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The Glen Community Association

Administration Policies

Effective May 1, 2005

This Administration Policy Manual has been updated and replaces all other versions and notifications of amendment. Effective immediately, you will be notified of all subsequent amendments, and should immediately update your personal manuals in accordance with such notices. Updated pages will no longer be available in the Administrative Office. Instead, we will completely update manuals once yearly and notify you of availability. Please address any questions regarding this procedure to the Administrative Committee Chair.

Last Revision: August 13, 2011

**The Glen Community Association
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PREFACE

GENERAL

This Administration Policy Manual contains the policies governing the operation of The Glen Community Association.

It is the responsibility of each manual holder to keep his/her manual current at all times, recording all amendments immediately upon notification via the Pipeline or other means of communication. Once yearly, following approval and notification of one or more amendments, updated manuals will be available in The Glen Community Association Office.

LIST OF AMENDMENT APPROVALS

All amendments and additions to these Administration Policies are made by Resolution and are approved by The Glen Community Association Board of Directors. All amendments are made by Policy Number rather than by page number. However, for convenience, each page will carry the date of adoption or the designation of the Resolution under which the policy was adopted plus the designation of the latest amending Resolution. Each Resolution is identified with an alpha-numeric designation consisting of the letter "A" for Administration and six digits representing the month, day, and year of the Board of Directors approval. A complete list of amendments is located on pages 3, 4 and 5 of this Administration Policy Manual.

ADDITIONAL INFORMATION

The policies contained in this manual have been approved by The Glen Community Association Board of Directors pursuant to Bylaw Article 5.1.1.2 and are not intended to be inconsistent with any provision of The Glen Community Association Bylaws. In the event of a conflict between this Administration Policy Manual and The Glen Bylaws, The Glen Community Association Bylaws shall take precedent.

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A10 – The Glen Administrative Office

- A10.1** The Glen Administrative Office shall be open from 9:30 am until 4:00 pm every day of the year except Tuesday and Wednesday of each week, Christmas Day and Thanksgiving Day in the US. With advance notification to Glen Association members, the Administrative Office may be closed for the observance of any other normally paid holiday, as specified in the Personnel Policy, when it is determined by Management that closure will not adversely affect the operation of The Glen Community Association.
- A10.2** At the discretion of Management, with appropriate and timely notification, The Glen Administrative Office may be closed during the Annual General Meeting, during the annual Glen Days Parade, or during other festivities sanctioned by the Board of Directors.
- A10.3** At the discretion of Management, with or without notice, The Glen Administrative Office may be closed temporarily due to extraordinary circumstances involving safety to staff (such as severe weather conditions or construction).
- A10.4** The Glen Administrative Office is a non-smoking facility.
- A10.5** The Glen Administrative Office is used for Association related purposes only. It shall not be used as a Glen Association member package delivery site. Office personnel are required to deliver only messages which involve Glen Association business or emergency situations.

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A20 – Gate Cards and Decals

- A20.1** Two (2) gate cards are assigned to each lot. The fee for these cards is recommended by Management and set by the Board of Directors at the beginning of each calendar year and published in The Pipeline. See current Fee Structure (Appendix A).
- A20.1.1** In the case of three (3) or more deeded owners 21 years of age or older, a maximum of two (2) supplemental gate cards per lot may be assigned upon request of the owners for a one time fee.
- A20.2** Gate cards which are lost or damaged may be replaced for a fee.
- A20.3** Gate cards issued to Glen Association members are for their personal use only. “Member” is defined as any person whose name appears on the recorded deed to the property and who is registered with The Glen Administrative Office.
- A20.3.1** If a gate card is used by someone other than a registered Glen Association member, the member may receive a fine. See current Fine Structure (Appendix B).
- A20.3.2** Cards may be disabled when used by anyone other than a Glen Association member or when there is an urgent need for direct communication between Management and an Association member.
- A20.3.3** “Double carding” to allow guests access to The Glen Community Association may result in the member’s card being disabled and a fine being levied.
- A20.3.4** If a card is disabled, the member may replace the card for a fee.
- A20.4** At the discretion of Management, gate cards may be issued to those firms doing work in The Glen for a fee. This fee may be waived at the recommendation of Management and ratified by The Glen Community Association Board of Directors.

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A30 – Glen Property and Equipment

- A30.1** No property or equipment owned by The Glen Community Association shall be removed from The Glen by without Management approval.
- A30.1.1** If Management approves the removal of any Glen property or equipment, removal shall be recorded in The Glen Administrative Office, and the person removing the property or equipment must sign for it.
- A30.2** When usable Glen equipment is to be disposed of, it shall first be offered to Glen Association members. Notices will be posted on the (Booknook, Comfort Stations 4 and 6, the Pipeline and the Website) bulletin boards for a period of thirty (30) days, during which time sealed bids will be accepted. Following thirty (30) days, the equipment to be disposed of will be sold as is and where it stands to the highest bidder.
- A30.3** The Glen Manager shall be responsible for ensuring that all keys belonging to the Glen Community Association are properly recorded and individually signed for. Keys to all areas of the Glen may be assigned to Management, Security and Maintenance staff and the President of the Board of Directors.
- A30.3.1** All assigned keys must be returned at the end of term of office, termination or resignation.
- A30.3.2** A log in the Administration Office shall be properly maintained and provide a record of assignment of each individual key.
- A30.3.3** Keys shall be designated “Do Not Duplicate”. A purchase order signed by Management is required to duplicate a key.
- A30.4** A numbered Abloy key which will unlock the front door, kitchen and store room of Riverside Lodge may be assigned to each member of the Goodtimers Board of Directors.
- A30.4.1** At the discretion of The Goodtimers President, keys to the Riverside Lodge store room lock box may be assigned to Goodtimers Board of Director
- A30.5** An Abloy key which will unlock the front door, kitchen and store room of Riverside Lodge may be assigned, as required, to a representative of The Glen Family Fellowship.

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A40 – Guest Policy

A40.1 Definitions:

- **Association Member** - A person whose name appears on the title deed, is recorded with Whatcom County as owning a Glen property, and who is registered with the Glen Administration Office.
- **Guest** - Any person other than an Association member, 16 years of age and older.
 - ◆ **Annual Complimentary Guest** - A Guest listed on a lot's *Annual Complimentary Guest List*.
 - ◆ **Occasional Guest** – A Guest authorized into The Glen by an Association Member on a standard *Guest Authorization & Registration Form*
- **Annual Complimentary Guest Form** – A form filled out and signed by an Association Member and validated by picture ID at the Glen, designating authorized access to The Glen.
- **Annual Complimentary Guest List** – The master list of all Guests authorized to access The Glen via the Annual Complimentary Guest Form.
- **Occasional Guest Authorization & Registration Form** – The standard form used to authorize an Occasional Guest entry into The Glen. Used for Guests not already authorized on the Annual Complimentary Guest List.

A40.2 Guest Access Requirements:

- **Guest Entry** – ALL GUESTS 16 OR OVER ENTERING THROUGH THE GUEST GATE MUST BE AUTHORIZED BY ASSOCIATION MEMBERS AND IDENTIFIED BY SECURITY. All persons other than an Association Member must present a completed Occasional Guest Authorization & Registration Form, signed by an Association Member, or be on the Annual Complimentary Guest List in order to enter The Glen through the guest gate. Children under the age of 16 must be accompanied by an adult.

A40.2.1 The Association Member approving Guest entry to any person accompanying the owner in the owner's vehicle or by placing a person on the Property Owners Annual Complimentary Guest List, or by signing a Occasional Guest authorization Form, assumes full responsibility and liability for the actions and behavior of the Guest so admitted, whether known by the Member or not, including any and all costs related to damages done, regardless of whether the Member is present at the time.

A40.2.2 Under no circumstances will Guests be admitted to The Glen through the guest gate without either being on either the Annual Complimentary Guest List, or having been authorized by an Association Member completing and signing an Occasional Guest Authorization Form.

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- A40.2.3** Security has the right to refuse entry to a guest known to be guilty of any Glen Violation.
- A40.2.4** Guests do not have authority to complete or sign an Occasional Guest Authorization Forms for anyone. Any Guest discovered doing so will be denied entry, and the Association Member will be subject to a fine.
- A40.2.5** Guests forging Association Member signatures on an Occasional Guest Authorization Forms will be denied entry, and the Member will be subject to a fine.
- A40.2.6** Security has the right to require proof of identity from any guest.

A40.3 Length of Stay:

Guest's visits will not exceed seven (7) days without re-registering. The expected duration of the visit must be stated on the Form at the time of initial entry into The Glen.

A40.3.1 Lots or RVs shall not be leased or rented. Violators will be subject to a fine.

A40.4 Guest fees (see Appendix A – Fee Structure) can be paid at the Glen Office, or will be charged to Association Members on their next quarterly billing.

A40.5 Guest privileges will be denied to Glen Association members whose accounts are not current in payment of dues, fines, assessments or other charges levied by The Glen Community Association.

A40.6 Any more than one (1) RV on any lot will be considered a "GUEST RV" and will be subject to additional fees unless approved and designated by the Manager as an "IN TRANSIT" RV.

A40.6.1 IN TRANSIT RVS cannot be used for overnight accommodation while located on any Glen property, may be approved by the Manager for short durations, and must bear a currently valid IN TRANSIT RV pass in the largest window facing the road.

A40.6.2 All GUEST RVS (excepting only IN TRANSIT RVS) will be subject to daily RV fees as noted in the current Fee Structure and must bear a currently valid GUEST RV pass in the largest window facing the road.

A40.6.3 All INTRANSIT and GUEST RVS must be located completely within the boundaries of a lot. With approval of the Manager, these RVS may be located partially within road allowance or greenbelt space contained within projected boundaries of the host lot. Where this is not feasible, permission must be obtained from any affected neighboring property.

A40.6.4 All INTRANSIT and GUEST RV passes must be surrendered to Security when the RV leaves the Glen. A drop box is provided for convenience at the exit gate.

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A50 – Lodges

- A50.1** The Glen Community Association Lodges are available for the enjoyment of Glen Association members and guests who are accompanied by Glen members.
- A50.2** The upper floor of Fireside Lodge is for Association Members only and may be accessed with The Glen Association member's gate access card.
- A50.2.1** This area of Fireside Lodge is restricted to Glen Association Members and guests who are 18 years of age or older. Finding anyone under the age of 18 in this area of Fireside Lodge may result in the associated member receiving a fine.
- A50.2.2** Glen Association Members are responsible for all damages caused by themselves or their guests.
- A50.3** The Glen Community Association Board of Directors, The Glen Goodtimers Board of Directors, The Glen Fellowship and other Standing Committees and approved organizations have priority in reserving use of the Fireside and Riverside Lodges.
- A50.3.1** There is no charge for the use of lodges by these groups for Glen functions.
- A50.3.2** When The Glen Fellowship is using Riverside Lodge for Sunday Services, the lodge will not be available to others until 12:00 Noon or as otherwise determined by The Board of Directors or Management.
- A50.4** Fireside and Riverside Lodges and the Family/Teen Center may be reserved for use for a private function. A fee will be charged for each day they are needed for the function, including days needed for setup and/or preparation, and for takedown if needed.
- A50.4.1** Fourteen (14) days advance notice are needed for a reservation to allow for proper maintenance scheduling by Maintenance.
- A50.4.2** When an Association member reserves a lodge for a private function, a contract will be filled out in the Glen Office, and a rental fee paid or billed to the member's account. Underage restrictions do not apply during private functions. See current Fee Structure (Appendix A).
- A50.4.3** Costs for damage repair will be billed to the Members account. Excessive cleanup needs will be billed at the hourly rate specified in Appendix A.
- A50.4.4** Management has the right to refuse lodge use for any purpose deemed inappropriate, such as adult movies or illegal conduct.
- A50.5** Association members not current in Quarterly dues, fines, or other charges assessed by The Glen Association are allowed to schedule use of lodges as soon as they bring their account(s) fully current.

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A60 – Swimming Pools

- A60.1** The Glen Association pools are for the enjoyment of all Association members, and their properly authorized guests. Guests can use the pools without Member accompaniment.
- A60.1.1** The Riverside Pools are normally opened no earlier than June 15 and closed no later than the day following Labor Day each year.
- A60.1.2** In the case of unusually favorable weather conditions, and availability of staff and a qualified lifeguard, management has the authority to extend the days of operation.
- A60.2** The hours of operation for both Riverside and Fireside pools are posted at each pool. Additionally, the pool hours are published in the Pipeline a minimum of four (4) times yearly in the January, April, July and October issues.
- A60.2.1** While the Riverside pools are closed for the winter, family hours are in effect at the Fireside pool, during which families with children can use the pool. Pool use is for adults only, outside of those posted hours.
- A60.2.2** When Riverside pool is required to be temporarily closed for mechanical problems, unavailability of lifeguards, Washington State Health Department regulations, or other reasons, Glen management has the authority to change the Fireside Pool hours to the off-season family hours, to allow for both adult and family swimming, until Riverside is re-opened.
- A60.3** Rules and regulations for pool operation and use are established and enforced by the State of Washington and Whatcom County. It is the intent of the Glen Board of Directors, and management, to comply with these regulations.
- A60.3.1** All posted rules, and any directions given by lifeguards, Security, or other Glen staff members are to be followed, to avoid possible eviction from the pool. A fine may also be assessed against the responsible Association member. See current Fine Structure (APPENDIX B).
- A60.4** Pool users are allowed to bring water in clear plastic bottles to the pool deck areas. Any other beverage or container is prohibited, due to the inherent risks of pool contamination, and additional obvious risks associated with alcohol. Anyone bringing in unauthorized drinks places the responsible member in jeopardy of receiving a fine. Security or any other Glen staff present has the right (and responsibility) to inspect any containers or bottles brought into these areas at any time. (See Fine Structure APPENDIX B).

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A70 – Records

A70.1 The Glen Manager shall be responsible for establishing and maintaining a place of safe keeping on the Glen Property for each of the following documents:

- a) The Glen Covenants, Conditions and Restrictions
- b) The Glen Bylaw Manual
- c) The Glen Administration Policy Manual
- d) The Glen Architectural Control Board (ACB) Regulations.
- e) Approved Minutes of all The Glen Association Board of Directors Meetings.
- f) The Glen Goodtimers Bylaw Manual
- g) Approved Minutes of all The Glen Goodtimers Board Of Directors Meetings

A70.1.1 Current fiscal year copies of these documents are available to Glen Association Members at their request.

A70.2 A copy of each approved and signed Resolution shall also be held in safe keeping and may be available for review by any Glen Association member upon request.

A70.3 Association members shall be advised of proposed and approved Bylaw amendments in accordance with Bylaw Article 8.6. Once yearly, all amendments will be incorporated and Glen Association members will be notified when updated Bylaw Manuals are available.

A70.4 Association members shall be advised of approved Administration Policy and ACB Regulations amendments by notice in the Pipeline or by special mailing. The effective date of any amendment is thirty (30) days following publication unless specified otherwise by The Board of Directors or Management. Once yearly, all amendments will be incorporated and Glen Association members will be notified when updated Administration Manuals are available.

A70.5 Association Coffee Meeting notes shall be recorded and submitted to the next monthly Board of Directors meeting for informational purposes.

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A80 – Sales of Property

- A80.1** Any Glen Community Association real estate property may be listed with a licensed real estate agent or advertised for sale on the Glen owned website
- A80.2** Property for sale shall be listed at current market value and requires approval of the Glen Community Association Treasurer.
- A80.3** Management has the authority to accept any offer on property which within ten percent (10%) of the listing price. Any reasonable offer which is not within ten percent (10%) of the listing price shall be presented to the Glen Board of Directors for approval.

A90 – Alcohol and Illegal Substance Restrictions

- A90.1** The sale of alcoholic beverages anywhere within The Glen Community Association common areas is prohibited. If such activity occurs, a fine may be imposed and outside authorities may be notified. See current Fine Structure (Appendix B).
- A90.2** It is illegal in the State of Washington for an individual under the age of 21 to consume alcoholic beverages in public areas. See current Fine Structure (Appendix B).
- A90.3** Driving while intoxicated will not be tolerated within the Glen. Any Glen Association member or guest found driving while intoxicated may be fined. See current Fine Structure (Appendix B).
- A90.4** The sale, distribution or known use of illegal substances (drugs) by Association members and their guests or by Glen staff will not be tolerated anywhere within the Glen. If such activity is suspected, outside authorities may be contacted.

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A100 – Transfer of Property

A100.1 Property ownership transfers which occur during the conveyance of any lot is subject to a Glen transfer fee. See current Fee Structure (Appendix A).

A100.1.1 Transfers of record will not be granted until all indebtedness to The Glen Community Association has been paid by the member whose membership is being transferred.

A100.2 The Glen Community Association considers it the responsibility of either the current owner or the buyer to assure that the transferred lot and structures conform to ACB Rules and Regulations, including setbacks from property lines and greenbelts.

A100.2.1 Any Association member may request an ACB inspection prior to or following the transfer of property within The Glen Community Association. However, unless a survey has been performed and monuments (pins) are in place, the inspecting ACB Officer may not be able to accurately determine setback restrictions compliance.

A110 – Architectural Control Board Permit Fee.

A110.1 Each Architectural Control Board (ACB) Permit request, as defined in the ACB Rules and Regulations Section 1, shall be subject to an inspection fee.

A110.1.1 No fee will be charged for requests to remedy dangerous situations, such as the removal of a hazardous tree or structure.

A110.1.2 No fee will be charged for lot signs or minor general repairs to existing structures.

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A115 – Guest Banishment Policy

- A115.1** For the purpose of this policy, “guest” shall be defined as any person who is not a registered owner of a Glen lot and is visiting a Glen property (Division and Lot) with the permission of an Association member, or who enters The Glen with another guest of a Glen Association member.
- A115.1.1** Association member permission is considered given unless that permission was revoked at the time the individual entered The Glen.
- A115.2** Association members who invite guests onto their property are responsible for the conduct of their guest(s) while on Glen property.
- A115.2.1** Any guest who violates any of The Glen rules or regulations may be subject to a fine as specified in the Administration Policy, See Fine Structure (Appendix B) however that fine will be issued to the Association member who invited the guest into The Glen.
- A115.2.2** In addition to the above penalties, the Association member who invited the guest will also be held responsible for any damages to Glen property resulting from the actions of that guest.
- A115.2.3** The Association member receiving a citation as a result of the actions of a guest may appeal the citation. Refer to Administration Policy A120 – Violations Appeals Process.
- A115.3** Any guest who violates any of the rules or regulations of the Glen Community Association in addition to any fine levied may receive banishment from the Glen for an indeterminate period of time.
- A115.3.1** The Glen Manager has authority to immediately ban, remove or ask to leave any guest whose conduct is such that it is detrimental or against the best interests of the Glen Community Association as a whole.
- A115.3.2** Any guest who has been banned from the Glen shall leave immediately and shall not return without permission of the Board of Directors.
- A115.3.3** Any guest who has been banned from the Glen and later found on the Glen property (without permission) will be deemed a trespasser and may be prosecuted as such. Similarly, any guest who fails to leave the Glen at the request of the Manager will also be deemed to be a trespasser and the Sheriff’s Department notified.
- A115.3.4** Once a guest has been banned from the Glen the Manager must report the banishment to the Board of Directors at the first available opportunity but no later than the next board meeting together with the reasons for the banishment. The Board will determine the length of the banishment.
- A115.3.5** A Hearing Board also has the authority to recommend that a guest be banned as a result of testimony received during a Hearing. The Board of Directors will review any such recommendations.
- A115.3.6** Association members responsible for the guest may appeal the banishment. Refer to Administration Policy A120 – Violations Appeals Process.

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A120 – Violations Appeals Process

A120.1 The authority for the issuance of citations for violations, fines, or other charges, is found in The Glen Bylaws Article 2: “The Association shall do whatever is required or advisable (2.2.1)” to accomplish its purpose ”to further and promote the common interests and welfare of its members (2.1.1)” and shall appoint persons authorized to issue charges.

A120.2 Charges may be appealed as specified below:

A120.2.1 The Glen Association member wishing to appeal a charge shall file their intent to appeal with The Glen office to the attention of the Glen manager within thirty (30) days following issuance of the charge.

A120.2.1.1 Filing intent to appeal includes: 1) a Written Notice Of Appeal (paper, fax or email) stating why the member disputes the Citation and feels it is invalid, and 2) inclusion of the Appeals Process Fee (see Appendix A). Fee is refunded if the appeal is successful.

A120.2.1.2 The Violation Appeals Fee is set by The Glen Board of Directors at the beginning of each calendar year. See Appendix A, “Fee Structure For The Calendar Year...” for the current fee amount.

A120.2.2 On filing a Notice of Appeal the appellant will be provided with a copy of the document “*Hearing Board Procedures – Information For Appellants*”.

A120.2.3 Only the member charged may appeal a citation. In the case where a guest is the violator, the member who authorized the guest into The Glen is the party responsible, and receives the citation. (A115.2.3)

A120.3 An independent, impartial Hearing Board composed of fellow Glen members will adjudicate the appeal:

A120.3.1 All appeal notices properly received in accordance with A120.2.1, A120.2.1.1 and A120.2.1.2 above, will be directed to the attention of the Hearing Board Chair, who is a board Director appointed by The President of The Glen Community Association.

A120.3.2 The Hearing Board Chair will select three (3) members from among the available Standing Hearing Committee volunteers, to serve as the panel who

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A120.3.2 The Hearing Board Chair will select three (3) members from among the available Standing Hearing Committee volunteers, to serve as the panel who will act as a quasi-judicial body and perform the work of adjudicators for the appeal. (See Bylaws Appendix A: Terms of Reference, Hearing Board)

A120.3.2.1 Only Glen Association members in good standing may serve on the Hearing Board. They will be selected based on their demonstrated adherence to, desire to comply with, and intent to enforce The Glen's rules and regulations as written, and their knowledge of The Glen, its governing documents (Covenants, Bylaws, and Administrative Policies), and their reputation as fair and impartial representatives of The Glen.

A120.4 Within 30 days of receiving a Notice of Appeal, the Hearing Board Chair will schedule a hearing date, time and place, and communicate this information to the Glen Manager, who will notify the Appellant of the information provided.

A120.4.1 The Glen Manager or designate shall be present at the appeal and present any witnesses needed in support of the charge.

A120.4.2 The appellant must be present at the hearing but may have another association member act as his or her representative. If this right is exercised the appellant gives up the right to act on his or her own behalf and may only give evidence as a witness.

A120.4.3 The Hearing Board has the authority and responsibility to hear all relevant evidence and to uphold or revoke the charge(s). No additional charges or unrelated evidence may be introduced during the hearing.

A120.4.3.1 Under special circumstances the Hearing Board may allow "In-Camera" evidence at their discretion.

A120.4.4 The Hearing Board may adjust the penalty associated with the charge, as it deems appropriate.

A120.5 The findings of the Hearing Board shall be in writing and any fines upheld can be paid promptly or be added to The Glen Association member's account.

A120.6 The appellant has the right to appeal the decision of the Hearing Board to the Board of Directors of The Glen Community Association, if there are considerations not dealt with in the Hearing Panel, or there is new evidence to present.

A120.6.1 An additional filing fee will be required.

A120.6.2 The appeal must again be in writing (paper, fax or email), stating the reason(s) for the appeal.

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- A120.6.3** The Board of Director's reserve the right not to hear the appeal based on the information provided by both the appellant and the Hearing Board.
- A120.6.4** If the Board of Directors agrees to hear the appeal, a special meeting of the Board will be called in accordance with article 5.7 of the Bylaws. The appellant will be duly notified and shall be expected to appear before the Board of Directors. The appellant retains the right to have another association member represent him/her.

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A140 – Contractor Services and Payment Policy

- A140.1** If services are contracted to an outside agency and the project cost is expected to be more than \$7,000.00, a minimum of three (3) sealed bids shall be obtained and presented to the Board of Directors. If it is not possible to obtain three (3) bids, a written explanation shall be presented to the Board.
- A140.2** Each project must have a complete and comprehensive list of specifications, including: work to be done, materials to be used, and a starting and estimated completion date.
- A140.3** When, upon approval by the Board of Directors, a bid is accepted, a detailed agreement shall be signed.
- A140.3.1** The agreement shall include the specifications bid on, any approved changes, and the method of payment.
- A140.3.2** Advance deposits shall not exceed fifty percent (50%) of the entire project cost, unless approved by the Board of Directors.
- A140.3.3** Completion payments of holdback money shall be fifteen percent (15%) of the entire project cost and will be paid fifteen (15) days after Management and the Board of Directors have approved the work.
- A140.3.4** Management and The Board of Directors shall inspect the work within thirty (30) days following the contractor's request for final payment.
- A140.5** If services are contracted to an outside agency where the project cost is not expected to exceed \$7,000.00, Management has the authority to proceed with any procedure for agency selection and payment method deemed appropriate, fair and consistent with standard business practices.
- A140.5.1** It is The Glen Association's policy to give first consideration to Whatcom County based agencies whenever feasible without sacrificing quality of workmanship and economy.

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A180 – Inventory

A180.1 Prior to the end of each fiscal year, inventory shall be taken, confirmed by Management and presented to the Board of Directors for approval.

A180.1.1 All inventory lists shall be in computerized form and verified against previous inventory lists.

A180.2 Management is responsible for the inventory of:

- a) All equipment used in the daily operation of Security including, but not limited to, vehicles, radios, and computers.
- b) All equipment used in the daily operation of maintenance including, but not limited to, vehicles and tools.
- c) All equipment used in the Administration Office including, but not limited to, office furnishings, computers and accessories, printers, copy machines, other office machines and communication equipment.
- d) The playground equipment, pool equipment, comfort stations, laundry facilities, Fireside Lodge, Riverside Lodge and Family/Teen Center furnishings.

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A190 – Organizations Within The Glen

- A190.1** The Glen Board of Directors recognized that organized groups are necessary to fulfill the requirements of The Glen Community Association Bylaws.
- A190.1.1** In order for an organization within The Glen to be official, it must first be approved by The Glen Association Board of Directors.
- A190.2** Any group of people wishing to form an organization within The Glen shall apply to the Board of Directors.
- A190.2.1** The application shall include annually elected officers consisting of a President, Vice President, Secretary and Treasurer. (Other organizational structures may be acceptable, depending upon the nature of the activity involved.)
- A190.2.2** Each organization shall provide The Glen Board of Directors with a set of written bylaws or a statement of purpose.
- A190.3** Each organization within The Glen shall be directly accountable to The Glen Association Board of Directors.
- A190.4** The key responsibilities of each organization are as follows:
- A190.4.1** To provide The Glen Board of Directors with monthly financial statements, which include:
- a) The beginning cash balance
 - b) Revenues collected
 - c) Expenses
 - d) The ending cash balance
- A190.4.2** To have a yearly audit performed.
- A190.4.3** To advise The Glen Management of their schedules in advance, including preparation and clean up time required at any applicable lodge.
- A190.4.4** At the discretion of Management, to pay for any increased staff time required as a result of the organization's activities.
- A190.4.5** To be accountable to Management for all supplies used by the organization and to pay amounts charged.
- A190.4.6** To use care in decorating lodges for various events and to remove seasonal decoration in a timely manner.

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A200 – Quarterly Dues and Assessments Billing

A200.1 Billing shall be quarterly, with mailing dates on or about:

- January 1st (for the period of January 1st through March 31st)
- April 1st (for the period of April 1st through June 30th)
- July 1st (for the period of July 1st through September 30th)
- October 1st (for the period of October 1st through December 31st)

These quarterly billing periods have been established in accordance with The Glen Community Association Bylaws in lieu of annual advance payment on the first of each year.

A200.2 Billing will include amounts for:

- a) Quarterly dues (one fourth of annual dues and capital assessment)
- b) Electrical usage charges (usage for the previous three (3) months)
- c) Special Assessments (if applicable)
- d) Fines (if applicable)
- e) Individual special usage fees (maintenance, trailer storage, etc.)
- f) Overdue account late charges and fees (1st, 2nd and 3rd collection letters, etc.)
- g) Website advertising fees

A200.2.1 All billing charges are in US currency.

A200.2.2 Quarterly billings are totaled. No one item may be singled out and paid individually.

A200.3 An account is considered **overdue** on the first day of the month following the billing period. For example, dues for the billing period of January 1st are **overdue** if unpaid on February 1st.

A200.4 The Glen Community Association reserves all its rights and remedies under the Bylaws and Covenants to file a lien immediately after an account becomes delinquent.

A200.5 If payment is not received on or before a grace period of seven calendar days following the first day of the month after the quarterly billing date, a standard late charge of \$15.00 will be assessed, and a **First Notice** letter requesting payment will be sent to The Glen Association member.

A200.6 If, following thirty (30) calendar days after sending the **First Notice**, no payment or response is received, an Overdue Account Notice will be sent to The Glen Association member.

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A200.6.1 This **Second Notice** will advise The Glen Community Association member of the following actions which will take place if the account is not paid within thirty (30) days of the letter's date:

- a) Guest privileges will be revoked.
- b) Electrical power will be disconnected.
- c) A lien may be filed.
- d) The Account may be turned over to an attorney.

A200.7 If no response is received following the sixty-eighth (68th) calendar day the account is overdue, a **Third and Final Notice** will be sent The Glen Community Association member by registered mail. This Notice will notify the member that if the account is not paid within fifteen (15) days following mailing of of the registered letter a lien will be filed.

A200.7.1 Following remittance of the **Third and Final Notice**, all actions shall be fully documented. Telephone communication will also be documented with a date and time notation plus a letter to The Glen Association member confirming and detailing the conversation.

A200.8 At the discretion of Management, following six (6) months or less of delinquency, a recommendation for foreclosure on the lien will be presented to the Board of Directors for approval.

A200.9 As various actions are completed involving a delinquent account, applicable fees will be levied against the account including, but not limited to, fees for:

- a) Overdue account late charge at 8 days overdue
- b) Subsequent overdue account letters at 38 days and 68 days overdue
- c) Electrical disconnect
- d) Electrical reconnect (when account is paid)
- e) Lien filing
- f) Lien clearing (when account is paid)

Fees are established at the beginning of each calendar year. See current Fee Structure (Appendix A)

A200.9.1 Once foreclosure action is approved by the Board of Directors, and an account is turned over to an attorney, fees will be set by The Glen's Attorney and recovered from The Glen Community Association member.

A200.10 Monies paid to The Glen Community Association will first pay for outstanding fines and then be applied to dues and assessments.

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A210 – Water Restrictions

- A210.1** In an effort to eliminate the requirement to impose further water restrictions, at the discretion of Management, Laundromats in Comfort Stations 1 and 6 may be closed at the beginning of any long holiday weekend and remain closed as long as deemed necessary. At such times, watering plants and washing cars, recreation vehicles and decks will not be permitted. Failure to obey watering restrictions may result in a fine. See current Fee Structure (Appendix B)
- A210.2** Further water restrictions may go into effect at any time the designated light by entry to Division 7 is turned on. This light indicates that only 11 feet of water remain in the storage tower, and that water is being used faster than it can be pumped. Water use will be restricted as follows:
- A210.2.1** Watering plants and washing cars, recreation vehicles and decks will not be permitted when the light is on. Any Glen Association member in violation may be subject to a fine.
 - A210.2.2** If the water shortage problem continues, the Laundromats in Comfort Stations 1 and 6 will be closed (if not closed already due to a long weekend).
 - A210.2.3** If the water level continues to drop, the showers in comfort stations will be shut off.
 - A210.2.4** If the problem continues, the pools and their adjoining shower facilities will be closed.

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A220 – Equipment or Appliance Damage and Repair

A220.1 The responsibility of The Glen Community Association to repair or replace damaged equipment or appliances is limited to:

- a) Common interest property owned by The Glen Community Association
- b) Power lines up to and including the power distribution block in the main pedestal for each lot.
- c) Water supply lines up to but not including the stand pipe for each lot, or up to but not including any alterations to the water supply lines subsequently made by property owners.

A220.2 The Glen Community Association member is responsible for all personal equipment and appliances on the individual lot including, but not limited to:

- a) The individual lot electric meter.
- b) The septic tank and all sewer lines on the individual lot.
- c) Cablevision wiring
- d) Repair and/or replacement needs of the standpipe and all connections from it to the lot it services.
- e) Repair and/or replacement of any piping, connections, t-joints or other changes made to the water supply lines by current or previous property owners.

A220.2.1 Association members are advised that all electrical work must be inspected by the State of Washington Labor & Industry.

A220.2.2 The Member is responsible for the proper inspection and maintenance of the electric meter and the septic tank. Failure to repair any of these after thirty (30) days notice of a problem will result in repairs being performed by Glen staff, with costs billed on the Member's next quarterly billing.

A220.2.3 The Member can request the Office to help facilitate repair or replacement of their standpipe, by filling out the "Standpipe Repair Information Release Authorization Form" available at the Glen Office, or from the Website.

NOTE: In cases of risk or emergency (breakage due to extreme cold, etc.), the Glen Office reserves the right to contact the vendor or use staff to replace the standpipe, and bill the Member, without prior advice or receipt of an Authorization Form if approved by the Manager or maintenance chief.

A220.3 The Glen Community Association is not responsible for damage to personal or real property on any individually owned lot as a result of power outages, power surges, broken water lines, windstorm, flood, or any like or related event.

A220.3.1 Association members are advised to purchase and maintain adequate insurance on their recreational property within The Glen.

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A230 – Quiet Hours and Curfew

- A230.1** In order to provide each Association member and guest with a peaceful and restful experience at The Glen, quiet hours are established as follows:
- Sunday through Thursday – from 10:00 pm to 9:00 am.
- Friday and Saturday – from 12:00 Midnight to 9:00 am.
- A230.2** Hours during which construction work may be performed are established as follows:
- Monday through Sunday – 9:00 am to 6:00 pm
- A230.3** A fine may be imposed for disturbing the peace when there are complaints of loud music, noisy parties, or undue and inconsiderate noise of any type. See current Fine Structure (Appendix B).
- A230.3.1** If a guest is found to be disturbing the peace, a fine may be imposed on the Association member who invited the guest.
- A230.4** A curfew is established within The Glen for all individuals under the age of 18.
- A230.4.1** The curfew on common areas is set at 12:00 Midnight. Following this time, all persons under the age of 18 are expected to be with their parents or at the place they intend to spend the night. Any person under the age of 18 discovered elsewhere within The Glen will be considered in violation of the curfew. See current Fine Structure (Appendix B)
- A230.4.2** The curfew at all comfort stations is set at 10:00 pm. Following this time, any person under the age of 18 who is found loitering at any comfort station within The Glen will be considered in violation of the curfew.
- A230.4.3** The President of The Association may authorize that the established hours of curfew be extended for a specific function, prior to the function, and only for the stated date and time so authorized. In the event the President is not available, the next Officer of the Board of Directors in line of authority may grant the extension.
- A230.5** When a person under the age of 18 is found in violation of the established curfew, the Association member parent or Association member responsible for inviting the violator may be fined. See current Fine Structure (Appendix B)

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A240 – Signature Requirements for Financial Documents

- A240.1** For all contracts and agreements which are brought before the Board of Directors and approved by a majority vote, such approval shall be duly recorded in the minutes of the meeting at which it was given, and the signature of The Association President or a designated officer only shall be required.
- A240.2** For all items of a routine nature, such as payroll checks, payments for power, fuel, insurance, and operating supplies, the signatures of both the Glen Manager and another employee approved by the Board of Directors and recorded in the Board minutes. In the event that either is unavailable, the other authorized employee and an Association Executive Officer may sign.
- A240.3** For all items over \$5,000.00 other than those of a routine nature two authorized Association Executive Officers are required to sign.
- A240.4** The transfer of funds from the Capital Account shall be authorized by Resolution and signed by the Manager and a Board Executive Member. In the event the manager is unavailable, the alternate authorized employee and an authorized Association Officer may sign.

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A250 – Refuse Disposal

- A250.1** The Glen Association provides containers for disposal of Association members' ordinary refuse accumulated while enjoying their property at The Glen.
- A250.1.1** Refuse containers shall not be used for the disposal of paint, batteries, toxic liquid or solid waste, oil, or any other items which would not be included in regular trash pickup service at members' permanent residences, nor shall these items be left beside the containers. Proper disposal procedures for these are to be determined by the member and followed.
- A250.1.2** Refrigerators are to have their doors removed, and can be brought to the maintenance barn for disposal.
- A250.2** In order to offset the price of refuse collection while helping clean up our environment, The Association urges members to recycle all applicable materials. Recycling bins are provided at the refuse site.
- A250.3** A special committee (Can Crushing Committee) within The Glen Association attends to the collection and crushing of aluminum cans. Money collected from this effort funds property enhancement projects for the benefit of all members. Members are encouraged to utilize the special site designated for aluminum can collection.
- A250.4** A debris pile site is located behind Riverside Lodge. This site is designated for the disposal of natural materials that can be chipped, such as; tree limbs and ground brush. All other materials (demolition lumber and debris, leaves, stumps, appliances, furniture, etc.) are to be taken to the dump area for disposal in the garbage trailers. . (A fee will be charged to a member who chooses to dispose of demolition lumber and debris using the containers in The Glen's dump area. See Appendix A for fee amounts.)
- A250.5** The Glen Staff will provide ongoing assistance to Association members in hauling away burn pile debris from property clean-up such as branches and naturally occurring debris. Debris from trees felled by property owners will not be picked up. This will be a property owner responsibility. No construction debris or manmade materials will be picked up as state legislation does not allow burning of these materials.
- A250.5.1** All debris to be hauled by Glen staff must be located at roadside, easily accessible. Debris located on a member's property will be assumed to be handled by the members themselves.

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- A250.6** Any Association member in violation of proper refuse disposal policy may be subject to a fine. See current Fine Structure (Appendix B).
- A250.7** All outside appliances (such as refrigerators and freezers), whether in use or discarded, must be securely locked or have the doors removed. Failure to do so may result in a fine. See current Fine Structure (Appendix B)

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A260 – Parks, Greenbelts and Meadows

- A260.1** All parks, meadows and greenbelts within The Glen are maintained for the enjoyment of all Association members. Members are encouraged to use these common areas with care and respect for the rights of fellow members.
- A260.2** Parents are encouraged to supervise small children in playgrounds.
- A260.3** Association members are required to use common areas in a manner which does not impact the landscape or create a safety hazard for others.
- A260.3.1** Driving on meadows is prohibited and may result in a fine. See current Fine Structure (Appendix B).
- A260.4** Association members are reminded that The Glen greenbelt areas provide habitat for several species of wildlife, including deer, raccoon, bobcat, cougar, coyote and black bear, all of which may be appreciated from a distance. Under certain conditions, any one of these animals may present a threat to humans or pets.
- A260.4.1** Members are encouraged to use caution when walking on roadways and trails, especially during the hours around dawn and dusk when most sightings occur.
- A260.4.2** Parents are encouraged to instruct their children on the proper action to take in case of an encounter with any potentially dangerous animal.
- A260.4.3** To reduce the occurrence of potentially dangerous animals in populated areas of the Glen, members are encouraged to remove all food stuffs and sources of food odors from their lots as well as from Glen common areas, and to prohibit small children from taking snacks outside the recreational vehicle.
- A260.4.4** Association members are requested to report all cougar and bear sightings to Security.

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A265 – Dogs Running at Large

- A265.1** Dogs are not permitted to run at large, off-leash, in any public or common areas or any of the seven (7) divisions of The Glen, with the exception of Sections 265.2 and 265.3 below. All association members and their guests are expected to have their dog(s) on a leash and under control at all times.
- A265.2** Dogs are allowed to be off-leash on a member's own private property, provided the dog remains within the confines of that property.
- A265.3** Dogs are permitted off-leash at the Riverside field, and the Riverbank areas. In addition, leashes are not required on the trails to and from the riverbanks. At Riverside field, the pets should be kept to the portion of the field at the end toward the bottom of the hill, away from the Lodge, pool, barbeque, and family activity area of the field.
- A265.4** In addition, members are to pick up and remove all their pets' wastes (excrement, bones, etc.), whether at Riverside, on the trails, or in any other areas of the Glen, whether on or off leash, consistent with good community relations and common sense.
- A265.5** Dogs that have a tendency to display aggressive behaviors toward other animals or humans, (i.e. growling, snarling, etc.) should be leashed at all times, whether on private property, on trails or at Riverside field.
- A265.6** Failure to abide by the above may result in a fine. (See current Fine Structure, Appendix B)

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A270 – Traffic Violations

- A270.1** All traffic within The Glen is subject to the Revised Code of Washington State (RCW).
- A270.2** The operator of a motor vehicle shall follow all posted speed limits within The Glen.
 - A270.2.1** The posted speed limit at the entrance to The Glen and the exit from The Glen is 15 miles per hour.
 - A270.2.2** The posted speed limit on Big River Boulevard, Big River East and Big River West is 25 miles per hour.
 - A270.2.3** The posted speed limit near the playground at the end of Big River West and continuing to and including Riverside Lodge roadways is 15 miles per hour.
 - A270.2.4** The posted speed limit in Grove Circle is 5 miles per hour.
 - A270.2.5** The posted speed limit in all divisions of The Glen is 15 miles per hour
- A270.3** No vehicle shall be parked on greenbelts or roadways when other parking space is available.
- A270.4** The operator of a motor vehicle must stop at all stop signs.
- A270.5** The operator of a motor vehicle shall not drive the wrong way on a one-way road.
- A270.6** The operator of a motor vehicle shall yield the right-of-way to all other motor vehicles currently in a traffic circle.
- A270.7** The operator of a motor vehicle shall not pass another moving motor vehicle within The Glen.
- A270.8** The operator of a motor vehicle shall signal when turning.
- A270.9** The operator of a motor vehicle shall at all times drive with due care and attention.
- A270.10** The operator of a motor vehicle shall pull to the side of the road for emergency vehicles.
- A270.11** The operator of a motor vehicle shall not impede traffic.
- A270.12** Unlicensed and off-road vehicles shall not be operated on the Glen roadways. Neither shall trucks of over 1-ton capacity and noisy Vehicles, such as motorcycles and motor scooters, be operated in the Glen except as reasonably required.

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A271 Golf Cart Zone

A271.1 Definition: "Golf Cart" means an electric-powered four- wheeled vehicle originally designed and manufactured for operation on a golf course for sporting purposes which has a speed attainable in one mile of not more than twenty miles per hour. A Golf Cart is not considered a vehicle, except for the purposes of chapter 46.61 RCW. (Definition adapted from Washington State Substitute Senate Bill 6207 -- SSB 6207.)

A271.1.1 Golf Carts powered by any source or fuel other than electricity are not approved for use within the Glen

A271.2 Licensing: Golf Carts operated within the Glen are subject to the following licensing rules and requirements: (Rules derived from or related to SSB 6207 and other State legislation are referenced.)

A271.2.1 Golf carts operating within the Glen's designated Golf Cart Zone are exempt from Washington State Vehicle Licensing requirements. (Section 5(5)(i) SSB 6207)

A271.2.2 Every person operating a Golf Cart as authorized under this section must be at least sixteen years of age and must hold a currently valid Driver's License within a U.S. state or a Canadian province.

A271.2.3 A person who has a revoked license under RCW 46.20.285 may not operate a Golf Cart as authorized under this section. (Section 4 SSB6207)

A271.2.4 All Golf Carts operated within the Glen must be equipped with a currently valid official Glen License Plate displayed on the rear of the cart identifying Division and Lot number where the cart is based. License Plates will be issued by the Glen office for an annual fee of \$12.00 (prorated for partial terms) for carts covered by minimum insurance requirements. Refunds will not be given for unused term remainders.

A271.2.5 To simplify identification, License Plate color will change annually.

A271.3 Insurance: Golf Carts operated within the Glen are subject to the following insurance rules and requirements:

A271.3.1 All Golf Carts operated within the Glen must be covered with Bodily Injury and Property Damage Liability Insurance to a minimum of \$100,000.00.

A271.4 Equipment: Golf Carts operated within the Glen are subject to the following equipment rules and requirements: (Rules derived from or related to SSB 6207 and other State legislation are referenced.)

A271.4.1 Golf carts must be equipped with rear view mirrors, reflectors, seat belts, head lights, tail lights, rear running and brake lights, horn and turn signals.

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A271.4.2 Whenever children (less than 16 years of age) are carried in a Golf Cart, the cart must be equipped with an approved Child Restraint System consistent with provisions of RCW 46.61.687 and 2007 c 510 Section 4.

A271.5 **Operation:** Golf Carts within the Glen must be operated consistent with the following rules and requirements: (Rules derived from or related to SSB 6207 and other State legislation are referenced.)

A271.5.1 All operators of Golf Carts within the Glen are responsible for ensuring that lights, turn signals, seat belts and child restraint systems are used consistent with provisions of RCW 46.61.687 and 2007 C 510 Section 4.!

A271.5.2 Accidents that involve Golf Carts must be recorded and tracked in compliance with chapter 46.52 RCW. The accident report must indicate that a Golf Cart operating within a Golf Cart Zone is involved in the accident. (Section 4 SSB 6207)

A271.5.3 Every person operating a Golf Cart as authorized under this section is granted all rights and is subject to all duties applicable to the driver of a vehicle under chapter 46.61 RCW. (Section 4 SSB 6207)

A271.5.4 All Golf Carts operated within the Glen are subject to all Administration Policies, Rules & Regulations affecting motor vehicles then in effect, including but not limited to Traffic Violation Rules.

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A275 – RV Storage Area Use

- A275.1** The Glen Community Association provides an RV Storage Area for our members, which is intended to be used for storage of RVs, campers, utility trailers, and boats that are functional and periodically used. It can also be used for temporary storage of replaced, old or inoperable RVs, campers etc. until those items are disposed of. Fees for storage are listed in Appendix A of this manual.
- A275.1.1** Replaced, old or inoperable equipment should be stored in the RV storage yard for no more than 6 months during which it is expected these will be sold, demolished, or removed from The Glen for storage elsewhere.
- A275.1.2** Replaced, old or inoperable equipment still in the storage yard after 6 months may result in a citation being issued with a fine, and will be subject to an increased quarterly storage fee until it is removed or disposed of.
- A275.2** Holding tanks (both water and sewage) must be freshly emptied and thoroughly flushed just prior to storage.
- A275.3** All items stored in the RV Storage area must be in good repair, clean and neat in appearance, and free of mold or algae growth. It must be kept in this condition for the duration of its storage. Failure to do so may result in a citation being issued with a fine. (See Appendix B)
- A275.4** Any RV or trailer having an auxiliary roof on it should first remove the auxiliary roof prior to storage to prevent blow-off and accidental damage to neighboring units.
- A275.4.1** If the auxiliary roof must remain on the unit, it is to be securely fastened using tie down belts, one for every 12 feet of the RV or trailer. Improperly secured roofs that blow off will be subject to a fine. (See Appendix B)
- A275.5** Tires on all units must be kept properly inflated at all times.
- A275.6** All units stored in the RV Storage Area will need to be removed for a minimum of a 48 hour period at least once every 12 months.
- A275.7** It is strongly recommended that members storing RVs, campers, trailers, or boats in the storage yard have them protected by insurance coverage.
- A275.7.1** The wind and weather conditions in the storage yard vary greatly from those on the properties within The Glen; however the risk is still there.
- A275.7.2** The Glen assumes no liability or responsibility for damage, theft or vandalism to any unit stored in the RV storage area.

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A280 – Conduct in The Glen

- A280.1** All persons while in The Glen will conduct themselves in a manner that is respectful and orderly to people, facilities, equipment and the environment. Failure to do so may result in a disorderly conduct fine. (See current Fine Structure, Appendix B)
- A280.1.1** Disorderly conduct is described as unruly behavior which is contrary to public order, is personally or physically abusive, or could result in risk or damage to people or surroundings.
- A280.1.2** A conviction, fine or penalty by any government agency related to an act committed within the Glen may result in an Animal Cruelty Fine as authorized under Administration Policies Appendix B -- Fine Structure (A280.1.1) and/or publication of the circumstances within Glen community media as the Board of Directors may see fit.
- A280.2** All persons while in the Glen shall treat all Glen staff, Board or Goodtimers Board members, committee members, or volunteers of The Glen with dignity and respect. Verbal or physical abuse will not be tolerated and is subject to an abusive conduct fine.
- A280.3** Any person who obstructs an employee from doing their job may be fined for obstruction.
- A280.4** Any person who commits vandalism may receive a fine and shall be held responsible for damages.
- A280.5** Persons using The Glen will adhere to The Glen policies concerning fire restrictions.
- A280.5.1** Any person having a fire during a Glen fire ban shall be fined.
- A280.5.2** Any person having an unattended fire may be fined.
- A280.5.3** Any person having a fire outside a Glen approved fire pit may be fined.
- A280.6** Any person discharging fireworks may be fined.
- A280.7** Firearms and projectile weapons of any kind (pellet guns, air guns, b-b guns, archery equipment, or any other projectile devices) are not allowed to be used or discharged in The Glen. Any person using such devices shall be fined.
- A280.8** Any person found committing theft may be fined and outside authorities notified. Restitution may be requested by the victim.
- A280.9** Association Members and their guests shall not trespass on other lots within The Glen, without the express consent of the owner of that property. Failure to respect the ownership and exclusive use of private property may result in a fine.

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A280.9.1 No fine will be issued for this violation without the consent of the property owner whose property was thus trespassed, and his/her willingness to appear as a witness in the event of an appeal of the citation.

A280.10 All Association Members and their guests are expected to respect the hours of operation of all Glen owned facilities (e.g. swimming pools) and shall not trespass on that property when closed. Failure to do so may result in a fine.

A280.11 Association Members and their guests will not to litter in the Glen, whether privately owned lots, common areas, greenbelts or roadways. All garbage shall be deposited in proper receptacles designed for that use.

A280.12 Association Members and guests are expected to clean up all animal waste deposited by their pets. Failure to do so may result in a fine.

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A290 – Imposition of Sanctions Processes

- A290.1** If a member is determined to be in violation of any provision of the Covenants of Bylaws other than payment of dues and assessments, the member will be notified of the violation (“Default Letter”) by the Glen Community Association and given an opportunity to cure the violation before sanction is imposed.
- A290.2** In the event that the violation is not cured within the period provided in the Default Letter, the Board may revoke certain member’s privileges, which may include, but not limited to, ineligibility to vote, ineligibility to participate on committees, and ineligibility to serve as a director.
- A290.3** If the Glen Community Association consults with its legal counsel concerning such violation, the member shall be liable for all the Glen Community Association’s fees and costs incurred, regardless of whether a lawsuit is filed.
- A290.4** Any revoked privileges will be restored to the member once the violation is cured, “and the member provides reasonable evidence thereof to the Board.”
- A290.4.1** If the member who cures the violation, commits the same or similar violation within ninety (90) days after restoration of privileges may have such privileges revoked without notice or issuance of a subsequent Default Letter.
- A290.5** Any member who receives a Default Letter shall be given the opportunity for a hearing before the Board (“Violation Hearing”) to explain the circumstances or any attempts to cure the violation.
- A290.6** The Board shall be entitled to require the member to produce any documents or witnesses necessary to support the member’s position.
- A290.7** Failure to produce the documents or witnesses shall be deemed an admission by the member that the member is violating the Covenant or Bylaw.
- A290.8** After the Violation Hearing the Glen Community Association will issue a decision affirming the violation or dismissing the violation.
- A290.9** If the decision of the Board is to affirm the violation, then The Glen Community Association shall notify the member in writing of any sanctions imposed.
- A290.10** The Glen Community Association reserves the right to allow the member additional time to cure the violation.
- A290.11** Any action by The Glen Community Association (including imposition of a sanction or grant of additional time) is without waiver of, or prejudice to, any of The Glen Community Association’s enforcement rights in law or in equity.

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- A290.12** Once a violation has been affirmed and so long as it is continuing, the Board reserves the right to increase the sanctions imposed on such member by providing written notice to the member.
- A290.13** The Board reserves the right to delegate any duties associated with enforcement actions to Glen Community Association administrative staff.
- A290.14** Sanctions shall be imposed upon any registered owner(s) who violates any provision of the Covenants, the Glen Bylaws or ACB Rules & Regulations.
- A290.15** Sanctions shall be, but not limited to:
- The loss of all guests privileges;
 - The loss of voting privileges in any election(s) or Glen plebiscite(s);
 - Denial of the right of participation in the Annual General Meeting;
 - Denial of the right to participate in any Board deliberations;
 - Denial of the right to serve on any Glen Board or Glen Committee(s);
 - Deprivation of all Glen amenities such as, but not limited to, Swimming Pools; Comfort Stations, Laundry Facilities, Games Rooms; Family/Teen Center; Tennis Courts; Fireside or Riverside Lodges.

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AMENDMENTS

For a complete explanation of each amendment and the reason for its approval you may read the applicable Resolution which is located in the Administrative Office.

- A10 The Glen Administrative Office – Adopted 01/11/92, Amended A111100, A060901, A120801, A071302c. A031205a
- A20 Gate Cards and Decals – Adopted 01/11/92, Amended A091397, A081499, A111100, A031205a
- A30 Glen Property and Equipment – Adopted 01/11/92, Amended A061194, A111100, A031205a
- A40 Guest Policy – Adopted 01/11/92, Amended 04-08-95, A111100, A041401, A011202, A010305, A031205a, A041407, A020908, A081311
- A50 Lodges – Adopted 01/11/92, Amended 07/09/94, A091397, A111100, A031205a, A011207A & B, A011208
- A60 Swimming Pools – Adopted 01/11/92, Amended A111100, A031205a, A081305, A011207A, A011208
- A70 Records – Adopted 01/11/92, Amended A111100, A031205a
- A80 Sales of Property – Adopted 01/11/92, Amended A111100, A031205a
- A90 Alcohol and Illegal substance Restrictions – Adopted 01/11/92, Amended A121094, A061095, A111100, A060802, A071302, A031205a
- A100 Transfer of Property – Adopted 01/11/92, Amended A041492, A090995, A111100, A031205a
- A110 Architectural Control Board Permit Fee – Adopted 05/09/92, Amended A111100, A031205a
- A115 Guest Banishment Policy – Adopted 12/10/94, Amended A091397, A111100, A031205a
- A120 Violations Appeal Process – Adopted 01/11/92, Amended A061194, A111100, A061204, A031205a, A080908
- A140 Contractor Services and Payment Policy – Adopted 01/11/92, Amended A111100
- A180 Inventory Policy – Adopted 02/12/94, Amended A111100, A031205a
- A190 Organizations Within the Glen – Adopted 03/11/95, Amended A111100, A031205a

**The Glen Community Association
Administration Policies**

- A200 Quarterly Dues and Assessments Billing – Adopted 06/10/95, Amended A051196, A090995, A111100, A120801, A011004, A031205a, A051306, Amended A070911
- A210 Water Restrictions – Adopted 08/12/95, Amended A111100, A031205a
- A220 Equipment or Appliance Damage and Repair – Adopted 08/12/95, Amended by A111100, A061204b, A031205a, A031007, A111007
- A230 Quiet Hours and Curfew – Adopted 08/12/95 and included in A90 Adopted as A230 by Resolution A111100, AA061403d, A031205a
- A240 Signature Requirements for Financial Documents – Adopted as A181 by Resolution A061000, Incorporated as A240 by resolution A111100, Amended A041401a, A071302a, A031205a, A050810B
- A250 Refuse Disposal – Adopted by Resolution A111100, A031205a, A110808, A121308, A021409, A050810A
- A260 Parks, Meadows, Greenbelts – Adopted by Resolution A111100 Amended A031205a
- A265 Dogs Running at Large – Adopted by Resolution A081404b, Amended A012007
- A270 Traffic Violations – Adopted by Resolution A060901b, Amended A091402, A091303b, A031205a
- A271 Adopted by Resolution A071010
- A275 RV Storage Area Use – Adopted by Resolution A031310
- A280 Conduct in the Glen – Adopted A091402a, Amended A051003, A061403a, A081404b, A081404c, A031205a, A030808, A111310
- A290 Imposition of Sanction Process – Adopted by Resolution A110803, Amended A081404
- Appendix A – Fee Structure – Adopted by A111100, Amended A060901a, A031205a, A120906, A041407, A011208-B, A021409, A021211, A070911
- Appendix B – Fine Structure – Adopted by Resolution A111100, A031205a, A120906, A041407, A011208-B, A021409, A021211

**The Glen Community Association
Administration Policies**

**APPENDIX A
FEE STRUCTURE FOR THE CALENDAR YEAR 2011**

| <u>Policy</u> | <u>Purpose</u> | <u>Fee</u> |
|---------------|--|---------------------------------|
| A20 | Association Member Gate Cards (initially assigned 2 cards) | none |
| | Supplemental Card described in A20.1.1 (each) | \$ 25.00 |
| | Replacement for lost or damaged Member Gate Card (each) | \$ 25.00 |
| | Replacement for lost or damaged Supplemental Gate Card (each) | \$ 25.00 |
| | Replacement for disabled Member Gate Card (each) | \$ 25.00 |
| | The Glen Decals (each) | \$ 1.00 |
| | Contractors Gate Cards | \$ 35.00 per year |
| A40 | Annual Complimentary Guest List | \$10.00 per year |
| | Changes or Additions to Complimentary Guest List | \$10.00 per name |
| | Deletions to Complimentary Guest List | free |
| | Occasional Guest (<i>applies to overnight visits</i>) | \$2.00 per night- per person |
| | Day Visit-All Holiday/Long Weekends | \$2.00 per day- per person |
| | Guest RV's | \$10.00 per day |
| A50 | Rental of Lodges per day: | |
| | Riverside Lodge rental fee | \$100.00 |
| | Riverside Lodge clean up fee | \$ 50.00 per hour |
| | Fireside Lodge rental fee | \$ 40.00 |
| | Fireside Lodge clean up fee | \$ 50.00 per hour |
| | Family/Teen Center rental fee | \$ 30.00 |
| | Family/Teen Center clean up fee | \$ 50.00 per hour |
| A100 | Fee for Transfer of Property | \$ 100.00 |
| A110 | Architectural Control Board permit fee | \$ 50.00 (refundable) |
| A110 | ACB Permit Final Inspection Fee | \$10.00 |
| A115, A120 | Appeals Process Fee | \$ 25.00 |
| A200 | Quarterly Dues and Assessment Penalties: | |
| | Late Charge, 1 st collection letter (38 calendar days from billing) | \$ 15.00 |
| | 2 nd collection letter (53 days from billing) | \$ 25.00 |
| | 3 rd collection letter (68 days from overdue) | \$ 50.00 |
| | Power disconnect fee | \$ 50.00 |
| | Power reconnect fee | \$ 50.00 |
| | Non-sufficient funds check fee | \$ 35.00 |
| A250 | Refuse Disposal: (Demolition materials) | |
| | Storage Shed, Gazebo | \$ 50.00 |
| | Covered Deck | \$ 75.00 |
| | Enclosed Deck | \$ 100.00 |

**The Glen Community Association
Administration Policies**

**APPENDIX A
FEE STRUCTURE FOR THE CALENDAR YEAR 2011 CONT'D**

| | | |
|------|--|--------------------|
| A271 | Golf Cart License Fee (Yearly, Prorated) | \$ 12.00 |
| A275 | 2.6 Glen Storage Fee (RV's, campers, boat, etc.) | \$ 60.00 a quarter |
| | Utility Trailer Storage Fee | \$ 15.00 a quarter |
| | Replaced, old, inoperable vehicle stored over 6 months | \$120.00 a quarter |

WEBSITE ADVERTISING

| | |
|----------------------------|---------------------|
| Lots for Sale | \$ 10.00 a month |
| Realtor as a Contact | \$ 50.00 set up fee |
| Swap and Shop | |
| (Sale item under \$500.00) | \$ 5.00 a month |
| (Sale item over \$500.00) | \$ 10.00 a month |

**The Glen Community Association
Administration Policies**

**APPENDIX B
FINE STRUCTURE FOR THE CALENDAR YEAR 2010**

| ADMINISTRATION # | VIOLATION | FINE |
|----------------------------|--|-----------|
| 1. Traffic Offenses | | |
| A90.3 | Driving while Intoxicated | \$250.00 |
| A270.2 | Speeding | \$100.00 |
| A270.3 | Driving/Parking in prohibited area (Grass, Greenbelts, Trails, Riverbank, etc.) | \$ 40.00 |
| A270.4 | Failure to Stop at Stop Sign | \$ 40.00 |
| A270.5 | Driving Wrong Way on a One Way Road | \$ 40.00 |
| A270.6 | Failure to Yield Right of Way at Traffic Circles | \$ 40.00 |
| A270.8 | Failure to Signal | \$ 40.00 |
| A270.9 | Driving Without Due Care and Attention | \$100.00 |
| A270.10 | Failure to Yield to Emergency Vehicle | \$100.00 |
| A270.11 | Impeding Traffic | \$ 40.00 |
| A270.12 | Unlicensed and "Off Road" Motor Vehicles on Roadways | \$ 40.00 |
| 2. Gate Entry | | |
| A20.3.1 | Improper Use of Gate Card | \$ 40.00 |
| A20.3.3 | Double Carding | \$ 40.00 |
| A40.2.5 | Guest signing in another Guest | \$ 40.00 |
| A40.2.6 | Forging Member Signature on Guest Authorization form | \$ 60.00 |
| 3. Conduct | | |
| A60.2.1 | Children in Fireside Pool during Restricted Hours | \$ 35.00 |
| A60.3.1 | Disobeying Swimming Pool Attendants | \$ 60.00 |
| A60.4 | Alcohol Possession or Consumption at Pool | \$ 60.00 |
| A90.1 | Sale of Alcoholic Beverages Prohibited | \$ 75.00 |
| A90.2 | under Aged Drinking of Alcoholic Beverages | \$ 75.00 |
| A90.4 | Use of Illegal Substances (drugs) | \$ 75.00 |
| A230.3 | Disturbing the Peace | \$ 100.00 |
| A230.5 | Curfew Violation | \$ 30.00 |
| A280.1.1 | Disorderly/Abusive Conduct | \$ 150.00 |
| A280.1.2 | An Animal Cruelty Fine -- to a maximum of (to be determined by the Board of Directors of the day) | \$750.00 |
| A280.2 | Improper Conduct/Language towards a Glen Employee | \$150.00 |
| A280.3 | Obstructing Glen Employees in the Performance of Duties | \$150.00 |
| A280.4 | Vandalism (Does not include the cost of Damage) | \$150.00 |
| A280.6 | Discharging Fireworks | \$ 50.00 |
| A280.7 | Discharging Firearms or Explosives | \$200.00 |
| A280.8 | Theft (Does not include reimbursement to victim) | \$150.00 |

Amended by Resolution A011009

**The Glen Community Association
Administration Policies**

4. Campfires

| | | |
|----------|---|----------|
| A280.5.1 | Burning Wood during a Burn Ban (Fire Restriction) | \$150.00 |
| A280.5.2 | Unattended Fire | \$150.00 |
| A280.5.3 | Campfire Outside Approved Fire Pit | \$150.00 |

5. General

| | | |
|---------|---|----------|
| A40.3.1 | Rental/Leasing Violation (For First Day of Violation) | \$500.00 |
| A210.2 | Disobeying Water Restrictions | \$100.00 |
| A230.2 | Construction Noise Violation | \$ 50.00 |
| A250.6 | Refuse Disposal Violation | \$100.00 |
| A250.7 | Improperly Secured Appliance(s) | \$ 50.00 |
| A265.1 | Dog Running at Large | \$ 25.00 |
| A275.1 | Replaced., old, or inoperable unit in storage over 6 months | \$100.00 |
| A275.3 | Stored unit not kept in proper condition | \$ 75.00 |
| A280.9 | Trespassing (Private Property) | \$ 50.00 |
| A280.10 | Trespassing (Glen Swimming Pools) when closed | \$100.00 |
| A280.11 | Littering – General | \$ 25.00 |
| A280.12 | Littering – Animal Waste | \$ 25.00 |

6. ACB

| | | |
|-----------|-------------------------------------|----------|
| ACB 1.6 | Failure to obtain an ACB Permit | \$150.00 |
| ACB 1.7.3 | Failure to obey a “Stop Work” order | \$150.00 |

The Manager and the designated ACB Officer are empowered to levy fine amounts to any violation of ACB Rules and Regulations and/or Administration Policies that do not have a specific fine attached according to the severity of the violation.

Note: Any person who commits the same violation more than once in a one year period is subject to a higher fine amount or possible sanctions as recommended by the Manager.

Reward: For information leading to the conviction of person(s) committing vandalism/theft is \$100.00.