

Ravenswood Board Governance Policies, Procedures, & Guidelines

Revised April 28, 2020

Ravenswood Board Governance Policies, Procedures, & Guidelines

The mission of the Board of Directors of the Ravenswood Homeowners Association is to preserve and enhance the property of the condominium development by maintaining the common ground areas and upholding the By-Laws, Declaration of Condominium Ownership, and policies of the Ravenswood organization. We do this by taking a fair-minded, ethical, and objective style in representing the interests of all homeowners as a fiduciary. We make every effort to maintain a friendly, safe, enjoyable place to live for each homeowner, resident, and the specific family unit.

To assist with achieving this mission, the Board of Directors uses a formal approach to policy development and maintenance. To be a policy of the Board, the statement must (1) be duly passed by the Board of Directors, (2) establish a rule or guideline, (3) serve as a general application which guides the Board in the democratic process of the HOA, (4) serve the best interest of the HOA, (5) be identified in a motion as a policy after a first reading at a previous Board meeting, moved, seconded, and carried as "policy of the Board," at a subsequent Board meeting, and (6) be placed in this document manual as a guiding principle.

Simply stated, policy governance consists of the practices associated with managing Ravenswood Board policies and procedures throughout all stages—present and future life cycles. It includes drafting, editing, approving, updating, and maintaining an auditable database of records. The word “policy” includes codes of conduct, best practices, and guidance for the Management Company. They serve as a basis for making consistent and effective decisions.

This document was first created by the 2017–2018 and 2018–2019 Board of Directors. It will serve our current community as well as future residents by providing a dynamic road map serving to assist the entire community to sustain an outstanding climate, culture, and way of life.

In developing the framework for this document, all decisions of former boards from 2014 through 2017 were considered. These decisions were scrutinized for their implications for policy and consequently included in this document. As a result, it is an accumulation of the Association's policies, values, guidelines, perspectives, and relationships. Again, it is intended as a "work in progress." It is dynamic in that it can be altered, added to, and changed as change takes place and as better information is revealed by current and future boards. It is the intention that it serves as a tool—one that will not only organize the current board but also provide a foundation for the future leaders to value and build on, ensuring a continued well-organized, efficient, consistent, caring, fair, exemplary HOA.

Another purpose of these policies is to provide a clear statement of our standards, values, and viewpoint. This provides a means to communicate, categorize, and focus the resources of the Association on those things that are of the most importance; in doing so, they will recognize ethical practices and serve to represent the membership's general welfare in a meaningful, commonsense way of doing things.

Procedures are the means that are used by those given the responsibility for doing a particular task or attaining a particular objective. A good business principle is that procedure making is left to those given the responsibility of doing the job, but in the instance of an HOA, at times it is appropriate for the Board to designate general process guidance. Procedures in no small part will be the job of the Management Company. Procedures and means details may be directed or delegated to the doer with some guidance from the Board.

The initial Governance Policies, Procedures, & Guidelines manual was approved by the HOA Board at its April 24, 2018 meeting. It was further revised by the Board on March 26, 2019. In 2020, the Board updated the document to provide additional clarity for some of the policies.

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President's Duties & Responsibilities

The president serves as the executive officer of the Board of Directors. The president is responsible for running meetings, establishing the agenda, and executing contracts and other legal documents pertaining to the HOA. The president serves as the liaison to the Management's Agent and Management Company. Specific presidential duties listed in the By-Laws include the following:

- Act as chairperson of all annual meetings if present.
- Act as chairperson of any special meetings of the Association.
- Preside at all meetings of the Association and Board.
- Discharge all the general powers and duties usually vested in the office of president or chief executive officer of an association or stock corporation organized under the laws of Indiana.
- Appoint committees and committee chairpersons from among the owners in collaboration with the Board.

Operational Responsibilities

- Develop the Board agenda for all regular and special meetings.
- Utilize a Board agenda template common for each Board meeting containing action and non-action items.
- Provide background information to all Board members for each agenda item (approximately one week) prior to the Board meeting.
- Using a Robert's Rules of Order format, guide the decision-making process of the Board.
- Execute Board approved contracts on behalf of the Association and Board.
- Provide for the orientation of all new Board members.
- Provide leadership for Board policy evaluation and development.

Secretary's Duties & Responsibilities

The Secretary is responsible for recording or seeing that there are minutes of all HOA meetings, keeping the Association's books and records or seeing that they are kept, and giving all the notices, or seeing that they are given. (If a recording secretary is used to take minutes, he/she must have them approved by the Board prior to having them made available to the community.)

The Secretary is an officer of the Association and an elected Board member. Specific duties listed in the By-Laws are as follows:

- The Secretary shall attend all meetings of the Association and of the Board.
- The Secretary shall keep or cause to be kept a true and complete record of the proceedings of such meetings.
- The Secretary shall assume responsibility for keeping the minute records for the Association, including the approved policies, resolutions, and other official and routine Board decisions that are made.
- The Secretary is responsible for keeping the Master Policy Manual up to date and for distributing, through the web master, all new and modified Board-approved policies to all residents.
- The Secretary shall ensure that all notices of the HOA or Board are given, mailed, or delivered in accordance with the By-Laws.
- The Secretary is responsible for having all legal documents filed in a timely fashion.

The minutes of the regular Board meetings are considered approved when all Board members have informed the recording secretary via e-mail or other written notice that the final edited draft is approved by them.

The Association's records, including minutes, are the responsibility of the Secretary and are to be kept up to date and stored in the Ravenswood office located in the clubhouse. These hard-copy records can be scanned and officially stored on electronic media in the office and with the Management Company.

Some of the secretarial tasks, if mutually agreed, may be assumed by the Management Company, but the Association's official Secretary must monitor those tasks.

A primary responsibility of the Secretary is to ensure that the HOA Policy Manual is kept current. All Board actions to add new or alter existing policies are to be recorded in the Policy Manual.

Treasurer's Responsibilities & Procedures

The Treasurer is responsible for ensuring that the Ravenswood HOA has funds available for meeting expenses, both now and in the future. This is done by monitoring monthly financial reports, assisting in the preparation of the annual budget proposal, and updating the Reserve Study Schedule with input from an ad hoc Finance Committee and the Management Agent.

The Bylaws specify the following responsibilities of the Treasurer:

- Maintain a correct and complete record of accounts of the financial condition of the Association
- Be the legal custodian of all monies, notes, securities and other valuables which may from time to time come into the possession of the Association
- Immediately deposit all funds of the Association coming into his hands in some reliable bank or other depository designated by the Board
- Keep such bank account or accounts in the name of the Association
- To the extent appropriate, permit the Managing Agent to handle the account for monies and other assets of the Association.

Procedures Relative to Monthly Financial Reports:

On a monthly basis (by the 20th day) the Treasurer receives electronically from the Management Agent the previous month's financial reports. The Treasurer verifies:

1. that entries made by the Management Company are allocated to the correct accounts;
2. that the reports reconcile with bank statements;
3. that transfers to the Reserve account xx1954 and to the Emergency Reserve account xx2355 are made in accordance with the budget appropriations.

If the Treasurer has questions, s/he contacts the Management Agent for resolution. The Managing Agent then presents the report to the Board, though the Board does NOT approve it. Verification of financial reports can be done only by an independent audit.

Notes:

1. A standing committee is authorized to spend up to \$100 without Board approval.
2. The Management Agent is authorized to spend up to \$1000 without Board approval in a non-emergency situation. However, these expenditures are to be reported to the Board at its next meeting in the monthly report.

At each Board meeting members are made aware of balances in the Operating (checkbook xx1157), Emergency Reserve (xx2355), and Reserve (xx1954) accounts. These numbers appear on the Balance Sheet. The Emergency Reserve account is used **ONLY** when there are not enough funds in the budgeted Operating account to meet HOA expenses. The Board decides what amount (minimum or maximum) to keep in the Emergency Reserve account. Too little means we have spent more than is going into the Operating account; too much means we should stop funding the Emergency Reserve account for a period of time or use the excess to affect the monthly assessment or increase the major Reserve. The Board also decides if/when extra monies can be invested in a CD, etc., or if HOA dues need to be increased.

Procedures Relative to Annual Budget Proposal:

Historically the annual budget meeting has been held mid-November. The Treasurer works with the Management Agent to prepare a proposed budget for the HOA meeting. The Board must approve the proposed budget before it is presented to homeowners. Responsibilities include:

1. asking the Board to set a date for the meeting and putting it on the Ravenswood calendar;
2. asking standing committees for next year's proposed financial needs;
3. reviewing and making recommendations on renewing/changing vendor contracts for next year;
4. creating and presenting a proposed budget for Board approval in October;
5. deciding the contents of the packet which the Management Agent will prepare for Ravenswood homeowners prior to the meeting.

Procedures Relative to Annual Reserve Study Review:

While the Reserve Study Schedule does NOT need homeowner approval, it does need Board approval. It is presented at the November budget meeting as information. This schedule is used to determine homeowner monthly condo fees. Currently our Management Agent is not contracted to monitor Ravenswood's reserves.

1. The Board names an ad hoc committee to review the Reserve Study Schedule.
2. The committee meets in October to decide projects to be funded in the upcoming year and how much money to allocate for those specific tasks.
3. The total amount for next year's projected expenses appears on the page titled "Ravenswood Projected Reserve Expenses" and is then input on the "Ravenswood Projected Cash Flow for Reserve Account" page.
4. As the line for the current year is deleted from the Projected Reserve Expenses schedule, a new line will be added at the bottom of that sheet (i.e., as 2018 was deleted, 2019 was added with projected expenses for the year).
5. The Projected Cash Flow for the Reserve Account sheet shows (a) the annual funding amount going into account xx1954 and (b) how much of the monthly condo fee will go into this reserve account. This determines if the monthly condo fee should remain the same or be adjusted.

Year-End Procedures:

Monitor closely the following:

1. Make sure that the year-end balance on the bank statement for xx1954 plus CDs equals the ending balance for the current year on the Projected Cash Flow for the Reserve sheet. This number will also be the beginning cash number for the upcoming year.
2. Make sure that the Management Agent has started the year with the budget approved by the HOA.

The Treasurer is responsible for keeping the Board and Ravenswood owners aware of the HOA's financial condition in real time and into the future.

Vice President's Duties & Responsibilities

The Vice President is responsible for the performance of all duties of the President during the absence or disability of the President. The Vice President steps in if the President is not there. If there's a Board meeting and the President isn't there, the Vice President runs the meeting. If the President goes on vacation and an emergency comes up, the Vice President assumes leadership responsibility. The Vice President is obligated to be familiar with the organization's official documents, its policies, and the operating procedures established by and for the President.

1000 Board of Directors

1010 Board Meetings

1010.1 Meeting Protocol: It is the policy of the Board that meeting protocol will follow a Robert's Rules of Order, Newly Revised (11th Edition) parliamentary procedure process modified as determined by the Board or such other written procedures adopted by the Board of Directors in advance of any meeting.

1010.2 Regular Meetings of the Board: It is the policy of the Board that general meetings of the Board will be Executive Sessions and not open to the public, but if homeowners have specific questions or concerns about an item, they can request (with a one-week notice) to attend the next Board meeting and be included on the agenda to have an opportunity to be heard.

1010.3 The Bylaws state that action required by the Board of a non-emergency nature may be taken without a meeting if consent in writing is signed by all of the Board of Directors. It is the policy of the Board that this consent may occur by note or email. The Bylaws also require that any action taken, and written consent, is to be filed by the Secretary. The Board's policy is to file this information with the minutes of the next regular meeting.

1010.4 It is the policy of the Board that at any emergency or special meeting with three or more Board members present, the convener of the meeting shall appoint a member to take minutes and attach them to the minutes of the next regular meeting of the Board.

1010.5 It is the policy of the Board that a Director will have the right to propose any matter as a priority consideration that may be at variance to current Ravenswood Board of Directors policies.

1020 Association Meetings

1020.1 It is the policy of the Board that two General Meetings be conducted each year (1) for the purpose of election of Board members and (2) for the purpose of consideration of the annual budget as listed below.

1020.2 By-Law 2.03 states that a special meeting of the members may be called by resolution of the Board or upon a written petition of owners who have not less than 10% of the percentage vote.

1020.3 Nominations for the Board: The Bylaws state that nominations for Board positions may be made by any owner from the persons eligible to serve. Such nominations should be in writing and presented to the Management Company at least seven (7) days prior to the annual meeting.

1020.4 Voting: The Bylaws require that voting will be by paper ballots and each will be signed. Ballots will contain the name of each person nominated to serve. To meet the requirement for signing the ballots, the Board has adopted the following policy: Each ballot will include a tear-off signature portion. As each ballot is collected, the individual voting will tear off the signature portion and hand it to one of the ballot tellers. and

hand the ballot itself to the other teller. The teller with the signatures will only use those tear-off tabs to confirm voting eligibility.

1020.5 Ballots: It is the policy of the Board that ballots for the Board election will be distributed after candidates have an opportunity to be heard.

1020.6 The Bylaws state that other business may be brought before the meeting by decision of the Board of Directors or at the request of an owner submitted to the Management Company at least seven (7) days before the meeting or this process may be waived if approved by the majority of the owners.

1030 Board Member Rules of Conduct: It is the policy and expectation of the Board that Board members adhere to a code of conduct that represents civil, ethical, professional, and best practices of HOA governance and leadership such as those listed below:

1030.1 Members of the Board will conduct themselves in a respectful manner to other members of the Board. They will not publicly or privately ridicule anyone on the Board or in the community.

1030.2 A Director will at all times, subsequent to a vote, support the decisions of the majority of the Board regardless of the position that he/she has taken at the time of the vote.

1030.3 A Director will not have private meetings with other members of the Board in which business of the Association is discussed. The principle is that all members of the Board must be privy to all discussions and deliberations of the Board.

1030.4 No Director will assume, or is vested with, any authority to direct a member, contractor, agent, or employee of the Association. The authority of a Director is limited to the vote upon policies, participation in the meetings of the Board, or majority vote of the Board members to represent them in a specific action.

1030.5 The Board will speak through its President and its written policies. No member of the Board will have greater powers than another Director.

1030.6 A Director will notify the members of the Board in all matters that would be a conflict of interest. A conflict of interest shall be deemed to exist when any Director, directly or indirectly, through business, investment, or family, knowingly has a financial, property, or other beneficial interest in a decision made or to be made.

1030.7 A Director will not knowingly promote or advocate that a business associate, relative, or himself/herself participate in any contract or professional service of the Association.

1030.8 A Director will attend meetings of the Board as necessary to meet the duties and responsibilities of the office.

1040 Official Duties of the Board include those found in **Section 3.06, 3.07, and 3.08 of the Code of By-Laws** as well as those named as policies in this manual.

1040.1 It is the policy of the Board that its members are elected to make decisions in the best interest of Ravenswood residents. They are charged with a duty of loyalty and

fiduciary responsibility to use good business judgment and common sense in conducting the governance of the Association.

1040.2 It is the policy of the Board that it has primary responsibility for authorizing and filing a lien process if one is necessary, as well as applying discretions to collections.

1050 Policies, Rules, and Guidelines for Ravenswood

It is the policy of the Board that it approves, maintains, and supports policies, guidelines, and rules found within the HOA committee structure and its Governance Policies, Procedures, & Guidelines Manual. Under the scope of this policy, the Board has adopted the following procedural requirements:

1050.1 The Board may modify or adopt policies to facilitate the efficient operation of the HOA, including clarification of ambiguous provisions of other documents.

1050.2 All proposed new or revised existing official policies must be presented for first reading at a regular Board meeting, recorded in the minutes, and acted on at the next regular Board meeting.

1050.2.1 Upon adoption of a new or revised policy, the Board shall provide notice and effective date in the minutes and the newsletter, and a copy will be placed in the Master Policy Manual.

1050.3 The Board may modify or adopt guidelines and rules to implement its policies. Simple guideline or rule changes (such as the change in the dimensional requirements of a "For Sale" sign) may be made at any Board meeting. If in the Board's judgment a guideline or rule change will have a significant impact on the HOA community and on existing policy, it will be treated in the same manner as a policy change as in Section 1050.2

Relevant Declarations and By-Laws:

Article II—Meetings of the Association

Article III—Board of Directors

Article IV—Officers

2000 Budget & Financial Oversight

2010 Operational Budget Development:

It is the policy of the Board that a budget for the following year be prepared by the Treasurer with the assistance of an ad hoc Finance Committee in conjunction with the Management Company and be approved by the Board of Directors. The budget should be as detailed as possible and estimated with some degree of certainty such that it serves as a realistic guide for the year. Within this policy, the following procedures will apply:

2010.1 The Board serves as a fiduciary and shall manage the resources of the Ravenswood Community effectively and efficiently, utilizing sound fiscal practices and procedures.

2010.2 The Management Company, with the assistance of the Board Treasurer, will present the budget to the Ravenswood Community.

2010.2 The detailed monthly expenditures and other financial reports will be posted in the password-protected section of the Ravenswood website. (See also 6010.3.2 "Password Update" in this manual.)

2020 Prioritizing Budget Needs: It is the policy of the Board to prioritize requests for repairs and improvements during budget preparation each year to avoid excessive increases in monthly assessments.

2030 Cash Control Reimbursement Issues

2030.1 Board Member Reimbursement: It is the policy of the Board that should any proposed purchase of a Board-approved material or service for the HOA be purchased by a Board member, the receipt must be signed by another Board member and submitted to the Management Company for payment.

2030.2 Non-Board Member Reimbursement: It is the policy of the Board that should any proposed purchase of a Board-approved material for the HOA be purchased by a non-Board member, the proposed purchase must then be approved by two Board members, who will also sign the receipt before it is submitted to the Management Company for reimbursement.

2040 Quotes, Bids, & Requests for Proposals for Contracts & Services:

It is the policy of the Board that the Management Company secure at least two quotes, bids, request for proposals, or time and material estimates for any service, contract, or project over \$1000.00, for Board consideration. Under the provisions of this policy, the following rules apply:

2040.1 Decisions relative to all contracts for services, new and renewal, will be reported in the HOA minutes.

2040.2 Contractors must be licensed and insured for liability and worker's compensation, and such documents must be current and on file with the Management Company.

2050 Special Assessments: It is the policy of the Board to prevent the necessity for special assessments by funding a meaningful reserve fund and study expenditure plan.

2050.1 If extenuating circumstances do develop, the Board will utilize the special assessment process rather than borrowing to meet the need.

2060 HOA Fees: It is the policy of the Board to rely on the Management Company relative to collection and delinquencies of annual, monthly, and special assessments.

2070 Audit Requirements: It is the policy of the Board that if an external audit is waived, an ad hoc Internal Audit Committee will work from a prepared written audit procedure guide.

2070.1 The internal audit shall be performed in March so that all year-end financial transactions will have cleared the system.

2080 Reserve Management/Reserve Fund

The Bylaws require that the HOA maintain a reserve fund for replacements of the Common Areas and Limited Common Areas as defined in the current Declaration of Condominium Ownership, including but not limited to painting of the exterior of facilities, roof replacement, recreational facilities, resurfacing or replacing streets and parking areas, painting or replacing primary doors, replacing windows, etc. It is the Board's policy that the fund should be long-term, and that "replacements" should include capital improvements. Under this policy, the following procedures apply:

2080.1. An interest-bearing reserve fund will be maintained and funded with a portion of the monthly assessment designated for reserve purposes identified in policy 2080.1. The monthly amount is determined each year by an ad hoc Finance Committee, working with the HOA Treasurer and the Management Company, and approved by the Board. The reserve funds for replacement may be expended only for those items so designated in the Reserve Study.

2080.2 The Board will utilize an annual interest-bearing temporary excess operating account to fund emergency-type expenses which are outside of the annual budget and independent of the reserve fund. The resources for this account may be generated from an appropriation in the annual budget and/or as a result of expenses less than those scheduled in the annual regular budget.

2080.3 Reserve Study: An annual review of the reserve fund will be conducted by an ad hoc Reserve Study Committee, Board members, and the Management Company to ascertain adequacy and estimates of cost and timeline.

Relevant Declarations and By-Laws:

Article III

Sections 3.06, 3.07, 3.08, 6.04, 6.06

Article VI: Assessments

Article X

3000 Insurance

3010 HOA Insurance Responsibility

It is the policy of the Board that its "Dwelling Protection" insurance policy cover full replacement value of condos, as purchased originally, for damage due to a specific cause or sudden act (not due to maintenance issues or neglect). "As purchased originally" refers to fixtures and finishes when the condo was originally built and purchased by the first owner.

3010.1 The Board is responsible to approve insurance specifications and consider Management recommendations of insurance bids.

3020 Homeowner Responsibility

3020.1 It is the policy of the Board that owners and residents must maintain (as to their separate property interests and ownership) their own liability insurance for accidents within the confines of Ravenswood.

3020.2 It is the policy of the Board to recommend to all owners that they purchase sufficient insurance through an owned insurance policy to cover any improvements or additions made since the first original purchaser, regardless of who made them or when they were made.

3020.3 It is the policy of the Board that owners or residents are responsible for casualty insurance on personal property in their unit and anything which is not insured by the HOA (defined as appliances, HVAC equipment, and items that would shake loose and fall if the unit were turned upside down).

3030 Board Member Indemnification

It is the policy of the Board that the HOA indemnify Board members—past, current, and future—through the HOA general insurance policy.

Relevant Declarations and By-Laws:

Article VIII

4000 Architectural Control:

It is the policy of the Board to maintain appearance standards of the Ravenswood Community through its policies, guidelines, and rules. To implement standards for attractive appearance, the Board has developed the following rules:

4010 Architectural Requests

4010.1 All requests for modification of any rule, guideline, or Common Area or architectural adjustment must be placed on the official Ravenswood Architectural Control Approval Form and submitted to the Management Company for presentation to the Board for consideration and approval.

4010.2 All residents are required to follow the restriction guidelines found in the Declaration of Condominium Ownership, the By-Laws, and Board policies/guidelines.

4020 Decorative Items

4020.1 Landscape Lights: Low-voltage or solar lights may be added only in the landscaped area on the inside of the walk in the mulched bed between the sidewalk and the home. A total of ten (10), black in color are permissible. Each must be 12" or less and have only white lights.

4020.2 Rocks/Stones: Ornamental rocks or stones, absent logos or engravings, can be placed in the mulched Common and Limited Common Areas. Size is limited to 24"x12"x12" with a maximum of ten (10) stones. However, if rocks were used by the builder to control erosion or for other purposes, they are deemed approved. Any other exception would require filing of an architectural form requesting Board approval.

4020.3 Bird Feeders: The only bird feeders permitted are hummingbird feeders in the patio area. They cannot exceed the height of the patio fence.

4020.4 Exterior Light Bulbs: Any exterior light bulbs must be white or yellow (for bug control).

4020.5 Bird Baths: Bird baths are prohibited.

4020.6 Window Coverings: All window coverings –whether draperies, blinds (vertical or horizontal), or valances – must be white, off-white, light beige, or light grey on the exterior side.

4030 Flowers/Vegetables/Fruits/Shrubs/Trees

4030.1 Vegetable and fruit plants are not permitted outside of the fenced patio area.

4030.2 Vegetable and fruit plants inside of the fenced patio area are not to exceed the height of the fence and are to be planted in such a way as to not climb on, over, or through the fence. "Height of the fence" is the top of the fence posts.

4030.3 The HOA will pay for replacement of shrubs and trees in Common Areas if approved by the Board.

4030.4 Annual and perennial flower plants may be planted inside the patio fence or in the mulched area outside the condo. However, flowers are not permitted around any tree, except with Board permission. Only flowers which will not exceed the height of the fence posts are permitted. Maintenance of the flowers is the responsibility of the homeowner or resident, and dead flowers are to be removed at the end of the season.

Relevant Declarations and By-Laws:

Declaration 3 Description of Buildings

Declaration 6 Common Areas and Facilities

Declaration 7 Limited Common Areas and Facilities

Declaration 13 Covenants and Restrictions

Declaration 17 Granting of Easements

Declaration 18 Reservations of Rights & Restrictions of Common Areas

By-Laws:

Article V Management

Section 5.01 Maintenance, Repairs & Replacements

Section VI Assessments

Article VII Restriction, Entry & Rules & Regulations

5000 Physical Maintenance

5010 HOA Responsibility: It is the policy of the Board that some elements of repair and maintenance are the responsibility of the HOA. In keeping with this policy, the Board has adopted the following guidelines:

5010.1 Work Order Request Form: All maintenance issues must be processed through the Management Company's work order process.

5010.2 Patio Fences & Gates: Patio fences and approved gates constructed by residents then become Limited Common Area and their repair/replacement is the responsibility of the HOA.

5010.3 Window Washing: The Board will assume responsibility to have outside windows washed one time each year in the spring.

5010.3.1 The Management Company provide the names of companies or individuals qualified to wash window exteriors (at the HOA's expense) and/or interior windows for residents (at their expense).

5010.4 Garage & Front Door Exterior Lights: The HOA will maintain and repair exterior lights by garage doors and front doors of all units. It is the resident's responsibility for any light bulb replacement.

5010.5 Termite Treatment: The Board will arrange to test and treat for external termites when suspected present by the Board.

5010.6 Patios: Major repair and maintenance of an existing original patio is the responsibility of the HOA.

5020 Homeowner Responsibility: It is the policy of the Board that some elements of repair and maintenance are the responsibility of the homeowner. As a part of this policy, the Board has issued the following guidance for homeowners:

5020.1 Windows: Window glass and/or screen breakage repair or replacement is the responsibility of the HOA if broken by acts of nature or by an unknown cause from the outside; if broken from the inside, repair or replacement is the homeowner's responsibility.

5020.2 Radon Testing: Radon testing and mitigation is the responsibility of the unit owner or resident.

5020.3 Termites & Other Insects: Homeowners are responsible for mitigating termites and other insect infestation inside the unit.

5020.4 Mold: Homeowners are responsible for mitigating mold contamination inside the unit unless caused by a leak inside the walls.

5020.5 Patios: Each resident is responsible for the minor maintenance/general upkeep of the patio and landscaped area inside the patio.

5020.6 Insulation: The unit owner or resident is responsible for attic and exterior insulation additions.

5020.7 Storm Doors: Storm doors may be installed at owner or resident expense. The storm door's frame must be white, and it must have at least 95% clear glass which may be in one or two sections. The glass may be replaced periodically with a screen at the resident's discretion.

5020.8 Utilities: Residents are responsible for maintenance and payment of gas, electric, water/sewer, cable TV, and telephone as well as initiating service on date of possession.

5020.9 Trash Collection: No waste receptacle is to be set out prior to 5:00 pm of the day preceding collection, and all receptacles are stored by 9:00 pm the day of collection.

5020.10 Garage Door: The owner or resident is responsible for maintenance, repair, replacement, or adjustment of all components on the interior side of the garage door, including the interior/exterior seal.

5030 Recurring Contracts: It is the policy of the Board that the Management Company establish contracts to meet maintenance, management, and repair needs of the following facilities:

5030.1 Swimming Pool

5030.2 Pond Maintenance

5030.3 Management

5030.4 Community Building HVAC

5030.5 Trash Removal

5030.6 Exercise Equipment

5030.7 Lawn/Landscape Maintenance

5030.8 Clubhouse Cleaning/Care

Relevant Declarations and By-Laws:

Declaration 6 Common Area and Facilities

Declaration 7 Limited Common Areas and Facilities

By-Laws:

Article V

Article VII

Article IX

6000 Communications: It is the policy of the Board that the Board communicate regularly with owners. Residents and the Management Company. To carry out this policy, the following procedures have been adopted:

6010 Residents & Owners

6010.1 Newsletter: A monthly newsletter will be distributed on the website and/or the email service.

6010.2 New Resident: The owner of a “selling unit” should advise potential buyers, either directly or through their real estate agent, of Ravenswood information and rules. However, the Board should make sure the new owner has received the information.

6010.3 Website: The Board will maintain and control a website as a portion of its communication program.

6010.3.1 Ravenswood Financial Information: The Board will provide password protection on the website for all HOA financial information. (See also 2010.2 in this manual.)

6010.3.2 Password Update: The Board will have the website password changed once each year or as needed.

6010.3.3 Meeting Minutes: The Board will post the minutes of each Board meeting on the website.

6010.4 E-mail Account: The Board will establish and maintain an email account for the board to be used for communication to and from residents.

6010.5 Emergency Contact List: The Board will maintain an emergency contact list for residents wanting to provide such information in a password-protected area of the website.

6010.6 Access to Records: The Board will provide residents access to relevant and appropriate HOA books and records upon request.

6010.7 The Board will assure that the President and/or Treasurer shall meet with the requesting prospective buyer of Ravenswood property, or her/his representative, to view HOA financial information prior to closing.

6010.7.1 A copy of the Reserve Study will be available, in hard copy, to any prospective buyer or representative prior to closing.

6010.8 A prospective buyer of Ravenswood property who requests copies of documents not on the website may be charged a fee.

6020 Management Company

6020.1 Meeting Minutes: Minutes of all HOA Board meetings as well as Annual Meetings will be sent to the Management Company. In addition, minutes of all Annual Meetings must reflect approval, whether the minutes were actually read at the meeting

or whether reading was waived. In either case, action to approve the minutes must be recorded.

6020.2 Financial Reports: The Management Company will provide requested financial information to the Board within 20 days following the end of the preceding month.

Relevant Declarations and By-Laws

Article II Meetings of the Association

7000 Committees

7010 Committee Authorization: It is the policy of the Board that any committees will be established by and be accountable to the Board. No appointment to a committee will be considered if the appointee has the potential of using the position in a manner that would serve the personal interests of that member, a group of members, or any member of the Association. The following rules apply to the conduct of committees:

7010.1 Committee Member Terms: The term for committee members and chairpersons shall be two (2) years.

7010.2 Ad Hoc Committees: The Board may create ad hoc committees for specific tasks or purposes and will dissolve them after the task completion.

7010.3 Committee Budget: The chairperson will collaborate with the HOA Treasurer to establish an annual budget for equipment and materials, if needed.

7010.4 With the President's approval, any standing committee is authorized to spend up to \$100 from the approved committee budget without board approval.

7010.4.1 All expenditures made within policy 7010.4 must be reported by the President to the Board at the next regular meeting.

7010.5 The committee chairperson, or the President if there is no committee, will notify the Management Agent that a non-routine contract service has been completed so that the Agent can validate the service specification, assess workmanship, and authorize payment.

7020 Pool Committee: It is the policy of the Board that a Pool Committee be maintained to provide a clean, safe pool and pool area for residents. The pool is for the exclusive use of residents (living in Ravenswood) and their guests. Under his policy, the following rule apply:

7020.1 All persons using the pool and pool facilities do so at their own risk and responsibility, as there is no lifeguard assigned.

7020.2 All guests and children under the age of eighteen (18) must be accompanied by an adult resident age eighteen (18) or older.

7020.3 The number of guests in the pool area may be limited during times of high use.

7020.4 Swimming is permitted only in garments sold as swimwear; however, T-shirts covering swimwear may be worn in the pool. Wet swimwear is not permitted in the clubhouse lounge area. Infants must wear water diapers the entire time they are in the pool.

7020.5 The pool will be open daily 10:00 a.m. to 10:00 p.m. during swimming season.

7020.6 It is the policy of the Board that lounge chairs or tables may not be reserved.

7020.7 The gas grill at the pool is for scheduled, organized Ravenswood community functions only.

7020.8 Only Board members and the Pool Committee chairperson hold keys to the pool pump room.

7020.9 The following are prohibited in the pool area:

- Animals or pets, except for a properly certified service animal
- Glass or other breakable items
- Running, diving, or disruptive behavior
- Excessive noise, splashing, or radios without headphones
- Private pool parties
- All rafts and body floats
- 110-volt electrical devices
- Use of tobacco or e-smoking devices

The following activities serve to implement Pool Committee responsibilities:

- Prepare and ready the pool and pool area for the swimming season.
- Open and close (lock) the pool area each day during the pool season and clean furniture if needed.
- Prepare the pool area furniture and equipment for winter.
- Establish and post pool and pool area rules at the pool and on the website.
- Serve as the coordinator and point of contact for the contractor, Board, and residents.
- Working with the contracted pool maintenance company, ensure that the Ravenswood pool conforms to the ordinances of Tippecanoe County.

7030 Social Committee: It is the policy of the Board that a Social Committee be maintained to foster a unified community by organizing fun, interesting events for the entire community such that residents can meet and socialize with each other. To carry out this policy, the Board has adopted the following rules:

7030.1 The clubhouse is for the exclusive use of the residents. It is available for rental to residents only for not-for-profit parties or meetings. Details on rental rules, rental fee, and rental deposit are provided in the document entitled "Summary of Rules for Ravenswood." They can also be found on the back of the rental request forms that are available in the Clubhouse and on the Ravenswood web site.

7030.1.1 The renting resident will have exclusive use of the party room (including the kitchen area), and the pool table. During the rental time, neither the resident renting the clubhouse nor the resident's family and guests may have use of the swimming pool, the library, or the exercise room.

7030.1.2 It is the policy of the Board that the renting resident is responsible for all clean-up the day of the party.

7030.1.3 Any damages and any follow-up cleaning required by the Association will be deducted from the deposit. If the deposit is insufficient, the renting resident will be billed for the difference.

7030.2 Children's or teenagers' birthday parties or gatherings are not permitted at the clubhouse.

7030.3 The office in the clubhouse may be locked if the Board deems it necessary (i.e., when the clubhouse is rented). Only Board members and the Recording Secretary hold keys to the office.

7030.4 The Social Committee must be financially self-supporting for its social activities. No HOA finances will be utilized for committee activities unless a given activity is designed to increase resources for the HOA.

7030.5 Use of any tobacco product, including e-smoking products, is prohibited in or within fifteen (15) feet of the clubhouse.

7040 Rules Committee: It is the policy of the Board that it may appoint an ad hoc Rules Committee for the purpose of providing information and recommendations to the Board regarding any and all rules or guidelines. Such information and recommendations should:

- Protect the common interest and rights of all residents.
- Promote a harmonious community within Ravenswood.
- Ensure orderly operations and use of the Common Areas for the good of all homeowners and residents.
- Enhance the common safety and living environment.
- Protect and enhance the value of Ravenswood's homes.
- Recommend changes or additions to existing rules and regulations based on input from homeowners, recommendations from other committees, new laws and regulations, or other pertinent information.

7040.1 Current Guidelines & Rules

7040.1.1 Not Allowed

- Bird feeders (except hummingbird feeders below fence line inside patio)
- Garden hose hangers
- Wall plaques, windsocks, wind chimes, decorative flags
- Any type of yard signs, statues, lawn ornaments, any mulch not provided by landscape provider, swing sets, clothes lines or poles, drying clothes on fence or in view, hanging baskets, or flags or flag-like items (with the exception of the American flag, which may be flown any time, utilizing accepted flag protocol)
- Window sun catchers
- Bird baths

7040.1.2 Permitted

- Two potted plants near front door

- One planter/flowerpot may be placed in the area between the garages if both residents are in agreement (Note: this item pertains to the quads only). The one flowerpot must be the same colors already allowed for exterior furniture (black, brown, white, dark green, or a neutral color) OR the color already on the front doors and shutters. The flowerpot cannot exceed 25 inches high or 24 inches wide and must not impede the entry or exit of either of the adjacent garages.
- Stepping stones may be added in the mulched area, ' Stepping-stones in the grass area requires Board approval. However, any resident who has stepping-stones in the grass are as of April 24, 2018 is deemed to have received Board approval.
- Christmas lights and decorations in Limited Common Area between Thanksgiving Day and January 7. Other holiday decorations are allowed in Limited Common Areas and may not be displayed more than one week before or one week after the holiday.
- The American flag flown any time utilizing accepted flag protocol
- Decorative wreaths (real or artificial) no larger than 30 inches hung on front door
- Decorative items inside patio fences may not exceed the height of the fence posts. Hummingbird feeders are allowed, but all other bird feeders and bird baths are not allowed
- Small security system decals may be placed in one (1) window on each side of the house

7050 Landscape Committee: It is the policy of the Board that it may appoint an ad hoc Landscaping Committee responsible for monitoring the long-range landscape plan for the Ravenswood Common Areas. The following guidelines serve to implement this policy:

7050.1 Routinely evaluate the appearance and condition of the Common and Limited Common Areas of the Ravenswood community.

7050.2 Create recommendations for the Management Company relative to landscaping maintenance, appearance, and improvements.

7050.3 Through the committee chair, serve as the liaison with the Management Agent, the landscape provider, and the community.

7050.4 In collaboration with the Management Agent and Landscape Contractor, evaluate the health and condition of trees, shrubs, bushes, ornamental grasses, etc., and make recommendations for additions, removal, modification, and replacement.

7050.5 Purchase, plant, water, and care for annual plants in planters at approved locations.

7050.6 Provide periodic summary updates to the Board on landscape and grounds maintenance issues.

7060 Finance Committee: It is the policy of the Board to maintain and support an ad hoc Finance Committee which works with and advises the HOA Treasurer, who serves as the chairperson of the committee and advises the Board. The following guidelines will serve to implement this policy:

7060.1 In conjunction with the Management Company, ensure that dues assessments of the HOA are reasonable and necessary and that planned expenditures are prudent.

7060.2 In conjunction with the Management Company, analyze all draft budgets (operating, reserves, emergency) to ensure that sufficient funds are available to fund the budget.

7060.3 Make recommendations about budgetary and financial matters as appropriate to the Board and the Management Company.

Relevant Declarations and By-Laws

By-Laws

Article II

Article III

Article V

Article X

8000 Safety & Security

8010 Pool Safety: It is the policy of the Board to maintain high standards for pool and pool area safety. To carry out this policy, the Board has adopted the following rules:

8010.1 Emergency Phone: A land line telephone in the clubhouse near the pool door available year-round.

8010.2 The phone number for the pool area telephone is made available to each Board member only.

8010.3 The pool area is to be locked at all times, and the last person to leave the area will ensure the area is locked.

8010.4 Additional detailed rules on pool usage and safety requirements are listed in the document entitled "Summary of Rules for Ravenswood."

8020 Pets & Other Animals: It is the policy of the Board that it will specify the types of pets that are permitted within the Ravenswood community, including numbers of pets and other requirements relating to control of pets. To implement this policy, the Board has adopted the following rules:

8020.1 The Board reserves the right to take action against aggressive or unruly dogs by, including but not limited to, asking for the dog to be removed from the Ravenswood community or levying fines against the owner.

8020.2 No more than two (2) pets will be permitted in any unit.

8020.3 Approval may be denied for breeds of dogs considered to be aggressive, including but not limited to Pit Bulls, Pit Bull Terriers, Doberman Pinschers, Rottweilers, Wolf Hybrids, Chows, and German Shepherds.

8020.4 All pets must have appropriate inoculations, licenses, and tags as required by Tippecanoe County.

8020.5 Anyone walking pets on Ravenswood property assumes responsibility for immediate collection and removal of any solid waste matter of the pet.

8020.6 No animals are permitted in the clubhouse, with the exception of properly documented service animals that are in use.

8020.7 No animals are permitted in the pool area, with the exception of properly documented service animals.

8020.8 Pets are not allowed to run free or roam on Ravenswood property.

8020.9 No pet shall be tethered outside in the lawn or Common Area, nor be tied to any patio fence.

8030 Smoking: It is the policy of the Board to provide a controlled smoke-free environment.

8030.1 No smoking (including e-smoking) is permitted in or within fifteen (15) feet of the clubhouse. A notice so stating will be included on the Clubhouse Rental Form.

8040 Exercise Room: It is the policy of the Board that an exercise room and equipment be provided for residents and guests in the clubhouse. Included in this policy are the following rules:

8040.1 No one under sixteen (16) years of age may use the exercise room.

8040.2 A resident must be present for any guest using the exercise room.

8050 Pond & Pond Area

8050.1 Any non-resident fishing at the pond must have a resident with them at all times.

8050.2 The Board recommends that fish caught in the pond should not be consumed, as the mercury levels have never been tested.

8050.3 No ice skating or ice fishing is permitted on/in the pond.

8060 Wild Animals: It is the policy of the Board that feeding wild animals, with the exception of hummingbirds, is prohibited on Ravenswood property.

8070 Solicitation: It is the policy of the Board that solicitation by anyone or any group for commercial purposes is prohibited on Ravenswood property.

8070.1 Non-commercial groups, including school groups and political support groups, may distribute fliers and funding forms to residents with Board approval.

8080 Snow & Ice: It is the policy of the Board to utilize the Landscape contractor in dealing with snow and ice removal and related winter issues. Under this policy the Board will follow the following procedures:

8080.1 Consult with the Landscape Contractor before taking action relative to snow/ice beyond contract limits.

8080.2 If it is necessary to salt certain areas in the community in icy weather, it will be determined by the Board President or another Board member appointed by the President if the President is not available. Priorities will be Silverado Drive, Silverado Circle, the driveways up to each garage, the clubhouse parking lot and front sidewalk area, and the two pathways leading to the clubhouse.

8080.3. Remind residents that any decision they make relative to inclement weather should include their personal safety as first priority.

8090 Security: It is the policy of the Board to encourage neighbors to be a first line of security watch. To carry out this policy, the Board has adapted the following guidelines:

8090.1 Residents should report suspicious activity and alerts to the homeowner directly (if home) or county sheriff's office.

8090.2 The Board encourages residents to notify neighbors when going on vacation or out of town for a few days.

8090.3 Residents should make arrangements for someone to ensure that newspapers are not piling up or that mail is not collecting in mailboxes even though delivery has been stopped.

8090.4 Any security camera installed on any exterior structure must have Board approval, with the exception of doorbell cameras.

80100 Vehicles

80100.1 It is the policy of the Board that all unlicensed motor driven vehicles, including but not limited to motor scooters, minibikes, off-road vehicles, and golf carts, are not permitted on Silverado Circle, sidewalks, or Common Areas unless granted initial Board approval. If a resident has one of these motor-driven vehicles as of April 24, 2019, it is deemed that Board approval has been granted.

80100.2 Vehicle Parking: The Bylaws state that vehicular parking shall not be allowed in the right-of-way of the streets and roads of the Property and shall be limited strictly to those areas specifically set aside and designated as parking areas in the Plans. In order to meet this requirement, the Board has adopted a policy that clarifies the meaning of “right-of-way” and identifies the acceptable parking areas. It is the policy of the Board that parking of vehicles in Ravenswood requires careful planning and specific rules to contribute to a safe, attractive community. Under this policy, the following rules apply:

80100.2.1 No boats, trailers, motor homes, trucks larger than a ¾ ton pickup, travel trailer, or any vehicle with commercial advertising may be parked on the street or in any driveway over-night with one exception: Vehicles used for recreation and not garage-able shall be permitted to park in front of the garage for up to twenty-four (24) hours to permit loading and unloading. Such vehicles must not exceed twenty (20) feet in length and must not block access of other residents. This exception does not include commercial moving vans conducting contract business and commercial vehicles providing service or repair work.

80100.2.2 All parking by residents or guests must be within the Limited Common Area in front of the garage door, in the parking spaces at the clubhouse, or on the side of driveway or street in such a manner as to not hinder access to another residence, thus providing right-of-way to other vehicles .

80100.2.3 Temporary parking is permitted in the turnaround area at the end of the driveway if not obstructing others.

80100.2.4 Parking in the clubhouse parking lot is limited to no more than forty-eight (48) hours to avoid towing.

80100.2.5 Vehicles which are on community property and are not identifiable may be towed at owner’s expense.

80100.2.6 No repair work is permitted on vehicles in Limited Common or Common Areas except short-term emergency work such as flat tire, battery charge, etc.

80100.2.7 The speed limit within the community is 15 mph.

80100.2.8 Traffic patterns, traffic, parking, and limited access limitations require that garage, estate sales, and auctions open to non-residents are not permitted on Ravenswood property.

Relevant Declarations and By-Laws

By-Laws

Article VII

Section 7.02 Right of Board to Adopt Rules

Section 7.03 Enforcement

9000 Rentals and Unit Sales

9010 Clubhouse Rental: It is the policy of the Board that the clubhouse may be rented to residents only, for an established fee. To implement this policy the following rules have been established:

9010.1 The clubhouse may not be rented if the request time or activity would interfere with a scheduled or routinely scheduled Ravenswood activity.

9010.2 If the clubhouse is rented, the membership not associated with the activity should not use the clubhouse (exceptions are the exercise room and the pool) or otherwise interfere with the activity.

9020 Unit Rentals: It is the policy of the Board that any unit owner must complete a Request to Rent form and obtain Board approval prior to execution of a lease or rental agreement of a Ravenswood residential unit. To implement this policy, the following rules have been established:

9020.1 The owner must supply the Board with a renter/lessee identification document to ensure that the renter/lessee is actually occupying the unit.

9020.2 The owner, not the lessee/renter, has voting privilege and Declaration responsibility.

9020.3 The lessee/renter has By-Law and HOA policies and guidelines responsibilities.

9020.4 Lease/rental restrictions may be waived by the Board in cases of extreme personal or financial hardship.

9020.5 No more than 10%, or eight (8), of the units may be leased or rented at any given time.

9020.6 A minimum lease or rental term is six (6) months.

9020.7 No unit may be rented or leased to a third party.

9020.8 Short-term vacation or "hotel similar to" rentals are prohibited.

9020.9 One professionally prepared "For Rent" sign limited to 32" x 42" may be displayed in a window of the unit.

9030 Unit for Sale: It is the policy of the Board that no more than two (2) professionally prepared "For Sale" signs will be permitted to be displayed for units up for sale. The rules for such signs are as follows:

9030.1 One sign will be permitted on the exterior of the unit in the "limited common area", and one sign, if deemed appropriate, may be displayed along Silverado Circle.

9030.2 In addition to the "For Sale" signs, "Open House" signs may be displayed for up to 48 hours prior to the date of the open house and must be removed within 24 hours after the open house.

Relevant Declarations and By-Laws

Declarations-21(a)

Article VII,

Article IX

10000 Resident Responsibilities and Rights

10000.10 Resident Behavior: It is the policy of the Board that no noxious or offensive activity in any unit that may interfere with the rights, comfort, or convenience of others will be permitted. To implement this policy, the Board has adopted the following rules:

10000.10.1 No unit shall be used for any unlawful purpose and no unlawful act shall be committed or permitted in or upon any unit.

10000.10.2 Owners and residents should exercise care not to disturb other residents with excessive voices, noise, or unreasonable use of radios, televisions, musical instruments, telephones, amplifiers, etc.

10000.10.3 Under no circumstances shall sound from a unit be heard or felt in another unit.

10000.10.4 No explosives, fireworks, or items of a similar nature may be lit or exploded on Ravenswood property.

10000.20 Property Damage: It is the policy of the Board that in the event of any violations of policies, procedures, and guidelines that cause damages or that are of a harassing nature, the HOA may recoup any monetary damages or take disciplinary action. Under this policy the following rules apply:

10000.20.1 Oil leaks on paving must be immediately cleaned by the resident. Damaged paving will be repaired at the expense of the transgressor.

10000.20.2 Residents deserve a Management or Board response to inquiries of harm including if the inquiry is ludicrous, threatening, or intended to harass.

10000.20.3 Residents should get timely notice and fair opportunity to be heard if the HOA or the Board intends to take disciplinary action against them.

10000.30 Board Decisions: It is the policy of the Board that when the Board and/or Management Agent makes a decision that is viewed by an owner or resident as adverse to the community or adverse to an owner or resident, owners and residents have the responsibility to request reconsideration of that decision.

10000.40 General Conduct: It is the policy of the Board that owners and residents have the responsibility to avoid harassing or threatening others through any means to control or instill fear in any other owner or resident, Board member, member of the Management Company, or any agent of the HOA. In any case where an owner or resident does not meet this responsibility, the Board may opt to proceed by the following guideline:

10000.40. The Board, at its request, may ask the Management Company to assume the responsibility for dealing with the legalities of a resident exhibiting harassing, threatening, disruptive, abusive, or other antisocial behavior affecting the lives or well-being of any resident of the Ravenswood community.

10000.50 Interactions with Contractors: It is the policy of the Board that residents should avoid interference with contractors selected by the HOA. Owners and residents are not the persons who have contracted with vendors of the HOA. The HOA has entered into those contracts. Owners and residents have the responsibility to avoid interference with the contractors while a contract is in progress. All communications and complaints about a contractor's work should go through the HOA Management Agent.

Relevant Declarations and By-Laws

By-Laws

Article II, Article V, Article VII, Article IX

11000 Board and Management Relationships

110010 Management Company: It is the policy of the Board to contract with a Management Company to manage the operational aspects of the HOA. Under this policy, the Board has approved a Management Contract that provides for a single person Management Agent. In carrying out this policy the Board has adopted the following rules and guidelines:

110010.1 The Management Company, when interacting with residents, will do so in a professional, respectful manner.

110010.2 The Management Company must disclose any relationship with any company that provides services to Ravenswood.

110010.3 The Board will review and act on Management-prepared specifications and/or requests for proposals for bid or quoted services expected to be in excess of \$1,000.

110020 Management Representative Agent

110020.1 The Management Agent will respond to all service requests from the Board in accordance to related HOA Policies.

110020.2 The Management Agent has the authority and responsibility to meet the requirements of the Governing Documents, as well as the written policies of the HOA Board.

110020.3 The Management Agent will negotiate for competitive prices, provided by qualified personnel from the area, to ensure a level of quality acceptable to the Board.

110020.4 The Board will monitor and assess the actions of the Management Agent, in part, through the Agent's regular written reports.

110020.4.1 Written reports of the Management Agent include:

Monthly: financial, work order /maintenance, and policy implementation reports.

Quarterly: March, June, September, December Vendor Contract Performance reports and maintenance status reports.

110020.4.2 Management Agent reports can be submitted to each Board member as hard copy or as electronic which can be printed.

110020.5 The Management Agent provides the Board with guidance and recommendations for all architectural control requests and issues based on the Declarations, By-Laws and Board policies.

110020.6 The Board will provide the Management Agent a written summative evaluation each year prior to July 1.