



# Oak Ridge Meadows Homeowner/Resident Handbook



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**This handbook was updated November 19, 2014**

## **Mission Statement**

Oak Ridge Meadows Townhouses Homeowners Association

Oak Ridge Meadows Townhouses Homeowners Association is committed to providing the highest level of community living with a beautiful, well-maintained, safe and neighborly environment for the common benefit and enjoyment of all homeowners.

We are committed to enhancing the livability, safety, welfare and interests of the owners. To provide responsible management and use of community assets that benefits all owners. We will enforce the Association By-laws, Declaration of Covenants, Conditions and Restrictions, Articles of Incorporation and Policies and Procedures while providing ethical and fiscally responsible solutions to promote a strong sense of community, to optimize our property values and plan for the future.

The Mission of the Oak Ridge Meadows Townhouses HOA is **PRIDE:**

**Provide** an enriched community with a sense of pride. We will evaluate all issues on their merit to the Association and the Mission Statement and not with regard to any particular interest group.

**Respect** and preserve the collective rights and interests of homeowners. We are neighbor's first, Association members second. There is no better outcome than to resolve issues as neighbors.

**Invest** in the community in order to protect property values. Each home/property owner will maintain their respective property in a manner that complements the Association and doesn't detract from the value of our properties or common area.

**Develop** active homeowner involvement to cultivate a strong sense of community. We value volunteers who go beyond the normal commitment of being residents.

**Expect** all homeowners to meet their individual responsibilities and abide by the governing documents. We will endeavor to evolve as an Association to the ever changing times in the policies and decisions we make.

# **Organization and Management Responsibilities**

## **Organization**

The owners of our townhouses are organized into a corporation known as Oak Ridge Meadows Townhomes. When you purchase or rent a townhome at Oak Ridge Meadows you become a member of this community. Potential buyers are urged to study the Oak Ridge Meadows Covenants, Conditions, Restrictions, and Bylaws along with this handbook, carefully inspect the exterior of the townhouses, walk our property and talk to our homeowners before purchasing a townhome.

## **Board of Directors**

The Association is governed by a Board of Directors elected by the homeowners, consisting of not less than three (3) and not to exceed nine (9) members. Directors serve three (3) year terms, staggered to achieve some continuity. At least three (3) directors are elected each year from candidates nominated at the Association's Annual Meeting. Any member of the Association whose dues are fully paid is welcome to be nominated or to self-nominate himself/herself to be elected to the Board at the Annual Meeting.

## **Managing Agent**

Oak Ridge Meadows is managed by Lambeth Management & Realty. Please contact Lambeth Management at 336-288-4944 between the hours of 10-4, Monday through Friday, or after hours (including weekends and holidays) an answering service will respond to all calls.

The Managing Agent, who is hired by and reports to the Board of Directors, supervises day-to-day operations. The Managing Agent is responsible for supervising exterior painting, exterior repairs, driveway and sidewalk maintenance, yard work, landscape management, snow removal, and other continuing maintenance or common area matters. When you feel your townhome or the Association grounds need exterior repair or maintenance, you should fill out and submit an Action Request Form to Lambeth Management. The Managing Agent has the authority to make the repairs in many cases or may need further approval from the Board.

In less pressing cases, the Managing Agent will note your concerns but will probably plan for the work to be done later based on Association-wide schedules set by the Board of Directors, If the Managing Agent feels your problem needs quicker attention, he/she will usually bring your maintenance concerns to the Board meetings for discussion and decision-making.

## **Annual Meetings**

An annual meeting is held January of each year at which time a summary of the year's activities is given to the homeowners. The Board of Directors for the coming year is elected at that meeting. All homeowners are encouraged to attend and vote. A written notification of the date, time, and place is sent to each homeowner at least fifteen (15) days in advance of the meeting, with notification of any other business or purpose for the meeting and a proxy to be returned if homeowners are unable to attend the meeting in person.

## **Board Meetings**

The Board of Directors meets with the Association Manager to conduct the affairs of the Association. The meetings are held at the clubhouse. If you have questions/requests/concerns you would like to present to the Board, complete and submit an Action Request Form through the property management website. If you wish to present your views personally at a Board Meeting, contact Lambeth Management at 288-4944 to be placed on the meeting agenda.

## **Financial Responsibilities**

### **Dues**

The fiscal year of the Association is the same as the calendar year. Association dues are based on the operating needs of the Association and an assessment of the funds needed for capital reserves. A proposed budget is prepared in the fall of each year and Association Dues are set to cover the anticipated operating expenses and capital reserves for long term major expenses such as painting, paving, roofing, major landscaping, grounds improvement, damage, etc.

If an increase for more than 10% is needed, it must be approved by a special vote of the homeowners. Any special assessments for some specific project or emergency must also be approved by a special vote of the homeowners. Notice of these meetings is mailed to each homeowner not less than thirty (30) day or more than sixty (60) days in advance of the meeting.

Homeowners are notified thirty (30) days in advance of payment of any change in the monthly dues. Dues are payable on the first day of the month. You may prepay for any period you desire. Automatic deduction of dues from your checking account is available by contacting the property management company to complete the necessary paperwork.

### **Fees**

Past due notices are sent on or by the 15<sup>th</sup> of each month for accounts in arrears. A late fee is added to all delinquent accounts at the end of each month in which the payment is not received. All association fees, interest, and legal fees involved in late payments are borne by the delinquent homeowner. We work with an attorney on collection of past due accounts of more than sixty (60) days. All collection fees are assessed to the homeowner. Failure to pay the Association dues results in loss of all Association privileges and eventually foreclosure of the property. Coupon books are provided by the Association.

### **Insurance**

The Association purchases and maintains insurance coverage as outlined in the Declaration of Covenant, for the benefit of the Association and all homeowners. The Association maintains insurance coverage on the exterior of all buildings and the clubhouse as well as the common area. The premiums are paid for by the Association and included in the monthly homeowner dues.

# **Ownership Responsibilities**

## **What the Association Owns**

As a member of the Association, you also own, through the Association with the other homeowners, all the common property owned by the Association. This includes the shrubbery, the Common Area lawn, all paved parking areas, pool house, swimming pool, water lines, lampposts, trees, signage, sidewalks, mailbox housing, etc. The property we all own in common is called the Common Area.

## **What You Own**

As an individual homeowner, you own, the entire structure, from and including, the exterior walls of your townhome inward, the interior space and contents and the land underneath your townhome. Some people own land a certain number of feet out from their townhome and the shrubbery directly adjacent to their townhome. This is not true in every case. Refer to your plot plan and deed if questions or concerns arise.

## **What You Maintain**

Some sellers of real estate might tell you that you are buying into a “maintenance free” townhome. That is not so. Both the Association and the individual homeowners have obligations described in our many documents, some of which are listed here. Certain items on the exterior of the townhome are always the responsibility of the homeowner to replace or repair if necessary. Items homeowners are responsible to maintain include but not limited to the following:

air conditioning and heating equipment HVAC
bay windows
chimney flue pipe - cleaning for safe operation of fireplace
decks - including railing, supports & steps
door bells
doors including, front, back, garage, and storage room
drainage on individual homeowner lot
dryer exhaust vent - cleaning
electrical outlets/outside
exterior doors
exterior front and back house lights plus security lights
fencing around individual patios
flag holder/bracket
glass surfaces (Inc.: storm doors, windows, front door panels & sidelights)
hardware on all exterior doors
interior repairs as a result of roof leak or water penetration
light bulbs
patios
plumbing -- internal problems beginning at entry into home
roof maintenance & replacement (shingles, vents)
roof or siding where satellite dish is mounted
room additions/sun porches-Not original construction
screens (windows & doors)

screen doors
sewer line -clean out of individual line from the townhome to the point where it enters the main sewer line. NOTE: If a blockage occurs and the cause is determined to be roots and is verified by the association's plumber, reimbursement for the cleanout up to \$250 will be made to the homeowner.
stoops
subsurface water leakage/damage into basement or crawl areas
water meters (homeowner to contact city to repair/replace)
water spigots
window casings and sashes
maintenance, repairs or replacement caused by fire, lightning, windstorm, hail, explosion, riot, strike, civil commotion, aircrafts, vehicles, and smoke (insurance claim)
maintenance, repairs or replacement caused through willful negligence act of the owner, his family, guest or invitees

*\*The most up to date list can be found on the Lambeth Management website.*

This listing is offered for guidance of the homeowners association (HOA) and consideration of the homeowners and management companies as may be retained by the HOA. It is NOT, in any way, intended to supplant or set precedent beyond the “DECLARATION OF COVENANTS, CONDITIONS AND RESTRICTIONS FOR OAK RIDGE MEADOWS” as registered in the Guilford County Courthouse on October 9, 1984 at 4:17 pm. That declaration remains in full force and effect and it is available for public review in deed book 3412, pgs. 0994 through 1018. This listing was approved by the Board of Directors at its regular monthly meeting on June 17, 1997 with additions thereto on June 29, 1997 and on February 6, 2013.

Even though we are individually responsible for these items, we must obtain written permission from the Architectural Control Committee (ACC) before modifying them. Permission is rarely refused as long as the change is within the parameters of maintaining the architectural consistency and structural integrity of the complex.

**What the Association Maintains**

Items the association are responsible to maintain include but not limited to the following:

brick
chimney caps
common areas including driveways, parking lots,& curbing
dryer vent covers - replacement
exterior siding & trim
fencing separating units in back
gutters and downspouts
handrails
house numbers
lamp posts
lawns
mailboxes/kiosks
painting exterior doors and wooden trim/siding
plant replacement upon approval
roof maintenance & replacement (shingles, vents)
round vents on soffits
sewer line - repair of actual piping (cracks/broken pipes) from main line to point of entry into the townhome

shutters
sidewalks
skylights (Interior damage is Homeowner Resp)
sprinkler system
street lights
steps
stoops
trees & shrubs
utility lines, fixtures and/or connections required to provide light, power, telephone service to lot
water lines to point of entry into townhome
water meter boxes

*\*The most up to date listing can be found on the Lambeth Management website*

**Snow Plowing and Removal**

The Association contracts with our lawn maintenance service, or an independent contractor, for snow removal when necessary. Since weather events vary greatly snow removal decisions are made on an event by event basis. The factors that are considered include: temperature, type of precipitation and amount of accumulation (at least 4” of snow), short & long range weather forecast, timing of the storm, the Association’s budget etc., to determine what action is appropriate.

Ice melt will be put out around the mail kiosks and other high-risk areas when conditions warrant.

**THE CONCRETE DRIVEWAYS IN THE BACK OF BUILDINGS ON SUMMER PLACE, HEARTHSTONE, BIRCH TREE WAY AND CHRISTMAS PLACE ARE ENCOURAGED TO PARK IN FRONT OF THEIR UNIT/BUILDING WHEN A SNOW OR ICE EVENT IS FORECASTED ESPECIALLY THOSE UNITS WHERE THERE IS A SLOPE GETTING INTO AND OUT OF THE DRIVEWAY. THIS DOES NOT APPLY TO THE INDIVIDUAL DRIVEWAYS ON WINTERS WAY.**

**Architectural Control**

To make any change whatsoever to the exterior of your townhome, such change must be requested in writing and receive prior written approval by the Architectural Control Committee (ACC). This requirement helps to maintain architectural consistency and structural integrity. The homeowner should allow thirty (30) days and present the request in writing, along with a drawing and pictures of the proposed change to the property management company. Approval must be received from the Association before any work is begun. Exterior changes would include but are not limited to; Storm doors, fences, windows, and arbors.

**Satellite Dish Installation:**

We have established the following guidelines for any homeowner wishing to establish a satellite dish:

1. Satellite dishes may not be larger than 1 meter (39.37”)
2. The criteria for placement of the satellite dish are:
  - No satellite dishes are to be visible from the front of the buildings
  - Dishes may be installed on the storage shed roof, a backyard fence, or on a pole that the installer decides may get the best reception.
  - No dishes are to be mounted on the chimney
3. If your satellite dish is installed over any underground utilities, the homeowner should understand



that the utility companies have the right to remove your dish in the event that repairs are needed. **Before installation, your installers must check for underground lines before digging.** Utility companies are not responsible for re-installing or repairing your dish.

4. Exercise care around landscape material.
5. Install, removal/replacement/repair of the roof, siding, or any other area disturbed by the installation/removal/replacement/repair of the Satellite Dish is the responsibility of the homeowner.

**If you install your satellite dish and do not follow these guidelines you may be asked to remove the satellite dish at your expense.**

**Note: If after installation, you are not getting satisfactory reception, contact your installer and submit your alternate plan in writing to Lambeth Management at the address listed above.**

### **Residential Landscaping**

The Association is responsible for all shrubbery and provides year round weeding, pine needles and/or mulch as needed, as well as regular pruning on a predetermined schedule. Please contact the Managing Agent to discuss any landscaping issues.

You may plant flowers in the front and rear beds of your lot. You must obtain permission from the Association by submitting an Architectural Request Form, before you make any substantial change to be sure it does not interfere with normal lawn maintenance and that the homeowner will be responsible for maintaining such areas. Anything you plant in the Common Area becomes the property of the Association as soon as it is planted and may be removed by the Association at any time. If you elect to install a fence and it is approved by the Architectural Control Committee, the area inside the fence becomes the responsibility of the homeowner rather than the HOA and the lawn maintenance company.

### **Parking Procedure for Requesting Additional Parking Space**

Declarations of Covenants, Conditions and Restrictions – Section 3 and Section 4

*SECTION 3 PARKING SPACES Ownership of each lot shall entitle the owner or owners thereof to the use of not more than two (2) automobile parking spaces for each lot, which shall be as near as and convenient to said lot as reasonably possible, together with the right of ingress and egress in and upon said parking area. The Association shall permanently assign two (2) vehicle spaces for each lot and temporarily assign other spaces pursuant to the regulations promulgated by the association.*

*The Association shall keep a record of all assigned parking spaces for each lot and, upon request, shall disclose such record to the City of Greensboro, Guilford County or any other governmental body or agency requesting such information of the Association.*

*SECTION 4 USE OF PARKING SPACES AND COMMON AREA Absent the express written consent of the association, no owner, member of his family, tenant, or contracted purchaser of any lot shall use the parking spaces or common area of the properties for the temporary or permanent storage or parking of any boat, boat trailer, recreation vehicle, camper truck, tractors or such similar motorized or non-motorized items. These items shall not be parked within the rights of way of any public street in or adjacent to Oak Ridge Meadows Townhouses, nor shall any of these be parked upon the Common areas.*

Parking needs within the community have changed since 1984 when the Declarations of Covenants, Conditions and Restrictions were written. More residents now possess additional vehicles. Visitor spaces are not to be utilized by residents for additional parking. The “blank spaces” are available for visitor or homeowner parking for temporary parking.

Residents needing additional designated parking may submit a request through Lambeth Management to the

Board of Directors requesting additional assigned parking space. If approved by the Board of Directors, a space will be assigned and painted with the correct numerical address and will remain available to the resident for 1 year following payment of a non-refundable fee of \$25.00. *(This fee is to cover the cost of repainting the space)*. Approval for the additional space can be extended at no cost after the first year by resubmitting a request through Lambeth Management for continued Board of Directors approval. Renewal applications are due on April 1 annually.

Residents must make use of the two (2) assigned spaces plus any garage or driveway space that is part of their unit before submitting a request for an additional space.

### **Trash and Recyclables Removal**

All garbage bags (securely tied) or secured receptacles (not loose trash) should be placed in the rear of your unit prior to 7:00 am on the scheduled pick-up day. Refer to the Oak Ridge Meadows page of the Lambeth Management website, <http://lambethmanagement.com>, for the exact day for pick-up. Recyclables are picked up bi-weekly. Refer to the Oak Ridge Meadows page of the Lambeth Management website, <http://lambethmanagement.com>, for the exact day of pick-up. Please place items at the curb, in front of your unit, prior to 7:00 am and return and containers as soon as possible to the rear of your unit that same day. Clean up any spilled trash so our community is clean and neat. Please, no trash or receptacles on your front porch. Loose garbage is to be kept in receptacles or garbage bags (securely tied) at all times.

### **Mailboxes**

Any problems regarding mailboxes or keys, please call the United States Post Service.

### **Personal Property**

Personal property, bicycles, toys, grills, etc., may not be left or stored on the Common Area. It may prove dangerous to others, slow our grounds maintenance efforts, or be considered unattractive by neighbors. If your personal property is left there, it will be removed by the Association. If the Association pays for personal property removal, you will be billed.

Children's toys and play equipment should be kept on your premises when not in use. If left out, these may be removed by the Association as they impede mowing and maintenance or raise the possibility of liability for injury. Please keep children's toys inside your home when not in use.

### **Pest Control**

The Association conducts an annual termite inspection of townhomes and will schedule treatments where necessary. Homeowners will be notified when inspections are scheduled each year.

All interior pest problems are the responsibility of the homeowner. Any exterior pest problems are the responsibility of the Association.

As an additional note, you should periodically check your premises to ensure that pine straw/mulch is not

touching the wood surfaces outside your home. This will assist in preventing termites from gaining access to the interior of your unit.

### **Placards and Signs**

Signs or placards are not permitted at the entrance of the community; the exceptions are board authorized signs for community events and open house signs as noted below. A resident may utilize the common area within 5-6 feet extending from the walls of their unit to display an approved sign/placard. Usually this designated area would be mulched and contain shrubbery so as not to interfere with lawn mowing.

#### **REAL ESTATE-- "FOR SALE" OR "OPEN HOUSE"**

One (1) "For Sale" sign may be placed within the 5-6 feet area extending from the front of their unit. Usually this "Designated Area" would be the mulched area containing shrubbery, a non-grassy area as not to interfere with lawn mowing.

If the unit has two street frontages such as those backing up to Oakridge Meadows Dr., a second (2nd) "For Sale" sign may be placed no closer than 3 feet from the roadway on the common area adjacent to the resident's property "Open House" signs may be placed at the community entrance 24-48 hours in advance and must be removed promptly at the conclusion.

#### **POLITICAL**

This policy regarding political signs/placards is based on the Planned Community Act, NC General Statutes Chapter 47F.

One (1) political sign/placard is permitted to be displayed with the maximum dimension of 24" x 24" in the "Designated Area".

Signs/placards may be posted no earlier than 45 days before an election day and must be removed no later than 7 days after an election day

### **Plumbing Problems**

The homeowner is responsible for maintenance and repair of any internal plumbing issues located within or under the townhome. In addition, the homeowner is responsible for cleaning their individual line starting from inside the townhome to the point where it enters the main sewer line.

If a backup occurs, the homeowner should immediately contact a plumber *to clean the line and document the cause of the backup*. Should the cause of the backup be from roots invading the line, cleaning should be completed and the homeowner is to immediately notify the Management Company. The Management Company will then arrange for the association's plumber to come and verify the cause of the blockage and make any necessary repairs. The homeowner will be reimbursed up to \$250.00 for the cost of the drain cleaning upon verification of the cause being from invasion of roots and completion of necessary repairs.

### **Pets**

Pets are welcome at Oak Ridge Meadows and we have all kinds. Homeowners are required to clean up feces after their pets. Dogs are not permitted to be loose on the Common Area; they should be on a leash attached to you as city leash laws are in effect on the property. Lead dogs first to the outer grassy perimeter away from the complex. This allows the animal to defecate and urinate far away from where people without pets would be walking. Please make sure you look after your pets by walking them in your backyard, common area, or outside perimeter of the complex. That way, we are keeping our lawns habitable for those of us who walk and enjoy

the outdoors. See further information in the Pet Policy.

### **Policies and Procedures**

The Board of Directors approves Policies and Procedures as needed that become part of the HOA's governing documents. The Board reviews and updates these on a regular basis. Failure to follow the policies and procedures is a violation of the governing documents. The Policy and Procedures are found under a separate heading on the Lambeth Management website, <http://lambethmanagement.com>.

## APPENDIX

### **Policy and Procedure Documents\***

*\*The following policies represent those policies up to date at the time of the publication of this Handbook. Please refer to the Oak Ridge Meadows website:*

*[http://lambethmanagement.com/OM\\_info.htm](http://lambethmanagement.com/OM_info.htm)*

*for the most up to date policy information.*

## **Code of Conduct for Board of Directors**

### **Adopted September 4, 2012**

The Board of Directors has adopted the following code of conduct for its board members and committees in order to ensure that they maintain a high standard of ethical conduct in the performance of the Association business, and to ensure that the residents maintain confidence in and respect for the entire Board. This policy is intended to provide guidance with ethical issues and a mechanism for addressing unethical conduct.

#### **A. BOARD RESPONSIBILITIES**

The general duties for directors are to enforce the association's governing documents, collect and preserve the association's financial resources, insure the association's assets against loss, and keep the common areas in a state of good repair. To fulfill that responsibility, directors must:

- Regularly attend meetings,
- Review material provided in preparation for meetings,
- Make reasonable inquiry before making decisions, and
- Respond to member inquiries through the Management Company
- Review the association's financial reports as applicable

#### **B. PROFESSIONAL CONDUCT**

In general, directors and committee members must conduct all dealings with vendors and employees with honesty and fairness, and safeguard information that belongs to the association.

No individual shall use his/her position as a Board or committee member for private gain for example:

- Solicit or receive any compensation from the association for serving on the board or any committee,
- Make promises to vendors unless with prior approval from the board,
- Solicit or receive, any gift, gratuity, favor, entertainment, loan, or any other thing of value for themselves or their relatives from a person or company who is seeking a business or financial relationship with the association,
- Seek preferential treatment for themselves or their relatives,
- Use association property, services, equipment or business for the gain or benefit of themselves or their relatives, except as is provided for all members of the association.

No Board or Committee member shall engage in any writing, publishing, or speech making that defames any other member of the Board of Directors, Committee or resident of the Oak Ridge Meadows community. No Board or committee member will willingly misrepresent facts to the residents of the community for the sole purpose of advancing a personal cause or influencing the community to apply pressure on the Board to advance a member's personal cause.

No Board or Committee member will enter into an agreement or contract that has not been duly approved by the Board.

No Board or Committee member will interfere with a contractor implementing a contract in progress. All communications with contractors will go through the management company. No Board or Committee member will harass, threaten, or attempt through any means to control or install fear in an Association contractor.

Board and committee members are responsible for protecting the association's confidential information. As such they may not use confidential information for the benefit of themselves or their relatives. Except when disclosure is duly authorized or legally mandated, no director or committee member may disclose confidential information. Confidential information includes, without limitation:

- Private personal information of fellow directors and committee members,
- Private personnel information of the association's employees,
- Disciplinary actions against members of the association, Assessment collection information against members of the association, and
- Legal disputes in which the association is or may be involved—directors may not discuss such matters with persons not on the board without the prior approval of the association's general counsel. Failure to follow these restrictions could constitute a breach of the attorney-client privilege and result in the loss of confidential information.

Directors and committee members may not knowingly misrepresent facts. All association data, records and reports must be accurate and truthful and prepared in a proper manner. To ensure efficient management operations, avoid conflicting instructions from the board to management and avoid potential liability, committee members and directors shall observe the following guidelines:

- The president of the board shall serve as liaison between the board and management and provide direction on the day to day matters.
- Except for the president, committee members and directors may not give direction to management, employees or vendors.
- Directors may not contact management after hours unless there is an emergency representing a threat of harm to persons or property.

- If directors or committee members are contacted by residents with complaints, the residents shall be instructed to contact management.
- No director may threaten or retaliate against any resident who brings information to the board regarding improper actions of a director or committee member.

Directors and committee members are prohibited from harassing or threatening employees, vendors, directors, committee members and owners, whether verbally, physically or otherwise.

Directors and committee members are obligated to act with proper decorum. Although they may disagree with the opinions of others on the board or committee, they must act with respect and dignity and not make personal attacks on others. Accordingly, directors and committee members must focus on issues, not personalities, and conduct themselves with courtesy toward each other and toward employees, managing agents, vendors and members of the association. Directors shall act in accordance with board decisions and shall not act unilaterally or contrary to the board’s decisions.

**C. WHEN CONFLICTS ARISE**

Situations may arise that are not expressly covered by this policy or where the proper course of actions is unclear. Directors and committee members should immediately raise such situations with the board. If appropriate, the board will seek guidance from the association’s legal counsel.

Board and Committee members must immediately disclose existence of any conflict of interest, whether their own or others. Directors and committee members must withdraw from participation in decisions in which they have a material interest.

Board and Committee members who violate the association’s ethic’s policy are deemed to be acting outside the course and scope of their authority. Anyone in violation of this policy may be subject to immediate disciplinary action, including, but not limited to:

- Censure,
- Removal from committees,
- Removal as an officer of the board,
- Fines
- Recall by the membership, and
- Legal proceedings

Prior to taking any of the actions described above, the Board shall appoint a judicatory panel to investigate the violation. The panel shall review the evidence of violation according to the due process provided in the Planned Community Act, endeavor to meet with the director/committee member believed to be in violation, confer with the association’s legal counsel, and present its findings and recommendations to the full Board for appropriate action. The Board shall endeavor to meet with the board/committee member in executive session prior to imposing disciplinary action against that person.

**D. ACKNOWLEDGMENT**

I acknowledge that I have received and read the association’s Code of Conduct Policy and have had the opportunity to ask questions about the policy. I understand my obligations as a director and/or committee member under this policy and will act in accordance with my obligations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## **Mail Kiosk Posting**

### **Procedure Purpose**

The purpose of this procedure is to clarify the use of the mail kiosk bulletin boards. This is an operating procedure and does not supersede the Oak Ridge Meadows Articles of Incorporation, By-Laws, or Declaration of Covenants and Restrictions.

Official documents Referenced: By-

Laws – N/A

Articles of Incorporation – N/A

Declarations of Covenants, conditions and restrictions – N/A

The bulletin boards located in the mail kiosks are for the express purpose of providing information to the residents regarding but not limited to the following:

- Announcement of planned maintenance programs i.e. painting, roofing, siding etc.
- Announcements of community activities – i.e. National Night Out, Earth Day

Observance, community parties

- Announcements of Board of Director meetings

A community event or opportunity referred by a resident of Oak Ridge Meadows may be approved if judged appropriate and of interest to multiple homeowners

All announcements must be approved by the Board of Directors prior to posting on the bulletin boards.

**This procedure was approved by the Board of Directors on: October 26, 2012.**

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## **Nominating Committee Procedure**

### **PROCEDURE PURPOSE**

Establish the procedures for election of Directors, and the duties of the Nominating Committee. This is an operating procedure and does not supersede the Oak Ridge Meadows Articles of Incorporation, By-Laws, or Declaration of Covenants and Restrictions.

Official documents Referenced:

Articles of Incorporation – N/A

Declarations of Covenants, conditions and restrictions By-Laws

### **NOMINATION PROCESS**

#### **NOMINATING COMMITTEE**

Article VII Section 1 of the Association By-Laws states “The Board of Directors shall appoint the Chairman of the Nominating Committee who shall be a member of the Board of Directors and two or more additional members of the Association. The Nominating Committee is to be announced at the annual meeting of the membership.” The total number of the Nominating Committee members shall be an uneven number. The chairperson of the Nominating Committee should not be among those seeking re-election to another term.

The Committee shall follow these guidelines and instructions and any future amendments adopted by the Board. The Committee will serve until the close of the next annual meeting. The Committee shall nominate at least one person for each vacancy to be filled.

Members of the Committee will serve as Tellers for the annual meeting.

The Chairperson of the Nominating Committee may schedule meetings as necessary.

**NOTIFICATION** The Board of Directors shall notify all Members of the opportunity to participate in the process.

**CANDIDACY** Candidates running for board office need not be Members. However, any Members seeking nomination must be current with any dues or assessments and not have any disciplinary actions being imposed.

All potential candidates must submit a Petition for Nomination and a Candidacy Statement to the Nominating Committee by the date set by the Committee to be considered for placement on the proxy and ballot. Nominations received after the deadline will not be included on the proxy ballot sent to homeowners. The Nominating Committee will inform candidates that upon election they will be expected to sign the Code of Conduct for Directors and Committee Members.

The Committee will request verification from the Managing Agent that the potential candidates who are members are current with their dues or assessments and have no disciplinary actions being imposed.

**APPLICANT EVALUATION** The Committee shall not make any subjective determinations regarding the suitability of an applicant to serve as a director, but shall restrict its role to:

1. Receiving applications from candidates for nomination.
2. Determining that applicants who are Members of the Association are current in their dues or assessments and have no outstanding actions recorded with the Managing Agent.
3. Determining that required candidacy statements and recommendation forms have been correctly completed and submitted.
4. The candidate is willing to sign and abide by the Code of Conduct.

If an applicant has satisfied 1-4, the Committee shall nominate the applicant.

The Nominating Committee shall not discriminate against any applicant based on race, color, religion, sex, age, national origin, disability, military status, marital status, sexual orientation or any other factor prohibited by law.

Nominations can be made from the floor at the Annual Meeting. No motion, and no second is required.

The person nominated must either be present at the Annual Meeting to accept the nomination or the person nominating must present to the President the nominee’s written consent to be nominated. The

nominee’s eligibility to serve will be verified by the Managing Agent present at the meeting. The nominee will assure that they are willing to sign and abide by the Code of Ethics. The President shall invite nominations from the floor immediately after the minutes of the prior Annual Meeting have been approved.

After nominations from the floor have been completed, the Chairperson of the Nominating Committee shall introduce the nominees. Following their introduction, all nominees shall be given the opportunity to address the members for up to three (3) minutes.

## **PROXY, BALLOT AND ELECTION PROCESS**

### **PROXY AND BALLOT**

1. The names of each candidate, selected by the Nominating Committee, shall appear on the proxy and ballot in random order.
2. See Appendices E and F for the proxy to be used for the election of directors and the instructions for completing the proxy.
3. The instructions shall state as clearly as possible that Members who designate a proxy holder are encouraged to give their proxy directly to their designated proxy holder. Otherwise they may mail their proxy to the Management Company to be given to their designated proxy for execution.
4. See Appendix G for the ballot to be used for the election of directors.

### **PROXY AND BALLOT DISTRIBUTION**

1. Election packages will consist of the notice letter as required by the Association's By-Laws, proxy instructions and a proxy, copies of candidacy statements (unedited) and an envelope addressed to the Management Company. The materials should be mailed by first class mail to each Association member.
2. Lot Owners who are in arrears with dues or assessments are ineligible to vote.

### **VOTING**

1. The President shall determine when voting will begin.
2. Any Association Member holding proxies will receive one ballot as a member and one ballot for each proxy.
3. Voters will be instructed to fold their ballots to ensure that the tellers who collect them do not inadvertently see a voter's selection.
4. Tellers shall examine the ballots to verify that they have been completed correctly. Ballots that have been completed incorrectly shall be disqualified, so noted on the election report.
5. In the event of a tie vote the tie will be broken by drawing straws.
6. The results of the vote should be announced prior to the adjournment of the meeting.

**Adopted: October 26, 2012 by the Board of Directors**

## **Seasonal Decorations**

### **Policy Purpose**

The purpose of this policy is to document the Seasonal Decoration Policy for Oak Ridge Meadows Townhomes Homeowners Association.

This is an operating policy and does not supersede the Oak Ridge Meadows Articles of Incorporation, By-Laws, or Declaration of Covenants and Restrictions. Official documents Referenced:

By-Laws – N/A

Articles of Incorporation – N/A

Declarations of Covenants, conditions and restrictions – N/A

### **SEASONAL DECORATION POLICY**

Seasonal decorations are defined to be any fixtures, lighting and other material that is removable and is used to celebrate a holiday. Permanent fixtures are covered under a separate policy. Oak Ridge Meadows is a diverse community and each individual desires to express their interests and beliefs. However, give the close living space of the community, the rights and feelings of our neighbors must also be considered. Homeowners are reminded to exhibit good taste with respect to your fellow neighbors when decorating for holidays. Decorations for religious or secular holidays with the exception of those celebrated in November and December may be installed beginning three (3) weeks prior to and must be removed one week following the holiday.

All winter season holiday decorations, including lights may be installed after November 15th and shall be removed by no later than January 15th of the following year. All lights should be placed to have a minimal impact on your neighbors. Any damage caused by decorations shall be repaired with materials matching the original materials used.

Mini-outdoor lights with roping may be hung on doorways and shrubs immediately in front of the unit. Seasonal lights placed on shrubs must not create a safety hazard. No trees may be decorated unless they are the trees immediately adjacent to the unit.

Homeowners desiring to place seasonal decorations on the common area must submit an Action form to the ACC. The ACC will evaluate the plan and respond to the homeowner in writing.

**Approved: October 26, 2012**

## **Signage Policy**

### **Policy Purpose**

The purpose of this policy is to state what signage may be displayed by residents. This is an operating policy and does not supersede the Oak Ridge Meadows Articles of Incorporation, By-Laws, or Declaration of Covenants and Restrictions.

Official documents Referenced: By-Laws – N/A

Articles of Incorporation – N/A

Declarations of Covenants, conditions and restrictions – N/A

North Carolina General Statute 47F –Planned Community Act

### **Overview**

Signs or placards are not permitted at the entrance of the community; the exceptions are board authorized signs for community events and open house signs as noted below.

A resident may utilize the common area within 5-6 feet extending from the walls of their unit to display an approved sign/placard. Usually this designated area would be mulched and contain shrubbery so as not to interfere with lawn mowing.

### **REAL ESTATE-- “FOR SALE” OR “OPEN HOUSE”**

One (1) “For Sale” sign may be placed within the 5-6 feet area extending from the front of their unit. Usually this “Designated Area” would be the mulched area containing shrubbery, a non-grassy area as not to interfere with lawn mowing.

If the unit has two street frontages such as those backing up to Oakridge Meadows Dr., a second (2<sup>nd</sup>) “For Sale” sign may be placed no closer than 3 feet from the roadway on the common area adjacent to the resident’s property. “Open House” signs may be placed at the community entrance 24-48 hours in advance and must be removed promptly at the conclusion.

### **POLITICAL**

This policy regarding political signs/placards is based on the Planned Community Act, NC General Statutes Chapter 47F.

One (1) political sign/placard is permitted to be displayed with the maximum dimension of 24” x 24” in the “Designated Area”. Signs/placards may be posted no earlier than 45 days before an election day and must be removed no later than 7 days after an election day.

**Revised: December 6, 2012 previous versions archived.**

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## **Violation Enforcement and Due Process**

**WHEREAS**, a procedure for the imposition of fines or suspension of privileges or services is not provided for in the Declaration; and

**WHEREAS**, such a procedure is necessary for the orderly governance and operation of the affairs of the Association;

**NOW, THEREFORE, BE IT RESOLVED** that the following procedure is hereby adopted:

### **PROCEDURE FOR FINES AND/OR THE SUSPENSION OF SERVICES OF MEMBERS OF OAK RIDGE MEADOWS TOWNHOUSES HOMEOWNERS ASSOCIATION, INC.**

Violation of ORM Policies and Procedures should be reported to the Management Company. The Management Company and/or the Board of Directors will review and respond as appropriate based on the violation and circumstances. This document serves as a guideline and is not designed to set precedent as all violations are not identical.

When a violation has been identified the Management Company will communicate directly to the resident concerning the violation and corrective action to be taken. Should the resident feel that they have received notification in error, it is their responsibility to respond within the designated timeframe in order to avoid a hearing as specified under NC Planned Community Act.

When the reported violation is said to be of the Abuse and Harassment Policy the Management Company will forward an Incident Report Form to be completed by all parties involved in the reported violation. All parties will have until the specified time, usually within 10 days, to submit the completed Incident Report to the Management Company. The Board of Directors will review the forms and if further investigation is needed the Management Company will be instructed take appropriate action.

Upon review of all documentation, a determination will be made by the Board of Directors if a hearing is warranted.

## **VIOLATION HEARING**

The following process will be followed when determination has been made to conduct a hearing.

1. The Board of Directors, sitting as a panel, shall determine whether or not any homeowner should be fined and/or services rendered by the Association should be suspended for violations of the governing documents.
1. Any resident who is to appear before the panel shall be given notice of the hearing and an opportunity to be heard will be provided.
2. If the evidence presented warrants, the panel may:
  - a. Decide that no fine or suspension of privileges need be imposed.
  - b. Decide that a fine should be imposed. A fine not to exceed one hundred dollars (\$100.00) for the violation for each day more than five days after the decision that a violation has occurred.
  - c. Decide that a suspension of privileges or services should be imposed; the suspension is limited to 60 days per occurrence as stated in the Declaration. The exception being an outstanding fine or unpaid dues, then the suspension will continue until the delinquency is satisfied.
3. Upon conclusion of the hearing, the panel shall consider all the evidence presented, reach a decision and communicate it in writing to the homeowner within 7 days thereafter.

## **COSTS OF PROCEEDINGS AND LEGAL FEES:**

In any legal or administrative proceeding arising between the association and an owner or occupant because of an alleged default or violation of the governing documents by an owner or occupant, the association is entitled to recover all costs and reasonable attorneys' fees incurred by it.

Approved: October 16, 2012

Revised: August 8, 2013

## **Abuse and Harassment Policy**

### **PURPOSE OF THIS POLICY:**

The Board of Directors has adopted the following Abuse/Harassment Policy. To help ensure courteous and respectful behavior from residents and their guests to all management personnel or contractors and their employees hired by the Board of Directors on behalf of Oak Ridge Meadows Homeowners Association

This policy is intended to provide guidance and to deter actions that would be considered vulgar, racist or used to incite violence or tumultuous conduct. To provide a process to discourage and/or deal with situations where abuse/harassment occurs.

This policy is not intended to prevent anyone from notifying the police where personal safety may be at risk.

### **“ABUSE/HARASSMENT” DEFINED:**

#### **The incidents covered by this policy include, but are not exclusively limited to:**

- Bullying or verbal abuse, including yelling, using emotionally charged language/profanity, threats of physical violence.
- Non-verbal gestures of a threatening, vulgar, or obscene nature, including pointing objects that may be perceived as dangerous. Stalking of residents, management personnel, or contractors and their employees by such means as prolonged staring, taking of photos or videos, generally disrupting their work.
- Vandalism
- Use of vehicle noises (i.e., excessive revving of engine, honking of horn, etc.) directed at any resident or personnel working on the property.
- Actions in leaving the scene of an incident and/or taking steps to elude efforts to enforce a policy.
- Contacting contractors or their employees on site or at their offices.

### **PROCEDURE TO BE FOLLOWED:**

Any resident, management company employee, contractor or their employees who are subjected to any of the above behaviors shall notify the Management Company immediately. The Management Company and/or the Board of Directors will review and respond as appropriate based on the violation and circumstances.

### **COSTS OF PROCEEDINGS AND LEGAL FEES:**

In any legal or administrative proceeding arising between the association and an owner or occupant because of an alleged default or violation of the governing documents by an owner or occupant, the association is entitled to recover all costs and reasonable attorneys' fees incurred by it.

This policy was adopted by the Board of Directors on: December 6, 2012  
Revised on: August 8, 2013

### **Solicitation Policy**

The purpose of this policy is to state that Oak Ridge Meadows Townhouses is a private community and is posted with no trespassing and no solicitation signs. This policy defines soliciting. This is an operating policy and does not supersede the Oak Ridge Meadows Articles of Incorporation, By-Laws, or Declaration of Covenants and Restrictions.

Official documents Referenced:

North Carolina General Statutes 131F, 14-159.13; City of Greensboro Ordinance 20-65

– Oak Ridge Meadows enforces a strict no solicitation/no trespassing policy. For this purpose soliciting is defined as businesses or individuals who are selling goods or services to residents of the community or seeking monetary contributions. Postings on community websites are not governed by this policy.

o Commercial vendors as well as “panhandlers” are not permitted in the neighborhood. Violators can be prosecuted for Second Degree Trespass under NC Statute GS 14-159.13

o Residents within the community are not permitted to solicit their neighbors without the expressed written permission of the Board of Directors.

– Residents or organizations need to apply in writing for permission to solicit the community. Permission is valid only when granted in writing by the Board of Directors and needs to be documented in the Board minutes and in Oak Ridge Meadows HOA – Policies, Rules and Regulations as an amendment to this document. A notice will be posted on the kiosk bulletin boards.

– Retroactive approval has been issued to the following organizations and individuals:

o Residents and their family members to sell products at Community related events, charitable organizations or not-for-profit organizations.

o The Boy Scouts of America

o The Girl Scouts of the USA

o All other solicitation activity would need to be approved by the HOA Board of Directors

– Those residents who desire not to receive solicitation visits even those approved by the HOA Board of Directors may purchase a decal to be placed in their window indicating “No Solicitation” at a cost of \$3.00 from the HOA.

– **What is not included in the soliciting definition:** Door to door canvassing for public or community elections is a right of free speech protected by the United States Constitution. Interfering with any election process is a violation of law.

**Approved: December 6, 2012**