

**SYMPHONY VILLAGE HOMEOWNERS ASSOCIATION, INC.**  
**100 Symphony Way**  
**Centreville, MD 21617**

**SYMPHONY VILLAGE AT CENTREVILLE TERMS OF REFERENCE**



**Approved and Adopted by the Board of Directors on March 6, 2020**

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**SYMPHONY VILLAGE AT CENTREVILLE  
TERMS OF REFERENCE  
FOR ASSOCIATION ADVISORY COMMITTEES**

The Board of Directors of the Association have established advisory committees that will be organized and begin operation no later than January 31, of each calendar year. The committees are: Artisans (Guild), Budget and Finance, Covenants, Lifestyle, Operations, Landscape and Irrigation, and Publications and Communications.

Pursuant to the Board of Directors requirements, each committee will elect a Chairperson, Vice-chairperson, and Secretary at their first meeting which they will present to the Board for approval. The Board may implement additional committees as needed. The following are the rules for operation of the current committees:

- All committee members must be Symphony Village at Centreville Homeowners Association, Inc. Homeowners must be in good standing, current in HOA assessments, with no outstanding balance, and no covenant violations or Architectural infractions. Any committee member that is no longer in good standing must temporarily resign from the committee(s) until their status has been restored;
- Non-owner residents can participate but cannot serve as committee members;
- Committees do not have the authority to make decisions that involve expenditure of funds, renovation of common property, changes in Rules and Regulations, etc. The committee will make recommendations through the General Manager to be voted on by the Board of Directors;
- The committees in conjunction with the Board of Directors shall represent and shall be accountable to the age-qualified residents of Symphony Village;
- Each standing and ad hoc committee shall have a Board Liaison, a Director appointed by the Board, who will have limited participation in the meetings. The role of the Liaison is to bring requests, requirements and information from the Board to the committee, and to take concerns and information to the Board from the committee. The Liaison may not vote, call meetings or act as chair, vice-chair or secretary. The Liaison shall represent applicable committee recommendations or requirements at Board of Directors meetings as needed;
- Each committee shall have a Chairperson, Vice-chairperson and Secretary elected from within their ranks. The Chairperson shall be responsible for identifying any additional members or subcommittee (as required);
- Committee members will be approved by the Board of Directors;
- All members of the committee will be voting members except when two members jointly own the same lot in which case, they will have only one vote per lot owned;
- If committee member misses three meetings, the Committee Chairperson can recommend to the Board of Directors that the member be removed from the committee;

- If a committee member will be away from Symphony Village or physically unable to attend two (2) or more meetings consecutively said committee member can request to be added to the inactive committee membership list. This allows the committee to adjust their quorum. Once the member returns to active status the quorum returns to the original number necessary to hold a vote. The Committee Chairperson is to notify Management of any changes committee member status;
- A committee must have a quorum (majority) of the active committee members present at the committee meeting in order to conduct business and vote;
- All committee meetings will be open to the residents of Symphony Village;
- The activities of the committees shall be limited to the activities listed in this Terms of Reference. These may be expanded only with the prior approval of the Board of Directors;
- Committees do not have the responsibility or authority to spend funds, sign contracts, nor direct a vendor or contractor in their obligation to carry out contract requirements. Committees or committee members are not to contact vendors or contractors unless authorized by the Board or planning a community sponsored event. These responsibilities and/or authority is provided to the General Manager as approved by the Board of Directors;
- No committee, or any individual member of any committee, or any other resident has supervisory authority over any staff member and may not assign work, direct or prioritize the work of staff;
- Committee recommendations to be voted on by the Board of Directors are to be submitted to the General Manager in writing or electronically by the committee Chairperson following the approval of said recommendation by the committee;

It is important that new as well as existing age-qualified residents are provided with an opportunity to participate in the activity of the committees. The committees shall operate under the following rules and guidelines:

1. The Board of Directors shall approve a new Chairperson and Vice-chairperson no later than January 31 of each year. The Board shall maintain the right to extend the term of office of a sitting member;
3. The Board and current committee members shall make every effort to identify age-qualified residents who have interest in serving on committees. All new residents shall be provided with information concerning the committees, their members, and their terms of reference, and shall be encouraged to contact the Board or the committee Chairperson if they are interested in serving on any committee;
4. Each committee shall meet at a frequency to be determined by the Chairperson;
5. Each committee shall generate meeting minutes and a copy of the minutes shall be provided to the General Manager and committee members; the same committee meeting minutes shall be posted on the Symphony Village website, for access by all residents following approval by the committee;
6. All committees shall present a brief summary of their activities for presentation at the Board of Directors Meetings and the Annual Meeting of the Members;

7. The Chairperson and Vice-chairperson of all committees are expected to attend the annual Terms of Reference Review;
8. Recommendations by the committees shall be based upon a majority vote of the committee members and shall be reported to the General Manager at the earliest convenience to be voted on by the Board of Directors. Committee members that own a lot jointly are only allowed one vote per lot owned.

Examples of such recommendations are:

- A recommendation by the Operations Committee to recommend the installation of a specific security system in the outside pool area at the Symphony Village Clubhouse
  - A recommendation from the Budget and Finance Committee to move/fund current year Budget Funds Accounts
9. The Chairperson of the committee must preside over each committee meeting; in the Chairpersons absence, the Vice-chairperson shall preside over the meeting. No other committee member shall preside over a committee meeting;
  10. The Chairperson or Vice-chairperson presiding over the committee meeting may make motions, speak on a subject or vote at said meeting;
  11. Committee members may abstain from a vote, essentially said member would be formalizing the act of non-voting. If a member chooses to abstain from a vote, that member cannot break a tie but could cause one. An abstention does not impact the quorum.

### **CODE OF CONDUCT FOR COMMITTEE MEMBERS**

All committee's members will be appointed annually and serve at the pleasure of the Board for a one-year term.

Duties and Responsibilities:

1. Review the terms of reference.
2. The Chair presides over the meetings and establishes order.
3. Attend all meetings or send a message to the Chair if you will not be in attendance.
4. Prepare for meetings by reading the Agenda and prior meeting Minutes.
5. Arrive at the meeting on time and stay to the end to avoid disruption.
6. Participate in the meetings.
7. Listen to what others have to say and keep an open mind.
8. Contribute positively to discussions.
9. Members will not participate in side conversations.
10. No harassment of any kind will be permitted.
11. Act professionally and courteous while conducting all committee business.
12. Have the best interest of the Association at all times.
13. Fulfill responsibilities assigned to you and be prepared to provide a report at the meeting.
14. Contact the Chair if clarification is needed regarding committee matters.

## TERMS OF REFERENCE FOR COMMITTEES

### **1. Artisans Committee (Guild)**

The committee shall:

- Conduct monthly meetings and maintain minutes of each meeting; which will be provided to the General Manager with any applicable recommendations to be voted on by the Board of Directors;
- Prepare and maintain a program for placing artwork on the Concert Hall walls;
- Artwork will be replaced on a periodic basis in conjunction with a chosen theme. The Board shall maintain the right to approve the theme as needed;
- No art is permitted to be displayed without the artist signing an Art Release and Waiver of Liability form.

### **2. Budget and Finance Committee**

The committee shall:

- Represent the community owners in the areas of budget preparation, owner's assessments and expenditures. Provide sound fiscal policies in accordance with Appendix A and for conducting Symphony Village business operations;
- In conjunction with the General Manager, prepare a draft budget for the new fiscal year for review and approval by the Board of Directors in accordance with Appendix I herein;
- Review monthly Financial Reports (Balance Sheet, Income & Expense Statement and General Ledger) from the Management Company for current fiscal year and provide comments and recommendations to the General Manager and the Board of Directors;
- Provide budget and finance representatives to the Operations and Landscape and Irrigation and other Ad-hoc Committees to assist in valid and proper expenditure of funds during the fiscal year;
- Provide applicable reports/comments to the General Manager and the Board of Directors as required for proper budget allocation and expenditures;
- Conduct monthly committee meetings and maintain minutes of each meeting; which will be provided to the General Manager with applicable recommendations to be voted on by the Board of Directors;

### **3. Covenants Committee**

The committee shall:

- Regulate exterior design, signage, appearance, use and maintenance of homeowner lots in accordance with the provisions of Article 9 of the Symphony Village of Centreville Declaration of Covenants, Conditions and Restrictions;
- Review Exterior Modification Forms for proposed additions, improvements or alterations to any portion of property visible from the exterior of the lot for conformance with the Architectural Requirements;
- Coordinate with resident if an on-site review is necessary;
- Recommend an approval, approval with contingency, non-approval or an additional information required letter be sent to the requesting party through the General Manager;
- Conduct monthly committee meetings and maintain minutes of each meeting; which will be provided to the General Manager with applicable recommendations-to be voted on by the Board of Directors;
- Serve as an adjunct to the Board of Directors to evaluate and recommend the resolution of the community conflicts regarding architectural changes and other local issues;
- HOA Management will share home inspection process and data (as appropriate) with the Covenants Committee. The Board will work with the Covenants Committee to support home inspections in whatever capacity suitable;
- All appeals are reviewed and decided by the Covenants Committee, or an Appeals Committee as determined by the Covenants Chair; that appeal may be challenged with a review and decision by the Board of Directors.

### **4. Landscape and Irrigation Committee**

The committee shall:

- Maintain responsibility for the analysis, evaluation, and selection of all trees and shrubs planted in the common areas of Symphony Village. All recommendations for such will be submitted to the General Manager and forwarded onto the Board of Directors to be voted on;
- Review and recommend any changes to and maintain the Approved Plantings List (Trees, Shrubs & Perennials) for Symphony Village to the General Manager to be voted on by the Board; and make available as references for Symphony Village resident access upon receipt of Board approval;
- Represent and aid the Community owners, the Board of Directors and the General Manager in the management and operation of the community Landscape and Irrigation programs;

- Provide input and recommendations to the General Manager and the Board of Directors in preparation of plans for the maintenance and upkeep of community Landscape and Irrigation systems;
- Assist the General Manager in the evaluation of Landscape and Irrigation contract service bids and provide applicable recommendations for approval of such contract services, including mowing and landscape maintenance and the irrigation system upon Board request;
- Provide the General Manager and the Association's Budget and Finance Committee input and recommendations regarding the execution of funding requirements for the operating year (budget year) for Landscape and Irrigation maintenance requirements; and input and recommendations for the preparation of the next year's budget in accordance with Appendix I;
- Provide recommendations to the General Manager and the Board of Directors for community Landscape and Irrigation maintenance and upkeep requirements;
- Provide applicable reports to the Board of Directors and community residents during monthly meetings;
- Conduct monthly committee meetings and maintain minutes of each meeting; which will be provided to the General Manager with applicable recommendations to be voted on by the Board of Directors;
- Meet periodically with the General Manager to review and discuss any modifications of existing Landscaping and provide their recommendations (i.e. selection of Seasonal Flowers, etc.) to management.

## **5. Lifestyle Committee**

The committee shall:

- Conduct monthly committee meetings and maintain minutes of each meeting; which will be provided to the General Manager with applicable recommendations to be voted on by the Board of Directors;
- Be responsible for scheduling Symphony Village entertainment events as well as informational and educational activities;
- Be responsible for organizing approved events and for establishing limited-duration ad-hoc committees) which could include Non-Lifestyle Committee residents who may chair the event to expedite such events at the discretion of the Chairperson;
- Be responsible for publicizing planned and past events in the Symphony Village newsletter and Master Calendar by other means as determined by the chairperson;
- Ensure that all Lifestyle activities and events are scheduled only for the residents of Symphony Village and their guests;



- When an event is sponsored by the Lifestyle Committee there shall be no Concert Hall rental fee required for entertainers, speakers, educators who charge for their time. When an educational or informational symposium is arranged that includes multiple vendors, including for-profit firms, the room fee will also be waived, however, no business can be conducted on-site;
- At a minimum, the Lifestyle Committee operations will follow the below guidelines:
  - a. The committee will prepare a written plan which must be approved by majority vote of the members of the committee and submitted to the General Manager, prior to each scheduled event. (This does not apply to the twice a month resident Social Hour gatherings). The Plan will include:
    - Details of the event
    - When the event will occur
    - Who will operate/run the event
    - Budget of the event
    - Milestones for the event
    - Other
  - b. The committee will prepare a Calendar of Events which will be published on the Association website in January and will be regularly updated as additional events are scheduled throughout the year;
  - c. All events will be self-supporting and all event budget expenses shall be covered in the ticket price for each event. Board approval must be obtained for any down payment made by the Association for planned events. The Board reserves the right to appoint a designee to approve said down payments, as needed;
  - d. All event contractual requirements will be approved and signed by the Board President, or the Board designated representative;
  - e. The SVHOA will not sponsor or promote off site events nor will funds be collected as such events are not covered under the Association's Insurance.

## 6. Operations Committee

The committee shall:

- Except for the Landscape and Irrigation programs, shall represent and aid the Community owners, the Board of Directors, and the General Manager in the management and operation of the community common property, (Clubhouse, swimming pools, streets, ponds, etc.);
- Except for the Landscape and Irrigation programs, shall provide input and recommendations to the General Manager and the Board of Directors in preparation of plans for the maintenance and upkeep of community property; and provide assistance for the evaluation and execution of approved maintenance plans;
- Except for the Landscape and Irrigation programs, shall assist the General Manager in the evaluation of contract service bids and provide applicable recommendations for approval of such contract services, in accordance with Appendix B and C upon Board request or approval;

- Except for the Landscape and Irrigation programs, shall provide the General Manager and the Association's Budget and Finance Committee input and recommendations regarding the execution of funding requirements for the operating year (budget year) for maintenance requirements; and input and recommendations for the preparation of the next year's budget in accordance with Appendix I;
- Except for the Landscape and Irrigation programs, shall provide recommendations to the General Manager and the Board for community maintenance and upkeep requirements;
- Provide applicable reports to the Board of Directors and community residents during monthly meetings;
- Conduct monthly committee meetings and maintain minutes of each meeting; which shall be provided to the General Manager with applicable recommendations to be voted on by the Board of Directors;
- Will be responsible for reviewing all security aspects of the Symphony Village Clubhouse, and generate recommendations to the General Manager and the Board for new or improved security procedures and requirements upon request.

## **7. Publications and Communications Committee**

The committee shall:

- Generate and distribute a Symphony Village Newsletter to include social news, announcements of new Residents, details of upcoming events, reports on past events, surrounding area events and other items as determined by the majority vote of the committee. Articles that may be in doubt with the committee authority and/or the best interest to association requirements will be submitted for approval to the Board of Directors prior to publication of the article;
- The newsletter will be issued on a monthly basis and will be distributed through our website and made available in hard copy at the clubhouse for the residents without access to the website;
- Maintain a directory of residents of Symphony Village to include name, address, telephone number(s), and e-mail address(es) (if available) and distribute the directory through the website;
- Maintain and distribute an information packet to new Symphony Village residents to include information concerning the Board of Directors, the committees, club activities, a recent newsletter, and other information to be determined by the Chairperson;
- Conduct monthly committee meetings and maintain minutes of each meeting; which will be provided to the Board with applicable recommendations to be voted on by the Board of Directors;
- Maintains the Association's website.

## **NON-SYMPHONY VILLAGE ASSOCIATION ACTIVITIES**

### **1. Outreach**

This non-profit organization consists exclusively of Symphony Village residents.

Maintains a Neighbor-to-Neighbor standing committee to support Symphony Village residents in need of assistance or support as a result of illness, accident, disability, bereavement or family emergency on a temporary basis.

The group is dedicated to providing volunteer and financial support services in Queen Anne's County, MD.

Symphony Village Association funds shall not be used to support this endeavor.

This non-profit organization must hold insurance coverage at its own expense as required by the Board of Directors. The coverage must meet any requirements of the Associations master insurance policy.

### **2. Sneakers**

This non-profit organization consists exclusively of Symphony Village residents.

Works in cooperation with the Queen Anne's Public Schools to help children with clothing, school supplies, field trips, scholarships, Christmas gifts and other needs as identified by the guidance counselors.

Symphony Village Association funds shall not be used to support this endeavor.

This non-profit organization must hold insurance coverage at its own expense as required by the Board of Directors. The coverage must meet any requirements of the Associations master insurance policy.

## **CONCERT HALL ART**

Artwork will be placed upon the walls, of the Concert Hall, in accordance with the theme and guidelines established by the Artisans Committee (Symphony Village Artisans' Guild) as approved by the Board of Directors. It will remain on display for the determined duration for that Show's theme. Artwork will not be removed from the walls to accommodate any group or organization.

Artwork is displayed with the artist's permission only after the artist has signed a Waiver and attached a photo of their art, thus exempting the HOA and Artisans Committee from any liability for lost, stolen or damaged artwork.

## APPENDIX A

### Investment Policy

The Symphony Village at Centreville Homeowners Association (the “SVHOA”) accesses its’ members homeowners fees to fund SVHOA expenses. The assessments include monies for future replacement of SVHOA common elements and other contingencies. Such monies are termed the Replacement Reserve. It is the intent of the Investment Policy to ensure that Replacement Reserve and contingency monies collected (“capital”) will be available when needed in the future.

## **APPENDIX B**

### Landscape Maintenance

The SVHOA will contract to provide mowing and landscape maintenance on the residential lots inside the Private Area on an individual lot basis as well as the Common Area.

### Snow Removal

The SVHOA will contract to clear the walkway to the front door, driveways, and parking lots as designated by the Board of Directors. Plowing of those areas will begin when snow accumulation reaches a 3inch depth or as determined by the Board of Directors.

## APPENDIX C

### Procurement Procedures

The SVHOA Board of Directors, (the “Board”) is the only body of the HOA that may obligate or spend HOA funds. No individual Board member, Committee member or individual can obligate or seek proposals from vendors without prior approval of the Board.

When seeking the acquisition of Goods and Services, every attempt will be made to obtain competitive bids from a minimum of three (3) vendors except where there are existing contracts in place. Based on the Operations, Maintenance, and Procurement Identification and Approval Flow Chart, the HOA General Manager is authorized to approve contracts of \$3,000 or less after BOD approval of the project. If three bids are not obtained, then a written explanation will be provided to justify recommending the procurement.

When urgent or emergency repairs or replacements are required the HOA General Manager must immediately inform the BOD of the problem. The HOA General Manager is authorized to solicit and sign contracts for up to \$5,000 but shall coordinate with the Board President or Board designee to review whether a repair or replacement is the best course of action.

To facilitate the day to day operations of the community, the HOA General Manager is authorized to sign contracts for up to \$1,500 without BOD approval for basic expenses and minor repairs. The HOA General Manager will report those expenditures as part of the normal reporting updates to the BOD.

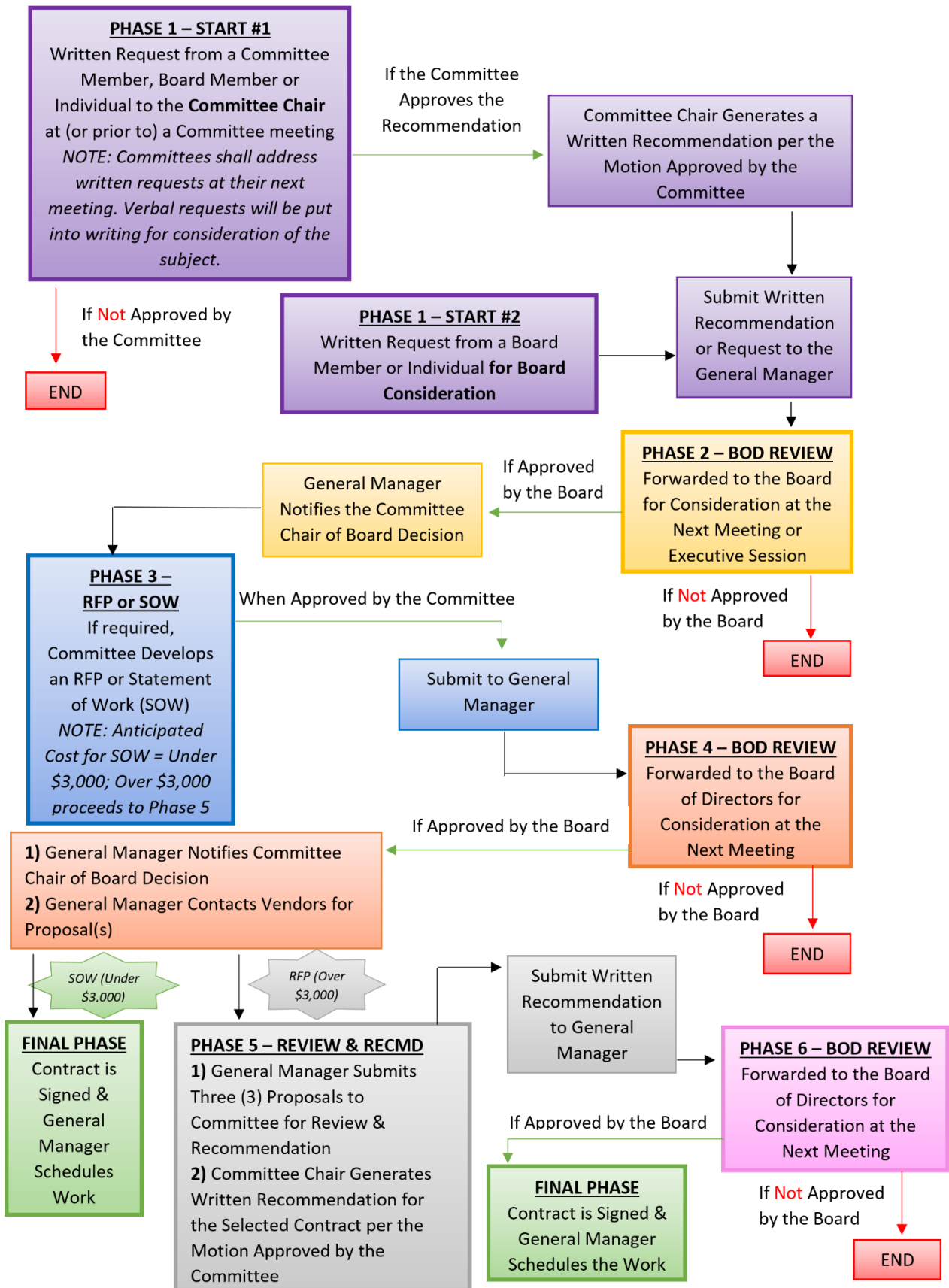
After obtaining Board approval to commence procurement, the following steps are to be followed:

1. A Request for Proposal (RFP) or Statement of Work (SOW) is to be prepared by the HOA committee responsible;
2. The SVHOA General Manager will bid out all requests for proposals;
3. An evaluation panel from the committee will rate all proposals both on the basis of costs and the contractor’s ability to perform the work required.
4. The evaluation panel will present its findings to the responsible committee for approval;
5. The committee will present their findings and recommendations in writing to the Board.

Notes:

- The attached Appendix “C” Operations, Maintenance and Procurement Identification and Approval Flow Chart Applies to All Committees. The flow chart is to be used as a guideline for the Board review and approval process for all committees and applicable projects involving the expenditure of funds.
- **If the Board has historically approved a similar project for the upkeep of the common area or Clubhouse such as aeration and overseeding of the turf, refurbishment of the monument signs, etc. expedition may be possible. A Committee may submit a recommendation with the inclusion that Phase 2 as noted in the flow chart be circumvented. This will apply primarily to projects that can be initially priced using past contracts or proposals as a model. The Board shall maintain the right to approve the required phases for projects as needed;**

**Appendix “C” Operations, Maintenance and Procurement Identification and Approval Flow Chart**  
*(Approved and Adopted by the Board of Directors March 6, 2020)*



## **Symphony Village HOA After-Hours Emergency Call Policy**

In case of a fire, medical, or police emergency dial 911. If there is a community after-hours emergency such as a water leak in the Clubhouse, please call the after-hours emergency line. The emergency line is not to be used to contact Management to address matters that can be handled during regular business hours (Monday-Friday 8:00 a.m. - 4:30 p.m.)

### **Below is the list of emergencies that require contacting the After-Hours Emergency Number for Clubhouse issues only:**

- No heat
- No air conditioning
- Gas leak
- No electricity
- Doors not able to be secured
- Water leaks
- Sewer back-up
- Roof leaks
- Swimming pool malfunction or contamination of blood or fecal matter (please note that the pool temperature is not considered an emergency)
- All other clubhouse emergencies
- Alarm system issues
- Fire – Dial 911 first

## **After-Hours Emergency Number**

# **410-670-4466**



## APPENDIX E

### Symphony Village at Centreville Homeowners Association, Inc.

#### Collection Policy for Assessments, Fines and Charges

Resolution of the Board of Directors

WHEREAS the Board of Directors of the Association is charged with the responsibility of collecting assessments and related charges for common expenses from homeowners; and

WHEREAS from time to time homeowners become delinquent in their payments of these assessments and related charges, and fail to respond to the demands from the Board to bring their accounts current; and

WHEREAS the Board deems it to be in the best interest of the Association to adopt a uniform and systematic procedure for dealing with delinquent accounts in a timely manner, and further believes it to be in the best interest of the Association to refer these accounts promptly for collection so as to minimize the Association's loss of assessment revenue;

NOW THEREFORE, BE IT RESOLVED that the Board of Directors of the Symphony Village at Centreville Homeowners Association, Inc. (the "Association") adopts the following policy and practice effective thirty (30) days after distribution to owners.

This document sets forth the Association's policy regarding the collection of assessments pursuant to the Association's Declaration of Covenants, Conditions and Restrictions and the Maryland Homeowner's Association Act.

The Board establishes the Association's fiscal year, January 1 to December 31, as the Regular assessment period. Monthly payments are due on the first day of each Month and are delinquent after 15 days.

1.0 Assessments in General. The Association has a duty to levy regular and special assessments sufficient to perform its obligations under the governing documents and Maryland Homeowner's Association Act. Regular assessments are levied annually and are payable during the year in equal Monthly installments.

2.0 Obligation to Pay Assessments. Each assessment or charge is an obligation of the owner at the time the assessment or other sum is levied. Each assessment or charge is also a lien on the owner's lot from and after the time the Association causes a Lien to be recorded among the County Land Records pursuant to the covenants and the Maryland Contract Lien Act.

3.0 Notice of Assessments. The Association will give the owners notice before any increase in the annual assessment or any special assessment. Notice will be sent by first-class mail to addresses as provided to the Association by the owner on the membership register as of the date of notice. It is the responsibility of each owner to advise the Association in writing of any mailing address changes. The Board of Directors may elect from time to time to provide additional periodic coupons or statements of assessments and charges, but lack of such coupons or statements does not relieve the owners of the obligation to pay assessments in a timely manner.

4.0 Designation of Agent. The Board of Directors may designate an agent or agents to collect assessment payments and administer this Collection Policy.

- 5.0 Due Date/Delinquency Date of Assessments. Unless otherwise specified by the Board, an assessment installment is due without demand on the first day of each Month for which it is due. An assessment or any portion thereof, is delinquent if it is not received as directed by the Board or its designated agent within 15 DAYS after it is due.
- 6.0 Charges on Delinquent Amounts. After 15 DAYS, past due, an assessment, or any portion thereof, that is delinquent shall incur a late charge of \$15.00 or 1/10 of the amount of the delinquent installment, whichever is greater. Collection charges, if any, incurred will also be added at that time.
- 7.0 Interest Charges. The unpaid balance of an assessment account shall bear interest from the date due in accordance with Article 11.1 (iii) of the Declaration as amended by the Third Amendment at 18% per annum, or the maximum permitted by law, whichever is less.
- 8.0 Interest and Collection Charges. Any costs and fees incurred in processing and collecting delinquent amounts, including, without limitation, late and interest charges, charges for preparation of delinquency notices or referral to collection, postage and copies, and attorney's fees and costs, shall become an additional charge against the owner and the owner's lot and shall be subject to collection pursuant to this Policy.
- 9.0 Application of Payments. Payments shall be applied first to the oldest balance due as provided in Article 6.5 of the Declaration, unless agreed in writing to the contrary.
- 10.0 Delinquency Notices. Owners delinquent 30 DAYS will be sent a Notice of Delinquent Assessment and intention to send to designated collection agent within ten (10) days. Failure to receive such letter will not prevent the owner's account from being forwarded for further collection action.
- If the account is not brought current within forty (40) days then it will be turned over to the Association's contracted designated collection agent for collections according to state and federal fair debt collection laws. These collection procedures may include but not be limited to Notice of Intent to Create a Lien, Lien, Foreclosure, District Court lawsuit, Sheriff Sale of the Home, garnishment of wages and bank accounts, etc.
- All attorney's fees, collection costs and court fees will be levied against the homeowner's account by designated collections agent upon transfer and become a part of the collectible debt.
- All other expenses, interest, fees and charges incurred in the collection of a delinquent assessment shall be the sole responsibility of the property owner and be payable prior to the curing of delinquency status.
- Once an account is forwarded to the collection agent, then all correspondence and payments must be sent through that agent until the account is current and file control is returned to the Association.
- Good Faith Agreements to resolve delinquent assessments may be considered on an individual basis if submitted in writing to the Board of Directors through its designated collections agent.
11. Collection of Fines. Unpaid fines may result in a homeowner's account being turned over to the Association's designated collection agent for collection after a 10-day notification of intent to turn over to collections is mailed to the property owner.
12. Unless an account has been turned over for collection, owners shall make payments to Symphony Village and forward to the designated address on the monthly coupons.

13. Void Provisions. If any provision of this Policy is determined to be null and void, all other provisions of the Policy shall remain in full force and effect.

This resolution of the Board of Directors has been duly adopted by not less than a majority of the Board of Directors at the March 24, 2017 Board of Directors meeting.

Approved and Adopted by the Board of Directors on March 24, 2017

## APPENDIX F

### Replacement Reserve Policy

Article 6.1 of the Declaration of Covenants, Conditions and Restrictions for Symphony Village at Centreville provides the Board of Directors shall adopt a budget that includes a Reserve for Replacement. The Symphony Village Homeowners Association (the “Association”) has established such a reserve based on a Reserve Study prepared by Millerdodson Associates. The Reserve Study has been updated several times by Millerdodson.

Contributions by the Homeowners to the Replacement Reserve Fund are Contributions to the Capital of the Association and are exempt from being included as income. The IRS requires that advance notice must be given to the Association’s members as to the intent of the purpose of the capital contribution. This is done through the budget process and the sending of the proposed budget to the members for the upcoming fiscal year.

Contributions to the Replacement Reserves are to be accounted for separately. Replacement Reserve funds should not be co-mingled with the Association’s operating accounts. Funds collected for Replacement Reserves must be expended for the intended purpose.

Our auditors have advised that they do not consider the Reserve funds and operating funds to be co-mingled in our accounting records, and that they are properly segregated by the reporting in the Equity section of the balance sheet. In order to maintain this separation, the Investment accounts in the balance sheet should always equal to or exceed the amount of Replacement Reserves designated in the Equity section.

Replacement Reserve funds are to be spent on the repair or replacement of the Association’s capital assets identified in the Reserve Study. Replacement Reserve funds should not be spent on an acquisition of a new capital asset or general maintenance items (i.e. painting landscaping, cleaning, etc...). If a new capital asset is acquired, or the Board of Directors elects to include an existing capital asset in the Reserve, the General Manager will contact the contractor completing the reserve study to determine whether it should be added to the inventory of the Association’s assets.

The Board of Directors are empowered to amend the funding schedule for the Replacement Reserve but must remain in compliance with IRS Definitions and Guidance.

A Contingency provision is included in the Reserve Study. This is known as the Minimum Recommended Balance. This may be used if and when an Estimated Cost for a capital item repair or replacement proves to be understated.

## APPENDIX G

### Symphony Village Clubhouse Security Surveillance Policy

**Purpose/Reason for Policy:** The purpose of this policy is to regulate the use of video surveillance and recording at the Symphony Village Clubhouse. In creating this policy, the Association recognizes the need to balance individual's right to privacy and the need to ensure the safety and security of the community and its residents. The Association therefore will adopt a policy which upholds these rights but provides the necessary mechanisms for protecting the community.

Information obtained through video surveillance will be used solely for security and law enforcement purposes, as related to the security and safety of staff, residents, contractors and visitors and/or for the deterrence or detection of criminal activity, including theft, vandalism, or other property damage.

#### **Scope of this Policy:**

This policy only provides for video surveillance activities necessary to enhance the security and safety of people and property in and around the Clubhouse. This Policy specifically prohibits any audio recordings.

Video surveillance shall only be used for purposes relating to safety of individuals and security of buildings and property. In furtherance of these purposes, video surveillance may be used to monitor exterior and interior areas of the Clubhouse, and only in areas where there is no reasonable expectation of privacy by the area's occupants.

For purposes of this Policy, the following areas should be considered areas where there is no reasonable expectation of privacy by the area occupants: the Clubhouse grounds, parking areas, building exteriors, areas of ingress and egress, fitness center, recreation areas and the Clubhouse storage areas.

**Policy Statement:** Video surveillance of the Clubhouse premises will be conducted in a professional, ethical manner, in accordance with the following guidelines:

- Video surveillance will be used only where necessary as determined by the Symphony Village Board of Directors for the purposes of increasing the safety of persons, or for the deterrence/prosecution of theft and/or destructive acts, such as vandalism and graffiti.
- Video surveillance signs and/or notices shall be posted in prominent locations in the areas that are under video surveillance. Cameras will be positioned so as not to intrude on homeowner's property or privacy without the express written consent of the homeowner.
- Only the Symphony Village General Manager, or a designee, are allowed to attach any video surveillance device to the Symphony Village Clubhouse property. The authorized video surveillance equipment must be firmly affixed to the structure and must be immobile. Video surveillance equipment shall not record sound.
- No one, other than the Symphony Village General Manager, or a designee, is permitted to move, adjust or otherwise tamper with the video surveillance equipment.

Board Approved July 27, 2018

- Only the Symphony Village General Manager, or a designee, the Board of Directors and video service provider(s) will have access to information collected through video surveillance and only when necessary in the performance of their duties and in accordance with the provisions of this Policy.
- The Symphony Village General Manager, and her designees who may require access to information collected through video surveillance, will be provided proper training and orientation regarding this Policy.
- The recording medium must be handled in a manner that maintains the integrity and security of the recorded information, including the maintenance of a written log of those persons who have accessed the recorded information and for what purpose.
- All recorded information shall be archived with the video service provider for a period of 60 days, except information relating to a formal reported incident. In the event of a formal reported incident, the video service provider shall not delete the recorded information until directed to do so by the Symphony Village Board of Directors. Specific records relating to evidence or investigations which must be retained, will be copied onto portable media such as CDROM/DVD and stored for as long as required based on the investigation type.
- Video recording equipment locations and operation shall be limited to visual access of areas where there is no reasonable expectation of privacy by the area's occupants.
- The video surveillance system will be subject to periodic audit by the Symphony Village Board of Directors or a designee.

### **Responsibilities:**

The Symphony Village General Manger is responsible to manage and coordinate the maintenance of the video surveillance system(s), train authorized persons who will access the system and ensure that the system is used in accordance with this policy.

The Symphony Village General Manger is responsible for oversight of the surveillance system, especially with respect to privacy issues, and completing quarterly inspections of the system and recommending new video installations and system upgrades through the budget process.

The Symphony Village General Manager, or a designee, is responsible to operate and monitor the video surveillance system(s).

### **Release of Recorded Material**

Access to video surveillance records shall be secured and restricted to the Board of Directors and the General Manager. Video surveillance footage shall be viewed by the Board only in response to an event which has occurred including but not limited to vandalism, property damage, litigation evidence, criminal activity, insurance investigation and suspicious activity. Any and all requests for release of recorded material, whether set forth in subpoenas or otherwise, shall be submitted to the Board of Directors. All responses to requests for release of recorded material must be approved by the Symphony Village Board of Directors.

Surveillance of individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other protected classification is prohibited.

## APPENDIX H

### **Annual Contract Performance Review and Project Closeout Instructions**

The Annual Contract Performance Review and Project Closeout forms will be stored in the Management Office for a period of no less than five (5) years in order to capture the Associations experience with contractors and projects. The completed forms will be filed along with the signed/approved contracts in a binder for each year. The contents of the binder specific to a particular project will be made available for reference and review upon request. The binder is to be used primarily for review when said contractor is asked to submit a proposal or if/when an annual contract is put out to bid.

The Annual Contract Performance Review and Project Closeout forms are designed to be signed by involved parties in order to increase confidence that the evaluations include all relevant input.

#### **Annual Contract Performance Review:**

For the prime contractor/vendor and any subcontractors, circle a rating that best captures your evaluation of performance in each of the categories. For any rating less than 5 please provide an explanation. Include all pertinent comments that are important to remember for future consideration of the contractor/vendor. Your overall rating of the contractor/vendor can include subjective factors. If so, please explain in the comment area.

The performance review form is to be submitted to Management by the applicable Committee Chairperson no later than January 15<sup>th</sup> of each year.

#### **Project Closeout Review:**

Please provide planned vs. actual start date, completion date and cost.

Please provide a straightforward evaluation of what went right on the project as well as what we or the contractor, could have done better.

In summary, please provide feedback as to whether there were any experiences/lessons learned on this project that might be valuable in managing future projects. Enter your feedback at the bottom of the form.

The project closeout review form is to be submitted to Management by the applicable Committee Chairperson no more than thirty (30) days after the completion of the project.

## Annual Contract Performance Review

YEAR: \_\_\_\_\_

Contractor/Vendor Name: \_\_\_\_\_

Point of Contact(s) & Title(s): \_\_\_\_\_

Contracted Service: \_\_\_\_\_

*(Example: Swimming Pool Maintenance, Landscaping, Irrigation, Snow Removal, etc.)*

Contract Start Date: \_\_\_\_\_ Contract End Date: \_\_\_\_\_

Monthly / Quarterly Payments (circle one): \$ \_\_\_\_\_ Annual Contract Amount: \$ \_\_\_\_\_

Committee Involved: \_\_\_\_\_

**Rating by Category: Please rate 1 (low) – 10 (high). If a rating is 5 or below, please explain.**

Category	Committee Rating <i>(circle one)</i>	General Mgr Rating <i>(circle one)</i>
Responsiveness and Cooperation	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Reliability	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Commitment to Maintaining Contract Terms	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Commitment to Maintaining Schedule	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Commitment to Maintaining Budget	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Quality of Work	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Overall Rating	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10

Overall/Additional Comments: \_\_\_\_\_

\_\_\_\_\_

(Continue on back of form if necessary)

General Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Committee Chairperson: \_\_\_\_\_ Date: \_\_\_\_\_



## Project Closeout Review

PROJECT NAME: \_\_\_\_\_

BOARD APPROVAL DATE: \_\_\_\_\_

DATE COMPLETED: \_\_\_\_\_

Contractor/Vendor Name: \_\_\_\_\_

Contractor/Vendor Point of Contact(s) & Title(s): \_\_\_\_\_

Subcontractor/Vendor Name(s): \_\_\_\_\_

Planned Start Date: \_\_\_\_\_ Actual Start Date: \_\_\_\_\_

Planned End Date: \_\_\_\_\_ Actual End Date: \_\_\_\_\_

Planned Cost: \$ \_\_\_\_\_ Actual Cost: \$ \_\_\_\_\_

Committee Involved: \_\_\_\_\_

Committee Point of Contact(s) or Subcommittee: \_\_\_\_\_

*What Worked Well on This Project:* \_\_\_\_\_

\_\_\_\_\_

*What We Could Have Done Better on This Project:* \_\_\_\_\_

\_\_\_\_\_

*What Contractor/Vendor Could Have Done Better on This Project:* \_\_\_\_\_

\_\_\_\_\_

*Lessons Learned for Future Projects:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Additional Comments:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Committee Point of Contact(s) or Subcommittee: \_\_\_\_\_ Date: \_\_\_\_\_

Committee Chairperson: \_\_\_\_\_ Date: \_\_\_\_\_

General Manager: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX I

### Budget Procedure

***No Later Than June 30<sup>th</sup>*** -- Board provides their goals/objectives for the annual budget process to the General Manager and applicable committees. This will include budget limits for monthly assessment fees and special project funding.

***No Later Than July 31<sup>st</sup>*** -- Applicable committees compile their annual budget requests in priority sequence (priority #1, #2, and #3) and provide to the General Manager who will forward to the Board for review.

***No Later Than August 31<sup>st</sup>*** -- General Manager prepares first draft uncut budget using goals and objectives provided by the Board, Board special project funding requirements and applicable committees draft identified requirements.

***No Later Than September 15<sup>th</sup>*** -- General Manager and Budget & Finance Committee principles meet with applicable Committee principles for a joint work session to select which budget requirements move forward to the Board.

***No Later Than September 30<sup>th</sup>*** -- General Manager prepares resultant draft budget and forwards to the Budget & Finance Committee for their review, comments and recommendation to the Board.

***No Later Than October 15<sup>th</sup>*** -- Board reviews and makes final adjustments to the draft budget and provides the draft budget with adjustments to the General Manager for completion.

***October Board Meeting*** -- Board approves the draft Budget for submission to Lot Owner.

***No Less Than 30 Days Prior to Annual Meeting*** – General Manager provides the draft budget to all Lot Owners. Lot Owner should provide any comments and/or questions to the General Manager at least 10 days prior to the Annual Meeting to be held the first week of December.

***Annual Meeting*** – Board approved final budget.

***All questions regarding the budget are to be addressed to the General Manager.***

Approved and Adopted by the Board of Directors on May 31, 2019

## **APPENDIX J**

### **Private Information Storage Policy**

Symphony Village is required to keep certain personal information of its residents. This may include birthdate, social security numbers, passports, etc. This information is stored in a lockbox located in management storage area. The management storage area is kept locked. Only authorized employees are allowed access to the storage area. At no time, should these files be left unattended or in a place where an unauthorized person can see them or have access to them. Any employee in violation of this policy will be subject to disciplinary action up to and including termination.

Approved and Adopted by the Board of Directors on March 6, 2020