

**FLORENCE GARDENS
MOBILE HOME ASSOCIATION**

ORGANIZATION
and OPERATIONS
MANUAL

APPROVED May 12, 2010

FOREWORD

This document, “The Organization and Operational (O&O) Manual” covers the organizational structure and operation of Florence Gardens Mobile Home Association. It details management structure, committees and their responsibilities, operational personnel job descriptions, employee benefits, and the investigation and enforcement of Covenants, Conditions and Restrictions. The updated basic document was **approved by the FGMHA Board of Directors on May 12, 2010**. The Change Record Page lists all changes made to this document after the approval date of this Manual. Approval dates of changes approved by the Board are included in change description.

CHANGE RECORD PAGE

Purpose of this page is to record changes made to this document. This page is required in order to provide traceability of changes made over the life of the document. It is intended that the document dated March 25, 2009 be the base line document. A copy of this document is on file in the Florence Gardens business office. All changes made in the future will be noted by Board of Directors date of approval, location within the document if appropriate and a brief description of the change.

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FGMHA Organization

BOARD POSITION	RESPONSIBILITIES
PRESIDENT Position I (Administrative)	ELECTIONS Committee Liaison NOMINATIONS Committee Liaison SUPERVISE OFFICE STAFF
VICE PRESIDENT Position II (Activities)	ACTIVITIES Committee Liaison SUPERVISE KITCHEN COORDINATOR SUPERVISE ACTIVITIES COORDINATOR
SECRETARY Position III (Records)	DOCUMENTS Committee Liaison PROMOTIONS Committee Liaison SUPERVISE GARDEN TALK/WHISPER EDITOR SUPERVISE RECORDING SECRETARY
TREASURER Position IV (Finance)	FINANCE Committee Liaison
BOARD MEMBER Position V (Maintenance)	RV STORAGE Committee Liaison SUPERVISE MAINTENANCE STAFF
BOARD MEMBER Position VI (Architectural/Building)	ARCHITECTURAL Committee Liaison BUILDING OPERATIONS Committee (BOC) Liaison
BOARD MEMBER Position VII (Public Relations)	COMPLIANCE Committee Liaison HISTORY Committee Liaison SECURITY Committee Liaison WELCOMING Committee Liaison

BOARD APPOINTMENTS: LEGAL COUNSEL
ASSISTANT TREASURER
PARLIAMENTARIAN

BOARD OF DIRECTOR ASSIGNMENTS

PRESIDENT (Position I) - ADMINISTRATIVE DEPARTMENT

Organization Policy 1-1
Dated 5-12-10

RESPONSIBILITIES:

1. Presides at all meetings.
2. Has general charge and control of the affairs of the Association subject to the FGMHA Board of Directors.
3. Supervises office staff.
4. Liaison to the Elections Committee.
5. Liaison to the Nominating Committee.
6. Liaison with the Association's legal counsel.
7. Submits expected budget items for the next year to the Finance Committee by May 31st.
8. Receives and opens all FGMHA Board of Directors correspondence and communications.
9. Directs all correspondence to the appropriate FGMHA Board member.
10. Signs documents and instruments as directed by the FGMHA Board of Directors.
11. Prepares annual "Report to the Membership" for the annual meeting.
12. Prepares annual Performance Reviews of all supervised employees prior to October 31st of each year. Recommends salary consideration for Board of Directors' approval.

VICE PRESIDENT (Position II) - ACTIVITIES DEPARTMENT

Organization Policy 1-2
Dated 5-12-10

RESPONSIBILITIES:

1. Supervises the Activities Coordinator.
2. Liaison to the Activities Committee.
3. Supervises the Kitchen Coordinator.
4. Performs the duties of the President when required.
5. Appoints or hires a Kitchen Coordinator and/or an Activities Coordinator with FGMHA Board of Directors' approval.
6. Submits expected Activities' budget for the next year to the Finance Committee by May 31st.
7. Approves requisitions of up to \$2,500 for all food service consumable and supporting non-consumable items. Reports such requisitions to the FGMHA Board of Directors.
8. Authorized to sign contracts for Dances and Ice Cream Socials as prescribed in Procurement Procedures #1e. Reports such contracts at the next regular Board meeting.
9. Maintains a current Contact List of all Committees and Committee members that serve the Florence Gardens community. A copy of the Contact List is to be kept in the Business Office for referral purposes.
10. Prepares an annual report of activities relating to the Vice President's position of the preceding year, by the week before the annual membership meeting.
11. Prepares annual Performance Reviews of the Activities Coordinator and the Kitchen Coordinator prior to October 31st of each year. Recommends salary consideration for Board of Directors' approval.

RESPONSIBILITIES:

1. Ensures minutes of all meetings and workshops of the FGMHA Board of Directors are properly recorded.
2. Posts the draft minutes of all current meetings and workshops of the FGMHA Board of Directors as soon as possible following the meeting.
3. Appoints, with FGMHA Board of Directors' approval, a Recording Secretary to assist, if necessary, in recording and preparing minutes for distribution.
4. Oversees the maintenance of all permanent records by the Office Manager in accordance with the Retention Schedule in the Office Procedures Manual.
5. Signs documents and letters as directed by the FGMHA Board of Directors.
6. Liaison to the Documents Committee.
7. Posts meeting notices, agendas and minutes on all FGMHA bulletin boards.
8. Reviews and approves articles and letters for the monthly "Garden Talk/Whisper" newsletter.
9. Coordinates with local block leaders for the distribution of the "Garden Talk/Whisper" and any FGMHA Board of Directors' approved special notices to the membership.
10. Solicits paid advertisements for the "Garden Talk/Whisper" newsletter.
11. Liaison to the Promotions Committee.
12. Oversees the FGMHA website.
13. Provides budget items for the next year to the Finance Committee by May 31st.
14. Prepares an annual report of activities relating to the Secretary's position of the preceding year, by the week before the annual membership meeting.

TREASURER (Position IV) - FINANCIAL DEPARTMENT

Organization Policy 1-4

Dated 5-12-10

RESPONSIBILITIES:

1. Has custody of Association funds and securities.
2. Oversees the collection of annual assessments and of transfer fees and document fees associated with the transfer of properties in Florence Gardens.
3. Oversees other fund collections handled by Office Manager.
4. Oversees banking transactions handled by Office Manager.
5. Liaison to the Finance Committee.
6. Provides a written monthly cash flow statement to the FGMHA Board of Directors.
7. Adequately maintains financial records and reports.
8. Verifies funds available on all requisitions as outlined in the Procurement Procedures Policy 4-4. Forwards those requisitions to the responsible Board Liaison for approval and reports to the FGMHA Board of Directors at the next Board meeting. Forwards all requisitions of \$1,000 or more to the FGMHA Board of Directors for approval with the exception of Board spending authority granted to the Vice President and the Maintenance Director.
9. Provides budget items for the next year to the Finance Committee by May 31st.
10. Prepares an annual financial report of FGMHA Board of Directors and other activities relating to the Treasurer's position of the preceding year, by the week before the annual membership meeting.

MEMBER (Position V) - MAINTENANCE DEPARTMENT

Organization Policy 1-5

Dated 5-12-10

RESPONSIBILITIES:

1. Supervises the following personnel:
 - a. Maintenance of buildings, recreational facilities and Common Grounds.
 - b. Janitorial.
2. Liaison to the RV Storage Committee.
3. Oversees RV storage lot contracts and space assignments.
4. Provides budget items for the next year to the Finance Committee by May 31st.
5. Prepares an annual report of FGMHA Board of Directors' activities relating to the Maintenance Department of the preceding year, by the week before the annual membership meeting.
6. Prepares annual Performance Reviews on all supervised employees prior to October 31st of each year. Recommends salary consideration for Board of Directors' approval.

MEMBER (Position VI) - ARCHITECTURAL/BUILDING DEPARTMENT

RESPONSIBILITIES:

1. Liaison to the Architectural Committee.
2. Liaison to the Building Operations Committee (BOC).
3. Provides budget items for the next year to the Finance Committee by May 31st.
4. Prepares an annual report of FGMHA Board of Directors' activities relating to the Architectural/Building Department of the preceding year, by the week before the annual membership meeting.

MEMBER (Position VII) - PUBLIC RELATIONS DEPARTMENT

RESPONSIBILITIES:

1. Liaison to the Welcoming Committee.
2. Liaison to the History Committee.
3. Liaison to the Compliance Committee.
4. Liaison to the Security Committee.
5. Liaison to the Florence Town Council.
6. Liaison to the adjacent associations.
7. Provides budget items for the next year to the Finance Committee by May 31st.
8. Prepares an annual report of FGMHA Board of Directors' activities relating to the Public Relations Department of the preceding year, by the week before the annual membership meeting.

COMMITTEES

ACTIVITIES COMMITTEE

Organization Policy 2-1
Dated 5-12-10

COMMITTEE: 5 or more Association members.

BOARD LIAISON: Vice President (Position II)

FUNCTIONS of the committee:

1. Assists the Activities Coordinator in the organization of entertainment, fashion shows and bazaars. The committee coordinates with other organizations and parks, as necessary.
2. Assists the Activities Coordinator in arranging and coordinating craft classes and extension courses.
3. Surveys the Association membership and reviews all activities periodically. Recommends to the Activities Coordinator additions, deletions and changes.
4. Assigns and coordinates use of floor space and storage space within both the main Clubhouse and the Annex Building.
5. Assists in the preparation of an annual budget request to the Board Liaison prior to May 31st of each year.
6. Assists the Activities Coordinator in preparing an annual report to the Board Liaison summarizing activities and attendance of the previous year, prior to January 20th of each year.

ARCHITECTURAL COMMITTEE

Organization Policy 2-2

Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: Board Member (Position VI) - Architectural/Building Department

FUNCTIONS of the committee:

1. Administers the FGMHA Community Documents pertaining to the installation of new and used mobile and manufactured homes and/or additional construction.
2. Determines if the proposed placement of a home is in accordance with all current FGMHA Community Documents.
3. Approves all plans for new structures and additions to existing property that meet all of the FGMHA requirements. Forwards all requests for variances to the FGMHA Board of Directors for disposition.
4. Verifies that property owners have current copies of the applicable FGMHA Community Documents.
5. Recommends to the FGMHA Board of Directors additions, deletions and corrections to the applicable Community Documents (Covenants, Conditions & Restrictions, Articles of Incorporation, By Laws, and Rules & Regulations).
6. Provides applicants with plat maps showing the location of easements that may affect the placement of a home or location of additional construction.
7. Performs other duties as prescribed in the Florence Gardens By Laws.
8. Prepares a weekly report of activities in the form of committee meeting minutes for the FGMHA Board of Directors.
9. Provides an annual report to the Board Liaison of significant activities of the previous year, prior to January 20th of each year.

BUILDING OPERATIONS COMMITTEE (BOC)

Organization Policy 2-3

Dated 5-12-10

COMMITTEE: 5 or more Association members.

BOARD LIAISON: Board Member (Position VI) - Architectural/Building Department

FUNCTIONS of the committee:

1. Responsible for the maintenance and operation of the clubhouse and recreational facilities.
2. Maintains an accurate inventory of all association property annually and forwards a copy to the Finance Committee.
3. Determines equipment needs for clubhouse and recreational areas in conjunction with the Activities Committee.
4. Determines smoking and non-smoking areas.
5. Develops and updates rules and regulations for Clubhouse and Annex building usage in conjunction with the Activities Committee and Documents Committee for approval by the FGMHA Board of Directors.
6. At the FGMHA Board of Directors' direction, researches and obtains bids for the repair or replacement of significant items not able to be repaired by staff. Coordinates this effort with the Maintenance Department.
7. Upon direction from the Board of Directors, obtains at least two (2) written proposals/bids with the following information included: 1) Workman's Compensation Number, 2) Arizona Contractor's License Number, and 3) Employer's Identification Number. Proposals/bids will be submitted on a requisition form through the Board Liaison to the Board of Directors at least five (5) days prior to a Board meeting.
8. Coordinates with the Maintenance Department for annual budgeting purposes and submits budget request to the Finance Committee by May 31st of each year. Considers costs, associated with the permanent decor of the clubhouse and other common grounds, keeping the common grounds and front entrance neat and attractive, all landscaping and vegetation needs, and supplies needed for proper care of the grounds.
9. Prepares a monthly progress report to the Board Liaison.
10. Provides an annual report to the Board Liaison summarizing significant items of the previous year, prior to January 20th of each year.

COMPLIANCE COMMITTEE

Organization Policy 2-4

Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: Board Member (Position VII) - Public Relations Department

FUNCTIONS of the committee:

1. Receives written complaints of violations of Community Documents.
2. Investigates the complaint for validity and reports the results of the investigation to the FGMHA Board of Directors via the committee's liaison. (See Rules and Regulations Section C.)
3. Prepares and delivers a written notice of violation and applicable rule to the member involved. If there are two (2) documented unsuccessful tries to hand deliver the notice, a cover letter is prepared and is mailed with the notice to the member. The letter and notice are signed by the committee chair and an FGMHA Board member.
4. Maintains the log of complaints.
5. Reviews the violations and forwards those that cannot be resolved by the committee to the FGMHA Board of Directors for action.
6. Provides a quarterly report of activities to the FGMHA Board liaison, listing member complaints by category, those resolved, not resolved, and those forwarded for Board action.
7. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
8. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

DOCUMENTS COMMITTEE

Organization Policy 2-5

Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: Secretary (Position III)

FUNCTIONS of the committee:

1. Reviews existing FGMHA Community Documents to determine the need for amendment and/or clarification.
 - a. Prepares revisions to the above (with the aid of legal counsel where needed) as recommended action by the FGMHA Board of Directors.
 - b. All revisions requiring FGMHA membership approval shall be completed and forwarded to the Board by November 1st of the year prior to the annual meeting.
2. Studies the effectiveness of all documents and recommends changes where necessary.
3. If need be, prepares a budget request for submission to the Finance Committee prior to May 31st of each year.
4. Provides an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

ELECTIONS COMMITTEE

Organization Policy 2-6

Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: President (Position I)

FUNCTIONS of the committee:

1. Develops, documents and requests approval of changes to election procedures as needed. Requests Documents Committee updates as required.
2. Arranges for the preparation of ballots and distribution to the electorate.
3. Reviews and interprets the Community Documents that pertain to elections.
4. Recommends revisions of the Community Documents, where appropriate, to the FGMHA Board of Directors.
5. Determines the method of counting ballots, the method of reporting the results, all in keeping with state laws, advice of legal counsel and Operation Policy 4-5.
6. Arranges for the registration of all voters and the issuance and the counting of all ballots at all meetings of the FGMHA membership where voting is required. Reports the results of voting to the FGMHA President and arranges for the posting of the results.
7. At any meeting of the membership, the Chairman of the Election Committee shall announce the number of members present (including absentee ballots) and the number required to constitute a quorum according to the format provided by Operation Policy 4-5.
8. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

FINANCE COMMITTEE

Organization Policy 2-7

Dated 5-12-10

COMMITTEE: 5 or more Association members.

BOARD LIAISON: Treasurer (Position IV)

FUNCTIONS of the committee:

1. Receives budget requests and input from all interested parties and groups by May 31 and prepares a completed operating budget by November 1st for submission to the FGMHA Board of Directors through the Liaison. This includes recommendation for:
 - a. Needs and recommendations for budget re-allocations.
 - b. Needs and recommendations for financial cutbacks if required.
 - c. Needs and recommendations for increasing FGMHA income.
2. Arranges for an annual review of the financial records within one hundred and eighty (180) days after the end of the fiscal year and provides a report of results to the FGMHA Board of Directors.
3. Arranges for an audit by a CPA every 4 years and/or, at the discretion of the FGMHA Board of Directors, within 180 days after the end of the fiscal year or upon the replacement of the Treasurer or employees with access to FGMHA funds.
4. Reviews all insurance coverage and obtains bids for all new coverage requested by the FGMHA Board of Directors.
5. Suggests and recommends format for monthly financial and cash flow reports by the Treasurer to be presented to the FGMHA Board of Directors and to the membership.
6. Reviews the bookkeeping system and recommends changes and updates, when appropriate, to the FGMHA Board of Directors.
7. Reviews all FGMHA investments and recommends changes where appropriate.
8. Prepares an annual reserve study and forwards it to the FGMHA Board of Directors.
9. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
10. Prepares annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

HISTORY COMMITTEE

Organization Policy 2-8

Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: Board Member (Position VII) - Public Relations Department

FUNCTIONS of the committee:

1. Researches, collects and records any documents that may be available regarding the history of the park.
2. Conducts interviews of long standing residents of Florence and other early residents of our retirement community.
3. Shares published information collected with the Association membership.
4. Places material gathered in archival format (i. e. CD or other permanent format).
5. Maintains the History Committee Bulletin Board in the clubhouse.
6. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
7. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

NOMINATIONS COMMITTEE

Organization Policy 2-9
Dated 5-12-10

COMMITTEE: 3 or more Association members.

BOARD LIAISON: President (Position I)

FUNCTIONS of the committee:

1. Provides a list of candidates to the Elections Committee by December 15th of the year prior to the Annual Meeting. Candidates must be owners in good standing.
2. Obtains permission from the candidates to place their names in nomination.
3. Obtains resumes from candidates and publishes in FGMHA news media in January.
4. Schedules and publishes the times and places where candidates shall be introduced to the membership.
5. Holds two (2) Open Forums for questions and answers of candidates.
6. Provides a copy of the O & O Manual to all final candidates two (2) weeks prior to the first Open Forum.

PROMOTION COMMITTEE

Organization Policy 2-10
Dated 5-12-10

COMMITTEE: 1 or more Association members.

BOARD LIAISON: Secretary (Position III)

FUNCTIONS of the committee:

1. Studies ways and means to create a positive awareness of our community.
2. Prepares all promotional materials authorized by the FGMHA Board of Directors.
3. Promotes joint community activities in conjunction with the Activities Coordinator.
4. Liaises with the local Chamber of Commerce, developers, realtors, etc. on promotional matters affecting the adjacent parks.
5. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
6. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

RV STORAGE COMMITTEE

Organization Policy 2-11

Dated 5-12-10

COMMITTEE: 5 or more Association members.

BOARD LIAISON: Board Member (Position V) - Maintenance Department

FUNCTIONS of the committee:

1. Reviews the RV contract, making revisions as needed. Recommendations are sent to the FGMHA Board of Directors for review and approval.
2. Reviews all renter's contracts to ensure renters are in compliance with the contractual contents and that appropriate fees are assessed.
3. Contacts the renter to resolve the situation, when violations occur. If the committee cannot resolve the violation, it will be sent to the FGMHA Board of Directors for action.
4. Works with FGMHA Office Manager to insure the office has complete and current information on rental status (open sites, size, etc.).
5. Maintains proper space requirements (width and depth) for all rental spaces.
6. Maintains space numbers and paints stripes for each space.
7. Ensures renters are parked correctly in the space they rent and are following all requirements as outlined in the contract.
8. Ensures that RV Identification Stickers are affixed to the front of each vehicle or shed parked in the RV storage lot to be seen from the roadway.
9. Sends recommendations on needed improvements, rental rates, and other suggestions representing the RV renters to the FGMHA Board of Directors.
10. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
11. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

SECURITY COMMITTEE

Organization Policy 2-12

Dated 5-12-10

COMMITTEE: 5 or more Association members.

BOARD LIAISON: Board Member (Position VII) - Public Relations Department

FUNCTIONS of the committee:

1. Assists, helps and provides non-violent security for Association residents.
2. Provides physical house checks to insure homes are properly secured, when requested by the owner. Notifies the Florence Police Department when homes are found unsecured. Requests assistance from the Florence Police Department when deemed necessary.
3. Assists the Florence Police Department in traffic control in Florence Gardens when requested.
4. “Volunteers in Police Service (VIPS)” provide assistance to the Town of Florence Police Department, when requested by the Town Chief of Police, and are outside the control of the FGMHA Board of Directors.
5. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
6. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

WELCOMING COMMITTEE

Organization Policy 2-13

Dated 5-12-10

COMMITTEE: 4 or more Association members.

BOARD LIAISON: Board Member (Position VII) - Public Relations Department

FUNCTIONS of the committee:

1. Working from a list of newly moved-in members provided by the office, arrange for two (2) committee members to visit FGMHA newcomers who have indicated on the new-comers list that they welcome a visit.
2. Gathers various items pertaining to the local area and the Florence Gardens Association into a folder to be furnished to the newcomers.
3. Meets monthly and furnishes a monthly report to the Board Liaison.
4. Provides an annual budget request to the Board Liaison prior to May 31st of each year.
5. Prepares an annual report to the Board Liaison summarizing activities of the previous year, prior to January 20th of each year.

EMPLOYEE JOB DESCRIPTIONS

POSITION TITLE: Activities Coordinator

Operation Policy 3-1
Dated 5-12-10

TYPE OF POSITION: Part Time (No more than 20 Hrs/Week)

SALARY TYPE: Salaried (Range: \$2,600 - \$7,500 per year based on 52 weeks)

Winter Hours Rate from October 1st through April 30th

Summer Hours Rate from May 1st through September 30th

REPORTS TO: Vice President (Position II)

EXPERIENCE:

1. Organizing committees for activities.
2. Scheduling of activities within the available space.

MINIMUM REQUIREMENTS: Ability to work well with volunteers and the public.

DUTIES AND RESPONSIBILITIES:

1. Oversees the Organization and promotion of all social activities and recruits necessary volunteers, including activities chair.
2. Monitors all activities on the "activities calendar" through the FGMHA Board of Directors. Arranges for the activities to be published and advertised.
3. Arranges for the decoration of the clubhouse on the various seasons and holidays. Coordinates this activity with the BOC if permanent changes to the facilities need to be made.
4. Recruits one or more coordinators for trips and tours for posting sign-up sheets on the travel bulletin board.
5. Oversees the promotion and schedules the organization health programs.
6. Oversees the promotion and organization of entertainment, fashion shows and bazaars.
7. Oversees the committee's coordination with other organizations and parks, as necessary.
8. Oversees all craft classes, recreation events and extension courses.
9. Oversees the Library Committee to promote, stock, arrange and operate the library. The committee coordinates with the BOC when necessary for shelving, etc.
10. Reviews with the Activities Committee all activities annually and recommends additions, deletions and changes.

(Continued on next page)

11. Works with the Activities Committee to provide an annual budget request to the Board Liaison prior to May 31st of each year.
12. Provides a monthly report of activities, in summary, to the Board Liaison.
13. In conjunction with the Activities Committee, provides an annual report to the Board Liaison summarizing activities and attendance of the previous year, prior to January 20th of each year.
14. Performs other duties as assigned or required by the FGMHA Board of Directors.

POSITION TITLE: Kitchen Coordinator

Operation Policy 3-2

Dated 5-12-10

TYPE OF POSITION: Part Time (Less than 20 Hrs/Week)**

SALARY TYPE: Salaried (Range: \$200 - \$300 per week – Winter Rate
\$50 - \$75 per week – Summer Rate)

REPORTS TO: Vice President (Position II)

EXPERIENCE:

1. Menu planning for large groups of people (over 150).
2. Kitchen and food preparation experience.
3. Some computer experience for record keeping.

MINIMUM REQUIREMENTS:

1. Ability to work well with volunteers and the public in a fast paced environment.
2. Be familiar with public health regulations.
3. Food handling certification.

RESPONSIBILITIES:

1. Plans menus and arranges for the preparation of all food as required. Monthly menus must be completed in advance for publication in the Garden Talk and posted on community bulletin boards.
2. Purchases, inventories and tracks all food purchases. This includes the mini-kitchen and coffee machines.
3. Controls and tracks all foods including frozen, perishable, and canned foods to ensure proper storage, temperature control, and rotation. Properly disposes of spoiled or outdated foods.
4. Inventories and controls all kitchen items (i. e. knives, spoons, turners, pans, etc.) as required. Replaces worn and/or unsafe kitchen items as necessary.
5. Supervises the proper handling and storage of all kitchen cleaning materials.
6. Establishes and maintains a “Kitchen Handbook” that defines the proper kitchen procedures and instructions for volunteers and cooking crews regarding the proper use of kitchen equipment, cleanup, fire suppression system, ventilation system, and all other precautions necessary to enforce all public health and safety regulations.
7. Coordinates all volunteers and cooking crews for meal preparations, serving, and cleanup.

(Continued on Next Page)

8. Provides training for all volunteers and cooking crews to ensure that they are acquainted with their duties, kitchen facilities, equipment, and the “Kitchen Handbook”.
9. Provides revenue and expense statements of Association sponsored meals to the Board Liaison to assist in determining the future budget, ticket prices, and season duration (sustainability).
10. Provides and coordinates recommendations and cost information with the BOC and Board Liaison on repair, replacement and/or purchase of new equipment for inclusion in the budget by May 31st of each year as needed to support kitchen activities.
11. Prepares an annual report to the Board Liaison by January 30th of each year to summarize kitchen activities, volunteerism, equipment, and facility issues that have or have not been resolved.
12. Performs other duties as required by the Board of Directors.

**Typically, the duties are more intense during the winter months and provide direct support for a weekly (1/wk) dinner program, generally active between October 1st and April 30th. The revenue generated by these evening dinners is usually adequate to offset the expense of food supplies and the Kitchen Coordinator’s weekly pay rate. The weekly dinner program may be expanded or reduced depending on an annual analysis of the revenue and expense (including wage rates) experienced during the previous year. It is the intent that the program be self sustaining. While the weekly dinner program is in operation, the Winter Pay Rate is to be applied; otherwise, the Summer Pay Rate applies during the off-season. While on Summer Pay Rate, the Kitchen Coordinator will update procedures, signs, and manuals; coordinate/train off-season volunteers for kitchen cleanup at volunteer-sponsored dinner events; and, accomplish inventory control and rotation as needed.

POSITION TITLE: Maintenance and Cleaning Supervisor

Operation Policy 3-3

Dated 5-12-10

TYPE OF POSITION: Full time (More than 20 Hrs/Week)

SALARY TYPE: Hourly (Range: \$15.00 - \$20.00 per hour)

REPORTS TO: Board member (Position V) - Maintenance Director

EXPERIENCE: Clean and maintain equipment related to the swimming pools, clubhouse and common areas. Be able to perform small mechanical, plumbing and electrical modifications and repairs, and general maintenance of equipment used in the common areas of Florence Gardens.

MINIMUM REQUIREMENTS: Have a basic understanding of swimming pool water controls, chemical testing and other pool equipment. Be able to operate the Association tractor and mower.

DUTIES AND RESPONSIBILITIES:

1. Provides adequate supervision and guidance to subordinates as necessary. Prepares annual Performance Reviews of all supervised employees.
2. Cleans the clubhouse and other association buildings and common areas including the pools, pool area and the bath houses.
3. Orders necessary supplies.
4. Checks each swimming pool and hot tub daily to ensure pools and hot tubs have the proper chemical balance.
5. Secures the clubhouse and other buildings each evening and opens them each morning. (All doors shall remain unlocked during business hours.)
6. Maintains equipment associated with the duties and responsibilities of the Association.
7. Keeps the common areas of Florence Gardens clean.
8. Operates the association's tractor and mower as necessary.
9. Sets up, breaks down and arranges chairs, tables and other equipment in support of clubhouse activities.
10. Performs other duties as assigned by the Maintenance Director (Position V).

POSITION TITLE: Maintenance and Cleaning Assistant

Operation Policy 3-4
Dated 5-12-10

TYPE OF POSITION: Full time (More than 20 Hrs/Week)

SALARY TYPE: Hourly (Range: \$10.00 - \$15.00 per hour)

REPORTS TO: Maintenance and Cleaning Supervisor

EXPERIENCE: Clean and maintain equipment related to the swimming pools, clubhouse and common areas. Be able to perform small mechanical, plumbing and electrical modifications and repairs, and general maintenance of equipment used in the common areas of Florence Gardens.

MINIMUM REQUIREMENTS: Have a basic understanding of swimming pool water controls, chemical testing and other pool equipment. Be able to operate the Association's tractor and mower.

DUTIES AND RESPONSIBILITIES:

1. Cleans the clubhouse and other association buildings and common areas including the pools, pool area and the bath houses.
2. Checks each swimming pool and hot tub daily to ensure pools and hot tubs have the proper chemical balance.
3. Secures the clubhouse and other buildings each evening and opens them each morning. (All doors shall remain unlocked during business hours.)
4. Maintains equipment associated with the duties and responsibilities of the Association.
5. Keeps the common areas of Florence Gardens clean.
6. Operates the association tractor and mower as necessary.
7. Paints inside walls of the clubhouse and other buildings as required.
8. Sets up, breaks down and arranges chairs, tables and other equipment in support of clubhouse activities.
9. Performs other duties as assigned by the Maintenance Director (Position V).

POSITION TITLE: Housekeeper

Operation Policy 3-5

Dated 5-12-10

TYPE OF POSITION: Full Time (More than 20 Hrs/Week)

SALARY TYPE: Hourly (Range: \$10.00 - \$15.00 per hour)

REPORTS TO: Maintenance and Cleaning Supervisor

EXPERIENCE: Clean and maintain equipment related to the swimming pools, clubhouse and common areas.

MINIMUM REQUIREMENTS: Have a basic understanding of swimming pool water controls, chemical testing and other pool equipment.

DUTIES AND RESPONSIBILITIES:

1. Cleans the clubhouse and other association buildings and common areas including the pools, pool area and the bath houses.
2. Checks each swimming pool and hot tub daily to ensure pools and hot tubs have the proper chemical balance.
3. Orders necessary supplies.
4. Keeps the common areas of Florence Gardens clean.
5. Paints inside walls of the clubhouse and other buildings as required.
6. Sets up, breaks down and arranges chairs, tables and other equipment in support of clubhouse activities.
7. Performs other duties as assigned by Maintenance Director (Position V).

POSITION TITLE: Office Manager

Operation Policy 3-6

Dated 5-12-10

TYPE OF POSITION: Full Time (More than 20 Hrs/Week)

SALARY TYPE: Hourly (Range \$15.00 - \$22.00 per hour)

REPORTS TO: President (Position I)

EXPERIENCE: Minimum of four (4) years office management which includes bookkeeping, payroll and a working knowledge of the computer operating system in use.

MINIMUM REQUIREMENTS: Must be proficient with Microsoft Word and Excel applications along with user-friendly database programs. Must possess acceptable communication and organization skills.

RESPONSIBILITIES:

1. Maintains Quick Books, by-weekly payroll, employee records, and payroll tax withholding. Enters residents information, creates invoices, and receives assessment payments and other receivables and payables.
2. Receives and accounts for all monies generated by FGMHA.
3. Obtains and maintains signature cards at all banks associated with FGMHA.
4. Deposits money in the appropriate bank accounts and administers a petty cash fund.
5. Pays all bills and maintains all records and receipts. Provides information necessary to prepare monthly reports for FGMHA.
6. Supervises Assistant Office Manager and Receptionist. Prepares annual Performance Reviews of all supervised employees.
7. Provides notary services to association members.
8. Ensures all required federal and state posters are displayed as required by law.
9. Files, maintains and secures FGMHA documents, correspondence and records at the direction of the Secretary (Position III).
10. Operates all office machines including telephone, computer, fax machine, copy machine, laminater, binding machine, calculator, etc. Orders all office and printing supplies, as needed.

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IN THE ABSENCE OF THE ASSISTANT OFFICE MANAGER:

11. Provides members with the Association Community Documents and maintains records indicating age and emergency information.
12. Issues key cards, name badges and information for new residents.
13. Issues remote controls and access keys to RV storage renters. Issues RV permits and records number of days used.
14. Prepares and mails the annual meeting notification packets to each FGMHA member.
15. Prepares the annual assessment billings and records payments received.
16. Prepares pre-sale documents requested from title companies for sale of vacant lots and homes.
17. Issues guest badges and records dates of the visit.
18. Makes photocopies upon request and coordinates large volume printing tasks.
19. Provides members with permit application forms for new home installation and remodeling and schedules appointments with the Architectural Committee.
20. Performs other duties as assigned by the President (Position I).

POSITION TITLE: Assistant Office Manager

Operation Policy 3-7

Dated 5-12-10

TYPE OF POSITION: Full Time (More than 20 Hrs/Week)

SALARY TYPE: Hourly (Range \$12.00 - \$16.00 per hour)

REPORTS TO: Office Manager

EXPERIENCE: Minimum of three (3) years of general office experience to include bookkeeping and payroll, two (2) years of computer data entry with working knowledge of the computer operating system in use.

MINIMUM REQUIREMENTS: Must be proficient with Microsoft Word and Excel applications along with user-friendly database programs. Must possess acceptable communication and organization skills.

RESPONSIBILITIES:

1. Reviews the general ledger, makes month-end journal entries, and prepares financial statements, coordinated with the Treasurer (Position IV).
2. Prepares pre-sale documents.
3. Prepares recap of miscellaneous revenues, coordinated with the Treasurer (Position IV).
4. Prepares the annual Florence Gardens membership directory.
5. Manages RV Storage (assignment of space, issue remote controls, billings & record keeping) in coordination with the RV Storage Committee.
6. Maintains member database and owners' files.
7. Acts as Bingo Proceeds Coordinator.
8. Produces assessment invoices and mailing labels.
9. Prepares copy for dinner, dance, and ice cream social tickets.
10. Prepares Garden Talk/Whisper advertising renewal letters and invoices.
11. Performs other duties as assigned by the Office Manager.

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IN THE ABSENCE OF THE OFFICE MANAGER AND RECEPTIONIST:

12. Prepares by-weekly payroll.
13. Prepares and edits Garden Talk/Whisper.
14. Provides members with architectural permits and schedules appointments with the Architectural Committee.
15. Assists residents at the window (faxes, copies, name badges, RV permits, key cards, guest passes, sale of association event tickets, and registration of new owners and renters).

POSITION TITLE: Receptionist

Operation Policy 3-8

Dated 5-12-10

TYPE OF POSITION: Full Time (Up to 20 Hrs/Week)

SALARY TYPE: Hourly (Range \$8.00 - \$16.00 per hour)

REPORTS TO: Office Manager

EXPERIENCE: Previous office experience and familiarity with user-friendly database programs preferred.

MINIMUM REQUIREMENTS: Must possess acceptable communication skills.

DUTIES:

1. Performs primary receptionist duties for the association as needed, greets members and guests at window to determine individual needs. Answers questions and provides services as appropriate. Answers phones to screen and transfer calls.
2. Provides concierge service including issuing guest passes, RV permits, and membership list; provides copy machine and fax service (preparing cover sheets when necessary); issues copies of Community Documents; and presents general information about Association activities, dinners, locations, and “things to do.”
3. Organizes, sells tickets and accounts for revenue for various functions including preparing tickets using computer, preparing ticket revenue boxes with change funds, counting revenue and keeping appropriate revenue records, and re-cap when sales close.
4. Conducts orientation tours of the Clubhouse, Annex building, and pool area for new and prospective residents.
5. Other duties as directed may include, but are not limited to; maintains Activity Board in foyer, retrieves mail, makes appointments for Office Manager and Assistant Office Manager, receives revenue for assessments and RV billing, researches past board minutes, locks office doors, prepares Garden Talk/Whisper, and prepares material for membership meetings and other special projects as needed.

TYPE OF POSITION: Liaison To Various Committees

Operation Policy 3-9

Dated 5-12-10

SALARY TYPE: N/A

REPORTS TO: FGMHA Board of Directors

EXPERIENCE: N/A

MINIMUM REQUIREMENTS: Member of the FGMHA Board of Directors

DUTIES AND RESPONSIBILITIES: The liaison (not a member of the committee) is the connecting link between the FGMHA Board of Directors and the appropriate committee. The liaison provides the communications between the committee and the Board.

1. Attends all meetings of the assigned committee(s).
2. Relays or expresses questions, concerns or information between the FGMHA Board of Directors and the appropriate committee(s).
3. Advises and counsels the appropriate committee(s) as to the desires of the FGMHA Board of Directors in fulfilling the duties and responsibilities of the committee(s).
4. Distributes to the FGMHA Board of Directors material developed by the committee(s) in the form of reports or documents for information or action.
5. As the committees are formed to assist the Board of Directors in decision making, the liaison should be allowed to act as an arm of the Board providing alternatives.
6. Makes recommendations or motions to the FGMHA Board on matters to be brought before the Board on behalf of the committee(s).

1. Paid Holidays: (Given to all employees)

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the day following Thanksgiving Day, and Christmas Day. Holidays on regular or non-regular work days will normally be time off to be paid at employee's regular wage rate for the number of hours regularly scheduled. When the holiday falls on a Saturday or Sunday, the following Monday will be observed as the holiday. Holidays worked are to be paid at employee's regular wage rate for the number of hours worked plus the Holiday pay.

2. Vacation: (Does not apply to part-time employees working less than 20 hours per week or less than six months in a calendar year.)

Ninety (90) days after satisfactory employment and for first 3 years, employee accrues **one** (1) hour vacation time, to be paid at employee's regular wage rate, for every 52 hours of scheduled work. (*Equates to one week vacation, for the first three years.*)

*Example: 20 hours worked per week x 52 weeks = 1040 hours per year worked.
Divide total hours worked by 52 = 20 hours (one week) vacation.*

*Example: 35 hours worked per week x 52 weeks = 1820 hours per year worked.
Divide total hours worked by 52 = 35 hours (one week) vacation.*

*Example: Office works 35-hour week Oct.-Apr. = 1050 work hours
16-hour week May-Sept. = 352 work hours
Divide total work hours of 1402 by 52 = 27 hours vacation.
If taken in January it would mean 4 work days vacation; if taken in July it would mean 6 ³/₄ work days vacation. In total it would mean 27 hours vacation.*

During 4th, 5th & 6th years, employee accrues **two** (2) hours vacation time, to be paid at employee's regular wage rate, for every 52 hours of scheduled work. (*Equates to two weeks vacation*)

During 7th, 8th, & 9th years, employee accrues **three** (3) hours vacation time, to be paid at employee's regular wage rate, for every 52 hours of scheduled work. (*Equates to three weeks vacation*)

During and after 10th years, employee accrues **four** (4) hours vacation time, to be paid at employee's regular wage rate, for every 52 hours of scheduled work. (*Equates to four weeks vacation*)

Vacation may be taken in one-hour increments with a maximum of 8 hours in one day. All vacation time must be used within 12 month period following employment anniversary date with no carry over from year to year (This is use or lose). Upon termination, unused vacation hours are to be paid at employee's regular wage rate.

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3. **Sick-Time:** (Does not apply to part-time employees working less than 20 hours per week or less than six months in a calendar year.)

Ninety (90) days after satisfactory employment, employee will accrue **one** (1) hour sick-time, to be paid at employee's regular wage rate, for every 20 hours scheduled work, **regardless of the number of years of employment.** (*Equates to one (1) day per month sick-day.*) There is no limit on the number of hours of sick-time which can be carried forward year to year. In the event that an employee requires more than 7 consecutive sick days or more than 10 sick days per month, the Board may require doctor's documentation. Upon termination, no pay for unused sick-time to be made.

*Example: 20 hours worked per week x 4 weeks = 80 hours worked per month.
Divided by 20 = 4 hours sick-time which = 1 work day which = 1 sick-day per month.*

*Example: 35 hours worked per week x 4 weeks = 140 hours worked per month.
Divided by 20 = 7 hours sick-time which = 1 work day which = 1 sick-day per month.*

4. **Overtime:**

Over 8 hours worked in one day or over 40 hours worked in one week (which must receive prior approval of appropriate Board Member Liaison) to be paid at rate of one and one-half (1 ½) times the employee's regular hourly wage rate. Employee may choose to take compensatory time off instead of extra pay. Overtime hours worked will be included in vacation and sick-time totals.

5. **Tracking of Vacation and Sick-Time:**

Tracking of each individual employee's earned vacation and sick-time will be maintained by the Office Manager. Totals will be available to each employee upon request.

6. **Pay Cycle:**

Regular pay period will be a two-week cycle with payday no later than Tuesday following the close of the pay period on Saturday.

7. **No Contract Employees:**

All Employees of FGMHA will be on wages either paid by the hour or by the week. Contracts will only be offered for special entertainment or special programs.

8. **Dual Positions:**

When an employee works more than one (1) position, the combined hours cannot exceed 40 hours in one week.

PURPOSE:

FGMHA desires a method to record a periodical impartial review of employee job performance so as to retain and reward competent employees and to offer retraining to those who may not “meet standards.” Supervisors will complete these reviews, counsel the employee on the results, offer remedial constructive training if warranted, and forward the review form to the Reviewer. The Reviewer is expected to offer an impartial consideration of the review.

TIMING:

Annually – A job review will be completed by Oct 31 each year.

Supervisor Change – A job review will be completed by the retiring supervisor anytime there is a change in supervisors, should the need arise.

Anytime – Whenever a supervisor feels that an employee is not meeting standards, a review should be completed to record counseling of the deficiency and to record remedial actions taken to remove the deficiency.

RATER And REVIEWER:

Rater will be anyone who directly supervises or is responsible for any employee.

The Reviewer will be the President of FGMHA. In cases where the President is the supervisor, the Reviewer will be the Vice President.

PROCEDURE:

- Step 1 Supervisor will complete the top portion of Periodic Employee Review.
- Step 2 Supervisor will complete the “Key Duties” block outlining the information contained in the approved job description.
- Step 3 Supervisor will review factors indicated and mark blocks accordingly.
- Step 4 Supervisor may, but is not required to, write a narrative “overall assessment”.
- Step 5 Sign and date the Review.
- Step 6 Supervisor will counsel employee concerning job performance and ratings indicated on the front of the form.
- Step 7 Employee will acknowledge counseling and opportunity to comment on the rating with their signature and date.
- Step 8 Supervisor will forward completed form to the Reviewer.

REVIEWER:

- Step 9 The reviewer is to impartially consider the submitted Periodic Employee Review and comments and may, or may not, offer additional comments on the Review. The Reviewer may want to discuss the Review in person with either or both the Rater and/or the employee either together or separately as circumstances warrant.
- Step 10 A copy of the completed Periodic Employee Review will be given to the employee.

RETENTION And DISPOSAL:

The completed original Review form will be safeguarded in the employee’s personnel file to be used on a “need to know” basis only for official use by the Board of Directors. Reviews will be retained as long as the employee continues working for FGMHA.

Disposal of the forms, through the shredding process, will take place upon termination of employment with FGMHA.

FGMHA Periodic Employee Review			
Name	Annual Review <input type="checkbox"/>	Supervisor Change <input type="checkbox"/>	Review Period From To
Position	Full Time <input type="checkbox"/> Hourly <input type="checkbox"/>	Part Time <input type="checkbox"/> Salary <input type="checkbox"/>	Supervises Other Employees Yes <input type="checkbox"/> No <input type="checkbox"/>
Key Duties, Tasks, Responsibilities			
REVIEW FACTORS		DOES NOT MEET STANDARDS	MEETS STANDARDS
1. JOB KNOWLEDGE Has knowledge required to perform duties effectively; Strives to improve knowledge; Applies knowledge to handle non-routine situations.		<input type="text"/>	<input type="text"/>
2. JOB PERFORMANCE Performs routine duties satisfactorily; Accomplishes work ahead of or on schedule; Completes all assignments; Looks for and anticipates job requirements.		<input type="text"/>	<input type="text"/>
3. PROFESSIONAL QUALITIES Works well with others; Fosters teamwork; Displays initiative; and self-confidence; Has respect and confidence of others; Exhibits dedication, integrity and honesty; Accepts personal responsibility.		<input type="text"/>	<input type="text"/>
4. ORGANIZATIONAL SKILLS Plans, coordinates, schedules, and uses resources effectively; Schedules work for self and others equitably and effectively; Anticipates and solves problems.		<input type="text"/>	<input type="text"/>
5. JUDGMENT and DECISIONS Makes timely and accurate decisions; Retains composure in stressful situations; Requires minimal supervision.		<input type="text"/>	<input type="text"/>
6. COMMUNICATION SKILLS Listens and speaks effectively.		<input type="text"/>	<input type="text"/>
Overall Assessment			
Date and Signature of Rater		Rater's Position in FGMHA	
Date and Signature of Employee		Comments	

PURPOSE:

To offer employees a better understanding of the rating on their Periodic Employee Review, and to provide guidance in areas where employees are rated as “needing improvement,” FGMHA offers an Employee Feedback Worksheet which can provide a more subjective analysis of Review Factors.

OBJECTIVE:

A face-to-face discussion with the Rater offers the employee an opportunity to better understand results of the Periodic Employee Review.

TIMING:

While there is no requirement to use or complete the Employee Feedback Worksheet, there may be times when use of the Worksheet is appropriate.

The Employee Feedback Worksheet should be completed:

- a. When the employee asks for feedback.
- b. When the Rater feels that the employee needs or deserves a better understanding of the rating on the Periodic Employee Review.
- c. When an employee is rated “Does Not Meet Standards” on any Periodic Employee Review Factor.
- d. When the Rater desires to make a mid-term or follow-up Feedback.

PROCEDURE:

- Step 1 Employee may ask the Supervisor for feedback or the Supervisor may determine that feedback is appropriate.
- Step 2 Supervisor will complete top portion of the Employee Feedback Worksheet including Key Duties.
- Step 3 Supervisor (Rater) will address each Periodic Employee Review Factor with a vertical line drawn through the horizontal sliding scale to indicate the Rater’s opinion of where the employee rates as pertains to improvement of the Review Factor.
- Step 4 Supervisor and Employee will discuss the ratings. Each will have the opportunity to enter comments concerning each Factor.
- Step 5 A copy of the completed Employee Feedback Worksheet will be given to the employee.

RETENTION and DISPOSAL

The completed original Feedback form will be safeguarded in the employee’s personnel file to be used on a “need to know” basis only for official use by the Board of Directors. Feedbacks will be retained as long as the employee continues working for FGMHA.

Disposal of the forms will take place upon the termination of employment with FGMHA. Forms will remain archived for the time prescribed by law, then disposed of through the shredding process.

FGMHA Employee Feedback Worksheet				
Name		Position		Date
Type of Feedback: Initial <input type="checkbox"/> Mid-term <input type="checkbox"/> Follow-up <input type="checkbox"/> Employee Requested <input type="checkbox"/>				
Key Duties, Tasks, Responsibilities			COMMENTS	
Performance Feedback Factors		Needs significant Improvement	Needs Little or No Improvement	
1. JOB KNOWLEDGE				
Has knowledge required to perform duties effectively		←-----→		
Strives to improve knowledge		←-----→		
Applies knowledge to handle non-routine situations		←-----→		
2. JOB PERFORMANCE				
Performs routine duties satisfactorily		←-----→		
Accomplishes work ahead of or on schedule		←-----→		
Completes all assignments		←-----→		
Looks for and anticipates job requirements		←-----→		
3. PROFESSIONAL QUALITIES				
Works well with others		←-----→		
Fosters teamwork		←-----→		
Displays initiative, self-confidence		←-----→		
Has the respect and confidence of others		←-----→		
Exhibits dedication, integrity, and honesty		←-----→		
Accepts personal responsibility		←-----→		
4. ORGANIZATION SKILLS				
Plans, coordinates, schedules and uses resources effectively		←-----→		
Schedules work for self and others equitably and effectively		←-----→		
Anticipates and solves problems		←-----→		
5. JUDGEMENT And DECISIONS				
Makes timely, accurate decisions		←-----→		
Retains composure in stressful situations		←-----→		
Requires minimal supervision		←-----→		
6. COMMUNICATION SKILLS				
Listens and speaks effectively		←-----→		
Rater			Employee	
			Additional Comments on Back	

1. GENERAL:

- A. Supplies and services for the operation and maintenance of the buildings and grounds may be ordered with the approval of the Maintenance Director Liaison as provided for in the annual budget. Approval of the FGMHA Board of Directors is required for all items not included in the annual budget.
- B. Upon direction from the Board, the BOC shall obtain at least two (2) written proposals/bids with the following information included: 1) Workman's Compensation Number, 2) Arizona Contractor's License Number, and 3) Employer's Identification Number. Proposals/bids will be submitted on a requisition form, through the Board Liaison, to the Board at least seven (7) days prior to a Board meeting.
- C. Maintenance Director is authorized emergency repairs up to \$2,500.00 without specific Board action but must be confirmed at the next regular Board meeting.
- D. Vice President is authorized up to \$2,500.00 for purchase of food service equipment. Reports such requisitions at the next regular Board meeting.
- E. Vice President is authorized to sign contracts up to \$1,500.00 or not greater than 80%, the vendor's share, of the ticket sales for dances and ice cream socials. Reports such contracts at the next regular Board meeting.
- F. Monthly recurring costs of operation (i. e. phone, power, gas, water) are exempt from this requirement.
- G. Mileage reimbursement to Board or Committee members making a trip from Florence Gardens for the good of the Association is allowed at the IRS reimbursement business rate.

2. PURCHASE PROCEDURES:

- A. Purchases under \$1,000.00:
 - 1) Prepare Purchase Requisition prior to order.
 - 2) Submit to Board Liaison for approval.
 - 3) Board Liaison verifies availability of funds citing appropriate budget code. Approves purchase requisition and forwards to appropriate individual for procurement action.
 - 4) Upon receipt of merchandise or services, signed receipt is presented to Office Manager, for payment.
- B. Purchases over \$1,000.00:
 - 1) Prepare Purchase Requisition prior to order.
 - 2) Obtain price quotes from at least two vendors (if possible) or prepare sole source justification document.
 - 3) Submit procurement package to Board Liaison for approval.
 - 4) Treasurer verifies funds availability and provides proper budget code.
 - 5) Upon approval by FGMHA Board of Directors, the requisition is forwarded to the appropriate individual or Committee for procurement action.

C. Equipment and Project Items:

- 1) Prepare requisition, sign and submit to BOC for action.
- 2) BOC reviews and obtains bids.
- 3) Presents procurement package to Board Liaison with recommendation for approval or disapproval.
- 4) Treasurer verifies availability of funds and provides proper budget code.
- 5) Upon approval by FGMHA Board of Directors, the procurement package is forwarded to the appropriate individual or Committee for procurement action.

D. Discretionary Funds for Each Board Member of \$100.00 limited to only budgeted items:

- 1) Prepare requisition.
- 2) Submit to Board Liaison for verification of fund availability and approval.
- 3) After purchase, return sales receipt or invoice to Office Manager for processing payment. Receipt or invoice must include the receiving individual's signature and activity code.
- 4) Office Manager pays invoice, and files after attaching to the requisition.

**VOTING PROCEDURES AT ANNUAL OR SPECIAL
ASSOCIATION MEETINGS OF FGMHA**

Operation Policy 4-5
Dated 5-12-10

NOTICE OF MEETING: The Florence Gardens Mobile Home Association (FGMHA) shall announce any annual or special meeting of the membership a minimum of thirty (30) days prior to the meeting. The notification shall include the purpose, location, date, and time of the meeting, resumes of candidates and/or any issues to be decided. It shall include one absentee ballot for each parcel for which the owner(s) is entitled to vote together with a return envelope.

BALLOT INFORMATION:

1. Each absentee ballot shall include the following:
 - a. A statement as to the number of votes which may be cast on each ballot for Board candidates.
 - b. A list of the candidates, (if the purpose of the meeting is to elect FGMHA Board members).
 - c. Space for write-in candidates.
 - d. Each issue to be decided by the Association membership and the opportunity to vote for or against such issue.
 - e. Instructions as to when the ballot must be post marked in order for it to be counted.
2. Absentee ballots, once mailed or delivered by hand to FGMHA and placed in the sealed ballot box cannot be retrieved or canceled but will be verified and counted by the Election Committee.
3. The Ballot WILL NOT contain any identification of voter by any means including either by Lot number, name or by address unless required by law (as in the case of approval of changes to C,C&R's). All such identification required to verify a valid absentee ballot will be confined to the outside of the envelope containing the ballot, which, if necessary, can be mailed inside a cover envelope provided by the Association.

ELECTION COMMITTEE PROCEDURES:

1. The day prior to the election, the Elections Committee Chair and at least (2) two other Election Committee members shall collect the absentee ballots (in a locked ballot box) and retire to a room where they will not be disturbed. The absentee ballot envelopes will be verified and recorded on the poll list (obtained from the Office Manager); the absentee ballots will be separated from their cover envelopes, and counted.
2. All balloting material, including ballots, ballot envelopes and master poll list are returned to the ballot box. The ballot box will be returned to the Office Manager to be secured until election day.
3. The Elections Committee Chair will make arrangements to have the meeting and the counting rooms set up for the election Committee.
4. On election day, the Elections Committee Chair meets with the committee members and reviews duties and the placement of each worker. Alphabet signs will be set up to direct voters to the proper tables for registration and to receive and sign for ballots. Poll lists are to be kept in alphabetical order for future use.

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5. When a member enters the meeting hall(s), he will check in to determine his or her eligibility to participate in the meeting.
6. The member(s) will be directed to the ballot distribution tables where ballots are obtained and shall be given instructions as to the disposition of ballots.
7. When the meeting is called to order, the President will inquire whether there is a quorum present. Elections Committee Chair shall determine if a quorum is present and shall so inform the President using the Quorum Tally format which follows below **
8. When balloting is to commence, the President will request the Elections Committee Chair to give voting procedures.
9. The instructions to the membership will include:
 - a. When to mark ballots and restrictions for marking ballots.
 - b. The number of candidates to be voted on; whether printed on the ballot, floor nominations, or write-in candidates.
 - c. How to proceed with any other issues before the meeting.
 - d. Instructions for collecting ballots.
10. If a ballot is spoiled, the member may exchange the spoiled ballot for a new one. The membership will be instructed as to the procedure for exchanging spoiled ballots.
11. When voting is complete, the ballots will be collected by Elections Committee members who will retire to an area designated for the counting of ballots. The counting shall be performed under the close supervision of the Elections Committee Chair.
12. Ballot counters will consist of teams of three people, a teller and two counters. Ballots are divided among the teams. The teller will indicate how each ballot is marked and the counters will record the results of each ballot. After every fifth ballot is counted the counters will compare their count to assure accuracy. Recounts will occur if the tallies do not agree. Results will be noted on a tally sheet and turned in to the Elections Committee Chair along with the counted ballots.
13. Spoiled ballots will be set to one side and not counted. They will be inspected by the Elections Committee Chair to determine whether or not the ballot is valid. When the validity of a ballot cannot be determined, the Elections Committee Chair will confer with the Board Liaison. Any ballot determined to be valid will be added to the final count.
14. The results of each tally sheet, including the absentee count, will be consolidated onto a master tally sheet by the Elections Committee Chair. The results will be announced to the president of the Florence Gardens Mobile Home Association. The president will announce the results to the membership.

(Continued on Next Page)

15. The results of the voting, including the number of votes each issue or candidate received, will be posted on the bulletin board(s) and published in the next issue of the Garden Talk.
16. All ballots and other required forms are placed in the ballot box, secured and returned to the Office Manager. Copies will be made and filed of all forms, reports and lists of workers.
17. Within a few days, the ballots and other election papers will be sealed and archived. They will remain archived for the time prescribed by law, then disposed of.

**** QUORUM TALLY**

Number of Lots in FGMHA Sections A,B,C,D,E,F _____
 52 Units in Casita Hermosa TRACT B Unit D _____
 One Unit in Vista Hermosa _____
TOTAL VOTING UNITS AVAILABLE _____

Number of Lots **NOT ELIGIBLE** to have votes cast in this election:
 Owned by FGMHA _____
 Owned by Three Parks Golf Assn. _____
 Owned by Developer not paying assessments _____
 Not current in assessments to FGMHA _____

TOTAL LOTS NOT ELIGIBLE TO HAVE VOTES CAST -- _____
NUMBER OF LOTS ELIGIBLE to cast votes in this election _____
 Number required to constitute quorum (25% of those eligible) _____
 Number of Lots represented by members present _____
 Number of Lots represented by absentee ballot _____
Total number Lots represented _____

The Election Committee hereby certifies that a quorum is present on _____, 20_____

 Elections Committee Chair

 President

PROCEDURES FOR THE INVESTIGATION AND ENFORCEMENT OF THE FGMHA COMMUNITY DOCUMENTS (Covenants, Conditions and Restrictions; Articles of Incorporation; By-Laws; and Rules and Regulations)

Operation Policy 4-6
Dated 5-12-10

The following process is established to handle violations of FGMHA Community Documents not previously resolved by the Compliance Committee.

1. The FGMHA Board of Directors shall:
 - a. Verify that the complaint is still valid.
 - b. Notify the owner of the property reported to be in violation. An attempt will be made to resolve the matter at that time.
 - c. Develop pertinent information, including photo(s), of the reported violation when appropriate. Photos and other evidence will be dated and initialed for identification purposes.
 - d. Prepare a written report. The report will contain a description of the reported violation, information developed in the investigation, and a recommendation for resolving the matter.
2. If, after reviewing the report and discussing the violation, the Board determines there is no violation, all parties involved will be advised by letter. If there is a valid violation of the FGMHA Community Documents, a letter will be directed to the owner of the property in question, as provided for in Rules and Regulations Section C. The letter will contain a description of the violation, the allowed time for correcting the problem, the penalty for non-compliance, and the owner's right to appeal. The letter will be delivered in person or by mail. A copy will be sent to the Compliance Committee chair.
3. When an appeal is requested, the FGMHA Board of Directors will schedule a special closed meeting to allow the owner to present any information or documentation.
4. At the conclusion of the owner's presentation, the FGMHA Board of Directors will determine disposition of the matter. All parties involved will be notified of the Board of Directors' decision in writing, to be delivered in person or by mail. At this point, the Association's Attorney may become involved in the matter.
5. Time for correcting a violation: When it has been determined that a violation of the FGMHA Community Documents has occurred, the member/property owner will be given time to correct the violation and/or comply with the Community Documents. The time allowed will be at the discretion of the FGMHA Board of Directors and will be set with regard to the type and severity of the violation and to the circumstances involved in correcting the problem.
6. Penalty for non-compliance: The monetary penalty for non-compliance is One Hundred Dollars (\$100.00) per day per occurrence. The penalty will be assessed after the time period for correcting the violation has expired. If an additional 30 days has passed and the problem still has not been corrected, or the property owner has not contacted the FGMHA Board of Directors to make other arrangements, the penalty will be doubled. The penalty will be assessed on a monthly basis. Any penalty not paid within 30 days of being billed will be handled as described in the FGMHA Bylaws.

1. In order to keep the residents of FGMHA better informed of the activities, happenings and coming programs provided for and by the membership, the Association will publish a monthly newsletter to be provided free to all residents currently residing in Florence Gardens.
2. The black & white 8 ½ x11 publication will be printed, collated, and distributed by volunteers on equipment and material provided by the Association.
3. Material for publication will be submitted to FGMHA office prior to established publication deadline for approval by Board Secretary. All articles submitted for publication must be signed by the person responsible for the article. Preparation for printing will be accomplished by office personnel.
4. Members may submit non-commercial items free of charge. The Secretary will be responsible for supervising sales and pricing of advertising. All material, notes, and requests for publication will be retained for 60 days following publication.
5. Publication will be accomplished as near as possible by the first of each month. Deadline for submission of articles for publication may vary each month but will be announced in the Garden Talk.
6. The Secretary will submit a budget request to the Finance Committee prior to May 31st of each year.
7. The Secretary will prepare an annual report prior to January 20th for submission to the Board of Directors summarizing activity, cost and advertising income for the previous year.