



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Related References:

Amended and Restated Declaration of Protective Covenants and Restrictions for Arbor Lakes – Units I, II, III & IV as stated and amended through January 15, 2024.

Amended By-Laws for Arbor Lakes Property Owners Association, Inc. as stated and amended through January 16, 2017, especially Articles III through IX.

Florida Statute 720 for Homeowners Associations, <http://www.leg.state.fl.us/statutes>.

The Law of Florida Homeowners Associations, Latest Edition.

Robert's Rules of Order.

NON-HARASSMENT & BULLYING POLICY:

The property owners and Board of Directors of Arbor Lakes are committed to maintaining a positive environment, free from bullying (cyber, physical, verbal), harassment (including sexual harassment), and discrimination. This policy includes neighbors, contractors, owners, guests, renters, Board and Committee members, and attendees at Board Meetings or Membership Meetings.

Definitions

Bullying or harassment is verbal or physical conduct that seeks to harm, intimidate, or coerce another person. Bullying is not necessarily based on race, sex, age, or disability, or another category.

Sexual harassment includes unwelcome sexual advances, physical contact, verbal, or physical conduct of a sexual nature. Unwelcome verbal or physical conduct of a sexual nature includes the repeated making of unsolicited, inappropriate gestures or comments, and displaying sexual materials not necessary for our community. Even if the offender did not mean to be offensive, they must be sensitive to the feelings of others. Even mild offensive conduct can be considered bullying or harassment if someone has made it clear that it is unwelcome and it continues. Examples include:

- Verbal: Jokes, insults, innuendoes; threats; degrading sexual remarks; whistling; cat calls; comments on a person's body or sex life; pressures for sexual favors; derogatory or insulting gossip.
- Non-Verbal: Intimidating or confrontational body language, gestures, staring, touching, hugging, patting, blocking a person's movement, standing too close, brushing against a person's body, display of sexually suggestive or degrading pictures, racist or other derogatory cartoons or drawings, cyberbullying, emails, or comments on social media.

BOARD OF DIRECTORS:

Arbor Lakes Bylaw Article IV, Section 1, provides this Association shall be managed by a Board of not fewer than five (5) or more than nine (9) Directors.

Florida Statute 720.303(1), provides that directors have a fiduciary responsibility to adhere to this Statute (FS 720) and the Association's governing documents.

Florida Statute 720.3033(1)(a), provides that within 90 days of being elected or appointed to the board, each director must submit a certificate of having satisfactorily completed the educational curriculum administered by a department-approved education provider.

Florida Statute 720.3033(5)(a), provides that a director of an association with fewer than 2500 parcels must complete at least four hours of continuing education annually.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Arbor Lakes Bylaw Article V, Nominations and Elections of Directors

1. A nominating chairperson must be named from and by the Board of Directors at the regular Board Meeting occurring 90 days prior to the Annual Property Owners Meeting. That chairperson is to select two or more members in good standing of the Association to form the Nominating Committee.
2. The Nominating Committee may make as many nominations as it shall determine, but no fewer than the number of vacancies.
3. Nominations (including self-nomination) may be made from the floor at the Board Meeting held the month prior to the Annual Property Owners Meeting. All nominees must give their consent to be nominated.
4. Nominees must be property owners (not renters), current in their dues, in compliance with Arbor Lakes Covenants and Restrictions, and available for the majority of Monthly Board Meetings. After nominations close at the December Board Meeting, the committee shall verify that the nominees meet these requirements before placing them on the ballot.
5. Nominating multiple owners of the same property is discouraged, since only one vote per property may be cast in accordance with C & R Article IV and Bylaw Article XI, Section 1.
6. Nominees may provide a biography of their education, occupational history, and other information not to exceed 100 words, to be published on the Arbor Lakes Website, distributed with the ballots, and displayed in the clubhouse.
7. In order to maintain a civil and professional environment, except for the previous paragraph, there shall be no campaigning by nominees, whether directly or by others; including but not limited to, in person contact, e-mail, Facebook, mailings, and flyers. Violating this policy may result in disqualification of a nominee.
8. Board members may not endorse a nominee in their official capacity and should remain impartial in all discussions at Board Meetings.
9. To prevent “alphabetical bias”, the nominating chairperson may elect to randomly order the nominees on the ballot by means of lot.
10. Instructions on the ballot shall stipulate that any number of candidates may be selected by a voter within the limit of positions to be filled on the Board.
11. If, after the nomination process is completed, there are no more nominees than vacancies to be filled, the new directors may be elected by acclamation without a written ballot.
12. The election to the Board is in conjunction with the Annual Meeting, and shall normally be by written ballot, mailed to all Arbor Lakes property owners with the name and biography of each candidate at least 14 days prior to the Annual Meeting. Members or their proxies may cast, in respect to each vacancy, as many votes as they are entitled to exercise under the provisions of the Declaration. The nominees receiving the largest number of votes shall be elected. Completed ballots shall be cast in one of three ways:
 - a. By mail or hand delivery, received at the Association Office in the Clubhouse or by the management company, at least eight hours prior to the annual meeting.
 - b. By electronic vote if done in conformance FS 720.317.
 - c. In person at the poll during the designated voting hours on election day.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

13. The management company shall serve as Election Clerk, oversee the preparation and distribution of the ballot and select tellers to tally the votes, and announce the results. In event of a tie, they shall hold a runoff election during the Annual Meeting.
14. Ballots shall be maintained in the same manner and duration as other business records.
15. All candidates may request the vote tallies. A candidate who fails to be elected may request a recount of the votes, in writing addressed to the management company, within seven (7) days following election day. The recount shall be done by the management company in the presence of the requesting candidate and all members requesting to attend.
16. Elected candidates serve a two-year term and assume their responsibilities as directors at the Organizational Meeting following the Annual Meeting, where the officers and director's assignments will be determined.
17. New directors receive, The Law of Florida Homeowners Associations, Latest Edition; and combination to the office. The following information is available on the Arbor Lakes website:
 - Amended and Restated Declaration of Protective Covenants and Restrictions for Arbor Lakes – Units I, II, III & IV as stated and amended through January 15, 2024
 - Amended By-Laws for Arbor Lakes Property Owners Association, Inc. as stated and amended through January 16, 2017
 - Policies & Procedures – Latest revision
 - The current operating and reserve budgets
 - Officer and Director Position Descriptions

Director Duties:

- The new Vice President's transitional duties include collection and reassignment of file keys and updating combination access, collecting all credit cards from outgoing directors and maintaining them until all purchases have cleared and all ongoing automatic charges are transferred to the new cardholders. All outgoing directors must ensure efficient and complete transition to the new director, and act as a resource for a minimum of 60 days.
- The officers have signature authority over ALPOA bank accounts and authority to contact an attorney on behalf of ALPOA. Only the President may sign contracts. The Secretary oversees the Welcome Committee and packets and the annual directory. The Vice President acts as treasurer and collects and deposits all funds on behalf of ALPOA.
- All directors have a duty to regularly attend Board meetings and vote on motions presented at those meetings, to let other Board members know of extended absences, and to arrange back-up for their duties.
- ALPOA Covenants provide for the Architectural Review Committee (ARC). The ARC director must maintain a committee of 3 – 7 persons approved by the Board, hold regular meetings, prepare minutes, and report approvals and denials at each Board Meeting.
- All directors may appoint volunteers or committees as they deem appropriate to accomplish their objectives, and shall give regular reports of their activity to the Board.
- Use of volunteers must be in strict compliance with Policies & Procedures.
- Further specific duties are found in each director's Position Description.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

- Check for mail any time you visit the clubhouse, initial, date, and distribute appropriately. Open envelopes not specifically addressed to someone to determine the correct Director. Mail from attorneys, management companies, or C&R violations go to the President.
- To require acknowledgement and discussion at the next meeting, correspondence from property owners must be delivered to the office address and signed by the sender, or emailed and clearly identify the sender.
- Directors may keep their records in the file drawers – please label your drawer.
- Maintain any forms you put in the library for resident use.

Meetings, Minutes & Agendas:

- All Board and ARC meetings require notice posted on the clubhouse bulletin board at least 48 hours in advance, must be open to all Association Members, and must have minutes prepared and maintained. Exceptions to the open meetings (but not to the notice) exist for attorney-client privilege or personnel meetings. Board meetings for the purpose of voting to approve a budget, change an assessment or impose a special assessment must be posted at least 14 days prior to the meeting.
- Minutes must include the date, time and place of the meeting, directors present and absent, items discussed, and a record of votes taken, and decisions made (Florida Statute 720.303 (2)(a)). Minutes must be distributed to the directors, management company, and posted on the clubhouse bulletin board.
- Association members have the right to review the minutes from Committee and Board meetings, ALPOA documents, and financial records. Requests must be made in writing to the Secretary. Charges may be made for paper copies.
- Agenda items and motions must be emailed to all directors and the management company by noon the Friday before the meeting, so the agenda can be finalized and timely posted.
- Motions should be clearly stated on the agenda and emailed to all directors with all supporting documents by the director making the motion.
- Examples of agendas, minutes, resolutions, and other forms can be found in chapter 10, The Law of Florida Homeowners Associations, Latest Edition.
- The Annual Membership Meeting is held the third Monday of January. A minimum of fourteen-days-notice must be sent by US Mail, and is to include the basic agenda, any election information, and ballots for any votes along with proxies, and return envelopes.
- Attendees at Board Meetings may not engage in obscene gestures, shouting, profanity or other disruptive behavior. Attendees becoming disruptive may be told to leave the meeting.

ASSOCIATION FINANCES (C & R Article I, Section 22):

“Operating Expenses means the actual expenses for which Owners are liable to the Association as described in the Declaration and in any other of the Governing Documents, and includes, but is not limited to, the actual costs and expenses incurred by the Association in administering, operating, reconstructing, and maintaining the Common Area and Association Property attributable to, located in or used by the Owners of Arbor Lakes.” There is no provision for social activities, food, beverage, or personal items to be paid from Association funds.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Income by Cash or Checks shall be given to the Vice President for bank deposit or delivery to the management company. Examples include sale of gate access stickers, gate strike reimbursements, clubhouse rental, sales tax collected, and sale of ALPOA property.

Office, Administration, Utilities: The President, Vice President, and Secretary manage all accounts identified in the Administrative & Utilities portion of the operating budget, as well as miscellaneous office supplies. The Secretary manages purchases for the annual directory and the Welcome Committee.

Clubhouse Facility Director Responsibilities: Anything inside or outside the clubhouse under and including the roof and eaves, except for those classified as “Office, Administration, Utilities”. This includes expenses, contracts, and reserve expenditures for the janitor, pest control, water cooler, clubhouse repairs, and supplies.

Grounds Director Responsibilities: Any common areas or amenities outside the clubhouse, except for recreation amenities, including contracts for the mowing, grounds maintenance, pest and weed control, and contracted trash and recycling. Responsibilities include the roads, sidewalks, parking lots, vacant lots, storm drain system, DRA’s, entry area, gate and gatehouse, landscaping, lighting, irrigation, and reserve expenditures for these areas.

Recreational Facilities Director Responsibilities: Any supplies, maintenance and management of the pool area, including the pool maintenance contract; the picnic area, docks and piers, canoe racks, tennis/pickle-ball court, shuffleboard court, and reserve expenditures for these areas.

Villa Maintenance & Painting Reserves: A director is appointed to assume responsibility for the villas. The villa committee is responsible for the lawncare contract, the irrigation maintenance contract, the weed/feed/fertilizer service contract, and the villa painting contract, as well as “contractor package” shrub maintenance, and mulching. The villas pay additional dues for these services. In the absence of such appointment, these duties fall to the Grounds Director.

Monthly Operating Expenses Under \$1000 (exclusive of approved contract expenses)

- On-line, select only trusted vendors. Verify all bills. Print or print-to-PDF on-line receipts, confirmations, or return documentation immediately. These are required if you later dispute the charge.
- Corporate credit card is preferred to reimbursement for operating expenses.
- Corporate credit card monthly limit is \$1000 each director, except for the ARC Director who has no budget-related responsibilities, except incidental printing or postage.
- With advance knowledge of all parties, credit card limits from two or more directors may be combined.
- Corporate credit cards shall not be used for Reserve purchases.
- Indicate proper account on each invoice/receipt and submit to the Vice President.
- For reimbursements, indicate the proper account and person to be paid on the receipt or bill, sign it, and place the form in the Vice President’s folder.
- Mileage may be reimbursed at the current IRS rate, but refrain from claiming mileage unless the ALPOA purpose takes you out of your way.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Supply & Equipment Purchases Exceeding \$1000 - Requires Board Approval

- Comparison-shop as prudent – document for the Board. If approved:
 - Have vendor bill Arbor Lakes in care of our management company.
 - Provide proper account information to the management company.

Hiring Contractors & Service Providers & Signing Contracts – Requires Board Approval

- Prior to seeking Board approval obtain:
 - Written Bids if over \$5000 or extending longer than one year
 - Completed W-9
 - Certificate of Liability Insurance from insurance provider
 - Certificate of Workman's Comp Insurance from insurance provider
- RFPs (Request for Proposal) specifying all material, labor, time-lines, terms, and conditions are preferred for larger or long-term contracts.
- Due to past issues of non-performance, down-payments may not exceed 30% without review and approval of the exception by the Board.
- Only the President, after Board approval, may sign contracts obligating Arbor Lakes.
- Document reasons not to accept a low bid, or why bids were not solicited.

Spending from Reserves – Requires Board Approval:

- Must be detailed in the Reserve Expenditures and Funding Plan.
- Must exceed \$3000.
- Must be pre-approved by the Board specifically as a reserve expenditure.
- An Association vote is required for reserve expenditures that do not repair or replace similar current assets, after Board approval and prior to any contracts or spending.

Emergency Purchases of Repairs or Replacements:

- Emergency repairs or replacements are those suddenly occurring with immediate threat to the well-being of persons or generating substantial cost if allowed to go unaddressed. Emergencies shall be addressed immediately by a special meeting of the Board for approval; however, such meeting may be by electronic means, and the purchase shall be ratified at the next regular meeting.

Filing of ALPOA Documents May be Paper or Electronic:

- Receipts, bills, expense reports, insurance certificates, signed contracts – Vice President.
- Minutes, agendas, legal notifications, records requests – Secretary.
- Copies of each record must be provided to the management company.
- Original signed contracts must be maintained in our safe until no longer in force.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Determining the Operating and Reserve Budget:

- The Vice President meets with the officers and facility directors to develop next year's budget after six months of financial data is available – usually September.
- The budgeted expenses and reserve contributions determine the dues.
- $(\text{Estimated expenses} + \text{reserve contributions}) / 370 \text{ lot-owners} = \text{annual dues per lot-owner}$.
- Prior year's surpluses can be used to defray budget expenses or reserve contributions.
- Reserve funding is a required part of the budget process. Ongoing review by the Board and an update of the Reserve Study are necessary to ensure an equitable funding plan since a Reserve Study anticipates needs over 30 years, but there must be sufficient reserves to fund those items identified for the next four years. Adjust dues to minimize the impact of years when large expenditures are predicted.
- Submit the budget for Board input and approval no later than the October meeting.

Sales Tax, Financial Reporting, Annual Audit and Corporate Tax Preparation:

- Groups usually collecting sales tax are the Clubhouse Committee for clubhouse rentals, Breakfast Club (months there is a community breakfast), Team Sunshine, and Women's Club (certain events). The groups complete a worksheet and check for the tax, and submit them to the Vice President to report to the management company. This form can be found in the Common Grounds & Amenities P & P - strictly adhere to the fundraising procedures found there-in.
- Because we are not a 501 (C) (3) charitable organization, "donations" made to us are not deductible to the donor. If solicited or collected for events where entertainment, food, or beverages are provided, such donations are also subject to sales tax.
- Monthly financial statements prepared by the management company are reviewed by the Vice President, then posted to the website, with summaries posted on the bulletin board.
- By Florida Statute, annual HOA income exceeding \$500,000 requires an audit, so a CPA firm is engaged after August of each year for audit and tax preparation.
- Our management company provides the reviewed December financials to our CPA firm.

Sale & Disposal of ALPOA Fixtures:

- Dispose of all worthless, broken, or unsafe items.
- ALPOA property no longer needed by a director must first be offered to the Board for other ALPOA use. If there is no ALPOA use, the Board shall set a price and advertise on Friends of the Arbor and clubhouse bulletin board for ten days or until the first resident pays the set price. If none, the Board will determine public sale, donation, or disposal.

Sale of ALPOA Lot and Home Foreclosures:

- The Board may determine the manner of sale including bid, self-sale, or realtor.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

- Any bids will be administered by the Board of Directors with a minimum specified price. Bids shall be opened and announced to all owners in a special Board Meeting.
- Bids shall be an all-cash transaction and include \$500 earnest money which will be:
 - Returned to unsuccessful bidders five days after final sale.
 - Applied to the purchase price of the successful bid, but retained by the Association if the successful bidder is unable or unwilling to purchase the property within 72 hours after being awarded the bid.

DAMAGE TO ALPOA PROPERTY

Covenants & Restrictions, Article III, C, 21. Liability of Owners: *Each Owner shall be liable to the Association for any damage to the Common Area or to any of the equipment or improvements thereon which may be sustained by reason of the negligence or willful misconduct of the Owner or of his family, relatives, guests or invitees, both minor or adult.* The property owner will be charged actual costs for damage done by them or their guests. This is not considered to be a fine.

ALPOA COLLECTION POLICY (adopted 12/16/2019)

- Delinquencies exceeding the 10-grace period, (per Article VI, C of the C & R's), a \$25 fee plus interest from the due date shall commence, and the property owner shall be sent a reminder billing and explanation.
- For each property (not each owner), after two quarters of delinquency and after the 10-day grace period, an "intent to lien" letter shall be sent. Unless there is a satisfactory response, a lien shall be filed after 45 days.
- Further collection action shall be at Board discretion on a case-by-case basis.
- All costs of collection including but not limited to legal fees, collection fees, postage, copies, and recording shall be added to the property owner's amount due.
- Copies (may be electronic) of all collection letters and reminders shall be furnished from the management company to the Vice President.

COVENANTS & RESTRICTION INSPECTION & ENFORCEMENT

General Policy:

1. In order to provide community-wide coverage and provide a fair, equitable, and timely method of monitoring and resolving violations of Covenants & Restrictions, compliance will be primarily enforced by the management company providing regular inspections and enforcing violations in accordance with their contract and as determined by the Arbor Lakes Board of Directors. Complaints received in accordance with #2 below will be investigated as part of the regular inspections. Inspections shall be at least monthly but may be more often at Board direction.
2. Any property owner may report a violation by sending a complaint via fax, email, or letter addressed to the management company or Arbor Lakes Board of Director's clubhouse office.
3. Complaints must be signed or clearly identify the sender, and:
 - Identify the covenant(s), bylaw(s) or Policy & Procedure perceived to be violated;
 - Identify the address where the alleged violation(s) occurred;
 - Identify the date(s) and time(s) of the alleged violation(s).



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

4. The management company shall give a report at each regular Arbor Lakes Board of Directors Meeting detailing the number and nature of any violations, steps taken to resolve the situation, and any responses or resolutions from the property owners. Names and addresses of the alleged violators will not be included in the public report.

Resolution of Violations:

1. All violations except those with safety and liability concerns shall provide at least seven (7) days after the date of notice to resolve the issue, request more time, request a meeting with the Board, or to provide a response disputing the violation. Date of notices shall be the date of personal service; or the date a registered letter was received or declined; or three days after a letter was sent by first class mail to the address of record.
2. Timely responses to the seven-day letter shall be evaluated by the management company and provided to the Board with their recommendation. A valid response could be a resolution, a denial, or a request for additional time. Primary considerations at this level should be safety, costs, length of the violation, and reasonableness. Approvals should be given in writing and clearly define the parameters. Denials shall be stated in the 15-day compliance letter.
3. Violations will be resolved according to type with an emphasis on permanent resolution. Any costs incurred by ALPOA (including their agents and contractors) to resolve the violation shall be billed to the property owner in violation within 30 days of incurring the cost. The property owner will receive 30 days to pay before a second and final billing is sent. If the property owner has not paid or made acceptable arrangement for payment within 30 days of the second billing, the amount shall be certified as a special assessment and fees and interest added in accordance with current statute and management company policies.
4. If the property is for sale, a lien shall be entered at the earliest possible date. Otherwise, liens shall be entered every six months or any time the total exceeds \$500. Legal costs, including the filing of liens shall be added to the amount owed by the Property Owner. These are charges for actual costs and services rendered and are not in any way fines.
5. At the Board's sole discretion, unresolved, continued or egregious violations shall be considered for referral to ALPOA's attorney.

Yard Violations (C & R Article III, C. 16):

- Yard violations include unmown lawns; yard clutter, broken or dirty fences; moldy sidewalks, gutters, walkways, & driveways; and construction materials in the yard.
- Upon confirming a covenant violation, the management company shall send a letter via first class or certified mail to the property owner describing the violation, citing the C & R(s) violated and what must be done to resolve the violation. The letter shall give the property owner seven (7) calendar days to resolve the issue or to provide a response explaining why there is no violation or requesting additional time. Failure to send a response within seven (7) calendar days shall be deemed to be agreement there is a violation and waiving a request for additional time.
- If no resolution occurs or no response is received within seven (7) calendar days, the management company shall inform the Board. At its sole discretion the Board may decide to issue a 15-day compliance letter; or, through its agents or employees to enter upon said property and provide resolution including trimming, mowing, pressure washing, disposal of any debris, or construction materials, at the owner's expense.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

Other Parcel Violations (C & R Article III, C. 33. (b)):

- Other parcel violations include BUT ARE NOT LIMITED TO excessive mold, excessive weeds, insect infestation, untrimmed trees or bushes, garbage containers outside more than 24 hours before or after pickup, worn paint, too many lawn ornaments, signs in violation of type or size, and similar violations. Non-response to, or rejection of the response to the seven-day courtesy letter will result in the 15-day compliance letter being issued.
- Responses or appeal to the 15-day compliance letter shall be evaluated by the management company and provided to the Board with their recommendation. The Board shall call a special meeting to discuss the response or appeal. Along with safety and costs, the ruling C & R and violation shall be the primary concerns at this meeting. If the response or appeal is approved, the approval should be given in writing and clearly define the parameters. If denied, this shall be stated in a letter, along with the reasons for denial. The property owner shall then be given seven days to request to meet with the Board and present their case. The response from the Board, whether approval or denial shall be sent via certified letter, return receipt requested.
- If the property owner requests to meet with the Board, a Special Board Meeting shall be convened within 10 days with notice to the property owner. The property owner shall be heard and appropriate clarifications shall be both requested and made by the Board. The Board shall render a final decision within 10 days of the meeting and deliver the same to the property owner via certified letter, return receipt requested. If the appeal is denied, a third and last 15-day compliance letter shall be sent from the management company.
- Responses or appeals requiring Board meetings waive any confidentiality usually granted.

Vehicle Violations (FS 715, C & R Article III, C. 24.):

- Vehicle violations include unlicensed or expired license vehicles outside the garage and vehicles parked on the street or sidewalk overnight. Vehicle includes car, truck, RV, trailer, motorcycle, boat, and any other means of conveyance.
- For the Property Owner's first offense each calendar year, a written notice shall be given via a "ticket" placed on the driver's side of the vehicle; or a letter sent to the address of record; or an email sent to the email address of record. Such written notice shall record the license (if any), make, model, and type of the vehicle, and inform the owner of the C & R violated. The owner shall have seven (7) calendar days to resolve the issue.
- After seven calendar days, upon continued or repeated violation by the same vehicle or license, such vehicle may, at the sole discretion of the Board, be towed and impounded at a fenced impound lot at the owner's expense. A sign confirming this policy and identifying the tow and impound companies shall first be placed at the entry to the community.

Animal Violations (C & R Article III, C. 14.):

- Upon notice to any director or to the management company, animals biting, scratching, chasing people, or incessant barking shall be reported to Citrus County Animal Control and/or the Citrus County Sheriff for immediate action due to safety concerns.
- For other violations, the management company shall send a letter via first class or certified mail to the property owner describing the violation, citing the C & R(s) violated and what must be done to resolve the violation. The letter shall give the property owner seven (7) calendar days to resolve the violation. Only one such courtesy letter will be sent per property owner per calendar year. If the violation continues or repeats, it shall be reported to Citrus County Animal Control and/or the Citrus County Sheriff. Other



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

violations include animals found off leashes (but without biting or chasing), animals not allowed (by law, statute, or C & R), barking or other noise, and keeping of more than two animals in a home.

Violations of U.S., Florida, & Citrus County Laws & Statutes:

In consultation with the management company, the Board may, at its sole discretion, send a seven-day letter or report the violation to the proper authorities. Continued infractions after seven calendar days or any major infractions shall be immediately reported to the proper authorities.

Fines & Suspensions of Rights (FS 720.305, C & R Article XI):

Fining or suspending property owner rights is considered a last resort, to be used only if no other resolution is possible. Notice and other procedures shall be in strict conformance to Florida Statute 720.305 and Arbor Lakes C & R Article XI. If the violation is cured prior to the hearing, no fine or suspension may be imposed.

Closing Violations and Maintenance of Records:

A violation will be considered closed when:

- The property owner corrects the violation within the time permitted
- The property owner pays for the resolution provided by ALPOA and agrees to remain compliant in the future.
- The Board determines a violation does not exist or does not warrant further enforcement
- A vehicle is towed
- An animal is removed
- The violator moves out and the lien is paid
- Records will be maintained in compliance with Florida statutes.

VOLUNTEERING IN ARBOR LAKES

1. Volunteers benefit Arbor Lakes by keeping costs down and by their quick response.
2. To assure our volunteers are protected by our Workman's Comp insurance, all volunteer projects must be preapproved by the Board of Directors. To provide for quick response, the following projects are preapproved, provided that facility director approves and supervises:
 - a. Storm debris cleanup;
 - b. replacement of panels in the white vinyl fence;
 - c. leaf blowing, weeding of landscape beds, and planting of small shrubs or plants.
 - d. small painting jobs such as the gatehouse and entry areas;
 - e. power washing not using a ladder or step stool.

Projects outside these categories must be presented and approved at a regular Board Meeting.

3. Before beginning any volunteer project, all participants must sign the attached Project Roster, indicating their understanding of this P&P. The supervising director shall retain these roster sheets on file.
4. Volunteers may not use power tools except leaf blowers, battery powered drills, and power washers.
5. Small hand tools may be used except for axes, hatchets, or machetes.
6. Volunteers may not use ladders higher than six feet. Safe step stools are OK. Volunteers with balance issues shall not use any device that elevates the user above floor/ground level.
7. Use common sense safety precautions. Be mindful of heat stress risks and provide water to maintain hydration. Use orange pylons and reflective vests for work close to roadways.



Property Owners Association, Inc.

GOVERNANCE & ADMINISTRATION POLICY & PROCEDURE

8. If the work involves technical skills, electrical work, plumbing, risks beyond the above guidelines, special safety precautions, or special personal protective equipment, the project must be done by a licensed, insured contractor – volunteers may not work these projects.
9. Injuries requiring medical attention must be reported by an officer or the supervising director to our Workman's Comp insurance carrier, Technology Insurance Company, at 1-866-272-9267. Follow instructions to report the claim. The Social Security number of the injured person must be provided by law.

Volunteer Project Roster

Volunteer Project: _____

Date(s): _____

The undersigned volunteer residents of Arbor Lakes have read, understand and will abide by the Volunteering in Arbor Lakes Policy & Procedure.

Printed Name

Signature

Supervising Director
