



Policy and Procedures

February 25, 2019



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Table of Contents

1.0 Administration1

 1.1 Application of a Motion1

 1.2 Occupancy of a Caregiver2

 1.3 Conduct Code3

 1.4 Guest Extension of time permitted within the Park5

 1.5 Late Payment of Maintenance Fees6

 1.6 Preparation for Board Meeting7

 1.7 Private Parties in the Clubhouse9

 1.8 Residency in the Park10

2.0 Maintenance14

 2.1 Maintenance Requests14

 2.2 Planting of Trees15

 2.3 Park Truck16

 2.4 Dumpster17

 2.5 RFP on Common Property19



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1.0 Administration

1.1 Application of a Motion

Review: Annually

Purpose: It is imperative that the Board of Directors ensure that a motion approved by the Board of Directors is completed in the strictest framework of the motion as passed.

Secretary

To ensure that the motion is written into the minutes exactly as proposed by the maker of the motion. If the intent of the motion cannot be realized between the meetings of the Board of Directors, the intent of the motion will be put on the Old Business of the agenda for the subsequent meeting for discussion.

Board of Directors

- A. Ensure that the motion is followed in a responsible time frame.
- B. Ensure that the motion is completed in the manner proposed and accepted at the Board Meeting.
- C. If the motion cannot be achieved as written, the Board Member attempting to accomplish the motion must make a request to revisit the motion or provide an alternative motion to the Secretary for the next Board Meeting.
- D. No motion will be altered by any Board Member without being further approved by the Board of Directors, before the Membership, at a subsequent Board Meeting.
- E. Those assigned the portfolio of a motion will provide progress reports to the President of the Board.

President

- A. Receive progress reports and advise the member with the portfolio accordingly.
- B. Help coordinate the efforts of the Board Members.

Ensure the Secretary is informed of any changes or needs to put the item on the next agenda.

Office Manager

Keep tabs of outstanding motions – that is, retain who has the responsibility of each motion and the status of that motion.



1.2 Occupancy of a Caregiver

Review: Annually.

Purpose: A Unit Owner, renter or lessee must seek approval from the Board of Directors if a caregiver is going to reside in the Park. (Rule and Regulation 3D).

Owner

- A. Attain a Caregiver Form from our Business Office.
- B. Deliver a completed Caregiver Form to the Business Office.
- C. Ensure that the caregiver has read the Rules and Regulations, By-Laws and Declaration of Condominium so that they may have an understanding of any restriction(s) and sign an affidavit thereof.
- D. Ensure the Business Office is paid the fee for the screening of the caregiver.

Owner will ensure that they will provide a note from a medical practitioner, on an annual basis, that a live-in caregiver is required.

Caregiver

- A. Provide the Business Office with identification for a screening.
- B. Report to the Business Office when he or she has become an occupant.
- C. In the event the caregiver is no longer required, the caregiver must vacate the premises within seven (7) days of notification.
- D. The caregiver can only reside in the unit while it is occupied by the owner or renter that may be provided care.

Board of Directors

- A. Approve or reject the proposal of a caregiver sharing occupancy with the applicant.
- B. Ensure there is a written follow-up with the Unit Owner, renter or lessee.

Office Manager

- A. Provide the Unit Owner, renter or lessee with the application.
- B. Receive the completed application.
- C. Provide a copy of the completed application in the mail box of all Directors.
- D. Ensure that a proper screening is fulfilled on the caregiver.
- E. Ensure the respective Unit Owner, renter or lessee has a verbal reply regarding the decision of the Board of Directors.

Receive an affidavit of compliance that the caregiver has read Rules and Regulations, By-Laws and Declaration of Condominium from Owner.



1.3 Conduct Code

Review: Annually

Purpose: It is the responsibility of an Owner, Renter or Lessee to report any infraction regarding our rules and regulations involving Conduct. (Rule and Regulation 6).

Reporting a Complaint by an Owner, Renter or Lessee

A complaint must be cited by an owner, renter or lessee in writing. However, the person making the complaint does have to sign the document.

Rules Director

- A. If assigned, contact the person lodging the complaint to get the entire picture of what had occurred.
- B. Meet with the owner, renter or lessee with whom the complaint was lodged and discuss the situation.
- C. If in the assessment of the Rules Director that the complaint was minor and valid, he/she will attempt to ensure the complainant will not participate in the same behaviour again.
- D. If in the assessment of the Rules Director that the complaint was major and valid, he or she will give notice to the Board of directors that a violation was made and action is required.
- E. Document the outcome of the meeting and put it on file in Business Office.
- F. Follow-up with the outcome of the meeting with the person whom had lodged the complaint.
- G. Report the situation and outcome to the Board of Directors.

Board of Directors

- A. Receive a report from the Rules Director.
- B. Receive a copy of the complaint from the Office Manager.
- C. If the Rules Director is recommending an action against the Unit Owner to the Board of Directors, the Association must give notice to the owner or occupant of the alleged infraction(s) (By-Law – XI(a)) about when and where the violation will be discussed.
- D. If the minor situation becomes repetitive, the Board of Directors may consider an assessment of some form of action against the person violating the conduct rules.



Office Manager

- A. Receive the complaint from a Unit Owner, Renter or Lessee and stamp the date received.
- B. Make a copy of the request for each Director and put into their mail slot.
- C. Organize and compile a file in each regard.



1.4 Guest Extension of time permitted within the Park

Review: Annually

Purpose: A Unit Owner, renter or lessee must seek approval from the Board of Directors if a guest is going to be staying beyond the annual limit of thirty (30) days.

Owner

- A. Deliver a written request to the Business Owner.
- B. In the request, the Unit Owner, renter or lessee should include the dates involved; the person(s) name and relationship to the Unit Owner; and the reasons for the extension request.

The request should be made in a reasonable time frame so that the Board of Directors can make a decision in a timely manner.

Board of Directors

- A. Approve or reject the proposal of a time extension.
- B. Ensure there is a written copy of the decision sent to the Unit Owner, renter or lessee.

Office Manager

- A. Receive the written request and put a copy into the mail box of each Director.
- B. Ensure a screening process is completed for any person beyond thirty (30) days.
- C. Contact the respective Unit Owner, renter or lessee with a verbal follow-up in respect to the decision of the Board of Directors.



1.5 Late Payment of Maintenance Fees

Review : Annually

Purpose: The process required when a maintenance fee has been considered delinquent or late.

Owner

- A. To provide the Business Office with the monthly maintenance fee in a timely manner.
- B. In the event of a late payment, the owner is required to pay the fine attached.
- C. In the event of a delinquent cheque, the owner is required to pay all bank charges.

In the event of a delinquent cheque, and the replacement cheque is beyond the due date, the late charges will also be required for payment.

Board of Directors

Take legal action, only if and when the account becomes delinquent and the non-payment of maintenance fees is ongoing.

Office Manager

- A. Receive the monthly maintenance fee from each of the Unit Owners and deposit it accordingly.
- B. Deposit the maintenance fee in the respective bank account.
- C. Notify the Unit Owner that they have past the due date.
- D. Notify Unit Owner that they must pay a \$25 fine if they are five days past the due date.
- E. Report any delinquent accounts to the Board of Directors.
- F. Recoup all bank charges from Unit Owner for delinquent cheques.



1.6 Preparation for Board Meeting

Review: Annually

Purpose: It is the responsibility of each member of this Board of Directors to ensure that the Board is prepared for each Board Meeting.

Secretary

- A. To canvas the Board of Directors for items to be added on the agenda for the next meeting (Five days in advance).
- B. Ensure that an explanation of each request is explained fully by the author.
- C. If required, request from the Board Member further information to support their suggested agenda item.
- D. If an electronic copy is sent, make copies of the reports and put them in Executive Board mail slots.
- E. Post the agenda and the meeting notification at least two days prior to the Board of Directors meeting.
- F. The unapproved minutes will be sent out to the Board of Directors to ensure there are no errors or omissions for the next meeting (Any conflicts on interpretation will be settled by the President or Vice-President - whomever presided over the Meeting).

Office Manager

- A. Make copies of any pertinent information needed by the Board Members for the meeting.
- B. When appropriate, file a written report to the Secretary.
- C. Store and secure all approved minutes and pertinent files.

Board of Directors

- A. If a Board Member is to give a report at the meeting, this report should be copied and given to the Secretary at least one day prior to the meeting.
- B. If the Board Member has added an item to the agenda, the Board Member should copy any or all pertinent information and put it in the mail slots of the Board of Directors.
- C. When requested for feedback from the Secretary regarding minutes, examine the minutes and report back to the Secretary within a reasonable timeframe.



Maintenance Director

- A. Ensure that all construction requests from the unit owners are copied and put in the mail slots for the Board of Directors (if the information appears incomplete, request more information from the owner or file your own report).
- B. Ensure that all quotes and requests for proposals that have been brought forward are copied and put into the mail slots for the Board of Directors.
- C. Prepare requests for proposals and submit to the Board Members for approval.
- D. Be fully prepared for all items on the agenda pertaining to the maintenance portfolio.
- E. Prepare a report on the projects that have been worked on the past month only.
- F. Ensure that the Secretary has a copy of the Maintenance Report.
- G. Visit neighboring Unit Owners to advise them of the construction project.

President

- A. Ensure that these policies and procedures are being followed.
- B. Help coordinate the efforts of the Board Members.
- C. Ensure that the Secretary has copies of all letters and correspondence pertaining to the President.



1.7 Private Parties in the Clubhouse

Review: Annually

Purpose: Residents may use the Sea Horse Park clubhouse for private parties

Unit Owner Requesting the Party

- A. Must obtain approval from the Social Committee Chairperson if it is going to conflict with a Social Committee event.
- B. Must obtain approval from the President or Vice President of the Board of Directors.
- C. Must provide the Park Manager a returnable deposit of \$150.00 to ensure that any damage or lack of clean up can be paid for by an outside worker.
- D. Once approved, the resident must sign the ledger within the clubhouse notifying the Membership of the private party.
- E. Must ensure that the clubhouse is clean by 12:00 noon the following day.

After an inspection of an assigned Board Member or the Park Manager, the unit owner may request their deposit to be returned.

Office Manager

- A. Ensure that all previous approvals had been satisfied.
- B. Receive the returnable deposit of \$150.00 from the resident.
- C. If assigned, verify that the cleanup has been completed and no damage occurred.
- D. If cleanup and no damage has been verified, return the returnable deposit to the resident.

If cleanup is required or damage has occurred, contact Maintenance representative to ensure the matter is taken care of.

Board of Directors

- A. President or Vice President must consider approval once the Social Committee Chairperson has consented that the private party can be held.
- B. If Office Manager is not present in the applicable time frame, a member of the Board of Directors will ensure that the clubhouse has been cleaned and no damage has occurred.
- C. Once inspected, the assigned member will notify the Office Manager of the outcome so that the deposit can be released to either the resident or a required vendor.

Maintenance Director

- A. Keep a list of contacts regarding cleanup and providing repairs.
- B. If notified by the Office Manager of non-compliance ensure that the cleanup is completed by our maintenance representative or an outside source.



1.8 Residency in the Park

Review: Annually

Purpose: All new owners, renters and lessees must be screened and approved prior to having entitlement for occupancy in Sea Horse Park.

Owner

- A. Provide proof of purchase of the unit.
- B. Provide proof of age for all occupants – driver's license, birth certificate or passport.
- C. Agree and make payment of \$100 towards a screening for all occupants.
- D. File all pertinent information regarding the vehicle: eg. Insurance, copies of registration, copy of user.
- E. If a new occupant is residing in the unit after the Unit Owner has taken occupancy, the person must be subject to a screening.

Read By-Laws, Rules and Regulations and the Articles within the Declaration of Condominium and sign a confirmation that all occupants will live within any restrictions.

Renters and Lessees

- A. Provide rental or lease agreement to the Business Office.
- B. Agree and make payment (\$100) towards a screening of all occupants.
- C. Read By-Laws, Rules and Regulations and the Articles within the Declaration of Condominium and sign a confirmation that all occupants will live within any restrictions.

Board of Directors

- A. Director responsible for Sales will report to the Board of Directors.
- B. Secretary or President must sign a letter of approval to the new Unit Owner(s).

Office Manager

- A. Ensure that the new occupants have provided the proper information.
- B. Be responsible to ensure a proper screening has been performed on all new occupants.
- C. Report back to the Director responsible for Sales.
- D. Ensure that the sale has been approved with a signature from either the President, Secretary or designated person.
- E. Ensure all new owners are provided a proper share for their condominium rights.



2.0 Maintenance

2.1 Maintenance Requests

Review: Annually

Purpose: When an Owner, Renter or Lessee believes there is a need for a maintenance request in the common areas, they should notify the Board of Directors of the deficiency.

Owner, Renter or Lessee

- A. If an emergency the owner, renter or lessee must notify the Business Office if open or Maintenance Director. If the owner, renter or lessee cannot get in touch of either, any of the Board of Directors should be notified.
- B. If not an emergency, put the complaint in writing.
- C. Drop the complaint off at the Business Office.

Maintenance Director

- A. Go to the site and assess the problem or request.
- B. If an emergency, notify the Board of Directors and start action towards fixing the problem.
- C. If not an emergency, notify the Board of Directors through a report at the Board of Directors Meeting on the status.
- D. If the repair has excessive costs, three estimates are required before the job is given to an independent contractor.

Board of Directors

- A. Review the maintenance request.
- B. Provide input and give assent or dissent if the Maintenance Director is looking for direction.

Office Manager

- A. Attain the Maintenance Request from owner, renter or lessee.
- B. Make copies for the Board of Directors and put in mail slot.
- C. Report situation as soon as possible to the Maintenance Director.



2.2 Planting of Trees

Review: Annually

Purpose: When an Owner, Renter or Lessee is planting a tree on their property, permission is required from the Board of Directors or Maintenance Director. (Rule and Regulation 8-A)

Owner, Renter or Lessee

- A. Notify the Business Office, in writing, of an intention to plant the tree.
- B. The written request should include the type of tree, the location of the planting and when the tree is going to be planted.
- C. Must adhere to the advice of the Maintenance Director or Board of Directors.

Maintenance Director

- A. If available, go to the site and assess if there is any concern with utilities.
- B. Report to the Board of Directors of the action that was taken.

Follow-up and ensure the tree has been planted as per the request.

Board of Directors

- A. If Maintenance Director is not available, assign someone to go to the site and assess if there is any concern with utilities.
- B. The assigned Director will report back to the Board of Directors to seek approval.
- C. The assigned Director will follow-up and ensure the tree has been planted as per the request.

Put a notation on the file

Office Manager

- A. Receive the request for the planting of the tree.
- B. Make copies for the Board of Directors and put in mail slot.
- C. Report the request as soon as possible to the Maintenance Director.

Initiate and complete the file.



2.3 Park Truck

Review: Annually

Purpose: The use, maintenance and care of our park truck are essential for longevity and administrative purposes.

Office Manager

- A. Keep the gas credit card in a secure location and ensure it is returned when given out
- B. Any discrepancies or misuse of the credit card will be immediately reported to the Board of Directors.
- C. Keep a maintenance record and log in the office.
- D. File all pertinent information regarding the vehicle: eg. Insurance, copies of registration, copy of user.
- E. Notify insurance company of any potential claims or accidents that involve the vehicle.
- F. Maintain a list of people who may operate the vehicle (not greater than 10, 2 of which should be long term residents) and a list of those that may have keys.
- G. Maintain a list of authorized drivers on the Association Board.
- H. If there are any problems or safety issues regarding the truck, the Office Manager will inform the Maintenance Director.

Notify the insurance carrier the names of the drivers and request from the insurance company an ACORD of Declaration Statement outlining the drivers' names.

Maintenance Director

- A. Ensure the gas tank remains at a responsible **level**.
- B. Ensure the vehicle will be washed at least once a month at a commercial facility.
- C. Ensure the vehicle is cleaned and washed at a commercial facility at least every six months.
- D. Ensure that the truck maintenance schedule is followed at a dedicated garage and the truck is maintained in a satisfactory manner.
- E. Ensure that there will be oil changes, at a minimum, of six months or 3,000 miles at a dedicated garage.
- F. Follow any recommendations of the dedicated garage site regarding the maintenance of the vehicle.
- G. Ensure that a log book is kept in the vehicle to track the time, mileage, reason for use, driver and report of any damage found.
- H. Ensure a copy of registration and insurance is kept in vehicle.
- I. Ensure a map is kept in the vehicle to demonstrate the restricted area where a driver may go without the requirement of any further authorization.
- J. If informed of any problems or safety issues involving the truck, the Maintenance Director will ensure the problems are rectified immediately.
- K. Ensure that the Office Manager is notified of all repairs for the maintenance records

Take pictures of vehicle at the time this policy is approved to verify a baseline regarding the condition of the vehicle.



Drivers

- A. No unauthorized set of keys will be copied.
- B. Notify the Office Manager in respect to any violations or citations that have occurred in respect to your drivers license.
- C. Notify the Office Manager of any accidents or damage that had occurred with the vehicle while in your possession (even when you pick it up).
- D. Ensure the Board that they will be willing, when available, to assist full time residents in need of the vehicle.
- E. Provide the Office Manager with a drivers license to obtain authorization by our insurance carrier.
- F. Complete the log book whenever the driver is in possession of the vehicle
- G. Ensure that the limited one way use of the vehicle is 15 miles unless authorized otherwise by the President, or designate (if limit is violated without authorization, the driver is subject to be removed from the drivers list.
- H. Contact the Maintenance Director of any requests from residents to ensure there is no conflicts with the times proposed.

Must use the truck in a safe and responsible manner.

Residents

May make a request of any authorized driver for the use of the vehicle...the time must be agreeable to both the driver and the resident.

If you are not an authorized driver, you will not be able to drive the truck ... otherwise, there will be a risk of charges of theft.

2.4 Dumpster

Review: Annually

Purpose: If a Unit Owner, Renter or Lessee puts household garbage in the Dumpster at the Sea Horse Park, a fine will be levied on that person (Rule and Regulation 9B).

Owner

- A. Ensure that household garbage is not being dropped off at the dumpster.
- B. If it is discovered that a Unit Owner, Renter or Lessee is dumping household garbage, a written complaint should be lodged at the Business Office.

Rules Director

- A. Investigate the claim.
- B. Initiate a log of events surrounding the complaint.
- C. Report to the Board of Directors of action taken.



Board of Directors

If recommended by the Rules Director, levy the fine on the Unit Owner, Renter or Lessee for dumping the household garbage.

Office Manager

- A. Receive the complaint.
- B. Notify the Rules Director of the complaint.
- C. Make copies of the complaint and put copies in the mail box of the Board of Directors.
- D. Initiate and complete a file on the incident.



2.5 RFP on Common Property

Review: Annually

Purpose: When approved by the Board of Directors or the President, to purchase, replace, remove or add to anything in Seahorse Park that will cost in excess of \$300 will require a detailed request for proposal. In the event of an emergency repair or contractual warranty work, a request for proposal is not required. Moreover, non-emergency repairs would require a detailed request for proposal from three separate contractors if the cost of these repairs would exceed \$1,000. All non-emergency repairs above \$300 must be reported to the Board of Directors and Office Manager as soon as reasonably possible.

Board of Directors

- A. When approved, ensure that a request for proposal is completed if the item falls under the guidelines of this procedure.
- B. All major contracts will be handled by the President or Vice President as per our legal representatives' instructions.

Request for Proposals will be drawn up or contracted out to a professional outsource by the President or Vice President with input from the Maintenance Director, Office Manager and other unit owners, if required.

Office Manager

- A. When requested provide assistance to the President or Vice President in drawing up the request for proposal.

Keep a log of all request for proposals so that the progress of the proposals can be monitored.