

Policy Manual
Harbour Isle at Hutchinson Island West
Hutchinson Island, Florida

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Statement of Purpose

The actions of the Board of Directors (Board) of Harbour Isle at Hutchinson Island West (HIW) are governed by Florida Statutes 718, the Florida Administrative Code, Chapter 61-B, the Declaration of Condominium and the Articles of Incorporation of the Association. Together, these documents state specific actions that the Board must undertake as well as those that the Board cannot do without the express approval of the majority of the ownership.

These documents do not specify how the Board should conduct itself in addressing its' responsibilities, both explicit and implicit. It is the position of the Board that it will establish and maintain Policies to guide the Board in performing its' duties in a consistent manner.

In the instance that an action of the Board is not in accordance with an existing Policy, the minutes of the meeting when such action occurred shall reflect that the Board's action was not in conformance with an established Policy. In addition, the Board shall determine whether or not the action was a "special" occurrence or that the Policy should be amended to include the action taken.

Policies in their latest revised form shall be available on the HIW website.

Format of and Maintenance of Policies

Each Policy shall consist of a statement describing the issue(s) that it is to address and shall be set forth in sufficient detail for an unambiguous reading of the Policy. Each Policy shall be identified by a number consisting of the year adopted and the sequential number of the Policy within that calendar year. (2009 - 3 would be the 3rd policy of 2009, etc.)

Policies will be noted with the date it was initially adopted by the Board and the date of the latest revision(s), if any.

It is further the position of the Board that all adopted Policies shall be reviewed on a biennial basis beginning with the first Board meeting after the 2010 Board organization meeting. Reauthorization of the Policies is not deemed necessary. However, the biennial review of the Policies should be duly noted in the minutes of the Board meeting when such reviews are completed.

Purchasing

Board Policy 2009 – 1

Purpose: To establish a uniform procedure to implement the purchase of or the contract for goods and services for maintaining the common and certain limited common elements of HIW. This procedure is intended to ensure that legal, fiscally sound and fair agreements are reached with vendors of such needed goods and services. This Policy is also intended to be utilized only for goods and services that have been properly identified in that years budget or appropriate budget transfers have been accomplished to fund such purchases. This Policy is not intended to be utilized for budgeted purchases of less than \$1,000.00.

Procedure:

Sole Source: Sole source contracting should be avoided to the extent practical. When a sole source purchase is proposed, written justification as to the need for sole source purchasing, (spare parts, small purchases from local vendors, specific items desired, etc.), shall be prepared and retained with the file copy of the contract or purchase order. In the case that the purchase is not a budgeted item and therefore require Board approval, the motion to approve said sole source purchase shall include the fact that it is a “Sole Source” purchase.

One Time Purchase or Contract: For a one time purchase of goods or a contract for services of a one-time finite scope, for non-budgeted purchases the Board package prepared by the recommender of such purchase or contract shall contain at a minimum:

- a) A written scope of the goods and/or services being sought, including drawings if necessary for clarity and in sufficient detail so as to be unambiguous.
- b) A list of three or more vendors from whom price proposals will be sought.
- c) An estimate of the cost of the purchase(s) or recommended contract.
- d) A draft motion for Board action that will authorize the recommended purchase or contract. Unless the actual cost of the purchase is known, it is recommended that the draft motion for approval include the language that the authorization is good for the estimated cost plus (10%).
- e) Anticipated contract duration, if appropriate.
- f) The draft motion shall also state that the authorized Board Member(s) can execute the purchase agreement or contract with the lowest responsible bidder.

The solicitation of bids shall be accomplished by the Community Association Manager. The Community Association Manager shall utilize Board approved forms for a “Request for Bids” and “Contract for Goods and Services”, including the time lines contained therein for responses. For a one time purchase of goods or a contract for services of a one-time finite scope, budgeted purchases, the requesting of bids and purchase contract preparation shall contain at a minimum:

- a) A written scope of the goods and/or services being sought, including drawings if necessary for clarity and in sufficient detail so as to be unambiguous.
- b) Contract duration, if appropriate.

The solicitation of bids shall be accomplished by the Community Association Manager. The Community Association Manager shall solicit at least three bids for any such purchase or contract for

services. The Community Association Manager shall utilize Board approved forms for a "Request for Bids" and "Contract for Goods and Services", including the time lines contained therein for responses.

Continuing Contracts: Contracts for goods and/or services that by their very nature will be required to extend beyond an Association fiscal year should be considered for a contract length of three years to attempt to obtain the lowest responsible costs to the Association. The multi-year contracts shall as a minimum, have incorporated within them the following provisions:

- a) The contract may be terminated, without cause, by either party to the contract giving (60) days written notice to the other.
- b) Changing the Scope or Fee structure of the Contract such that the annual cost to the Association is increased more than 25% of the Contract amount or lowers the annual fee to the Contractor more than 25% of the Contract amount shall allow for renegotiation of the Contract without triggering the termination clause.

Continuing contracts shall require Board approval, regardless of whether or not the contract is for a budgeted item.

Contracts Requiring a Registered Design Professional: For projects of such scope that a Florida Registered Design Professional (Architect or Engineer), is required the contract for the professional's design services shall require that the design professional prepare the construction contract documents utilizing industry standard documents. Architects – American Institute of Architects contract documents; Engineers - Engineers Joint Contract Documents Committee documents. Selection of the Registered Design Professional shall be a "quality" based selection, considering the requisite experience, staffing capabilities and geographic location of the responding firms.

Attachments: The approved "Bid Form" and "Contract Purchase Order Form" are attached hereto as exhibits.

Security Systems

Board Policy 2009 - 2

Purpose: The Association has three non-fire related security systems. The first is iVisitor, a computer based system that records the driver's license data and the identity of the destination of every non-resident visitor to Harbour Isle West. The second is a set of five video cameras, two in the swimming pool area, two in the interior of the clubhouse and the last is in the exercise room. These cameras are connected to a digital video recorder that has a 30 day storage capacity for each of the cameras. The video from each camera can be monitored in real time via a password protected connection from the HIW web site from within the Community Association Manager's office and the security gatehouse. The third security system is the bar code entry vehicle system used by residents. This system records the bar code identity number and the time of every entry into HIW through that system. The bar code identify number enable cross referencing the specific vehicle and associated dwelling unit identity for each vehicle entry. This Policy details the Board's intentions regarding the dissemination and anticipated uses of the data collected by these security systems.

Procedure:

1. No security system data shall be reviewed on retained by any individual who is not defined at that time as one of the class of "Insured" by the Association's Professional Liability Insurance Policy. Data while being gathered and held by an outside vendor under contract with the Association is subject to this provision. The Contract with such a Vendor shall limit the release of such data to one or more of the Association's "Insureds".
2. All collected security data shall only be reviewed by the Community Association Manager and an Association Member appointed by the President to perform such duties.
3. iVISITOR and vehicle entry data will be collected and reviewed for security relevancy on a monthly basis or whenever a specific security issue is raised.
4. All security data more than six months old, as measured from the last day of the monthly data collection cycle, will be destroyed in whatever form(s) it may exist, including that which may be held by an outside vendor.
5. Viewing of video camera monitoring in real-time shall be limited to monitors within the Office of the Association and the HIW Security Gatehouse.
6. Copies of security system data, including video camera recordings, may be made available law enforcement agencies, without subpoena. Verification of the response to a request for access to HIW security system data shall be prepared by the Community Association Manager. The verification of such a response shall include at least the following: a) Name, ID number, Requesting Agency of the individual requesting data; b) List of data received; c) Name of person preparing the requested data; and d) Receipt executed by the requester, acknowledging the receipt of the therein listed and furnished data.
7. No other requests for HIW security system data will be honored unless the request is in the form of a subpoena issued by a court of competent jurisdiction. In such an event, the Association's legal counsel shall be immediately contacted prior to complying with the subpoena.

Submission of Board Meeting Agenda Items

Board Policy 2009 -3

Purpose: Adherence to this Policy will assist in ensuring that items placed on the agenda will have sufficient supporting information supplied by the Community Association Manager, Committee Chair or Board member requesting said Agenda Item, to assist the Board in properly and accurately evaluating the need for taking the requested action.

Procedure: A form shall be prepared and maintained by the Community Association Manager's office. The form will contain at a minimum the following:

1. The name of the individual requesting the addition of a Board agenda item.
2. The date of the meeting for the agenda item to be heard.
3. A proposed motion that accomplishes the intent of the agenda item.
4. A statement of the purpose and need for the requested action.
5. The estimated cost of accomplishing the requested action.
6. A list of any attached supporting documentation for the requested agenda item.
7. All agenda item requests shall be submitted to the Community Association Manager's office 72 hours prior to the meeting.

Utilizing the assistance of the Community Association Manager's staff, the person requesting the addition of an agenda item, will complete the form in appropriate detail. The necessary number of copies of the form and accompanying information, will be prepared and distributed to all Board members by the Community Association Manager's staff as a part of the normal Board meeting package.

Discussion of Items not on the Board Meeting Agenda

Board Policy 2009 – 4

Purpose: It is a common occurrence for Board and Association Members to wish to discuss issues that have not been placed on the Board Meeting Agenda. This Policy reflects how the Board will entertain such non-agended requests for discussion. This Policy acknowledges that the Board may not take formal action on non-agended items, except for specific emergencies.

Procedure: Attempted discussion that is not related to an item on the meeting agenda will be ruled out of order by the Chair. Board Meeting Agendas shall include an item titled “Board Member Comments”. Board Members may at that time in the meeting present comments on any issue that falls within the purview of the Board. Comments that can be characterized as personal attacks will be ruled out of order by the meeting Chair. At the discretion of the Board, each Board meeting agenda may include an item titled “Association Member Comments”. Association members may at that time present comments on any issue that falls within the responsibility of the Association. Comments during this time will be limited to three minutes for each Association member. The Chair may, at its’ discretion, extend the time for an individual’s comments for an additional three minutes. Discussions that can be characterized as personal attacks will be ruled out of order by the meeting Chair.

Insurance for Board Members

Board Policy 2009 – 5

Purpose: The Association is protected from wrongful acts of each Member of the Board of Directors by the purchase of Fidelity Bonds for the Board. Equally important is the protection from liability of the individual volunteer Board Members undertaking their prescribed duties as detailed in the numerous documents governing the actions of the Board. This Policy details the type and amount of liability insurance coverage that will be maintained to protect each Board Member from the consequence of his/her actions performed as a member of the Board.

Procedure: The Association shall carry as a minimum the following insurance coverage:

1. In accordance with F.S. 718.111(11)(h), a fidelity bond or insurance covering all officers, board members, and other individuals who control and disburse funds for the association. The fidelity bond or insurance shall be in an amount that covers the maximum funds that will be in the custody of the association or its management agent at any one time. Prior to each annual policy renewal, the Association treasurer and the Community Association Manager shall determine the appropriate dollar amount for the coverage of the new policy.
2. A professional liability policy covering all “persons who were, now are, or shall be duly elected or appointed directors, trustees, officers, employees, committee members or volunteers” of the Association. Coverage shall be a minimum of one million dollars (\$1,000,000) maximum aggregate limit of liability. If so desired, by a separate policy endorsement, the Association’s Community Association Manager may be added as an insured under the Association’s professional liability policy.
3. The Association’s “common assurance” umbrella program shall included Directors and officers liability coverage in a minimum amount of one million dollars (\$1,000,000) per claim and one million dollars (\$1,000,000) aggregate.

Resident Background Checks

Board Policy 2009 – 6

Purpose: Regarding renting or leasing a unit in HIW, paragraph 13.1.6 Application Form, of the Declaration of Condominium of Harbour Isle at Hutchinson Island West, a Condominium, states in part “The Board is vested with the authority to prescribe an application form requiring the inclusion of specific personal, social, financial, and other data relating to the intended tenant(s) and occupants, as may be required by the Board to reasonably investigate the intended tenant(s) and occupants...”.

Paragraph 14.2.2.3.1 With Good Cause, of said Declaration of Condominium, relating to transfer of ownership of a unit(s) in HIW, states in part “Only the following may be deemed to constitute good cause for disapproval: (i) one or more of the intended Occupants has been convicted of a felony involving violence to persons or property, or a felony demonstrating dishonesty or moral turpitude; (ii) the person seeking approval has a record of financial irresponsibility, including without limitation prior bankruptcies, foreclosures or bad debts;...”.

Paragraph 14.3.2 Application Form, of said Declaration of Condominium, states in part “The Association is vested with the authority to prescribe an application form requiring the inclusion of specific personal, social, financial, and other data relating to the intended purchasers or new Owners and Occupants, as may reasonably be required by the Board in order to enable the Board to reasonably investigate the intended purchasers...”.

Procedure: The Board shall contract with an independent vendor to prepare and furnish to the Board a background check in substantial conformance with the above cited authority. The results of the background check shall be provided in a pass-fail format with no specific information being submitted by the vendor to the Board. The Board shall select the types of data to be collected and establish grades of significance of each for determining the passfail grade. The Board shall review for continued relevance the selected types of data to be collected and the established grades of significance of the data at least every two years

Hurricane Preparedness Plan

Board Policy 2009 – 7

Purpose: A written plan of action to protect the safety of and minimize damage to property of members of the Association is deemed of great importance to the Board. Therefore, it is the Policy of the Board that a Hurricane Preparedness Plan be compiled for the Association. It includes an annual review of said Plan and provides for the posting of the Plan on the HIW web site.

Procedure: The Hurricane Preparedness Plan shall consist of two parts: 1) A plan directed at Owners and residents of HIW, stating what actions will be taken by the Board when a hurricane watch and a hurricane warning is issued by the National Hurricane Center for the HIW area. It shall also contain recommendations for actions by Owners and residents to minimize potential for personnel property damage and injury. 2) The Community Association Manager shall prepare a plan detailing the steps to be taken by the Project Manager's employees to prepare the Association's property to best withstand the hazards of a hurricane. It shall address the specific actions to be undertaken when a hurricane watch and a hurricane warning is issued by the National Hurricane Center for the HIW area.

The Hurricane Preparedness Plan shall be reviewed at least annually, prior to the beginning of the hurricane season, for appropriateness and revised as needed. The Hurricane Preparedness Plan shall be posted on the HIW web site in its' most current version.

Access to Board Attorney

Board Policy 2009 – 8

Purpose: This Policy sets forth the Board's determination as to how the Board's legal counsel will be requested to offer legal advice and/or opinions to the Board regarding the activities of the Board. It specifies which members of the Board will be recognized by its legal counsel as speaking for the Board.

Procedure: The President or in the absence of the President, the Vice-President is authorized to seek advice of the Association's legal counsel. All other requests for legal opinions from the Association's legal counsel shall be authorized the Board. All opinions of legal counsel shall be presented in writing. This policy shall be memorialized by a resolution of the Board to become effective. The Board's legal counsel will be apprised of this Policy by copy of the resolution.

Standing Advisory Committees

Board Policy 2009 – 09

Purpose: Committees are a prime source of assistance and information to the Board in the performance of its obligations. This Policy sets forth the Board's standing committees, their structure, tenure and respective areas of responsibility.

Procedure: The Board hereby establishes the following standing advisory committees:

1. Architecture
2. Building and Grounds
3. Compliance Board
4. Finance
5. Rules
6. Social

Each committee consists of volunteer members of the Association, who possess special talents and interests in the issues covered by one or more of the committees. A special effort will be undertaken by the Board and each committee to educate the members of the Association about the responsibilities of each committee at the time of the annual meeting. At that time the major effort to enlist new committee members will be undertaken. The membership of each committee will be ratified by the Board at the first regular meeting after the Annual meeting. The Board may acknowledge changes in committee membership at any time. The Secretary of the Board shall maintain a committee membership list as amended from time to time.

Each committee may organize itself as it chooses, including the formation of subcommittees. It shall designate one member to be the Board and Community Association Manager contact. The President shall appoint one Board member to be a liaison between the Board and the committee.

Unless authorized by separate resolution of the Board, committees do not have the authority to represent or obligate the Board or Association in any manner.

Architecture: Responsible for evaluating and presenting recommendations to the Board for all nonstructural issues concerning the interior of structures that are subject to Board responsibility. The committee responds to concerns generated by the Board and to those developed by the members of the committee. Coordinate with the Building and Grounds committee on issues of appearance of existing infrastructure and any modifications of or additions to HIW infrastructure.

Building and Grounds: Responsible for evaluating and presenting recommendations to the Board for all non architectural issues concerning all infrastructure that is subject to Board responsibility. The committee responds to concerns generated by the Board and to those developed by the members of the committee. The responsibility includes maintenance of existing facilities and proposals for new or expanded infrastructure. Coordinate with the Architecture committee on issues of appearance of existing infrastructure and any modifications of or additions to HIW infrastructure.

Compliance Board: The rules of the Association, both those found in the By-Laws of the Corporation and those established by the Board of Directors, are necessary to ensure a smooth functioning and harmonious community. Section 5 of the bylaws of the Association gives the authority to levee fines

on unit owners for violation of the Association's documents, including reasonable rules adopted by the Board. It also states, "5.2 (a) Any Owner may appear before the Association to seek an exemption from or variance in the applicability of any given rule or regulation as it relates to said Owner on grounds of undue hardship or other special circumstances."

The Compliance Board shall be authorized by the Board by separate resolution of the Board to hold the hearing(s) required by Section 5.1 of the bylaws of the Association to determine whether or not fine should be levied against the Owner and to determine the amount of said fine. The Compliance Board shall also function as the arbiter of all requests by Owners for exemptions or variances from the rules and regulations of the Association.

The Compliance Board shall report in writing to the Association Board, the rulings made in all issues that come before the Compliance Board. These written reports shall be included in the minutes of the Association Board meeting when such a written report is received.

Finance: Fiscal prudence and stability is an absolute for the success of any endeavor, including this Association. The Finance Committee is charged with the responsibility of continuously monitoring the fiscal status of the Association, including, but not limited to, a) the correct posting of income and expenditures; b) flagging inappropriate income or expenditures; c) projecting current budget shortfalls or overages; d) assisting in the preparation of each proposed annual budget; e) review and comment on the annual independent audit; and f) offer recommendations to the Board on any fiscal issue of concern to the Board in performing its duties.

Rules: Rules to govern the interaction of the Owners, residents, guests and visitors to HIW are necessary to promote a smooth functioning and harmonious community. The Rules Committee shall perform three functions: 1) Periodically review all existing rules for relevance to the status of the community at the time of the review; 2) Respond to requests from the Board for a draft rule to address a specific problem not covered by an existing rule; and 3) Submit draft rule(s) initiated by the committee to the Board for its consideration.

Social: Developing a successful activity program to be enjoyed by its' Owners, residents and guests, is an essential part of making HIW a community. This committee may originate or respond to requests for inclusion of particular social activities for the community. Activities sponsored by the Social Committee shall have precedence for use of HIW facilities except for those activities directly associated with the governing of the Association, including committee meetings.

Ad-Hoc Advisory Committees

Board Policy 2009 – 10

Purpose: From time to time, the Board will require advice and information for a specific issue that may be outside the purview of or require extraordinary effort beyond the capabilities of the Board's standing committees. To address this need, the Board may appoint an Ad-Hoc Committee to address and advise on a specific issue. This Policy addresses the formation of the Committee, establishing the scope of its responsibility and determining the time period of its existence.

Procedure: The President, or by majority vote, the Board may establish an ad-hoc committee of members of the Association. The ad-hoc committee will evaluate an issue of concern to the Association and present findings and recommendations to the Board for its' consideration. The action of the President or the Board that establishes the ad-hoc committee will include the tenure of the committee. The tenure is recommended to be at the time of acceptance of the written results of the committee's deliberations or a specific time, which ever comes first.

The documentation of the establishment of an ad-hoc committee shall include a written statement of the issue of concern to be evaluated by the committee and its specific tenure.

Unless authorized by separate resolution of the Board, an Ad-Hoc committee does not have the authority to represent or obligate the Board or Association in any manner.

Building Representative Program

Board Policy 2009 – 11

Purpose: Building Captains are an essential asset in promoting a sense of community, providing a more intimate link between the Association and its' individual members, other residents and guests. Building Captains can function as the "eyes and ears" of the community, relaying information on operation and maintenance needs of their building to the Community Association Manager .

Building Captains can serve an important function making community and Association information readily available to all residents and keeping them aware of the Association's rules, policies and emergency procedures.

The President of the Board shall appoint a volunteer resident as the Coordinator of the Building Representative Program.

Procedure: Although the Building Representative Program is not a Standing Advisory Committee appointed by the Board, it is recommended as a matter of policy that the Building Captains organize and conduct themselves as if they were a committee. This includes designating regular meeting times and appropriate means of communication from the Coordinator to each resident and from the residences back to the Coordinator, Community Association Manager or Board as appropriate.

Each building should have a volunteer resident of the building designated as its' Building Representative.

Building Captains may access their building's bulletin board for posting of information of interest to that specific building or of a community wide applicability and should cause incorrect or outdated information to be removed or corrected.

A current list of unit owner and tenants, with each tenant's lease expiration date noted thereon, shall be provided to each Building Representative by the Community Association Manager through the Coordinator.

Each Building Representative should stay aware of each unit's occupants, and bring to the attention of the Coordinator or Community Association Manager when it appears that there may be an ongoing violation of the Associations documents and rules regarding unit occupancy.

The Building Representative should be the primary contact for the residents of each building regarding physical plant needing repair or replacement in or around their building or reoccurring violations of Association rules.

The Community Association Manager shall keep a current list of Building Representative's names, their building and unit number, contact telephone number and email address and cause it to be posted on the HIW web site.

Scheduled Unit Entry

Board Policy 2009 – 12

Purpose: It is necessary from time to time for entry into each unit within HIW. The Association documents provide for this and for non-noticed emergency access. All unit owners are required to have on a key on file with the Community Association Manager for the current front door lock of their unit. This policy sets forth how notice and control of scheduled unit entry will be accomplished by the Association.

Procedure: The Community Association Manager will insure that the following criteria is included within the scope of services in all contracts with outside vendors that require access to the interior of any unit.

At least 3 weeks prior to commencing work that requires unit access, the vendor shall deliver to the Community Association Manager a schedule detailing when access to each unit is required. This notice shall include the date(s) of proposed access and state if it will be morning (8:00 am to noon) or afternoon (noon to 4:00 pm) access. Access to any unit at a time other than that indicated in the notice will not be allowed, unless the Community Association Manager knows that it is vacant. If it becomes necessary to modify the submitted schedule of access, the vendor shall submit the revised schedule to the Community Association Manager in the same time frame and style as the original submittal.

Upon receiving the schedule for planned access from the vendor, the Community Association Manager shall prepare a written notice of the impending activity. This notice will state the purpose of the required access, the schedule of access, a statement that the vendor during any unit access will be accompanied at all times by an employee of the Community Association Manager. The notice should also state that if the unit resident has an unconfined pet and will not be present during the scheduled access, to notify the Project Manager at least 24 hours prior to the scheduled access. This notice shall be placed on bulletin board of each affected building at least two weeks prior to the scheduled access.

Should scheduled access be canceled within 24 hours of the scheduled time, all affected residents shall be notified of the cancelation by written message attached to each unit front door. The notice shall also alert the resident to monitor the building bulletin board for rescheduling information. If the cancellation occurs more that 24 hour prior to the schedule, notification of the cancellation shall be posted on the affected building's bulletin boards.

Association's Access to Individual Units

Board Policy 2009 – 13

Purpose: The obligation of the Board to have access to an individual unit is contained within the Association document. Individual owners and/or financial institutions have been changing door locks without providing the Association the key to be utilized for mandated inspections and emergency access. This policy spells out the actions the Board must take to ensure that they can maintain the required access. The Board requires that a unit's air conditioning system be kept operational to prevent contamination by mildew, mold and other deleterious growths.

Procedure: Upon determination that a unit has gone into foreclosure or is otherwise vacant, the Community Association Manager (CAM) will follow the procedure stated below:

1. Notify the security gate that no outside access associated with such a unit will be permitted. Access will be granted to visit the office of the CAM only after Security personnel has notified the office of the CAM. No access will be allowed when the office of the CAM is closed.
2. The CAM will determine the visitor's right to access such a unit by requiring proof of a valid ownership interest. The CAM will require, in writing, contact information for the new owner or the person authorized to act on behalf of the owner on issues with which the Association has an interest.
3. When a lock change request is made on behalf of an owner:
 - a) The CAM shall verify with the owner that such a request is valid.
 - b) The CAM must issue a written authorization for the lock change prior to the work.
 - c) The written authorization will require that two copies of the key to the newly installed lock will be delivered to the CAM before the person changing the lock leaves HIW.
4. A representative of the CAM will escort the person changing the lock of the unit and remain while the work is completed. At the time of the lock change, the CAM's representative will determine that:
 - a) The electrical power to the unit is on.
 - b) That the air conditioning system is on and the thermostat is set no higher than 80 degrees (F).
 - c) Verify that all other electrical power is shut off at the breaker box.
 - d) That the units' water supply is shut off.

Vehicle Passes

Board Policy 2010 – 1

Purpose: This Policy defines the type and use of passes for vehicles within HIW. **Procedure:** All motor vehicles within HIW are required to display one of three types of passes. Owners and residents may obtain a bar code affixed to a driver's side window to allow access through the "resident only" gate. **Hand held or portable barcode passes will not be issued.**

All other vehicles are issued upon entry a white Visitor/Guest pass by the on-duty security guard. This pass which is valid for 24 hours will be issued after a valid drivers license has been presented and the destination unit's resident has verified that the visitor/guest should be allowed entry. The Visitor/Guest pass will have the following information on its' face:

- Visitor's Name
- Issue Date
- Building Number
- Unit Number

The pass must be displayed within the interior of the vehicle dashboard in such a manner that it may be visible from the exterior of the vehicle.

Guests staying in a unit for more than one night may exchange the white, 24 hour Visitor/Guest pass, for a Guest Pass that is valid for up to 30 days from the issuance date of the Visitor/Guest pass. This pass is issued by the HIW office during normal working hours at the request of the permanent resident of the unit where the guest is staying. The Guest pass will have the following information on its' face:

- Guest Name
- Issue Date
- Expiration Date
- Building Number
- Unit Number
- Vehicle Make
- Vehicle Model
- License Tag Number
- Vehicle Color
- Telephone Number

The Guest pass will include the following statement that must be signed by either the unit's permanent resident or the guest. **"The undersigned acknowledges that the holder of this Guest pass is not renting, in any form, the unit stated hereon, during the life of this pass."**

The pass must be displayed within the interior of the vehicle dashboard in such a manner that it may be visible from the exterior of the vehicle. Records of the issuance of the Visitor/Guest passes will be retained in the iVisitor systems that prints the pass.

The signed original of the Guest pass will be kept by the HIW office in an "Active Guest Pass" file until the expiration date of the pass. Upon expiration the Guest pass will be removed from the active file and placed in the file of the unit where the guest was staying.

Leases

Board Policy 2010 – 2

Section 13, LEASING OF UNITS, of our Declaration of Condominium, established specific guidelines for approving or disapproving of all leases including renewals. The following are the highlights of this Section:

1. Notice by Owner – An Owner must give the Board or the Board's designee:
 - A. Written notice of an intended lease or an intended lease renewal at least fifteen (15) days prior to lease commencement
 - B. An executed copy of the proposed lease including names and ages of the Occupants
 - C. No lease may be modified to change the Occupants without the Board's written consent
 - D. The Board shall treat any modification as if it were a new lease
 - E. The Board may require the personal appearance of the Occupants as a condition of approval
 - F. The Board may charge a transfer fee (currently it is the application fee)
2. Approval – After all documentation and fees are received, the Board has ten (10) days to approve or disapprove the application, otherwise; the application will be deemed approved.
3. Disapproval – A proposed lease or a proposed renewal of a lease is only disapproved if a majority of the entire Board so votes.
4. Grounds for Disapproval – A proposed lease or a proposed renewal of a lease may be disapproved based upon moral turpitude; poor credit; criminal activity or convictions; or failure to abide by the Condominium Documents including the Rules, as amended from time to time.
5. Power to Evict – All Occupants shall abide by the provisions of the Condominium Documents including the Rules, as amended from time to time. Failure to abide is grounds for eviction.
6. Subleasing; Renting of Rooms – No subleasing or renting of rooms is permitted.
7. Frequency of Leasing – No lease shall be made more often than two (2) times in any calendar year.
8. Minimum Lease Terms – No lease shall be made with a term less than ninety (90) consecutive days in duration.
9. Bar Code De-activation and Lease Renewal – Thirty (30) days prior to the expiration of the lease, all bar codes assigned to the Unit will be de-activated. The Occupants must come to the Office to apply for the renewal of their lease. Upon application, the bar codes will be re-activated for a period of fifteen (15) days to allow for the processing of the renewal application. After that, the bar codes will either remain active if the lease is approved or permanently de-activated if the lease is not approved.

Complaint of Condominium Document Violation

Board Policy 2010 - 3

Purpose: Tracking, responding to and addressing all complaints regarding possible violations of the condominium documents (The documents include the rules adopted from time to time by the Board of Directors.) is an important function of the Association. This procedure sets forth the manner in which the Board of HIW has determined it will evaluate, resolve and track such complaints.

Procedure: No complaint will be considered unless it is submitted to the Community Association Manager (CAM) in such a manner as to allow verification of the validity of the complaint. Complaints will be received from any Owner, Primary Occupant, Permanent Occupant, staff member of the Association's management company and the Association's Security company. Complaints will be accepted only when submitted in a written form, including email, or in person to a staff member at the office of the CAM. All complaints shall include, as a minimum:

Name of the person making the complaint.

Contact information for the complainant.

Date the complaint was made.

Date(s) the violation(s) were observed.

The name of or other information that will lead to the identity of the person(s) causing the activities that resulted in the complaint of rule violation.

Description of the activities that resulted in the complaint of a rule violation.

The staff person receiving the complaint shall apply an identifying number to the complaint that will consist of the year and the sequential number of the complaint for that calendar year. (2010-43 is the forty-third complaint received in year 2010.) Enter the information regarding the Complaint onto the "Complaint of Condominium Document Violation-Receipt Log".

The CAM will determine if the action that caused the complaint is a violation of the Condominium Documents including the Rules adopted by the Board of Directors.

The CAM shall cause to be established and maintained a file to contain notices in response to a staff Complaint of Condominium Document Violations.

If the answer is no, respond in writing to the Complainant, stating that action in question is not a violation of the Condominium Documents including the rules of the Association. Enter the date the notice of "No Violation" was sent to the Complainant on the "Complaint of Condominium Document Violation-Receipt Log". Enter the same date in the "Date Complaint was resolved" section of the "Complaints of Condominium Document Violation-Receipt Log". Place a copy of the Complaint and the notice of "No Violation" in the Complainant's unit file or a separate staff file as is appropriate. No further action is required.

If the answer is yes, open a "Condominium Document Violation Corrective Action Tracking Form/File". Note on the "Complaint of Condominium Document Violation-Receipt Log" the date the "Condominium Document Violation Corrective Action Tracking Form/File" was created. Respond in writing to the Complainant that the action causing the complaint is considered a violation of the

Association's Condominium Documents and notice has been made to the Owner requiring corrective action to eliminate the violation. Place a copy of the written notice in the unit file or staff file of the Complainant and a copy to the appropriate "Condominium Document Violation Corrective Action Tracking Form/File".

Review the file of the Owner to determine if the activity that is the subject of this "Complaint of Condominium Document Violation" is one that has been the subject of previous enforcement actions. If yes, note on the "Condominium Document Violation Corrective Action Tracking Form/File" that this is a new occurrence of an earlier resolved violation.

Prepare a "Notice of Condominium Documents Violation" letter to the Owner of the unit that is the source of the offending activities. The letter shall contain, at a minimum, the following: (See attached sample letter.)

Date(s) of the activities in question.

Description of activities in question.

Text of specific rule(s) that are being violated.

Time within which a response is required.

Enforcement action will commence if violation continues.

All responses must be in writing to the Board of Directors.

If satisfactory response to the "Notice of Violation of Condominium Documents" was received, enter the date the complaint was resolved on the "Complaints of Condominium Document Violation – Receipt Log", send notice of complaint resolution to Complainant and place the "Condominium Document Violation Corrective Action Tracking Form/File" with attachments in the Owner's file.

If a satisfactory resolution is not made within the fifteen (15) day period, refer the Complaint of Condominium Document Violation to the Compliance Committee for a hearing. Attach a copy of the "Condominium Document Violation Corrective Tracking Form/File", including all attachments, with the referral.

Enter the date of the hearing before the Compliance Committee in the "Condominium Document Violation Corrective Tracking Form/File".

Attach a copy of the Compliance Committee's findings to the "Condominium Document Violation Corrective Tracking Form/File".

If further action is required:

1. Mediation

2. Non-binding Arbitration

3. Circuit Court

Maintain the records of all proceedings of any of the above actions required beyond the Compliance Committee in this file.

Upon final resolution of the violation proceedings, enter the date of final resolution on this form and on the "Complaints of Condominium Documents Violations - Receipt Log".

Place this file in the Owner's file.

**Complaint of Condominium Documents Violations
Receipt Log**

Complaint Sequential Number

Date of Complaint

Name of Complainant

Date of Acknowledgement of Receipt of Complaint

Is action causing the Complaint a violation of the Condominium Documents? (yes) (no)

Date of notice of "no violation" sent to complainant

Date "Condominium Document Violation Corrective Action Tracking Form and File" was created.

Date Complaint was resolved.

Condominium Document Violation Corrective Action Tracking Form/File

Complaint Sequential Number (Attach copy of complaint to this file.)

Date of Complaint

Name of Owner to be cited for the violation.

Date Tracking Form Created.

Date of "Notice of Violation of Condominium Documents" sent to Owner. (Attach copy to this file.)

Deadline date for response to "Notice of Condominium Document Violation".

Date condominium document violation complaint referred to the Compliance Committee for resolution. (Attach a copy of this file to the referral.)

Date of hearing of rule violation complaint before the Compliance Committee.

Result of hearing before the Compliance Board. (Attach copy of Compliance Board hearing.)

Additional enforcement actions required:

1. Mediation
2. Non-binding arbitration
3. Circuit Court

Attach all additional enforcement action documents to this file.

Date of final resolution. (Enter date on "Complaints of Condominium Documents Violations – Receipt Log.")

Owner/Resident Repair Reports/Requests

Board policy 2010 – 4

Purpose: Tracking the status of works orders for repairs to the common and limited common elements that are the responsibility of the Association is important to the members of the Associations. The Association must ensure that needed repairs are accomplished in a timely and expedient manner. This policy will establish a tracking system for repair work orders and provide a feed-back system for Owner and resident requested repairs. This policy is not intended to cover issues of staff initiated repair or routine maintenance.

Procedure: Any Owner or resident may report to the Community Association Manager (CAM) the need for repairs of Association common and limited common elements. These reports or requests for needed repairs may be made to the CAM at the office of the Association. They may be made in person, by email, telephone or in writing. The staff member receiving the report of needed repairs will complete a work request form that will contain as a minimum the following information:

A sequential identifying number for the report/request.

Date of the report/request.

Name of the person making the report/request.

Contact telephone/email/ mailing address of the person making the report/request.

Description of the needed repair sufficient for the maintenance staff to identify the needed work.

The CAM shall cause a log to be kept of all received Owner and resident generated reports/requests for repairs. This log will contain the following information.

A sequential identifying number for the report/request.

Date of the report/request.

Name of the person making the report/request.

Contact telephone/email/ mailing address of the person making the report/request.

Date the repair is scheduled.

Date the repair is completed

Date the completion of the repair was reported to the Owner or resident making the report/request.

When the repairs are completed, the CAM will notify the Owner/resident that the requested work is complete. This contact may be by telephone, email or regular mail.