

LVR Roles, Rules & Procedures (RR&P's)

Roles, Rules & Procedures (RR&P's) for Leisure Valley Ranch Association are: *“Reasonable roles, rules and procedures for the use of LVR Recreational and Common Elements and for the governance and operation of the Association may be promulgated and amended by the LVR Board (“LVR Roles, Rules & Procedures”). LVR Roles, Rules & Procedures (here after RR&P's) may supplement, explain or expand upon other provisions of the Association Documents, but they may not expressly contradict any of the provisions*

The LVR RR&P's contain all LVR Board approved policy statements, standards, regulations that supplement other provisions in the LVR Association documents and Bylaws.

LVR RR&P's document is the fourth Association Document in conflict resolution priority:

In the event of a conflict between the provisions of the Texas HOA Law (or other Texas State and local laws) and the Leisure Valley Ranch Association documents; the Texas HOA law and other Texas State and local laws shall prevail. In the event of a conflict between any of LVR Association documents the following order of priority shall prevail and the provisions of the Association document having the highest priority shall govern:

- a) Plats for LVR as registered with Hidalgo County
- b) Declaration of Covenants, Stipulations and Restrictions of Leisure Valley Ranch
- c) LVR Bylaws
- d) LVR Roles, Rules & Procedures (RR&P's)

Election and Voting

- **Section 1. Oversight of Election and Voting.** The LVR Board Secretary has oversight responsibilities for all processes and procedures for any matters or business requiring a vote of the Owners to include all elections and motions.
 - The Secretary will be assisted by a Committee established by the Board known as the LVR Elections, Nominating and Voting Committee (ENVC). This Committee will consist of the Secretary as a standing member along with a maximum of six additional members.
 - This committee will assist the Secretary in the updating, managing and coordinating all processes established by the LVR Board for the conduct of Business requiring a vote of the members.
- **Section 2. Membership meetings and Quorum.** As stated in Article II of the LVR Bylaws the membership of LVR Association consists of validated lot owners within Leisure Valley Ranch. To be validated and added to the membership list an owner must:

- Complete a “Leisure Valley Ranch Association Owner/Voting Certification Form” (See appendix 1)
 - These forms are available at the LVR office or can be downloaded and printed from the LVR website
- Present the form along with validating documentation specified in Article II of the Bylaws to the LVR Office
- The LVR office will validate the form, make a copy for the owner and maintain the completed form for the Association records.
- The office will notify the LVR Secretary so that the validated owner is added to the membership list.
- Validated owners are required to report sales of existing property within LVR to the Association so that the list of validated owners can be kept updated
- **Section 3. Meetings.** Article III of the Bylaws sets forth the types of, frequency and schedule of Association meetings. Appendix 2 amplifies the rules of order for LVR Association meetings, this in addition to the overriding guidance provided by Roberts Rules of Order.
- **Section 4. Voting.** *(Note the elements in this section that are a direct reflection of the content of the LVR Bylaws cannot be changed without a vote of the membership)* The LVR Bylaws specify who is eligible to vote, how many votes any individual owner can cast and the validation process. Specifically, the rules for voting and holding an office, either as an officer on the Board or a director are:
 - Must be a certified LVR lot owner
 - Both the husband and wife may vote
 - An owner or spouse is allowed only one vote regardless of the number of lots owned.
 - To be a candidate for office you must be a lot owner and reside in the park at least four months a year and attend a minimum of four member meetings a year
 - No two co-owners of property in a joint relationship such as marriage, civil union or living in cohabitation may serve on the LVR Board at the same time.
 - Nominations for office can be made and accepted up to two weeks prior to the election.
 - The list of candidates running will be posted at the close of the nominating period and approximately two weeks prior to the election.
 - Absentee ballots and proxies will be available upon request from the LVR Business office during normal business hours. Signed absentee ballots will be accepted when received at the office prior to the beginning of the election meeting.
 - Ballots and any materials relevant to the meeting will be handed out at the credentials desk at the time of sign in.
 - Voting will be by secret ballot

- **Section 5. Voting and Election Procedures** - The procedures for voting on motions and elections of Officers and Directors election are set forth in appendix 3. These procedures include Nomination, Voting Process and Tallying of votes.

Roles

- a. **Section 1. Business Office.** The Business Office manager oversees all aspects of day to day customer support and LVR business operations. The Business Office manager works in coordination with both the LVR Treasurer and LVR Secretary, assisting them in carrying out their duties. Appendix IV list the specific responsibilities and task of the Business Office Manager
 - **Front Office Operations and Management.** The Business Office Manager oversees and directs the operations of the LVR front office which supports the needs of LVR owners and renters during the season. Specific tasks and responsibilities of the Front Office are listed in Appendix V.
- b. **Section 2. Kitchen Manager** – The Kitchen Managers duties are primarily:
 - Before entering the kitchen, everyone should clean their hands. The sink by the coffee is designated for washing hands. It is important to make sure that there is soap, paper towels and a wastebasket by the sink
 - Will ensure that the contracted LVR clubhouse cleaning crew will wash the dish drainer, the sink and counter tops off weekly with bleach
 - Make sure that the kitchen is kept supplied for parties and dances. This includes pop, water, paper towels, etc.
 - Buy necessary equipment and supplies for the kitchen
 - Keep the pantry organized
 - Every event that uses the kitchen should have a designated person in charge that discusses and understands the responsibilities and actions expected of them before, during and after the event. Appendix XX to this document is a listing of major items to be covered and agreed to by any person or group using the kitchen.
 - **Spring and Fall Cleaning.** The Kitchen manager will form a group of volunteers that will assist with this. The spring and fall cleaning is a thorough cleaning, including refrigerator, stove and cupboards. Everything should be taken from the cupboards to clean them. Anything that has a shelf life should be inspected and disposed of if it will not be of use during the current and or upcoming season
- c. **Section 3. Maintenance** – A Director from the LVR Board will be assigned oversight of all Maintenance responsibilities relating to the LVR Clubhouse. Major areas of responsibility of this assignment are:
 - Will maintain all records of LVR property within the LVR clubhouse, exclusive of the kitchen and pool areas. This responsibility includes the requirement of an annual inventory with the report being forwarded to the LVR Board
 - Will be responsible for either conducting or causing to happen all preventative maintenance required for all LVR equipment and property in the LVR clubhouse. This includes but is not limited to:

- i. Air Conditioners, including the changing of filters
- ii. Washing machines and dryers
- iii. Monitoring systems, including fire alarms, CO2 monitors, etc.
- iv. All LVR gym equipment especially the treadmill and recumbent bike
- v. All meeting equipment including table, chairs, TV's, recorders, microphones, etc.

d. **Section 4. Pool & Hot Tub.**

- The swimming pool manager is the liaison with the commercial company hired by the HOA to maintain the swimming pool and hot tub. At the time these procedures are written, that company is Chlor-A-Clean, 956-867-2643. The president of that company, Michael Benedetti, has been helpful. It is also helpful for the pool manager to be present occasionally when the maintenance people are working on the pool, to check their work, which is done twice a week.
- It is advisable that the pool manager swim or use the hot tub frequently, so that he/she can see for themselves that the ph, cleanliness, and temperature are being maintained. At times the pool manager may have to recycle the pumps by turning them off and then on again to keep the filters working. If this does not work, then the pool maintenance company must be called for extra service or repairs.
- The pool manager, with the help of volunteers, washes the pool deck bi-weekly. At this time the pool deck cleaning is done every other Wednesday morning at 7:00 a.m. but could be done at any other time set by the pool manager. During the off season an agency will be hired to complete this work.
- The pool manager must recruit volunteers to help with the deck cleaning.

e. **Section 5. Library,** The LVR library is open to all residents and renters. There is no established budget for the Library and no purchases are made. Donations are welcome and solicited. Please place any donations in the return tub in the Library. If you have a large number, please contact library staff to help process them. Some general information about the Library:

- There are few non-fiction items other than some historical or biographical items.
- All books are shelved alphabetically by author.
- There are two divisions--pocket books and full-size books. This is to make better use of our limited space. Genres, like mysteries and romance, are not separated for the same reason.
- Books are not checked out, nor is there a due date, so take and enjoy and return when you've finished.
- Please return books in the tub under the light switches. If you pull a book and decide not to take it, you may leave it in the same tub for re-shelving.

- Additional items that may be found in the library include:
 - Puzzles, DVDs, audio books, and a few over-sized craft, cooking, travel books on the bottom shelves.

- f. **Section 6. Decorating** – The Decorating Committee’s purpose is plan for and decorate the LVR Recreation Hall for the different holidays and events. Decorations are kept in the storage room in the north side of the hall. The committee consists of at least two volunteers and more as needed. Decorations are replaced as required. The chairperson will request funds from the Activity Committee; upon approval the chairperson makes the purchase.

- g. **Section 7. Gym and Exercise Room** – The LVR Gym Coordinator will be appointed as a single point of contact for the LVR Board to monitor Status of equipment, usage, as well as being a person owners can provide feedback and comments to about the gym. The point of contact will keep the Board informed concerning the status and condition of the gym. Any maintenance issues or requirements will be coordinated with the LVR Board Maintenance representative. The Gym Coordinator will be available for training and the scheduling of Gym orientations on a periodic basis. This person will also coordinate funding requirements between the LVR Board Treasurer and the LVR Activities Committee depending on whichever area has auspices over the issue requiring funding.

- h. **Section 8. Webmaster & Webpage** – The LVR “Webmaster “will function as the control point for all content on the LVR Webpage. The Webmaster will be knowledgeable of the software and programs required to host and promulgate the LVR page. The webmaster will solicit feedback and seek recommendations from LVR Owners reference all aspects of the page that could be improved, enhanced or updated.

- i. **Section 9. House Keeping Duties** –
 - **Weekly Basis**
 - i. Clean the bathrooms, both men’s and women’s. This includes:
 1. - empty waste cans
 2. - make sure toilet paper rolls are full
 3. - clean the toilets
 4. - clean the showers
 5. - clean the sinks
 6. - fill the hand soap containers
 7. - clean the mirrors
 8. - sweep and mop the floors
 - ii. Sweep and mop the clubhouse floor
 - iii. If the office is open empty the trash cans and the shredder

- iv. Sweep the pool room floor
- v. Sweep outside in front of both entrance doors
- vi. Clean the Laundry room
- vii. Clean the exercise room
- Monthly Duties
 - i. Dust the window sills
 - ii. Vacuum the carpets
 - iii. Clean the glass doors

Activities Coordinator

- **Section 1. Overview** – The Activities Coordinator is a Board appointed position. In simplest terms the Activities Coordinator has overall responsibilities of all Activities conducted in the LVR clubhouse during the high demand season for the community from November 1st through April 30th apart from dances.
- **Section 2. Duties** – The duties of the Activities Coordinator include but are not limited to:
 - Maintaining a close communication and concurrence link with the LVR Board
 - Has oversight for and Chairs the Activities Committee’s actions and decisions including the allocation of any funds within the Activities account
 - Ensures that all activities except dances are coordinated and approved through them.
 - Ensures that there is a monthly calendar published for each month communicating all LVR activities and that there are copies available in the LVR clubhouse and on the LVR website.

Committees

- **Section 1. Welcome Committee** – The Committee’s purpose is to welcome new owners and renters into the Leisure Valley Ranch community. The Committee provides new people with information about LVR as well as our area: i. e. sightseeing, shopping, etc. The Committee has eleven greeters and generally follows the following procedure.
 - Two greeters visit each newcomer, informs them of our community’s activities and invites them to events
 - Each new owner or renter is provided an information packet and gift cards for local restaurant’s plus miscellaneous small gifts when available.
 - The Greeters answer questions and if unable to answer specific questions the new person(s) will be encouraged to pursue an answer at the Business office.

- **Section 2. Setup/Cleanup Committee.** The committee was established to support event organizers who also volunteer their time to put on events such as dances, dinners, craft shows, games and monthly owners’ meetings. This committee consists of usually between 12 – 16 volunteer members who are available to set up tables and chairs according to event organizers requirements. When the event is completed the committee will then return the tables and chairs to an established normal floor plan along with dry mopping the floor if required and disposing of the garbage. The committee members meet at the beginning of each winter month to review the monthly activity calendar to determine where they are needed. The committee chairperson prepares a work schedule of normally four volunteers to set up and four different volunteers to clean up and emails it to the members and event organizers.
- **Section 3. The LVR Elections, Nominating and Voting Committee (ENVC).** The LVR Elections, Nominating and Voting Committee (ENVC) is a standing committee established to assist the Board Secretary in the conduct of all Elections, Nominating and Voting. Appendix 3 sets forth the organization, responsibilities and functioning of the ENVC.
 - Committee members will be ineligible to run for office.
 - If your spouse is a candidate, you cannot be involved in the ballot process or the tabulation process

Conduct

- **Section 1. Campfires.** According to the US Forest Service a campfire is any fire ON THE GROUND two feet by two feet or less in size fueled by wood, pressed logs, wood pellets, paper, cardboard or other solid fuels to include charcoal or briquettes that are used for recreational purposes to include cooking. No campfires are allowed in LVR. Any grill or recreational device designed for fire or heat production not expressly prohibited above remain under jurisdiction of all applicable federal, state or local ordinance to include fire bans. The following is copied from the Hidalgo County Texas website:

A burn ban doesn't have to be in effect for outdoor burning to be illegal. Negligently allowing your fire to escape onto someone else's property is a Class C misdemeanor offense (the same as violation of a burn ban) that is punishable by a fine up to \$500. Deliberately setting fire to someone else's property is arson, which is a felony offense punishable by a fine of up to \$10,000 and a prison term of from 2 years to 99 years in prison.

Adopted by the Board of Directors and approved by a vote of the Owners on _____, _____, to be effective December 6th, 2018.

David Mohr, President

Karen Clark, Secretary

**Leisure Valley Ranch RR&P's
Appendix I**

Leisure Valley Ranch Association Voter Certification

The owner listed below is entitled to cast votes and to receive all notices and other communication from Leisure Valley Ranch Association for:

Lot # _____ located at _____ :

Lot # _____ located at _____ :

Note: A certified Owner will have one vote whether they own one or a multiple number of lots. (LVR Bylaws Article IV, Section 3c). Each voting member must have a form on file; i.e. in order for owner and spouse to both vote they would each need a form registered.

Owner Name: _____

Mailing Address: _____

Phone Number: _____

Cell Phone Number: _____

Email Address: _____

Owner Signature _____ Date: _____

LEISURE VALLEY RANCH ASSOCIATION OWNER VERIFICATION

Verified by:

Documentation Used for Verification:
(Types of acceptable documentation – Tax Bill, Warranty Deed)

Date:

(See LVR RR&P's Election and Voting - Section 2)

Leisure Valley Ranch RR&P's Appendix II

Special Rules of Order for General Membership Meetings

Section 1. All association members shall sign in at the Credentials Desk at all membership meetings. Ballots and any materials relevant to the meeting shall be handed out at the Credentials Desks. Anyone departing the meeting hall before the meeting is closed shall be asked to sign out to determine the presence of a quorum.

Section 2. The meeting shall not be called to order until the Elections, Nominating and Voting Committee Chairman certifies to the Association President that there is a quorum present. In the event a quorum is not present members in attendance may continue to convene in a Town hall format sharing announcements and having discussions relative to the Association, but no legal Association business shall be conducted.

Section 3. When a quorum is present, and the meeting called to order Individual members may speak to a motion only after being recognized by the Chair, at which time the member should state his/her name and park address.

Section 4. Voting on all motions requiring expenditure of Association funds shall be done by paper ballot and will be conducted at the following meeting from when they were made.

Voting and Elections Process

Appendix III

General Process for any Voting of the membership:

- The rules and procedures set forth in the Bylaws and RR&P's for the validation of a quorum must be met before any vote is taken
- A ballot containing all motions and candidates for election will be provided to each eligible Owner upon validation at the credentials desk sign in.

Process for Nominations and Elections of Directors and Officers:

- The LVR Elections, Nominating and Voting Committee (ENVC) is a standing committee established to assist the Board Secretary in the conduct of all Elections, Nominating and Voting.
 - Committee members will be ineligible to run for office.
 - If your spouse is a candidate, you cannot be involved in the ballot process or the tabulation process
- The LVR Business Office Manager and Office volunteers will assist the committee with administrative support, distribution and collection of materials as required.
- At the close of each LVR Annual election the ENVC will identify what positions will need to be filled at the next scheduled Annual meeting and begin seeking nominees for office in that election
 - Nominations for the Board either as a Director or Officer will be closed two weeks prior to the scheduled annual election meeting or any special meeting requiring a vote for a Board member.
 - There will be no nominations from the floor during the Election meeting
 - A list of candidates for election will be posted in the LVR clubhouse two weeks prior to the scheduled election.
- Two months prior to any election the Committee will meet with the LVR Business Office manager to review together:
 - Nomination process and instruction
 - Rules for voting
 - Absentee ballot information
 - Proxy forms, process and coordination

- The business office will prepare all materials, including sign in sheets of certified owners, Ballots, Instructions, Rules and tally sheets.
- The LVR Business office will prepare, distribute and collect absentee ballots for tabulation.
 - The business office will coordinate and communicate the process they will use for managing absentee ballots with the Board Secretary and the LVR ENVC.
- At least two weeks prior to any election the LVR Business office will:
 - Prepare and print new ballots
 - Prepare and print Absentee Ballot Request sheets
 - Prepare and print Absentee Ballot Instructions
 - Send an email to all Certified Owners:
 - Reminding them about the election and what positions and/motions are to be voted on.
 - Stating “The Rules for Voting”
 - Information about how to obtain, complete and return Absentee Ballots
 - Information about obtaining forms, completing and returning Proxies
- One week prior to the Election the LVR Business Office will:
 - Give Office Staff volunteers ballots, instructions and request sheet to be used.
 - Prepare and print tally sheet
 - Coordinate with LVR ENVC to ensure that there are enough volunteers for the credentials desk sign in, verification of quorum, collection and tabulating of ballots.
 - Post Rules for Voting
- One day prior to the Election the LVR ENVC and Business Office will coordinate to ensure:
 - That the list of certified owners is current and up to date
 - That a sign in list of certified owners is printed in such a way that it can be broken into three alphabetical sections.
 - Calculate the quorum number of certified owners required.
- The day of the election the LVR ENVC and Business Office will coordinate to ensure:
 - Any corrections to the certified owners list are made and that the list is correct.
 - Reprint the list if required again in such a way to facilitate dividing into three sections for sign in.
 - Double check quorum requirement.
 - Setup enough tables to support registrars and enough spacing to allow for owners to sign in at the appropriate station
 - Tape alphabetical signs for each section on the tables to facilitate owner sign in at the appropriate table.
 - Ensure that there are enough pens for owners to use to sign in and to vote with.

- The ENVC committee chairman will give instructions to the Election day volunteers ensuring that each volunteer is aware of all aspects of the area they are volunteering for:
 - Owner sign in and certification
 - Distributing ballots, instructions and any other material required by the owner to vote
 - Collection and tabulation of the ballots
 - The agreement and that they will not disclose any information concerning the results of the election.
- Once all Owners present for the meeting have signed in and been verified by the Credentials desk the ENVC Chairman will verify if a quorum has been met and inform the LVR Board President.
- Once actual voting commences the ENVC will ensure that:
 - All ballots are collected, tabulated and then sealed in an envelope with a signature across the seal. This election material will be stored for at least seven years. The Chairman of the ENVC will announce to the Association those individuals won election to the Board or Office as well as the approval/disapproval of any motions voted on. Specific vote counts will not be announced only the results.
 - Specific instructions for tabulation are:
 - The Chairman of the ENVC will ensure that each candidate running for office understands they have a right to designate an individual to observe the counting of ballots. The Chairman will verify if a candidate does desire an observer and will ensure that the designated observer is present when the votes are counted.
 - Have Tabulator volunteers collect ballots
 - Go into Library with tabulators and explain the following procedure:
 - Two or three people per team
 - The ballots are secret with no signature required.
 - One member of the team unfolds the ballots and turns them faceup
 - One takes unfolded ballots and reads name to tabulator who marks Tally Sheet
 - Combine totals of all Tally Sheets
 - Verify with Tabulators that totals are correct
 - Write winning results on piece of paper and give to the ENVC Committee Chairperson to announce to Owners – do not include number of votes received
- During the actual election members of the ENVC will be available to answer any questions and to ensure the process is flowing smoothly and correctly.

LVR Rules for Voting

- You must be an LVR lot owner.
- Both husband and wife may vote.
- To be a candidate for office, you must be a lot owner and reside in the park at least 4 months each year and agree to attend a minimum of four member meetings annually. No two co-owners of property in a joint relationship such as marriage, civil union or living in cohabitation may serve on the LVR Board at the same time.
- Absentee ballots and proxies will be available upon request from the Business Office during normal business hours. Absentee ballots will be accepted when received at the Office prior to the beginning of the election meeting.
- The list of candidates will be posted in the clubhouse two weeks prior to the election.
- Nominations will be closed two weeks prior to an election. There will be no nominations from the floor.

Office Manager Duties Appendix IV

Important note:

Blank letterhead does not get handed out for residents to do up letters. Secretary/Office Manager must type up necessary correspondence and ensure the contents of letters are professional & acceptable on behalf of LVR Homeowners Association. Any correspondence on behalf of LVR goes through the office.

1. Manage front office - The Front office duties are included in the document, Front Office Duties (attached)
 - Schedule volunteers to work Mon – Fri from 9:30 – 11:30
 - Have meetings with front office volunteers for procedures
 - Make sure that the front office has current copies of these items.
 - Make sure that the front office has a current copy of telephone directories
 - Ensure adequate copies of current Bylaws & Covenants are available
2. Keep group resident email addresses current, owners and renters.
3. Inform Welcome Committee of new renter's/property owners
 - Keep Welcome Letter current and on file
4. Manage main office. All LVR documents must be centralized through main office & on office computer. Forms are on office computer and on the outer office computer.
5. See that the outer office does the tickets for dances, dinners and entertainment.
6. Update & post on library bulletin board the "List of Committees". Copy also goes to AD and President
7. Create documents as requested by committees, etc.
8. Respond to any requests from "Land Titles, Lawyers, Brokerage Firms" regarding maintenance fees (sample) these forms must be completed promptly upon request.

9. Master keys for Janitorial, Pantry, and Storage room by coffee pots are kept in the main office. Codes are recorded and kept in main office. A key log is kept tracking the keys that are out to LVR residents

10. Prepare letters to businesses if required.

11. Send information about Dances, Entertainment, and Craft Shows to "Welcome Home". This is done at the beginning of the season, September and then throughout the year as needed.

Maintaining QuickBooks

New Residents or updating resident information

New residents or changes to current residents should be on a "Property Owner" form.

- Enter in QuickBooks

- Update email procedures

QuickBooks must always be current.

Backup regularly

There is a binder for instructions on using QuickBooks

Items to Do Annually

Ensure all clubhouse activities, dances and entertainments are pre-approved by board and recorded in minutes and contracts are filed in office

Phone Book gets updated on front page with new board members (phone directory)

Update Chair/Board list in library after Annual Meeting.

Election

Make up ballots & tally sheet. Keep count of copies of ballots.

Print off Members list from POA

**** If conflict of interest, any Board member must not have any dealings with election process or ballots.**

LVR RR&P's
Ver 5, Dec 3, 2018

Closing the Office Seasonally

Close both offices and update message on answering machine (One for when office is closed until November and one for when winter season begins).

OPENING OFFICE IN NOVEMBER

- Signage
- Change answering machine
- Cash drawer from Treasurer
- Receipt book for dues (always have an extra receipt book)
- Ink cartridges for printer
- Schedule/meeting with volunteers for front office
- Check supplies

CLOSING OFFICE – End of March

- Change answering machine
- Ink cartridges stored in zip lock
- Extra trash bags for year-round residents
- Signage on front counter
- Cash drawer to treasurer
- Printer cartridges stored in zip lock

LVR Front Office Duties Appendix V

Important: Do not make a special trip to the office after hours to buy /sell tickets, sell trash bags or anything that is financial. Those transactions should occur during regular working hours, Monday thru Friday from 9:30-11:30. If you see the need to make more calendars when you are in the clubhouse and it is after office hours, please do so. Also, for the office volunteers that will be here during the summer months it will be helpful and appreciated if you could take the messages from the answering machine.

During office hours:

- Check Mailbox and put in main office (slide it under door if necessary)
- Check Answering Machine
- Count the Cash Drawer using the sheets provided, verifying that the amount forward from the previous day is correct.
- Check the computer for any e-mails coming into the office to be sent out to the residents
- During the shift, record sales for:
 - Trash bags (mark if cash)
 - Phone books
 - Photocopies
- If a new owner comes to the office, have them fill out a New Resident Form. Make a copy of the form for the Welcome Wagon folder. See new rules for handling the new customer forms. The Data Entry Coordinator will oversee making changes to the phone book on the computer. There will also be a backup data entry person.
- Have new residents and renters complete a New Resident or a New Renter form. Follow the instruction in your Procedures book. See new rules for handling the forms. The Data Entry Coordinator will oversee making phone book changes on the computer. There will also be a backup data entry person.
- Check to see if you need to make copies of calendars. This is important on Wednesdays before the monthly meeting and on Fridays. (Especially at the beginning of the month)

- Do the following as necessary:
 - Faxes: We can't do faxes anymore, suggest that we can scan the document and then send it in an e-mail. HEB does faxes.
 - Scans for e-mail are 25¢ per page
 - Copies: 25¢ per copy.
 - Colored copies are \$.50 - Please discourage colored copies

- Reimbursement Forms are used for Residents who need to submit expenses or income for the park. These go the treasurer. They are in the Master Documents Book. **Do not take money out of cash drawer to pay them.**

- Copies of the covenants and the bylaws are available from the office. Try to make sure that the customer, new owner or current owner is aware that they can get current copies of these from the web site –leisurevalleyranch.info. There is a \$5.00 charge for new owners to receive paper copies.

- Laundry Quarters are available - They are in a blue deposit bag in the middle cabinet. Rolls of quarters are \$10.00. Put the \$10.00 in the bag when the quarters are purchased. Let the Treasurer know when the quarters are getting low.

- Statements and Fees - the beginning of the year statements are filed in alphabetical order in the brown accordion binder.
 - o If anyone has questions regarding lots & payments, please direct all inquiries to the Treasurer or Office Manager.
 - o Always make up a receipt even if the payer does not want a receipt. Record the payment on log sheets in the blue binder.
 - o Do not put anything in Balance Owing on the receipt. It should have Date, Name, Amount Paid, Cash or Check number, and lot numbers.
 - o Put the check and or cash in the envelope in the blue binder.
 - o **Do not take any checks drawn on a Canadian Bank.** The banks charge LVR a \$25.00 fee to process a Canadian Bank. Canadians usually pay by cash or a check drawn on a USA Bank. The bank's address is usually on the checks.

- Keep separate monies for tickets you are selling for dances or meals! PLEASE Do not make change from one money box to another.

- Trash Bags: The trash bags will be kept in the second and third locked cabinet in the outer office. The Fees are on a sheet on the bulletin board in the office.
 - o Make up bundles of 5 each if there are none left.
 - o Record sales on your daily sheet and indicate if cash/check when selling trash bags.
 - o The volunteers that work on Thursday or Friday will determine if more trash bags need to be ordered. They will call and order more bags and inform the Treasurer that they need a check for the next Tuesday.
 - o The volunteers that work on Friday should make sure that there are at least 15 bundles available for the Monday volunteers.

- There will be a person to oversee the Bulletin Boards. They will be responsible for putting flyers and for sale items on the bulletin boards.
 - o The flyers will be put in the basket in the window until they have a chance to post them.
 - o If we get items for sale, please have the current date put on them before posting on the board
- All Master copies are filed in the blue binder.

- If you get calls from Land Title Offices, have them email a form requesting information – Main Office will complete the form. It is very important that information is not disclosed.

- Summer Lot Maintenance: Lot owners are asked to come in to the office in the spring and verify if their information is correct, and date an initial their forms. All owners are required to maintain their lot and to keep a Lot Maintenance form on file in the office

- The office volunteers will track supplies for both the outer office and the main office. An inventory of the office supplies will be kept on the bulletin board in the outer office. As items are used it will be marked on the inventory listing

- When an Ink cartridge is replace please put date on the cartridge

- The Office volunteers will be keeping Forms and Flyers on the computer in the outer office. When forms, flyers or rock mail are needed, the Office Volunteers will make them up as appropriate. Several e-mails will be sent out the first of the season and throughout notifying that anyone wanting an e-mail sent to the community should send it to leisurevalleyranch@yahoo.com