information.

S

SALE AND RENTAL OF PROPERTY

11/00/98 – Policy to direct all incoming traffic seeking sale and rental information
to West USA Realty.

T - Z

