

## ***Procedures and Policies***

1. ARC will consist of 9 members (not including the HOA Board Liaison).
2. Herons Glen will be divided into four approximately equal sections
  - a. *Zone 1: North West*
  - b. *Zone 2: South West*
  - c. *Zone 3: South East plus Haven West and Meadows*
  - d. *Zone 4: North East less Haven West and Meadows*
3. 2 members (not HOA Board Liaison) will be assigned to each zone and will be the lead for all activities of the ARC in their zone. Members should ensure that at least one other member is covering their zone during any absence.
4. **The application deadline will be Thursday before the Tuesday meeting. Members should preview applications for their zone on the Friday before the Tuesday meeting to enable meetings with applicants if required prior to review by the ARC. Members should lead discussion on applications in their zone.**
5. **Applications may be previewed at the HOA office**
  - a. The HOA Manager will assure that all contractor paperwork is in order before including an application among those to be previewed.
  - b. Applications will be available for preview during regular business hours prior to the regular meeting.
6. Each application will be discussed at the meeting and assigned a status by majority vote
  - a. Approved as presented
  - b. Approved contingent upon recommended changes
  - c. No longer valid
  - d. Approval withheld pending clarification or completion of form.
  - e. Denied as presented - (Could require major reworking and resubmission.)
7. Applications will be handled as follows:
  - a. Applications approved as presented will be forwarded to the HOA manager who will notify applicant of the decision
  - b. Applications approved contingent upon recommended changes will be forwarded to the HOA manager who will notify applicant of the decision and the contingencies.
  - c. No longer valid
  - d. Applications requiring clarification or completion will be divided among the committee members for personal visits to the applicants. Completed/clarified applications will then be forwarded to HOA manager for disposition based on the committee's previous recommendation or held over until the next meeting for the committee's reconsideration.
  - e. Denied applications will be forwarded to the HOA manager who will notify applicant of the decision along with a letter explaining the reason for the denial.
8. Applications that have been approved will be monitored for compliance by the appropriate zone member.
9. Requests for Variance will be handled in a manner similar to construction applications.
10. Periodic reviews will be conducted to assure that all homes remain in compliance with the *Covenants* and the *Design and Development Guidelines*. Members will take the lead for review and compliance in their zone and report back to the ARC at each meeting.

11. Non-compliance issues will be forwarded to the HOA manager who will send the appropriate letter to the resident.

- a. If, after a period of two weeks, the violation has not been corrected or there has been no response, a second letter will be sent allowing two more weeks for the correction to be made.
- b. If, after the second two week period, the violation has not been corrected or there has been no satisfactory response to justify circumstances that would delay correction, Management will initiate a fine in accordance with the policy approved by the HOA Board.

12. Policies for Retention of records

- a. Meeting minutes - permanently; filed by date
- b. Applications and response letters - permanently; searchable by lot number
- c. Variance requests and response letters - permanently; searchable by lot number
- d. Violation complaints and letters - permanently; searchable by lot number
- e. Violation list – once corrected the violation record will be deleted from the violation list

*Last Revised January 3, 2008*