KEEPING AMERICA'S DREAM AFFORDABLE

2026-2027

BOARD OF DIRECTORS

TRAINING MANUAL

Mission:

"TO PROMOTE AND PROTECT THE INDUSTRY AND ITS MEMBERS."

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“Surround yourself with the best people you can find, delegate authority, and don’t interfere as long as the policy you’ve decided upon is being carried out.”

-Ronald Reagan-

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Our Members ...
Do not Underestimate Their Importance!

Lest we forget whose Association it really is,
we suggest you keep this little reminder handy.

- ★ Our members are the most important People in our Association.
- ★ Our members are not dependent on us, we are dependent on them.
- ★ Our members are not an interruption of our work, they are the inspiration of it.
- ★ Our members do us a favor when they come to us, we are not doing them a favor by serving them.
- ★ Our members are part of our Association, not outsiders.
- ★ Our members are not cold statistics. They are flesh and blood human beings, with feelings and emotions like our own.
- ★ Our members bring us their wants, and it is our job to fill their needs.
- ★ Our members are deserving of the most courteous and attentive treatment we can give them.
- ★ Our members are necessary for us to survive. Without members, the Association is without purpose.
- ★ Our members are the lifeblood of the Association.

Reprinted from Association Connection
Tennessee Hotel & Motel Association

BOARD MEMBER
CODE OF ETHICS

As a member of this board, I will:

1. Represent the interests of all people served by this organization, and not favor special interests inside or outside of this organization.

2. Not use my service on this board for my own personal advantage or for the advantage of my friends or associates.

3. Keep confidential information confidential.

4. Respect and support the majority decisions of the board.

5. Approach all board issues with an open mind.

6. Be prepared to make the best decisions for everyone involved.

7. Do nothing to violate the trust of those who elected or appointed me to the board, or to those we serve.

8. Focus my efforts on the mission of THA and not on my personal goals.

9. Never exercise authority as a board member, except when acting in a meeting with the full board, or as I am delegated by the board.

10. Consider myself a "trustee" of THA and do my best to ensure that it is well maintained, financially secure, growing and always operating in the best interests of those we serve.

"T H A"

CODE OF ETHICS

As members of the Tennessee Housing Association, we subscribe to the principles set forth in the THA Code of Ethics, and pledge to comply with the specific standards of conduct established by the Code:

1. Our paramount responsibility is to our customers. I shall present myself to all customers in a manner which brings respect and prestige to the Association, and to the Industry.

2. ASSOCIATION members shall contribute constructively to the public image of manufactured housing living and enjoyment, in Tennessee and the country.

3. ASSOCIATION members shall merchandise their industry, products, and services, honestly, without false promises or misrepresentation, giving good value to their customers.

4. IN the correct conduct of our individual business, we pledge to refrain from any act that would bring discredit to our Industry or Association, or any individual member thereof.

5. IN our advertising and promotion endeavors, we pledge to emphasize the positive aspects and actual benefits of manufactured housing, and to refrain from any such endeavors that might deceive or mislead the public or include false claims.

6. ASSOCIATION members and their employees shall offer their merchandise and service on its merits and shall refrain from attacking competitors or their methods of doing business.

7. WE further pledge that all obligations to our customers contained in guaranties or warranties offered regarding the manufacture, sale or installation of our homes will be properly fulfilled within a reasonable period.

8. ASSOCIATION members shall not engage in methods of operation that are unlawful, unsanitary, or detrimental to the health and welfare of the public.

9. MANUFACTURED housing community owners shall subscribe, in principle and practice, to respect their responsibilities to the tenants within their park and shall maintain their park in such a fashion as to constructively improve the public image of manufactured housing living.

10. AS members of a progressive industry, we encourage research to develop higher standards of construction of our industry products, so that each manufactured home purchaser may receive the greatest value possible for every dollar.

11. TO work with all Association members as a united team, and to support the State Association in principle, and in practice, and to encourage others to do so.

12. WE assume these responsibilities with the understanding that to do so is part of our obligation as members of the *Tennessee Housing Association*.

Chapter 1

THA Board of Directors

This Section Contains:

- THA Officers
- THA Directors
- THA Staff
- THA Lobbyist and Attorney

Chapter 1

2026 - 2027 THA BOARD OF DIRECTORS

OFFICERS

Officers are elected to a one (1) year term and may be re-elected to an unlimited number of terms with no more than two (2) consecutive terms within the same position. The Elective year shall be from July 1 to June 30 of each year, or in accordance with annual meeting elections.

President

Rhyn Brogden [2nd Term, expires 2027] ……
RCB Trucking, LLC
6505 Big Bottom Road
Sparta, TN 38583

(931) 808-2278 Cell
(rhynbrogden@rcbtruckingllc.net)

Vice President

Matt Belcher [2nd Term, expires 2027] ……
Clayton Home Building Group
5000 Clayton Road
Maryville, TN 37804

(865) 380-3000 Phone
(865) 406-2733 Cell
(matt.belcher@claytonhomes.com)

Secretary

Paula Reeves [2nd Term, expires 2027] ……
Land Home Financial Services, Inc.
328 2nd Street SW
Hamilton, AL 35570

(205) 224-9103 Phone
(205) 412-1225 Cell
(paula.reeves@lhfs.com)

Treasurer

Bobby Campbell [2nd Term, expires 2027] ……
Champion Home Builders, Inc.
200 Venture Lane
Benton, KY 42025

(260) 593-4172 Phone
(260) 350-2954 Cell
(bcampbell@championhomes.com)

Immediate Past President

Owen Robertson (Bylaws)……
UFP Factory Built
P.O. Box 749
Cordele, GA 31010

(919) 889-5555 Phone
(919) 889-5555 Cell
(rrobertson@ufpdllc.com)

DIRECTORS

Directors are elected to a two (2) year term and may serve no more than two consecutive terms for a maximum of four (4) years in the same position, unless otherwise stipulated by member resolution.

'At Large' Director

James McGee [2nd Term, expires 2027] …… (205) 468-8258 Phone
Deer Valley Homebuilders, Inc. (931) 478-6295 Cell
P.O. Box 310 (jmcgee@deervalleyhb.com)
Guin, AL 35563

'At Large' Director

Michael Johnson [1st Term, expires 2027] …… (800) 955-0021 x1481 Phone
21st Mortgage (931) 639-2336 Cell
P.O. Box 477 (mjohnson@21stmortgage.com)
Knoxville, TN 37901

Builder/Developer Director

Marty Mansfield [1st Term, expires 2027] …… (865) 828-5771 Phone
CMH Manufacturing, Inc. dba Clayton Appalachia (865) 603-4047 Cell
1420 Mountain Road (marty.mansfield@claytonhomes.com)
Andersonville, TN 37705

Community Director

Kristinia Clark [1st Term, expires 2028] …… (865) 640-4027 Cell
YES Communities, LLC dba The Stables (kclark@yescommunities.com)
2606 Seattle Slew Way
Sevierville, TN 37876

Community Director

Tom Roche [1st Term, expires 2027] …… (615) 865-0408 Phone
The Grove Communities (931) 580-0469 Cell
1306 Bell Grimes Lane (tom.rochie@gmail.com)
Nashville, TN 37207

Installer/Transporter Director

Charlie Morgan [2nd Term, expires 2028] …… (865) 963-8427 Phone/Cell
CMH Homes, Inc. dba HouseSmart Construction #2734 (charlie.morgan@hsconstruction.com)
1290 Monterey Drive
Loudon, TN 37774

Directors – continued …

Installer/Transporter Director
Tony Baker [1st Term, expires 2027] …… (423) 489-9419 Phone
B & B MH Service (uktbaker@gmail.com)
283 Bass Haven Drive
Sharps Chapel, TN 37866

Insurance/Finance Director
Mark Byers [2nd Term, expires 2027] …… (877) 223-2047 Phone
Cascade Financial Services (865) 323-5995 Cell
2701 E. Insight Way, Suite 150 ..... (mark.byers@cascadeloans.com)
Chandler, AZ 85286

Insurance/Finance Director
Rob Peterson [2nd Term, expires 2027] …… (205) 313-3118 Phone
CSL Financial, LLC (859) 638-3386 Cell
500 Office Park Drive, Suite 310 (rpeterson@commonsenselending.com)
Birmingham, AL 35223

Manufacturer Director
Stephen Cole [1st Term, expires 2027] …… (731) 364- 4625 Phone
Champion Home Builders, Inc. (731) 415-2415 Cell
P.O. Box 200 (scole@championhomes.com)
Dresden, TN 38225

Manufacturer Director
Wade Wells [2ndt Term, expires 2027] …… (615) 666-0027 Phone
Cavco Manufacturing, LLC/ Cavco-Lafayette (615) 604-2402 Cell
739 Hwy 52 Bypass West (wade.wells@cavco.com)
Lafayette, TN 37083

Retailer Director
Ben Cudzilo [1st Term, expires 2028] …… (865) 859-0805 Phone
Preferred Modular Homes (865) 640-4271 Cell
7106 Clinton Hwy. bcudziloplh@gmail.com
Powell, TN 37849

Retailer Director
Tammy Collett [1st Term, expires 2027] …… (931) 381-2028 Phone
CMH Homes, Inc. of Columbia #89 (615) 943-5240 Cell
2420 Pulaski Hwy. (tammy.collett@claytonhomes.com)
Columbia, TN 38401

Directors – continued …

Service/Supplier Director
Sean Norem [2nd Term, expires 2028] …… (615) 305-6057 Cell
LP Building Solutions (sean.norem@lpcorp.com)
2081 Kidd Road
Nolensville, TN 37135

Service/Supplier Director
Trey Moyer [2nd Term, expires 2027] …… (615) 226-6453 Phone
Blevins, Inc. (615) 945-5059 Cell
412 Hart Lane (tmoyer@blevinsinc.com)
Nashville, TN 37216

Northeast TN Regional Director
Dave Thomas [1st Term, expires 2027] …… (865) 621-8144 Phone
CMH Homes, Inc. (dave.thomas@claytonhomes.com)
P. O. Box 9790
Maryville, TN 37802

East TN Regional Representative Director
Steve Trent [2nd Term, expires 2028] …… (423) 202-6076 Phone
Preferred Choice Homes (423) 943-7876 Cell
208 Sunset Drive, Suite 410 (steve@trentpropertycompany.com)
Johnson City, TN 37604

Middle TN Regional Representative Director
Open

Mid-West TN Regional Representative Director
Scott Oliver [2nd Term, expires 2027] …… (931) 796-4555 Phone
Oliver Technologies, Inc. (931) 209-5696 Cell
P.O. Box 9 (soliver@olivertechnologies.com)
Hohenwald, TN 38462

West TN Regional Representative Director
Betty Davis [1st Term, expires 2027] …… (731) 968-4937 Phone
CMH Homes, Inc. of Lexington #823 (731) 697-7732 Cell
27 Flanagan Acres Rd. (betty.davis@claytonhomes.com)
Lexington, TN 38351

TENNESSEE HOUSING ASSOCIATION STAFF

&

TENNESSEE MANUFACTURED HOUSING FOUNDATION STAFF

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[ALL correspondence musted be directed through THA.]

Kurtis J. Winstead

Chapter 2

Welcome Board Members

This Section Contains:

- Board Member Responsibilities
- Board Service Commitment Pledge

Chapter 2

WELCOME TO THE BOARD OF DIRECTORS!

Congratulations! You have been elected to fill an especially critical position within your State Association. This position will help determine which path the organization follows into the future, and that path should facilitate industry growth, respect, and protection within the state. That is a daunting responsibility. However, it is a responsibility which brings great reward in knowing you are serving the factory-built housing industry and enriching lives with your decisions.

Being a Board member can be challenging work, no matter how long you have served. Your talents and skills will be stretched to the maximum. You may often be asked to learn new skills to become the best Board Member you can be.

This reference manual is designed to answer broad questions about board service, and to provide you with the tools for a successful term.

BOARD MEMBER RESPONSIBILITIES:

- ☑ **Read the Bylaws:** Your first responsibility, as a board member, is to read the Bylaws. A copy of the current Bylaws can be found in **Chapter 8** of this manual.
- ☑ **Setting Policy:** Your primary board function is to fashion policies that ensure this organization is run effectively, legally, and ethically. These policies are building blocks for the Executive Director. The Executive Director is responsible for implementing your policies and managing the organization in accordance with them.
- ☑ **Guiding Long-Range Planning and Development:** The board gives direction to the Association through long-range goals ranging up to five years in the future. When THA conducts a strategic planning session, you will be asked to assess the present and the future needs of the industry and determine how THA fits into that picture.
- ☑ **Raising Money and Monitoring Finances:** As a "trustee" for THA's money, you are responsible for ensuring it is spent effectively, in delivering programs and services. You are also responsible for looking into the financial future. When you develop or reaffirm the organization's goals, you must review your ability to pay for your plans.

WORKING COOPERATIVELY WITH OTHER BOARD MEMBERS:

If you cannot work with your peers, then your board will accomplish nothing. It is true in every aspect of board service – meeting efficiency, conflict management, recruitment, and training.

BOARD SERVICE COMMITMENT PLEDGE

I recognize the important responsibility I am undertaking in serving as a member of the Board of Directors of the Tennessee Housing Association (THA). I hereby pledge to carry out the duties and obligations in my role as a board member, in a trustworthy and diligent manner.

MY ROLE:

I acknowledge my primary role as a board member is:

1. to contribute to the defining of the organization's mission, and governing the fulfillment of that mission; and
2. to carry out the functions of the office of an Officer or Director of the Board as stated in the By-laws.

My role as a board member will focus on the development of broad policies which govern the implementation of institutional plans and purposes. This role is separate and distinct from the role of the Executive Director, who determines the means of implementation.

MY COMMITMENT:

I will exercise the duties and responsibilities of this office with integrity, collegiality, and care.

I PLEDGE:

1. To establish as a high priority, my attendance at all meetings of the board, committees, and task forces on which I serve.

2. To come prepared to discuss the issues and business to be addressed at scheduled meetings, having read the agenda and all provided background material relevant to the topics at hand.

3. To work with and respect the opinions of my peers who serve this board, and to leave my personal prejudices out of all board discussions.

4. To always act for the good of THA.

5. To always represent THA in a positive and supportive manner and in all places.

PLEDGE - continued -

6. To observe the parliamentary procedures and display courteous conduct in all board, committee, and task force meetings.

7. To refrain from intruding on administrative issues which are the responsibility of management, except to monitor the results, and prohibit methods that conflict with board policy.

8. To avoid 'conflicts of interest' between my position as a board member and my personal life. If such a conflict does arise, I will declare that conflict before the board and refrain from voting on matters in which I have a conflict.

9. To support in a positive manner all actions taken by the Board of Directors even when I am in a minority position on such actions.

10. To agree to serve on at least one committee or task force, attend all meetings, and participate in the accomplishment of its objectives. If I chair the board, a committee, or task force, I will:

    - ☑ Call meetings as necessary until objectives are met.
    - ☑ Ensure the agenda and support materials are provided to all members in advance of the meetings.
    - ☑ Conduct the meetings in an orderly, fair, open, and efficient manner.
    - ☑ Make committee progress reports/minutes to the board at its scheduled meetings, using the adopted format.

11. To participate in:

    - ☑ the annual meeting or convention.
    - ☑ self-evaluation programs.
    - ☑ board development workshops, seminars or other educational events which enhance my skills as a board member.

If, for any reason, I find myself unable to carry out the above duties as best I can, I agree to resign my position as a Board Member or Officer.

Chapter 3

Staff Responsibilities

This Section Contains:

- Executive Director Responsibilities
- Staff Responsibilities

Chapter 3

RESPONSIBILITIES OF THE EXECUTIVE DIRECTOR AND STAFF

Now that you have reviewed your responsibilities as a board member, you need to know what things ***are not*** your responsibility? To understand what is outside your area of responsibility, you should fully understand the role of the Executive Director. The Executive Director is tasked with handling the day-to-day nuts and bolts management of the organization. Specifically, the Executive Director has the following responsibilities:

- ☑ **Short-Term Planning to Fulfill Long-Term Objectives.** It is up to the Executive Director to decide how the goals laid out in your Association's long-range plan will be met. He or she will play a significant role in helping you develop a long-range plan and will then organize a series of short-term plans to move the organization toward its goal.

- ☑ **Organizing the Association's Internal Structure.** The Executive Director determines who does what within THA, and how information passes from one staffer/department to another. For example, if a staffer at THA is consistently overwhelmed with work while another has little to do, then your Executive Director may consider restructuring work responsibilities for maximum productivity. As the manager, your Executive Director should be able to create the kinds of positions and internal structure he or she deems necessary.

- ☑ **Staffing (Hiring, Firing, Evaluating, Discipline, Grievances).** The Executive Director handles staff issues. However, you are responsible for one employee – the Executive Director. You need to step back and allow the Executive Director to supervise staff as he or she sees fit. As a board member, you judge your Executive Director's performance of the entire organization, not that of individual staffers.

- ☑ **Directing, Leading and Motivating Staff.** This is closely related to the previous duty. Your Executive Director should inspire, direct and lead staff in the direction board members have laid out in their various policies. Although board members are leaders of the entire organization, they are not staff leaders and should not tell staffers how to do their jobs.

- ☑ **Controlling the Association's Activities and Budget.** The Executive Director will address the internal and operational activities of THA. For instance, the board sets and approves an annual budget. However, your Executive Director makes the day-to-day decisions about how money is spent.

These are the responsibilities of the Executive Director and how they are different from your own.

Chapter 4

What is THA?

This Section Contains:

- What does THA do?
- Membership Break-down
- Legislative and Legal
- Regulatory Successes

Chapter 4

WHAT IS THE TENNESSEE HOUSING ASSOCIATION?

The Tennessee Housing Association (THA) is a unique entity, as it exists solely to provide a service – not to make money for individuals. THA is a multi-divisional trade Association.

The organization was founded in 1955. THA's mission statement is ***"TO PROMOTE AND PROTECT THE INDUSTRY AND ITS MEMBERS."***

The Tennessee Housing Association is a 501(c)6 trade organization under the Internal Revenue Code. A 501(c)6 organization is exempt from paying income taxes. To maintain this income tax exemption, THA must abide by very stringent IRS guidelines, much different than in your business. Sometimes, those rules do not always make sense and THA often discovers areas or items in which the organization is not allowed to expend THA funds. Simply put – ***everything THA spends money on must benefit the entire membership, not a small portion of it… or any one individual.***

The Tennessee Housing Association **is NOT exempt** from paying sales tax.

As a board member, you need to be aware that several legal obligations are woven into board member responsibilities. For example, when setting policies, you must make sure they comply with the letter of the law. You must ensure that THA is run in a legal manner, following the tax-exempt regulations and you must ensure services are delivered appropriately and fairly.

WHAT DOES THA DO?

In short, THA offers leadership, legislative action, industry unity, programs, promotions, business contacts, continuing education, and the most up-to-date industry information available.

GENERAL

THA's primary source of income is from membership dues. Each segment of the industry pays annual dues. However, manufacturers pay annual dues plus monthly dues of $175 per floor, based on the number of homes shipped from their facility to Tennessee retailers. (This includes Tennessee manufacturers as well as out-of-state manufacturers shipping into Tennessee.)

- THA currently has 246 members. The break-down by segment is as follows:

01.....Builder/Developers
63.....Communities and sub-location communities
12.....Finance
15.....Installer/Transporters
01.....Insurance
38.....Manufacturers of Manufactured or Modular Homes
00.....Realtors
102.....Retailers and sub-location centers
14.....Service/Suppliers
00.....Utility Industry

GENERAL:

- THA's state zoning law was passed in 1980. This law prohibits local government from discriminating against multi-section manufactured homes in any residential area, provided there are no restrictive covenants or deed restrictions. THA sued Nashville/Davidson County over the interpretation of the zoning law in 1990 and won in the Middle Section Court of Appeals.

- THA is one of only a few states which has a state zoning law to protect manufactured homes.

- THA's lobbying firm is McMahan Winstead & Richardson, and the firm has represented THA since 1990.

- THA's legal counsel is Kurtis J. Winstead. Kurt Winstead **is not** on a retainer for the general membership. He represents the Association and its Board of Directors. Direct representation of a member could result in a conflict of interest.

SNAPSHOT: MAJOR LEGISLATIVE AND REGULATORY SUCCESSES

Below are snapshots of some of the more important successes in THA's legislative initiatives. Each year several thousand bills are submitted to the General Assembly. THA submits some initiatives, some directly from legislators, some from the Governor's office (called administrative bills), and others are submitted from third parties.

As THA is a multi-disciplined Association, each legislative session is monitored closely, to ensure predatory legislation is not passed. This requires hours of reading, fact-finding, and continuous review of bill amendments, until the General Assembly (session) closes. Typically, the THA Staff, Legislative Committee, lobbying firm, and attorney assume the lead role in review and monitoring. In some instances, it is necessary to send bill reviews to leaders in the industry, from a specific discipline, to gain feedback on the possible implications if a bill should pass.

1980: Zoning law to prohibit discrimination against multi-sections.

1986: 50% reduction of sales tax on manufactured homes.

1988: 16' wide movement on Tuesday, Wednesday, and Thursday.

1991: Extended 16' wide movement to include Monday.
Successful in defeating a bill in the legislature, which would have repealed our state zoning law and required our homes to be built to local building codes.
Successful in state preemptive set-up standards.

1992: Successful in passing bill to allow transporters to purchase annual tags.

1994: Defeated a bill to repeal our state zoning law.

1996: Successful in legislation to increase 16' wide movement to 6 days.
Successful in legislation to increase the height of homes to 15' 6".

1997: Successful in legislation to place sales tax regulations into state law.

1999: Defeated bill to repeal our state zoning law.
Defeated a local government bill to prohibit manufactured homes in one city.
Amended law on taxes and rent in manufactured home communities.

2000: Defended sales tax exemption in numerous bills.

2001: Supported legislation that requires retailers to anchor homes that they sale.

2002: Successful in legislation to obtain 16' wide annual permits; increased the height on the annual permit from 13'6" to 14'2".
Successful in re-writing the installation law to require training, continuing education, and increased fines.
Successful in defeating legislation that would require weather radios in all manufactured homes.

2003: Successful in legislation to allow titles of manufactured homes to be surrendered.
Successful in defeating predatory lending legislation.
Successful in legislation to extend the overall length of towing vehicle and home from 90' to 120' under the annual permit.
Defeated legislation to require weather radios in manufactured homes.

2004: Successful in legislation to define "certified" in our installation law; remove the requirement of moisture vapor barrier from the definition of set-up; and exempt HVAC companies from the installation licensing requirements.
Successful in defeating a bill that would prevent lenders from requiring comprehensive, all peril, or guaranteed replacement coverage insurance.

2005: Successful in defeating legislation that would have repealed our installation preemption law.
Successful in defeating legislation that would have exempted manufactured home communities from having to meet the installation requirements of the law.
Defeated numerous predatory lending bills.

2006 Successful in passing legislation to exempt the manufactured housing installers, manufacturers, and modular building manufacturers from the requirement of obtaining a plumber's limited license, to perform service, maintenance, or home installations.
Successful in defeating multiple legislation on re-establishing local control.
Successful in negotiations for a final bill relative to predatory lending.
Multiple bill reviews for assessed value of homes, ethics, certificate of title, plumbing/mechanical code inspectors, electrical inspections/ inspectors, county adequate facilities tax/impact fees, etc.

Exemption of the requirement for the installation completion of HVAC equipment, prior to electrical connection.

2007: Successful in legislation to allow for 45 days of temporary power/service on designated circuits for home installation completion, testing of equipment, environmental conditioning, and special operational equipment.

Successful with a Supreme Court Ruling which determined "modular homes" are distinct types of structures from "mobile homes" and "trailers," and because a restrictive covenant does not expressly prohibit "modular homes," the plain wording of a covenant cannot be expanded to prohibit a modular home.

Successful in legislation - Mobile homes and manufactured buildings provisions. Authorizes Commissioner of Commerce and insurance to assess penalties, including civil penalties not to exceed $5,000, for violations of Modular Building Act; specifies that ready-removables are not included in the definition of modular building units; makes other technical changes relative to modular buildings.

2008: Successful in legislative exemption: An introduced bill limited the movement of single-family homes from one foundation to another. THA negotiated a provision exemption which states, 'single family residences do not include manufactured or modular homes.'

THA supported a legislative bill which would allow LEA vocational-technical students to construct and sell five modular buildings instead of one, during their curriculum year. Additionally, the restriction for 'residential' was removed to allow LEA curriculum providers the option to build small commercial applications.

2009: THA worked with the administration to pass SAFE Act language in Tennessee, known as the "Tennessee Residential Lending, Brokerage and Servicing Act" and was successful in lobbying for a limited exemption for retailers of manufactured or modular homes..

Successful in defeating a proposed bill which would require a seller and/or landlord to provide buyers and renters with an energy audit of estimated energy usage of a dwelling.

2009: Successful in defeating changes to the licensing and installation provisions of manufactured homes standard.

THA supported lenders/bankers in the passage of a process to cancel the certificate of title on a manufactured home, to enable enjoining the home and property as real property.

2010: Defeated a bill which would have moved manufactured home inspections from the Department of Commerce and Insurance back to the authority of local codes.

Successfully halted a bill in committee which would have required landlords of rental property in Davidson County to obtain a security deposit for first and last months' water service before allowing a tenant to take occupancy of any separately metered residential unit which is supplied with water by a public utility. The deposit would be based on the average amount of previous water bills for the unit. The bill would have also required the landlord

to make an inquiry as to whether the tenant paid the water bill.

Successfully halted the creation of a Class C misdemeanor against any person who removes a movable structure, such as a mobile home, from property when the owner has not paid all monies owed to the property owner.

Successfully defeated the requirement of sprinklers in manufactured housing. THA completed extensive research on the cost and applicability of fire sprinklers in one and two-family dwellings. THA submitted a formal report to the 106th Congress, and those comments were published in their entirety, as an appendix to the final document presented by Commerce & Insurance who introduced and supported the implementation of sprinklers.

2011: Successfully defeated an intangible personal property tax (IPPT) enforcement on state-based loan/finance companies.

2012: Successfully amended bills, which require local governments seeking more stringent sprinkler requirements in one-family and two-family dwellings to adopt an ordinance or resolution with a two-thirds majority vote. Due to our collective efforts, the bill sponsors and other stakeholders, under the bill as amended (if a local government adopts mandatory sprinkler requirements for one-family and two-family dwellings), agreed to add an additional exemption so the requirements would not apply to manufactured homes constructed or installed under parts 2 and 4 of chapter 126 of Title 68 of the Tennessee Code Annotated, unless the requirements are consistent with the regulations established by the United States Department of Housing and Urban Development (HUD) relating to the installation of sprinkler equipment in manufactured homes. Note an exemption already existed in one section of the state code; however, the state had never recognized that 'clause of the law.'

Successful in amending modular construction bills to include language stating, 'No ready-removable shall be modified for use as residential, recreational, or emergency housing in this state.'

2013: Successful in negotiating exemption language which would have required a roofer's contracting license from the board of licensing contractors before beginning roofing work. The industry successfully negotiated this exception to ensure no additional licensing requirements would be necessary for new, used or warranty work related to roofs for manufactured housing.

2014: Successful in defeating a bill in committee which would prohibit the owner of a moveable structure from removing the moveable structure from a rented space in a mobile home park in which the moveable structure is attached, if the owner of the moveable structure has not paid the operator of the park all monies owed for property taxes.

2015: Successful in negotiating language to cap fee increases. If the state increases industry licensing fees, it must follow a statutory formula, rather than an arbitrary increased fee amount.

2016: Successful in defeating numerous predatory pieces of legislation targeting retailer advertising.

2017: Successful in defeating numerous predatory pieces of legislation targeting finance.

2018: Successful in defeating numerous predatory pieces of legislation targeting communities.

2019: Successful in passing legislation to increase the transportable height of factory-built homes from 15'6" to 16'.

Successful in securing an administrative change which clarifies only one escort vehicle is required for 14'-wide transports on the interstate highway system or highways with four (4) or more lanes.

2020: Successful in passing legislation to increase the permitted transportable width of factory-built homes from 16' to 18'.

Successful in modifying the statutory holiday restrictions of home transport. This change will open four (4) additional shipping weekends for the industry. (January - Martin Luther King Day; February - President's Day; October – Columbus Day; and November – Veterans Day. This statutory change allows the industry to become more in harmony with other commodity shipments.

Successful in securing an administrative clarification which ensures annual trip permits may be purchased for lengths up to 120'. A loophole found in the statute had reduced the allowance down to 90'.

2021: For future purposes, THA entered into a 'Memorandum of Understanding' (MOU) with the Tennessee Rehabilitative Initiative in Correction (TRICOR). That MOU was entered into the legislative record, should future industry leaders need a reference point of original program intent. Due to statutory changes submitted in criminal justice reform in 2021, homebuilding training programs within the correction system, and the sale of products produced in those training programs, were given the authority to sell the products they produce, in the open market. This could create a competitive arena with our homebuilding market, which is strictly disallowed by statute, but programs can expand at any time, out of their intended scope. The MOU serves as the basis for the original intended scope. Among other items, the MOU would require notification to the industry prior to any proposed residential project and prior to proceeding with home placement. TRICOR has stated clearly they have no desire to enter the homebuilding market, but do want to recoup costs of labor, materials, and training, for any structure built under a construction skills program.

2022: THA submitted an administrative amendment (HB1668/SB1922) to Title 45, Chapter 13, which requires a sponsoring mortgage lender or mortgage loan broker to ensure that each application for a residential mortgage loan contains the unique identifier, instead of the license number, of the applicable mortgage lender, mortgage loan broker, and the mortgage loan originator. This action corrects the recording of duplicative identifiers, which previously slowed the progress of data processing. HB1668 is now Public Chapter 659, with an effective date of July 1, 2022.

2023: Among other significant legislative reviews and monitoring, THA successfully lobbied against a bill which would have removed safeguard language allowing a county or municipal

legislative body to pass immediate ordinances or resolutions for the adoption of residential sprinklers. The bill amendment (SA0271 for SB0554) provides if a local government seeks to adopt mandatory sprinkler requirements for one-family and two-family dwellings, then the local government shall adopt the requirements by either ordinance or resolution, as appropriate. As the law is currently written, the process to require sprinklers must pass several readings and votes. This bill failed in the Senate Commerce and Labor Committee.

2024: THA monitored multiple legislative bills across each of our disciplines. Several bills in the community, financial, and construction inspection space required comments and meetings. Two specific predatory items of concern centered around MH titling, while a second item capped deposits within our community models. In the end, no predatory bills affecting MH passed this session.

2025: THA successfully introduced legislation to update Tennessee's legal definition of a "manufactured home" across three different sections of state code (Titles 47, 55, and 68), by directly referencing the definition found in 42 U.S.C. § 5402(6), a federal statute. This means whenever the federal definition changes, Tennessee's definition will automatically update to match, which currently excludes homes built without a chassis. The change ensures consistency in how manufactured homes are defined across different areas of Tennessee law, including commercial transactions, vehicle (title) registration, and housing regulations. By adopting the federal definition, THA's legislation will provide a standardized and dynamic definition which can adapt to future federal changes without requiring separate state legislative action. This legislation passed both the Senate and House Chambers with unanimous votes. The Governor signed the bill on April 3rd and THA's bill became Public Chapter 112 on April 8th. The act takes effect July 1, 2025.

2026: THA monitored multiple legislative bills across each of our disciplines. In the end, no predatory bills affecting MH passed during the 2nd session. Also, during this time, Rule and Regulation 0780-02-04, now titled Manufactured Housing, became effective in February 2026, while 0780-02-05 (Installation of Manufactured Homes) and 0780-02-08 (Used Factory-Manufactured Homes) were incorporated into 0780-02-04, Manufactured Housing, and then subsequently repealed.

COMMONLY USED ACRONYMS

AML **Anti-Money Laundering** (relating to FinCEN federal legislation)

BSA **Bank Secrecy Act** (relating to FinCEN federal legislation)

C & I **Commerce & Insurance**
This is the regulatory department for manufactured housing in Tennessee.

CIP **Customer Identification Program** (relating to FinCEN federal legislation)

COSAA **Council of State Administrative Agencies**
An official group of the 36 SAA states. They formed to provide a partnership between HUD and the states.

DAPIA **Design Approval Primary Inspection Agency**
The DAPIA is hired by the manufacturer to do design reviews. DAPIA's are also monitored by IBTS.

FinCEN **Financial Crimes Enforcement Network**

HUD **Department of Housing and Urban Development**
HUD is the government organization that administers the manufactured housing program.

IBTS **Institute for Building Technology and Safety**
IBTS is the contractor hired by HUD, to oversee the manufactured housing program. IBTS does specific things, at the request of HUD, such as monitoring the IPIA's and DAPIA's, monitoring the SAA's and handling consumer complaints in non-SAA states.

IPIA **In Plant Inspection Agency**
Performs manufacturing plant inspections. In Tennessee, the IPIA is the SAA. Not all SAAs are IPIAs. In those states, such as Alabama, the IPIA is an independent third-party inspector. Regardless of whether the IPIA is an SAA or independent, they are monitored by IBTS.

MHARR **Manufactured Housing Association for Regulatory Reform**
A national organization which represents only manufacturers. Their only function is in lobbying and regulatory changes.

MHEC **Manufactured Housing Executives Council**
This is the national organization that each Executive Director of the state associations belongs to.

MHI **Manufactured Housing Institute**
This is the national association for the manufactured housing industry. It is the organization that THA belongs to.

OFAC **Office of Foreign Asset Control 'List'** **(relating to FinCEN federal legislation)**

PAC **Political Action Committee (PAC)**
A PAC is a fund in which individuals can make personal contributions which then go to state legislative candidates. Tennessee state law now allows corporate donations to PACs, as well. It is vital an industry has a strong PAC Fund, to assist in the campaigns of legislators who are friendly to that industry. Our PAC is structured to make contributions only to state legislative candidates. We typically do not contribute to local or federal candidates.

RESPA **Real Estate Settlement Procedures Act**

RMLO **Residential Mortgage Loan Originator**

SAA **State Administrative Agency**
The SAA in Tennessee is the Department of Commerce and Insurance. A state can be granted authority, by HUD, to regulate the manufactured housing program in that state. They are working for HUD. There are 36 SAA states in the nation. In the remaining 14 states that do not have SAA's; the manufactured housing program is monitored by HUD.

SAFE **Secure and Fair Enforcement (Act)**

SAR **Suspicious Activity Report (relating to FinCEN federal legislation)**

SDN **Specially Designated Nationals 'List' (relating to FinCEN federal legislation)**

TDOT **Tennessee Department of Transportation**

TILA **Truth in Lending Act**

Chapter 5

Preparing For Board Meetings

This Section Contains:

- Agenda Items
- Parliamentary Procedure

Chapter 5

Preparing for Board Meetings

What is the best way to prepare for board meetings?

Your attendance and participation in all board meetings is ***essential.*** When members are absent, it adversely affects the board's decision-making process. This also applies to the meetings of any committees you are assigned to, as well as those for which you may volunteer.

When members skip a meeting, it slows down the discussion during subsequent meetings. Absent members miss the earlier discussions and valuable meeting time is wasted bringing them up to speed. This can mean the difference between settling an issue in five minutes or thirty minutes.

How can I get an issue on the agenda?

Seven to ten days before a board meeting, you will receive a "Request for Agenda Items," from the Executive Director. Simply call or email the Executive Director and ask that a certain issue be placed on the agenda. As schedules permit, you will receive the agenda packet prior to the board meeting.

What is an agenda packet?

This is information your Executive Director and board president put together for board member before each meeting. It contains the order of business at the meeting, the previous meeting's minutes, financial reports, and any other background information on issues to be taken up at the meeting.

What should I look for in financial statements?

Your number one concern should be whether the Association is operating responsibly, so go directly to the bottom line. Then ask yourself these three questions:

- ☑ Is THA on target with planned expenses and revenues?
- ☑ Is THA financially solvent? (Is there enough money in the bank to carry out the current budget?)
- ☑ Will THA have income to meet future expenses?

Why is approving the minutes so important?

The minutes are the legal record of a board meeting. Therefore, it is essential they be accurate. If you notice an error, bring it to the attention of the Board President ***before*** you vote to approve the minutes.

What should I do after the meeting starts?

When the President calls the meeting to order, give your full attention to the meeting. Listen carefully and give your opinions, at the appropriate time. Be sure to observe proper parliamentary procedure.

What is the proper parliamentary procedure?

Parliamentary procedure is another name for rules of order. These rules vary, and different boards may observe different ones. THA uses Roberts Rules of Order. However, the general order of business will be as follows:

- ☑ Approving minutes of the previous meeting.
- ☑ Approving financial report(s).
- ☑ Hearing committee reports.
- ☑ Hearing regional reports.
- ☑ Making motions to discuss new and old business.
- ☑ Discussing issues which require board action.
- ☑ Voting.

What are committee reports?

Each committee chairperson will report on the activities of their committee. It is also likely that the committee chairperson will be bringing a recommendation, in the form of a motion, from the committee to the full board for a vote. Not every committee will have a report for each board meeting.

What are regional reports?

Each regional director will be asked to report on any ongoing activities, or any concerns they may have received, from their area of the state.

How and when should I make a motion?

A formal motion is required for board action, including approval of meeting minutes.

Because motions keep the focus on specific items, they should precede discussion. If the board decides that the original motion needs to be changed, it can be amended.

You can make a motion whenever parliamentary procedure calls for one. Simple say, "I move that ……" and state the issue.

When making a motion, and whenever a motion is seconded, please state your name clearly. Transcribers need to be able to identify the person speaking for the correct typing of meeting minutes.

How much discussion on any one issue is enough?

In any discussion, there comes a point when nothing new can be added. This is the signal for you and your board peers, that it is time to vote. A board member may also "call for question," which will then end discussion and the vote taken.

ASK QUESTIONS!

The Association recently celebrated its 70th Anniversary. There is a lot of history documented and undocumented throughout those years; as well as many events and activities held over the years. It is not possible for everyone to know everything, nor is it expected! If the Board is discussing something you are not familiar with, never be embarrassed to ask questions. It will only make you a better, and more well-informed board member.

Chapter 6

Dealing With Boardroom Conflict

This Section Contains:

- Conflict Resolution

Chapter 6

DEALING WITH BOARDROOM CONFLICT

No matter how tightly knit your Board team is, or how smoothly your meetings progress, conflict is bound to occur. However, not all conflict is bad. A healthy exchange of opinions usually means all sides of an issue are being presented. Which, in turn, allows the Board to make well-informed decisions.

Occasionally, you will find your Board divided into two or more factions; all sides refusing to budge from their respective positions. When this happens, Directors need to resolve the conflict quickly. You do not want your entire meeting consumed by a single conflict.

Here are things the Board can do, to move forward in a conflict resolution:

1. **Remove discussion from the regular board meeting.** Set aside at least one hour for a special meeting to focus exclusively on the inflammatory issue. If you try to make a difficult decision at a regular meeting, the rest of the agenda gets ignored and the meeting often ends in disarray.

2. **Table the issue.** If you have presented the pros and cons of an issue, and members are still at an impasse, you can table the issue until the next meeting. Board members can then go home, allow themselves time to rethink their position, and gather materials to support their opinion.

3. **Refer the issue back to the committee for further study.** If part of your Board has concerns with unanswered questions or projects, send the proposal back to its committee. When all questions are answered and the Board can come to a decision without speculation, a vote can be held.

4. **How should I handle conflicts with my peers on the Board?** If the conflict is a personality clash, recognize it for what it is, and learn to work around it. The way to do this is to focus on the issues, rather than on what you dislike about another person.

   If the conflict is over some specific issue, meet privately to discuss your differences with the other Board members. Express your feelings by telling the Board members when you find an issue especially upsetting. It is your duty as Board members to get concerns out in the open, and not hold grudges because of disagreements.

5. **What if my opinion ends up on the losing side?** In a difficult situation like this, it is easy to let your emotions take over. Remember, you do not score debating points by yelling or shouting.

   Individuals must realize the Board is a democracy, where the majority rules. Even when a member has passionately worked to persuade other Board members to change their opinions, you may still be on the losing side, after a vote is taken. In this situation, simply accept the Board's decision and remember your opinion was given a fair hearing.

6. **The board must present a unified front if it plans to be effective.** Do your best not to take a loss personally. If the Board collectively voted down your position, it is not a reflection on you as a person. The best thing you can do is move on to the next issue.

   Holding on to a dead issue will only lead to frustration and resentment. A "team busting" attitude will alienate your peers and will damage the Board.

7. **Should I publicly state my opinion about a decision I disagree with?** As a Board member, do not give in to this temptation. What often happens is a public statement may be interpreted as "bad-mouthing" the opposition.

   When you are on the losing side of a vote, the best thing to do is support the majority's decision and move on. Speaking about how a vote "should have gone," only increases the possibility of ill-feelings in other Board members.

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Chapter 7

Common Problems

This Section Contains:

- Board Member Liability

Chapter 7

COMMON PROBLEMS

So far, this reference manual has answered some of your questions regarding Board member roles and responsibilities.

There can be Board related issues, some of which are noted below. During your term on the Board, odds exist you will experience a few rough spots. It is important not to think of these as failures, but opportunities. Just remember no Board is perfect, and then work through the issues rationally.

- ☑ Financial Crisis
- ☑ Lack of Planning
- ☑ Blurred Board and Executive Director Responsibilities
- ☑ Disorganized Board Meetings
- ☑ Conflicts Between Board Meetings
- ☑ Negative Public Image

Can I use Board service to my personal advantage?

In short, 'NO.' Although serving on a Board can open doors which might otherwise be closed, it is unethical to use your Board position for personal gain.

Example: Let us say the Board approves purchasing a manufactured or modular home for the THA office. The company you work for submits a bid. What is your responsibility in this situation? You should formally abstain from voting on the purchase bid. To do otherwise would be a clear conflict of interest since you could benefit financially from your relationship with THA.

Am I liable for the actions of the board?

Yes, because Board members are trustees of their Association. As such, Board members are responsible for its finances, policies, and future direction. What this means is … you can be held personally liable for any official action of the Board. Therefore, it is so important to participate in all Board business.

Attending meetings, ***carefully reviewing financial statements, and meeting minutes,*** and keeping your focus on the big picture. When you have a firm handle on what is happening, issues are rare.

Additionally, THA does have Directors and Officers (D & O) insurance which is intended to protect THA and its Board members from lawsuits stemming from improper decisions.

What things should not be discussed in public, without breaching confidentiality?

Executive Director performance evaluations, pending legal actions or anything else discussed in executive sessions are strictly confidential. This information should never leave the Board room.

If a staff member voices an issue or concern to me, what should I do?

Staff members may complain to you or pressure you to resolve a particular issue. Resist the temptation to get involved. Board members who become involved in staff issues undermine the chain of command. Why? Because their actions undermine the authority of the Executive Director and other supervisors responsible for handling staff issues.

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Chapter 8

THA By-Laws

This Section Contains:

- THA Bylaws, last revision adoption … June 3, 2019.

Chapter 8

TENNESSEE MANUFACTURED HOUSING ASSOCIATION ….. BY-LAWS
(Amended June 3, 2019)- (*Last changes are indicated in* ***bold italics.)***

ARTICLE I - NAME

Section 1. The name of this Association shall be the Tennessee Manufactured Housing, Inc., d/b/a Tennessee Housing Association.

Section 2. This Association is incorporated under the Laws of the State of Tennessee as a non-profit corporation.

Section 3. This Association may become affiliated, by affirmative vote of two-thirds of the Board of Directors, with other Regional or National Association***s*** which, in the judgment of the Directors, may best serve the interest of the membership of this Association.

ARTICLE II - PRINCIPAL OFFICE

Section 1. The Association shall maintain its principal office and state Headquarters and Staff in Wilson County, State of Tennessee.

Section 2. The Association may have other offices in such places, within the State of Tennessee, as the Board of Directors may from time to time determine in their discretion to be beneficial and necessary.

ARTICLE III - OBJECTIVES

The objectives of the Association shall be:

Section 1. To unite those engaged in the recognized branches of the Manufactured Housing Industry and Modular Housing Industry including retailers, manufacturers, manufactured and modular housing communities, service/suppliers, installers/transporters, and financial/insurance, for the purpose of effectively exerting a combined influence upon matters affecting the manufactured and modular housing industries.

Section 2. To enable its members to transact their business to better advantage them, heretofore.

Section 3. To promote and maintain a code of ethics which exemplifies high standards of conduct in the transaction of its members' business.

Section 4. To promote and preserve, the inherent advantages of manufactured and modular housing.

ARTICLE IV - DEFINITIONS

Section 1. Symbolic abbreviations. The letters TMHA shall be the symbolic abbreviations of the Tennessee Manufactured Housing Association; and the letters THA shall be the symbolic abbreviation of the d/b/a of Tennessee Housing Association.

Section 2. The term "Manufactured Housing" means a structure, transportable in one (1) or more sections, which, in the traveling mode, is eight (8) body feet or more in width, or forty (40) body feet or more in length, or, when erected on site, is three hundred twenty (320) or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air conditioning, and electrical systems contained therein.

Section 3. The term "Modular Housing" means a structural unit, or preassembled component unit including the necessary electrical, plumbing, heating, ventilating and other service systems, manufactured off-site and transported to the point of use for installation or erection, with or without other specified components, as a finished building and not designed for ready removal to another site. "Modular Housing" does not apply to temporary structures used exclusively for construction purposes or nonresidential farm buildings.

Section 4. The term, "Manufactured and Modular Housing Retailer" is defined to mean an individual, partnership or corporation actively engaged in the sale of manufactured and modular housing at the retail level. [***S***elling one or more homes and displaying an average of one or more manufactured housing units for the purpose of retail sales.]

Section 5. The term, "Manufacturer" is defined to mean an individual, partnership or corporation actively engaged in the building or construction of manufactured and modular homes at an offsite location.

Section 6. The term, "Manufactured and Modular Housing Community" as used herein is an individual, partnership or corporation engaged in the ownership or management operation of a manufactured and modular housing residential area.

Section 7. The term Manufactured and Modular Housing Service/Supplier" is defined to mean an individual, partnership or corporation furnishing supplies, parts, equipment and/or components and motor transport services to the manufactured and modular housing industries.

Section 8. The term, "Financial/Insurance Institution" as used herein shall mean any bank, finance company, mortgage company, savings and loan association, insurance company or other financial corporation engaged in the provision of financing for any phase of the manufactured and modular housing industries or for the owners of manufactured and modular housing; or engaged in the provision of insurance for any phase of the manufactured and modular housing industries or for the owners of manufactured and modular housing.

Section 9. The term, "Installer/Transporter" as used herein shall mean an individual, partnership or corporation engaged in the installation or transportation of a manufactured or modular home.

Section 10. The term, "Agency" as used herein shall mean associates from charitable, nonprofit, or government related entities, which share an interest in manufactured or modular housing.

Section 11. The term, "At Large" as used herein shall mean an individual, partnership or corporation directly or indirectly associated with the housing industry or an individual, partnership or corporation with compatible goals, whose Board presence is deemed to provide a specific resource, as may be needed with the fluctuating industry trends, or needs of manufactured or modular housing.

Section 12. The term, "Utility" as used herein shall mean an individual, partnership or corporation engaged in providing electrical, natural gas, propane, water, cable, phone, satellite, or other infrastructure needs and services for the consumers of manufactured or modular homes.

Section 13. ***The term, "Builder/Developer" is defined to mean an individual, partnership or corporation actively engaged in the building or construction of homes not classified as manufactured or modular homes, or in the development of such projects.***

ARTICLE V - MEMBERSHIP

Section 1. Membership in the Association shall be composed of classifications to be known as members.

Section 2. Membership in this Association shall be open to any individual, partnership or corporation defined in Article IV, Sections 4, 5, 6, 7, 8, 9, 10, 11, 12 and ***13***.

Section 3. Application for membership in the Association shall be made to the Board of Directors in writing, accompanied by a check in the payment of dues for one year in advance.

Section 4. Membership in this Association is an entirely voluntary matter, and the Board of Directors reserves the right to approve or reject any applications for membership.

Section 5. Any member (other than individual member) may designate to the Board of Directors, a representative from their partnership or corporation to act as its representative in the affairs of the Association.

Section 6. Any member (other than individual member) may change its representative at any time, by written notice to the Board of Directors.

Section 7. Dues are payable in advance in such amount or amounts as shall be determined by the Board of Directors. Renewals will be mailed annually in December, for the upcoming year.

Section 8. All resignations should be in writing and addressed to the Board of Directors.

Section 9. The Board of Directors may suspend or revoke a membership for non-payment of dues or for other cause deemed sufficient provided, however, that written notice shall be sent to the last address of the member on record in the files of the Association, informing in detail the member or his representative of the impending action and the reasons therefore, at least fifteen days before the date set by the Board of Directors to hear the evidence of all interested parties. All interested parties shall have an opportunity to present witnesses and evidence, except in the question of suspension or revocation of a membership for the nonpayment of dues.

Section 10. The Board of Directors may, at its discretion, reinstate to full membership in the Association, any member whose membership has been terminated for any cause, provided the cause of such suspension has been removed or waived by the board.

ARTICLE VI - BOARD OF DIRECTORS

Section 1. The government of the Association shall be vested in a Board of Directors composed of the following:

(a) The President, the Vice-President, the Secretary, the Treasurer, and the Immediate Past President
(b) Director; two (2) Retailer
(c) Director; two (2) Manufacturer
(d) Director; two (2) Manufactured and Modular Communities
(e) Director; two (2) Service/Supplier
(f) Director; two (2) Financial/Insurance
(g) Director; two (2) Installer/Transporter
(h) Director, five (5) Regional Representatives
(i) Director, two (2) 'At Large'
(j) Director, two (2) Builder/Developer

Section 2. The Directors known as Regional Representatives shall be elected for two-year terms.

Section 3. The Directors representing the Retailers shall be elected for two-year terms.

Section 4. The Directors representing the Manufactured and Modular Housing Communities segment shall be elected for two-year terms.

Section 5. The Directors representing the Manufacturers segment shall be elected for two-year terms.

Section 6. The Directors representing the Service/Supplier segment shall be elected for two-year terms.

Section 7. The Directors representing the Financial/Insurance segment shall be elected for two-year terms.

Section 8. The Directors representing the Installer/Transporter segment shall be elected for two-year terms.

Section 8A. The Directors representing the 'At Large' segment shall be elected for two-year terms.

Section 8B. ***The Directors representing the 'Builder/Developer' segment shall be elected for two-year terms.***

Section 9. No individual shall simultaneously occupy more than one seat on the Board of Directors.

Section 10. Vacancies on the Board may be filled by the Board of Directors and/or the Executive Committee at their next meeting after the vacancy occurs.

Section 11. No elected Director shall serve more than two consecutive terms in the same capacity.

Section 12. All Directors must be a member in good standing of the Tennessee Manufactured Housing Association, known as d/b/a The Tennessee Housing Association.

Section 13. There shall be not less than four meetings of the Board of Directors in each year, to be held at a time and place fixed by the President, and each Director notified by mail or e-mail not less than ten days prior to the meeting date.

Section 14. A majority of the Directors shall constitute a quorum.

Section 15. Any Director who shall be absent without notice to the President and/or Executive Director from two (2) consecutive regular meetings of the Board of Directors shall automatically forfeit his/her office.

Section 16. To provide geographical representation on the Board of Directors, the State shall be represented by a nominated and elected regional representative from the areas of the state recognized as Northeast, East, Middle, Mid-West and West.

Section 17. If the Delegate to MHI's Federated States Division is not a board member, the Delegate will be appointed by the Board and will become a Board Member with voice, but no vote.

ARTICLE VII - EXECUTIVE COMMITTEE

Section 1. There shall be an Executive Committee of the Association consisting of the President, who shall act as Chairman, the Vice-President, the Secretary, and the Treasurer all with voting rights. The Immediate Past President and the Executive Director shall be members but shall not have a vote.

Section 2. The Executive Committee shall conduct the affairs of the Association in accordance with policies and instructions of the Board of Directors for the ensuing year.

Section 3. In the event the Immediate Past President is unable to complete his/her term, that position reverts back to the previous Immediate Past President.

ARTICLE VIII - OFFICERS

Section 1. The elective officers of the State Association shall be a President, a Vice-President, a Secretary, and a Treasurer, each of whom shall serve for one year or until their successors are elected and qualified, with our electoral year normally beginning July 1 – June 30.

Section 2. The President shall be the chief executive officers of the Association and shall preside at its meetings and those of the Board of Directors and Executive Committee, between sessions of which he shall have the authority to represent the Association and act in its name subject only to its declared policies. He shall appoint each committee chairman unless otherwise directed by the Board of Directors, and shall be ex-officio member of each committee, and shall perform all other duties usual to such office.

Section 3. The President, subject to the approval of the Board of Directors, shall annually appoint the following committee chairmen:

- Awards Committee Chairman
- By-Laws Committee Chairman
- Annual Meeting (formerly known as Convention) Committee Chairman
- Education Committee Chairman
- Finance Committee Chairman

- Legislative Committee Chairman
- Membership Committee Chairman
- PAC Committee Chairman
- Community (formerly known as Park) Assistance Committee Chairman
- Public Relations Committee Chairman
- Transportation Committee Chairman
- Zoning Committee Chairman

Section 4. All Standing Committee Chairmen are to be members of the Board of Directors.

Section 5. The Vice-President, or Secretary or Treasurer shall in order, perform the duties of the President in the event of his/her absence or disability. The Officers shall act as representative for the President in such matters as may be assigned to them.

Section 6. The Secretary or Treasurer shall have custody of the funds and assets of the Association and shall keep for its proper books of accounts which shall at all times be open to inspection by any member. The Secretary or Treasurer shall disburse the funds of the Association under the direction of the Board. The Executive Director is authorized to sign checks up to $4,000.00. All checks over $4,000.00 shall require two signatures; President, Vice-President, Secretary or Treasurer, Executive Director or other persons authorized by the Board of Directors. He or she shall deposit funds and securities in such depositories as the Board of Directors may designate. A statement of all checks written will be sent monthly to the Secretary or Treasurer, upon request.

Section 7. All parties authorized to transact financial matters shall provide a bond in a surety company qualified to do business in the State of Tennessee in such amount as shall be presented by the Board of Directors covering the funds and securities held by him/her for the Association or for other funds in his/her custody as treasurer, the expense thereof shall be paid by the Association Corporate Resolution.

Section 8. The accounts of the Secretary or Treasurer shall be audited periodically by a Certified Public Accountant with an opinion letter.

Section 9. There shall be an Executive Director who shall be appointed by the Board of Directors. He or she shall be the administrative officer of the Association. He or she shall have supervision of the entire staff and perform any duties delegated to him or her by the President.

ARTICLE IX - ELECTION OF OFFICERS AND DIRECTORS

Section 1. The Nominating Committee shall consist of the Immediate Past President, as Chairman, with the current President and a minimum of two (2) Past Presidents serving on the committee. The Nominating Committee shall meet annually no later than the middle of May for the purpose of nominating persons to serve on our State

Board of Directors. No person shall be nominated unless they are a member in good standing with dues paid. There shall be one (1) name submitted by the Nominating Committee for each position open. All names of nominees shall be mailed to each member, in good standing, immediately following the Nominating Committee meeting. The election may be held either during a General Membership Meeting called by the TMHA/THA President or the Board of Directors, or at the annual meeting. The Chairman shall read the slate of officers and directors submitted by the Nominating Committee and ask for additional nominations from the floor.

ARTICLE X - DELEGATES AND VOTING

Section 1. For the purpose of voting for the Officers and Directors, the following will apply:

a) In the event of nominations from the floor, voting shall be done by ballot.
b) Only those members, or their representatives, as defined in Article V, Section 5, present and in good standing, shall be entitled to vote, subject to the following limitations:

1. No manufacturer may cast more than five (5) votes, regardless of the number of separate plants it operates. Further, no group or combination of manufacturers under common ownership or control may cast more than five (5) votes.

2. No retailer may cast more than five (5) votes, regardless of the number of separate sales centers it operates. Further, no group or combination of retailers under common ownership or control may cast more than five (5) votes.

3. No community owner or land developer may cast more than five (5) votes, regardless of the number of communities or developments operated. Further, no group or combination of community owners or land developers under common ownership may cast more than five (5) votes.

4. No service and supplier firm may cast more than five (5) votes regardless of the number of service and supply locations operated. Further, no group or combination of service and supply companies under common ownership or control may cast more than five (5) votes.

5. No insurance or finance firm may cast more than five (5) votes, regardless of the number of insurance or finance companies operated. Further, no group or combination of insurance or finance companies under common ownership or control may cast more than five (5) votes.

6. No installer or transporter firm may cast more than five (5) votes, regardless of the number of installer or transporter companies operated. Further, no group or combination of installer or transporter companies under common ownership or control may cast more than five (5) votes.

7. No regional representative firm may cast more than five (5) votes, regardless of the number of companies operated or represented. Further, no group or combination of regional representative companies under common ownership or control may cast more than five (5) votes.

8. No 'at large' firm may cast more than five (5) votes, regardless of the number of 'at large' companies operated or represented. Further, no group or combination of 'at large' companies under common ownership or control may cast more than five (5) votes.

c) For purposes of paragraphs 1 through 8, the term "under common ownership or control" shall mean that one person or entity owns more than 50% of the outstanding stock or more than a 50% controlling interest in the other TMHA/THA members.
d) No absentee voting shall be permitted. The election shall be by majority vote.

Section 2. In all voting, in case of a tie vote, the President has the power to cast the deciding vote.

ARTICLE XI - FISCAL AND ELECTIVE YEAR

Section 1. The fiscal year shall be from January 1 to December 31 of each year.

Section 2. The elective year shall be from July 1 to June 30 of each year.

ARTICLE XI - ANNUAL MEETING

Section 1. The annual meeting of the Association shall be held at a time and place designated by the President with concurrence from the Board of Directors and shall be a meeting of its Officers, Board of Directors and such other Committees as the President shall determine. A quorum of the Board of Directors may issue a call for Members to meet at the Annual Meeting if the President does not.

Section 2. Special meetings of the Association shall be called by the Board of Directors or the President upon petition by twenty percent (20%) of its members.

ARTICLE XIII - ORDER OF BUSINESS

Section 1. The order of business at the annual meeting of the members shall be:

1. Roll Call
2. Reading of Minutes of last meeting
3. Annual Financial Report
4. Reading of Communications, when applicable
5. Report of Officers, when applicable
6. Report of Standing Committees, when applicable
7. Report of Special Committees, when applicable
8. Unfinished Business, when applicable
9. Report of Committee on Credentials, when applicable
10. Report of Nominating Committee
11. Election of Officers and Directors
12. New Business, when applicable

Section 2. The above order of business may be varied in such manner as may seem appropriate to the Annual Meeting or the benefit of such addresses as may have been arranged.

Section 3. The order of business of the regular meetings of the Board of Directors shall be:

1. Roll Call
2. Reading of Minutes of Last Meeting
3. Reading of Financial Report
4. Reading of Communications, when applicable
5. Reports
6. Unfinished Business
7. New Business

Section 4. The substance of any resolution to be introduced at any annual meeting or special meeting regularly called in accordance with the Constitution and By-Laws, shall be submitted in writing to the presiding officer in advance of its introduction.

Section 5. Roberts Rules of Order, last edition, shall be recognized as the authority governing the meeting of the Association or its committees, when not in conflict with its Constitution or By-Laws.

ARTICLE XIV – REGIONAL REPRESENTATIVES

Section 1. Five regional representatives, one from each of the areas of the state accepted as Northeast, East, Middle, Mid-West, and West, may be elected to the Board of Directors.

Section 2. Members may nominate a regional representative, including themselves, on a nomination form developed for such use.

Section 3. No person shall be nominated unless they are a member in good standing with dues paid.

Section 4. The election of these regional representatives shall follow the standard nomination of officers and directors, as noted in ARTICLE IX – ELECTIONS OF OFFICERS AND DIRECTORS.

ARTICLE XV - GENERAL PROVISIONS

Section 1. Amendments: A thirty (30) day notice must be given to the Board of Directors, prior to a board meeting in which proposed by-laws changes will be discussed. These by-laws may be amended or repealed, and new by-laws adopted by a majority vote of the membership present at any meeting, or by mailing a copy of the proposed amendment, repeal or new by-law or by-laws. The failure of any member to submit his disapproval of such amendment, repeal or new by-law or by-laws to the Executive Directors within thirty (30) days of receipt of same shall be construed as a vote of approval. Changes will take effect immediately upon ratification.

Section 2. Dissolution: TMHA/THA shall utilize its funds only to accomplish the goals and purposes specified in these by-laws, and no part of said funds shall inure, or be distributed to the members of TMHA/THA. In the event of the dissolution of TMHA/THA, the Treasurer shall make a complete accounting of the funds of TMHA/THA to the Board of Directors and all remaining funds shall be distributed to one or more organized charitable, educational, scientific, or philanthropic organizations to be selected by the Board of Directors, and which are exempt from Federal Income Tax by reason of Section 501 (c) (3) or 501 (c) (6) of the Internal Revenue Code of 1954, or corresponding provisions of subsequent law.

Section 3. Assets and Earnings: No part of the corporate assets or net earnings of TMHA/THA shall be distributed to or inured to the benefit of any member of TMHA/THA, its Board of Directors, or to any other private individual.

Chapter 9

Committee Responsibilities

This Section Contains:

- Function of Committees
- Guidelines
- Forms
- 2026 – 2027 Committee Assignments

Chapter 9

COMMITTEE RESPONSIBILITIES

A committee can be one of the most productive tools an association has to work with. Whether you are chairing a committee or are a committee member, you face the challenge of getting involved in work the committee was formed to accomplish.

Your contribution and your participation on the committee will determine its success or failure. If you participate, get involved, and encourage others on the committee to do so, the committee will be successful!

The findings of the committee have a direct impact on the decisions made by the Board of Directors of the Association. The energy you put into your work on the committee has a direct influence on the direction THA takes.

Functions of a Committee

The primary function of a committee is to contribute to the efficient operation of an organization. In most cases, a committee is concerned with the communication of information and with assisting the leadership in the decision-making process by providing needed information. To accomplish these tasks, there are two types of committees that are usually formed by associations and professional societies.

Two Types of Committees

a) Standing committees perform a continuing function necessary for the on-going operation of the Association. They operate indefinitely and are usually provided for in the constitution or By-laws of the organization.

b) Special or "ad hoc" committees are formed to accomplish a specific objective. Their existence stems from a new or current issue or project the Association is facing. The Association may form a special committee to consider or handle a single subject. When the project is resolved, the information is gathered, or the project is completed, the committee will disband. The life of the special committee may be no longer than a few days, or may span a considerable amount of time, according to the nature and complexity of the situation.

The planning and operation of both types of committees is similar in some respects and different in others. Because the special committee is usually faced with finding the resolution to a single issue, it often requires more preparation and study before a meeting than the standing committees do.

Do all Committees have equal authority?

Every committee plays an important role. The Executive Committee usually has more authority than others, however, because it handles routine board business when the Board is not in session.

This not only saves time, but it also allows all Board members to focus on major issues, like strategic planning and policymaking.

The Executive Committee may meet when an emergency occurs, which must be dealt with immediately. It can also delegate responsibilities to other committees and conduct the Executive Director evaluation.

Guidelines for Chairing a Committee

A Committee Chairperson is to a committee, what the Board President is to the entire Board. He or she assigns projects to committee members and helps everyone stay focused on the issues and reach decisions. The Committee Chair also calls meetings, sets their agendas, and prepares reports and recommendations to the full Board.

Even with capable members on the committee, a firm goal to achieve, and the support of the Association staff, a committee without strong leadership will be handicapped. During your term as Chairman of the committee, the most consistent help will come from the Association Executive and staff. Your ability to work with them will determine your success as head of your committee and a leader in your Association.

The Association Executive and staff are familiar with the operations of the organization, and as the head of a committee, you should seek their assistance in selecting committee members, setting objectives, and reviewing the work and communications of your committee. By keeping the Association staff informed and familiar with the committee's activities and progress, they will be able to advise you on issues and procedures and can point out pitfalls.

The success you achieve as head of the committee will depend on your ability to preside and guide the meetings of the committee to a definite goal. The following guidelines should assist you in reaching that goal.

- ☑ Develop a clear purpose and focus on nothing else.
- ☑ Meet only when there is a task to be completed. Committees should never meet unless there are tasks to finish or reports to be reviewed.
- ☑ Always start the meeting on time and work with a definite agenda.
- ☑ The reason for the meeting should be stated at the beginning, briefly and clearly.
- ☑ Make sure committee members get all the information relating to an issue, both pros and cons.
- ☑ Keep a low profile while taking charge of the direction of the meeting.

- ☑ Review the committee's objectives relative to the objectives of the Association.
- ☑ Keep the meetings moving, interest lags when action lags. Get as much participation as possible. Keep responses short and get to the point.
- ☑ Speak clearly. If you cannot be heard, you cannot exercise control.
- ☑ Insist on order.
- ☑ Talk to the group, not individuals.
- ☑ Make sure everyone taking the floor talks clearly and audibly. Sum up what the speaker has said, entertain discussion, and obtain a decision.
- ☑ Control aimless discussion by recommending further study.
- ☑ Retain control, but do not stifle free comment. Invite constructive criticism and even disagreement. Ask for support, clarify issues by obtaining a consensus, then move on.
- ☑ Do not argue with the individual who has the floor. Ask questions if you disagree, but remember as the presiding officer, you should remain neutral.
- ☑ If you have a comment, ask for the floor as a participant.
- ☑ Make sure adequate minutes are kept of each meeting and they are distributed to each committee member.

Choosing Committee Members

The make-up of certain committees is provided for in the By-laws. THA By-laws specify who serves on the Nominating Committee. The remaining committees have the Chairperson appointed by the THA President, with new Chairperson appointments made each year following the annual meeting/convention. It is then the chairperson's responsibility to appoint the committee members.

When selecting committee members, it is important the Association Executive and staff be involved. With staff assistance, the capabilities of individuals being considered for committee membership can be examined, and any additional background information needed can be gathered.

When choosing members for a committee, try to have a good mix of mature, successful, and experienced members; as well as members who are new to the profession. The newer members will bring fresh ideas and insights to the committee; experienced members will provide guidance and perspective.

One way to arrange the committees is to put the mature, experienced members on committees concerned with broad policy making and to place the younger, less experienced members on committees with high visibility. Younger members will be much more likely to perform in a position that puts them on display.

Here are some guidelines on effective committee operation:

Committee Members:

- ☑ do not have to be THA Board Members.
- ☑ should be appointed because they are either knowledgeable about or interested in the committee's area of activity.
- ☑ should know who the Committee Chairperson is.
- ☑ should know what the specific responsibilities of the committee are.
- ☑ should know what the Association's practices, policies, and procedures are.
- ☑ should know what the responsibilities of the Association are to the committee.
- ☑ should know what the past performance of the committee has been.
- ☑ should know what the reporting procedure is to the Board of Directors.
- ☑ should establish only realistic, attainable goals.
- ☑ should give recognition to the Committee Chairperson and other members of the committee.
- ☑ should get involved and participate.

Committee Size:

The size of the committee is primarily determined by its purpose and the nature of its work. If prompt action is essential, it is best to limit the number of committee members. A smaller group takes less time to organize, can communicate more rapidly, and will be able to act faster. **A decent size would be no more than five**.

The smaller committees should be*:*

- Awards
- By-Laws
- Finance (Audit)
- Legislative

- Membership
- PAC
- Transportation

The larger committees should have more than five, with as many as 12 or 15 members. A larger group will allow more diverse viewpoints to be heard, although it will usually take longer doing so. A larger group will be able to solve a greater variety of issues because the number of skills available will increase proportionately with the group's size.

These committees are*:*

- Annual Meeting (Convention)
- Community Assistance
- Education
- Public Relations
- Zoning

A committee may also appoint corresponding members to their committee. A corresponding member does not usually attend committee meetings, but does receive all committee mailings, and is asked to respond in writing to the materials, offering comments or suggestions.

Preparing for the Committee Meeting:

Preparation for the committee meeting is essential to its success. Laying the groundwork for the task the committee must accomplish is a function which begins with the Chairman of the committee and is then carried on by the members, both before and during the meeting.

An agenda needs to be drawn up and sent to all members of the committee. It should include all topics to be discussed at the meeting and should also include the date, location, starting time, scheduled breaks, and anticipated adjourning time. Any supporting or background material to further explain or detail the items on the agenda should also be included.

All needs to be coordinated through the Executive Director or THA staff member. Once the Chairperson and the THA staff have discussed the agenda, the THA staff will handle correspondence to the committee members.

Select the time and place for the meeting. The Chairperson of the committee and the staff should determine the time and place which will get maximum participation from the members. When possible, THA tries to schedule committee meetings for the same day as the Board meeting. There may be circumstances that will require the committee meeting the day before a Board meeting. There will also be times when a committee must meet in between Board meetings.

How a committee meeting is structured:

Following is the accepted sequence, or order of business, which is observed for a meeting.

1. Call the meeting to order.
2. Roll call (sometimes omitted).
3. Minutes of the previous meeting.
4. State the purpose of the meeting.
5. State briefly the program for the meeting.
6. Discuss and resolve agenda items as they appear.
7. New business.
8. Adjourn the meeting.

How Do Committees Make Reports and Recommendations to the Board?

Unless you are making a final recommendation to the Board, or asking for direction from the Board, do not waste valuable meeting time updating everyone on your committee's progress. Keep it short and to the point.

If you are ready to report on the committee's recommendation to the Board, a Committee Report Form may be used. This allows you to write out, in motion form, the recommendation. This will eliminate the concern of looking for "the right wording" during your report and will help keep you focused.

Conclusion:

Committees perform a necessary function in the operation of associations. They provide a cross-section of experience and knowledge and allow for continuity of thought and cooperation. Committee work serves as an excellent training ground for future Association leaders.

The opportunity for an individual to participate in committee work, and the challenge it provides, enhances the feeling of belonging, and of playing a significant role in the Association, and increases loyalty toward the organization.

The suggestions made in this chapter are a starting point. The quality and quantity of your participation will determine how rewarding and productive your term on the committee will be.

COMMITTEE REPORT FORM

(Directions: Each committee chairperson should complete one of these sheets prior to the Board meeting, as it will assist in your committee report.)

Today' Date: _____

COMMITTEE NAME: _____

Last Meeting Date: _____

Issue(s) In Question: _____

This Committee is:

- ☐ **Reporting/Updating.**
- ☐ **Recommending Board Action.**

Background information and impact of issue being studied:

_____

_____

_____

_____

_____

Recommendation for board action, if any (state in the form of a motion to be acted upon by the full board):

_____

_____

_____

COMMITTEE – 2026 - 2027

Chairperson: _____

Co-Chairperson: _____

Committee Members:
You may have as many or as few members as you feel necessary to complete the yearly tasks. It is a good idea to recruit members of the Association, not currently serving on the Board. A request for volunteers will be sent to the Members.

Committee Objective:
(for 2026 - 2027)

To develop a plan to……
To change……
To make recommendations to……

General:
Committees should meet in-person, by e-mail, or conference call at least once every two months, even if no activity is pending. Contact or correspondence should take place between scheduled board meetings to ensure the Chairperson has ample time to prepare a committee report, if needed.

Committee Chairpersons should document and retain all information to be compiled and sent annually to the THA office. This will ensure future committees can review prior work, before taking up a new task.

Directive:
Committee Chairperson, Co-Chairperson(s) and any committee members should discuss and prepare the 2026 - 2027 Committee Objectives as noted above. **This 'Objective' will be due by September 11, 2026**.

If your committee's objective should require funding, you must submit a 'Request for Budget Consideration.' The Finance Committee will review the current budget and funding of the Association and make recommendations to the Board on projects which could be funded. **Your budget is also due by September 11, 2026.**

Committee Objective Discussion

Date: _____

Committee Name: _____

Chairperson: _____

Co-Chairperson(s): _____

_____

Directive Notes: _____

_____

_____

_____

_____

_____

_____

_____

Final Directive: _____

_____

_____

_____

_____

_____

DUE – September 11, 2026

COMMITTEE MEETINGS - CONFERENCE CALLS
(Documentation Form)

Date: _____ Time: _____

Committee Name: _____

Chairperson: _____

Co-Chairperson(s): _____

_____

Participants: _____ _____
_____ _____
_____ _____
_____ _____

Notes:

Tennessee Housing Association
REQUEST FOR BUDGET CONSIDERATION
Committees ……. 2026 – 2027 Session

DUE – September 11, 2026

Committee Name: _____

Chairperson: _____

Co-Chairperson(s): _____

_____

Item, process, event, etc.: _____
_____
_____
_____
_____

Member or Association benefit: _____
_____
_____
_____

Amount of funds requested: $_____

(You may submit as many projects as you think necessary, or as many as you think is **achievable** during this annual session.)

TENNESSEE HOUSING ASSOCIATION

2026 - 2027 Committee Chair and Co-Chairs

As assigned by President Rhyn Brogden

As required by the THA Bylaws, the THA President is a member of all committees.

THA Staff supports all committees.

	Chair	Co-Chair	Committee Members
Annual Meeting	Bobby Campbell	Matt Belcher	Sean Norem
Awards	Marty Mansfield	Betty Davis	THA Staff
Building	Marty Mansfield	Stephen Cole	THA Staff
Bylaws	James McGee	Owen Robertson	Legal
Codes	Scott Oliver	Bobby Campbell	THA Staff
Community Assistance	Tom Roche	Kristinia Clark	THA Staff
Education	Trey Moyer	Dave Thomas	THA Staff
Election (Bylaw Required)	Owen Robertson	Scott Oliver	Marty Mansfield, James McGee
Finance	Paula Reeves	Open	Rob Peterson; Mark Byers; Michael Johnson
Legislative	James McGee	Bobby Campbell	All THA Directors
Membership	Matt Belcher	Rhyn Brogden	Tupper Baker
PAC	Michael Johnson	Ben Cudzilo	All THA Directors; Ronny Robertson
Public Relations	Paula Reeves	Owen Robertson	THA Staff
Transportation	Rhyn Brogden	Wade Wells	Bobby Campbell; Charlie Morgan, Tony Baker
Zoning	Bobby Campbell	Wade Wells	Steve Trent; Tammy Collett

As a reminder, not all committees are active every year. Incoming issues, tasks, member requests or Board suggestions will dictate the need for a committee to take up an assignment.

Board members may volunteer to serve and/or assist other committees, when an assignment needs additional support, or if there is specific interest.

----Effective July 1, 2026

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Chapter10

This Entity is closed. [Archive]

~~*Tennessee Manufactured Housing Foundation [TMHF]*~~

This Section Contains:

- Mission Statement
- Structure

Chapter 10

TENNESSEE MANUFACTURED HOUSING FOUNDATION

After eighteen months of thorough research, the Tennessee Housing Association Board of Directors voted to form The Tennessee Manufactured Housing Foundation (TMHF), a non-profit 501(c) (3) charitable organization. This organization, the first of its kind in the nation, has been in existence since August 1995. The impact of the Foundation will not only help manufactured homeowners but will give the manufactured housing industry a positive image in local communities.

MISSION STATEMENT

"To assist in the repair and improvement to existing manufactured homes from Tennesseans disadvantaged due to income or circumstances; and to provide replacement manufactured homes to Tennesseans disadvantaged due to income or circumstances."

WHY IS THE FOUNDATION NEEDED?

According to the 1990 Census, there were over 200,000 manufactured homes in Tennessee. Today, there are an estimated 250,000 families living in manufactured homes. With so many Tennesseans living in manufactured homes, THA saw the need to assist those homeowners who may be disadvantaged due to income or circumstances.

There are many state agencies and non-profits which assist homeowners with down payment assistance, repairs and renovations, weatherization, and even new homes at low or 0% interest on the mortgage. Unfortunately, manufactured homeowners have not always been eligible for assistance under these current programs. Therefore, the Tennessee Manufactured Housing Association saw the need to form a charitable foundation and assist people living in manufactured homes in our state.

STRUCTURE

The Foundation is a 501(c)(3) charitable organization, governed by their own board of directors. The fourteen-member board consists of the following:

a) Six members from the THA Board which shall include: the THA President, Vice-President, Treasurer and three other THA board members.
b) Six representatives of the manufactured housing industry, not currently on THA's board.
c) Two non-industry representatives, to be selected from any of the following: higher education, church, elected officials, community leaders or other non-profit organizations.

As the sole member, the **Tennessee Housing Association's Board of Directors** appoints the Foundation Board. In turn, the Foundation Board elects its officers.

BOARD OF DIRECTORS RESPONSIBILITIES

The Foundation Board of Directors will have the responsibility of establishing the criteria for qualifications of assistance. Assistance will be given on a case-by-case basis, as determined by the board.

Once the criteria have been met, and a case approved for assistance, the actual work can be done by staff, board members, and volunteers or even through other non-profits.

STAFFING

At the current time, the existing THA staff handles the day-to-day activities of the Foundation.

FUNDING

The initial funding came from THA. However, most of the money comes from contributions within the industry, either in the form of money, supplies, homes, etc. Charitable gaming events and golf tournaments also provide funds. TMHF is eligible to participate in a state housing repair program for the elderly and disabled, provided TMHF matching funds are available. TMHF is constantly searching for renewable funds. Future legislation is a possibility, as a renewable source.

PROGRAMS

Emergency Assistance Program [Suspended] offers help to manufactured homeowners who have an emergency. Circumstances include heating, plumbing, or structural issues.

Repair, Renovation and Weatherization Program [up to $5,000] provides miscellaneous improvements and repairs of manufactured homes for qualifying families.

Home Replacement Program for families whose manufactured homes have been destroyed or damaged beyond repair.

These programs require community involvement, along with local church groups and other non-profit organizations to make the programs a success.

ELIGIBILITY REQUIREMENTS

The Tennessee Manufactured Housing Foundation accepts applications for assistance from families and individuals seeking assistance with their housing needs.

To meet minimum eligibility:

- ✓ the applicant must own their manufactured home.
- ✓ be currently living in and have lived in the manufactured home for at least one year; and

- ✓ the home must be titled in their name for at least one year.

After staff review for minimum eligibility requirements, the TMHF Board of Directors will review applications for further eligibility and determination.

A site visit will be performed by a TMHF staff person, TMHF Board Member, or designee, before a final approval can be made.

A waiver of liability must be obtained prior to the commencement of any work.

Applications may be found online at www.tnmha.org or may be mailed or faxed upon request.

TMHF does not assist with lot rental payments, help with the construction of wheelchair ramps, other site-built structures, or assist with transportation only requests. This program is geared toward structural safety issues and quality of life items. Cosmetic requests such as changing the color of carpets or changing light fixtures for ceiling fans, for example, are not typically considered as necessities for quality of life.

Appendix A

TMHA/THA Policies

(Revision 0, October 16, 2008)

TMHA Manufactured Housing Association (TMHA)
Audit Committee Policy
[Page 1 of 1]

This is the Audit Committee Policy for Board of Directors and Officers of the Tennessee Manufactured Housing Association (TMHA).

TMHA's Finance Committee shall assume the acting role as Audit Committee for TMHA.

One of the greatest responsibilities for the audit committee members – and, for all board members – is to ensure the organization follows the tax laws and does not endanger its tax-exempt status.

Losing tax exempt status could devastate TMHA through resulting large income tax liabilities, excise taxes (some of which may be imposed on officers and directors personally), denied tax deductions for contributors, loss of government grants, ineligibility for reduced postage rates, and loss of various state tax exemptions.

The category of TMHA and sister organization's tax-exempt status determines the primary thrust of our activities. The two should never be confused or combined:

- 501(c)(3) – [Charitable] – has an outward focus and provides some type of public good.
- 501(c)(6) – [Non-Profit] – must maintain or improve business conditions for an industry as a whole, as opposed to providing specific services for members.

Actions:

TMHA's Audit Committee members:

- Will adhere to the Internal Control Policy, as established.
- Will adhere to the Document Retention Policy, as established.
- Will rely on external accounting services to perform periodic audits as required by law, and to provide the Board of Directors with their findings and opinions.
- Will rely on external legal services to advise new or non-compliance procedures, when laws relating to charitable or non-profit organizations have been repealed, changed, or modified.

TMHA Manufactured Housing Association (TMHA)

Board Room Conflict Policy

[Page 1 of 1]

This is the Board Room Conflict Policy for Board of Directors and Officers of the Tennessee Manufactured Housing Association (TMHA).

Purpose

The intent of this policy is to provide general standards which can be applied in the event where differing opinions cannot be resolved, in the context of formal Board of Director meetings. Specifically, to ensure that all voices are heard, respect is given to all opinions, and the business of a called or scheduled meeting of the Directors and Officers may proceed, to ensure all agenda items are addressed in a reasonable time.

It is important to note that not all conflict is harmful. A healthy exchange of opinions usually means all sides of an issue are being presented, which in turn allows the Board to make a well-informed decision.

When two or more factions are steadfast with their respective positions, resolution to those conflicts should occur quickly. Below are approved methods for resolution.

8. **Remove discussion from the regular board meeting.** Set aside at least one hour for a special meeting to focus exclusively on the inflammatory issue. If you try to make a difficult decision at a regular meeting, the rest of the agenda gets ignored and the meeting often ends in disarray.

9. **Table the issue.** If you have laid out the pros and cons of an issue, and members are still at an impasse, you may table the issue until the next meeting. Board members can then separate from the meeting, allow themselves time to rethink their position, and gather materials to support their opinion.

10. **Refer the issue back to the committee for further study.** If part of the board has concerns with unanswered questions or projects, send the proposal back to its committee. When all questions are answered and the board can decide without speculation, a vote can be held.

11. **Conflicts with peers.** If the conflict is a 'personality clash,' recognize it for what it is. Board members should focus on the issues at hand, rather than a personal dislike for another person. If the conflict is over some specific issue, parties should meet privately to discuss those differences. Board members should feel confident enough in the process to express thoughts on issues which may be especially upsetting. It is the duty of Board members to identify issues openly, and once discussed, move on.

Board members must refrain from yelling or screaming, when heavy debates occur; uphold the democratic process, which is *the 'majority' rules*; accept the majority decision; present a unified front, in order for plans to be effective; refrain from publicly stating a personal opposition to a board resolution or decision. These points will minimize misinterpretation of one's mission on the board, as well as minimize ill will among board members.

TMHA Manufactured Housing Association (TMHA)
Code of Ethics Policy
Board of Directors and Officers
[Page 1 of 3]

This is the Code of Ethics Policy for Board of Directors and Officers of the Tennessee Manufactured Housing Association (TMHA).

Service on the Board of Directors of TMHA is an important honor and responsibility. Much is expected of officers and directors relative to governing TMHA. The membership of the Association relies on its Board to act in its best interests, to be knowledgeable about and proactive on the issues facing the manufactured and modular housing industry, to study the questions before it and to base decisions on reliable information, to be good stewards of the resources of the Association, and to be honest and trustworthy in all actions. To assure the trust and ethical expectations of the members of TMHA, I affirm the following:

Duty of Care:

In all matters affecting TMHA, I will act in good faith and exercise my best efforts in the performance of my duties.

I will represent the interests of all people served by this organization and not favor special interests inside or outside of this organization.

I will not use my service on this board for my own personal advantage or for the advantage of my friends or associates.

I will keep confidential information confidential.

I will respect and support the majority decisions of the board.

I will approach all board issues with an open mind.

I will be prepared to make the best decisions for everyone involved.

I will do nothing to violate the trust of those who elected or appointed me to the board, or to those we serve.

I will focus my efforts on the mission of TMHA and not on my personal goals.

I will never exercise authority as a board member except when acting in a meeting with the full board or as I am delegated by the board.

I will consider myself a “trustee of TMHA and do my best to ensure that it is well maintained, financially secure, growing and always operating in the best interests of those we serve.

Code of Ethics Policy
Board of Directors and Officers
[Page 2 of 3]

Confidentiality

I will not disclose, beyond its intended scope, any information which is marked, designated, or treated as confidential by the Board, officers, or staff and which I received as an Officer or Director of TMHA.

Conflict of Interest

I acknowledge information, programs, research, services, and methods of operation are developed by TMHA for all members and as an Officer or Director I am obligated to pass on this information to my constituencies. Therefore, I will not expropriate for myself, my business, or another organization any information I receive because of my position as a Board member of TMHA prior to disseminating this information to my constituents.

I will not create any program that is in direct competition with a program the Association may develop in the future.

I will openly declare any actual or perceived conflict of interest that may result from my taking part in discussion or decision making on an issue before the Association while having business, professional, or personal interests that could bias my decisions. I further acknowledge the Board of Directors has the sole responsibility for determining whether my interests constitute a conflict and if so, what the remedy will be.

(See next page for 'Conflict of Interest Disclosure Statement,' to be signed and returned to THA staff.)

Code of Ethics Policy
Board of Directors and Officers
[Page 3 of 3]

Conflict of Interest Disclosure Statement

In completing this form, please consider the following guidelines:

1. Any potential conflict of interest that could result in a direct or indirect financial or personal benefit to a Director, Officer or staff member must be disclosed in good faith or known to the Board of Directors or committee authorizing a contract or other transaction.
2. All questions as to whether a conflict of interest exists shall be resolved by a vote of the Board of Directors in which the interested individual may not vote.
3. The interested individual may participate in the information-gathering stage of the Board of Directors' or committee's discussion but shall retire from the room in which the Board of Directors or a committee thereof is meeting and shall not participate in the final deliberation or decision regarding such contract or other transaction. Such an interested individual may not vote on such a contract or other transaction.
4. In connection with all actions taken by the Board of directors with respect to any contract or transaction between the Association and one or more of its directors or officers, or between the Association and any other corporation, firm, association, or other entity in which one or more of the directors or officers of the Association is a director or officer or has a substantial financial interest, affiliation, or other significant relationship, each such interested director or officer of the Association shall:
    a. Disclose to the Board of Directors the material facts as to such director's or officer's interest in such contract or transaction and as to any such common directorships, offices, or significant financial interest, affiliation, or other significant relationship, which disclosure shall be duly recorded in the minutes or resolutions relating to such actions, and
    b. Abstain from voting on any such contract or transaction.

At present, I am aware of the following potential conflict of interest regarding my position on the Board of Directors or staff (if none, leave blank):

_____

_____

_____

If I become aware of a potential conflict of interest in the future, I will disclose this potential conflict to the President. I understand that, when in doubt, disclosure is recommended.

NAME (please print) _____

SIGNATURE: _____ DATE: _____

TMHA Manufactured Housing Association (TMHA)

Code of Ethics Policy

Members

[Page 1 of 1]

As members of the Tennessee Manufactured Housing Association, we subscribe to the principles set forth in the TMHA Code of Ethics, and pledge to comply with the specific standards of conduct established by the Code:

1. Our paramount responsibility is to our customers. I shall present myself to all customers in a manner which brings respect and prestige to the Association, and to the Industry.

2. ASSOCIATION members shall contribute constructively to the public image of manufactured housing living and enjoyment, in Tennessee and the country.

3. ASSOCIATION members shall merchandise their industry, products, and services, honestly, without false promises or misrepresentation, giving excellent value to their customers.

4. IN the correct conduct of our individual business, we pledge to refrain from any act that would bring discredit to our Industry or Association, or any individual member thereof.

5. IN our advertising and promotion endeavors, we pledge to emphasize the positive aspects and actual benefits of manufactured housing, and to refrain from any such endeavors that might deceive or mislead the public or include false claims.

6. ASSOCIATION members and their employees shall offer their merchandise and service on its merits and shall refrain from attacking competitors or their methods of doing business.

7. WE further pledge that all obligations to our customers contained in guaranties or warranties offered in connection with the manufacture, sale or installation of our homes will be properly fulfilled within a reasonable period of time.

8. ASSOCIATION members shall not engage in methods of operation that are unlawful, unsanitary, or detrimental to the health and welfare of the public.

9. MANUFACTURED housing park owners shall subscribe, in principle and practice, to respect their responsibilities to the tenants within their park and shall maintain their park in such a fashion as to constructively improve the public image of manufactured housing living.

10. AS members of a progressive industry, we encourage research to develop higher standards of construction of our industry products, so that each manufactured home purchaser may receive the greatest value possible for every dollar.

11. TO work with all Association members as a united team, and to support the State Association in principle, and in practice, and to encourage others to do so.

12. WE assume these responsibilities with the understanding that to do so is part of our obligation as members of the *Tennessee Manufactured Housing Association*.

TMHA Manufactured Housing Association (TMHA)
Compensation Policy – Top Management Officials
[Page 1 of 1]

This is the Compensation Policy of the Tennessee Manufactured Housing Association (TMHA), relative to the Executive Director or other compensated top management officials.

The TMHA Executive Committee, on behalf of the Board of Directors, may initiate the information collection process for determining the beginning compensation level and subsequent compensation growth levels for top management officials through a combination of some or all of the following avenues:

> To ensure that compensation is comparable to other nonprofit organizations nationally and in the region; and to commensurate with the mission and goals of the organization, comparability data may be gathered or provided by:
>
> 1. National Manufactured Housing Trade Associations
> 2. State Manufactured Housing Trade Associations
> 3. National Society of Association Executives
> 4. State Society of Association Executives
> 5. State or local Chamber of Commerce Executives
> 6. Or any other reasonable published or private nonprofit comparability data available, for top management officials.

Subsequently, compensation growth shall include a written review and verbal approval from a majority of the TMHA Executive Committee. A signed copy of the formal review shall be retained as proof of the compensation deliberation and decision.

TMHA Manufactured Housing Association (TMHA)
Document Retention and Destruction Policy
[Page 1 of 1]

This is the Document Retention and Destruction Policy of the Tennessee Manufactured Housing Association (TMHA).

TMHA shall retain records for the period of their immediate or current use unless longer retention is necessary for historical reference or to comply with contractual or legal requirements. Records and documents outlined in this policy include paper or electronic files regardless of where the document is stored, including network servers, desktop or laptop computers and handheld computers. Any employee of TMHA, or any other person who is in possession of records belonging to TMHA who is uncertain as to what records to retain or destroy, when to do so, or how to destroy them, may seek assistance from TMHA's Executive Director, who is the designated Document Retention Policy (DRP) manager.

In accordance with 18 U.S.C. §1519 and the Sarbanes Oxley Act, TMHA shall not knowingly destroy a document with the intent to obstruct or influence an "investigation or proper administration of any matter within the jurisdiction of any department, agency of the United States…or in relation to or contemplation of such matter or case." If an official investigation is under way or even suspected, document purging must stop in order to avoid criminal obstruction. In order to eliminate accidental or innocent destruction, TMHA has the following document retention policy:

Description	Retention Period
Financial Statements, Meeting Minutes, Tax Related, Audits, Deeds, Mortgages, Retirement, Pension Records, Legal	Permanently.
A/P ledgers, Expense Distribution Schedules, Invoices, Withholding Tax Statements, Personnel Records	Seven Years.
Bank Reconciliations, Bank Statements, Internal Audits,	Three Years.
Related to Accounting [Other]	Two Years.

TMHA Manufactured Housing Association (TMHA)

Employee Code of Conduct Policy

[Page 1 of 1]

This is the Employee Code of Conduct Policy of the Tennessee Manufactured Housing Association (TMHA).

Purpose

TMHA recognizes that the capabilities and conduct of all employees affect the quality of service provided to members, as well as influencing a positive or negative perception from the public. TMHA further believes that all employees should be intrinsically motivated by the importance of the job that they do. The purpose of the Employee Code of Conduct is to establish appropriate standards of conduct for all personnel.

These regulations also require that employees respond immediately and consistently to incidents of bullying, harassment, intimidation, substance abuse, and/or violence or any other code of conduct violation that impacts negatively on others, in a manner that effectively addresses incidents, deters future incidents, and affirms respect for individuals.

Employee Code of Conduct

"Employee" shall include all personnel employed by TMHA whether employed on a regular full-time basis or otherwise.

All TMHA employees shall:

- Exhibit professional behavior by showing positive examples of preparedness, communication, fairness, punctuality, attendance, language, and appearance.
- Contribute, cooperate, and participate in creating an environment in which all employees are accepted and are provided with the opportunity to achieve at the highest levels in all areas of development.
- Maintain a safe and healthy environment, free from harassment, intimidation, bullying, substance abuse, and/or violence, and free from bias and discrimination.
- Create a culture of caring through understanding and support.
- Immediately intervene in any code of conduct violation that has a negative impact on others, in a manner that preserves confidentiality and the dignity of each person.
- Demonstrate responsible citizenship by maintaining a high standard of conduct, self-control, and moral/ethical behavior.
- Comply with all federal and state laws, policies, regulations, and procedures.
- Adhere to the TMHA Employee Handbook.

TMHA Manufactured Housing Association (TMHA)

Guest Speaker Policy

[Page 1 of 1]

This is the Guest Speaker Policy for the Tennessee Manufactured Housing Association (TMHA).

It is the philosophy of the Tennessee Manufactured Housing Association (TMHA) to provide employment, training, compensation, and other conditions of employment without regard to race, color, creed, national origin, sex, age, political affiliation, belief, or handicapping condition.

In keeping with this philosophy, TMHA requires speakers at any TMHA function to acknowledge their understanding of the following guidelines at TMHA sponsored functions:

1. All speeches or presentations to TMHA membership shall be presented in a dignified and civilized manner.

2. Speakers must not use obscenities, profanity or other coarse language while addressing TMHA membership.

3. Speakers should avoid any content or commentary which could create an offensive or uncomfortable environment at TMHA events.

ACKNOWLEDGEMENT

The undersigned speaker acknowledges receipt and understanding of the above-stated policy and agrees to abide by the terms and conditions of the policy.

_____
Speaker

Dated this _____ day of _____, 20___.

This is the Internal Controls Policy of the Tennessee Manufactured Housing Association (TMHA).

Internal Control:

For the purposes of this document, *Internal Control* will be defined as "a process, effected by the Executive Committee and/or Board of Directors, designed to provide reasonable assurance regarding the achievement of objectives" in three categories:

1. Effectiveness and efficiency of operations.
2. Reliability of financial reporting.
3. Compliance with applicable laws and regulations.

The framework set forth in this guideline should be periodically reviewed to ensure that measures established for internal control are updated to reflect changes or growth in staff; specifically, a segregation of duties to ensure that no single staff member has total control over financial transactions. Currently, by virtue of the present staffing levels, segregation of duties is limited. To overcome this concern, *compensating controls* will be used. Additionally, this guideline does not take the place of established Rules, Roles, and Responsibilities, as set forth in the Association Bylaws, but is merely a more defined mechanism to ensure a level of comfort over procedural processes.

Roles and Responsibilities:

As a note, each serving Board Member, both Officers and Directors, may be assigned some role in the Association's internal control system. At a minimum, the following will have a more defined role.

- *Executive Committee*. The Executive Committee has the ultimate responsibility and "ownership" of the internal control system. This committee sets the tone that affects integrity and ethics, and other factors that create the positive control environment needed for the internal control system to thrive. Aside from setting the tone at the top, much of the day-to-day operation of the control system is delegated to the Executive Director, under the leadership of the Executive Committee.

- *Treasurer, Audit/Finance Committee*. Much of the internal control structure flows through the accounting and finance area of the Association. The Treasurer and/or the Audit/Finance Committee should periodically review randomly selected accounts. Examples of corporate accounts or actions which inherently are subject to abuse are credit card accounts, reimbursement of cash receipts, and expense reporting. However, all accounts should be subject to random reviews. Appendix A may be used as a guideline when reviewing an account.

- *Internal audit*. Additionally, a key role for the Audit/Finance Committee is to evaluate the effectiveness of the internal control system and contribute to its ongoing effectiveness. With this Committee reporting directly to the Executive Committee and subsequently the Board of Directors, it is often this function that plays the most significant role in monitoring the internal control system. In a small organization such as the Association, the Audit Committee should be the Board's first line of defense with respect to the system of internal control over financial reporting.

Compensating Controls:

It is important to realize that the system of internal control must always be scaled to the staffing level of the Association. The lack of segregation of duties is not a material weakness, or even a reportable condition, depending on the compensating controls that are in place. Therefore, the utilization of existing third-party firms should be used to aid in financial control and compliance with applicable laws and regulations. These organizations can be effectively utilized to create checks and balances, when combined with staff and a strong participation from the Association's Board of Directors.

- Utilization of an outside accounting firm will ensure compliance with state and federal requirements as it relates to the proper reporting of financial activities and tax liabilities.
    - At a minimum, periodical direct electronic access to the Association's Balance Sheet and/or P & L will allow the identification and correction of improper account posting and ensure reliable financial reporting, for Board Approvals.
    - External accounting oversight creates working documents and file retention of state and federal filings, which also offers the Association additional auditable security, in the event of theft or fire.
- Utilization of legal counsel on retainer will ensure compliance with applicable laws and regulations.
- The utilization of an outside investment firm shall oversee the financial investments of the Association. An established procedure of funds withdrawal should be provided in writing to the investment firm and shall require an authorization of a minimum of two signatures. At no time shall the authorization for the withdrawal of investment funds be granted to a singular staff, Officer, or Director. Also, reportable quarterly reviews are a matter of ongoing retention, and offer the Association additional auditable security in the event of theft or fire.

- Utilization of an outside payroll firm will ensure the proper oversight and timely reporting of all state, federal and unemployment tax liabilities, along with the direct transfer of funds. See Appendix B.
    - This process will ensure that a third-party issue all payroll checks, in amounts as set forth by the Executive Committee and/or the Board of Directors.
    - This process will provide additional protection in evaluating, processing, and transferring the required Annual Form 1096 and Transmittal Form 1099 for contract labor and other identified vendors, as may be required by law.
    - This will ensure that auditable files such as Workforce Labor and Development Reports, Quarterly Forms 940, and Annual Forms 941, W-2s and W-3 transmittals are filed timely and retained for review. External electronic retention also offers the Association additional auditable security in the event of theft or fire.

Association Procedural Compliance Listing:

This is a general compliance listing and is not to be considered all-inclusive of responsibilities. This is a working document. When items or processes are identified, which require clarification or a more defined responsibility, it may be added at any time with approval from the Executive Committee and/or the Board of Directors.

- ☑ Incoming mail should be reviewed daily to ensure the proper processing, reporting, and depositing of incoming funds.
- ☑ All mail will be opened by the Executive Administrator, or delegate, and reviewed by the Executive Director.
- ☑ Incoming accounts payable items should be approved and initialed for payment by the Executive Director. The Executive Administrator should ensure that all payments are prepared and mailed in a timely fashion to ensure compliance with the vendor's requirement.
- ☑ Checks for payments should be written by the Executive Administrator, or delegate, and signed by the Executive Director.
- ☑ All checks are to be hand signed by the Executive Director. The use of a signature plate is not allowed.
- ☑ Accounts receivable should be initialed by the Executive Director, to show review, then subsequently processed for deposit by the Executive Administrator, or delegate.
- ☑ Copies of all accounts receivable receipts (checks) should be retained with the corresponding bank deposit transaction detail.
- ☑ Deposits shall be made on a daily basis, when possible, but weekly, at a minimum.
- ☑ Incoming cash must be made a matter of record as soon as possible. Cash receipts are to be deposited as soon as possible, preferably within the same business day, unless received in connection with an ongoing event.

Association Procedural Compliance Listing: (continued)

- ☑ As a rule, cash shall not be maintained on site.
- ☑ Cash shall have a receipt generated, either handwritten or electronically printed. Those receipts should also be attached to the corresponding bank deposit transaction detail.
- ☑ Petty Cash Funds will not be allowed. Deviation from this rule can only be approved by the Executive Committee and/or the Board of Directors.
- ☑ Bank statements and cleared checks (including reconciliation) will be processed by the Executive Administrator, or delegate, and reviewed by the Executive Director.
- ☑ Expense reports and reimbursements of business expenses for staff or delegates, relating to TMHA business, may be reviewed, and approved by the Executive Director. The Executive Administrator may generate a check for totals, and the Executive Director may sign the check. Receipts for reimbursements must be attached and retained.
    - These reports and reimbursements will also be periodically reviewed by the Treasurer or a member of the Executive Committee or Audit/Finance Committee. [At least every other month, in connection with standard Board meetings.]
- ☑ Expense reports and reimbursements of business expenses for the Executive Director shall be reviewed and approved by an Executive Committee member. Receipts for reimbursements must be attached and retained. Additionally, generated checks for the expenses of the Executive Director must also be signed by an Executive Committee member. The Executive Director shall not sign, as approving signature, a check which is made out to the same.
- ☑ As a note, mileage reimbursements shall be at the IRS published rate, at the time of expense.
- ☑ Credit Card accounts will be reviewed by the Treasurer or a member of the Audit/Finance Committee at least once every two months, to coincide with the regularly scheduled Board Meeting. When the Treasurer or a member of the Audit/Finance Committee is not available, a member of the Executive Committee or Board of Directors should review purchases and payments.
- ☑ In general, all service and vendor contracts will be periodically reviewed, to ensure the Association is not paying an excessive amount above area competitive rates.

APPENDIX A
Record Audit – Checklist

Auditor's Name: _____ Date:_____

Position Held: _____

File Reviewed: _____

Date of Records: Month_____ or Time Frame _____

Please check all items that apply:

Part I:

- ☐ American Express Acct or ☐ Office Depot Acct
- ☐ Expense Report or ☐ Vendor File

- ☐ Credit Card Was Paid in Full ☐ Credit Card Receipts Were Attached
- ☐ Credit Card Purchases Were TMHA Related

- ☐ Expense Report Was for Staff ☐ Expense Report Was for Other
- ☐ Expense Report Receipts Were Attached ☐ Expense Charges Were TMHA Related

- ☐ Vendor Invoice Was Paid in Full ☐ Copy of TMHA Ck Attached or # Noted.

Part II:

- ☐ Bank Statement Includes Copies of Cancelled Checks.
- ☐ Cancelled Checks were written to approved vendors or staff.

- ☐ Documentation of a Bank Deposit Total (Randomly Select One) Matches Bank Statement
- ☐ Copies of Checks or Cash Receipts Were Attached to Bank Deposit

Notes or Corrective Action to Take (if applicable): _____

_____

_____

(This sheet, when utilized, may be attached to the record or file audited.)

APPENDIX B
(2 Pages)

EXAMPLE OF COMPENSATING CONTROL
PAYCHEX REPORTING FULFILLMENT AND ELECTRONIC RETENTION

0034-6371 - TENNESSEE MANUFACTURED HOUSING

Most Recent Payroll

Custom Packages

Payroll Reports

- Payroll Journal
- Cash Requirements
- Department Summary
- Tax Deposit Notice
- Check Copies
- On Demand Reports
- More Payroll Reports

Other Reports

- Quarterly
- Annual
- Invoice

My Start Page > Quarterly > **Download**

Reports for the specified date range are listed below. Uncheck any reports you wish to remove from the list and click Generate Reports. For a new list, change the date range and click List Reports.

From 2006 - Quarter 1 to 2006 - Quarter 1

dow nload.reports m_qtr 1/1/2005 - 12/31/

☑	Report	Period-End Date	Processing Date/Time
☑	Quarterly Report	12/31/2005	12/31/2005 09:02
☑	Year-to-Date Report	12/31/2005	12/31/2005 08:54
☑	941 - Federal Tax Liability	12/31/2005	12/31/2005 08:02
☑	Outstanding Tax Liability Report	12/31/2005	12/31/2005 06:18
☑	TN SUI Return	12/31/2005	12/31/2005 08:07
☑	TN Wage Detail Return	12/31/2005	12/31/2005 08:11
☑	Outstanding Tax Liability Report	09/30/2005	10/05/2005 22:17
☑	Quarterly Report	09/30/2005	10/05/2005 07:40
☑	Year-to-Date Report	09/30/2005	10/05/2005 07:33
☑	941 - Federal Tax Liability	09/30/2005	10/01/2005 00:41

☑	Outstanding Tax Liability Report	09/30/2005	09/30/2005 23:55
☑	TN SUI Return	09/30/2005	10/05/2005 19:37
☑	TN SUI Return	09/30/2005	10/01/2005 00:48
☑	TN Wage Detail Return	09/30/2005	10/01/2005 00:53
☑	Quarterly Report	06/30/2005	06/30/2005 23:30
☑	Year-to-Date Report	06/30/2005	06/30/2005 23:24
☑	941 - Federal Tax Liability	06/30/2005	06/30/2005 22:52
☑	Outstanding Tax Liability Report	06/30/2005	06/30/2005 22:25
☑	TN SUI Return	06/30/2005	06/30/2005 22:57
☑	TN Wage Detail Return	06/30/2005	06/30/2005 23:01
☑	Quarterly Report	03/31/2005	03/31/2005 23:27
☑	Year-to-Date Report	03/31/2005	03/31/2005 23:22
☑	941 - Federal Tax Liability	03/31/2005	03/31/2005 22:49
☑	Outstanding Tax Liability Report	03/31/2005	03/31/2005 22:28
☑	TN SUI Return	03/31/2005	03/31/2005 22:55
☑	TN Wage Detail Return	03/31/2005	03/31/2005 22:58

TMHA Manufactured Housing Association (TMHA)

Meeting Minutes Policy

[Page 1 of 1]

This is the Meeting Minutes Policy for Board of Directors and Officers of the Tennessee Manufactured Housing Association (TMHA).

Purpose:

The purpose of taking minutes is to protect the organization and the people who participate in the meeting. The minutes are not intended to be a record of discussions, nor serve as a newsletter for the organization. Minutes are to provide a record of the actions taken by a board and evidence that the actions were taken according to proper procedures. If no action is taken, no minutes (other than a record that the meeting occurred) are necessary. More specifically, the minutes should contain a record of what was done at the meeting, not what was said by the members. Their purpose is to reflect matters such as motions made, the movement, points of order, and appeals – not to show discussion or absence of action.

The ultimate legal importance of meeting minutes can be substantial if antitrust, tax, advocacy or other legal issues are raised in litigation or some other context.

Guidelines:

- Accurate minutes should be kept for all official meetings, including working committees when those committees meet outside of the scheduled Board of Directors meeting.
- Minutes should be a record of what was considered and accomplished at a meeting, not a record of conversations, reports, and work assignments. They should not include sidebar conversations, if they occur.
- Minutes should indicate the place, date and time of the meeting and the names of all participants at the meeting, including guests and staff.
- Include a statement in the minutes about distribution of financial reports and approval or corrections to prior minutes.
- Minutes may contain self-serving statements to protect TMHA, for example, "An antitrust avoidance statement was read and distributed to the board."
- Drafts of minutes, notes and audio or video recordings should **NOT** be retained in the organization's files once the minutes are approved. The Executive Director, or designee, must be sure they are discarded.
- Meeting minutes will be distributed to all Board of Directors, attending or non-attending, in sufficient time to review prior to the need for formal approval.
- Approved meeting minutes shall be filed in TMHA's permanent file.

TMHA Manufactured Housing Association (TMHA)

Public Records Policy

[Page 1 of 1]

This is the Public Records Policy of the Tennessee Manufactured Housing Association (TMHA).

Any member of the Association or member of the general public may make a request to the Association for review of the current governing documents, conflict of interest policy and all other current policies, as well as current financial statements.

Such requests should be made in writing to the following address:

Executive Director
Tennessee Manufactured Housing Association
1002 Meb Court, Suite B
Mount Juliet, TN 37122

Or written request may be faxed to:

615/255-8869

At a date yet to be determined, copies of governing documents, standard policies and financial statements shall be made available electronically, via www.tnmha.org.

TMHA Manufactured Housing Association (TMHA)
Whistleblower Protection Policy
[Page 1 of 2]

This is the Whistleblower Protection Policy of the Tennessee Manufactured Housing Association (TMHA).

TMHA prides itself on its adherence to federal, state, and local laws and/or regulations, including business ethics policies. Pursuant to this policy, any employee who becomes aware of any violation of federal, state, or local law or regulation, including any financial wrongdoing, should immediately report the violation to the Executive Director to allow the organization to investigate and, if applicable, correct the situation or condition.

If the Executive Director is involved or is believed to be involved in the matter being reported, employees may, in the alternative, make a report to any member of the Executive Committee, to include the office of the President, Vice-President, Secretary, Treasurer, or Immediate Past President.

If the Executive Committee, in part or in whole, is believed to be involved in the matter being reported, employees may, in the alternative, make a report to TMHA's legal counsel.

TMHA and/or counsel will investigate and take appropriate action within a reasonable period of time. Such complaints will be held in confidence to the extent the needs of the investigation permit.

"Financial wrongdoing" may include, but is not limited to:

- Questionable accounting practices.
- Fraud or deliberate error in financial statements or recordkeeping.
- Deficiencies of internal accounting controls.
- Misrepresentations to company officers or the accounting representative (including deviation from full reporting of financial conditions).

If any employee reports in good faith what the employee believes to be a violation of the law and/or financial wrongdoing to TMHA, its legal counsel, or to a federal, state, or local agency or assists in an investigation concerning financial wrongdoing, it is TMHA's policy that there will be no retaliation taken against the employee.

Employees are reminded of the importance of keeping financial matters confidential. Employees with questions concerning the confidentiality or appropriateness of disclosure of particular information should contact the Executive Director.

Safeguards

Confidentiality: Every effort will be made to treat the complainant's identity with appropriate regard for confidentiality.

Harassment or victimization: Harassment or victimization for reporting concerns under this policy will not be tolerated.

Anonymous Allegations: This policy encourages employees to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be explored appropriately, but consideration will be given to:

- The seriousness of the issue raised;
- The credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources.

Bad Faith Allegations: Although the employee is not expected to prove the truth of an allegation, the employee should be able to demonstrate to the person contacted that the report is being made in good faith. Allegations made in bad faith may result in disciplinary action.

Process for Raising a Concern

Reporting: The whistle blowing procedure is intended to be used for serious and sensitive issues. Such concerns, including those relating to financial reporting, unethical or illegal conduct, or employment-related concerns may be reported in the chain of command sequence as previously discussed.

Timing: The earlier a concern is expressed, the easier it is to act.

Investigation: The action taken by TMHA in response to a report of concern under this policy will depend on the nature of the concern. The Executive Committee shall receive information on each report of concern and follow-up information on actions taken.

Initial Inquiries: Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved without the need for investigation.

Further Information: The amount of contact between the complainant and the person or person investigating the concern will depend on the nature of the issue and the clarity of the information provided. Further information may be sought from or provided to the person reporting the concern.

Appendix B

TMHA/THA Employee Handbook

(Revision 0, Lasted updated October 16, 2008)

EMPLOYEE HANDBOOK

Drafted By:
Marla Y. (Jackson) McAfee, TMHA Executive Director

Reference Material Provided By:
National Council of Nonprofit Associations

Where Applicable, Oversight Review Provided By:
Kurt Winstead, TMHA Legal Counsel
Tim Cooper, TMHA, Financial Counsel

Review and Approval By:
2008 – 2009 TMHA Executive Committee

Final Approval *October 16, 2008* by:
2008 – 2009 TMHA Board of Directors

1002 Meb Court, Suite B * Mount Juliet, TN 37122
Phone: 615/256-4733
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Web: www.tnmha.org

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the TMHA Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with TMHA that provides otherwise, I have the right to resign from my employment with TMHA at any time with or without notice and with or without cause, and TMHA has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand, and agree with all the above. I have also read and understand the TMHA Employee Handbook. I agree to return the Employee Handbook upon termination of my employment.

Signature _____

Print Name _____

Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about TMHA, or its members or donors, because of working for TMHA that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by TMHA or to other persons employed by TMHA who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of TMHA'**s** confidential information is prohibited. Any employee who discloses confidential TMHA information will be subject to disciplinary action (including separation), even if he **or** she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date:_____

Please sign acceptance, remove sheet from manual, and return original to the Executive Director.

[This page is intentionally left blank for easy form removal.]

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I. MISSION

The mission of TMHA is to promote and protect the manufactured housing industry in Tennessee. *[This would include all forms of factory-built housing, such as HUD Code or Modular, residential, or commercial.]*

II. OVERVIEW

The TMHA Employee Handbook (the "Handbook") has been developed to provide general guidelines about TMHA policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including TMHA's policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period, or any specific type of work. Additionally, except for the voluntary at-will employment policy, these guidelines are subject to modification, amendment, or revocation by TMHA at any time, without advance notice.

The personnel policies of TMHA are established by the Board of Directors, which has delegated authority and responsibility for their administration to the Executive Director. The Executive Director may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the Executive Director for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the Executive Director.

TMHA will provide each individual with a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all TMHA employees. Further, TMHA expects each employee to display good judgment, diplomacy, and courtesy in their professional relationships with members of TMHA's Board of Directors, committees, membership, staff, and the public.

III. VOLUNTARY AT-WILL EMPLOYMENT

Unless an employee has a written employment agreement with TMHA, which provides differently, all employment at TMHA is "at-will." That means that employees may be terminated from employment with TMHA with or without cause, and employees are free to leave the employment of TMHA with or without cause. Any representation by any TMHA officer or employee contrary to this policy is not binding upon TMHA unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.

IV. EQUAL EMPLOYMENT OPPORTUNITY

TMHA shall follow the spirit and intent of all federal, state, and local employment law and is committed to equal employment opportunity. To that end, the Board of Directors, and Executive Director of TMHA will not discriminate against any employee or applicant in a manner that violates the law. TMHA is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state, or local law. Each person is evaluated based on personal skill and merit. TMHA's policy

regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational, and recreational programs. The Executive Director shall act as the responsible agent for the full implementation of the Equal Employment Opportunity policy.

TMHA will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. Any employee who believes that any other employee of TMHA may have violated the Equal Employment Opportunity Policy should report the possible violation to the Executive Director.

If TMHA determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, TMHA will inform the employee who made the complaint of the results of the investigation.

TMHA is also committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at TMHA for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on TMHA. Employees who believe that they may require accommodation should discuss these needs with the Executive Director.

If you have any questions regarding this policy, please contact the Executive Director.

V. POLICY AGAINST WORKPLACE HARASSMENT

TMHA is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers.

TMHA's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, TMHA has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. TMHA's property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. TMHA's policy against harassment covers employees and other individuals who have a relationship with TMHA which enables TMHA to exercise some control over the individual's conduct in places and activities that relate to TMHA's work (e.g., directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment: TMHA's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably

interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list each of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one's sexual experiences; or (7) discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against TMHA policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against TMHA's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in TMHA's premises such as on an employee's desk or workspace or on TMHA's equipment or bulletin boards. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against TMHA's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of TMHA, you should report the incident immediately to the Executive Director. Harassment by others with whom TMHA has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

TMHA will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. TMHA's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

If TMHA determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, TMHA will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about discrimination against the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the TMHA President or any member of the Executive Committee.

VI. SOLICITATION

Employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on TMHA property during work time, especially those of a partisan or political nature. "Work time" includes time spent in actual performance of job duties but does not include lunch periods or breaks. Non-working employees may not solicit or distribute to working employees. Persons who are not employed by TMHA may not solicit or distribute literature on TMHA's premises at any time for any reason.

Employees are prohibited from distributing, circulating, or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions, or other materials at any time for any purpose without the prior approval of the Executive Director or his/her designee.

VII. HOURS OF WORK, ATTENDANCE AND PUNCTUALITY

A. Hours of Work

The normal work week for TMHA shall consist of five (5), eight (8) hour days. Ordinarily, work hours are from 8:30 a.m. - 4:30 p.m., Monday through Friday, including a half hour (paid) for lunch. Due to the limited number of employees, most often phones and other arriving vendors must be accommodated during any given daily hour. Employees may request the opportunity to vary their work schedules (within employer-defined limits) to better accommodate personal responsibilities. Subject to TMHA work assignments and Executive Director approval, an employee may negotiate the hours of employment that best suit the needs of the work to be done by the individual employee.

B. Attendance and Punctuality

Attendance is a key factor in your job performance. Punctuality and regular attendance are expected of all employees. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave

early, you must notify the Executive Director as far in advance as possible and no later than one hour before the start of your scheduled workday. In the event of an emergency, you must notify the Executive Director as soon as possible.

For all absences extending longer than one day, you must telephone the Executive Director prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the issue causing your absence and your expected return-to-work date. A physician's statement may be required as proof of the need for any illness-related absence regardless of the length of the absence.

Except as provided in other policies, an employee who is absent from work for three consecutive days without notification to the Executive Director will be considered to have voluntarily terminated his or her employment. The employee's final paycheck will be mailed to the last mailing address on file with TMHA.

Excessive absences, tardiness or leaving early will be grounds for discipline up to and including termination. Depending on the circumstances, including the employee's length of employment, TMHA may counsel employees prior to termination for excessive absences, tardiness or leaving early.

C. Overtime

Overtime-pay, which is applicable only to Non-Exempt Employees [hourly employees], is for any time worked more than 40 hours in a work week. Only the Executive Director or his or her designee may authorize overtime. Overtime rate is one and one-half time (1½) the employee's straight [hourly] time rate, except in instances involving a Sunday or holidays when the rate is two times the regular rate. Payment of overtime will be provided in the pay period following the period in which it is earned.

VIII. EMPLOYMENT POLICIES AND PRACTICES

A. Definition of Terms

1. Employer. TMHA is the employer of all full-time, part-time, and temporary employees. An employee is hired, provided compensation and applicable benefits, and has his or her work directed and evaluated by TMHA.

2. Full-Time Employee. A Full Time Employee regularly works at least 35 hours per week.

3. Part-Time Employee. A Part Time Employee regularly works less than 35 hours per week but no less than 17 ½ hours per week.

4. Exempt Employee. An Exempt Employee is an employee who is paid on a salary basis and meets the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act ("FLSA").

5. Non-Exempt Employee. A Non-Exempt Employee is an employee who is paid an hourly rate and does not meet the qualifications for exemption from the overtime

requirements of the Fair Labor Standards Act ("FLSA"). For Non-Exempt Employees, an accurate record of hours worked must be maintained. TMHA will compensate non-exempt employees in accordance with applicable federal and state law and regulations.

6. Temporary Employee. An individual employed, either on a full-time or part-time basis, for a specific period of less than six months. Temporary employees are entitled only to those benefits required by statute or as otherwise stated in the *TMHA Employee Handbook*.

All employees are classified as Exempt or Non-Exempt in accordance with federal and state law and regulations. Each employee is notified at the time of hire of his or her specific compensation category and exempt or non-exempt status.

IX. POSITION DESCRIPTION AND SALARY ADMINISTRATION

Each position shall have a written job description. In general, the description will include the: purpose of the position, areas of responsibilities, immediate supervisor(s), qualifications required, salary range, and working conditions affecting the job, e.g., working hours, use of car, etc. The Executive Director shall have the discretion to modify the job description to meet the needs of TMHA.

Paychecks are distributed on alternating Fridays. The preferred method of payment is through direct deposit. Direct deposit allows for timely employee payments when the Executive Director is traveling or otherwise not available for onsite signatures of printed checks. Timesheets for non-exempt employees are due to the Executive Director within three days of each pay period. All salary deductions are itemized and presented to employees with the paycheck or through receipt of direct deposit. Approved salary deductions may include federal and state income taxes; social security; Medicare; and other benefits (e.g., retirement).

X. WORK REVIEW

The work of each employee is reviewed on an ongoing basis to provide a systematic means of evaluating performance.

The annual performance review is a formal opportunity for the evaluator and employee to exchange ideas that will strengthen their working relationship, review the past year, and anticipate TMHA's needs in the coming year. The purpose of the review is to encourage the exchange of ideas to create positive change within TMHA. To that end, it is incumbent upon both parties to have an open and honest discussion concerning the employee's performance. It is further incumbent upon the evaluator to clearly communicate the needs of TMHA and what is expected of the employee in contributing to the success of TMHA for the coming year.

Both evaluator and employee should attempt to arrive at an understanding regarding the objectives for the coming year. This having been done, both parties should sign the performance review form, which will be kept as part of the employees' personnel record and used as a guide during the year to monitor employee progress relative to the agreed upon objectives.

The Executive Director reviews and evaluates the work of all employees.

XI. ECONOMIC BENEFITS AND INSURANCE

TMHA shall provide a package of benefits to all eligible full-time and part-time employees. The following outline of available benefits is provided with the understanding that benefit plans may change from time to time.

A. Health/Life Insurance

TMHA currently does not offer or provide individual health, dental or life insurance benefits.

B. Social Security/Medicare/Medicaid

TMHA participates in the provisions of the Social Security, Medicare, and Medicaid programs. Employees' contributions are deducted from each paycheck and TMHA contributes at the applicable wage base as established by federal law.

C. Workers' Compensation and Unemployment Insurance

Employees are covered for benefits under the Workers' Compensation Law. Absences for which worker compensation benefits are provided are not charged against the eligible employee's sick leave. To ensure proper protection for employees and TMHA, any accident that occurs on the job must be reported to the Executive Director, even if there are no injuries apparent at the time. TMHA also participates in the State of Tennessee's unemployment program.

D. Retirement Plan – [403(b)]

TMHA provides a retirement program for eligible full-time and part-time employees who are 21 years of age or older. TMHA contributes to the employee's retirement plan when employee becomes vested after one year of employment. Eligible employees may contribute to the retirement plan at the start of employment. Employer percentage contributions to the retirement program are reviewed periodically and determined by the TMHA Board of Directors. Information about TMHA's retirement plan will be provided to the employee at the time of employment.

TMHA reserves the right to modify or terminate any employee benefits, at any time.

XII. LEAVE BENEFITS AND OTHER WORK POLICIES

Employees who fail to report to work after an approved leave are deemed to have voluntarily resigned. When an approved leave has been exhausted, the employee may request additional leave, subject to approval. The Executive Director must approve all paid and unpaid leave.

A. Holidays

Full-Time Employees are eligible for eleven holidays per year as follows:

New Year's Day	Columbus Day
Martin Luther King, Jr.'s or Good Friday	Veteran's Day

President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
The Day After Thanksgiving
Christmas Day

Full-time employees (employees who regularly work at least 35 hours per week) receive one (1) paid day off for each full day of holiday time. Holiday benefits for Part-Time employees will be pro-rated in accordance with the hours regularly worked by the employee. *Employees wishing to take religious holidays may substitute a religious holiday for one of those listed above, with advance approval from the Executive Director.* Temporary employees are ineligible for holiday leave benefits. In those years when Independence Day, Christmas Day, and New Year's Day fall on Saturday or Sunday, the Executive Director will designate the workday that will replace the weekend holiday.

B. Vacation

During the first 90 days of employment, full- and part-time employees will not earn Vacation benefits. During the remaining nine months of first year employment, a full-time employee will earn one week (5 days) of paid Vacation.

Full-time employees will earn two weeks (10 days) of Vacation during the second, third and fourth years of employment. In their fifth year of employment, full-time employees will earn three weeks (15 days) of Vacation. Temporary employees are ineligible for Vacation benefits.

Vacation benefits are prorated accordingly for Part-Time employees. Use of Vacation is subject to approval by the Executive Director.

Employees are expected to use Vacation benefits in the fiscal year in which Vacation is earned. Employees may carry over unused Vacation from one year to the next only with the approval of the Executive Director. Employees may not accrue more than the maximum leave they are allowed. Once an employee reaches his or her annual ceiling, the employee ceases to accrue any additional Vacation benefits. If an employee later uses enough Vacation benefits to fall below the ceiling, the employee starts to accrue leave again from that date forward until he or she reaches his or her Vacation ceiling. Accordingly, employees are encouraged to use all Vacation benefits in the fiscal year in which they are earned to avoid reaching the ceiling limit.

C. Sick Leave

Sick leave benefits are earned on a prorated basis of 1.5 hours per pay period for a maximum of five (5) days per year, during each of the first three years of employment. During the fourth and subsequent years of service, sick leave benefits are earned on a prorated basis of 3 hours per pay period for a maximum of ten (10) days per year. Temporary employees are not eligible for paid sick leave benefits. The use of sick leave is subject to approval by the Executive Director.

Unused sick leave can accumulate from year to year up to a maximum of 30 days (210 hours) for full-time employees. This limitation on accrual of sick leave benefits is prorated accordingly for part-time employees. No sick leave benefits are paid upon separation of employment from TMHA for any reason. If an employee's illness or injury requires a consecutive absence of three (3) days or more, physician documentation will be required.

D. Personal Leave

TMHA currently does not offer personal leave. Illness should be considered under the sick leave policy and 'personal' leave shall be considered under the vacation leave policy.

E. Civic Responsibility

TMHA believes in the civic responsibility of its employees and encourages this by allowing employees time off to serve jury duty when required and to serve as nonpartisan Election Day poll workers when appropriate and approved.

1. *Jury Duty.* For time served on jury duty, TMHA will pay employees the difference between his or her salary and any amount paid by the government, unless prohibited by law, up to a maximum of ten days. If an employee is required to serve more than ten days of jury duty, TMHA will provide the employee with unpaid leave. Employees must provide TMHA with a copy of proof of service received by the court in which they serve.

2. *Election Day Poll Workers.* TMHA will pay employees the difference between his or her salary and any amount paid by the government or any other source, unless prohibited by law for serving as an Election Day worker at the polls on official election days (not to exceed two elections in one given calendar year). *While performing their official nonpartisan duties at the polls, Election Day workers may not engage in political activity or campaign for or against any candidate or ballot measure.* TMHA requires that employees provide proof of service for their time at the polls. Employees interested in using this benefit must have written approval from the Executive Director 30 days before the election. The Executive Director will ensure that the employee's absence will not seriously interfere with the organization's operations.

F. Parental Leave

For the purposes of this section only, the following definitions apply: (1) "parent" means the natural mother or father of a child; a person who has legal custody of a child or who acts as a guardian of a child regardless of whether he or she has been appointed legally as such; an aunt, uncle or grandparent of a child; or a spouse to the above individuals; (2) "school-related event" means an activity sponsored by either a school or an associated organization such as a parent-teacher association which involves the parent's child as a participant or subject, but not as a spectator, including a student performance, such as a concert, play or rehearsal, the sporting game of a school team or practice, a meeting with a teacher or counselor, or any similar type of activity.

A parent is entitled to a total of 24 hours of unpaid leave during any 12-month period to attend or participate in school-related events for his or her child. TMHA reserves the right, however, to deny such leave if such a leave would disrupt TMHA's operations. While parental leave is unpaid, employees may elect to use accrued vacation leave.

If the need for parental leave is foreseeable, the employee must provide a written notice and request for parental leave at least 10 days prior to the event. If the employee's need for parental

leave is not foreseeable 10 days prior to the event, the employee must provide a written notice and request for parental leave as soon as he or she learns of the need for such leave.

G. Bereavement Leave

Employees shall be entitled to bereavement leave with pay of five (5) days in the event of a death in the employee's immediate family (spouse/life partner, child, or parent) and three (3) days for grandparent, sister or brother, father-in-law, mother-in-law, or grandchildren. If an employee wishes to take time off due to the death of an immediate family member, the employee should notify the Executive Director immediately. Approval of bereavement leave will occur in the absence of unusual operating requirements. An employee may use, with the Executive Director's approval, available paid leave for additional time off as necessary and in accordance with operating needs.

H. Severe Weather Conditions

TMHA closes when state government offices in the Nashville metropolitan area are closed due to severe weather conditions. TMHA also will follow a liberal leave policy when the state government announces that liberal leave is applicable. Under TMHA's liberal leave policy, annual leave may be taken without prior scheduling and approval, if the employee is unable to reach the office due to severe weather conditions.

I. Meetings and Conferences

Staff may be given limited time off with pay by the Executive Director, to participate in educational opportunities related to the staff member's current or anticipated work with TMHA. An employee serving as an official representative of TMHA at a conference or meeting is considered on official business and not on leave.

XIII. REIMBURSEMENT OF EXPENSES

Reimbursement is authorized for reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a luncheon or banquet, are all illustrative of reasonable and necessary expenses.

Employees serving in an official capacity for TMHA at conferences and meetings are reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips, and registration fees. When attending meetings that have been approved by the Executive Director, employees are reimbursed for travel expenses, course fees, and costs of meals and lodging at the current rates. Employees also may be granted leave to attend a conference or professional meeting related to their professional development, and/or TMHA's current and anticipated work. Expenses for these purposes can be paid by TMHA, if funds are available, and the employee obtains prior written approval of such expenses.

Employees are responsible for transportation costs between the office and home during normal work hours. Transportation costs are paid by TMHA for work outside normal work hours if the employee is on official business for TMHA. Employees authorized to use their personal cars for TMHA business are reimbursed at the U.S. Internal Revenue Service approved rate, at the time of occurrence.

Forms are provided to request reimbursement for actual expenses for travel. Receipts must be provided for all expenditures made to claim reimbursement.

XIV. SEPARATION

Either TMHA or the employee may initiate separation. TMHA encourages employees to provide at least two weeks (10 days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the Executive Director or his or her designee. The Executive Director has authority to employ or separate all other employees.

Circumstances under which separation may occur include:

1. Resignation. Employees are encouraged to give at least ten business days of written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive only accrued, unused Vacation benefits.

2. Termination or Lay-off. Under certain circumstances, the termination or lay-off of an employee may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused Vacation benefits.

The Executive Director has the authority to discharge an employee from the employment of TMHA. As stated above, all employment at TMHA is "at-will." That means that employees may be terminated from employment with TMHA with or without cause, and employees are free to leave the employment of TMHA with or without cause. Reasons for discharge may include, but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected TMHA's decision to hire you (this conduct will result in your immediate termination).

- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records.

- Performance at work below a level acceptable to TMHA or the failure to perform assigned duties.

- Failure to complete required time records or falsification of such time records.

- Insubordination.

- Refusing to work reasonable overtime.

- Negligence in the performance of duties likely to cause or causing personal injury or property damage.

- Fighting, arguing, or attempting to injure another.

- Destroying or willfully damaging the individual property of another, including TMHA's property.

- Breach of confidentiality.

- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the public or disclosing such information that damages the interests of TMHA or its customers or vendors.

- Placing oneself in a position in which personal interests and those of TMHA are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible.

- Using TMHA property or services for personal gain or taking, removing, or disposing of TMHA material, supplies or equipment without proper authority.

- Gambling in any form on TMHA property.

- Dishonesty.

- Theft.

- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the TMHA premises at any time in violation of TMHA's policies.

- Carrying or possessing illegal [non-permitted] firearms or weapons on TMHA property.

- Excessive tardiness or absenteeism whether excused or unexcused.

- Unauthorized absence from work without proper notice.

- Engaging in discriminatory or abusive behavior, including sexual harassment.

At the sole discretion of the Executive Director, the employee may be asked to leave immediately or be given a period of notice.

XV. RETURN OF PROPERTY

Employees are responsible for TMHA equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,
- Identification badges, business cards
- Office/building keys,
- Office/building security passes,

- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Executive Director or his or her designee, Employees must return all TMHA property that is in their possession or control. Where permitted by applicable law(s), TMHA may withhold from the employee's final paycheck the cost of any property, including intellectual property, which is not returned when required. TMHA also may take any action deemed appropriate to recover or protect its property.

XVI. REVIEW OF PERSONNEL ACTION

Employees may request a review of a personnel action or an unsatisfactory performance review. Employees are expected first to discuss their concern with the Executive Director. If further discussion is desired, the employee may then discuss the situation with the TMHA President or any member of the Executive Committee. In this case, the decision of the Executive Committee is final.

XVII. PERSONNEL RECORDS

Personnel records are the property of TMHA, and access to the information they contain is restricted and confidential. A personnel file shall be kept for each employee and should include the employee's job application, copy of the letter of employment, if applicable, and position description, performance reviews, disciplinary records, records of salary increases and any other relevant personnel information. It is the responsibility of each employee to promptly notify the Executive Director in writing of any changes in personnel data, including personal mailing addresses, telephone numbers, names of dependents, and individuals to be contacted in the event of an emergency.

Beginning January 1, 2009, all employees must complete, within two days of the end of each pay period, their time and attendance record for review and approval by the Executive Director. Accurately recording time worked is the responsibility of every employee. Tampering, altering, or falsifying time records or recording time on another employee's time record may result in disciplinary action, including separation from employment with TMHA.

XVIII. OUTSIDE EMPLOYMENT

Individuals employed by TMHA may hold outside jobs if they meet the performance standards of their job with TMHA. Employees should consider the impact that outside employment may have on their ability to perform their duties at TMHA. All employees will be evaluated by the same performance standards and will be subject to TMHA scheduling demands, regardless of any outside work requirements.

If TMHA determines that an employee's outside work interferes with their job performance or their ability to meet the requirements of TMHA, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with TMHA.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs with TMHA.

XIX. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that an employee learns about TMHA, or its members or donors, because of working for TMHA that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by TMHA or to other persons employed by TMHA who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of TMHA. The disclosure, distribution, electronic transmission or copying of TMHA's confidential information is prohibited. Such information includes, but is not limited to the following examples:

- Compensation data.
- Program and financial information, including information related to members volunteers or donors, and pending projects and proposals.

Employees are required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses confidential TMHA information will be subject to disciplinary action (including separation), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

XX. COMPUTER AND INFORMATION SECURITY

This section sets forth some important rules relating to the use of TMHA's computer and communications systems. These systems include individual PCs provided to employees, centralized computer equipment, all associated software, and TMHA's telephone, voice mail, cell phones and electronic mail systems.

TMHA has provided these systems to support its mission. Although limited personal use of TMHA's systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, TMHA's ethical responsibilities or with applicable laws and regulations. Each user is personally responsible for ensuring that these guidelines are followed.

All data in TMHA's computer and communication systems (including documents, other electronic files, e-mail, and recorded voice mail messages) are the property of TMHA. TMHA may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in TMHA's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to TMHA. Likewise, the deletion of a document or message may not prevent access to the item or eliminate the item from the system.

TMHA's systems must not be used to create or transmit material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, TMHA's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to TMHA's host computer system, networks, and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided.

- Attempts should not be made to bypass, or render ineffective, security facilities provided by the company.

- Passwords should not be shared between users. If written down, password should be kept in locked drawers or other places not easily accessible.

- Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.

- Individual users should never make changes or modifications to the hardware configuration of computer equipment. Requests for such changes should be directed to the Executive Director.

- Additions to or modifications to the standard software configuration provided on TMHA's PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to the Executive Director.

- Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to the Executive Director.

- Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to the Executive Director. Downloading or copying documents from outside the company may be performed not to present a security risk.

- Users should not attempt to boot PCs from floppy diskettes. This practice also risks the introduction of a computer virus.

- TMHA's computer facilities should not be used to attempt unauthorized access to or use of other organizations' computer systems and data.

- Computer games should not be loaded on TMHA's PCs.

- Unlicensed software should not be loaded or executed on TMHA's PCs.

- Company software (whether developed internally or licensed) should not be copied onto floppy diskettes or other media other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.

- Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to computer support or management.

There are several practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Turn off your personal computer when you are leaving your work area or office for an extended period.

- Exercise judgment in assigning an appropriate level of security to documents stored on the company's networks, based on a realistic appraisal of the need for confidentiality or privacy.

- Remove previously written information from floppy diskettes before copying documents on such diskettes for delivery outside TMHA.

- Back up any information stored locally on your personal computer (other than network-based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact the Executive Director.

XXI. INTERNET ACCEPTABLE USE POLICY

At this time, desktop and remote access to the Internet is provided to employees when there is a necessity, and the access has been specifically approved. TMHA has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of TMHA, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible for ensuring that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

TMHA may monitor usage of the Internet by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, TMHA may restrict access to certain sites that it deems are not necessary for business purposes.

TMHA's connection to the Internet may not be used for any of the following activities:

- The Internet must not be used to access, create, transmit, print, or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.

- The Internet must not be used to access, send, receive, or solicit sexually oriented messages or images.

- Downloading or disseminating copyrighted material that is available on the Internet is an infringement of copyright law. Permission to copy the material must be obtained from the publisher. For assistance with copyrighted material, contact the Executive Director.

- Without prior approval of the Executive Director, software should not be downloaded from the Internet as the download could introduce a computer virus onto TMHA's computer equipment. In addition, copyright laws may cover the software so the downloading could be an infringement of copyright law.

- Employees should safeguard against using the Internet to transmit private comments or statements through e-mail or to post information to news groups that may be mistaken as the position of TMHA.

- Employees should guard against the disclosure of confidential information using Internet e-mail or news groups.

- Employees should not download personal e-mail or Instant Messaging software to TMHA computers.

- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.

- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

- The Internet should not be used to endorse political candidates or campaigns.

The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site. Requests for approval must be submitted to the Executive Director.

XXII. DRESS CODE

Unless otherwise stipulated, standard office attire should be business casual. However, special consideration should be given to specific onsite and offsite meetings or activities. It is always important that employees be cognizant of their attire presentation, during normal business hours and special events.

Inappropriate attire consists of, but is not limited to, rude or vulgar quotations imprinted on shirts, obscene pictures on clothing, jeans with revealing holes or tears, etc. Tube tops, halter tops, and bathing suits, etc. are not permitted.

Employees will be allowed to use prudent judgment as it relates to work attire during extreme weather events or conditions.

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If you have any questions regarding any of the policy guidelines listed within, contact the Executive Director.

Revised: October 9, 2008
Approved by the: 2008 - 2009 TMHA Board of Directors

APPENDIX A

Employee Expense Report
[Electronic version with auto calculator is available to employees.]

Expense Report - [Employee Name] - [Starting Date] - Through - [Ending Date]

Date	Description	Begin Mileage	End Mileage	Rate of Reimb	Amount
	MILEAGE:				
	Cash Receipts:				
			Total		$0.00

_____
[Employee Name]

_____
Executive Director

APPENDIX B

Employee Performance Evaluation Report

Name of Employee: Employee Name Position: Employee Position Title

Period of Report: 00/00/00 – 00/00/00 Employment Date: 00/00/00

1) Quality of Work – Does employees meet department standards for accuracy and completeness?

- ☐ Work is always of the highest quality. Errors are rare.
- ☐ Better than most. Seldom needs checking. Seldom makes mistakes.
- ☐ Work is usually accurate. Makes the usual number of errors.
- ☐ Work is usually passable. Needs checking frequently.
- ☐ Must always check work. Very low quality.

2) Quantity of Work – Is an employee's output of satisfactory work at the level expected of employees in the department?

- ☐ Top producer. Completes more work than is normally expected.
- ☐ Completes more than most workers. Highly satisfactory. Can be depended on to get the job done.
- ☐ The amount of completed satisfactory work is usually adequate and in a timely manner.
- ☐ Slow but steady. Shows undue emphasis on quality at the expense of completing work. Needs prodding to meet deadlines.
- ☐ Volume is far below that of co-workers. Seldom accomplishes much. Unacceptable unless marked improvement is shown.

3) Cooperation – Does an employee work well with people she must contact as part of her job; does she accept her share of more difficult tasks?

- ☐ Seeks out others to help. Does more than own share of work. Can always be counted on. Outstanding ability to promote harmony.
- ☐ Meets people halfway. Tries to help on own initiative. Accepts fair share of challenging work.
- ☐ Usually works well with others. Willing to help when required.
- ☐ Cooperates under direction but tends to have difficulty in working with others. Seeks easy jobs.
- ☐ Rarely cooperates with others. Is difficult to deal with things which interfere with accomplishment of work; avoids difficult jobs.

4) **Attitude** – Does an employee willingly accept supervision and conform with established policies and procedures, accept responsibility, and show enthusiasm in her approach to work? Does she show imagination and initiative in suggesting improvement when necessary?
   - ☐ Exceptionally enthusiastic about his work. Welcomes supervision. Can be depended on to follow procedures and using own initiative to solve issues.
   - ☐ Shows enthusiasm for work. Tries to understand policies and comply. Recommends changes. Shows initiative.
   - ☐ Works well under supervision. Usually follows established policies and procedures.
   - ☐ Tries to get away with things but complies under close supervision.
   - ☐ Balks at being supervised. Rarely follow procedures. Cannot be depended on and must be closely watched.

5) **Dependability** – Does an employee meet deadlines, begin work promptly, always punctual, dependable in meeting demands of job?
   - ☐ Follows instructions and can be relied upon to complete work.
   - ☐ Rarely misses a commitment and then only for good cause. Assumes full responsibility for all objectives.
   - ☐ Usually meets commitments. Seldom needs to be checked.
   - ☐ Must be checked on important things.
   - ☐ Unreliable in most things. Must be constantly checked on and supervised. Rarely meets deadlines.

- **Weaknesses which require improvement**: [Comments entered here.]

_____
_____
_____
_____
_____

- STRONG POINTS WHICH MAKE EMPLOYEE VALUABLE: [Comments entered here.]

_____
_____
_____
_____
_____

SUMMARY OF PROGRESS ON JOB:

- ☐ Improving
- ☐ Stationary
- ☐ Declining

…and…

- ☐ Superior to most others
- ☐ Better than most
- ☐ Acceptable
- ☐ Weak
- ☐ Unacceptable

☐ I do ☐ I do not recommend employee for an annual performance bonus for YE 'YYYYY.

☐ I do ☐ I do not recommend employee for an annual salary increase for FY 'YYYY.

Signature of Rater: _____ Date:_____

Signature of Employee: _____ Date: _____

Employee Comments:

_____

_____

_____

_____

_____

_____

APPENDIX C

New Employee Checklist

Section I

- ☐ I-9:
  - Copy of Picture ID [driver license or other acceptable form].
  - Copy of social security card.
- ☐ W-2 [completed]
- ☐ Paychex [register for direct deposit, blank check required]

Section II

- ☐ Building Security Code Assigned
- ☐ Building Key Issued
- ☐ Security Alarm Company [password – identifier to authority]

Section III

- ☐ Employee Handbook [issued]
- ☐ Receipt/Acceptance Letter [signed & returned]

Section IV

- ☐ Business cards ordered [if applicable]
- ☐ E-mail address assigned [if applicable]
- ☐ Desk plate & card ordered [if applicable]

Other Special Orders_____

_____

_____

_____

_____

_____

_____

_____

_____

2026 "Constructing Homes and Creating Futures" Snapshot

2025 "70th Anniversary Celebration" Snapshot

2024 "Make EVERY Connection Matter" Snapshot

Board of Directors
2026 - 2027

Please mark your calendars for future scheduled meetings!

2nd Thursday of every even month

August 13, 2026
October 8, 2026
December 10, 2026

February 11, 2027
April 8, 2027

June 6 - 8, 2027
HeartSong Lodge & Resort
Pigeon Forge, TN
(Annual Meeting – Officer Elections)

August 12, 2027
October 14, 2027
December 9, 2027

****

A typical 'Zoom' meeting agenda is as follows:
10:00 am CST/11:00 EST
Directors are provided a
THA 'Zoom Room' link.

A typical 'in-person' meeting agenda is as follows:

9:00 am CST - 9:55 am CST
Exec Committee & Legal Only

10:00 am CST - 12:15 pm CST
All THA Board of Directors

12:15 CST - 1:15 pm CST
Lunch

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