



## Wexford Plantation

# General Policies and Procedures

Supersedes all previous editions.

**Approvals:**

Wexford Board of Directors      Nov 2008

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# Wexford Policies and Procedures

## 1. General Policies

### 1.1 Authority:

The rules, regulations, fees, and charges of Wexford Plantation (“Wexford”) are established pursuant to the rule making authority granted to the Board of Directors (“Board”) in the Declaration of Covenants, Conditions, and Restrictions for Wexford Plantation (“Covenants”) at Article XI, Section 11.01 and pursuant to the authority granted in the By-Laws of Wexford Plantation Homeowners Association, Inc. at Article IV, Section 4.02 and 4.03.

### 1.2 Owner Conduct and Contact with Employees

Offensive language or conduct shall not be permitted on Wexford premises nor shall such language or conduct be directed toward any employee by owners of the Association (“Owners”) anywhere within the boundaries of Wexford.

Owners, not otherwise authorized by reason of their status as officers of Wexford, shall not interfere with employees of Wexford during the performance of the employees' assigned duties. Owners shall not direct questions, criticisms, or instructions to any employee regarding operational policies and practices, or the general performance of said employees' duties. Any such questions, criticisms or comments shall be directed to the General Manager or the President of the Board.

### 1.3 Anti-Harassment Policy

The Wexford Board will not tolerate sexual harassment in any form. Disputes sometimes arise as to whether conduct was "welcome" or "unwelcome". Conduct which would violate this policy if it were unwelcome will be considered to violate the policy if anyone complains of it. A good rule to follow in order to avoid violating this policy is: "Never do or say anything that you would not want to read about on the front page of the club's newsletter".

Anyone who feels that this policy has been violated should notify the General Manager or the President of the Board.

The Board will take immediate and appropriate action when alerted to charges of sexual harassment. The Board will make its best effort to guarantee to all employees an environment safe from sexual harassment and further will make its best effort to guarantee to all employees an environment free of hostility as a result of confronting or reporting sexual harassment.

Employees who violate this policy will be subject to disciplinary action up to and including termination. Vendors who violate this policy will be subject to exclusion from the premises. Guests who violate this policy may be removed from the premises. Owners who violate this policy will be subject to such action as is permitted under Wexford's Bylaws.

### 1.4 Enforcement

The Covenants, in Article XI, Section 11.02, empower the Board to enforce Wexford's rules and regulations. Pursuant to this authority, the following procedure, as provided for in the Covenants at Section 11.03, shall be as follows:

1. Written demand to cease and desist from an alleged violation shall be served upon the Owner responsible for such violation specifying:
  - a. the alleged violation;
  - b. who is committing the violation (in the event it is the Owner's spouse, children, invitee, guest or tenant responsible for the violation, the notice shall specify such individuals);
  - c. the action required to abate the violation; and
  - d. a time period of not less than ten (10) days during which the violation may be abated without further sanction, if such violation is a continuing one, or;
  - e. if the violation is not a continuing one, a statement that any further violation of the rule or regulation may result in the imposition of sanctions after notice and hearing.
2. Within twelve (12) months of such demand, if the violation continues past the period allowed in the demand for abatement without penalty, or if the same violation subsequently occurs, the Board may serve such Owner with written notice of a hearing to be held by the Board in executive session. The notice shall contain:
  - a. the nature of the alleged violation;
  - b. the time and place of the hearing, which time shall be not less than ten (10) days from the service of the notice;
  - c. an invitation to attend the hearing and produce any statement, evidence, and witnesses on his behalf;
  - d. the right to be represented by counsel at said hearing;
  - e. the proposed sanction to be imposed.

## 1.5 Sanctions

The sanctions available to the Board shall include:

- the power to impose reasonable monetary fines which shall constitute an equitable charge and a continuing lien upon the Owner's lot or dwelling;
- to suspend the Owner's right to vote on matters affecting Wexford and/or
- to suspend any Owner's right (and the right of such Owner's family, guests, and tenants and of the co-owners of such Owner and their respective families, guests, and tenants) to use any of the Recreational Amenities;

and the Board shall have the power to impose all or any combination of these sanctions. Any Owner shall be subject to the foregoing sanctions in the event of such violation by such Owner, his family, guests or tenants or by his co-owners. Any such suspension of rights may be for the duration of the infraction and for any additional period thereafter, not to exceed thirty (30) days.

## 1.6 Yard Debris Removal Service

As a service to Owners who choose to maintain their own yards, Wexford's grounds maintenance staff will pick up yard debris periodically. Currently the pick up will be on Mondays and Fridays. Yard debris is to be placed at the roadside by 8:00 a.m. to ensure its pick-up. Property owners are requested not to place debris at the roadside on weekends.

Yard debris is defined as palm fronds, branches, pine cones and small limbs (2" in diameter or less). The removal of trees, large debris, boxes and other household trash is the responsibility of the Owner.

For those Owners who employ lawn maintenance services, it is the responsibility of the individually employed services to haul away all yard debris.

## 1.7 Membership Directory

One copy of the updated Membership Directory is issued to every Owner's household during the first quarter of each calendar year. Owners desiring more than one copy of the directory, additional packets of insert pages, three-ring binders and pocket versions of the directory may purchase them in the Member Services Office for a nominal fee.

Use of the Membership Directory is for the convenience and proprietary use of Wexford Owners only. The roster information contained in this directory is considered private and is the only membership list provided by Wexford during the year. According to policy adopted by the Board of Directors, management is prohibited from distributing variations of this list for any reason. Requests for Owner lists in any other form (i.e. sorted by zip code, e-mail address, geographic region, etc.) will be respectfully refused.

Changes in the directory information which occur between printings, such as new Owners or the correction of omissions or typographical errors, will be printed on a quarterly basis in the Club Times newsletter.

## 1.8 Payment/Collection of Assessments/Charges

Wexford operates with funds collected from the timely payment of quarterly assessments and monthly social charges by Owners. These funds comprise the primary source of operating cash for Wexford, and the receipt of these payments is absolutely critical to the daily operation of Wexford.

The Board has approved and adopted policies, that the Accounting Office has been directed to follow, to ensure the timely collection of assessments and recreational charges. This progressive collection policy encourages prompt payments, and imposes penalties for payments received after the due date. Penalties may include late charges, liens and administrative fees, the suspension of privileges, and/or the foreclosure of property. Details of this policy are included in Accounting Policy #260, which is on file in the Executive Office.

Owners who believe that they have been charged in error may dispute the charge within 90 days of the statement date, either by calling the Accounting Office or by writing a brief note included with their monthly payment. The Accounting Office will investigate the disputed charge and, where appropriate, adjust it from the Owner's account. Individual disputed charges do not exempt Owners from paying the undisputed portion of their monthly invoices in a timely manner.

## 1.9 WeCare: Neighbors Helping Neighbors: a Community Care Group

Some Wexford residents have formed a volunteer group to improve the sense of community within Wexford. Specifically, we would like to assist our neighbors in time of need. Recognizing that many of us do not have family nearby to call upon during difficult times, we would like to serve as a surrogate family whenever we can.

In times of illness or loss, we would make ourselves available for company, for rides to and from medical facilities, for meals or shopping or errands as needs arise. It could mean stopping by with some books, videos and conversation for someone recovering from surgery. Dropping off a casserole to a new mother or providing a brief respite for a caretaker could ease the burden at least temporarily. In short, it could mean any number of ways to offer support to families in need, doing the things that extended family have always done.

Privacy and confidentiality is of utmost importance to all of us. With that in mind, we would always ask if you would like any details of your situation shared with others who might want to help, or if you would prefer it remain confidential.

To access our help or to inquire about our services, you may call either Mary Faas or Art Gorman, group leaders, at 341-6703. If they are away, you should call the Security Department, who will connect you with the appropriate group member. If you are in need of assistance, or if you know of a neighbor who might appreciate a call from us, please do not hesitate to call.