

# **OPERATIONAL AND PROCEDURE MANUAL (OPM)**

**Revised 2.26.20**

## **Important Contacts and Phone Numbers:**

### **A/C work at Clubhouse**

Climate Services of Texas T.A.C.L.A.30609C

501 West Ave G conroe, TX 77301 US

(936) 441-3755

climateservicestx@gmail.com

### **Cleaning of the Clubhouse**

Above & Beyond Home Services

936-672-2097

### **Electrical Work**

McCafferty Electric, LLC

936-539-5411

### **Plumbing Work**

Cliff Kelley with Accurate Plumbing LLC

936-499-9982

<b>MCSD None Emergency</b>	<b>936-760-5800</b>
<b>MCFD None Emergency</b>	<b>936-755-3863</b>
<b>MC Animal Control</b>	<b>936-442-7738</b>
<b>MC Health Department</b>	<b>936-539-7839</b>

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## **President of The Board:**

The President shall preside at all meetings of the Members, prepare the agenda for such meeting, preserve order, and exercise supervision of such affairs; and shall decide all questions of procedure of such meeting. All matters of the Board for voting, the President should not vote unless there is a split decision on any motion.

## **Board:**

Board Members should uphold and enforce the Deed Restrictions, By-Laws, and all other covenants of Lake Conroe Hills. They should always be professional, responsible, courteous and truthful in the performance of their duties. Board Members should also promote civic and community welfare which is beneficial to the community and which instills pride among the residents of Lake Conroe Hills.

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Article IX (Duties of Officers)

## **President:**

Section 1.

The President shall preside at all meetings of the Members, prepare the agenda for such meeting, preserve order, and exercise supervision of such affairs; and shall decide all questions of procedure of such meeting, and further, shall perform such other and additional duties as are customarily required of this office.

The President represents the community and the associated Membership of this community. The President will take all matters, questions, complaints and issues from the Home Owners Association Meeting (HOA), e-mails, and phone conversations to the Board meetings if The President cannot address these matters independently or needs the Boards input.

## **Vic-President:**

Section 2.

The Vice President shall assist the President in the discharge of these duties, and in the absence of the President, shall preside at all meetings of the members and shall perform the duties of the President during the latter's absence. Further, the Vice President shall perform any and all additional duties which may be delegated by the President.

The Vice President represents the community and the associated Membership of this community. The Vice President will communicate with the President take all matters, questions, complaints and issues from the Home Owners Association Meeting (HOA), e-mails, and phone conversations to the Board meetings if The Vice President and The President cannot address these matters collectively or needs the Boards input.

## **Recording Secretary:**

Section 3.

The Secretary together with the Board of Directors shall keep a full and correct record of all proceedings of this Membership; have charge of all records of the Membership; conduct the correspondence. And mail all bulletins and notices and keep a record of all the foregoing; answer all letters from Members; and otherwise comply with these Bylaws and the restrictive covenants for the subdivision.

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**Treasurer:** (Must have qualification in accounting, booking; either through applicable application and or instructor/teacher).

## Section 4.

The Treasurer, unless otherwise directed by the Board of Directors, shall collect all mail; prepare all bank deposits except those derived under Article VI hereof, reconcile all bank statement; post all receipts to proper accounts; deposit all such funds in the bank; draw all checks on the membership's funds, which checks so drawn shall be countersigned by other officer or director; shall keep a full, true and correct record of all funds and all financial transactions of the Membership, keep all books of account of the Membership, and shall render a complete report thereof to the membership at its annual meetings, or more often as required by the President; procure all office supplies; and otherwise comply with these Bylaws and the restrictive covenants for the subdivision. The Board of Directors is specifically authorized to delegate any and all of such functions of this Section 4 to an outside managerial service with the over sight of a membership voted Treasurer.

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## **Architectural Control: (Report should be presented each month)**

**This should consist of 2 members, and will consist of a minimum of 1 Board Director and/or Officer.**

- **Managing the application and approval process**
- **Help monitoring the community for violations of Deed Restrictions**
- **Enforcing violations set forth in the governing documents through the Managing Group**
- **Making subjective and objective decisions about guideline compliance**
- **When making objective decisions on approval or disapproval, approval, approval shall comply with the deed restrictions and disapproval because the project violates and deed restriction and/or dose not flow with the community.**

## **Security: (Report should be presented each month)**

**Should hired outside Law Enforcement. This should consist of 2 members, and will consist of a minimum of 1 Board Director and/or Officer.**

- **If Law Enforcement is hired, (Law Enforcement hired and only Law Enforcement hire) monitor and Enforce traffic control in LCH.**
- **To monitor criminal activities in our area (do not engage call MCSD).**
- **Discuss problems assessed during patrol**
- **Neighborhood Watch:**
- **Organized Group of Residents devoted to crime and vandalize prevention within the neighborhood.**
- **Work with Security Committee for updates on problems and crime.**

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## **Social: (Report should be presented each month)**

**This should consist of 2 or more members, and will consist of a minimum of 1 Board Director and/or Officer.**

- **To foster a cohesive committee by organizing neighborhood events to enhance our community.**
  - **Holiday event**
    - **Party for each holiday (Easter, Fourth of July, Halloween, and Christmas.**
    - **Place Christmas decoration at the front and back marquee.**
    - **Put out flags for 4 of July.**
    - **Annul Chilly cook off.**
    - **Spring Fest Craft Fair and a Fall Fest Craft Fair (Outside venders welcome)**
    - **Kids Summer events (Movie night out)**

## **Mowing: (Report should be presented each month)**

**This should consist of 2 members, and will consist of a minimum of 1 Board Director and/or Officer.**

- **Keeping both entrances, parks, lots maintained per deed restriction requirements.**
  - **Coordinate with Landscaper on Common Area Landscaping needs.**
  - **Trimming trees and bushes as needed.**
  - **Mark Lots to be Force Mowed with blue flags by the 10<sup>th</sup> of each month for Landscapers to mow.**
  - **Deliver force mow report to Management for invoicing of individual owners.**
    - **Yard of the month (should be done by the 5<sup>th</sup> of every month).**
    - **Lighting, for selected holidays (these should be done two weeks before the holiday).**

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## **Clubhouse: (Report should be presented each month)**

**This should consist of 2 members, and will consist of a minimum of 1 Board Director and/or Officer.**

- **Coordinating with property management and other contractors, volunteers or other committees in their various areas of responsibilities and prioritize other items that need attention, monitoring the quality and timeliness of the work assigned and reporting to the Board at each monthly meeting.**
  - **Making sure the community common areas look great.**
  - **Electrical and Lighting works properly throughout the clubhouse and park**
  - **Restrooms are functional and clean**
  - **Painting equipment, signage, parking, etc. as needed**
  - **Maintain and service sprinkler system as needed (seasonal shut-off)**
  - **Liaise with Mowing committee on mowing, tree trimming, and pest control**
  - **Annual A/C and Heat preventative maintenance**
  - **Bi-monthly replacement of air filter**
- **After every rental check to see if the Clubhouse is clean and contact Jennifer for refund.**
- **After each social event check the Clubhouse and if needs cleaning call cleaning service.**
- **Semi-annual cleanout of refrigerator and pantry**
- **Check Semi-annual if concrete under Pavilion, front driveway, sidewalks, and clubhouse walls need power washing.**
- **Check Semi-Annual if exterior equipment is functional and safe (tables, grills, etc.)**
- **Put out signs for HOA/Board meetings**

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## **Sunset Park & Duckling Park: (Should be read each month)**

- **Coordinating with property management and other contractors, volunteers or other committees in their various areas of responsibilities and prioritize other items that need attention, monitoring the quality and timeliness of the work assigned and reporting to the Board at each monthly meeting.**
  - **Making sure the community common areas look great.**
  - **Electrical and Lighting works properly throughout the park**
  - **Equipment is functional and clean.**
  - **Pavilion Patio and gazebo are clean and safe.**
  - **Make sure boat ramp/dock, swimming dock, and bulkheads are safe per OSHA standards.**
  - **Make sure fencing, gates, and locks are functional and safe**
  - **Painting equipment, signage, parking, etc. as needed**
  - **Maintain and service sprinkler system as needed (seasonal shut-off)**
  - **Liaise with Mowing committee on mowing, tree trimming, and pest control**
- **After every rental check to see if the Pavilion is clean and contact Jennifer if needed.**
- **Every year putting up the flag March 1<sup>st</sup> and taking it down October 1<sup>st</sup> at Sunset Park**



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## **Sports Park & Marquis: (Should be read each month)**

- **Coordinating with property management and other contractors, volunteers or other committees in their various areas of responsibilities and prioritize other items that need attention, monitoring the quality and timeliness of the work assigned and reporting to the Board at each monthly meeting.**
  - **Making sure the community common areas look great.**
  - **Electrical and Lighting works properly throughout the park**
  - **Equipment is functional and clean.**
  - **Make sure fencing, gates, and locks are functional and safe**
  - **Liaise with Mowing committee on mowing, tree trimming, and pest control**

## **Communications: (Should be read each month)**

**This should consist of the 1 Board Director or Officer to read to the members.**

- **Establishing effective communication between the community and the Board.**
- **Manage website. (Management Group).**
- **Putting together quarterly newsletter to be placed on the community webpage.**
- **E-mails, Letters, etc., etc.....to be read to the members**

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## **Porter**

### **General Procedures**

- Porter will perform general maintenance and cleaning tasks for CIA of Lake Conroe Hills. The Porter will work 2 days per week (***Mondays and Thursdays***) with provisions for emergency availability.

### **Weekly Recurring Tasks**

- LCH Community Center & Pavilion
- Sunset Park
- LCH Boat Ramp
- Duckling Park
- LCH Sports Park
  
- Walk all Common Areas
- Litter Pick Up
- Pull Trash Receptacles to Curb for Trash Service
- Return Trash Receptacles to Common Areas after Trash Service
- Report any items needing maintenance attention to the Management Company

### **Price schedule**

- Porter – \$200 per Month

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## **COMMUNITY UPDATES & REMINDERS**

- **Annual Maintenance Dues**
  - **Fiscal Year July 1st through June 30<sup>th</sup>**
  - **7/1/XX – 6/30/XX Annual Maintenance Dues**
    - **\$196.00 per Lot**
      - **Due by July 31, XX in Full**
        - **\$50.00 Late Fee 8/1/XX**
      - **Or 4 Installment Payment Plan**
        - **\$49.00 a Month 7/15/XX, 8/15/XX, 9/15/XX, 10/15/XX**
    - **Check or Money Order payable to CIA of Lake Conroe Hills**
    - **Pay Online at [www.lakeconroehills.com](http://www.lakeconroehills.com) or [www.acmg.solutions](http://www.acmg.solutions)**
      - **Choose CIA of Lake Conroe Hills**
      - **Unit # (Property Address or Account Number)**
      - **Enter Amount being paid**
        - **(Pay Lease will not have balance)**
        - **Convenience Fees apply**
- **Community Amenities**
  - **Community Center**
    - **Dues Must Be Paid in Full to Reserve**
    - **\$115.00 Rental Fee**
    - **\$100.00 Refundable Cleaning Deposit**
  - **Boat Ramp/Tennis Court Keys**
    - **Dues Must Be Paid in Full**
    - **\$25.00 Key Fee**
      - **Exchangeable for New Key**
    - **Key Exchange**
      - **September HOA Meeting (every other year)**
      - **7:00pm Community Center**
  - **Vehicle Stickers**
    - **LCH Owners and Residents**
      - **Provide Proof of Ownership**
      - **Vehicle Information & License Plate Numbers**
    - **Place Above Registration/Inspection Sticker**
- **Deed Restriction Enforcement Processing**
  - **Property Management Inspection or Received Complaint Form**
    - **Date Stamped Photograph (Must be sent with Notice)**
    - **1<sup>st</sup> Notice (10 Days to Cure)**
    - **2<sup>nd</sup> Notice (30 Days to Cure or Written Request Hearing Before Board to Discuss)**
    - **Board of Director Approval for Attorney to Pursue**